**Minutes of IM Network Meeting: 19th June 2019**

Chair: Shon Campbell, MIMU Manager.

Participants: Phandeeyar, PSF, IPA, PIN, UN-Habitat, WASH cluster/UNICEF, OCHA, ICRC, FMR Research, MCC, HPA, NPA, Jhpiego, DAI CSP, MIMU

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| **1** | **Knowledge Management in Jhpiego *(Thura Kyaw, Sr.Knowledge Management, Learning & Documentation Manager)***  We think we know the definitions but bringing knowledge and management together brings us to something new:  Knowledge: “facts, information, and skills acquired through experience or education.”  Management: “the process of dealing with or controlling things or people.”  Knowledge Management: “Knowledge management (KM) is the process of creating, sharing, using and managing the knowledge and information of an organization.”  DATA (facts and figures) 🡪 INFORMATION (contextualized, categorized and condensed data) 🡪 KNOWLEDGE (know-how, understanding, experience and contextualized information). Need to consider Explicit Knowledge (visible, public, accessible knowledge found in documents, databases etc), and Tacit Knowledge (invisible, private (intuitive knowledge & know-how, which is based on context, experience, practice & values – it is harder to communicate as it resides in the mind of a practitioner).  Knowledge management is different from Information Management (sharing data/info/statistics, technology driven, capturing explicit knowledge which is easier to identify and share). KM on the other hand is about sharing knowledge, people/process driven, capturing tacit knowledge, sharing know how, harder to capture so more likely to lead to innovation). KM is not new - we all managing knowledge – each of us is a personal store of knowledge with training, experiences, and informal networks of friends and colleagues, whom we seek out when we want to solve a problem or explore an opportunity. We get things done and succeed by knowing an answer or knowing someone who does.  KM aims to increase efficiency, impact, enables more collaboration among colleagues by transforming data into knowledge, preventing knowledge loss and duplication of effort. While it is good practice to assign KM focal points, in reality everyone is responsible for KM. Importantly KM needs to be intentional – it wont happen accidentally.  People, process and technology are three elements, central to successful knowledge management. At the centre of knowledge management are people and how their knowledge can be captured, retained, shared and reused. However, most organisations will need some combination of the three to have a functioning and ultimately successful KM “system”. Focusing only on people and technology and not considering process can still increase the possibility of reinventing the wheel. Technology and process together can achieve great things, but true adoption will still need a focus on people and their related change management.  Technology is rightfully considered an enabler and not a solution to knowledge management. However, only focusing on people and process and failing to capitalize on technology can make accessibility to explicit knowledge and the availability of tacit knowledge more difficult than it needs to be.  KM tools and techniques fall on a continuum from collecting information to connecting people to that information as well as “pushing” information to people and providing them with tools so they can “pull” the information themselves. They can be thought of in terms of:   * Asking - after-action reviews, knowledge cafés, and peer assists, other types of events and meetings, which can be helpful for eliciting tacit knowledge * Telling - conferences, webinars, and workshops that are useful for conveying knowledge to defined groups of people * Publishing - job aids, eLearning courses, or websites; these are efficient tools for sharing explicit knowledge with large groups of people * Searching - websites, libraries or databases, which allow people to pull the information they need, when they need it   Jhpiego’s approach to KM within the organization   * Opportunities to exchange as a group informally – “fruit talk” * Lessons learned workshops * Communities of practice - using yammer application from microsoft * Focus on documentation – when doing anything new prepare guidelines, templates (using office 365 as content management system) * Technology for virtual meetings, webinars, podcasts, intranet (using sharepoint in office 365) * Standard taxonomies, archiving to allow users to find information easily * E-learning, knowledge repositories, case studies * Coaching and mentoring   Lessons learned in implementing KM in Jhpiego are that it needs buy-in from leadership but it’s still everyone`s business; it must be strategic and intentional and it takes time; technology plays an important role and it is good to integrate KM with documentation and communication.  Currently there is no specific group focusing on information sharing about KM experience and approaches in different agencies however more information could be shared through Networking meetings, Joint capacity strengthening activities, Case studies on KM practices (how it achieves the agencies’ results) |
