Knowledge management for Agricultural Development in Africa

Benjamin Abugri| FARA | Lead Specialist - Knowledge Management, Digitalization & Learning – babugri@faraafrica.org

KM4AgD & Malabo Reporting Roll-out in Eswatini.
Happy Valley Hotel, Ezulwini, Eswatini

Thursday April 18, 2024

Outline

1. **Introduction**
   - **About FARA**
   - **Guiding principles of FARA's Strategy for KM**
   - **Summary of KM in FARA**

2. **FARA's KM Agenda for the Continent – Strengthening the Knowledge ecosystem**

3. **Concluding thoughts/Lessons**

Forum for Agricultural Research in Africa

The apex <u>continental</u> organization for agricultural research and innovation in Africa

Convenes and facilitates partnerships and joint <u>continental</u> actions among stakeholders in agricultural research and innovation in Africa
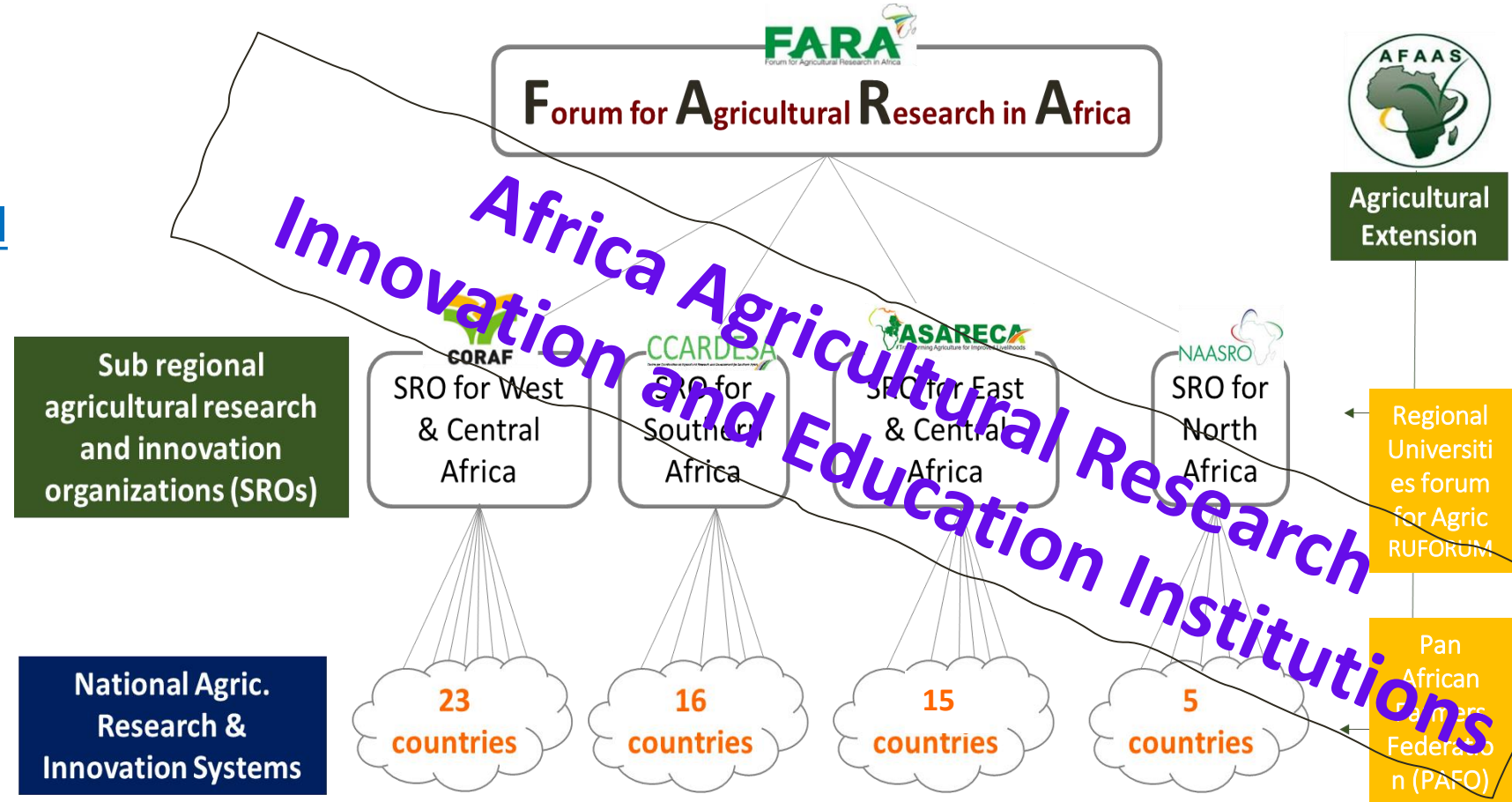
Partnership in AR4D

