Strengthening Knowledge Management for Greater Development Effectiveness in the Near East, North Africa, Central Asia and Europe

Final Report
29 June to 3 July 2020

2020 SKiM Learning Week – Final Report

Keywords

Prepared by

International Center for Agricultural Research in the Dry Areas (ICARDA) and Centre International de Hautes Études Agronomiques Méditerranéennes of Bari (CIHEAM Bari)

Project

Strengthening Knowledge Management for Greater Development Effectiveness in the Near East, North Africa, Central Asia and Europe (SKiM)

Funded by

Report

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About ICARDA

Established in 1977, the International Center for Agricultural Research in the Dry Areas (ICARDA) is a non-profit, CGIAR Research Center that focusses on delivering innovative solutions for sustainable agricultural development in the nontropical dry areas of the developing world. We provide innovative, science-based solutions to improve the livelihoods and resilience of resource- poor smallholder farmers, through strategic partnerships, linking research to development, capacity development, and by considering gender equality and the role of youth in transforming the non-tropical dry areas.

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Contents

Abbreviations

CNA	Capacity needs assessment
CIHEAM Bari	Centre International de Hautes Études Agronomiques Méditerranéennes – Bari
CoP	Community of practice
CPIU IFAD	Consolidated IFAD Programs Implementation Unit of Moldova
CCU IFAD	Central Coordination Unit for IFAD Co-Financed Projects of Sudan
ENA Meknes	National School of Agriculture
GLDC	CGIAR Research Program on Grain Legumes and Dryland Cereals
IAV Hassan II	Agronomic and Veterinary Institute
ICARDA	International Center for Agricultural Research in the Dry Areas
ICT	Information and communication technology
IFAD	International Fund for Agricultural Development
INRA	National Agricultural Research Institute
KM	Knowledge Management
KS	Knowledge Sharing
MoIWR	Ministry of Irrigation and Water Resources
NGO	Non-governmental organization
ONCA	National Office for Agricultural Extension
PROCASUR	Procasur Corporation
SAUM	State Agrarian University Moldova
SKiM	Strengthening Knowledge Management for Greater Development Effectiveness in the Near East, North Africa, Central Asia and Europe
SKS	Sudanese Knowledge Society
UN	United Nations
UofK	University of Khartoum
VT	Virginia Tech

1. Introduction

The Strengthening Knowledge Management for Greater Development Effectiveness in the Near East, North Africa, Central Asia and Europe project is a grant project led by the International Center for Agricultural Research in the Dry Areas (ICARDA) and funded by the International Fund for Agricultural Development (IFAD). The project also works with international partners Virginia Tech, CIHEAM-Bari, PROCASUR as well as National Agricultural Research Systems (NARS), governments, and agricultural extension services in Moldova, Morocco, and Sudan.

Initiated in June 2018, the project facilitates and supports KM and capacity development activities in the three selected countries (with the possibility of extending to a further two) and will provide practical examples of KM best practices that will be analysed and adopted by participating institutions. Increasing the capacities of participating public institutions in this work, by providing necessary structures and systems at the country and regional levels, will ensure that knowledge being developed can be effectively managed for long-term growth and development. In the frame of SKiM project, ICARDA in collaboration with the Food and Agriculture Organization of the United Nations (FAO) and CIHEAM-Bari, organized a one-week training. This virtual training week is a starting point for sharing, using, and managing the knowledge, information and experiences created by the partners involved in the project specific modules.

2. Objective

In the frame of SKiM project, Strengthening Knowledge Management for greater development effectiveness in the Near East, North Africa, Central Asia and Europe, CIHEAM Bari, in collaboration with ICARDA organized a one-week training. This virtual training week is a starting point for sharing, using, and managing the knowledge, information and experiences created by the organizations/institutions involved in the project following specific models.
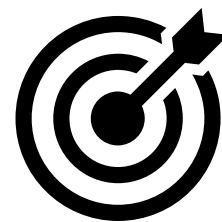
Another important aspect is to make the results of research and innovations known outside the institutions, especially to the companies in order to facilitate their application and to strengthen collaborations between research entities and enterprises. To this end, it is important to share knowledge with new generations to stimulate the development of start-ups and spin-offs. In each institution, and in order to continue providing quality service, it is important that sharing knowledge and expertise occurring continuously among researchers, collaborators, and experts.

The training targeted officers from participating institutions and will be tailored to reflect the knowledge and competence of participants, valorising research results through application in the enterprise and the generation of new collaborative research activities(enterprise-researchers), and/or the generation of new collaborative research activities or stimulating the development of business ideas supporting social equity and better livelihoods. Participants will leave the training module with a clear idea of "what" can be done in their own context to boost knowledge management, communication, research for development and entrepreneurship programs.

3. Structure of Learning week

The training was planned to be run in Moldova but due to Covid-19 emergency it was reorganized and proposed as a virtual course. The trainings combined lectures – on networking and cooperation among innovation actors; mapping and analysis of innovation chains; methods and tools to effectively communicate research and entrepreneurial ideas; implementing best practices; results and findings of the writeshops on knowledge management systems – with practical applications, simulating the realization of an idea based on participating institutions needs in order to improve their knowledge management capacity and valorisation of research results. The Course will be packaged and uploaded on the Learning Platform (Moodle or Claroline) in order to allow to a larger number of officers from the institutions partners to have access to the material. Besides, it will ensure the reuse of the material by the national partners even after the project completion by.

The training was organized in 5 daily sessions of lectures and related discussion, participatory and interactive activities followed by Q&A. The detailed agenda is in annex 1. During the virtual breaks, there was a space to do further discussions , some practical applications through co-working and other relevant approaches as presentation of case of study, questionnaire distributed and therefore discussed, new tools applied such as Mentimeter and Jamboard. The main language for delivery and exchange was English. All the activities were compliant with current regulations on COVID-19, compliance with specific countries regulation lies with the participants.

The first day, moderated by Valerio Graziano (ICARDA), started with virtual visits to SKiM partners, through visualization of videos by each institution, to see up-close KM processes and practices at work focused on ICT- based tools that can help knowledge management in achieving institutional goals followed by a presentation by CIHEAM Bari on an effective presentation for effective communication; Gabriella Gentile shared the methodologies, tools and strategies to structure and communicate effectively the contents in order to engage the target and obtain the best results in every area through a quick presentation with short hints.

The second day, moderated by Dr Jocelyne Jawhar (CIHEAM Bari), started with an overview by Valerio Graziano (ICARDA) on the writeshops results organized in the 3 partner countries; He went through the CAN, the writeshops and the innovation plans, followed by an interactive session conducted by Dr Luigi Sisto and Onofrio Lorusso (CIHEAM Bari) on knowledge management skills related to communication tools animated by a 7-questions questionnaire (annex 3) sent to the participants previously; Then Valerio Graziano shared his experience at ICARDA o h w to develop newsletter and to better use social media in order to share knowledge.

The third day, moderated by Dr Jocelyne Jawhar, started with Dr Enrico Bonaiuti (ICARDA) with a short introduction on CGIAR and ICARDA's activities followed by a presentation on knowledge management tools across the partner institutions and Valerio Graziano (ICARDA) showed the KM portal with its different characteristics. Dr Luigi Sisto (CIHEAM Bari) presented the e-learning and RTA techniques used to organize courses with the partners in the frame of the organization.

The fourth day was organized and managed by FAO and it was related to AGRIS.

The last day, moderated by Dr Jocelyne Jawhar, revolved around the innovation ecosystem and how to better interact with all its components and create synergies; 3 interlinked presentations were displayed starting with Damiano Petruzzella with the role of innovation actors and new innovation supply chain models then Dr Jocelyne Jawhar spoke about the different Innovation Support Organizations (ISO) and their role in the knowledge transfer. Then Giordano Dichter (H&D partners) conducted two sessions about knowledge partnerships to support the entrepreneurship journey: the Entrepreneurship Support Value Chain . The day was concluded with Dr Murat Surtas (ICARDA) who explained the importance of social network analysis to improve knowledge management.