| **2** | **DAI support to KM (Elliot Seeger, *Monitoring, Evaluation and Learning Manager, DAI CSP Programme)***  DAI leads the DaNa facility which supports private sector development, and the Community Strengthening Project which is a small grants facility for local organisations financed by USAID for 3-5 years to reduce vulnerability of conflict-affected communities. The main focus of the CSP is Rakhine, Kachin and Shan. It also aims to support its partner agencies to share information with one another and with the communities they are working in. DAI KM focuses on Grants management; Monitoring, evaluation, and learning; Context and vulnerability analysis – eg recent reports on livelihoods, drug use, social cohesion for use by USAID; Research documentation and dissemination  Tools developed for CSP’s KM   * Online grants management platform – basic information re project numbers and locations provided on a quarterly basis. * Armed Conflict Location & Event Data – using data from the global ACLED dataset which is gathered from known media sources in a Microsoft Power BI dashboard. For Myanmar this also involves conflicting information from different sources to be checked and confirmed. There is a slight delay in data being uploaded by ACLED so this needs to be taken into account. It was noted that the Myanmar Peace Monitor also monitors this type of data. TAF is also using this and other tools to triangulate the data they receive on incidents. * MIMU-HARP Vulnerability Index – using the data provided by MIMU-HARP for the areas of focus to stimulate more discussion by TS * Research repository – different layers of permissions. Internal and external reports for different audiences.   Research products include (1) Monthly context analysis, (2) In-depth research products such as a quarterly report for internal use, and (3) Ad Hoc analytical reports including some for wider use.  The Learning strategy includes various approaches such as Lessons learned workshops, the CSP University (inviting staff and external persons to discuss particular aspects of research), Twice yearly Strategy review sessions, Outcome-level evaluations, Donor/Partner coordination meetings – IM Network and meetings involving USAID partners – this helps bring together information from different donors to avoid duplication. A challenge is in ensuring key recommendations and highlights feed back into and inform strategy discussions. |
| **3** | **Discussion on Knowledge Management initiatives**  Context - It would be helpful to track and capture whole picture of the consequences of the conflict. Agreed that numbers aren’t the only thing to look at. Most helpful to have local knowledge also feeding in on how the conflict is affecting different populations. relationship with host communities.  How to manage KM at local level where no access to technology – Jhpiego noted that technology is only an enabler for KM activities, so it is not required to move forward in KM initiatives but requires different ways of sharing information (these may be slower without technology).  How to measure impact of KM activities – For DAI, tried a short survey for users of their products on Kobo toolbox however issues zawgyi vs unicode, problems of using different browsers with Myanmar fonts… finally gathered more information through phone calls – this allowed more information to be shared on why these questions are being asked. when setting up their KM activities, set up key indicators – eg what do people consider as the quality of the products; how many are using the platform; are strategies being updated to reflect the learning and information sharing from the various project streams.  Adjusting to staff turnover - WASH Cluster has accrued many technical documents but produced and stored separately and there is a lot of turnover among involved staff. Hence decided to put their documents together in one place on a google website with required contacts etc. Provide a briefing for all newcomers working with the WASH cluster on what the main guidelines are and where to find them.  MIMU experience with metadata – when setting up the website there were not funds to set up a system of metadata and tagging to enable better search so now trying to introduce this. Requires well maintained metadata  Jhpiego content management system – Jhpiego has prepared a series of tips for search which can be shared with the IM Network.  Consider KM in preparing documents and storing reports – to make it easier to skim and pull out main points, as well as to pick up points on process – eg not just to include (methods used to gather information etc)  Importance of in-person presentations |
