NEGLECTED TROPICAL DISEASE
NGO NETWORK
A global forum for nongovernmental organizations
working together on NTDs

Welcome to the NNN Conference 2020

Accelerating to 2030: Building Resilient NTD Programmes in a Changing World

With thanks to our sponsors

Virtual Event

8th – 10th September 2020

Billy Weeks (2016, Chikwawa, Malawi)

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AGENDA: MAKING THE MOST OF EVIDENCE AND LEARNING IN NTDS: DEFINING A KNOWLEDGE MANAGEMENT APPROACH FOR THE NNN

01
INTRODUCTION TO NNN KNOWLEDGE MANAGEMENT TASK TEAM

10 MINS

02
NNN SURVEY RESULTS

10 MINS

03
KNOWLEDGE MANAGEMENT PRINCIPLES

10 MINS

04
ACTIVITY

40 MINS

05
NEXT STEPS

15 MINS

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MEET THE TEAM

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The power of knowledge management

So what is knowledge management?

"a method for achieving an organisations' goals by collecting, creating and synthesizing and sharing information, insights, reflections, thoughts and experience".

(2005) Petter Gottschalk

Why is this important for the NNN?

Everything that happens within the NNN platform is based on knowledge, data, and information, so **Knowledge management should therefore be 100% at the center of what we do.**

Harnessing this knowledge is fundamental to amplifying influence and impact of the NNN network and achieving the goals set out in the WHO 2030 Roadmap.
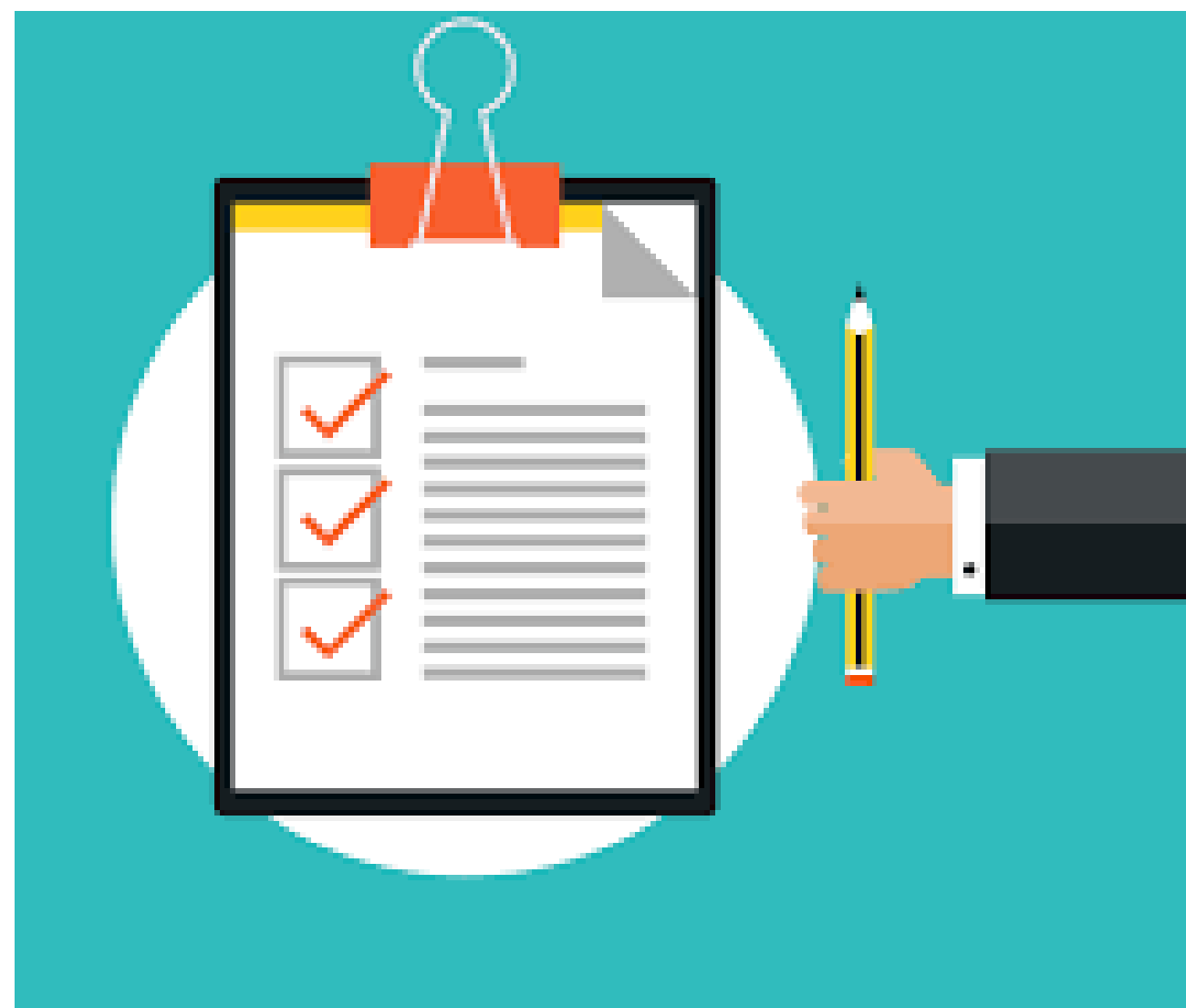
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Summary of task team