FARA Forum Online Reach

Over 14M
Reach directly and indirectly through partners

Blog Feedback
Many requests by users to pay and promote their products

Google has requested that we monetize the blog

Over 5M
Online reach via various portals

OUR DIRECT REACH AROUND THE WORLD

Blog
4M
20K/month

CoP
40K
75% Africa

Web
985K
55 Countries

SOCIAL MEDIA REACH

76,943 Followers
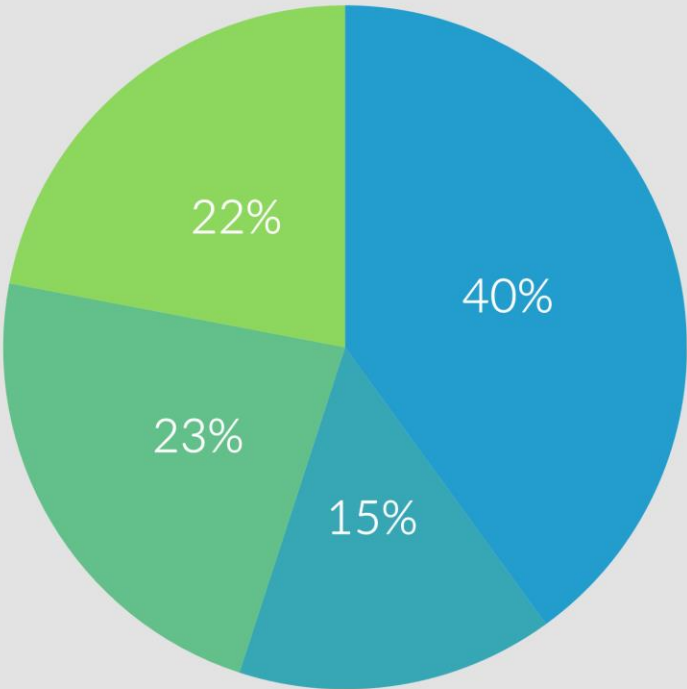
3,551 Views | 432 Subs

24,724 followers

1,143 Followers

33,314 Followers

5,164,675 pageviews

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IFAD | AFAAS | ASARECA | CCARDESA | CORAF FARA

FARA Forum Stakeholders

Pie chart:
- Research & Academia: 40%
- Policy: 15%
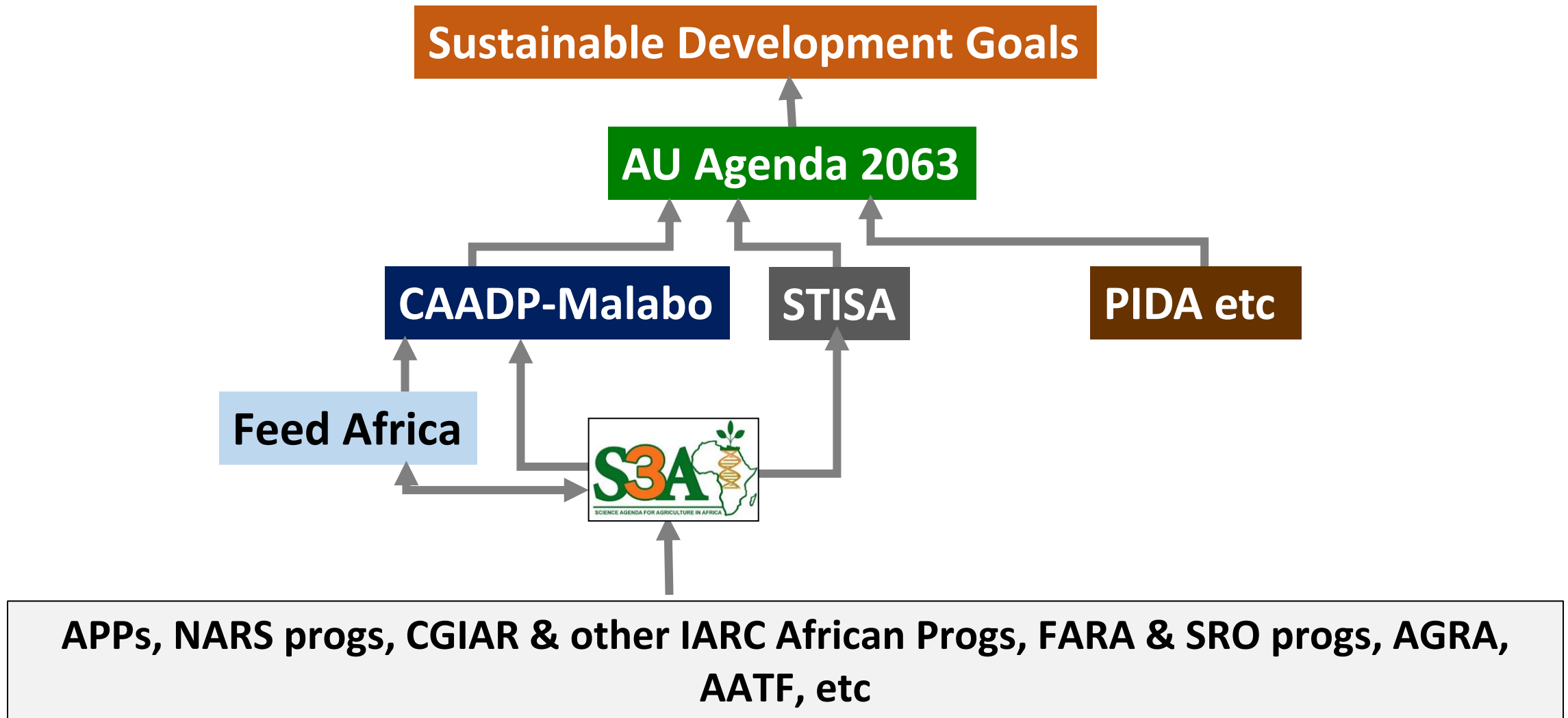- Extension & Farmers: 23%
- Private sector: 22%

- Research & Academia
- Policy
- Extension & Farmers
- Private sector

Wisdom is like a baobab tree; no one individual can embrace it. — Ewe proverb

Africa.com

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Frameworks and targets – Priority setting

Feedback – S3A Recommendations – 4

➢ A Robust Knowledge Management and Information Support System:

➢ A veritable platform that could provide knowledge and information support to the S3A.

➢ It should be enhanced to regularly and systematically collate, process and share implementation strategies, programs and lessons.

23 AUGUST 2017

...ience Agenda for Agriculture in Af...
"Connecting Science" to transform agriculture in Afr...

