



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

## Knowledge Management In the SADC Region

16<sup>th</sup> -18<sup>th</sup> April 2024

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Management Officer*

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# Presentation Overview



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

# CCARDESA

Centre for Coordination of Agricultural Research and Development for Southern Africa

## Background



- 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

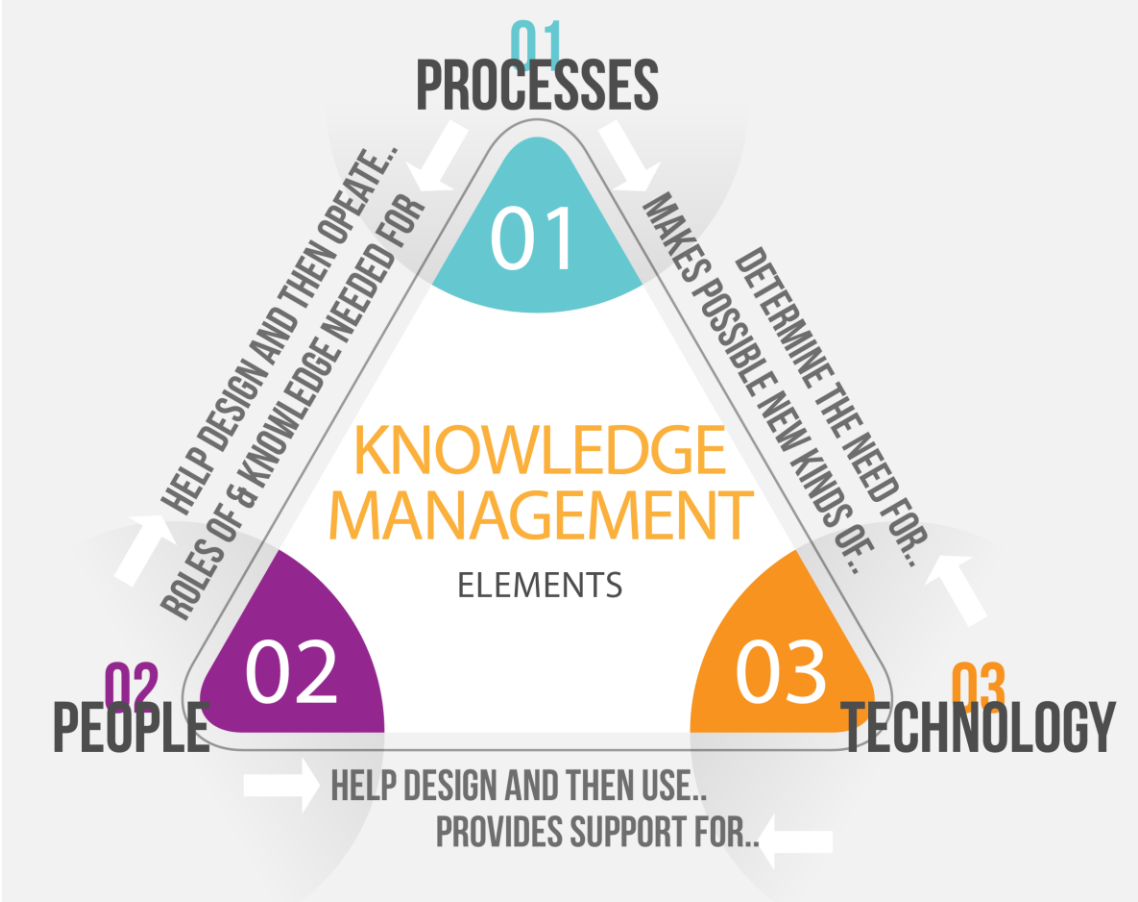


# WHY KM?

- 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.