Purpose

01

02

03

02

Survey results

10 MINS

Sharing findings from the NNN memberships on KM
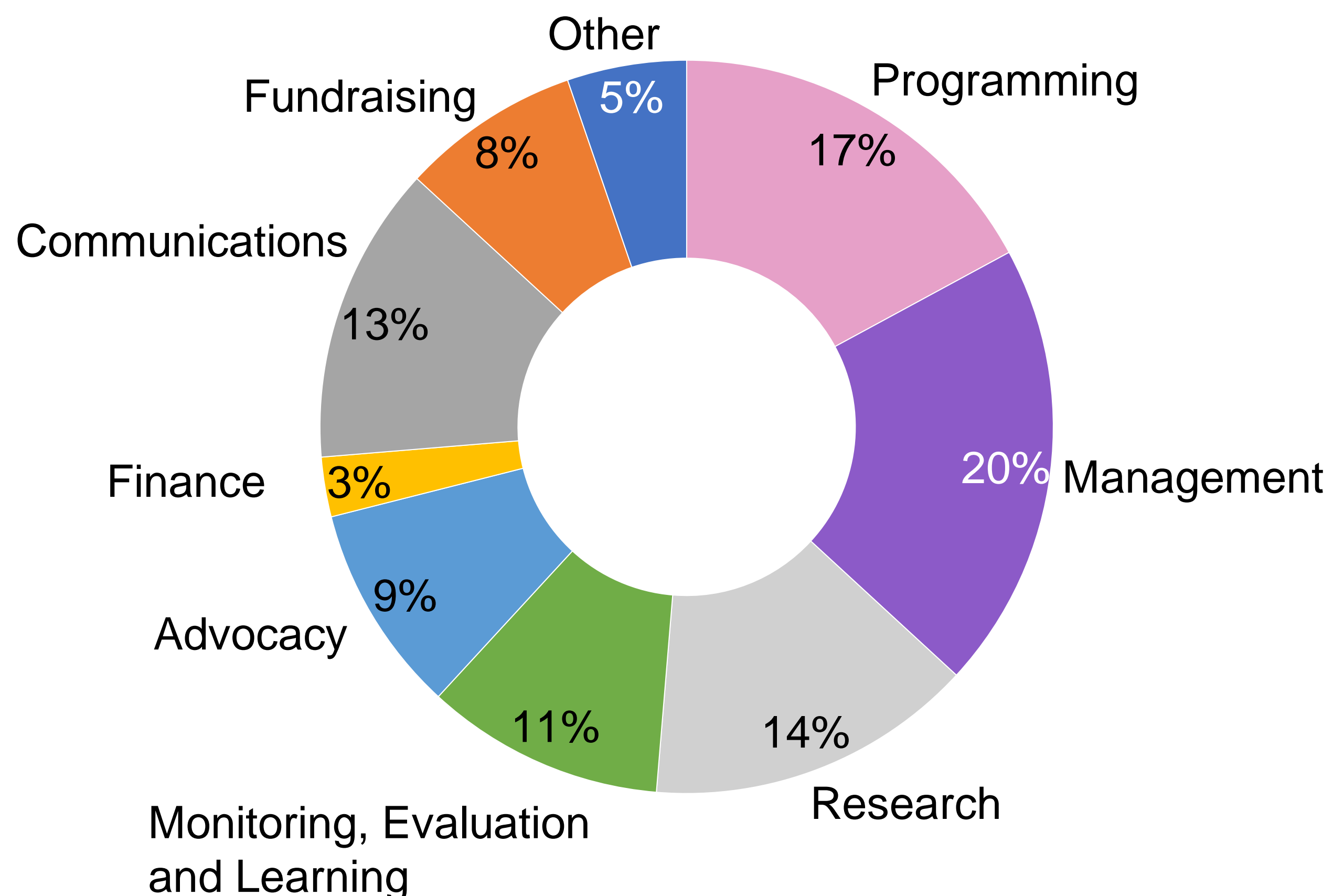
2 - Knowledge Management (KM) survey results