Knowledge Management

- **KM is not only about collecting knowledge; it's about connecting people to that knowledge;**

- **Two forms of knowledge:**
  - i.   **Explicit knowledge**
  - ii. **Tacit knowledge (minds experience)**

- **KM ensures that we can push (share) relevant knowledge and pull (find) needed knowledge.**

Tacit Knowledge

Knowledge Pull

Ask	Tell
Search	Share

Knowledge Push

Explicit Knowledge
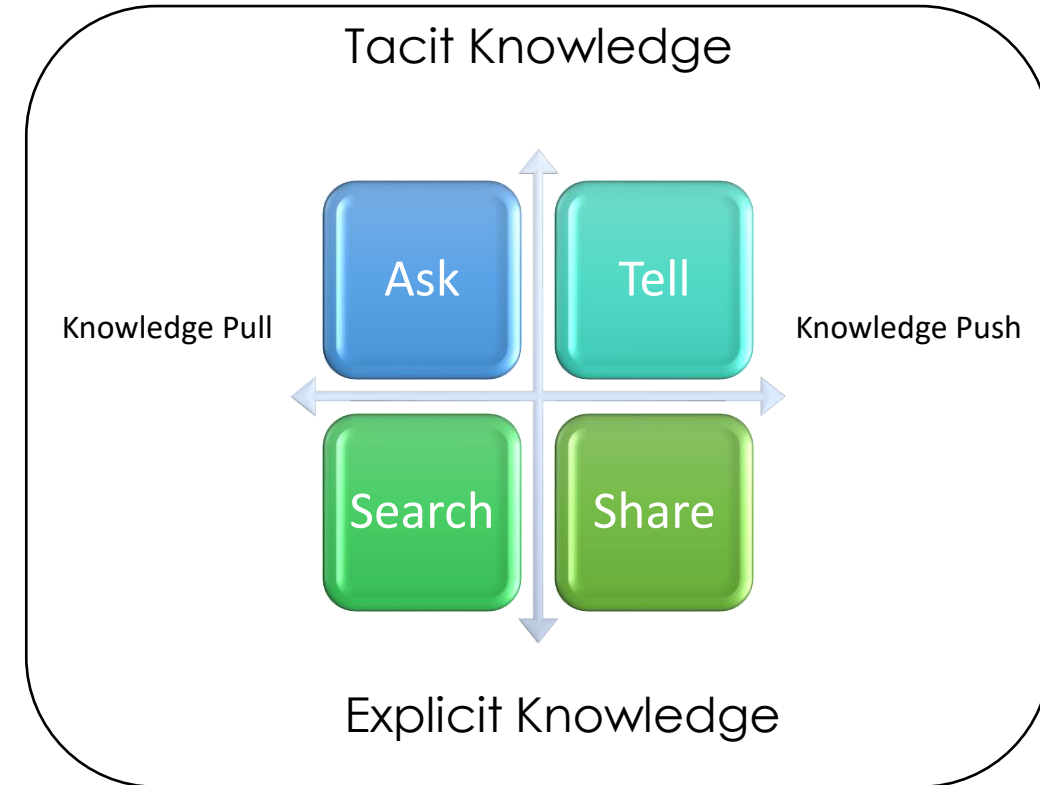
Knowledge Management in FARA

Learning through Knowledge Products

1 Flagship Reports
Comprehensive, in-depth publications that delve into the latest trends and innovations in African agriculture.

2 Lessons Learned
Capturing and disseminating valuable insights gained from field experiences to inform future initiatives.

Thematic Knowledge Products
Specialized resources that explore targeted themes and provide actionable guidance for stakeholders.

3

Collaboration and Engagement

Dgroups
An online platform fostering vibrant discussions and knowledge exchange among agricultural stakeholders.

AASW
The Africa Agriculture Science Week, a premier event that convenes researchers, policymakers, and practitioners.

Partnerships
Strategic alliances with diverse organizations to amplify impact and drive collective progress.

Engagement
Proactive outreach and active participation in the agricultural knowledge ecosystem.

**Priority Setting**

Partnerships

Strengthening the Knowledge Ecosystem

KM4AgD Agenda
The KM4AgD Agenda focuses on cultivating a robust knowledge ecosystem to empower African agricultural researchers and stakeholders.

Collaborative Approach
By fostering collaboration and engagement, the initiative aims to leverage collective expertise and accelerate knowledge-driven progress.

Empowering Stakeholders
The platform empowers agricultural stakeholders to actively participate in shaping the future of Africa's food systems.

FARADataInformS: Advancing African Agriculture through Data-Driven Insights

 culture in Africa
Added ($) & as Share of To

Tunisia $4B
Egypt $27.6B
Algeria $21.7B
Mauritania $1.3B
Mali $6.7B
Burkina Faso $4.2B
Niger $3.7B
Chad $5.1B
Sudan $12.7B
Ghana $13.1B
Guinea $2B
Nigeria $83.4B
Central African Republic $816M
South Sudan $341M
Uganda $6.6B
Côte d'Ivoire $8.6B
Togo $1.3B
Benin $2.4B
Cameroon $5.4B
Equatorial Guinea $266M
Rwanda $2.8B
Burundi $961M
Gabon $850M
Congo $791M
DR Congo $9B
São Tomé and Principe $44M
Angola $10.6B
Zambia $801M
Namibia $1B
Botswana $372M
Zimb $3.7
Eswati $423M
South Africa $7.3B
Lesotho $168M

agricultural output,
al output is higher
appear smaller e.g.

