



## **Report on the 5<sup>th</sup> UNPAN e-Knowledge Management Training Workshop**

**Chairperson:** Haiyan Qian, Chief, Knowledge Management Branch, Division for Public Administration and Development Management (DPADM) / UNDESA

**Attendees & Agenda:** (Please click [here](#) to see the training site on UNPAN for the list of attendees and the agenda)

**Date:** 23 October 2007 to 26 October 2007

**Venue:** Seoul, South Korea

The 5th UNPAN e-Knowledge Management Training Workshop was held from 23 to 26 October 2007 in Seoul, South Korea; with the participation of the 35 attendees from 22 different UNPAN member organizations. The main purpose of the meeting was to: (a) exchange experience among UNPAN members; (b) learn about Korean's e-government; (c) learn about the newly developed UNPAN e-knowledge management tools; (d) and attend field visits in order to gain first-hand experience from the Korean e-government.

The discussions and conclusions are summarized as follows:

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**Tuesday, 23 October 2007**

**DAY ONE**

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**Session I: Experience Exchange among UNPAN members**

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### **Opening Session**

Mr. In-Jae Lee, Chief, e-Government Learning Center of the Ministry of Government Administration and Home Affairs of Republic of Korea opened the meeting, welcomed all the participants and thanked them for attending the 5<sup>th</sup> UNPAN e-Knowledge Management Training Workshop.

He gave the floor to Ms. Haiyan Qian, Chief of the Knowledge Management Branch, Division for Public Administration and Development Management/UNDESA and Mr. Myungsoo Cho, the director of the United Nations Governance Center to make welcome remarks.

Following the vice minister's warm welcome remarks, Mr. Lee invited Ms. Haiyan Qian, Chief of the Knowledge Management Branch, Division for Public Administration and Development Management/UNDESA to chair the 1<sup>st</sup> day session which are scheduled as experience exchange among UNPAN members.

## **Experience Exchange among UNPAN members**

### **Presentation of DPADM**

Following individual introductions by UNPAN representatives; Ms. Qian delivered a presentation which addressed the following issues:

1. Review of the UNPAN Performance
2. Knowledge Management Benefits and Challenges via UNPAN
3. What UNPAN can help to respond to the challenges

Ms. Qian described UNPAN as an organization with multiple partners as owners of the UNPAN portal in contrast with a command and control structure. She noted that DPADM/DESA plays a role in coordinating and assisting members in enhancing the capacity of e-Knowledge Management.

During the review of UNPAN performance, Ms. Qian addressed the issues below

- A historical and analytical look at UNPAN Phase I implementation
- The overall results of UNPAN web survey since 2000 to the present
- A historical and analytical look at the UNPAN Portal Statistics in 2007
- A comparative analysis of the visit statistics of thematic portals in the UNDESA in 2007
- A historical and analytical look at UNPAN Content Development by all members from 2000 to 2007
- Presentation of the most popular documents in 2007
- Presentation of the top contributor members to the UNPAN Content Server
- A historical and analytical look at the usage statistics of UNPAN Online Training Centre between September 2005 and June 2007

Ms. Qian noted that most of the visitors of the portal are from developing world and stated that this kind of usage statistics shows the importance of the UNPAN portal as a tool to reach the people who are really in need of the information.

She also noted that most of the learners of UNPAN Online Training Centre are from developing countries and this shows the importance of the online training courses. Ms. Qian stated that UNPAN and its partners will consider to develop more online training courses in the future.

Please click [here](#) to see her full presentation.

### **Presentation of UNPAN Member Organizations**

After Ms. Qian's presentation, the UNPAN member organizations (AAPAM, AMDIN, ARADO, CAFRAD, CAIMED, CARICAD, CPSI, DSG, EROPA, ICAP, IDEP, IPMA-HR, NISPACE, RCOCI, UNECE) briefly explained the mission of their organizations and how they use UNPAN tools for information sharing and how they contribute to the UNPAN portal.

All the power point presentations of the UNPAN member organizations can be viewed by clicking [here](#).