5 Homework Sessions

8 Virtual Presentations

11 Live Q&As

3 Interactive sessions

4 Smart Exchanges

4. Participants

The participants were chosen by the partner institutions of the 3 targeted countries. The targeted audience were from:
- Academic Institutions (universities, colleges, etc.)
- National Agricultural Research System (NARS)
- Non-Governmental Organizations (NGO)
- Government
- International Agricultural Research Centers
- Advanced Research Institutions
- International Development Organizations (including Development Projects)
- Regional and sub-Regional Organizations
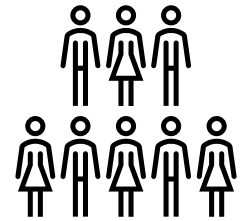
Participants were fluent in English. When open participation was allowed, up to the maximum number of participants set by the session moderators was obliged. The week had an average of 20-25 participants, with the highest number being 35 and lowest being 14 at individual sessions. the total participants recorded were 47, out of which 17 were female and 30 were male. The participants belonged to the following countries:

- Morocco   15
- Sudan   14
- Moldova   2
- Italy   7
- Germany   2
- Uzbekistan   2
- Nigeria   1
- Turkey   1
- Belgium   1
- Bangladesh   1
- Ireland   1

PARTICIPANTS

Females 36%

Males 64%
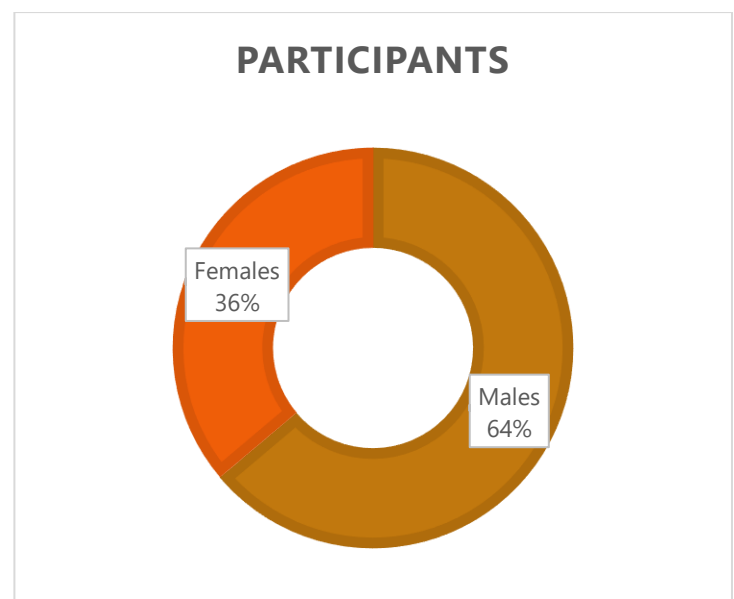
5. Social Media Outreach

Over the course of the learning week, the organisers were able to collect and package various quotes from the participants and to package them for sharing through ICARDA MEL Twitter (https://twitter.com/MEL_CGIAR), ICARDA Twitter (https://twitter.com/ICARDA) and ICARDA Facebook (https://it-it.facebook.com/icarda) channels. A total of 22 Tweets and 1 FB post were produced over 7 days, scoring 15166 impressions, 411 engagements of which 34 retweets/shares. The social media campaign has made use of the hashtags #SKiM and #I4IFA, in coordination with CIHEAM-Bari and FAO.

15116
Impressions

411
Engagements

34 Shares

23 Posts

7 Days
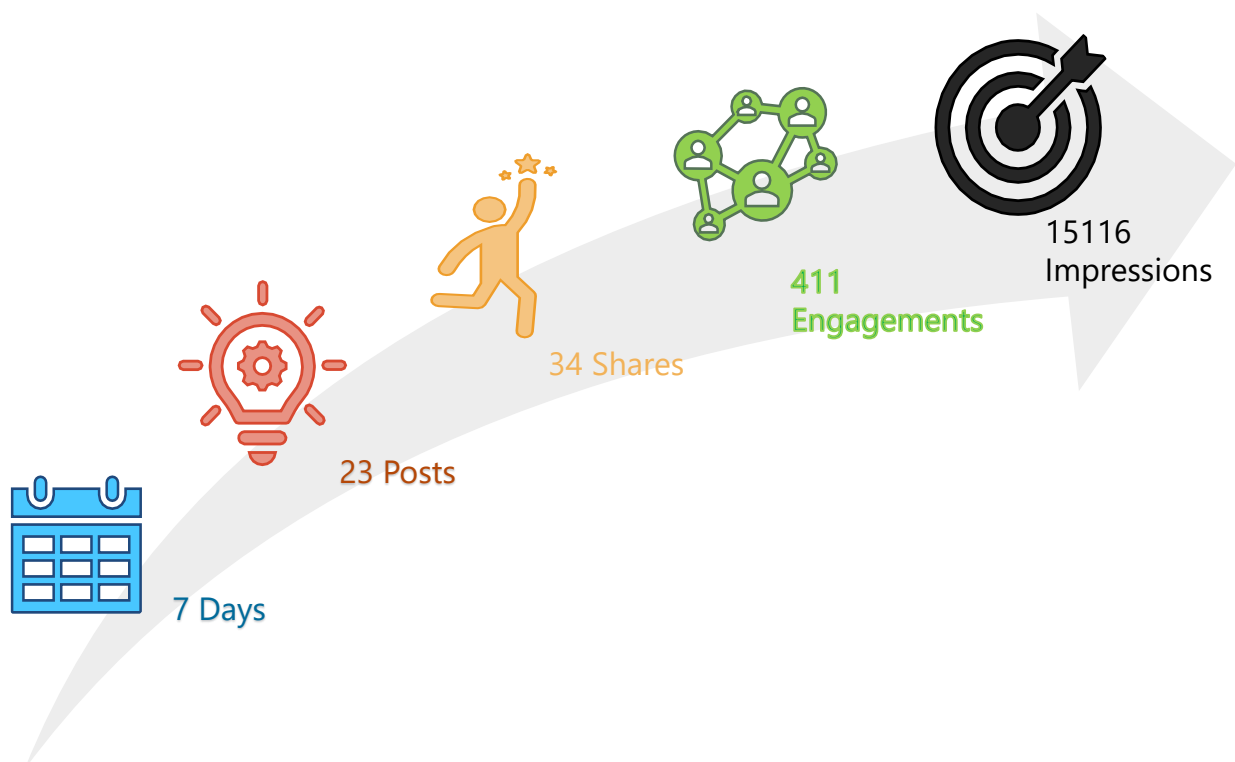
6. Overview of Learning week

Day 1: Virtual visits to SKiM Partners (ICARDA, participant institutions)

Introduction

The day's moderator Valerio Graziano greets the participants and introduces the SKiM Learning Event and attending partners/participants. Followed by greetings and welcome by Dr Jocelyne Jawhar from CIHEAM Bari. The training session was then taken over by Akmal Akramkhanov from ICARDA with his brief welcome comments and a short presentation on SKiM Project. Akmal gives an overview of the project's thematic areas, target countries, components, activities, with stakeholders involved.

This presentation was then followed by the first session of the learning week.

Session 1.1: Virtual Visit to SKiM Partners

The virtual visit brought the participants within SKiM partners to see up-close KM processes and practices at work, through visualization of short videos by each institution. After the visualization of all presentations by each country, Q&A session was scheduled, for a total of 65' videos and 50' of Q&A overall. The objective was to provide a holistic overview of knowledge management and its importance in an organization: why, how, and where an organization or institution can store, valorise, and transfer the knowledge created. The focus was on ICT based tools that can help knowledge management in achieving institutional goals through KM.

The institutions visited were the State Agrarian University, Moldova; IAV, Hassan II, Morocco; National School of Agriculture, Meknes; Training and Capacity Building Department of the Ministry of Irrigation and Water Resources, Sudan; Sudanese Knowledge Society, Sudan.

The presentation is available at: https://hdl.handle.net/20.500.11766.1/b76eaa under the "resources" section.

Q&A session

Q1 (to SAU, Moldova). Does it help to be able to access curriculum and repositories online for distance education? Do you have any particular policy or work flows that allow better Knowledge Management?

A1: Yes, it helps to be able to access online library and repositories to run distance education, especially in the current pandemic situation. We are setting up a new "smart café", in the library, which will be a place for stakeholders to meet students and faculty for knowledge sharing and probe problems.

Q2: Very good initiative! Would you consider an "online" smart café?

A2: Yes, we are setting up an online Smart channel to access the smart café.

Q3: Do you provide any study programs on KM subjects at SAU?

A3: We have courses on Entrepreneurial Management that has aspects of KM, but no standalone courses as of now.

Q4: Is there any incentive for KM provided to the repositories?

A4: No information on that point. Will come back with a response from the responsible person.

Q5: How did you manage the Covid-19 pandemic situation, especially for the smart café?

A5: Smart café is not yet active. The equipment is being set now. There is some organisation left, to be able to start running the smart café. It will need a bit more of time and effort to put the 'trainers'

and all players in one place.

Q6 (to IAV, Morocco): You are aware of the knowledge that retiring faculty provides, like SAUM, how would you address it?

A6: Although we have good knowledge, we have a problem managing it. So, we hire new faculty that can be trained by the retiring faculty in a tutoring system for a set amount of time. However, if there is a 20% or retiring faculty per year, we cannot hire 20% new faculty in advance to take part in the tutor system. Also, we must work on managing incentives for contribution to repositories.

Q7: With regards to the connection between IAV and extension providing organisations, what are the biggest challenges and opportunities?