The Observatory for Africa Agriculture (FARADataInformS) harnesses the power of data to drive innovation and sustainable development across the continent's agricultural landscape.
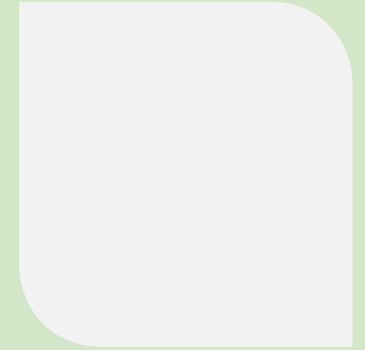
![FARA — Forum for Agricultural Research in Africa]

The KM Team
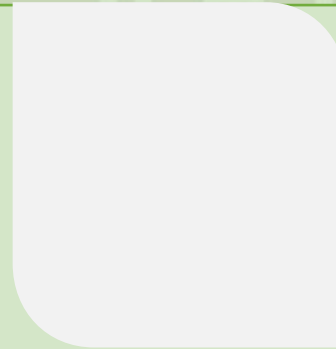
KM Officer – Info Mgt/Library

Officer – Comms

Archictect – CAAPs
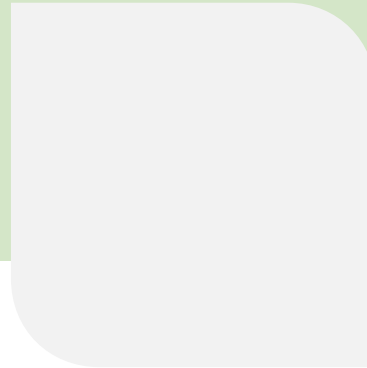
IT Specialist

Cluster Leader

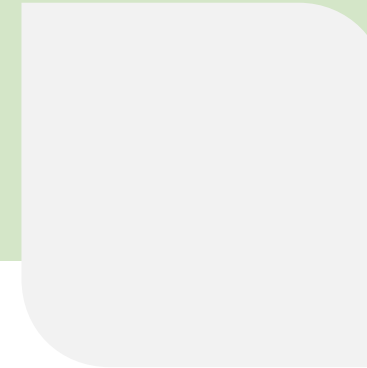Expert in Knowledge Management, Project & Strategic Management, M&E, Public Admin & Policy Mgt

Communications

Development, science Comms, Creative Designs, Video/Photo, Social Media

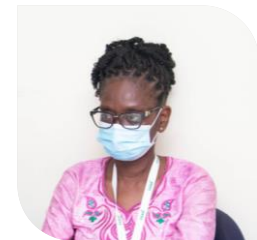## Developer

Web Designer, Content management Server Management

KM Officer – Data Scientist

Database design, Content Management, Creative Designs, analytics & General IT Support

Translator

Interns, Consultants, Sectorial KM Enthusiasts/Officers & ...

Communities of Practice/Interest (CoPs)

Implementing Our Mandate

1. Observatory for Africa Agriculture – KM-Hub – 2017-2018

wwww.datainforms.faraafrica.org

TARGETED PRODUCTS & SERVICES

LEARNING & OPPORTUNITIES

QUALITY ASSURANCE & FEEDBACK

PARTNERSHIPS & COLLABORATIONS

Linkage, Recommender System & Interoperability

https://datainforms.faraafrica.org/

2. 2020 Repositioning – Akosombo Agenda

Akosombo Integration Agenda

Continental
KM4AgD Framework

Knowledge Leadership and Governance

KNOWLEDGE LIFECYCLE	KNOWLEDGE ASSETS	PROCESSES	SUSTAINABLE DEVELOPMENT
Finding Acquiring	**Human Assets** skills, experiences,..	**Knowledge Services** Researching, training advising, convening, facilitating, catalysing, communicating, etc.	**Organisational Development**
Creating Sharing	**Structural Assets** databases, processes,..		**Agricultural Development**
Using Capturing	**Relational Assets** networks, CoPs,,..	**Products** Publications, extension resources, technology and innovation pratices, policy briefs, articles, videos, etc.	**SDGs - Global Development**

Monitoring and Learning

Source: Abugri & Brandner (2021): Continental Data Capture Strategy

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Repositioning - Akosombo Agenda

The Akosombo Integration Agenda is about integration of

1. Knowledge Management Approaches: Targeted, systematic, integrated, ecosystem approach

2. KM Tools: starting with DSpace, DGroups, Knowledge Graph, DKAN, Drupal

3. Knowledge Resource: from data to knowledge products/services: guiding principles, formats, quality, standards

4. KM Processes: Capturing, Transforming, Sharing, and others

5. Communities of Practice: Collaboration, Co-creation, Innovation in thematic areas

6. KM Capacity Development: Training Courses, competency frameworks, KM Community; mutual support; complementary strengths

7. Knowledge Ecosystems for AR4D:

Data Capturing guidelines Developed & Published

Continental
Data Capture
Strategy (CDCS)

A Practical Guide for Knowledge Managers in
Africa AR4D

Catalyzing Innovation through Collaboration

KM4AgD CHALLENGE

3. 2021 – Strengthening the KM Ecosystem

1 — Stakeholder Engagement
Fostering meaningful dialogues and collaborative relationships among diverse agricultural stakeholders.

2 — Knowledge Sharing
Facilitating the exchange of ideas, best practices, and innovative solutions across the ecosystem.

3 — Capacity Building
Empowering stakeholders with the skills and resources to drive sustainable agricultural development.

4 — Collective Impact
Leveraging synergies and collaborative actions to amplify the reach and impact of agricultural initiatives.

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The KM4AgD Challenge 2021, 2022 & 2023

- A **joint annual programme** of FARA, its Continental Partners CCARDESA, CORAF, ASARECA, AFAAS and the Knowledge for Development Partnership (K4DP), CGIAR

- Participants learn about **Knowledge Management, Knowledge Society** in training sessions of 8 days (5 days KM, 3 days K-Society) and **Knowledge Cafes** from experienced pool of experts

- **Together with sector partners**, they **mastered 2 key challenges in groups –** Developed 10 thematic briefs in 2021 & KM Partnership Framework in 2022 & 2023 – **Continental KM Report in 2024 & 2025**

- Developed Country/organization KM Strategy (28) and Country Policy Briefs (21)

- Successful participants awarded "**Certified Knowledge Managers for Sustainable Development" accredited by recognized Universities**