Here is a summary of the main issues highlighted during the presentations by UNPAN member organizations, please see the [presentations](#) to view all the items that are highlighted by UNPAN member organizations:

- AAPAM – The current status of UNPAN expert database and the clarification of the concepts
- AMDIN - Online training and capacity building in Africa
- ARADO – Clarification of UNPAN portal users (political users, ministers, academia etc.) and implementation of specialized marketing plans for each user group, plans of uploading 9,000 documents to UNPAN, suggestions on the internationalization of the portal
- CAFRAD – Consolidation of new e-Knowledge Management tools of UNPAN
- CAIMED – prevention of overlapping interests with other UNPAN partner organizations, document submission guidelines, more in depth reporting features, integration of partner websites with latest technologies
- CARICAD – Request for support on online training area
- CPSI – Engaging regional centers and complimenting the work of other UNPAN partner organizations in the regions, support of creation a market plan, UNPAN as a socio-economic development tool
- DSG – Importance of web content management system
- EROPA – Document Submission guidelines for the UNPAN Content Server
- ICAP – Online education and sustainable growth in the submission of documents
- IDEP – Discussion board, Journal database
- IPMA-HR – Conference sharing and online publications
- NISPACee – online learning tools, clarification of the UNPAN expert database, clean-up of the existing data in UNPAN
- RCOCI – Detailed presentation of knowledge management via UNPAN tools to plan promotion of the UNPAN portal
- UNECE – Necessity for internationalization and exchange of quality publications

Ms. Haiyan Qian thanked all the members for their comments and she informed the group that DPADM/UNDESA reports all activities of the UNPAN to the UN Economic Social Council through CEPA<sup>1</sup> which meets annually. She also stated that the outputs of UNPAN is audited by UN Office of Internal Oversight Services and independent external evaluation. She informed the members that the work is found very relevant especially for developing countries of the world and that's why additional budget has been allocated for the continuation of the development of the United Nations Public Administration Network (UNPAN).

She closed the first day session stating that the group will discuss all the issues raised above after the UNPAN systems training on the third day.

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<sup>1</sup> Committee of Experts in Public Administration,

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Wednesday, 24 October 2007

**DAY TWO**

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**Session II: Learning from Korean e-Government**

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Mr. In-Jae Lee, Chief, e-Government Learning Center of the Ministry of Government Administration and Home Affairs of Republic of Korea opened the session on the day two. The experts below from the ministry presented and shared their extensive knowledge and experiences on the knowledge management and e-Government applications of South Korea. UNPAN Member organizations found opportunity to ask questions in order to learn more from the presenters. These are the presenters and presentations from the day two:

- Presentation on IT Policy and E-Government Strategy in Korea - Mr. Jae-yong Choi, Team chief of Strategic planning
- Presentation on Knowledge Administration in Korea - Ms. Jin Lee, Team assistant director of Knowledge Administration
- Presentation on Best practices of Business Process Innovation for Government - Mr. Seon-Yong Jeong, Team chief of Change management
- Presentation on Local e-Government in Korea - Mr. Taek-Kun Kim, Team chief of Administrative Informatization
- Presentation on Best Practices of E-Government Customer Services - Mr. Jae-Dong Hwang, Team assistant director of U119, National Emergency Management Agency

All the power point presentations of the Ministry of Government Administration and Home Affairs of Republic of Korea can be viewed by clicking [here](#).

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Thursday, 25 October 2007

**DAY THREE**

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**Session III: UNPAN Systems Training**

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UNPAN Systems Training on day three has been conducted by Mr. Deniz Susar, Associate Public Administration Officer of the Knowledge Management Branch, Division for Public Administration and Development Management/UNDESA.

Mr. Susar explained the new web content management solution, DotNetNuke, that will be utilized in the new UNPAN portal. He also explained the new features of the portal and the UNPAN members practiced the new tools online. The following tools have been discussed on the day:

- How to add news? The news module
- How to add documents? The new documents module
- How to create events? The new events module and photo album module
- How to create journals, training institutions, and web links? The new resources module
- How to join online discussions? The new online discussions forum

His presentation can be found by following this [link](#).

After the IT training session, Ms. Qian conducted a session to invite the group to discuss some present issues of the UNPAN including marketing plan.

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**Friday, 26 October 2007**

**DAY FOUR**

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**Session IV: Site Visits**

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During Day 4, participants of the workshop attended to the technical site visits organized by the Ministry of Government Administration and Home Affairs of Republic of Korea

- Tour of Information Network Village
- Industrial visit to private sector Samsung IT Company
- Tour of INNOVISION Museum in the Central Government Complex

After filling out the survey questions of the training provided by DPADM/MOGAHA, all the UNPAN trainees are awarded with a certificate.