A7: ONCA is the biggest extension activities providing organisation, where we follow a double approach. The researchers and extension agents from ONCA work between IAV and farmer communities.

Q8 (to TCBD, MoIWR, Sudan): What Knowledge Management tool will help KM partnership building?

A8: In Sudan generally, there is a big knowledge gap in vertical sense. Hence, MoIWR is trying to train junior to retain the knowledge of senior staff by encouraging horizontal learning, especially to bridge the E-Learning gap.

Session 1.2: Effective Presentation for Effective Communication

The detailed session by Gabriella Gentile, of CIHEAM Bari discussed about the Methodologies, tools and strategies to structure and communicate effectively the contents in order to engage the target and obtain the best results in every area (especially important for academic/research institutions that wish to engage more with farmers/policy-makers). The session also discussed the best practices on packaging power point presentations in short time window, and successful public speaking. The session then had successful experience sharing and requests for access to information in the presentation.

The presentation is available at: https://hdl.handle.net/20.500.11766.1/b76eaa under the "resources" section.

Q&A session

Q1: I feel that my voice shakes when I am about speak at a public gathering. How do you overcome it?

A1: Yes, I have experienced it too. However, I feel that looking at some object/point that calms you, at the start of the presentation really helps soothe your nerves. Also being well prepared with your topic gives you the confidence to start well. Once you successfully pass that stage, you will be fine.

Closing remarks

The sessions for the day ended with a quick thank you note to all the participants and an overview on the agenda for the second day of the training (30th June 2020).

Day 2: Capacity Development and Innovation Plans: KM Developing Activities for Moldova, Morocco, and Sudan

Introduction

The day's moderator Dr Jocelyne Jawhar from CIHEAM Bari greets the participants and introduces the day 2 of SKiM Learning Event and attending partners/participants. The training session was then taken over by Dr Akmal Akramkhanov from ICARDA for the continuation of his presentation from the first day. Akram spoke on SKiM Knowledge Pillars Project. Akmal gives an overview and hopes to induce effective discussion on feedback on how this training was prepared. And what trainings the partners are expecting from SKiM team in the future through online learning routes, which would facilitate learning and gathering in these unprecedented times. Akram ended his brief presentation with a hope to gather idea through brainstorming on what could be interesting to the partners to reallocate the (travel) funds, may be through online trainings or events.

This presentation was then followed by the first session of the day.

Session 2.1: Capacity Development and Innovation Plans: KM Developing Activities for Moldova, Morocco, and Sudan

The session brought to the participants by Valerio Graziano, KM Officer with the SKiM team at ICARDA. The session consisted of a presentation on the assessment process of Capacity Needs Assessments (CNA), followed by Video on workshops and CapDev Innovation Plan documents with rationale and results. The session explained the process of identifying gaps, assessing workflows, and developing solutions. The presentation on CNA covered the objectives, guiding questions and methodologies then moving on to the aspects on workshop reporting and CapDev Innovation plans. The presentation is available at: https://hdl.handle.net/20.500.11766.1/b76eaa under the "resources" section.

Q&A session

Q1: What is a vocabulary gap?

A1: When there is no vocabulary or glossary when an innovation varies from partner to partner.

Q2: Can you (ICARDA) publish a book as a part of knowledge production?

A2: Yes of course we can think of that possibility. And we would have to go through proper channels and procedure.

Q3: About the activities mentioned in the slides, you suggest they meet the project objectives?

A3: Yes, each activity is tailored to meet the needs of the institution and the partners.

Q4: In the administered survey, I would like to know if there is a question in her that addresses the ICT, management and communication for participants spread across geographically? Who are the key actors in each country? What are the gaps and hot to include them?

A4: Yes, the aim of the survey was to know what would you be interested in on the said ICT Trainings? Especially in pandemic situation. The main idea is to brainstorm those ideas now in the session.

Session 2.2: Capacity Development: Interactive session

Moderator Dr Jocelyne Jawhar introduces the next session which is conducted by Dr Luigi Sisto and Onofrio Lorusso from CIHEAM Bari. ICARDA KM Officer Valerio Graziano provided a brief tutorial on

logging in and accessing the MEL platform to answer the survey.

A webinar, participatory exercises with participants aimed at developing better understanding on knowledge management skills. Luigi and Onofrio explained the administered survey and went through the analysis of the survey responses received till then.

The presentation is available at: https://hdl.handle.net/20.500.11766.1/b76eaa under the "resources" section.

Q&A session

Q1: As Valerio said these courses are a very good idea from my personal experience. Even with technical and interest we can access the videos after downloading and make limited skype calls supervisor at the end to discuss our progress. What do you feel?

A1: Right.

Q2: Do you do trainings at the Ministry of Irrigation and Water Resources, any e-learning course?

A2: Yes, as the scientific wing we have regular trainings. However, they are face to face.

Q3: We should focus on ICT to use most simple approach to communicate with stakeholder. University of Khartoum is now closed for 3 months because of the pandemic. Hence, we are looking to use ICTs to work, especially in power outages and rural areas.

A3: Yes, this request can be revised in a joint work with the national partners.

Q4: As a knowledge society we need to develop our skills on how to design training of knowledge management and how to create interactive sessions.

A4: Yes, I would suggest you take this approach and strategy and streamline it based on your institution's requirement.

Session 2.3: How to develop a high-quality newsletter and Social Media Guidelines

The moderator introduced the next session by Valerio Graziano on how the SKiM Newsletter is built and disseminated. It was then followed by a webinar on SKiM Social Media Guidelines. Aspects of the purposes advantages, means to building were explained in detail.

Following the session on social media guidelines, the participants were given an exercise to create twitter posts based on a provided skeleton. The posts were constructed by various participants on their opinion of the 2020 SKiM Learning Week.

The presentation is available at: https://hdl.handle.net/20.500.11766.1/b76eaa under the "resources" section.

Q&A session

Q1: What are the differences between newsletters and messages text?

A1: Newsletter is like a brochure depending on the size. It must be built according to the rules of journalism. However, message text can be like social media posts, which can be easily built and has a chance to go viral, which is difficult for a newsletter.

Q2: Can I use newsletter Citations in research or report?

A2: I would suggest also linking the original article and the author and then followed with the article which you found in the newsletter. Authored online newsletter article Author, A. (year, Month). Title of article. Title of Newsletter. Retrieved from URL In-text citation: (Author, year, p. X)

Q3: Which program do you use to create the infographic?

A3: You can use power point, and sources for icons for infographics:

https://standaloneinstaller.com/online-tools/fontawesome-icons-to-image

Closing remarks

The days moderator Dr Jocelyne Jawhar thanked the participants and hoped they gathered some knowledge from today's session. Akmal also joined briefly to give a quick overview the agenda for the day 3, on 01 July 2020 and the panel concluded for the day.

Day 3: KM towards ICT and RTA based tools (ICARDA and CIHEAM Bari)

Introduction
The day was introduced by Dr Luigi Sisto and Dr. Jocelyne Jawhar from CIHEAM Bari, and they welcomed the participants to the day's sessions.

Introduction: The day started with a recorded presentation from Dr Enrico Bonaiuti on Knowledge Management towards ICT based tools. This briefly covered workflow of the MEL team, KM cycles, guidance on the process of KM and ICT based tools, working with FAIR principle in publishing. The presentation is available at: https://hdl.handle.net/20.500.11766.1/b76eaa under the "resources" section.

Session 3.1: E-Learning and Remote Technical Assistance (RTA): the experience of CIHEAM Bari
The session was delivered by Mr. Luigi Sisto and Mr. Onofrio Lorusso of CIHEAM Bari. The session started with a brief overview of the responses received on their survey which was shared to the participants. The session then continued with a presentation on distance learning expressions and remote learning activities. They also covered the units involved in this process: the management, the training and information technology unit. Followed with an overview of their approach towards Distance Learning and E-Learning, Learning Management Software (Claroline).

The presentation is available at: https://hdl.handle.net/20.500.11766.1/b76eaa under the "resources" section.

Q&A session
Q1: Can CIHEAM Bari record video materials on advanced ICT tools and when the situation allows, we can share face to face interactions.

A1: For this training, we have shared the tools we use at CIHEAM Bari. But we do have trainings in the frame of the project. We can plan this following your communication on your topics of interest. We have to plan carefully with this pandemic in mind, so we can definitely organise these trainings.

Session 3.2: Knowledge Management Tools across Institutions: Moldova, Morocco, and Sudan
The session was delivered by Dr Enrico Bonaiuti, MEL Research team Leader at ICARDA. He also introduced two tools, Mentimeter and Jamboard to which could be used by the participants to stick sticky notes. This can be used to enter inputs from the participants to generate a board to collect ideas and suggestions. The presentation continued with an overview of various aspects of such tools with their uses, including structure, domain, and process etc. It also covered repositories and their basic principles.