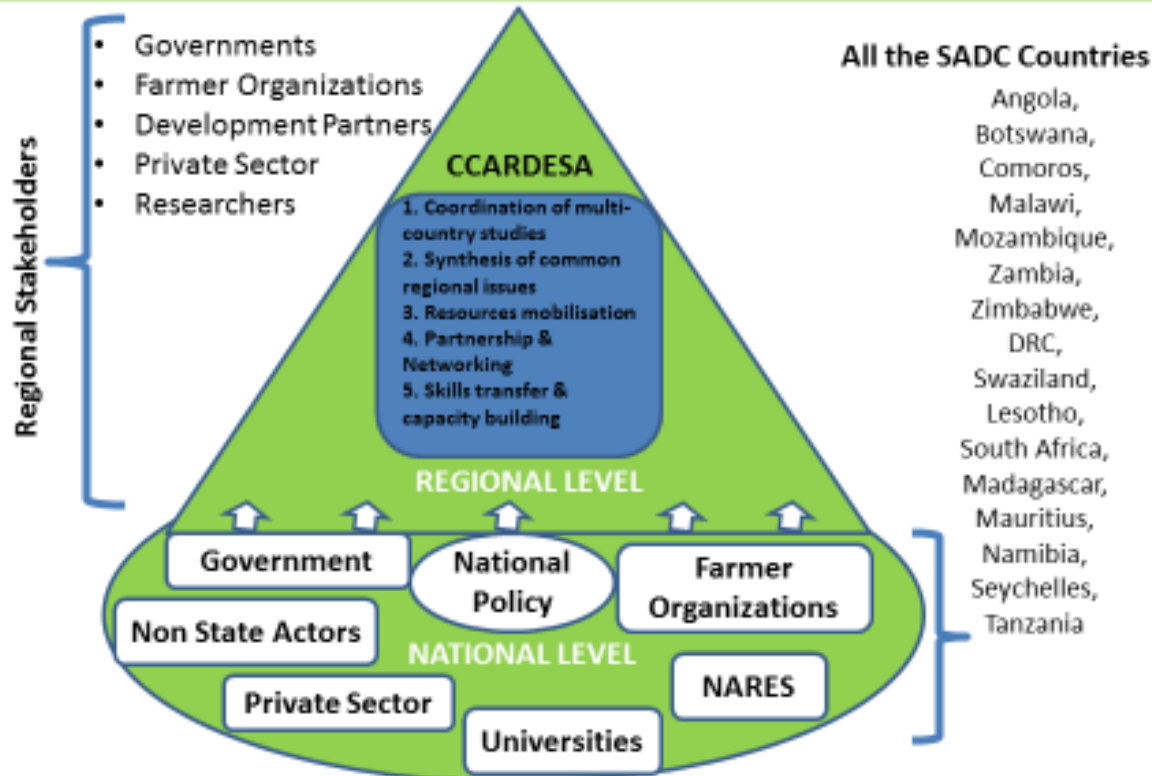


# CCARDESA KM Approach!

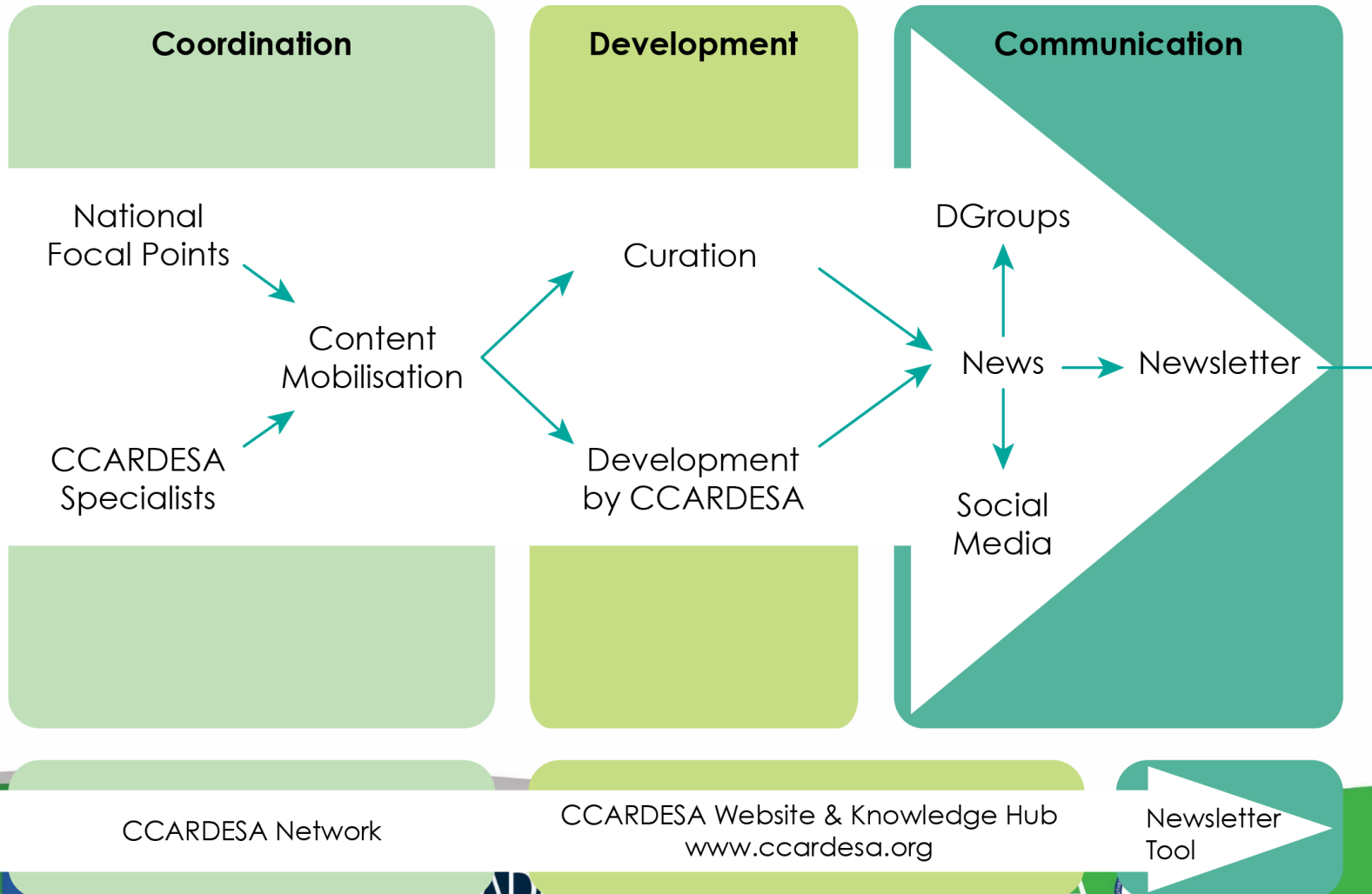


# Stakeholders

## CCARDESA ENGAGEMENT WITH PARTNERS AND 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



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# ICKM Strategy

- CCARDESA has an ICKM Strategy
- The ICKM strategy is informed by the CCARDESA Long-Term Strategy, the Medium-Term Operation Plan (MTO) 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

KP06  
Produit de la connaissance 06



**OUTIL DE DÉCISION:**  
Climat Smart modification des sols options pour le maïs et le sorgho

AGRICULTURE INTELLIGENTE CLIMATIQUE  
PRODUITS DE CONNAISSANCE POUR LES TRAVAILLEURS DE VULGARISATION  
Outils d'information personnalisés pour les professionnels de l'agriculture

Audience: personnel de vulgarisation au niveau local (gouvernement, ONG/Société civile, secteur privé)





KP10  
Produto do conhecimento 10



**FERRAMENTA DE DECISÃO:**  
Opções de gerenciamento de água inteligente para o milho e sorgo


CLIMA INTELIGENTE AGRICULTURA  
CONHECIMENTO PRODUTOS PARA TRABALHADORES DE EXTENSÃO  
Ferramentas de informação personalizadas para profissionais agrícolas

Audience: Local Level Extension Staff (Government, NGOs/Society, Private Sector)








KP01  
Knowledge Product 01



**POLICY BRIEF:**  
Best Bet CSA Practices/ Technologies and How to Support Climate Smart Decision Making

CLIMATE SMART AGRICULTURE  
KNOWLEDGE PRODUCTS FOR EXTENSION WORKERS  
Customised Information Tool for Agricultural Professionals