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### **Future Actions to be Taken**

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1. After the UNPAN Systems Training conducted by Mr. Susar, UNPAN members discussed the tools and following improvements are agreed to be implemented.

- News
  - (i) Add the theme on Financial Management (Public Finance Management);
  - (ii) Encoding for characters; (UTF-8)
  - (iii) Currently there is a need to add the flag of the country or the logo of the organization;
  - (iv) Create logos for global and regional news;
  - (v) Texts for the summary should be typed manually;
  - (vi) Denz to check the possibility to standardize the font to be used;
  - (vii) Disable “rich text editor” for summary field;
  - (viii) Create guidelines for creating contents and for automatically accessing and updating your webpage using the RSS readers (e.g., Google articles);
  - (ix) How to minimize duplications; and
  - (x) Review categories/classifications that are used (global vs. regional); and
  - (xi) Create a full text editor for partners’ use.

- Library
  - (i) Add “others” as additional topic on the search browser;
  - (ii) Delete the corresponding numbers (library codes) in the Stelant check-in form;
  - (iii) Delete “Area of Focus” and decide on the thematic keywords to use;
  - (iv) Delete “Call number”;
  - (v) Delete “Size of File”;
  - (vi) Delete “Physical Medium”;
  - (vii) Add “European Union”, “Mediterranean” and “South Asia” in Geographic keywords and/or contact Deniz to request additional regions;
  - (viii) Use only one list for Geographic keywords;
  - (ix) Change “Arabic-region” to “Arab region”;
  - (x) Would it possible to add multi-lingual thematic keywords in Stellent?; Add a field for ICAP in Spanish;
  - (xi) Delete “Conference Short Title”;
  - (xii) Add “Full Title” as a compulsory field;
  - (xiii) Ensure that one can search by simply typing the first letter of the word in the drop down menu; and
  - (xiv) Allow multiple searches for “Country/region” field.
  
- Events
  - (i) Change “Conferences” to “Meetings”;
  - (ii) Under the “Contact” directory we should display the first 25 contact data instead of an empty search form;
  - (iii) Add “Previous” and “Next” to search/edit photos.
  
- Topics

The list of the topics is agreed as below:

1. e-Governance and m-Governance
2. Knowledge Management in Government and Connected Government
3. Citizen Engagement
4. Post-conflict Reconstruction and Management
5. Ethics, Transparency and Accountability
6. Result based Budgeting and Evaluation
7. Leadership and Capacity Development
8. Human Resources Management & Development
9. Performance Management
10. Innovation and Change Management
11. Public Policy and Strategy Development
12. Government System
13. Public Finance Management

**Timeline:** End of November, 2007

2. All UNPAN Member Organizations will work on the marketing plan that is discussed during the 3<sup>rd</sup> day session. The draft version of the marketing is created by Mr. Jan Andruch. The draft is accessible online in the new UNPAN portal. (temporary url: <http://unpan2.aptheory.net>)

**Timeline:** End of November, 2007

3. Consider exporting journal database of IDEP to UNPAN proposed by Mr. Michael Nageri.

**Timeline:** End of November, 2007



## Evaluation of the 5<sup>th</sup> UNPAN e-Knowledge Management Training Workshop

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At the end of the third day of the workshop participants were asked to complete an evaluation form. Of the 35 people who attended the workshop, 21 completed and submitted an evaluation form. The evaluation sought both qualitative and quantitative feedback. The first section of the evaluation consisted of eight question that ranked aspects of the workshop across the following scale: excellent - very good – satisfactory – unsatisfactory – poor. Results of the first section are summarized in Section I. The second part of the evaluation consisted of three questions which sought feedback on the most and least useful aspects of the workshop, as well as any other comments or suggestions. Key points of the qualitative survey have been captured in Section II, including the complete list of comments.