- Present findings, solutions and recommendations at High-level Conferences in 2021, 2022, 2023. **2024 Planned for July 29-31 in Kigali, Rwanda**

https://km4agd.faraafrica.org/

Strengthening the KM Ecosystem

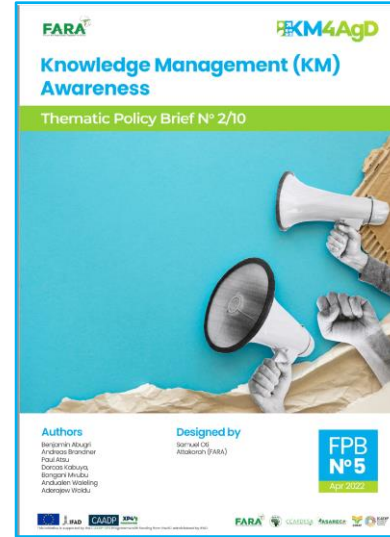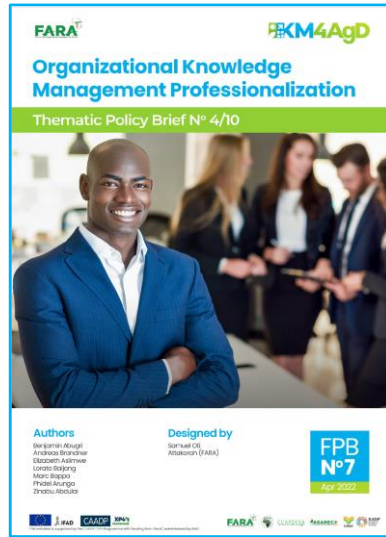**Accra Declaration 2021 (En&Fr) - KM Agenda for Africa AR4D**

https://faraafrica.org/2022/02/15/accra-declaration-on-the-km4agd-agenda-for-africa/

Knowledge Management for Agricultural Development Agenda

KM Policy Briefs

2022 Output launched at AASW8 in 2023

Strengthened Capacities in KM at all levels

55 Fellows
National (28 – CCARDESA 9), Regional (3), Continental (4), Youth Network (8), CG Centers (7), others (5)

https://km4agd.faraafrica.org/fellows/

2024 KM4AgD Challenge, Conference & CoP

Last Mile Access to and use of Strategic Knowledge Products

https://library.faraafrica.org/

45 more K-Products (389 total)
Over 10k downloads in 2023

Including Last mile perspectives through articles, science writing, social media influencing

CAAPs to catalyse Africa's transf

By HAPPY MULOLANI

Common African Agro-Parks (CAAPs) are vehicles aimed at driving crossborder projects to leverage on initiatives which focus on priority or strategic commodities.

It is believed that this approach will spur economic development and transformation in Africa, as espoused within the framework of the African Union (AU) Agenda 2063.

Principal Advisor, Value chains, Office of the Secretary General Themba Khumalo explains that CAAPs involve agreed actions between two countries to identify trade opportunities.

"Our target is to have excess food for trade and where there are domestic projects will be supported,

CAAPs aims to promote regional integration and trade," Mr Khumalo said.

To catalyse CAAPs, it is about countries justifying their projects within their Regional Economic Communities (REC) for the implementation of the Common African Agro-Parks programme.

Once countries identify and concretise their projects, they need to sign agreements and trade. For these CAAPs to be viable and translate into tangible results, there is need to ensure private sector investment.

Mr Khumalo says when pursuing these investments, there will be need for private sector players to be able to present their projects and mobilise resources to actualise trade agreements.

He clarifies that whatever projects exist in countries aside the identified CAAPs continue, although it is better to enshrine in the regional investment plans for purposes of recognition as a CAAPs regional integration plan.

"We need to radically change the way we work to actualise and achieve the goals of the CAAPs," Mr Khumalo says.

He advised that countries need to look at their own domestic interests, what is existing and how best it can be scaled up.

This should be coupled with a commitment to create an enabling policy environment, trade and among others, so as to avoid any barriers between countries wanting to promote trade in their RECs.

Mr Khumalo explained that for the CAAPs to be recognised and supported, a certain criterion needs to be met as spelled out in the Abuja declaration.

The Abuja declaration criteria outlines some of the critical elements of setting up a CAAPs within a RECs.

Among them, is taking into account the nature of strategic importance in relation to integration, economic growth and food security. Further, there is need to ascertain what is on the ground in the context of feasibility of project, as there must be a base to engage some of the partners for a pre-feasibility.

This means when looking at most entities, they will be need for feasibility study, which will entail the community having basic information to make a decision and demonstrate the ability to promote regional boosting.

Overall, there is need to look at whether countries are able to commit from a policy point of view as a country, outside investor zones to enable the private sector make those decisions.

It is key for countries to critically look at their comparative advantages and also harmonise their investments with financial commitment towards agreed value chains.

A typical case of a CAAPs is the trade agreement between Zimbabwe and Zambia dubbed "Common Agriculture Industrial Park (CAP)" signed between the two countries in 2021. The partnership between the two countries is valued at over US$12 million.

Speaking in Lusaka during the inaugural coordination meeting of Regional Economic Communities (REC) for the implementation of the Common African Agro-Parks programme,

•CAAPS Principal Advisor - Value chains, Themba Khumalo delivers a presentation.

Kwagala Elizabeth Nsimadala
March 18 at 9:05 PM · 🌍

FARAAFRICA.ORG

FARA and RUFORUM inaugurate the Regional Multi-Actor Research Network on Agroecology to Support Regional...

chains...'

Events for sharing & Learning (Physical & virtual)

Dgroups: simple solutions for building sustainable online communities (engagements, co-creation & Networks)

≡ FARA network

Home   Discussions   Library   Calendar   Members   Admin

Join the FARA & CCARDESA Communities
https://faraafrica.community/fara-net
https://faraafrica.community/fara-rails/sadc-rails/ccardesa

Welcome to the web space for FARA / bienvenue sur le site du FARA. For more information about FARA, visit
http://www.faraafrica.org

Conclusion

1. The KM4AgD Challenge model has been proven successful and adaptable in all sectors

2. Strengthening the Knowledge Ecosystem requires partnerships. Eswatini National KM Partnership *(Examples in Namibia, Botswana, Mozambique, Tanzania, Ghana, Uganda, etc)*

3. FARA, CCARDESA and partners are open to these partnerships ("Knowledgization")

4. Fellows of the KM4AgD Community of Practice for KM and Artificial Intelligence provides a faculty for implementation

5. The Establishment of Knowledge centres with linkage to the academia will help sustain

Conclusion

"Knowledge management is a bit like travel insurance. You only wish you had it when it's too late.

