

Financing for Development, Geneva, 23-24 June 2005

Summary of:
shared issues, knowledge exchange

Web management

SHARED ISSUES:

- The perils of the 'web' tag
- Who is in charge? Communication or IT?
- Sourcing good consultants/contractors
- Rogue sites
- Need for clear web guidelines in all areas
- 'Life-span' of web content

Communities of Practice

SHARED ISSUES:

- Big organisations, but resources don't reach the web and the machinery can be slow
- Online discussions/interactivity are popular, but what is the goal? Are they sustainable? Are they top down?
- Can this Forum become a Community of Practice?

Rightsourcing

SHARED ISSUES:

- The need for effective criteria
- The need for contracts that protect the client from abandonment, late delivery, poor quality work
- The tendency to pay – despite poor service
- An overall lack of rigour in relation to contractual arrangements and decision-making in international organisations

Knowledge exchange

This Forum could exchange guidelines and policies on:

- Web creation
- Writing for the web
- Privacy
- Security
- Dealing with rogue sites
- Retiring old content
- Criteria for insourcing or outsourcing
- Communication protocols for emergencies

Knowledge exchange

This Forum could ...

- Share anecdotes on problems and best practice in all areas
- Exchange examples of problems, solutions, messages
- Examine WHO experience on paid services
- Propose networking across legal departments
- Contribute to a consultant/contractor list
- Share good examples of usability studies, impact evaluation etc
AND borrow the PDF checklist to make life much easier ...

Possible collaboration ...

Areas for discussion ...

- What format should this Forum take?
- Who will moderate?
- Who else should be involved?
- How will it link to existing Fora?
- What resources are involved?
- What kind of joint projects?
- Web-based?
- Theme-based?
- Both?