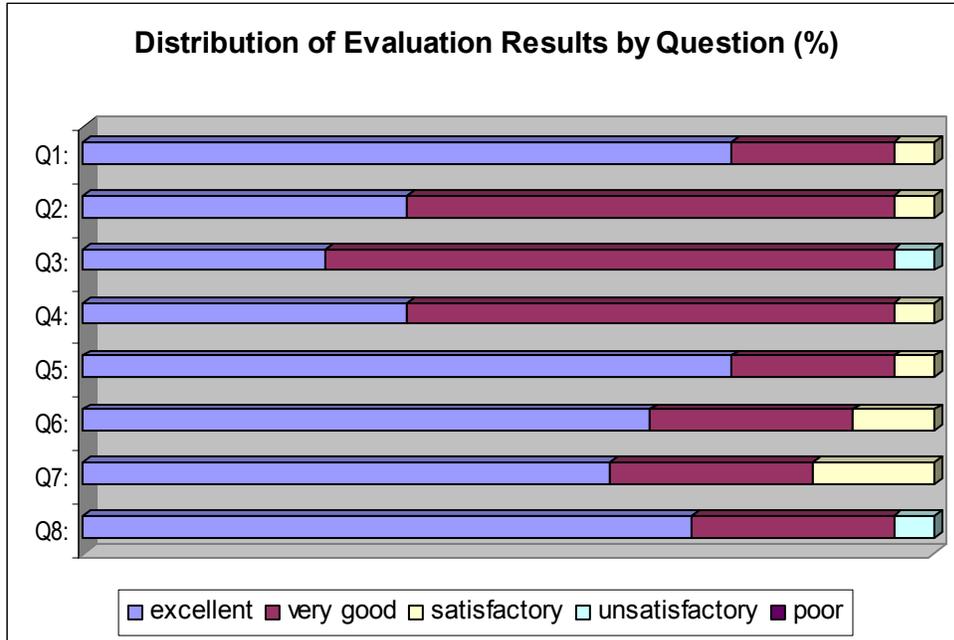
### Section I: Questions 1 – 8

**Table 1 Responses to survey questions by number and percent.**

| Evaluation Results of the 5th UNPAN<br>e-Knowledge Management Training Workshop |  | excellent |     | very good |     | satisfactory |     | unsatisfactory |    | poor |    |
|---|--|-----------|-----|-----------|-----|--------------|-----|----------------|----|------|----|
|   |  | No.       | %   | No.       | %   | No.          | %   | No.            | %  | No.  | %  |
| Q1:   | Your overall impression of the training workshop.                                      | 16        | 76% | 4         | 19% | 1            | 5%  | 0              | 0% | 0    | 0% |
| Q2:   | Quality and clarity of the training documentation.                                     | 8         | 38% | 12        | 57% | 1            | 5%  | 0              | 0% | 0    | 0% |
| Q3:   | Clarity of the workshop objectives.  | 6         | 29% | 14        | 67% | 0            | 0%  | 1              | 5% | 0    | 0% |
| Q4:   | Extent to which the objectives of the workshop were achieved.                          | 8         | 38% | 12        | 57% | 1            | 5%  | 0              | 0% | 0    | 0% |
| Q5:   | Extent to which you were satisfied with the working relations within the organization. | 16        | 76% | 4         | 19% | 1            | 5%  | 0              | 0% | 0    | 0% |
| Q6:   | Quality of the materials/media used during the activity.                               | 14        | 67% | 5         | 24% | 2            | 10% | 0              | 0% | 0    | 0% |
| Q7:   | Overall quality of the activity.   | 13        | 62% | 5         | 24% | 3            | 14% | 0              | 0% | 0    | 0% |
| Q8:   | Relevance of the activity to the needs of your organization.                           | 15        | 71% | 5         | 24% | 0            | 0%  | 1              | 5% | 0    | 0% |

Table 2 clearly illustrates that 90%+ of participants ranked the workshop as “excellent” or “very good”.

