Eswatini Knowledge Management & Malabo Commitments Sensitization Workshop. Happy Valley Hotel in Ezulwini-Eswatini

Knowledge Management In the SADC Region

16th -18th April 2024

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Presentation Overview

- What is Knowledge Management
- ICKM Strategy
- KM systems
- Challenges

Background

CCARDESA
Centre for Coordination of Agricultural Research and Development for Southern Africa

- CCARDESA – established in 2010 by SADC Member states to coordinate agriculture research and development (AR&D)

Roles of CCARDESA

Coordinate implementation of regional Agricultural R&D programmes

Facilitate collaboration among NARs & CGIAR

Promote public-private partnerships in regional agricultural R&D

Improve Agricultural technology generation, dissemination, and adoption in the region through collective efforts, training and capacity building

Vision | Sustainable agricultural growth and socio-economic development in the SADC."

Mission | To set the regional research and development agenda, mobilise resources, support capacity development, foster collaboration and provide agricultural information and knowledge in the SADC".

Thematic Areas

i) Agricultural productivity and food and nutrition security;

ii) Resilience to emerging agricultural risks: environmental, climate change and transboundary diseases and pests;

iii) Commercialisation of the agricultural sector and market access;

iv) Women, youth and social inclusion;

v) Knowledge and information management, communication and policy support; and

vi) Capacity strengthening of CCARDESA and AR4D institutions.

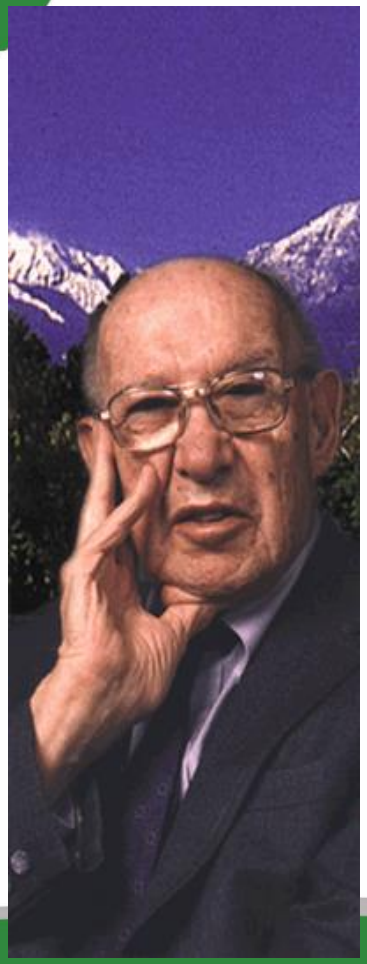
ICKM in CCARDESA strategic documents

- Knowledge, Information and Communication thematic area is outlined in the MTOP and Long-term strategy
- It supports the overall objectives and themes outlined in both the Strategic Plan and the Medium-Term Operational Plan of CCARDESA.
- The goal of the theme is to ensure access to knowledge and information through various ICT technologies, traditional and electronic media for researchers, extension agents, farmers and other various stakeholders

CCARDESA's ICKM Mandate

Building and operating a regional **Information Communication and Knowledge Management (ICKM) System, which strengthens the capacity to manage and facilitate access to** and broker the sharing of agricultural information.

Peter Drucker: Father of Modern Management



"Neither land nor work, neither capital nor machines create an advantage in a business. What makes the successful difference and what also represents the decisive differentiating feature is the **ability to use knowledge** of all kinds from scientific or technical knowledge to social, economic and business knowledge. It is only thanks to its knowledge that a company differs from the others, if it can produce a product or a service that generates value in the market. "

Source: Drucker (Managing for Results, 1964), p. 5

Why knowledge sharing matters

What is Knowledge Management

Knowledge Management is

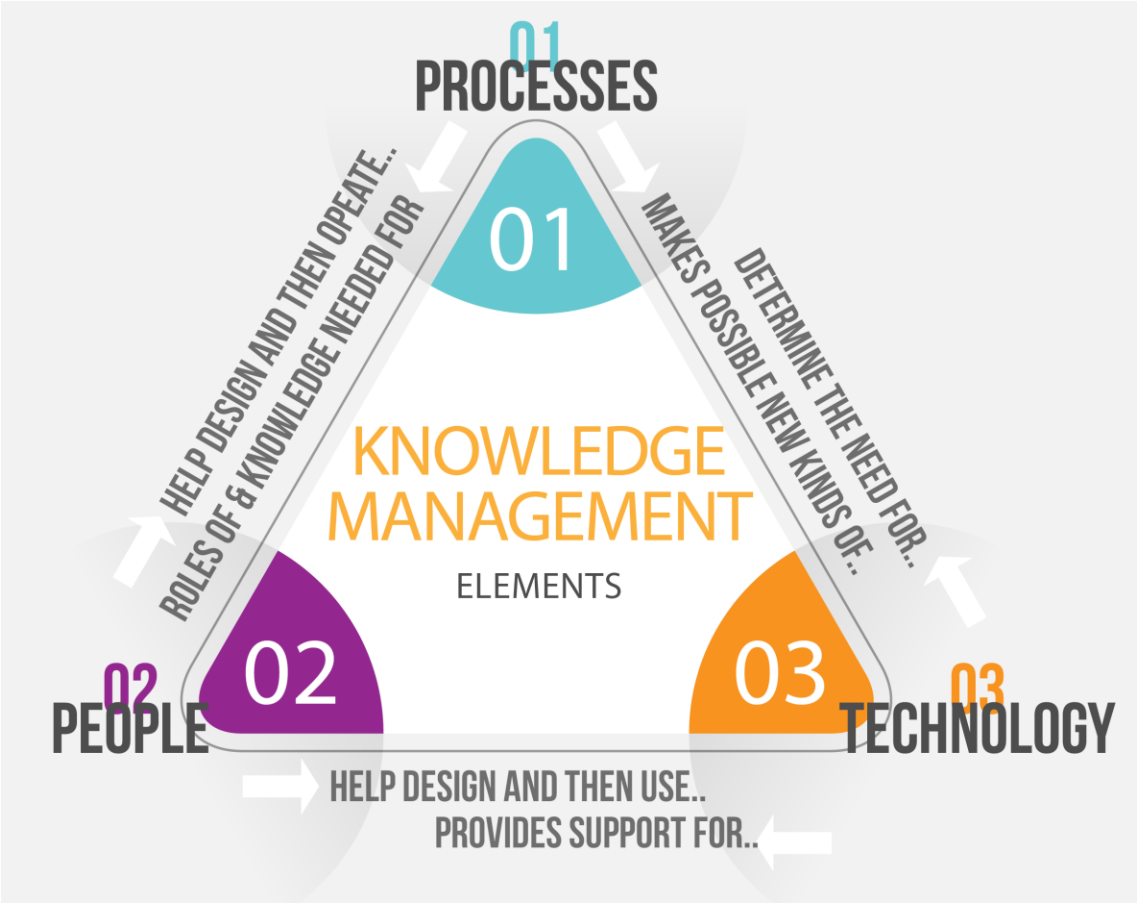
- a targeted, integrated, and systematic approach
- to identifying, acquiring, creating, sharing, applying, and capturing knowledge,
- relevant to achieving the specific objectives of the organization.

