Minutes
18th Project Team Meeting KNOW-HOW3000

Date and Time: December, 17th 2018 / 13:00-15:00

Written by: Kristina Kroyer (KK), Sarah Fichtinger (SF)
Attendees: Diego Santos (DS), Jasmin Thomas (JT), Friedbert Ottacher (FO), Elisabeth Moder (EM), Peter Pober-Lawatsch (PP), Petra Herout (KO), Kristina Kroyer (KK), Sarah Fichtinger (SF)
Excused: Thomas Vogel (TV), Ulrike Bey (UB), Daniela Pfeffer (DP)

Abbreviations: KM – Knowledge Management, SK – Sector Coordinators, PK – Programme Coordinators, PO – Programme Officer, KH3000 – KNOWHOW3000, ROEA – Regional Office East Africa, ORAC – Oficina Regional América Central, SEN – Senegal, MOZ – Mozambique, PNG – Papua New Guinea, EA/OA – East Africa, CA/ZAM – Central America, ETH – Ethiopia, MO – Mitgliedsorganisationen, GAF – Gabelfrühstück

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1) Announcements:

Project-Team Meetings are going to be integrated into **PROSIT-meetings** (under agenda point "KNOW-HOW3000) with the possibility to convene additional "KH3000 meetings", if required → with this measure we want to foster the integration of the project into our existing processes and promote the understanding of KNOW-HOW3000 as supporting component of our programmes and projects and as integral part of the regional/country programme interventions.

Steering Committee: discussion regarding the associations provoked by the term "steering"; it causes misunderstandings, since the Steering Committee does not and is not supposed to have a steering function; there have been critical voices coming from ORAC, above all concerning the fact that a steering group should have representatives from the regions the project is implemented in; the actual functions the committee is supposed to fulfill include consultation, coordination and information – that's the reason why a new name will be proposed to the committee: KNOW-HOW3000 Member Organisations committee

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2) Open ToDos KH3000		Responsible
Info KK	Open ToDos • from Team Meetings the end of the document • Process of Knowledge Balance included 3 recommendations for KH3000 (not included in the Knowledge Balance report, but discussed and decided separately based on results – working group: Petra, Sigrun and Kristina) → **Strategic development of KH3000** • promote transparency and clarity over responsibility regarding and the coordination, decision making and planning processes for KH3000 within Regional/Country Offices and between Regional/Country Offices, Vienna and Member Organizations • via ToDos already done: description in project proposal, process description (e.g. ROEA), release of local budgets combined with description of handling responsibilities • open ToDos: discuss processes with Jana (new person responsible for KH3000 in EA) and Marja (new person responsible for KH3000 in ZAM) • Comment DS: This should not only concern KH3000 activities when we would need to establish clear processes in all the other areas. **Offset working time vs. real working time dedicated to KH3000** • Personnel costs within KH3000 have to be compared to the actual time required by colleagues • KK will pass this ToDo to TV, since the issue exceeds KH3000 matters **Networking for Knowledge Management** • Promote networking in the area KM in the project regions (e.g. via participating in	

	communities of practice, as done in Vienna)	
	• this is especially favourable in regions where TAs are assigned to KH3000	
	• Possibilities will be assessed and discussed with Jana and Marja during their preparation for their KH3000 assignment	
	Trainings documentation – template for beneficiaries	
	• PP suggests to document the beneficiaries of trainings and other KH3000 activities in a tabular form; this information must be gathered for annual reports and audits and is mostly recaptured by going though participants list → a continuous documentation of reached persons and envisioned objectives could save time and efforts, while also impove monitor achievements	
	• create a template for the regions that includes the activity type, the objective of the activity, the persons reached (male or female, position in organisation, organisations reached), place and time, comments regarding the reaching of goals etc. The template could be sent out together with the feedback for the annual planning and should be updated on a regular basis from PO.	
	• Comment KK: this should be understood as offer to the offices, if is useful it will be used; if not we can reevaluate	
Decision		
Action	Send out template for training documentation	KK
	Compare offset working time with real time dedicated for KH3000	TV
	Include networking and description of roles in preparation of new staff for KH3000 in EA and CA	KK

3) Info from the Steering Committee/KNOW-HOW3000 MO Committee		Responsible
Info KK	• Elisabeth Tanzer, representing Sei so frei Linz is continuously informed about Steering Committee meeting and might attend future meetings; MOs who do not contribute financially to KH3000, like Caritas, BSIN-Kärnten, Plan:g, are informed on minutes;	
	• Beginning of 2019, Clemens Koblbauer is going to take up new responsibilities as Deputy Head of Programmes at DKA; DKA will evaluate internally who is going to represent the DKA in the steering committee in the future; [KK adds that in order to balance backgrounds it should preferably be a person with a connection to Central America, since the other committee members have a relatedness to East Africa]	
	• Summary of last meeting: there were hardly any questions regarding the 19-22 application; However, WHG shared that the internal submission was a challenge, since the KH3000 information had to be presented separately from the other projects, due to a delay from H3 side; Besides that, the MOs gave positive feedback regarding the exposition of the proposal – it was really easy to browse through and look for the most important information	
	• Other topics: Process of Activity Planning for 2019, Internet Platform Updates, Evaluation Visibility Event (see more below)	
Decision		
Action		

