

FINAL DRAFT

Documentation and Communication Concept

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DC Department
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1. Introduction

After the evaluation of the Documentation Activities of SKAT in summer 1995 the consensus found was that the DC department would be mandated to collect, review, process, package and to disseminate, whenever needed, relevant, up-to-date information and know-how to SDC itself, its agencies abroad, the members of the SKAT association, and the SKAT partners and customers either in developing countries and/or active in the field of development co-operation. SDC agreed to finance 80% of this part of SKAT activities through a subsidy.

The objective of this internal paper is to set up the rules, conditions and activities involved to carry out the mandate with which SDC has entrusted SKAT.

2. Overall Objective

The three SKAT Departments Energy (ER), Construction and Infrastructure (CI), and Urban Development (UD) are directly involved in project work and backstopping mandates. SKAT's constitution calls for a structured learning perspective in the work, this implies:

- to systematically summarise, appraise and validate the gained experiences and the accumulated know-how,
- to elaborate sustainable concepts and practicable solutions in view of further dissemination,
- to make the results of the above available to partners through an information exchange.

The DC Department is charged with the task:

- to establish the information exchange mechanism,
- to process and disseminate the information.

3. Roles and Responsibilities

The SKAT Departments CI, ER, UD and the DC department together work on the tasks of:

- creation, elaboration and aggregation of knowledge, facts and data,
- their assessment and appraisal,
- the processing of the know-how into proficient information,
- the publication of the findings.

To reach the targets set in Chapter 2 it is essential that all SKAT staff members and departments have a clear common understanding of the duties and benefits deriving from the mandate. The DC Concept has the objective to meet this requirement. All departments concerned need to constantly interact in a regulated, responsible way.

To accomplish an on-going co-operation it is necessary to clearly define the roles and responsibilities and the interfaces between the departments.

Chapters 4 "Knowledge Collection and Processing", 5 "Dissemination of Knowledge and Information", and 6 "Interfaces between SKAT Departments" explain more in detail the division of tasks. They can be summarised as follows:

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3.1. DC Department

The Documentation-Communication department, a combination of documentation, information and consulting centre,

- stores significant and useful information and makes it retrievable
- establishes and maintains linkages to networks, institutions, NGOs, research centres, firms as information sources
- provides support in investigations to find more information from other sources outside SKAT, e.g. on Internet,
- the utilisation of modern communication technologies allows all SKAT departments to have access to new information sources.

Note: *This aspect of the work is financed through the SDC subsidy.*

3.2. SKAT Departments

The SKAT Departments CI, ER, UD create (elaborate, aggregate and appraise) information which will be processed and disseminated by the DC Department. The utilisation of this information internally for their project work will:

- provide the necessary professional background
- increase the efficiency of the departments
- improve the information and documentation for acquisition activities
- increase their competitiveness on the development co-operation market thanks to up-to-date information

Note: *This aspect of the work is not financed through the SDC subsidy but has to be covered under the various Backstopping mandates.*

4. Knowledge Collection and Processing

The information collected consists of two main groups:

- Media (books, reports, working papers, case studies, video tapes, slides, CD-ROMs, periodicals etc.)
- Addresses

4.1. Inputs

4.1.1. Media

Documents, information and know-how might enter SKAT by several means:

- The Documentation Centre received the media directly through the networking linkages without prior demand, e.g. IT publications, review copies, exchange of documents etc.
- A SKAT professional ordered a publication, video tape, CD-ROM etc.

- A SKAT professional received, or brought back from a workshop, seminar, meeting a publication, video tape, CD-ROM etc.
- A SKAT professional has generated the publication, working paper, report.

“Expert Selection” of media

The criterion whether a document/media is worth collecting and storing (entering into the database) is that it is deemed useful and relevant for both SKAT and our partners and clients, particularly in developing countries. The decision to store a medium therefore depends on an “expert selection”, i.e. at least one SKAT professional considers the document useful for SKAT’s activities.

4.1.2. Addresses

All addresses used for SKAT activities are entered into the address database. This includes e.g. an NGO in Honduras, a handpump manufacturer in South Africa, a subscriber of SKAT News, an embassy in Bern, a hotel in Nairobi, a publisher in London, etc. In short, any address that might be used a second time by someone will be added to the database.

4.2. Outputs

All information considered relevant and useful is classified and entered into SQL (Standard Query Language) databases from where it is easily retrievable, both for information dissemination and SKAT project activities.

Easy and rapid consultation of the databases is made possible through keywords, classification (SATIS) numbers, and country codes.

4.2.1. Media

4.2.1.1. Books, brochures, reports

The document is catalogued based on the selection by an expert/SKAT professional. Emphasis is placed on grey literature in our fields of concentration, representing a valuable source of information for both SKAT professionals and our partners. The scrupulous categorising and logging of all publications considered relevant for SKAT activities, enables everybody to know at any moment, what written information is in house and make it retrievable.