Explicit & Tacit Knowledge

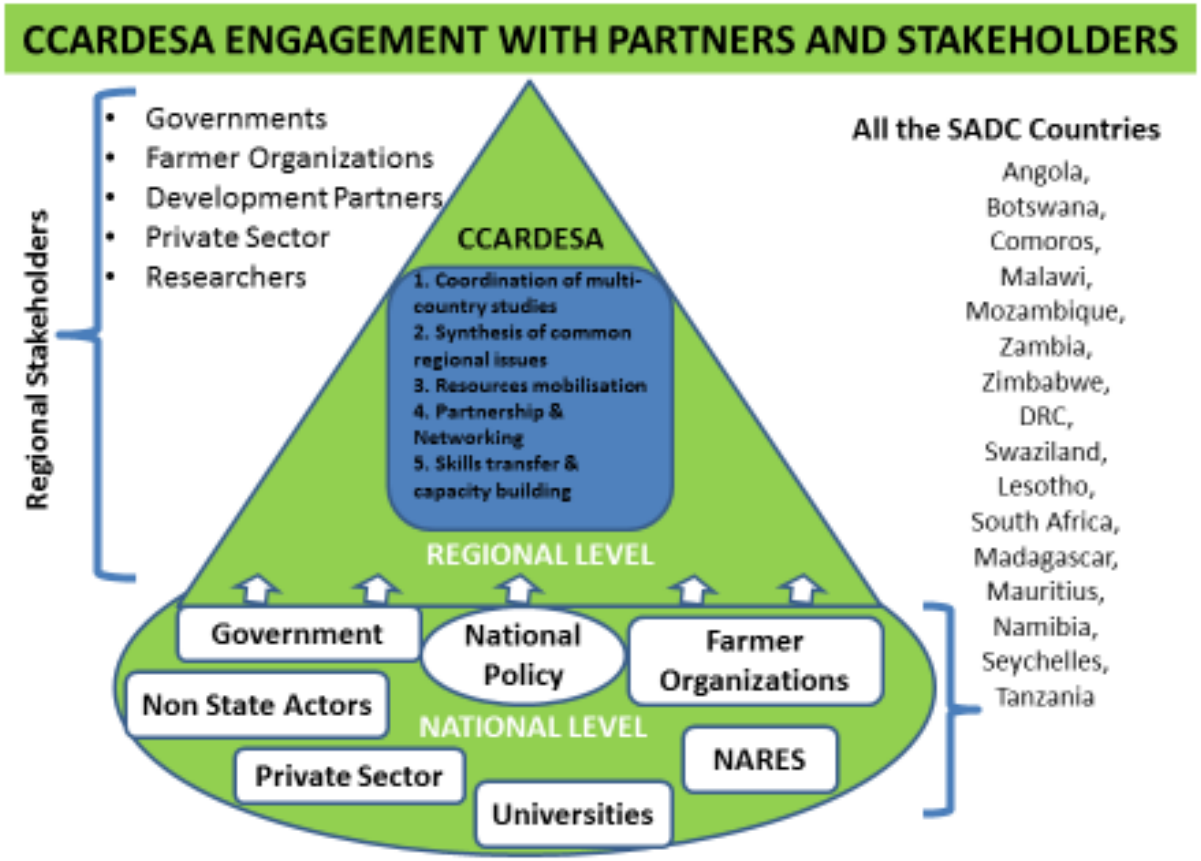
WHY KM?

- The organisation, processes and strategy for the sharing of information with stakeholders.
- Many organisations (including governments) now actively integrating ICKM into daily processes adding structure to way they communicate and share information.

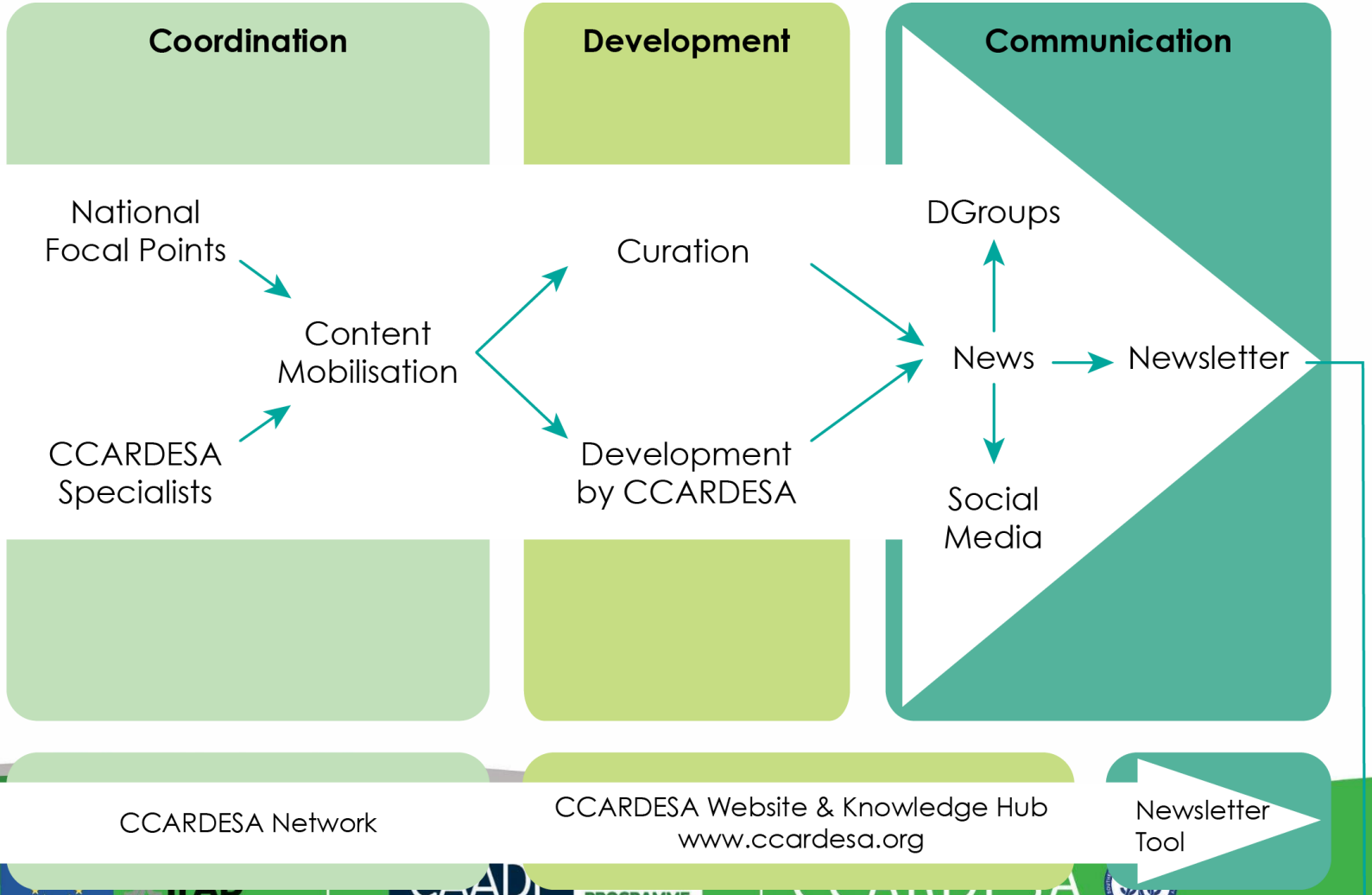
CCARDESA KM Approach!