Audience: Directors of Research, Directors of Extension, Heads of NARS and National Level Extension Staff


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Learn Quiz Discuss People

Back to Main Screen

# Knowledge transfer through conferences





# Knowledge sharing through Exhibitions



# Knowledge Translation into Interactive/audio/Visual Knowledge products

KP06  
Produit de la connaissance 06



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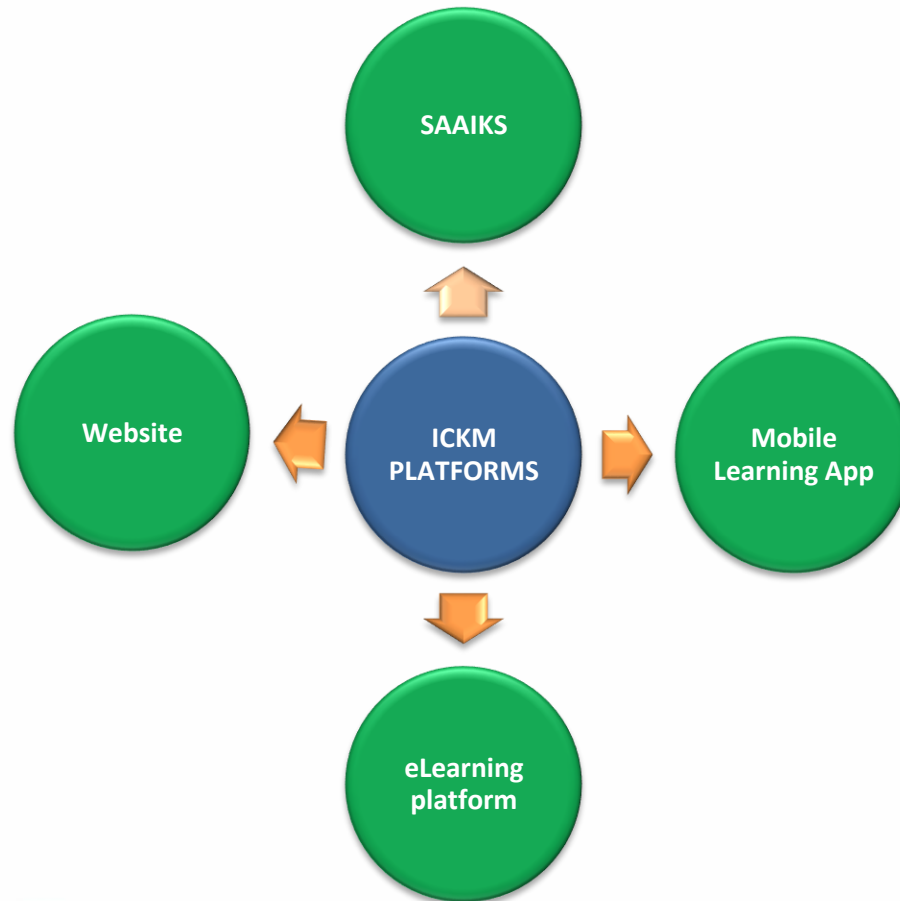

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Learn Quiz Discuss People

Back to Main Screen

# Strengthen and Maintain SAAIKS, ICKM system and Associated Infrastructure



[www.ccardesa.org](http://www.ccardesa.org)

[www.facebook.com/cccardesa](https://www.facebook.com/cccardesa)

D-groups

SAAIKS <http://saiiks.net>

e-Learning Platform

Mobile App

A screenshot of the SADC Futures Training Series e-learning platform. The header includes the CCARDESA logo and navigation links. The main content area features a large image of two people looking at a laptop, with the text "SADC Futures Training Series" and "Developing Foresight Capacity for Climate Resilient Agricultural Development". Below this, there is a detailed description of the training series and a "Get Started Now" button.