4) Final Report 18 and Annual Plan 19		Verantwortliche/r
Info KK	**KH3000 19-22: Local Budget Planning 19**	
	• Agreement prepared by EP and KK between Regional/Country Offices and Vienna (similar to partner agreement, but simpler): official release of local budget + description of audit process, responsibilities, reports, fund requests, visibility guidelines, deadlines, etc.	
	• Comment JT: This could also be essential for other regional office steered projects/components (e.g. Senegal Programme, but also policy dialogue/ ERI in EA)	
	• First annual planning for 2019 should be sent to Vienna until January, 20th – planning document similar to last year but budget and time planning is separated in two excel sheets:	

	• Time plan helps inform MOs easily on planned activities per region, substitutes/adds to General Overview of Activities • Comment DS: Plannings from February 2018 (consultation event with partners organized by KM TA Martina) might be changes substantially due to ongoing crisis in NIC • News on local coordination - ZAM: new TA for KM starting in March (Marja von Deurse); OA: new TA assignment already published; Jana Ongoma-Schwerdtfeger (SPO TA programme) is taking over KH3000 programme coordination **KH3000 16-18: Final Report 18** • Template sent out to Regional and Country Offices, similar procedure as last year – once country/regional inputs are received, KK puts together the overall report • the template was sent to all regions in English but ORAC can/should fill out in Spanish • Deadline for country/regional inputs: Beginning of March ->	
Decision		
Action	Send Annual Planning 2019 within deadline (January, 20th) Send input to annual/final report 2018 within deadline (March, 8th)	Regional/ Country Offices

5) Evaluation		Verantwortliche/r
Info KK	**Evaluation Report EA and CA** • 15.000€ were dedicated per region for evaluating KH3000, same ToRs, very different reports • Consultant team in CA: two women from Guatemala: team leader: Dagny Skarwan (Austrian origins, worked with H3 before) – good understanding of H3, very detailed and long report (almost 20.000 words – first draft longer) • Consultant team in EA: three men – two from Kenya, 1 from Switzerland: team leader: Obando Ekesa – needed a lot of effort to make consultants understand the project (its target groups, etc.), not as detailed and rather short report (less than 10.000 words – first draft shorter) • **EA report:** Strong focus on trainings is criticized, since KM offers a variety of tools not only trainings; KH3000 is functioning as a knowledge provider, NOT a knowledge broker; - no follow-up processes; Learning visits (great potential) and experience capitalization (not used often) should be promoted further; Little usage of the internet platform, but do see potential in it; anecdotes for change to demonstrate positive impacts; KM needs and capacity needs should be part of the partner assessment; little understanding at POs regarding KH3000/KM; positive synergies TAs and KM (esp. BaTA) *For more detailed information see attachment* • **CA report:** in CA there were only few trainings, focus rather on exchange through CdPs: exclusive assignation and terms of "grouping" partners should be reconsidered, need to focus and plan change processes instead of activities – CdPs as framework for other activities – KM plan and objectives (+ budget?) per organization to foster partner engagement, Consultancy on Baseline was very helpful for partners, Systematizations useful for learning and visibility; BaTA: lack in strategic planning - TAs don't feel involved/ aren't involved in KH3000 – synergies and potential to involve TAs should be promoted (add in job descriptions, monitor change at partner → also helps to balance lack of staff resources) *For more detailed information see attachment* • Comment PP: ad sustainability: need to use TAs in tackling knowledge loss due to staff turnover at partners – esp. in EA; → HR and human resorce development assignments needed; challenge to evaluate the actual needs, since PO do only communicate/ may not be aware of the needs that can be met by what H3 offers; creating a CoP for HR may be helpful • Comment from KO: decisions regarding where, when and what kind of trainings have to be based on relevant information and cannot be made randomly – this information and assessment should be gathered by the Regional/country offices (supported by TAs whenever helpful/possible)	
Decision		

Action	Comparative study of the two reports within the programme review: include in ToRs	TV
	Management Response in Tandem with regions (EA Jana/ CA Marja)	KK
	One Pager Overview: Evaluation Results until beginning of 2019	KK/ SF