O'Neill, A

References

1. https://faraafrica.org/2022/02/15/accra-declaration-on-the-km4agd-agenda-for-africa/ - Accra Declaration on KM4AgD for Africa & FARA Corporate Website

2. https://library.faraafrica.org/2021/06/22/fara-continental-data-capture-strategy-june2021/ - Continental Data Capture Strategy & FARA Main Library

3. https://km4agd.faraafrica.org/ - KM4AgD Agenda Website

4. www.datainforms.faraafrica.org – Observatory for Africa Agriculture

5. https://faraafrica.community/fara-net/km4s3a/km4agd - Africa KM4AgD Community of Practice (Please click to Join)

6. https://youtu.be/38Kg8MDlg-I - Video KM4AgD Challenge

7. https://youtu.be/KtCrIgsINt4 - KM awards 2021

About Knowledge for Agricultural Development

Knowledge management for agricultural development involves the systematic management of information, knowledge, and learning in the context of agriculture. It includes activities that support the creation, capture, sharing, and use of knowledge and information to improve agricultural practices, increase productivity, and promote sustainable development.

The goal of knowledge management for agricultural development is to enable farmers, researchers, policymakers, and other stakeholders to make informed decisions based on reliable and up-to-date information. This involves identifying and prioritizing knowledge gaps, promoting knowledge exchange and collaboration, and leveraging technology to facilitate access to information.

Some specific applications of knowledge management in agricultural development include:

Developing and disseminating best practices: By gathering and sharing information about successful farming practices, knowledge management can help to increase productivity and reduce waste.

Promoting innovation: Knowledge management can help to identify new ideas and technologies that can improve agricultural practices and increase efficiency.

Strengthening collaboration: By fostering collaboration and knowledge-sharing among farmers, researchers, policymakers, and other stakeholders, knowledge management can help to build stronger agricultural communities and promote sustainable development.

Overall, knowledge management is essential for agricultural development because it helps to ensure that stakeholders have access to the information they need to make informed decisions and drive positive change.

Obrigado

Thank You

ngiyabonga

Mpu'usya

Communities of Practices

Collaborating for greater Impact

Benjamin Abugri| FARA | Lead Specialist - Knowledge Management, Learning & Communications – babugri@faraafrica.org

What are CoPs?

"**Groups of people who share a concern or passion for something they do and learn how to do it better as they interact regularly**"

(Wenger)

Characteristics:

- **Domain**
- **Community**
- **Practice**

Community-Meeting of the KM4AgD CoP

Targets of CoPs (selected)

- Connecting people
- Collecting experience and material
- Sharing ideas
- Provisioning of knowledge services
- Collaborating on new ideas or ongoing activities
- Mutual support
- Retaining the knowledge in a group /network

- Reflecting and developing practices
- Providing good practice guidance and material
- Building mutual trust and appreciation
- Making sure, that ideas are useful
- Motivating and presentating of oneself
- Adressing critical topics, informal issues

From loose relations to professional communities

From loose relations…

- Spontaneous, individual, regional limits
- Low transparency of capacities and needs
- Informal, missing rules
- Sustainable committment low
- Mostly bilateral relations
- Low methodological diversity
- Missing technical support
- High variety of knowledge products
- Occasional, scattered meetings
- Weak financial commitment
- No facilitation, no targets, unmanaged

…to a professional community

- Strategic, organizational, international
- Increased transparency of the market and broader collaboration
- Facilitated dialogue with clear rules
- Balanced inputs and benefits
- Primarily multilateral and comprehensive
- Blended activities ofr knowledge sharing
- Professional tools for k-sharing
- Common knowledge products
- Continuous collaboration
- Adequate, shared financial commitment
- Facilitated, agreed targets, managed

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The CoP-Process

How to set up and energize a CoP

Birth – Development & Growth – Closure

Roles/ Responsibilities/Rights

Overview of methods

Community maturity stages

Success factors

COP PROCESSES AND SUCCESS FACTORS

CoP
described
as a process

Need for CoP identified
Request to KM

Prepare → CoP Rationale

Rationale Approved? — no → End

yes

Training and support by KM / Facilitator CoP → Kick-off → CoP Charter

Charter Approved

yes

Training and support by KM / Facilitator CoP → Implementation with mix of methods; ongoing review of Charter → K-products and services

Approval renewed? → Report to Sponsor

yes

no

K-capturing procedure → Review and closure → Final k-products

5 Steps to community

1. Mobilise and initiate

2. Develop targets and structures

3. Exchange ideas

4. Create new knowledge and products

5. Reposition of end the community

Community Charter

- ✓ Rationale

- ✓ Vision/Goals

- ✓ Outcome/outputs/deliverables/measurments

- ✓ Management support

- ✓ Roles and responsibilities

- ✓ Communication, technical platform

- ✓ Rules

- ✓ Resources

Roles & Responsibilities in CoP

- Initiator, pioneer, creator (especially in the beginning)
- (neutral) Facilitator
- Experts
- Administrators
- Sponsor(s)
- Core team: facilitator, administrator, expert

The core team consists of the key organizers of the Community that take responsibility for the development of the CoP. Mostly, there is not one Community Leader alone, but a team with different roles, like Community Facilitators, Administrator, Lead Expert. Roles and titles should fit the organisational context and be decided by the Community itself.