**E-Learning**

**SADC Futures**  
Developing Foresight Capacity for Climate Resilient Agricultural Development

**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 is increasingly 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 the practical application of a range of foresight tools and methods for innovative strategic planning and policy formulation for climate resilience. The suite of free, easy-to-access and engaging training materials includes an e-learning course and a toolkit, as well as a set of reports and recordings informed by a webinar series that saw about 150 participants over the summer of 2020. Image Source: <http://www.freepik.com>

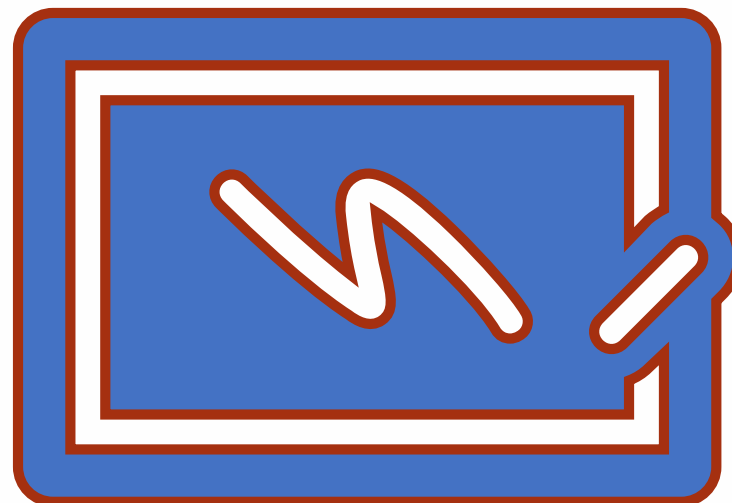
[Get Started Now](#)



# 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)

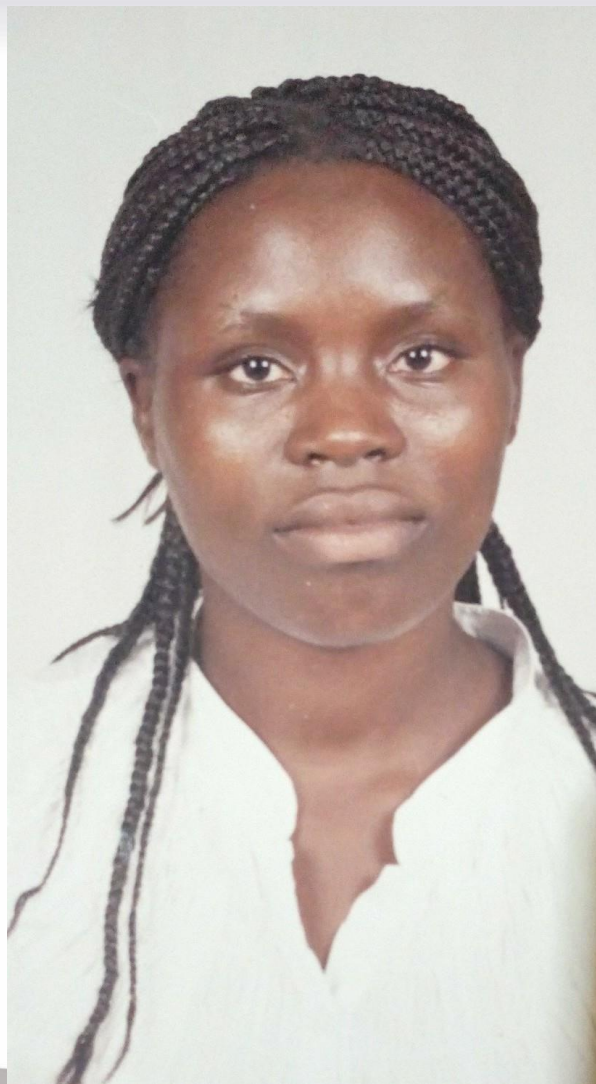


# Strengthen e-learning solutions through knowledge exchange & Partnerships

## E-Learning



**Optimise Media Engagements & Knowledge Brokerage Foras.**



# Media Engagements



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



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



## 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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XP4  
PROGRAMME

