

# Developing Options for an Online Knowledge Hub and Information Sharing Platform

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## Mandate and progress

- The UN SG proposed in para 125 of his Synthesis Report establishing “an online, global platform building on and complementing existing initiatives, and with the participation of all relevant stakeholders”.
- To support SG’s proposal, the IAWG has been developing options for an online knowledge hub and information sharing platform since late 2014. So far, we achieved:
  - Survey of existing online platforms
  - Conceptual work: first draft of concept paper has been prepared for review
  - Visual designs: online mock-ups of three options of the potential platform.



## General observations from the survey

- More than 46 existing online platform in support of STI
- They are operated largely in isolation
- Serve a range of different communities
- Most of these platforms do not share formal coordination or joint governance arrangement.
- Most of them engage a range of stakeholders and partners beyond the UN system.
- **The continuing success of the platform depends on making them inter-operable, carefully maintaining it, updating to keep it current, and making improvements as the website grows.**



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## Objectives of an online platform

- A highly focused search tool for locating specific information, products and services relevant to global technology facilitation.
- Provides a “single window” on technology facilitation, so all stakeholders can access the wealth of knowledge and information on various platforms in UN and beyond.



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## Option 1: library

- The information sharing is accomplished by means of a virtual catalog of resources such as:

- Document repositories
- Good practices
- Innovation policies
- Technology inventories

## Option 1 – Continued

- This information is accessed, disseminated and made available in a variety of ways that are often specific to the originating program/platform.
- Make users aware of these resources and facilitate easy, user-friendly access.
- Use a unified database of library style catalog entries and meta-data.



## Option 1 – Continued

- Serves the function of directing users to the resource locations
- This platform would be similar to a news website which offers worldwide coverage of information and media in many different categories, except the contents are relevant to global technology facilitation.
- This platform can be developed using a content management system with some add-on modules and custom functions.



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## Option 1 – Implementation (base technical requirements, operational model, and cost)

- Some interoperability with services linked
- \$100-500k per year for part time maintenance team (subject matter expert and web service technician).



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## Option 2: Home Depot

- The information sharing is accomplished by means of a virtual integration.
- Provides expertise, knowledge, resources and selections of materials necessary for developing many different types of projects, policies and selections relating to STI.



## Option 2 – Continued

- This option still poses all the capabilities and benefits of option 1 but also incorporates a user-friendly, highly focused search tool to find specific information shared by all existing platforms on a single hub.
- One-stop access to dynamic data and information
- A large collection of information and tools needs to be integrated to the platform so users can perform their research in one place.



## Option 2 – Continued

- The platform will also provide instructions and tools to learn about technology applications for the SDGs.
- The dynamic content search uses an overarching search engine, such as Google search appliance or custom search technologies, to constantly update the platform with most up-to-date information available from all existing platforms.



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## Option 2 – Continued

- Capacity building methodology: the type of information can be tagged by resources or activities which are defined and organized base on the UN system activities on STI, and then categorized to different SDG coverage.



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## Option 2 – Implementation

- This platform will need subject matter experts and a managed development team to gather requirements and specifications from the involved agencies to develop or integrate web services with the existing platforms.
- Because the existing platforms are developed with different technologies, it may require familiarity with those technologies and knowledge of systems integration.



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## Option 2 – Implementation continued

- User identification, access control, wiki-type metadata architecture, quality assurance of dynamic contents
- Full time mid-size team of program administration, web service technician and community moderation ...
- \$1-3 million per year



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## Option 3: Home Depot 6 plus

- The information sharing is accomplished by means of data and process integration.
- Provide more in-depth knowledge for specific users' needs with guidance for the next steps



## Option 3

- This option still poses all the capabilities and benefits of option 2 but with dynamic content feed and data exchange to accomplish matchmaking.
- The platform provides a profile builder to registered member so the system can suggest processes to follow while having the relevant content delivered dynamically.





### Option 3 – Continued

- The profile builder will allow user to select predefined activities or steps to take. At each activity relevant information will be provided base on the profile or decision made on the previous step. Results of each steps can be saved as the user collects the topics or specific documents in his or her case index. Any updates to the topics or documents will be alerted in user's profile or added to the case index. This will facilitate true experience of one-stop access to dynamic information with decision-making support.



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### Option 3 – Implementation

- So this platform can do much more than Option 2. With the analogy of Home Depot website, in addition to offer expertise knowledge, resources and recommendation of materials necessary for developing many different types of project, it will also provide more in-depth knowledge for specific decisions users need to make with guidance for the next steps.
- This platform will need the same type of professionals to build Option 2 but with larger scale depending on the ambitions.
- Cost depends on ambitions



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Q&A

*Thank You*



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