The presentation is available at: https://hdl.handle.net/20.500.11766.1/b76eaa under the "resources" section.

Q&A session:
Q1: From your experience what is the most simple, efficient, and cost-effective tool that can be popularly used in e-learning and distance education?

A1: I would say Moodle is more popular. But we prefer Claroline for its easy operation and it allows

better monitoring the progress. It facilitates better tracking for activities from the participants. It works more efficiently for our methodology. Moodle was free to use before, now you must pay a fee.

Your Ideas on KM Tools and ICTs

Session 3.3: KM portal: How to Use it, Why to Use It?

Mr. Valerio Graziano, KM Officer at ICARDA, delivered a webinar with Power Point User Guide on the SKiM KM portal. A live demonstration and use of the website were also conducted for the participants. The portal is said to work as a point of knowledge sharing from the research produced from the organisation. It was also showed how portals can be linked to other repositories. The demo included information for users, institutions, and institutional admins. More information on how they could share data with permission agreements which could be uploaded. The participants were also invited to make use of the Knowledge portal to share and disseminate data and information.

The presentation is available at: https://hdl.handle.net/20.500.11766.1/b76eaa under the "resources" section.

Q&A session:

Q1: I see this as a tool for storing, sharing and dissemination data. So, this is a complete portal. I would like to know how many people are working behind the running of it. Who approves the posts and manages it?

A1: The developers are very proud to say that it does not require additional time or work if proper allocations are made. The institutions can upload their data with proper tags and information and the data curation is taken care of automatically.

Q2: How many people from SKiM team are working on/for this portal?

A2: SKiM works as one organ. So, we oversee the work of the portal together.

Session 3.4: IFAD Rural Solution Portal

The session was delivered by Ms. Elena Bertusi, South-South Triangular Cooperation (SSTC) Specialist

at IFAD. The session covered a quick overview of the rural solutions portal and how it works. The presentation is available at: https://hdl.handle.net/20.500.11766.1/b76eaa under the "resources" section.

Q&A session

Q1: Is the portal open to access?

A1: Yes, to browse the solutions you do not need any account. However, if you would like to provide or submit solutions to be published on the portal, you would have to register through the "ENGAGE" option, add descriptions on your solution. Your submission will be reviewed by the SSTC team and you will be contacted in due course. If deemed suitable, the solutions will be sent to the communications division for further vetting process.

Q2: Can we consult solution providers?

A2: Yes, if you want to engage in a particular solution, you can get in touch with the solution providers, with the contact given on the portal.

Q3: How do you provide trainings?

A3: IFAD together with governments, trains extension workers. They n turn train local women and youth. These trained women and youth become trainers and they train further people. Hence a chain of trainers is formed. A successful example can be the culinary demonstration units in Mozambique. To tackle the high levels of malnutrition extension workers trained women to use indigenous food produces and better cooking techniques to retain nutrients. These trained women became trainers and trained further women.

Q4: Can you recycle solutions from differently packaged knowledge?

A4: Yes, we have to credit the original contributing institution and who connected with the third parties.

Q5: Who works for the portal? Who evaluates the solution?

A5: three SSTC consultants work on this. Apart from that, there are experts for vetting process and projects experts for evaluation.

Q6: How to increase collection of solutions form our partners? We can use this opportunity to bridge the partners to the portal. And we can increase the visibility of the portal.

A6: Yes, the partners are already started filling solutions in the solutions provided by IFAD. So, we can provide support and feedback. We can then move forward with development and publication of the solution.

Closing remarks

The days moderator Dr Jocelyne Jawhar thanked the participants for their interest and hoped they gathered some knowledge from today's session. She underlined the fact that the participants are interested in going deeper in the remote technologies and reminded the participants to join the FAO AGRIS session on July 2, 2020 with a different link. Mr. Valerio Graziano and Dr Akmal Akramkhanov joined to give a quick thank you to the panellists of the day and the panel concluded the day.

Day 4: AGRIS (FAO)

Introduction
The day was introduced by Ms. Imma Subirats. The overview on the day's agenda was given and the panellists were introduced to the participants.

Session 4.1: What is AGRIS today
The session was delivered by Ms. Emma Subirats of FAO. The session discussed thematic topics and cross-cutting topics on management, use and further developments related to AGRIS, in particular in the context of research data in agriculture, with the objective to enhance knowledge sharing and improve visibility and access to agricultural sciences and technical content of agricultural research. The presentation is available at: https://hdl.handle.net/20.500.11766.1/b76eaa under the "resources" section.

Q&A session:
Q1: What does it take for an organisation to join AGRIS, to publish data?
A1: You have to register. It takes 1-2 days at the shortest and the AGRIS team at FAO is ready to support.
Q2: What happens to documents with broken links?
A2: We have not started working on it yet. Sometimes when the service providers remove or change the links, our pages will be redirected to google search engine.
Q3: How can you access the data on AGRIS?
A3: You can just go the website to access any information.

Session 4.2: Scientific Publishing Landscape
This session was moderated by Ms. Ilkay Holt of FAO. The webinar provided an overview of scientific publishing. It presented new business models in publishing; provided definitions for scientific outputs and highlighted capacity development programs for low-income countries. It included an overview of the research and publishing environment in agricultural sciences.
The webinar is available at: https://hdl.handle.net/20.500.11766.1/b76eaa under the "resources" section.

Q&A session

Session 4.3: What is the role that AGRIS plays in food and agricultural sciences?
This panel session provided inputs and perspectives from different key stakeholders that participate actively in the AGRIS Network, organizations from the Russian Federation, ICARDA, Latvia and Serbia etc. The panel discussion is available at: https://hdl.handle.net/20.500.11766.1/b76eaa under the "resources" section.

Q&A session

Closing remarks

The panel agreed that we have to strive to have our data accessible and visible to the community. The day concluded with an overview for the next session on AGRIS by FAO, to be held on 03 July 2020.

Day 5: Innovation Models and Organizations (CIHEAMBari)

Introduction
The day was introduced by Damiano Petruzella and Dr Jocelyne Jawhar from CIHEAM Bari, and she welcomed the participants to the day's sessions. Jocelyne gave a brief overview of the agenda for the day and introduced the panellists for the day.

Session 5.1: Role of innovation actors and new innovation supply chain models & Innovation Support Organizations: experiences, models and perspectives
The day started with a presentation by Damiano Petruzella from CIHEAM Bari. He introduced the session with a brief explanation on the innovation ecosystem and the interactive system and that the idea is to interact with the participants in order to create their innovation ecosystem that can valorize the knowledge they have. He talked about the working with the ecosystem through a linear or talk down approach through research > extension > end users. The presentation also spoke about the innovation chain in the innovation model. He spoke about the territorial approaches to favour the local rural development, the importance of encouraging youth in taking initiatives. He launched CIHEAM Bari's institutional video that was not clearly viewed. It was then handed over to Dr Jocelyne Jawhar from CIHEAM Bari for her session on innovation support organisations, mainly technology transfer office and how they can help in valorising the research results.
The presentation is available at: https://hdl.handle.net/20.500.11766.1/b76eaa under the "resources" section.

Q&A session
Q1: How to improve networking and a proper channel to avoid disintegration in the extension / innovation transfer workflow?
A1: The aim of innovation brokers important to create a link between farmers and institutions and understand farmers need. To create the bridge with different actors to make things work and transfer technologies despite of problems.
Q2: How to alleviate specialisation bias in integrated scientific environment? How to teach all stakeholders to respect each other?
A2: We have to invest more in training in integrity. It is necessary change the approach to achieve different results. So, keep the farmer's need in the spotlight and work together in achieving solutions to the problem.

Session 5.2: Knowledge Ecosystems - ISO Networking - Part 1 and Part 2
The interactive session was delivered by Giordano Dichter of H&D Partners. The session started with a presentation on Knowledge partnerships to support the entrepreneurship journey. It touched various aspects including the Entrepreneurship Support Value Chain (ESCV) and Building knowledge partnerships based on the users' profiles and the EVSC, building knowledge partnerships based on the users' profiles: outreach, prestart, launch and growth. He shared a survey through a link https://forms.gle/GwNbRZZCmg8qDLDHA, in order to understand the participants involvement with entrepreneurship support programs.

The second part of the session continued after the virtual break where Dr Dichter explained that a

good ecosystem is a risk mitigator factor that entrepreneurs should take seriously. He presented the EVSC methodology that he set up and that can help people and organizations to better design an entrepreneurship support programme and to better design an ecosystem that can work in their support and mainly understand the type of partnerships that need to be established and how to do it. He introduced the methodology EVSC through the portal www.hndpartners.eu/toolset.
The presentation is available at: https://hdl.handle.net/20.500.11766.1/b76eaa under the "resources" section.