Stakeholders



CCARDESA's ICKM System Structure



The 4 C Model of the CCARDESA ICKM Strategy

Coordination

Content

Curation

Communication

A well-informed SADC Region

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ICKM National Focal Point Persons

- Nominated by Ministries
- 1 x Agricultural Research / 1 x Agricultural Extension
- NFPs from 14 Countries participate in Community of Practice Workshop… so far!

Eswatini ICKM Focal Point Person

ICKM Strategy

- CCARDESA has an ICKM Strategy
- The ICKM strategy is informed by the CCARDESA Long-Term Strategy, the Medium-Term Operation Plan (MTOP) 2021-2025,
- The Knowledge, Information and Communication Strategy and Roadmap for CCARDESA (CCARDESA 2016).
- The purpose of the strategy is to establish a framework for implementing the ICKM and provide tools and approaches for communicating & sharing information with stakeholders and partners thereby increasing the visibility of CCARDESA as a regional agricultural knowledge broker
- It also provides guidance and direction to the ICKM functions at CCARDESA and ultimately fulfilling its mandate.

Knowledge Management for Agricultural Development Agenda

ICKM Themes & Strategic Actions

- Facilitate Access to Audience-Specific Agricultural Knowledge and Information through CCARDESA ICKM & SAAIKS
- Knowledge Translation into Interactive/audio/Visual Knowledge products
- Create Linkages to Knowledge Management Hubs to foster Collaboration & Information Sharing Among Stakeholders /Facilitate the interoperability of systems
- Strengthen and Maintain SAAIKS, ICKM system, and Associated Infrastructure
- Strengthen e-learning solutions and knowledge exchange and partnerships
- Optimise Media Engagements & Knowledge Brokerage Foras.
- Strengthen the Capacity of NARES in Information Packaging and Use of Digital Innovations and ICT to Transform Agriculture
- Monitoring & Evaluation of ICKM performance

Facilitate Access to Audience-Specific Agricultural Knowledge and Information through CCARDESA ICKM Systems/Events

- Develop program Compendium of success stories and best practices
- Disseminate over 300 agricultural technologies
- Develop ICT Based knowledge products such as videos and audio
-

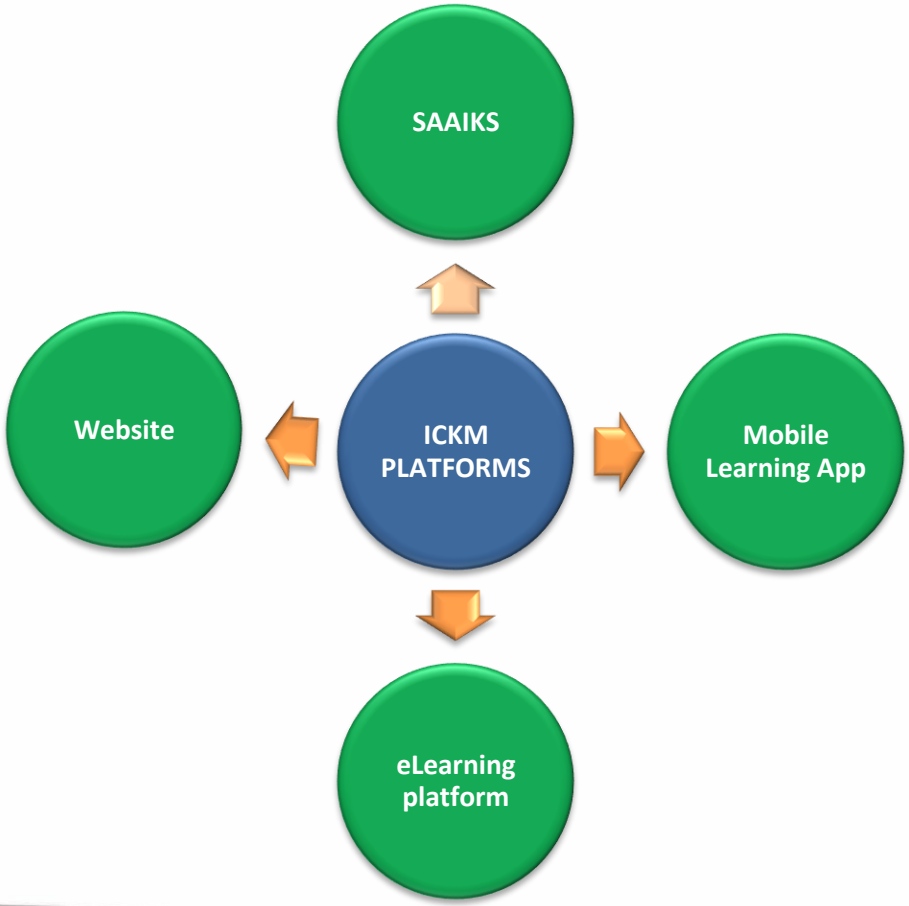
Facilitate Access to Audience-Specific Agricultural Knowledge and Information through CCARDESA ICKM & SAAIKS