- Online survey to assess NNN KM needs, approaches, and resources
- Conducted in July 2020
- Sent to NNN membership
- Separate survey sent to NNN working group chairs to assess other aspects of KM
- Results presented here are from NNN member survey only
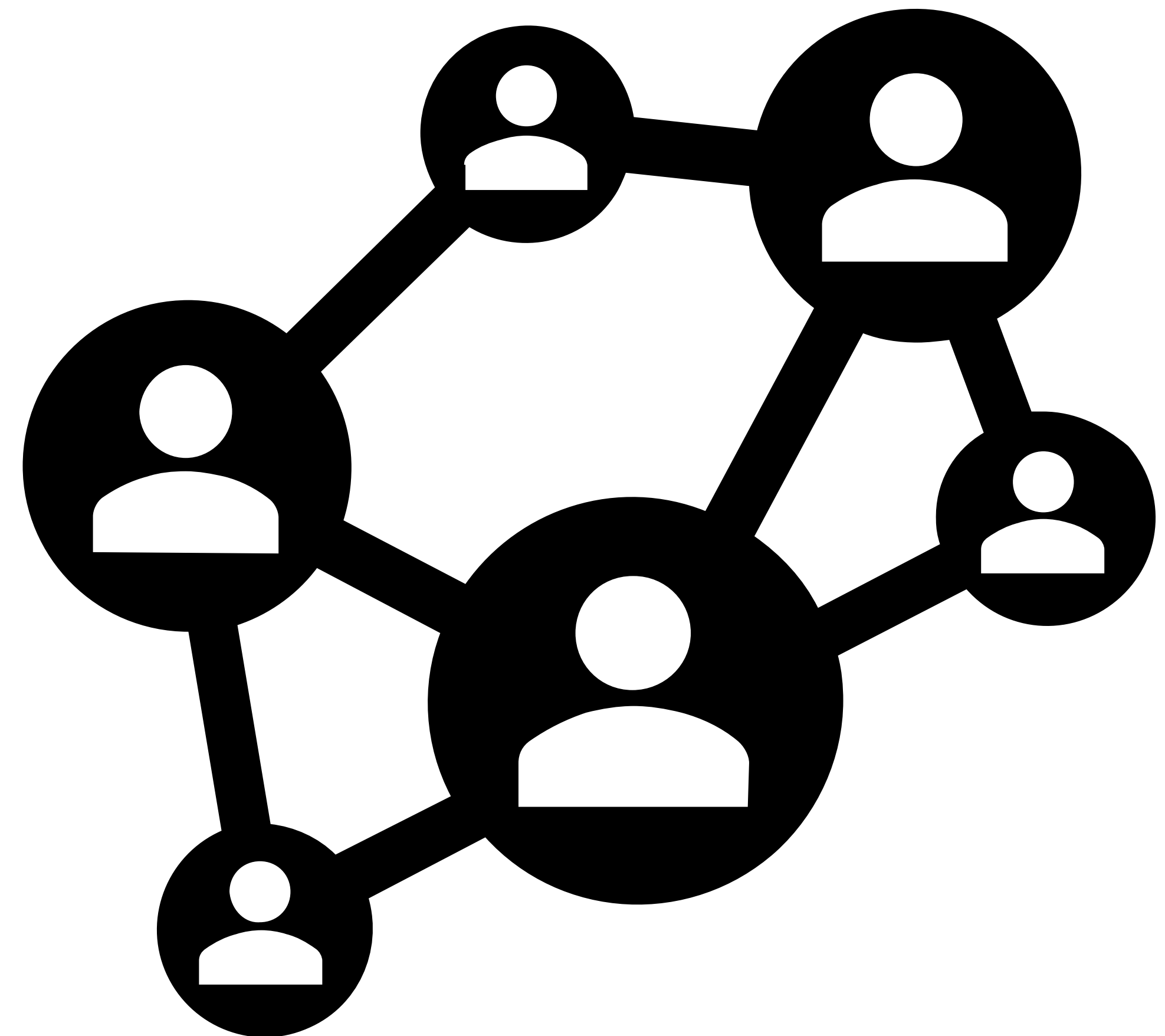
KM survey respondent demographics

- Moderate response rate (N=26)

- 77% of respondents participate in NNN disease group, cross cutting group, task team, or Executive Committee

- Perspectives of general NNN membership may not be fully reflected

- High income country (HIC) perspective overrepresented

Respondents by area by focus

Other 5%
Programming 17%
Fundraising 8%
Management 20%
Communications 13%
Finance 3%
Research 14%
Advocacy 9%
Monitoring, Evaluation and Learning 11%