6) „Visibility-Event" Vienna		Responsible
Info KK	Budget: 28.353; possibility of inviting partners • Context/ Background info: project phase 2016-18: idea of Advocacy Event → was never held, new idea came up: Visibility Event (similar to closure events of each phase in CA) → retrospect and presentation of products and success stories; project team decided to reallocate reserve funds and hold event in the beginning of the new project phase, instead of the end of last one Brainstorming • Goals/ Purposes: Profiling of HORIZONT3000, Visibility of KNOW-HOW3000 successes; • Possible target groups: MO boards and committees, interested/affiliated development and academic stakeholders (appear, ÖFSE, ADA,…) • Possibilities/Modalities: Austria Tour vs. Vienna Event, presentation of "greatest hits": KH3000 focus vs. sector topics, combination with MO advocacy topics vs. combination with SDG project, cooperation with academic stakeholders vs. cooperation with MOs for organization • Date: proposal 2020 - possible combination with intercambio (regional directors in Vienna) and with MO activities (saving costs) – for 2019 too late for both	
Decision	The project team is in favour of a visbility event in Austria and decides that an Austria Tour should be planned instead of a one-day Vienna event, and that cooperation possibilities with MOs and academic institutions should be assessed in order to move on	all
Action	Start planning for visibility event 2020 → discuss possibilities with Steering Committee and focus on topic with Sector Coordinator	KK

7) News on the KH3000 Internet Platform and tasks of the team		Verantwortliche/r
Info SF/KK	• News on the platform: Video area & eCampus: is supposed to support the onboarding process of TAs and help them with other common procedures and challenges; is going to be expanded in the future; H3 Friends: is a space for returnees to keep connecting and exchanging knowledge and experiences even after they have completed their assignment • Tasks SF: further develop digital communication strategy and set up a content strategy for KH3000; next steps: Analysis of target groups, keywords and SWOT, Goal setting workshop; Content Plan Timeline and Action Plan; • KNOWLYMPICS 2018: 10 submissions, 5 countries - FSM, CPT (x2), AEIJSA, ACIJOES (FUNDESYRAM), BICU/Blue Energy, CARITAS Maddo, CARITAS Mityana, ADP Mbozi, BOSCO; 3 prizes: each one 500€ - Winners: FSM, BICU/Bluefields, Mityana; Some of the experiences already uploaded on the platform, others will be uploaded in January • Comment KO: consider topic specific KNOWLYMPICS; ask PO which topic they would be interested – then check which organisations have experiences with these contents	
Decision		
Action	• Upload missing experiences • Send newsletters regarding uploads	

Open ToDos from Project team meeting 12-2017

WHAT	Result of Activity	WHO	With WHOM	Until WHEN	Priority
Project in general					
Design KH3000 for roll-up in English, assess needs in other regions → Reassess need for EA with Jana	Greater visibility at KH3000 events	KK	ROEA WZ	March 2019	Low
Evaluate idea of bringing Toolbox Masters virtually together → Evaluate Responsibilities for Toolbox	Greater commitment by Toolbox Masters	KK	KO	March 2019	Medium
Decision on per diem rates for KNOW-HOW3000 activities in EA still open → discuss with Jana	elaborating a clear proceeding per region/ country	KK	ROEA	March 2019	High
Discuss whether KH3000 activities should be contained in job descriptions for TAs	Clear responsibilities	KK	GAF	March 2019	High
Plan for and organize a KH3000 visibility event	Present products and results	KK	PKs	2020	Medium
Development of a Theory of Change for KH3000 and of the proposal for the programme intervention KH3000 19-22	Programme Intervention 19-22	KK	TV	tbd	High
Finance Acquisition via Foundations: update Project Ideas with Knowledge Management Activities	Additional funds for KH3000 activities	KO	DP	?	Medium
Establish contact for future collaboration with FH-Eisenstadt Knowledge Management	Networking	KO		?	Low
Experience Capitalization / Systematizations					
Discuss if the questionnaires for experience capitalization should be used for systematizations and sharing events	Sharing Insights from Systematization with others	KO	SKs/PKs	KM Team Meeting 2019	Medium
Discuss in which cases systematizations should (not) be published on the platform	Elaboration of criteria/process on publishing systematizations	KO	SKs/PKs	KM Team Meeting 2019	Medium
Discuss if Questionnaires for Experience Capitalization should be attached to yearly progress reports of partners and TAs	Promotion of capitalization of good practices and learning from failure	KO	SKs/PKs	KM Team Meeting 2019	Medium
Systematisation documents: update list for an overview of all the systematisations in all countries and regions, sorted by sectors[1]	Overview of all the existing Systematisations	KO	SKs	on-going	Medium
Platform					
Task Descriptions for Power-User elaborated per region reflecting the specific needs of the region as to tasks and time resources	Promotion of the Platform in regions reflecting the specific needs	SF	PKs, Country Offices	Mid-19	Medium
Elaborate a concept of how to integrate TA products to the KH3000 platform, and how to assess the quality of those docs	Securing relevant products for knowledge/ tool sharing	SF	PKs, Country Offices	Mid-19	High

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[1] Location of the list: J:\KNOW-HOW3000\Experience Capitalization\Systematisierung All the systematisations which were produced in one year can be found in the respective Archive on our Server (ADA-Berichtsordner des jeweiligen Jahres) e.g.: I:\ADA\\ADA-Rahmen\\Abr+Berichte_ADA-Rahmen\\ADA-Abr+Bericht%20per%202015-12\\4_Evaluierungen_Systematisierungen