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# KM4AgD

CHALLENGE



# CERTIFICATION



# 2021 Participants



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



# Certification



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



# 8 KM Strategies Developed

FARA CCARDESA

KM4AgD

FARA

KM4AgD



National Knowledge Management  
Policy Brief for

# Eswatini

Enhancing Knowledge Management  
for Agricultural Development in Eswatini



Ministry of agricultural Development & Food Security

## Knowledge Management Strategy



Developed within the framework of  
the **KM4AgD** Agenda

## COUNTRIES WITH KM STRATEGIES



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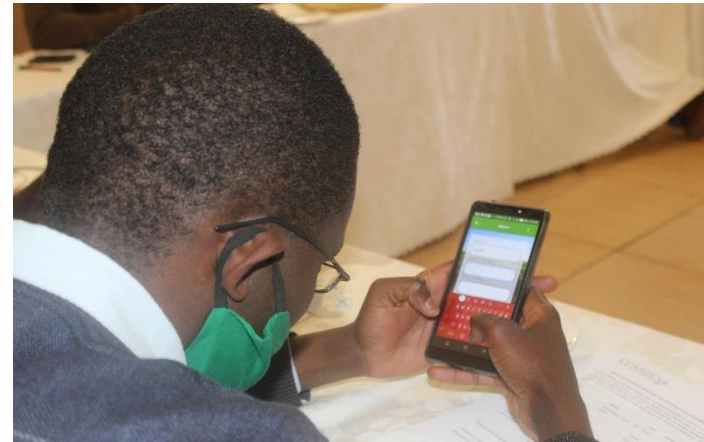
XP4  
PROGRAMME

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# Community of Practice



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# 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

# CCARDESA

Centre for Coordination of Agricultural Research and Development for Southern Africa



## About CCARDESA

The Centre for Coordination of Agricultural Research and Development for Southern Africa (CCARDESA) was founded by SADC member states to harmonise the implementation of agricultural research and development (R&D)...

[Read More...](#)

## Themes



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



# CCARDESA Website Overview

ARDESA



Agricultural Research and Development for Southern Africa



# Southern Africa Agriculture Information & Knowledge System(SAAIKS)

The screenshot shows a web browser window displaying the SAAIKS Knowledge Hub website. The browser's address bar shows the URL [www.ccardesa.org/saaiks-knowledge-hub](http://www.ccardesa.org/saaiks-knowledge-hub). The website header includes the CCARDESA logo and navigation links for Discussions, Training, Knowledge Products, Partner Collections, Partners, and Contact Us. The main content area features a search bar with two tabs: "Search Knowledge Hub" and "Search Partner Sites". Below the search bar is a text input field with the placeholder "What would you like to know?". A "Filter By" section contains dropdown menus for Theme, Category, Partner, Content Type, and Audience, followed by a "Search" button. A descriptive paragraph states: "The SAAIKS Knowledge Hub is intended to facilitate and promote sharing of agricultural research and extension information across Southern Africa." The footer of the page is divided into three sections: "Knowledge Products" with a "View All" link and a list of documents; "Dgroups Discussion Groups" with a list of recent discussions; and a central image of a conference or training session.

SAAIKS Knowledge Hub | CCAFP

www.ccardesa.org/saaiks-knowledge-hub

CCARDESA SAAIKS Knowledge Hub

Discussions Training Knowledge Products Partner Collections Partners Contact Us

The CCARDESA SAAIKS Knowledge Hub

Search Knowledge Hub Search Partner Sites

What would you like to know?

Filter By

Theme Category Partner Content Type Audience

Search

The SAAIKS Knowledge Hub is intended to facilitate and promote sharing of agricultural research and extension information across Southern Africa.

Knowledge Products [View All](#)

- The Climate-Smart Agriculture Papers
- Climate Finance and Proposal Writing Training - Climate Change Basics
- Report - Climate Finance and Proposal Writing

Dgroups Discussion Groups

- 21 JAN A Webinar on Methodological Approaches in the Agricultural and Food-system...
- 08 JAN 2019 CCARDESA Material Suggestions
- 18 DEC Holiday Message from CCARDESA!