Respondents by country

United Kingdom 12%
France 4%
Israel 4%
Nigeria 8%
Uganda 4%
Tanzania 4%
Kenya 4%
Madagascar 4%
Luxembourg 4%
India 4%
New Zealand 4%
Argentina 4%
USA 42%
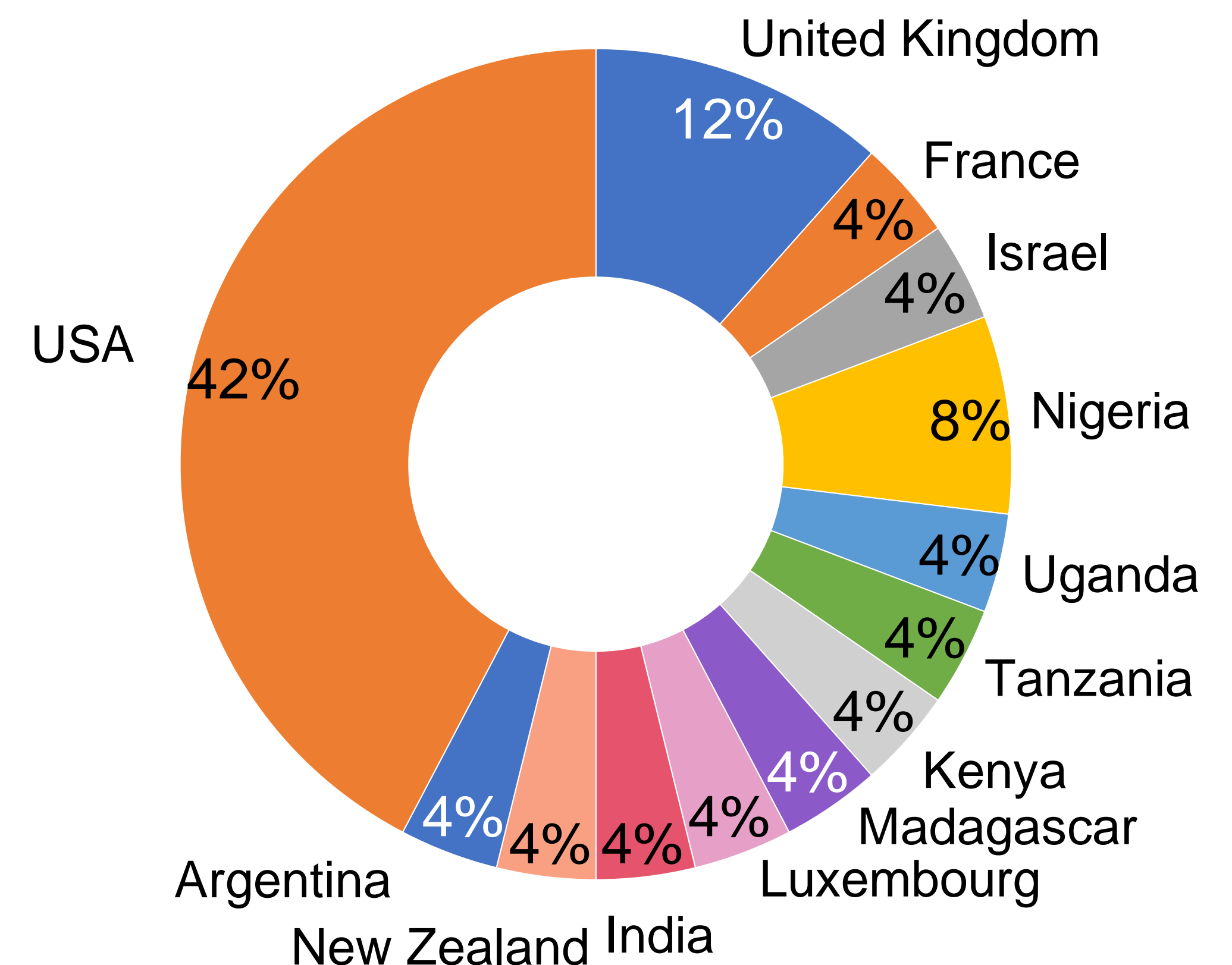
Participating organisations

More than 50% of participating organisations don't have dedicated resources for KM

Does your organisation have dedicated resources for Knowledge Management?