Knowledge transfer through conferences

Knowledge sharing through Exhibitions

Knowledge Translation into Interactive/audio/Visual Knowledge products

Strengthen and Maintain SAAIKS, ICKM system and Associated Infrastructure



www.ccardesa.org

www.facebook.com/cccardesa

D-groups

SAAIKS http://saaiks.net

e-Learning Platform

Mobile App

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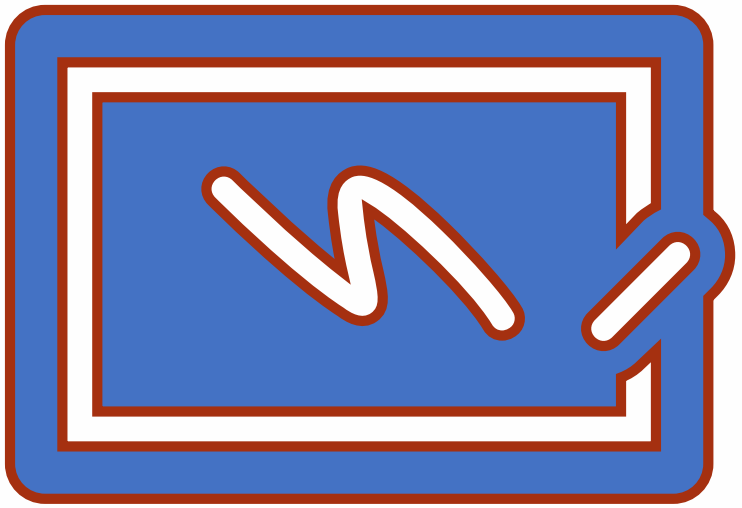
Create Linkages to Knowledge Management Hubs to foster Collaboration & Information Sharing Among Stakeholders

Facilitate the interoperability of systems.

- CCARDESA has started this process of linkages. It is currently linked

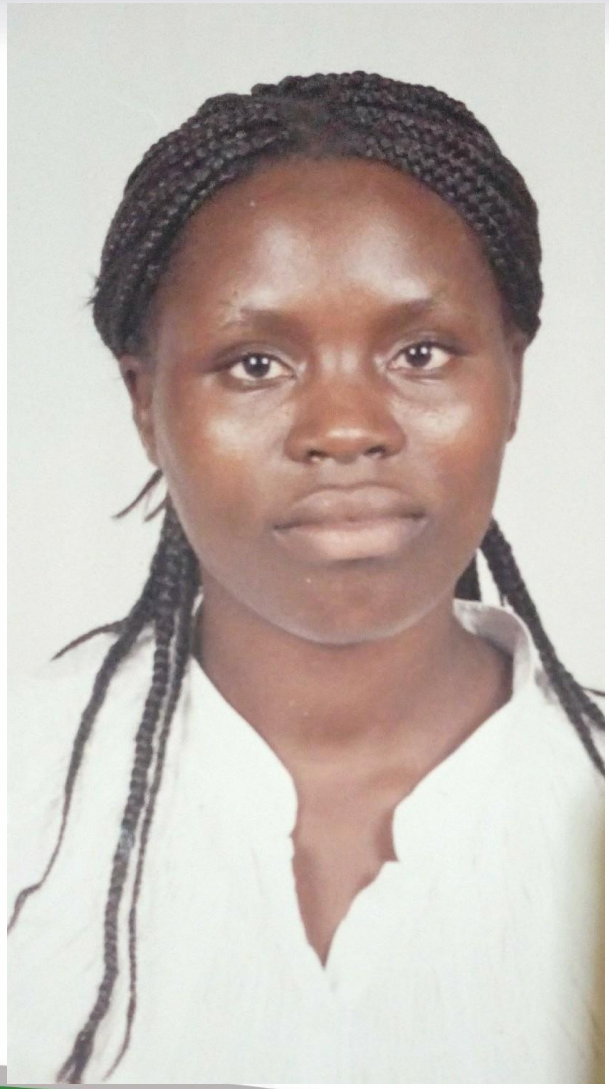
1. SADC
2. FARA
3. COMESA/FARNPAN
4. CCAFS
5. SADC Secretariat and
6. Southern African Research and Documentation Centre (SARDC)



Strengthen e-learning solutions through knowledge exchange & Partnerships

E-Learning

Optimise Media Engagements & Knowledge Brokerage Foras.



Media Engagements

Trained Media from 6 SADC members in Transfrontier Conservation Areas(TFCAs)

S

Strengthen Capacity of NARES in Information Packaging and Use of Digital Innovations and ICT to Transform Agriculture

S

Strengthen Capacity of NARES in Information Packaging and Use of Digital Innovations and ICT to Transform Agriculture

CCARDESA Participants to the 2021 KM4AgD Challenge

2021

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KM4AgD
CHALLENGE

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CERTIFICATION

2021 Participants

S

Strengthen Capacity of NARES in Information Packaging and Use of Digital Innovations and ICT to Transform Agriculture

KM4AgD CHALLENGE

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Certification

S

Strengthen Capacity of NARES in Information Packaging and Use of Digital Innovations and ICT to Transform Agriculture

KM4AgD CHALLENGE

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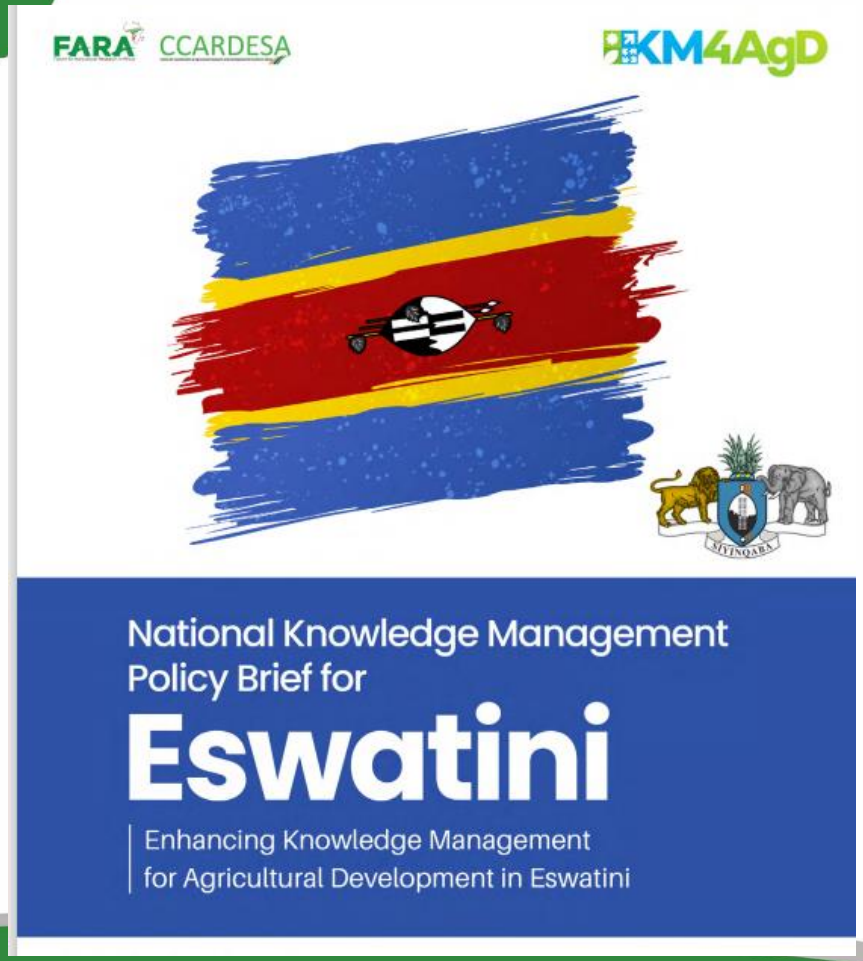
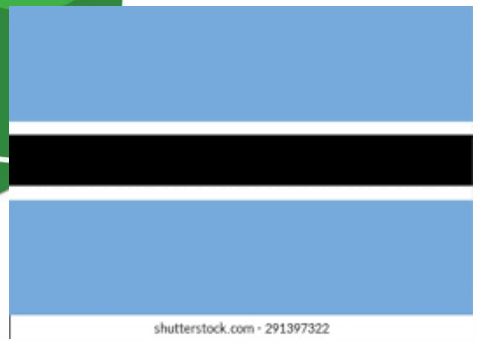
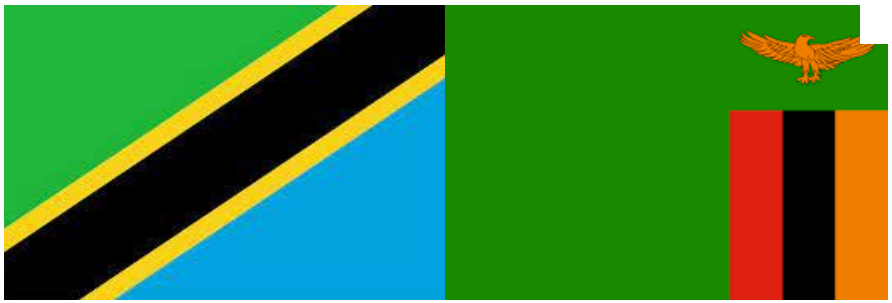
8 KM Strategies Developed