Methods - 1

Traditional methods:

- Lectures and presentations
- Discussions, fireside chats
- Best practice groups
- Joint breakfast, lunch, dinner with talks, speeches, etc.

- Strengths?
- Weaknesses?

Methods - 2

Participatory methods for tacit knowledge sharing:

- World (Knowledge) Café
- Knowledge Market
- Powerful Questions
- Open Space Technology
- Story Telling
- Peer learning / Peer Consulting
- Appreciative inquiry
- Creativity Techniques

- Strengths?
- Weaknesses?

Methods – 3

Spaces of Collaboration

- Clubroom
- Communication spaces with open access
- Changing venues/hostings of meetings (recommended!)
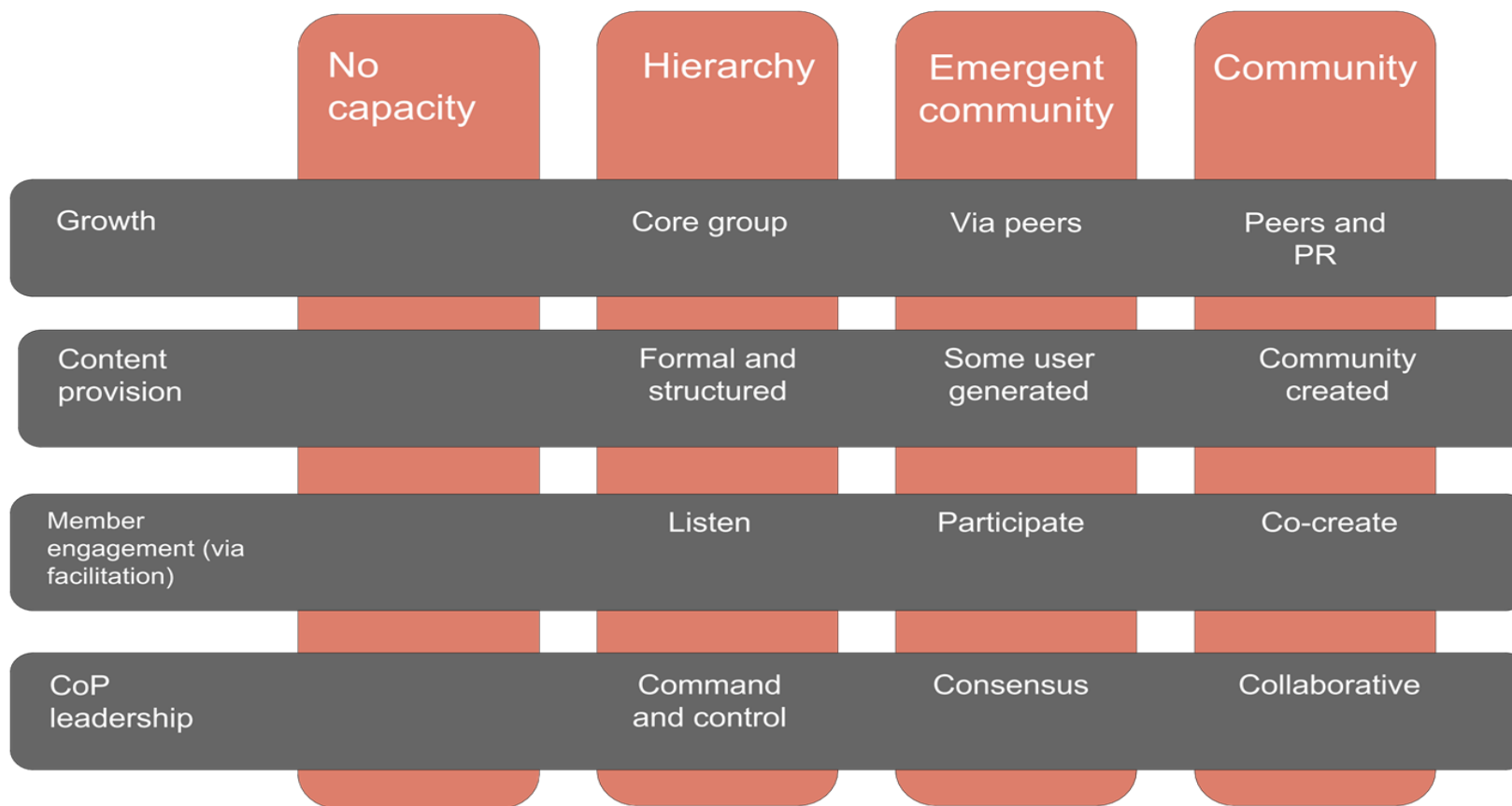
- Strengths?
- Weaknesses?

Methods - 4

Information and Communication Technologies:

- Dgroups, Newsgroups, Wikis, Chats, Blogs, Social Tagging & Social Bookmarking
- Document and Content Management
- Member administration
- Survey tools
- Virtual co-creativity tools
- virtual collaboration on documents
- News, Calender, RSS Feeds
- Newsletter/Journal/Magazine
- Option to integrate various tools in a community space

- Strengths?
- Weaknesses?