Don't know
8%

No

Yes
38%

54%

No
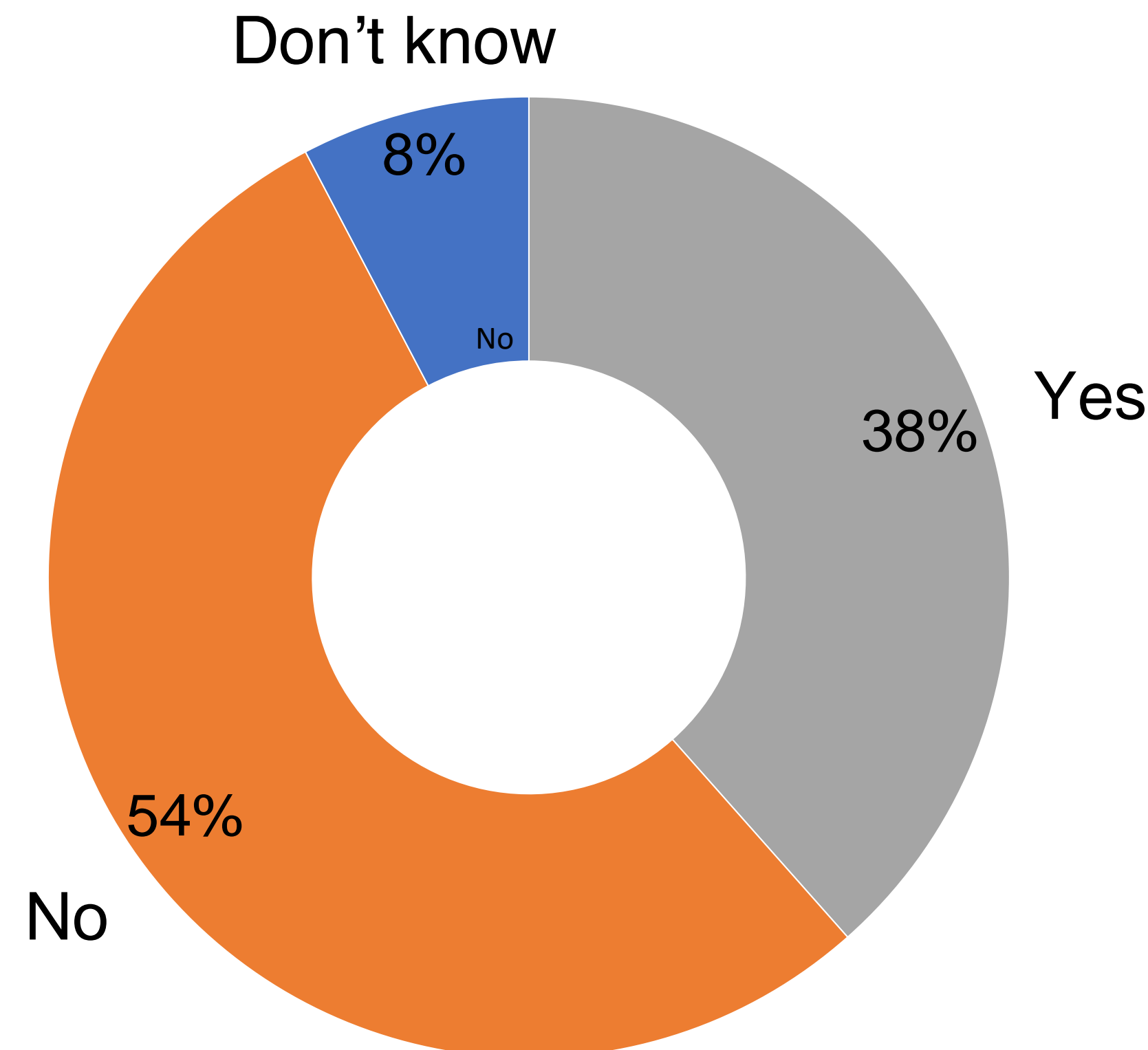
- Resources may include KM department, team, or person or people with 'knowledge management' as their key responsibility

- May be a function of organisational size rather than indication of importance placed on KM

- Points to potentially limited capacity within organisations to fully capitalise on KM

Organisational approaches to KM differ greatly

Please share any specific work that has been done to improve knowledge management within your organisation.

"Nothing specific. Informal and ad hoc."

"[We] budget $500,000 a year solely for knowledge management."

"Regular updates and sharing of guides, fact and resource sheets, research, annual reporting, and planning workshops."

"Change to a 'community of practice' approach. Set up working groups and teams to bring together experts to share knowledge and lessons learnt and to facilitate collaborative work on common challenges."

Selected feedback from survey respondents

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Six types of information are widely used and should be considered as priority for knowledge sharing

What types of information do you access on regular basis to advance your work in NTD control and elimination?

Type of information	Percentage
Epidemiological programme data	92%
Published research	88%
Programming guidelines & toolkits	76%
Communications materials	72%
Research or survey protocols	68%
Case studies	68%
Strategic frameworks	64%
Training materials	64%
Evaluation findings	64%
Funding opportunities	64%
Programme results	60%
Policy papers	56%
Practical tips and experiences of others	56%
Advocacy materials	52%
Materials to support acquisition of new funding	32%

- Likely to relate to an individual's job function and role

- Indicates what type of information should be prioritised for knowledge sharing and improved accessibility within and across organisations

