

Notes on Output 5: Follow up support / Distance learning

Strengthening technology transfer platform for Tropical Forest Management and Ecosystem Services to address climate change: "The Costa Rica Green Hub".

CTCN TECHNICAL ASSISTANCE 2016000008

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Output 5: virtual assistance

Objective: to undertake remote assistance to queries from FUNDECOR around implementation of the Knowledge Management System (KMS)

Realisation:

- A series of Skype calls between FUNDECOR and DNV GL, at request of FUNDECOR around specific design and implementation challenges for the KMS
- Topics covered in the Skype calls:
 - Feedback on early prototypes for the KMS
 - How to defining use cases and develop of personas?
 - How to structure stakeholder consultations?
 - What are suitable knowledge management tools for capturing experience in the field?
 - What is involved in development of PowerBI dashboards to bring geographical information for the Sarapiqui region to a decision-support level?

Key lessons emanating from the consultations

1. Key to have early stakeholder feedback on prototypes to steer further development.
2. Working face-to-face, in the field to socialise KMS vision, associated functionalities and get an early on, full understanding of user needs is essential.
3. There are simple, easy to use tools to support stakeholder needs capture, which are centred around the Google Design Sprint model (<https://www.gv.com/sprint/>)
4. To offer decision support to stakeholders in the region, it is essential to provide high quality data from a variety of sources and combine these with textual content (reports, stories from the field). It has proven difficult to source such data from government sources
5. The Microsoft PowerBI suite offers relatively affordable easy to implement components to visualise data and provide interactive dashboards for users.
6. Development of a KMS needs to be adequately resourced and should not be seen as a purely technical project, although technical issues should not be underestimated, especially issues around data availability and accessibility, data definitions, making data from various sources comparable and combining data with textual information.
7. The approach that FUNDECOR is taking using a GIS perspective as a key window to increasing understanding of the climate risk that stakeholder groups in Sarapiquí are exposed to is innovative. Yet, making GIS data truly accessible for non-professional users requires building a dashboard layer between the GIS system and the end users.



Eelco Kruizinga

Eelco.Kruizinga@dnvgl.com

www.dnvgl.com

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