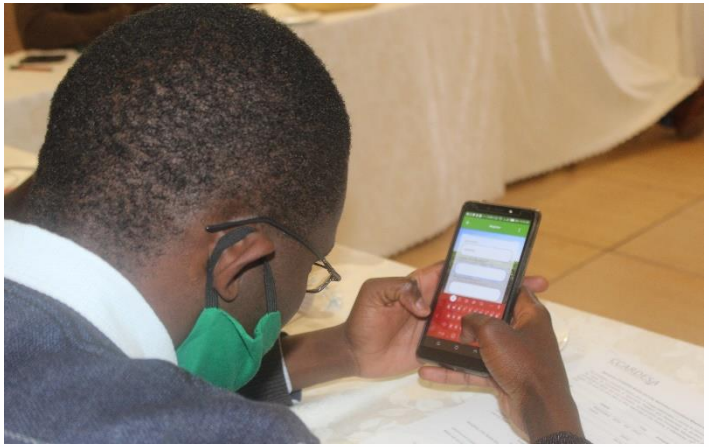


COUNTRIES WITH KM STRATEGIES





Community of Practice



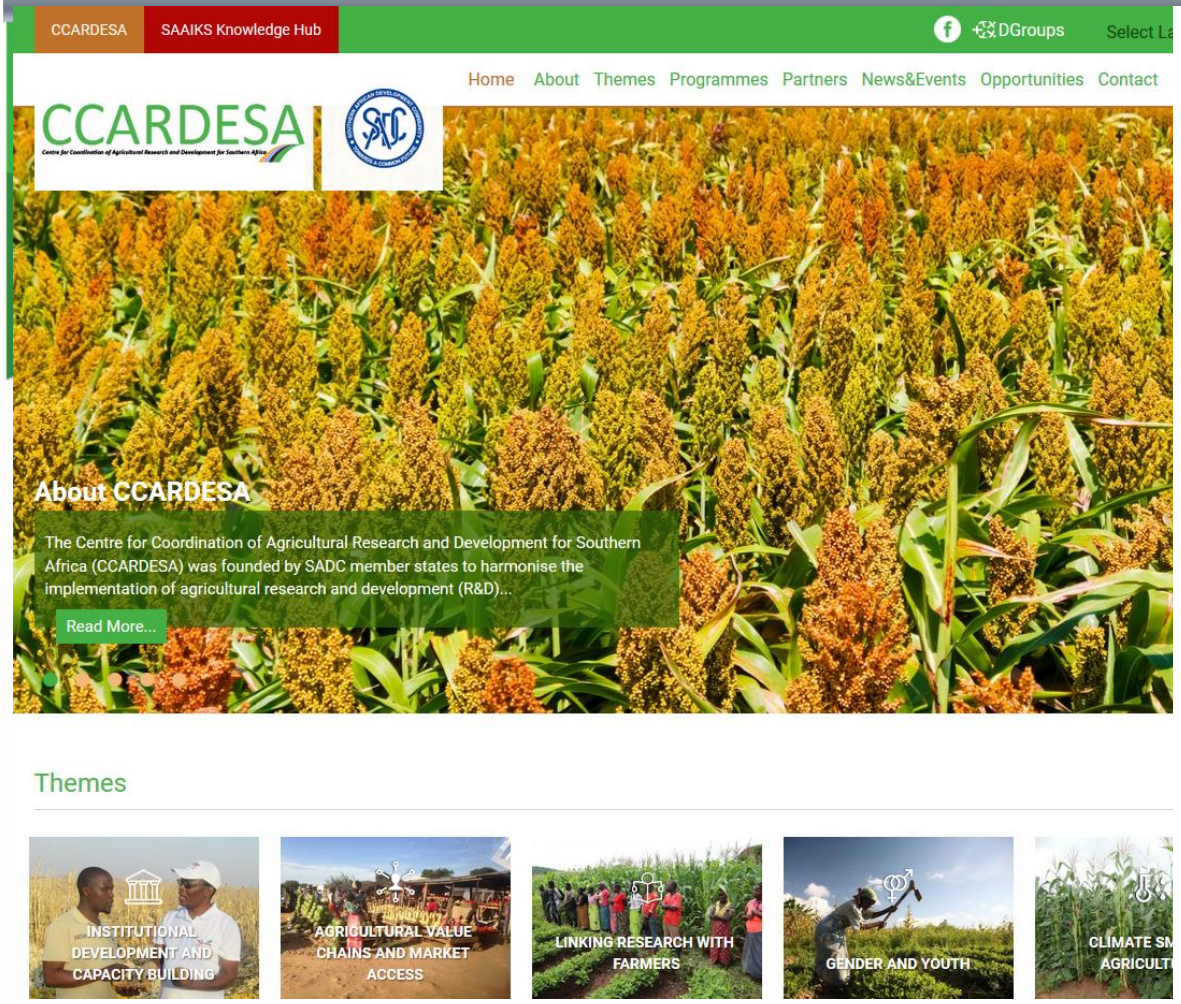
CCARDESA Knowledge Hubs

CCARDESA Website

The Southern Africa Agriculture Information & Knowledge Information System

The CCARDESA CSA Mobile Learning Application

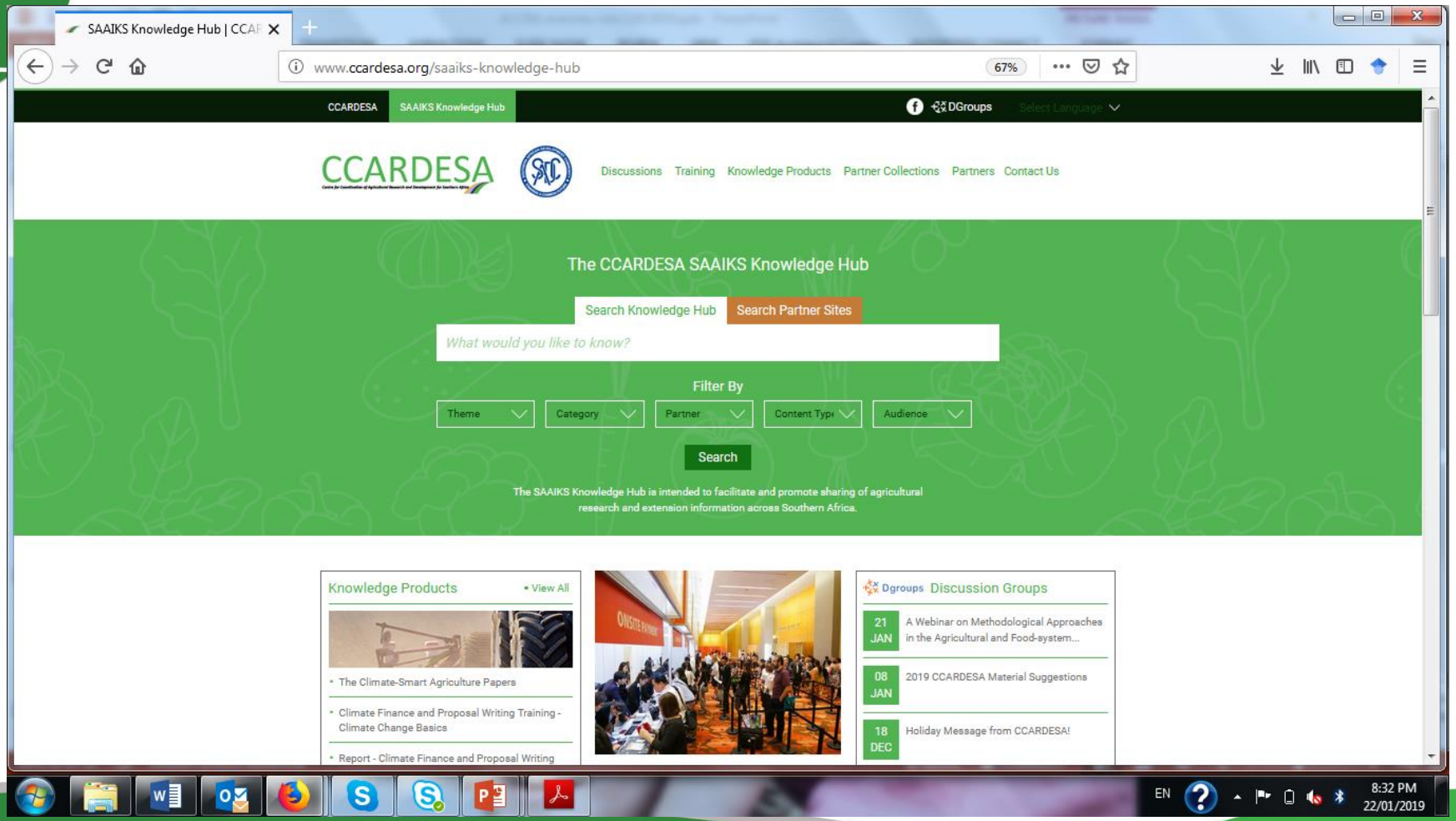
CCARDESA/SADC Futures Foresight e-Learning Platform



- Integrate web-presence
- Disseminate and broker knowledge
- Help users achieve goals
- Communicate with stakeholders
- Multi-lingual
- Mobile friendly

CCARDESA Website Overview

Southern Africa Agriculture Information & Knowledge System(SAAIKS)



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Objectives of the CCARDESA SAAIKS

Facilitating agricultural information and knowledge sharing among the SADC Member States and beyond;

The strengthening of a regional agricultural database and resource for information; and

Sharing best practices for agricultural research and development across the SADC Region.

CCARDESA E-Learning Initiative

E-Learning

SADC Futures Training Series

Like many regions in Africa, the SADC (Southern African Development Community) region remains fundamentally dependent on a resilient agricultural system and natural resource base which increasingl threatened by climate change. The SADC Futures project is a response to the dynamic and uncertain circumstances of the SADC region.The project has created tailored foresight training to equip users in tl practical appliation of a range of foresight tools and methods for innovative strategic planning and polic formulation for climate resilience. The suite of free, easy-to-access and engaging training materials incl an e-learning course and a toolkit, as well as a set of reports and recordings infomred by a webinar serie that saw about 150 participants over the summer of 2020. Image Source: http://www.freepik.com

Get Started Now

Applying Foresight for Climate-Resilient Agricultural Development Course.