Multiple venues exists to access information
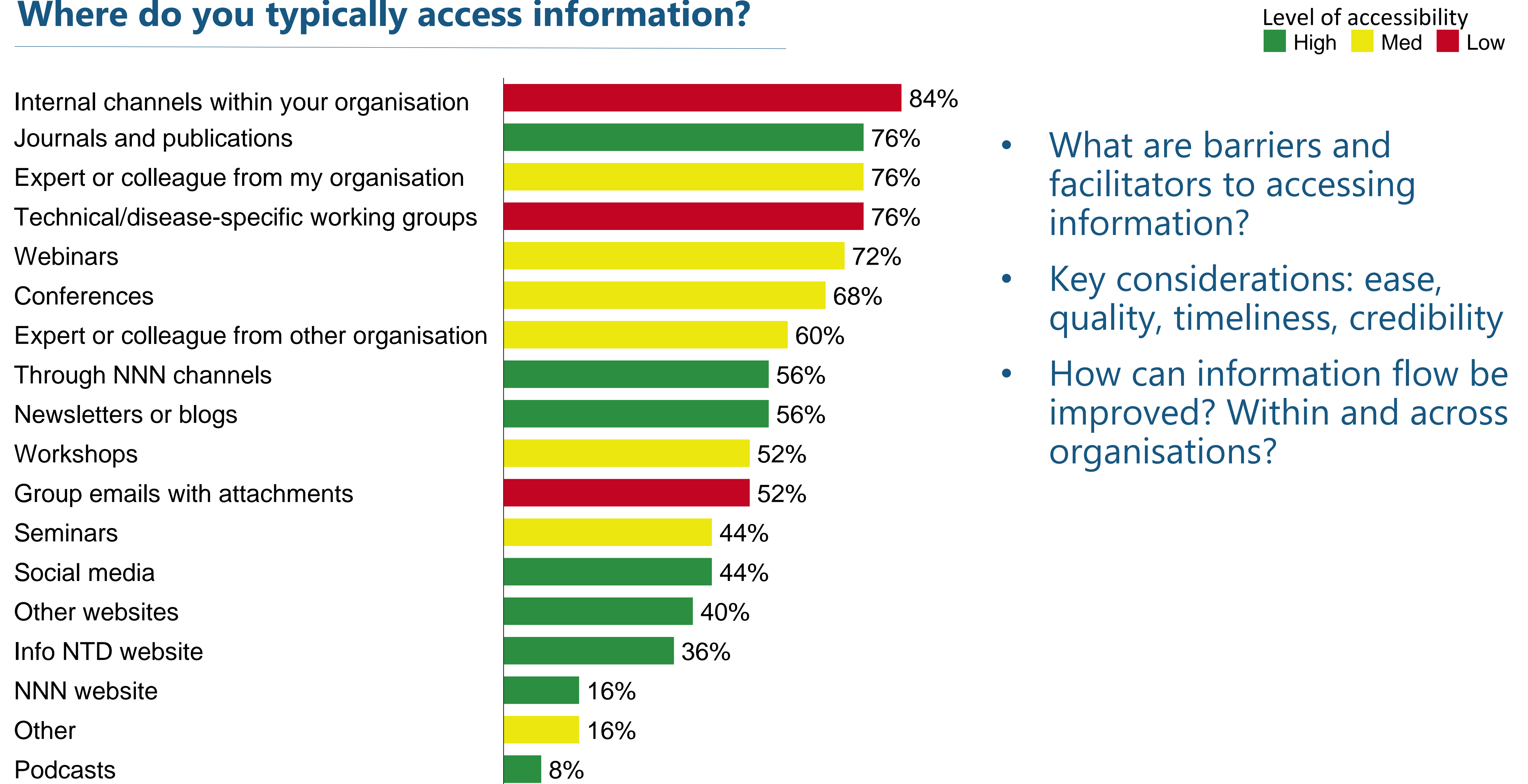
Where do you typically access information?

Level of accessibility
■ High ■ Med ■ Low

Source	Value
Internal channels within your organisation	84%
Journals and publications	76%
Expert or colleague from my organisation	76%
Technical/disease-specific working groups	76%
Webinars	72%
Conferences	68%
Expert or colleague from other organisation	60%
Through NNN channels	56%
Newsletters or blogs	56%
Workshops	52%
Group emails with attachments	52%
Seminars	44%
Social media	44%
Other websites	40%
Info NTD website	36%
NNN website	16%
Other	16%
Podcasts	8%

- What are barriers and facilitators to accessing information?

- Key considerations: ease, quality, timeliness, credibility

- How can information flow be improved? Within and across organisations?

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Reliability of information and venues

Which information sources do you trust most and why?

- Premium placed on peer reviewed publications and expert perspectives

- Partner organisations' contributions viewed as reputable and reliable

- Trust in the organisation generating information seen as more important than the channel providing it

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Current state of KM within the NTD community

General NTD resources

- Several key platforms (e.g. ESPEN, InfoNTD, disease-specific outlets, etc.)