The targets of the DC Department is to provide the best professional information possible about the documents to the users (both our partners and the SKAT staff members). This goal can be reached with the attribution of relevant keywords, SATIS numbers, country codes, as well as with a significant abstract.

The abstract helps the users to decide whether they wish to buy, borrow, order a photocopy or download (provided it is a “downloadable” document) a publication. To meet this objective, the writing of the abstract requires a proficient input by the SKAT professional, who will, at least partly, write the abstract. After the documentalist has catalogued a new publication, it is submitted to the professional(s) concerned with a printout of the entered data, i.e. among others the keywords, SATIS numbers and the abstract proposed by the documentalist. The

specialist(s) then reviews these data thoroughly and corrects them or completes the abstract with a personal comment.

The criteria for a significant abstract are as follows:

- short summary of the content
- key messages in the document
- addressed readergroup
- possible linkage with other documents

Besides the abstract which accompanies each document, it is possible to add remarks for internal use, i.e. they are not being disseminated.

In order to offer the most useful professional and up-to-date information possible, a constant updating of the Documentation, particularly regarding publications is necessary. At regular intervals, DC submits older publications for evaluation to the sector professionals for review whether they are still relevant. The ideal solution would be: "Each new publication replaces an old one".

Advantage for SKAT staff members:

Quick access and retrieval of up-to-date printed information to be used for internal consultation, recommendation to project partners, bibliographies of working papers.

4.2.1.2. Video tapes, slides, CD-ROMs

Similarly any video tape, slide-show, CD-ROM selected according to the above criteria by a staff member is catalogued. Video tapes are stored in the Documentation. A video recorder and a television set are placed there for easy use.

The criteria for cataloguing video tapes, slide-shows and CD-ROMs are the same as those mentioned above (4.1.1). The keywords, SATIS numbers and the abstract are corrected and/or completed by the specialist(s) concerned.

Advantage for SKAT staff members:

Availability of up-to-date audio-visual material to be used for internal consultation (particularly CD-ROMs), as accompanying material for conferences, workshops (slides and videos), for illustration of reports, working papers (slides).

4.2.1.3. Periodicals

The periodicals, whether SKAT has a subscription to them or receives them free, are an important source of information. They contain information useful for the SKAT staff members, and are an important indication of the operation and activities of NGOs, firms, partner institutions etc. The periodicals allow to update the address database.

All periodicals (SKAT subscriptions, newsletters from NGOs etc.) are catalogued with keyword(s) and SATIS numbers. Remarks for internal use, i.e. not for dissemination, may be added.

The periodicals are either circulated to the interested SKAT staff members and then filed, or if their circulation is not considered useful, at least one issue is filed in the periodical boxes or the adequate hanging files (K-No.).

The DC Department plans, as a medium-term objective, to catalogue articles from periodicals, again with keywords, SATIS numbers and possibly an abstract (see 3.2.1.1).

Advantage for SKAT staff members:

Important information source available for the SKAT professionals in their respective field of work, regarding new findings, information updating, new publications, forthcoming events, updating of addresses.

4.2.2. Addresses

A constantly updated address database is an essential tool for efficient work. It enables SKAT to be a competent "information server" for his partners and customers, and facilitates the everyday work at SKAT. It can be used for word processing activities, for the filling in of the project profiles, for the printout of lists according to keyword(s), country, etc.

To ensure uniform entering of the addresses into the database, the secretaries are in charge of adding new addresses to the database and updating them. Each address entered into the SKAT address directory is given at least one keyword and possibly a SATIS number (SATIS numbers may not apply to addresses for internal use such as hotels, embassies etc.). This allows to clearly identify the speciality of an address in the database (e.g. water supply, small hydropower, small enterprise development etc.).

Categories of entries may be generated, such as:

- subscriber to SKAT News, BASIN News,
- publisher,
- member of a network,
- participant in a workshop (Aguasán, Ittingen etc.),
- manufacturer of a product (turbine, handpump, water filter etc.),
- supplier of a product/service (again turbine, handpump, visas, air tickets, hotel rooms etc.).

Remarks or comments, both for dissemination and/or internal use, may be added; they increase the relevance of the information.

Advantage for SKAT staff members:

An essential tool for all SKAT activities to be used for project profiles, project work in general, exchange of correspondence with our partners, information supply to our partners and customers, preparation of missions abroad, listing of addresses in reports, working papers.