Q&A session

Q1: How do you suggest we stop the risk? Can we eliminate it?
A1: The valley will happen. The ecosystem will work as a risk mitigator if all the elements work harmoniously. However, you cannot cancel a risk completely.
Q2: Is there a comprehensive guide to the tool kit?
A2: No there is not. But we are here to help whenever you need. The tool is based on practical and empirical analysis.

Session 5.3: The "What" and "Why" of Social Network Analysis for Improving Knowledge Management

The session was delivered by Dr. Murat Sartas, Knowledge Scientist at ICARDA. The presentation covered various important aspects of Social Network Analysis, what were the uses. The most important aspect of the presentation was the spotlight on how this SNA can be used to design successful and efficient Knowledge Management Interventions in projects. The presentation is available at: https://hdl.handle.net/20.500.11766.1/b76eaa under the "resources" section.

Q&A session

Q1: What are the parameters used to assess the degree of participation in the analysis?
A1: The parameters can be different in different projects. For example, it can be the number of times an individual attended the project activities. So, it can be various similar to these.
Q2: How do you use the data from the analysis?
A2: The data can be used to design successful project activities based on the result of social network analysis. You know through the result which activities can be successful among the particular population.

Closing remarks

Dr Akmal Akramkhanov, Dr. Jocelyne Jawhar and Mr. Valerio Graziano concluded the training week with a thank you to the participants for their continued interest and participation despite of the technical difficulties. Participants also expressed their wish to receive recorded sessions to make up for the missing information resulting from connectivity issues. The post training survey was also announced to be sent in the next few days, to facilitate collection of feedback on the whole week. The training week was then closed with hopes to meet each other and have trainings face to face once the pandemic situation came to an end. Damiano concluded by stressing on the point to create the conditions and opportunities to collaborate in order to create in our region a strong ecosystem and that CIHEAM Bari is ready to collaborate with the training participants and the project partners to enlarge the collaboration.

7. Participant feedback

To gauge the satisfaction of the participants a detailed Satisfaction Survey Questionnaire was created on MEL. It was emailed to the participants through the link https://mel.cgiar.org/survey/take/id/128.

This was designed as a follow up to measure and evaluate satisfaction with the training activities, organising and management of the virtual event. Specific questions related to each session was asked along with an option to provide further comments, with the objective to gain critical insight from participants for future virtual and international events.

Participants were followed up with regular reminder emails to attempt the survey. However, even after three such attempts, only 12 responses were recorded and analysed.
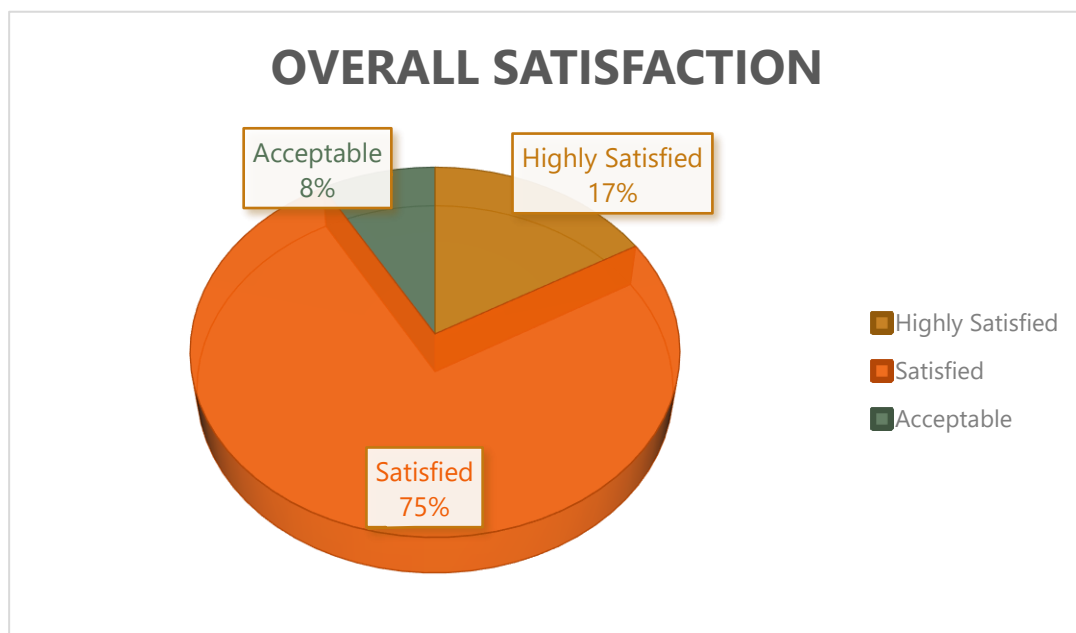
The event was received as satisfactory (with the responses recorded being "acceptable", "satisfied" and "highly satisfied"). The participants also gave satisfactory ratings to the arrangements and preparations for the event. Ranging from communications relating to the preparations expected from the participants, the technology used to convene the event and the ability to interact virtually with organisers and other participants. Detailed satisfaction survey responses are charted below:

Day 1: Virtual visits to SKiM partners

% of Survey responders
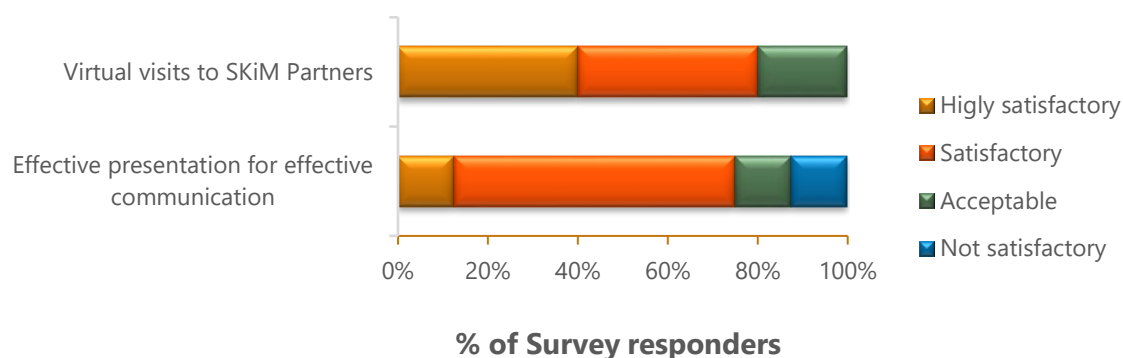
Day 2: Capacity developments and Innovation plans

% of Survey responders

Day 3: KM towards ICT and RTA based tools

% of Survey responders
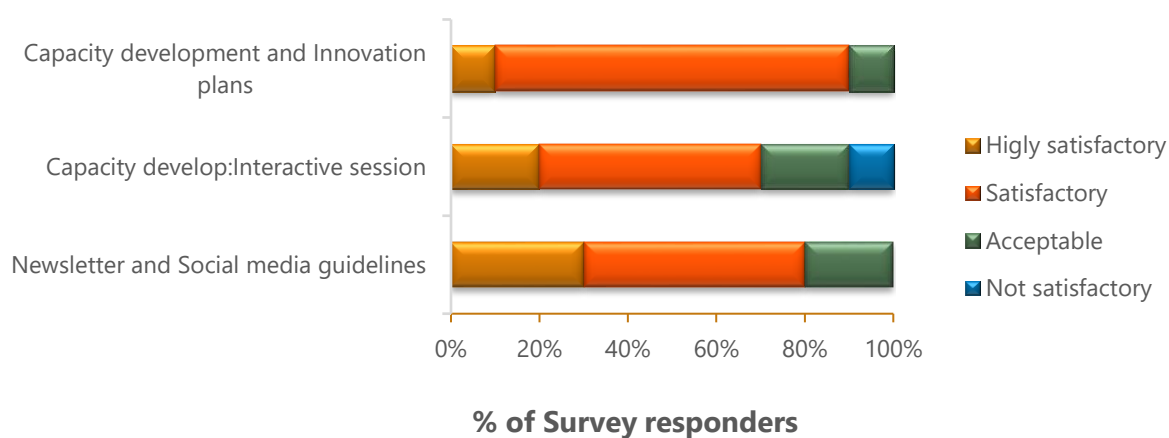
Day 4: AGRIS
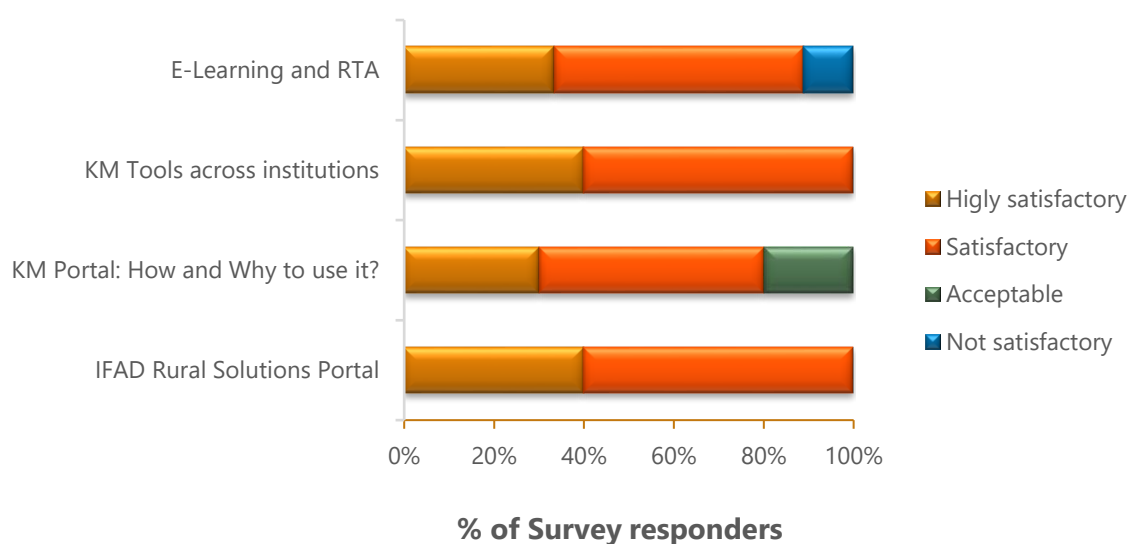
% of Survey responders