- Not always clear where to go for which type of information

- Some overlap between topics covered by various platforms, interorganisational bodies, and conferences
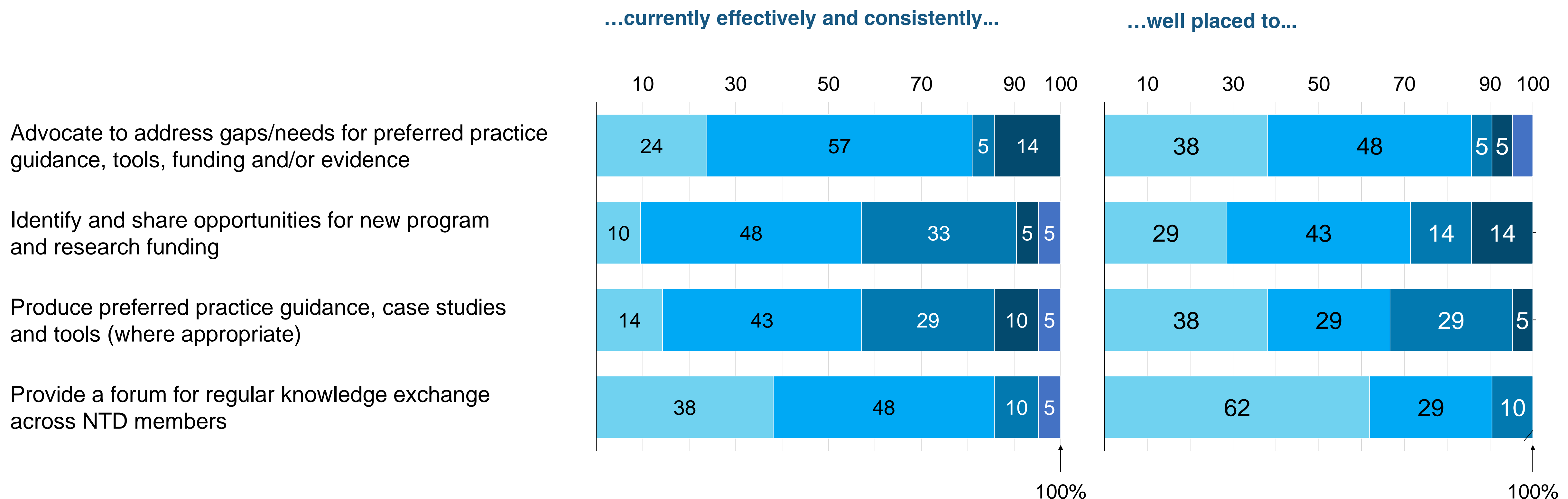
NNN's current approach

- Focus on working groups, cross cutting initiatives, annual conference, and website

- Partnership with InfoNTD

- What is NNN's unique role in facilitating KM for the NTD community?