5. Dissemination of Knowledge and Information

5.1. Traditional Communication Technologies

The traditional dissemination technologies presently used at SKAT - and which will be continued - are:

- bibliographies on paper or diskette
- printouts of addresses

- information integrated in a Word or Excel document to be forwarded by mail (post, fax or e-mail)
- SKAT News

5.2. New Communication Technologies

Over the last years, new electronic communication technologies (Internet) have been introduced. The development of such technologies is moving rapidly that it is not possible to predict how communications will look like in a few years. The SKAT DC department will utilise these developments for the dissemination to supplement and sometimes replace the above-mentioned traditional dissemination means.

To meet the new requirements, SKAT established its own Homepage on Internet where information is available on-line on:

- Media, i.e. documents, videos, slides, CD-ROMs, periodicals available at SKAT
- Addresses of NGOs, manufacturers, suppliers, consultants, donors etc.
- SKAT publications
- SKAT activities
- Bulletins
- Project Profiles
- others

As mentioned above the DC Department will continuously adapt and upgrade the utilised dissemination technologies to ensure that the information generated by the various SKAT Departments finds an efficient dissemination world-wide.

5.2.1. Media and addresses

Our clients and partners have on-line access to both our documentation and address database over Internet. The databases are updated regularly.

Only selected addresses which can be made public are accessible on-line. The same applies to remarks and/or comments accompanying an address, i.e. only comments which are for public use, will be made accessible on-line.

5.2.2. SKAT publications

SKAT publications, i.e. books, working papers, mission reports, project progress reports etc. are entered into the Documentation database.

They are accessible on Internet through the documentation database. They can be ordered by e-mail if they are available in printed form. In future, most documents will be available as downloadable files, which can be retrieved to the customer's computer. The DC Department regularly updates the information regarding availability, delivery address, price etc. of the various publications.

Internationally printed SKAT publications will be distributed by the IT Publications Bookshop. In Switzerland a much simplified method of distribution of publications is used. Publications

are shipped without an invoice. The recipient is however requested to make a contribution towards SKAT publication fund.

5.2.3. SKAT activities

SKAT has two periodical "Windows" to inform about its activities, the SKAT News which is published every three months, the SKAT Web Site which gives up-to-date information on SKAT's current activities, such as interesting projects and initiatives, announcements of planned workshops, new SKAT publication(s) etc.

To make the Web Site attractive, the information regarding SKAT activities will be updated regularly (at least monthly).

6. Interfaces between SKAT Departments

The objectives set up in the SDC mandate can only be reached if all the SKAT Departments and the DC Department co-operate closely. This co-operation involves the following joint activities:

6.1. Media (publications, video tapes, slides etc.)

All the catalogued publications, video tapes, CD-ROMs etc., are sent once a month by the DC Department to the various SKAT Departments with the request to check and complete the keywords, SATIS numbers, and abstract. DC keeps a routing slip on each document to ensure that these documents can be traced.

Return time for updating the information on the documents is one month.

At the same time the DC department collects all documents which the experts may have received and which should be catalogued.

6.2. Periodicals

Once a month, the DC Department collects from the various SKAT Departments the periodicals which have circulated among the professionals. Whenever a periodical contains an interesting article which should be catalogued, the corresponding SKAT Department gives the necessary instructions on the routing slip or an additional slip.

Return time for the periodicals is one month.

6.3. Addresses

All addresses to be entered into the address database are passed on to their respective secretaries by the SKAT employees. These addresses must be accompanied by clear indications regarding keywords, possibly SATIS number, and if required, remarks.

The DC department will update information on the addresses every 6 months.

6.4. SKAT publications (manuals, mission reports, working papers etc.)

Once a month, the DC Department collects information (on a preprepared form) from the various SKAT Departments on manuscripts, reports, working papers, other documents being produced either by the SKAT edition on behalf of a SKAT Department or by the SKAT Department itself.

Collecting information on the documents is an ongoing process, return time for the forms is one month.

6.5. SKAT activities

The Project Profile data entered into the database allows to generate at all time up-dated reports on ongoing SKAT projects. This will be the key element for the generation of a SKAT progress report.

In addition, twice a month, the DC Department sends out requests (on a preprepared form) to the Heads of Department for information on all important issues and plans. These data can be supplied in the form of memos, minutes of department meetings, project profiles, copy of invitations to a seminar or workshop SKAT is organising or in which SKAT is participating etc. This information used for the updating of the SKAT Web Site and the setting up of the quarterly SKAT News, it will also be circulated inside SKAT and as such represents a valuable information source for all SKAT staff members.

Collecting information on the SKAT activities is an ongoing process, return time for the forms is 14 days.

7. Conclusion

This concept is not exhaustive. In a fast moving communication age it will be necessary to adjust to the emerging possibilities. The DC Department will continuously adapt its services, i.e. offer of information and dissemination technologies, according to the needs and the electronic possibilities available.

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