**Table 2**

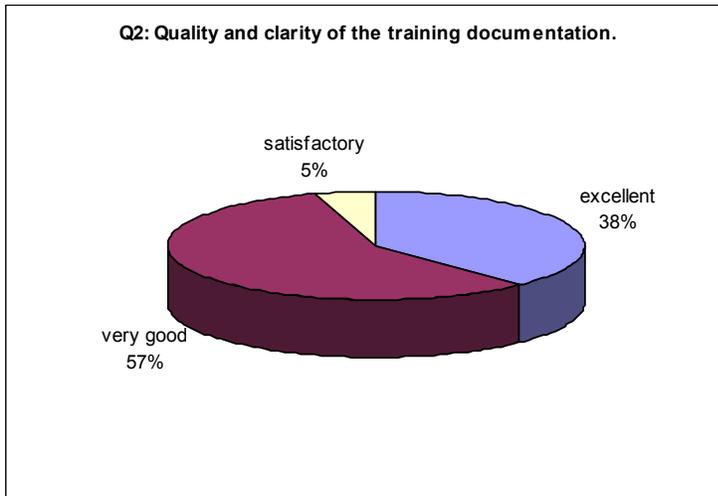


The evaluation results confirm that participants rated the workshop highly. In fact, 75% rated it as “excellent” and 20% as “very good”. Figures 1, 5, 6, 7 and 8 show that a significant majority of participants rated the overall quality of the workshop, its activities, and materials, their working relationship with UNPAN, and the relevance of the workshop to the needs of their organization as “excellent”. Figures 2, 3 and 4 highlight that the majority of participants considered the clarity of the training documentation, the workshop’s objectives and the extent to which these objectives were met as “very good”.