| **6** | **National level Initiatives:**  **CSO/Central Statistics Organisation** –Work continues on the National Indicator Framework (NIF) which will provide the indicators for the Myanmar Sustainable Development Plan (MSDP) and the core SDG monitoring. CSO is developing a Data Sharing Policy and interested in examples from other contexts where it works in practice. CSO has requested support from UNDP to create a Single Data Platform.  **2019 Inter-Censal Survey (ICS)** – planned for November 2019 to reach 4,200 sample Enumeration Areas (EAs) representing about 5% of the total EAs in the country. There will be more EAs in more populated areas of the country. The Inter-censal survey will focus on household level data and not people in institutions. 35 sample households will be selected in each EA for the questionnaire which includes over 100 questions. Data sought includes demographic and labour force information as well as additional info on migration, functional difficulty for persons living with disability (2 more questions than the previous census), well-being of persons with disability and the elderly, WASH and more on education. Data will be collected over a 14 days period, mostly with KAPI tools (mobile based data collection) with some on paper for areas where this is difficult. DoP will hold a data user consultation workshop in Yangon on 28th June.  **2020 Agricultural and land census** – Myanmar will conduct the 5th such census in 2020 following the last one in 2010 – the aim is to hold such exercises every 10 years. This is being led by the Ministry of Agriculture, Livestock and Irrigation with technical support from FAO for capacity building and sampling frame design. The census aims to gather accurate agricultural and land related statistics, support policy formulation, and provide an overview of food security and agricultural land conditions. It includes 13 main items such as farmers’ working conditions, farmer’s education and work conditions, land utilisation including for crops/agriculture, livestock breeding, fish and prawn breeding etc. |
| **7.** | Updates from agencies, clusters/sectors and working groups **Phandeeyar** – Successful one-day Data policy maker workshop held recently. Preparing a Data Literacy programme in the coming 3 months – agencies which are interested should be in contact – it includes a heavy staff time commitment of one week of the staff time every month for 3 months.  **UN Habitat** – conducting a solid waste management project in Hlaingtharyar; It has two components: to stabilize the current solid wage dumping site and to establish new pilot solid wage dumping system using FuKuoka method at Hteinbin. UN-Habitat has already established three micro hydro power units in Chin State and will be transferred it to DRD in first week of June  **Health Policy Action** – working in Kachin – seeking more linkages with agencies and clusters  **FMR Research** – interested in a mapping of IDP camps to complement their data on MSMEs as a support to livelihood linkages.  **ICRC** – Information Management Officer interested in activities of other agencies in conflict-affected areas.  **Health Poverty Action** – partners with implementing agencies. Completing cash transfer programme in the Dry Zone with SCI – will launch a report on this at the end of this year. Land rights project for landless persons – considering land governance requirements in land rights institute.  **People in Need** – Food security and Nutrition survey in Maungdaw and Buthidaung, EiE survey in Kachin and Northern Shan State, surveys for adolescent, food security and nutrition activities in Rakhine and livelihoods and education in emergencies in Kachin, as well as social cohesion activities (Kachin, Mon and Rakhine).  **Norwegian People’s Aid** - support to civil society organisations and NGOs.  **WASH Cluster**: currently collecting 4W report and contact list updates for the Q2 reporting. This includes attention to emergency preparedness with data gathered before and after the monsoon on emergency stores and capacities.  **OCHA** – Humanitarian access tracking (May 2019) for Kachin and Shan state and IDP camp location Map for Kachin and Shan (April 2019) have been produced. Cash infographic for 2018/19 was shared with WFP, they will present in coming working group meeting.  **Paung Sie facility** – supporting grants to CSOs. In process of selecting organisations for grants in the new phase.  **MIMU:** National Coding System for settlements with OneMap Myanmar and GAD expected to be launched in Q3 this year, populated with the 2015 GAD gazette data as well as recent updates. A group of academics will be convened by GAD to review the transliterations. This initiative will not address concerns re village names in Rakhine. Formal Sector School mapping – MIMU will hand over the school mapping platform to MoE at the end of June. Linkage with the new EMIS system has been delayed due to technical issues in development of the system. Training/Capacity Building – recently completed the one-week QGIS and 3 days Excel training and about to start the next distance excel training course. MIMU will make its training materials available online through the MIMU website for wider use to support universities and other stakeholders capacity building however only those completing the courses run by MIMU will receive a certificate. |
|  | **Next Meeting** – Wednesday September 4th if no prior meetings needed for emergencies – theme to be decided. Please share suggestions with Shon |

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