Day 5: Innovation models and organizations
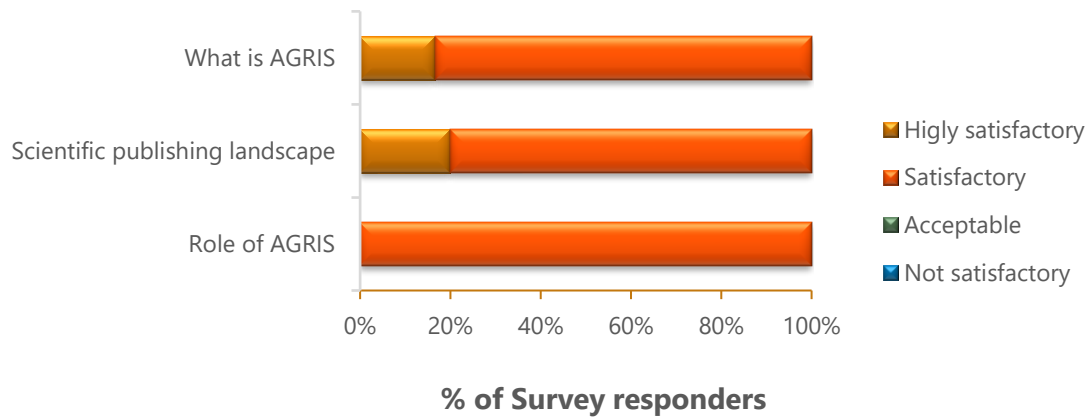
% of Survey responders
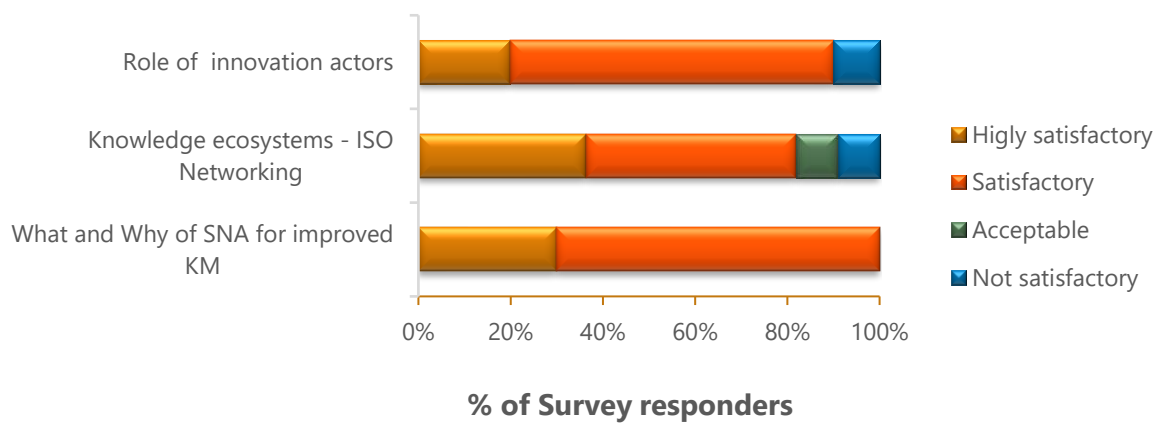
8. Lessons Learned

The experience of the "lock down" due to COVID 19 has paradoxically exalted positively, despite the drama of the event, the importance of systems to carry out various activities remotely through recent online technologies on the Web (smart working, e-learning, web meetings, webinars, etc.). This training was a big challenge for the organizers, and they invested time and energy in order to overcome the unexpected situation. This training was the fruit of several virtual meetings among the organizers started since March, in order to go in parallel with the emergency situation. Brainstorming were important in order to choose the topics that could interest the participants. The organizers had prepared 2 versions for the training: in presence and remotely until it was clear and confirmed that the situation does not allow any travel.

Starting with the difficulties encountered, connecting together 4 countries with 3 different time zones was not easy in order to also respect the institutional working times. The 3 countries also had different thematic needs, with different technologies situation and with several interruptions during the connection. However, with all these difficulties, we believe we succeeded in reaching the activities objectives and in keeping a good level of interaction all over the long course that was obvious with the discussions held during the dedicated Q&A sessions. Of course, we would suggest reducing the number of days for any future online course as 4 days are too much, and you cannot keep blocked officers that have also other duties to complete. IT is different when it is held in person, so they know they are out of their country and 100% dedicated to this course/training.

We noticed that the 3 countries have different interests based on what we discussed during these 4 days and it is quite normal. Sudan was interested in going deeper in ICT tools supporting distance learning, in trainings in Bari when the Covid-19 situation will permit meanwhile it will be convenient to organize it online with recorded videos. While Morocco was more interested in getting support to draft a KM strategy and also the last day Mr Zidane Lamdaghri showed his interest to have training related to the innovation supporting organizations. Dr Akmal suggested to put the requests by written in the survey. Moldova, during the different project events, they showed interest in entrepreneurship course and in any support however, they were not present unfortunately all the time for other engagements, mainly the last training day, so they skipped the entrepreneurship session.

Overall, this learning week was a valuable opportunity for trainers, project partners and participants to meet virtually. The organisers also received requests for future activities and trainings. The lessons learned were as following:

- To acknowledge and consider the technical facilities and accessibility from partner countries.
- To facilitate one-step registration for multiple events.
- To administer surveys on Google to increase response rate.
- To foster better networking opportunities and exchanging during the (virtual) breaks.
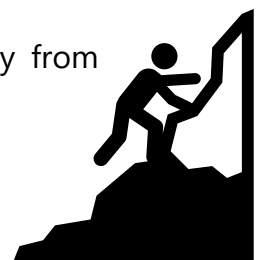
- To gauge the expectations of the participants before the event, so as to keep them interested with relevant material and required information.
- To administer surveys on platforms that do not need specialised login efforts, which when not met, might hamper the interest of the survey taker.
- To improve moderation for better engagement.

These lessons should be considered while planning further activities in the project.