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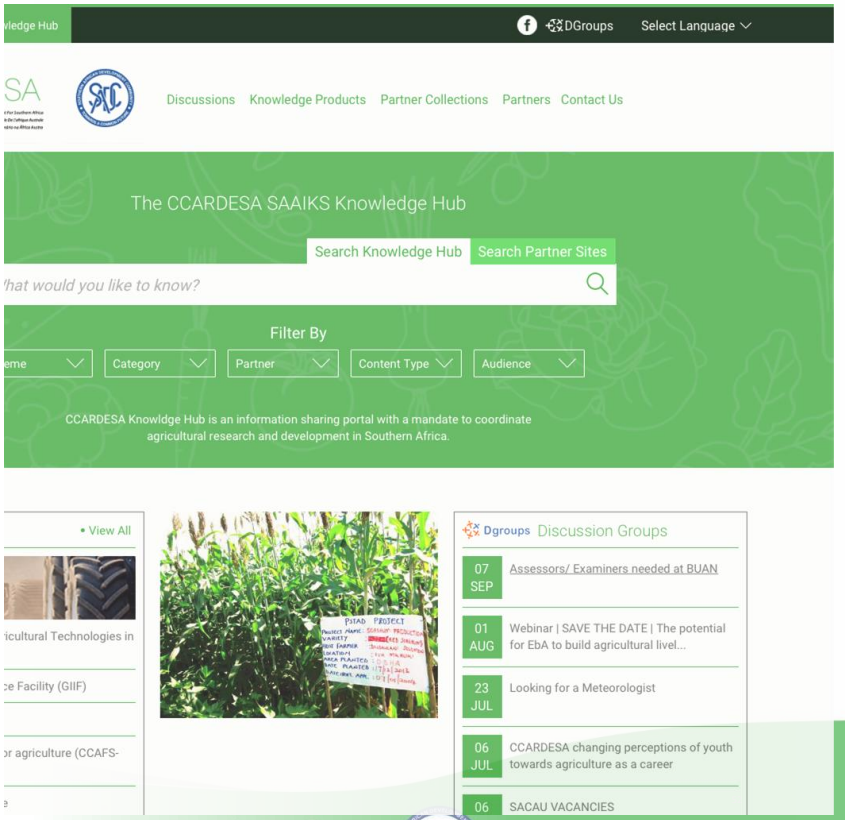
DGroups Discussion

- Discussion Groups key aspect of ICKM to date
- Integrated into the website using RSS
- Discussion happens in email



Dgroups

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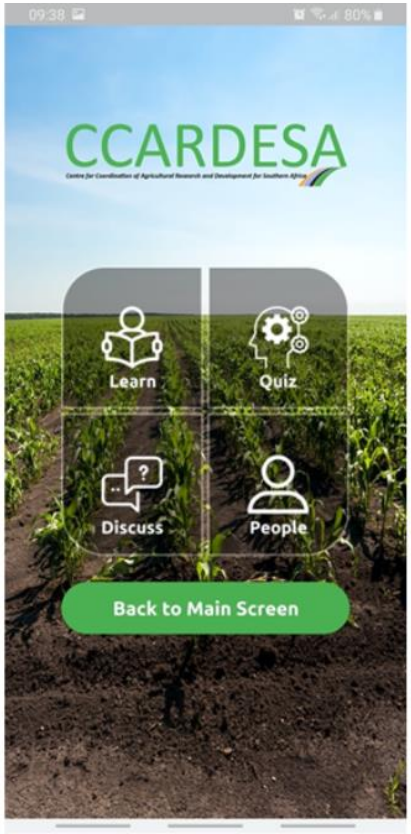
CCARDESA Learning Mobile Application

Available on Google Play Store



- https://play.google.com/store/apps/details?id=com.ccardesa.ccardesa

Apple App Store

https://apps.apple.com/bw/app/ccardesa-mobile-learning-app/id1496134876

Objectives of the Mobile App

- Provide off-line access to knowledge products and technical briefs
- Learning about climate change and agriculture
- Connect stakeholders
- Expand reach to extension officers

CCAFS 2013 Kenya

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INCEPTION & WORKSHOP

In order to develop an app that responds to scope of work and user needs, CCARDESA and GIZ-ACCRA conceived an app development workshop.

DEVELOPMENT

During this phase the web developer will utilise the Flutter framework to implement the design, information architecture and logic established and approved in the specification document

LAUNCH

Launch of version 1.0 of the app on the Google Play and Apple App Store

1

February 2019

App Workshop

- Lessons Learned
- Possible functionality
- Development frameworks

2

June to August 2019

SPECIFICATION

Requirements established in workshop are elaborated into a specification document, and reviewed by CCARDESA and GIZ-ACCRA

3

August to September 2019

App Development

- Mock-ups
- Workflow logic
- App develpment (Flutter)
- Content integration
- Internal testing

4

September to October 2019

TESTING

Following internal testing, the beta version of the app will be tested with user groups, including a testing workshop, and testing by an independent partner organisation.

5

October 2019

App Launch

- Publish on Google Play
- Publish on Apple App Store
- News release

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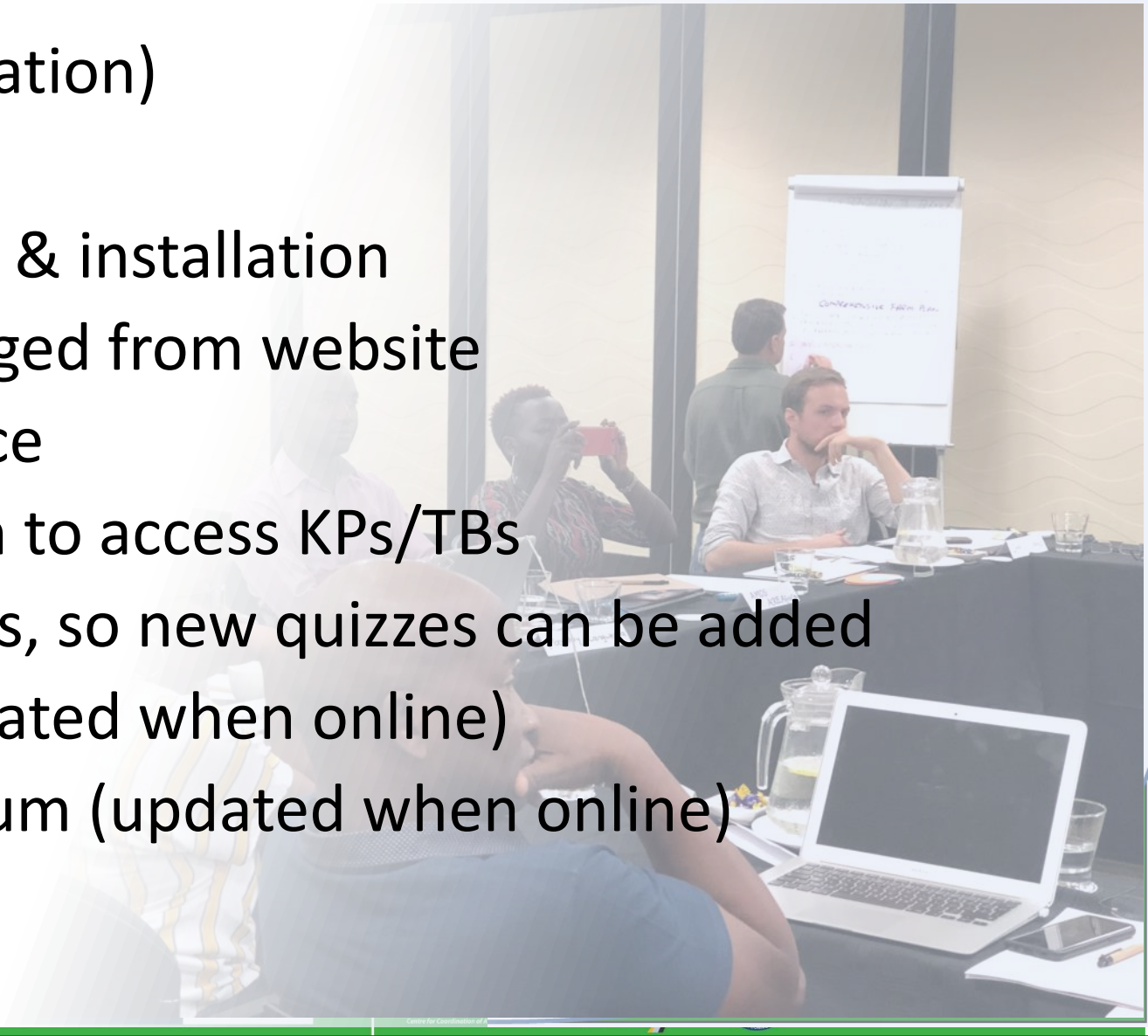
Mobile App Testing