# 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



## Applying Foresight for Climate-Resilient Agricultural Development Course.

### 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 is increasingly 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 the practical application of a range of foresight tools and methods for innovative strategic planning and policy formulation for climate resilience. The suite of free, easy-to-access and engaging training materials includes an e-learning course and a toolkit, as well as a set of reports and recordings informed by a webinar series that saw about 150 participants over the summer of 2020. Image Source: <http://www.freepik.com>

Get Started Now



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# DGroups Discussion

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

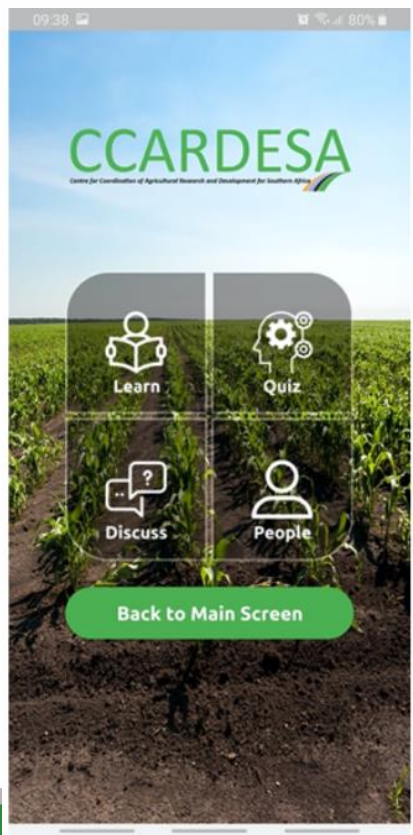
The screenshot shows the CCARDESA SAAIKS Knowledge Hub website. The header includes the 'Knowledge Hub' title, a 'DGroups' icon, and a 'Select Language' dropdown. The main navigation menu contains 'Discussions', 'Knowledge Products', 'Partner Collections', 'Partners', and 'Contact Us'. The page title is 'The CCARDESA SAAIKS Knowledge Hub'. Below the title are search boxes for 'Search Knowledge Hub' and 'Search Partner Sites'. A search bar with the placeholder text 'What would you like to know?' is also present. A 'Filter By' section includes dropdown menus for 'Name', 'Category', 'Partner', 'Content Type', and 'Audience'. A descriptive paragraph states: 'CCARDESA Knowledge Hub is an information sharing portal with a mandate to coordinate agricultural research and development in Southern Africa.' A 'Dgroups Discussion Groups' section lists several events:

Date	Event
07 SEP	Assessors/ Examiners needed at BUAN
01 AUG	Webinar   SAVE THE DATE   The potential for EbA to build agricultural livel...
23 JUL	Looking for a Meteorologist
06 JUL	CCARDESA changing perceptions of youth towards agriculture as a career
06	SACAU VACANCIES



# 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





## 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.

1

February 2019

### App Workshop

- Lessons Learned
- Possible functionality
- Development frameworks

June to August 2019

2

### SPECIFICATION

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

## 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



3

August to September 2019

### App Development

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



September to October 2019

4

### 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.



## LAUNCH

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

5

October 2019

### App Launch

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



# Mobile App Testing



# Mobile Testing



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# 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