Simple registration process

Consider participant's technical infrastucture

Address participant's expectation

Foster networking during virtual breaks

Ease of access to surveys
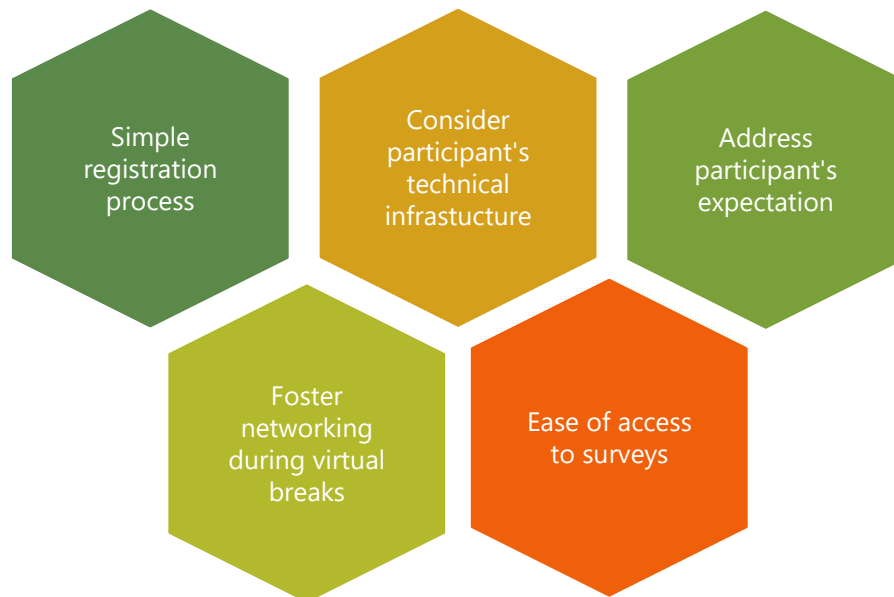
Annex 1: Agenda of Learning Week

29 June 2020	**Virtual Visit to SKiM Partners** The virtual visit shall bring the participants within SKiM partners to see up-close KM processes and practices at work, through visualization of videos by each institution with a length of 5' each. After the visualization of all presentations by each country, up to 15' of live Q&A are scheduled, for a total of 65' videos and 50' of Q&A overall. The objective is to provide a holistic overview of knowledge management and its importance in an organization: why, how and where an organization or institution can store, valorize and transfer the knowledge created. The focus will be on ICT- based tools that can help knowledge management in achieving institutional goals through KM. **Preparation** *Introduction to Virtual Institutional Visit* 1) Please download: ● Power Point and video template for the branding of a SKiM video: https://hdl.handle.net/20.500.11766/11155 ● Script for the 5' video on institutional KM assets: https://hdl.handle.net/20.500.11766/11156 2) Produce one 5' video (for each institution) about institutional KM assets, walking the viewer through your organization in a virtual visit. 3) Send the video to the SKiM KM Officer Valerio Graziano (ICARDA) <valerio.graziano@cgmel.org> by 22 June (WeTransfer for large files). *Effective Presentation for Effective Communication* 1) The participants are asked to bring to the session one Power Point presentation (for each institution) on knowledge or research for development topics, to receive feedback and best practices on how to enhance communication skills. 2) Send the presentations to the SKiM KM Officer Valerio Graziano (ICARDA) <valerio.graziano@cgmel.org> by 22 June (WeTransfer for large files). **Daily Responsible:** Valerio Graziano (ICARDA)
Morocco 9.00-9.05 **Sudan** 10.00-10.05 **Moldova** 11.00-11.05	**Introduction to Virtual Institutional Visit** 5' recorded presentation on "Video-making for Knowledge Sharing Effectiveness" delivered by SKiM KM Officer. **Session Moderator:** Valerio Graziano (ICARDA)
Morocco 9.05-9.25 **Sudan** 10.05-10.25 **Moldova**	**Virtual Visit on KM assets and processes: Moldovan Institutions** 20'	5' video presentations delivered/commented by the Institution Representatives. - Consolidated IFAD Programs

11.05-11.25	**Moderator:** Valerio Graziano (ICARDA)	Implementation Unit of Moldova - State Agrarian University Moldova - Research Institute of Field Crops "Selectia" - Institutul pentru Dezvoltare și Inițiative Sociale "Viitorul"
Morocco 9.25-9.40 **Sudan** 10.25-10.40 **Moldova** 11.25-11.40	**Questions & Answers** 15' **Session Moderator:** Valerio Graziano (ICARDA)	Moldovan Institutions KM Assets and Processes.
Morocco 9.40-10.00 **Sudan** 10.40-11.00 **Moldova** 11.40-12.00	**Virtual Visit on KM assets and processes: Moroccan Institutions** 20' **Session Moderator:** Valerio Graziano (ICARDA)	5' video presentations delivered/commented by the Institution Representatives. - National School of Agriculture, Meknes - Agronomic and Veterinary Institute "Hassan II" - National Agricultural Research Institute - National Office for Agricultural Extension
Morocco 10.00-10.15 **Sudan** 11.00-11.15 **Moldova** 12.00-12.15	**Questions & Answers** 15' **Session Moderator:** Valerio Graziano (ICARDA)	Moroccan Institutions KM Assets and Processes.
Morocco 10.15-10.40 **Sudan** 11.15-11.40 **Moldova** 12.15-12.40	**Virtual Visit on KM assets and processes: Sudanese Institutions** 25' **Session Moderator:** Valerio Graziano (ICARDA)	5' video presentations delivered/commented by the Institution Representatives. - Agricultural Research Corporation, Sudan - Central Coordination Unit for IFAD Co-Financed Projects of Sudan - Knowledge Access in Rural Interconnected Areas Network - Sudan Knowledge Society - University of Khartoum
Morocco 10.40-11.00 **Sudan** 11.40-12.00	**Questions & Answers and Wrap Up** 20' **Session Moderator:** Valerio Graziano	Sudanese Institutions KM Assets and Processes.

Moldova 12.40-13.00	(ICARDA)	
Morocco 11.00-12.00 **Sudan** 12.00-13.00 **Moldova** 13.00-14.00	**Virtual Break: Coffee or Lunch** 60' Participants will use Meet to interact among themselves on the daily topics.	
Open Access **Morocco** 12.00-14.00 **Sudan** 13.00-15.00 **Moldova** 14.00-16.00	**Effective Presentation for Effective Communication** Methodologies, tools and strategies to structure and communicate effectively the contents in order to engage the target and obtain the best results in every area (especially important for academic/research institutions that wish to engage more with farmers/policy-makers). 120' Interactive Working Session **Session Moderators:** Gabriella Gentile, Eleonora Ciciriello and Laura Scivetti (CIHEAM-Bari)	
30 June 2020	**Writeshops Results and Findings** Review and harmonization of the results of writeshops held in Morocco, Sudan and Moldova and discussion of the innovation plans. In this day it is foreseen to analyze for each country the outcome of the meetings held in 2019 and share, discuss the results and to find common points with the 3 countries and inspiration to improve the situation in each participating institution. **Preparation:** *How to develop a high-quality newsletter* 1) Please download: ● ICARDA-MEL Newsletter Guidelines: https://hdl.handle.net/20.500.11766/11137 2) Participants are requested to bring 3 various knowledge products to repackage and promote through a newsletter. 3) Share the products with the SKiM KM Officer Valerio Graziano (ICARDA) <valerio.graziano@cgmel.org> by 22 June (WeTransfer for large files). **Daily Responsible:** Jocelyne Jawhar (CIHEAM-Bari)	
Morocco 9.00-9.10 **Sudan** 10.00-10.10 **Moldova** 11.00-11.10	**SKiM Knowledge Pillars and 2019 overview** 10' recording delivered by the SKiM Project Coordinator. **Session Moderator:** Akmal Akramkhanov (ICARDA)	

Morocco 9.10-10.05 **Sudan** 10.10-11.05 **Moldova** 11.10-12.05	**Capacity Development and Innovation Plans: KM Developing Activities for Moldova, Morocco and Sudan** Presentation on the assessment process, from CNA to Writeshops to Innovation Plans, with rationale and results. 20' presentation, 35' Q&A **Session Moderator:** Valerio Graziano (ICARDA)
Open Access **Morocco** 10.05-11.00 **Sudan** 11.05-12.00 **Moldova** 12.05-13.00	**Capacity Development: Interactive session** Webinar, participatory exercises with participants aimed at develop better understanding on knowledge management skills. 55' Interactive Working Session **Session Moderators:** Luigi Sisto, Onofrio Lorusso and Jocelyne Jawhar (CIHEAM-Bari)
Morocco 11.00-12.00 **Sudan** 12.00-13.00 **Moldova** 13.00-14.00	**Virtual Break: Coffee or Lunch** 60' Participants will use Meet to interact among themselves on the daily topics.
Open Access **Morocco** 12.00-13.00 **Sudan** 13.00-14.00 **Moldova** 14.00-15.00	**How to develop a high-quality newsletter** Webinar on how the SKiM Newsletter is built and disseminated. Participants will use the communication material prepared (3 per institution) to build one newsletter issue. 20' presentation, 40' Working session **Session Moderator:** Valerio Graziano (ICARDA)
Open Access **Morocco** 13.00-14.00 **Sudan** 14.00-15.00 **Moldova** 15.00-16.00	**Social Media Guidelines** Webinar with presentation on the "SKiM Social Media Guidelines" delivered and moderated by SKiM KM Officer. 20' presentation, 40' Q&A **Session Moderator:** Valerio Graziano (ICARDA)
1 July 2020	**KM towards ICT-based systems** **Preparation:** *E-Learning and Remote Technical Assistance (RTA): the experience of CIHEAM-Bari*