**Figure 1**



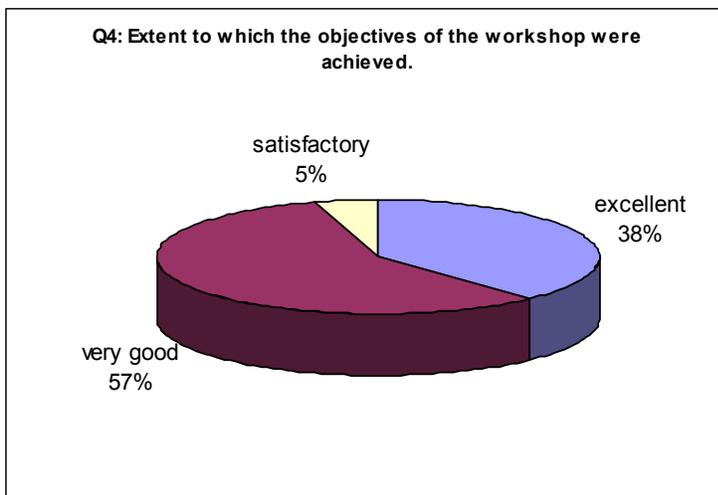
**Figure 2**



**Figure 3**



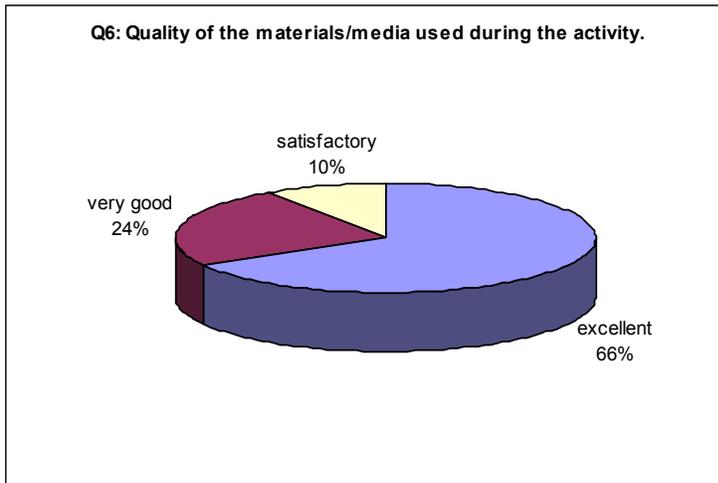
**Figure 4**



**Figure 5**



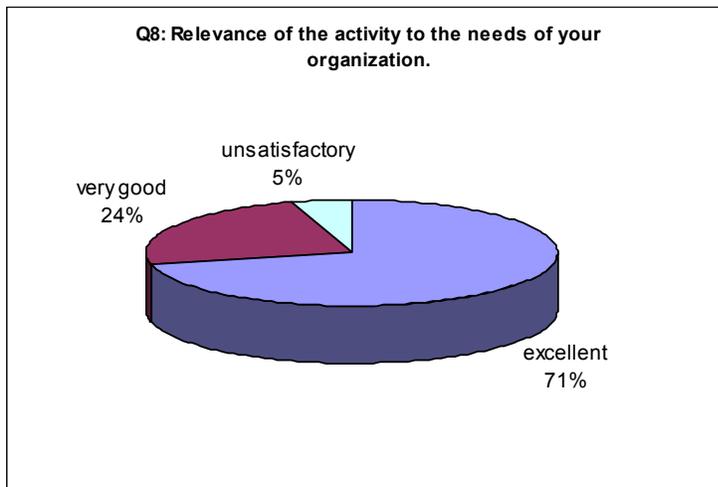
**Figure 6**



**Figure 7**



**Figure 8**



## **Section II: Questions 9 – 11**

Most of the feedback received in this section was very positive. Some of the participants indicated that they would have liked additional training in network applications and that a training CD would have been helpful. Others noted that the most useful element of the training workshop was hearing about the practical application of e-government innovation and the experiences of MOGAHA, the networking opportunities, the training on the use of the new UNPAN portal and the site visits. However, a few of the participants did not consider the UNPAN systems training or the site visits on day four useful. This is perhaps indicative of the diverse range of skills and expertise of the UNPAN member group. It is worth noting that without exception, participants reported that the workshop had been a positive experience and was worthwhile.

Please note that comments have been transcribed as they appeared on the feedback form.

### **Q9: What was the most useful element of the training workshop?**

- Trips to different innovations.
- The living experience demonstrated the MOGAHA team and the relevance to what can be seen on the ground.
- All elements were extremely relevant the training allows for effective interactivity and the e-gov innovation were informative.
- Taking us through all the steps to content management on the new phase of UNPAN portal, most unclear elements were explained.
- The Knowledge Management training carried out on Thursday.
- Logistics and organization was excellent. Collaboration between UNPAN and MOGAHA was excellent.
- K-Community Building and sharing experiences
- Open discussions
- The training how to use the new portal of UNPAN and listen to the presentations (all)

- Haiyan's speech; Deniz's workshop
- The training by Deniz and the networking opportunity.
- Interactive collaboration and useful discussions leading to results and solutions
- The learning environment, the detailed information and the networking.
- Talking to people all around and exchanging experience
- DNN
- Day 3 (Thursday)
- UNPAN - NotNetNuke use. Understanding of challenges faced by other UNPAN members. Opportunities offered by UNPAN to development (Leadership and Capacity)
- Experience activity for e-gov
- Experience of e-gov
- Talking to people btw to figure out what it was all about
- Both presentations and practical training on the website were excellent. The visits today were also a great way of ending the session.

**Q10: What was the least useful element of the training workshop?**

- None
- Visit to the Samsung electronics.
- Setting more deeper in the local government are of information management (interesting stuff)
- All elements were useful
- None
- Final quiz
- 119 Conference
- All useful thank you.
- can not identify
- Although, 1st day presentations were good but some were not needed since UNPAN has developed the new system. I also think the presentations should have been time limited.
- Day 4 (Too much instead of being motivating to Africa participants, achieved the opposite.)
- None
- Training for operation of new portal
- train for portal management
- 2nd day (of UNPAN) seemed a bit jumbled - as if you had an idea of what would happen, but were trying to go with the flow.
- Can't think of anything

**Q11: Additional comments and suggestions**

- It was very good but a bit tiring as most of us flew long hours.
- My congratulations to MOGAHA. Please keep up the good work. To UNPAN, the team spirit and hard work must continue for the next generation of services.
- Workshop was useful for community familiarization and renewal.
- This training was so informing and fruitful. Thank you to all the organizers and their efforts. I wish to get more training on the UNPAN tool.
- Very good training learnt a lot and networked and made good friends

- Thank you very much for inviting me to the workshop. I learned a lot and met great colleagues
- Keep going. Well done!
- Excellent organization.
- No karaoke on the bus; More sharing between participants experience
- Additional training on any other software. Maybe more on DotNetNuke
- I'd prefer 1stly training of new functions and have overall discussion after (Exchange Monday schedule with Thursday)
- Thank you and best regards
- I think it would be a good idea to put the presentations on a CD
- Very grateful!! Excited Where people with no knowledge of the system joined, might have helped to had a prior day of orientation. Could have been helpful if we could have met in regions to discuss and coordinate issues.
- Develop a training CD for UNPAN members content providers, so they could understand usefulness and need to support UNPAN member institutions. Great work to Haiyan and her team.
- Adding experience activity for e-gov
- Advanced experience of developed country
- I really did learn a lot and hope to reconnect ELCAC with UNPAN, but I need a lot more background info. Everything else was fine - everyone very friendly. I will email you with questions.
- Do continue to keep the team in touch.