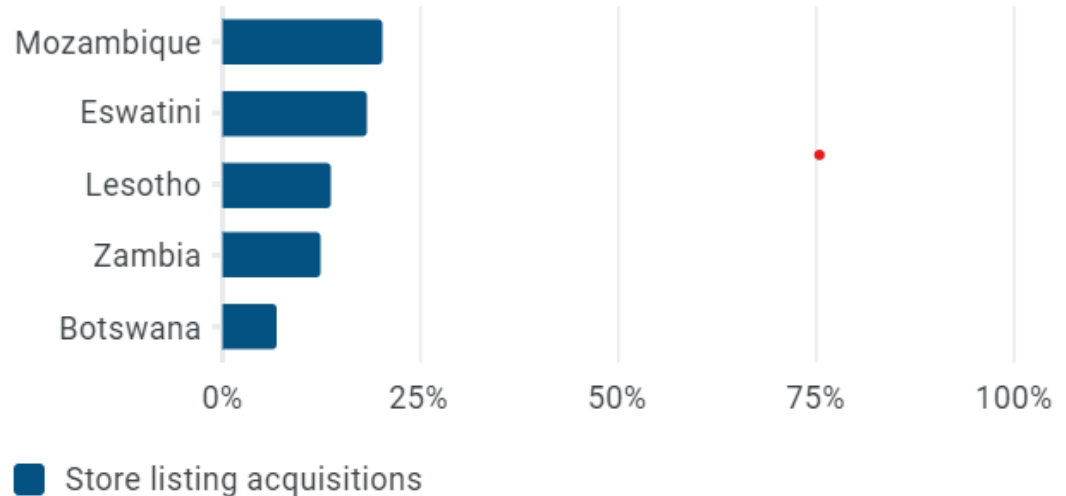
The CCARDESA mobile App has increased its users from 212 last year to 870 in 2024.

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.

Top countries/regions ?

Mozambique, Eswatini, Lesotho, Zambia, Botswana



# 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

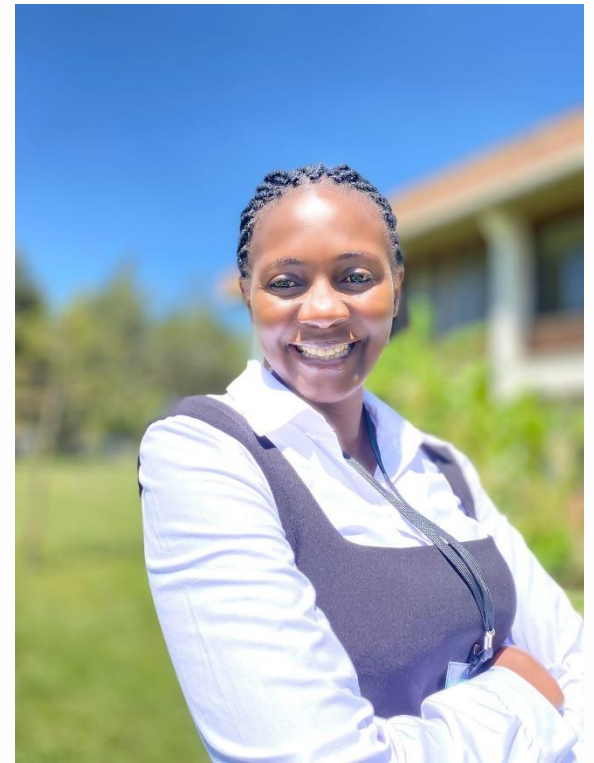
12 out of 16 MS rated the CCARDESA system between 3.5 to 5 in the past quarter

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



Visit:  
[www.ccardesa.org](http://www.ccardesa.org)



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Follow us on  
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## Conclusion

If it is not documented,  
it did not happen!

# Acknowledgments



EUROPEAN UNION



Investing in rural people



THE WORLD BANK  
IBRD · IDA | THE WORLD BANK GROUP



USAID  
FROM THE AMERICAN PEOPLE



german cooperation  
DEUTSCHE ZUSAMMENARBEIT



Canadian International Development Agency



AICCRA  
Accelerating Impacts of CGIAR  
Climate Research for Africa



African Forum for Agricultural Advisory Services



SOUTHERN AFRICAN CONFEDERATION OF AGRICULTURAL UNION



PABRA  
Pan-Africa Bean Research Alliance  
Better Beans for Africa



IITA  
Research to Nourish Africa



INTERNATIONAL FOOD POLICY RESEARCH INSTITUTE  
IFPRI



ICRISAT  
Science with a human face



CIAT  
Centro Internacional de Agricultura Tropical  
International Center for Tropical Agriculture  
Consultative Group on International Agricultural Research

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# Siyabonga

THANK YOU



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PROGRAMME