	1) Login MEL at https://mel.cgiar.org. For assistance on login visit https://bit.ly/37hv0E8 2) Please respond by June 22 to the MEL Survey: https://mel.cgiar.org/survey/take/id/131 For assistance on taking the survey visit https://bit.ly/3dOCYa9 *KM portal: How to Use it, Why to Use It* 1) Visit https://knowledgemanagementportal.org, for walkthrough please contact the SKiM KM Officer Valerio Graziano (ICARDA) <valerio.graziano@cgmel.org> **Daily Responsible:** Luigi Sisto (CIHEAM-Bari)
Morocco 9.00-9.10 **Sudan** 10.00-10.10 **Moldova** 11.00-11.10	**Introduction** 10' recorded presentation by SKiM M&E Officer Enrico Bonaiuti (ICARDA). **Session Moderator:** Enrico Bonaiuti (ICARDA)
Open Access **Morocco** 9.10-9.30 **Sudan** 10.10-10.30 **Moldova** 11.10-11.30	**E-Learning and Remote Technical Assistance (RTA): the experience of CIHEAM-Bari** SKiM Moldova, Morocco and Sudan stakeholders (country partners) to share a communication or learning tool that they are using. 20' presentation **Session Moderator:** Luigi Sisto and Onofrio Lorusso (CIHEAM-Bari)
Open Access **Morocco** 9.30-10.30 **Sudan** 10.30-11.30 **Moldova** 11.30-12.30	**Knowledge Management Tools across Institutions: Moldova, Morocco, Sudan** Webinar delivered and moderated by SKiM M&E Officer Enrico Bonaiuti (ICARDA). 20' presentation, 40' Q&A **Session Moderator:** Enrico Bonaiuti (ICARDA)
Open Access **Morocco** 10.30-11.00 **Sudan** 11.30-12.00 **Moldova** 12.30-13.00	**KM portal: How to Use it, Why to Use It** Webinar with Power Point User Guide on the SKiM KM portal shared, with live demonstration and use of the website. 15' presentation, 15' Q&A **Session Moderator:** Valerio Graziano (ICARDA)
Morocco 11.00-12.00 **Sudan** 12.00-13.00	**Virtual Break: Coffee or Lunch** 60' Participants will use Meet to interact among themselves on the daily topics.

Moldova 13.00-14.00	
Open Access **Morocco** 12.00-13.00 **Sudan** 13.00-14.00 **Moldova** 14.00-15.00	**IFAD Rural Solution Portal** Webinar. 20' presentation, 40' Q&A **Session Moderator:** Elena Bertusi (IFAD)
2 July 2020	**A Day with AGRIS – Joint session with FAO** The session will discuss thematic topics and cross-cutting topics on management, use and further developments related to AGRIS, in particular in the context of research data in agriculture, with the objective to enhance knowledge sharing and improve visibility and access to agricultural sciences and technical content of agricultural research. **Daily Responsible:** Imma Subirats (FAO/AGRIS)
Morocco 8.00-8.20 **Sudan** 9.00-9.20 **Moldova** 10.00-10.20	**What is AGRIS today** Webinar. 20' presentation **Session Moderator:** Imma Subirats (FAO/AGRIS)
Morocco 8.20-9.20 **Sudan** 9.20-10.20 **Moldova** 10.20-11.20	**Scientific Publishing Landscape** This webinar will provide an overview of scientific publishing; present new business models in publishing; provide definitions for scientific outputs and highlight capacity development programs for low-income countries. It includes an overview of the research and publishing environment in agricultural sciences. 20' presentation with 40' Q&A **Session Moderator:** Ilkay Holt (FAO/AGRIS)
Morocco 9.20-10.20 **Sudan** 10.20-11.20 **Moldova** 11.20-12.20	**What is the role that AGRIS plays in food and agricultural sciences?** Panel session with different key stakeholders that participate actively in the AGRIS Network, organizations from the Russian Federation, ICARDA, Latvia and Serbia 60' session **Session Moderators:** Karna Wegner and Stefano Anibaldi (FAO/AGRIS)
3 July 2020	**Working with your ecosystem**

	Have a clear view of how you can better interact with your ecosystem to create synergies aiming at strengthening the transfer of research results and the economic enhancement (innovative companies, start-ups, spin-offs) **Daily Responsible:** Damiano Petruzzella (CIHEAM-Bari)
Open Access **Morocco** 9.00-10.00 **Sudan** 10.00-11.00 **Moldova** 11.00-12.00	**Role of innovation actors and new innovation supply chain models & Innovation Support Organizations: experiences, models and perspectives** 40' presentations and 20' Q&A **Session Moderator:** Damiano Petruzzella and Jocelyne Jawhar (CIHEAM-Bari)
Open Access **Morocco** 10.00-11.00 **Sudan** 11.00-12.00 **Moldova** 12.00-13.00	**Knowledge Ecosystems - ISO Networking - Part 1** • **Presentation:** Knowledge partnerships to support the entrepreneurship journey, The Entrepreneurship Support Value Chain (ESCV) (20') • **Break up in groups** (according to countries), exercise 1: define the user (15') • **Group discussion**: presenting the users and their challenges (15') • **Presentation:** Building knowledge partnerships based on the users' profiles and the ESVC (20') 60' Interactive Working Session **Session Moderator:** Giordano Dichter (H&D partners)
Morocco 11.00-12.00 **Sudan** 12.00-13.00 **Moldova** 13.00-14.00	**Virtual Break: Coffee or Lunch** 60' Participants will use Meet to interact among themselves on the daily topics.
Open Access **Morocco** 12.00-13.15 **Sudan** 13.00-14.15 **Moldova** 14.00-15.15	**Knowledge Ecosystems - ISO Networking - Part 2** • **Presentation:** Building knowledge partnerships based on the users' profiles and the ESVC (20') • **Break up in groups** (according to countries), exercise 2: Outreach, identification of local partners and value proposition development (30') • **Group discussion**: presentation and role play (30') • **Closure** (5') 75' Interactive Working Session **Session Moderator:** Giordano Dichter (H&D partners)
Open Access	**The "What" and "Why" of Social Network Analysis for Improving Knowledge Management**

Morocco 13.15-14.15 Sudan 14.15-15.15 Moldova 15.15-16.15	20' presentation, 40' Q&A **Session Moderator:** Murat Sartas (ICARDA)

Annex 2: List of Participants:

Nation	Name	Contacts	Institution
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Annex 3: ICT/ E-Learning Questionnaire (by CIHEAM Bari)

1) Which browser do you use for internet navigation?
- Chrome
- Firefox
- Internet Explorer
- Edge
- Safari
- Opera
- Other (please specify) ……

2) Are you familiar with building stable and continuous online communication (call-conference or web meeting?
If (Yes) indicate which one?
- Hangouts Meet
- Skype
- Zoom
- WebEx
- GoTowebinar
- Microsoft Teams
- Slack
- Other (please specify) ……

3) Are you familiar with Social Media and Social Networks?
If (Yes) indicate which one?
- Facebook
- YouTube
- Vimeo
- WhatsApp
- Telegram
- WeChat
- Instagram
- TikTok
- Twitter
- LinkedIn
- Snapchat
- Pinterest
- Other (please specify) ……

4) Have you already been involved in E-Learning courses as Trainee or staff member?
Yes
No
a) If (Yes) as a Trainee, which course did you attend ?

………………………………

b) If (Yes) as a Staff member, what position did you cover?
- Course manager
- Scientific coordinator
- Teacher
- Tutor
- Designer
- Platform administrator

5) Was your involvement in E-Learning courses a positive experience? If Yes why?
- The learning quality was better compared to the traditional teaching
- I have established interesting human relationship with other students and with the staff
- I was quite free to organize my time for studying
- I could attend the course by moving freely
- The cost was lower than the face-to-face courses
- Other (please specify)

6) Was your involvement in E-Learning courses a positive experience? If No, why?
- Technological difficulties
- Learning method was not clear
- Feeling of loneliness
- Other (please specify)

7) Which Learning Management System (Platform) do you use for your E-learning experience?
- Moodle
- Docebo
- Claroline
- Ilias
- OpenOlat
- Other (please specify)….

Strengthening Knowledge Management for Greater Development Effectiveness in the Near East, North Africa, Central Asia and Europe (SKiM) is a grant project led by ICARDA and funded by IFAD. The project also works with international partners CIHEAM-Bari, PROCASUR, Virginia Tech as well as NARS, governments, and agricultural extension services in Moldova, Morocco and Sudan.

Initiated in June 2018, the project facilitates and supports KM and capacity development activities in the three selected countries and will provide practical examples of KM best practices that will be analysed and adopted by participating institutions. Increasing the capacities of participating public institutions, by providing necessary structures and systems at the country and regional levels, will ensure that knowledge can be effectively managed for long-term growth and development.

The project website (https://mel.cgiar.org/projects/SKiM) provides background information and describes the project team, partners and stakeholders engaged. The website also shares key documents including the project proposal, and outlines the goals, objectives and impact pathway of the project, as well as additional resources and information on news and events.