Mobile Testing

Concept Behind the App

- Mobile app(lication)
- Android/iOS
- App download & installation
- Content managed from website
- Simple interface
- Faceted search to access KPs/TBs
- Quiz – modules, so new quizzes can be added
- Directory (updated when online)
- Discussion forum (updated when online)

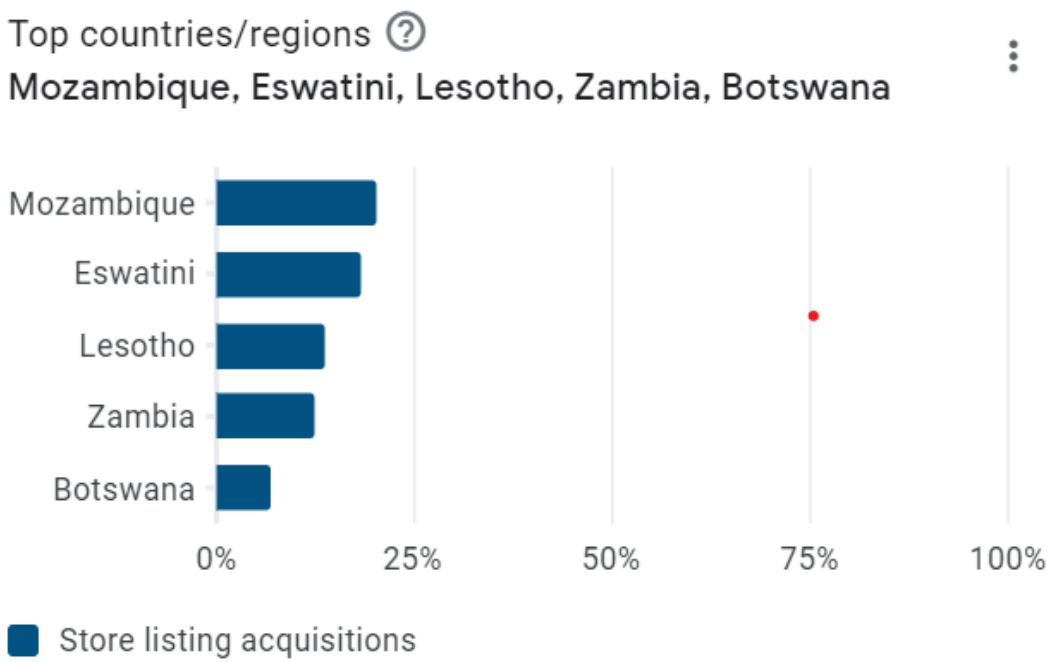


Mobile App Current Users

The CCARDESA mobile App has increased its users from 212 last year to 870 in 2024.

The performance of Mozambique is attributed to the field trip of sensitising extension staff about the mobile app.

The four other countries received Mobile App training.



Next steps

- Currently has 870 users
- Uptake usage in all Member states (Extension staff)
- Include more quizzes
- Expand directory through registrations
- Seek feedback
- Updates in Version 2.0

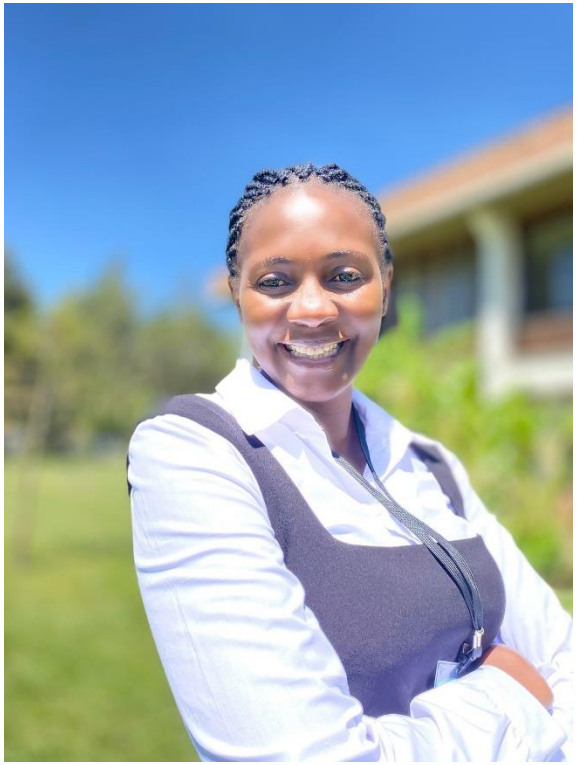
Targeted Users and Usage

Extension staff in MOA, Researchers, Academia, Farmers,
Policy makers in MS
Dgroups users over 4.5K
Facebook users over 3.7k
SAAIKS/Website users 11k
Newsletter recipients over 1.5 K
Mobile App users- 870 in three countries where it has been promoted
Over 950 knowledge products have been loaded from the SAAIKS
12 out of 16 MS rated the CCARDESA system between 3.5 to 5 in the past quarter
Over 350 people have been trained and certified in Foresight for Climate Resilience since 2022.

M&E and Key ICKM performance Indicators

- Number of knowledge products disseminated through the ICKM/SAAIK Systems
- Number of knowledge products disseminated through the ICKM systems
- Number of people trained in the use of digital innovations and ICT tools to disseminate agricultural information
- Number of institutions introduced to the use of digital innovations & ICT tools to disseminate information
- Number of policies promoted by CCARDESA
- Number of systems connected to CCARDESA
- Number of data capture strategies developed in MS

CCARDESA ICKM STAFF



Engaging with the CCARDESA ICKM System

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Conclusion

If it is not documented,

it did not happen!

Acknowledgments

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