Community maturity stages

	No capacity	Hierarchy	Emergent community	Community
Growth		Core group	Via peers	Peers and PR
Content provision		Formal and structured	Some user generated	Community created
Member engagement (via facilitation)		Listen	Participate	Co-create
CoP leadership		Command and control	Consensus	Collaborative

Based on: Community Roundatble [community maturity model](#)

# Hybrid position of Communities

- Professionality/Target orientation vs. openness/informality

- Spontainous emergence vs. planned results

- Voluntariness vs. duty

- Market vs. Hierarchy

- Control vs. Creativity

- Collective vs. individual benefit

- Edutainment vs. active partizipation

Characteristics of CoPs
incl. potential barriers and benefits for knowledge sharing

Characteristic	Potential benefit	Potential barrier
Language diversity	Outreach to different languages; reaching people on the ground	Communication barrier; exclusion
Physical distance/time-zones	There is always somebody awake and available	Weak socialization, personal relations; communication deficits
Knowledge/skills diversity	Understanding and adjusting to the different knowledge, skills	Some are left behind, knowledge exclusion
Unequal power and resource	Access to power of the powerful	Misuse of power inequalties
Different values, objectives, and needs	Balancing values and objectives, mutual support, common values	Ideas and approaches fail, egoistic contributions, conflict of interest
Cultural diversity	Different cultural approaches can support creative solutions	Misunderstanding, not-understanding,
Different regional, economic, political, social (etc.) context	Source of creativity and innovation	Lack of transferability of knowledge; new colonialization
Differing data formats	Different approaches to collect data can create additional info	Incompatibility of data, wrong results

Professional knowledge work requires clear goals, resources and recognition
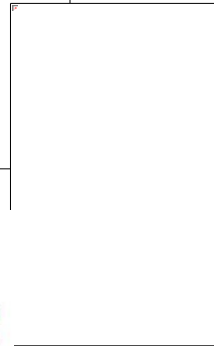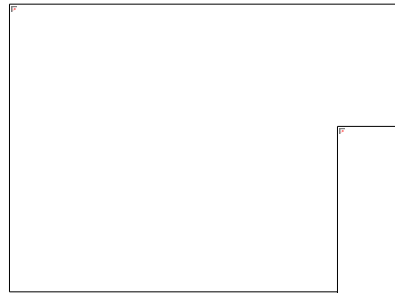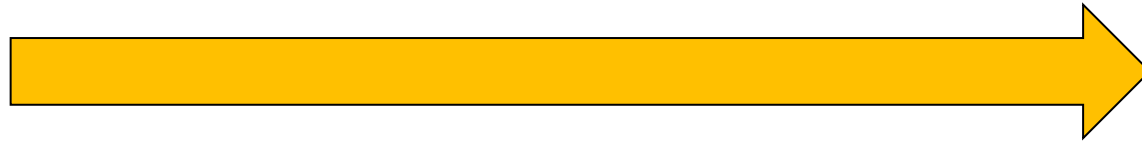
Success factors

- Clear link to needs of the organisation or business

- Senior management sponsorship

- Clear and well understood scope and purpose

- Clear and supported roles and responsibilities for CoP leaders and Facilitators

- Build 'trust' amongst CoP members

- Mix of face-to-face and on-line CoP activities and support

- Use of instruments for co-creativity (e.g. Knowledge Café) and appreciation of any individual contribution

- User friendly IT tool(s) for on-line activities - Dgroups

- Measurable and monitored outcomes

About the Dgroup Community

- **Dgroups** is a **longstanding**, successful international development initiative that has been online since 2002. It is a global Community hosting a large family of discussion groups related to international development https://bit.ly/AboutFARADgroups

- A **partnership of development organizations** (FARA, FAO, UN agencies, bilateral agencies, NGOs) with collective interest to support global communication for development.

- Vision: *a world where every person can contribute to dialogue and decision-making for international development and social justice.*

- 15 Full Partners, 9 Associate Partners, and 3 Project Partners. More information on these partners is available on **https://www.dgroups.info/dgroups-partnership/**

- Formally constituted as a non-profit foundation registered in 2009 - Netherlands.

- **Three different Dgroups membership options, e**ach with different levels of financial contribution and different rights.

Full Partners (15)
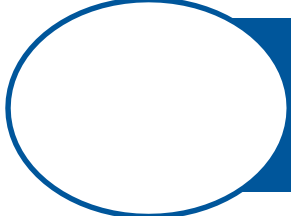
Associate Partners (9)

Project Partners (3)

About the Dgroup Community

- Web-based **platform that hosts, powers and connects groups**.

- The Dgroups platform is hosted and maintained by **Influent.**

- They collaborate to ensure the platform meets a diverse range of needs for online groups, communities of practice and communities of interest

Dgroups platform – Key data

700+ communities – 50 FARA

- Public/private; open/closed; moderated/unmoderated; Africa & Europe

1.1M + registered users – 40,000 (FARA)

- Int'l orgs; Gov't agencies; Nat'l/Int'l NGOs; individuals; professional groups

400,000+ email messages delivered daily

- over 50% exchanged with & within African countries and European partners

Features of Dgroups

Member Management

- Creation by Admin, invitation by email, Request from potential member
- Bulk import from excel
- Member update own data
- Member approval by Admin
- Member can initiate exit
- List can be exported to Excel from database

Security & Compliance

- ✓ GDPR Compliant
- 👤 Controlled by admin
- 🔒 Access through email with password
- 📁 Member approval, delete only by Admin
- 📊 Statistics extraction

Administration capabilities

| Change settings, i.e. look & feel, customization, new fields | Handle Membership Requests | Full control of data and website | Member approval, delete confirmation | Statistics extraction |

FARA & CCARDESA Dgroups Platform

https://faraafrica.community/fara-rails/sadc-rails

What makes Dgroups more powerful and preferred for CoPs?

- Dgroups is multilingual

- Dgroups is flexible and scalable

- Easy Integration with other Websites- RSS feeds and an open API

- Dgroups is non-commercial and respectful of privacy

- GDPR Compliant

- Dgroups targets low bandwidth users

- Dgroups can be described as a global public good

Conclusion - The Role of Dgroups in CoPs

- **Dgroups is about appropriate technology** - *sustainable over time, not just in terms of financial sustainability but also in terms of access and use.*

- **Effective and flexible tool –** *No technical hustle - Group administrators can focus on communication, collaboration, information sharing, etc. to get their work done.*

- **Shared ownership model** - *the different Dgroups partners invest just a fraction of the resources needed to develop and maintain a similar system in-house.*

- Reduction in the duplication and fragmentation of online communities

Dgroups: simple solutions for building online communities

Thank You

Ngiyabonga Ngiyabonga kakhulu