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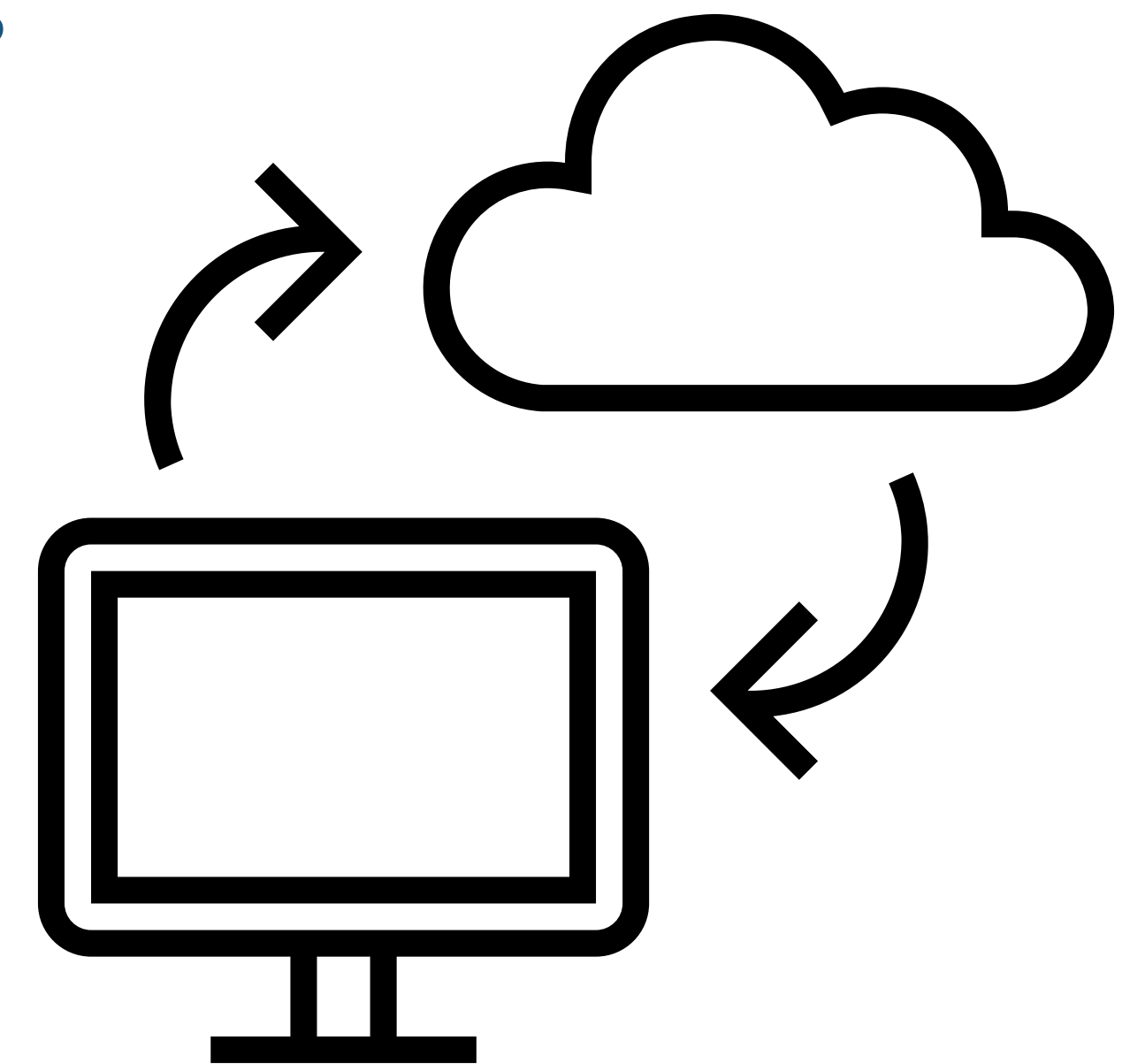
Assessing the NNN as a KM facilitator

How strongly do you agree that the NNN is...?

Legend: Strongly agree ■ Agree ■ Neither agree or disagree ■ Disagree ■ Strongly disagree

…currently effectively and consistently…

Statement	Strongly agree	Agree	Neither agree or disagree	Disagree	Strongly disagree
Advocate to address gaps/needs for preferred practice guidance, tools, funding and/or evidence	24	57		5	14
Identify and share opportunities for new program and research funding	10	48	33	5	5
Produce preferred practice guidance, case studies and tools (where appropriate)	14	43	29	10	5
Provide a forum for regular knowledge exchange across NTD members	38	48		10	5

…well placed to...

Statement	Strongly agree	Agree	Neither agree or disagree	Disagree	Strongly disagree
Advocate to address gaps/needs for preferred practice guidance, tools, funding and/or evidence	38	48	5	5	
Identify and share opportunities for new program and research funding	29	43	14	14	
Produce preferred practice guidance, case studies and tools (where appropriate)	38	29	29	5	
Provide a forum for regular knowledge exchange across NTD members	62	29	10		

Respondents' recommendations for the future of NNN's KM practice

- Regular webinars, conferences

- More in person meetings

- Create newsletter highlighting the work of the NNN and its working groups

- Capitalise on existing KM platforms

- Create space for sharing tools and best practices at conferences

- Clearly identify knowledge gaps and focus energy on filling these

- Create a report that synthesises content from NNN conferences and meetings

- Develop support structure for smaller member organisations to partner with larger organisations in order to build capacity

"It's always a good idea to stop what you are doing and pause to think: 1) What do we want…to achieve? (what is its purpose?) 2) Do we need to modify what we want…to do? 3) [Are we] achieving what we want to do? Think in terms of legitimacy, representation/participation, transparency and accountability, and sustainability." – KM survey respondent

03 Knowledge Management Principles

10 MINS

Getting your input into a set of knowledge management principles for the NNN

Designing a set of Knowledge Management Principles for the NNN

https://funretro.io/publicboard/nN2NfrGzZ9bwGMWJqySdqIzVbMr2/c26a6f15-cd23-4908-b899-e9b3678aa431

- We are interested in capturing your insights and ideas
- What principles should guide the way the NNN approaches knowledge management?

- Follow the link above to the Fun Retro board
- Review and add to the draft list of principles. Add likes and comments

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04

Group activity

30 MINS

A neglected tropical journey.....

4 – Group Activity: A 'Neglected tropical journey'

- **Our goal:** plan the design, production & dissemination of WASH behaviour change guidance.

- **Our challenge:** when producing a new knowledge product, like a piece of research or a toolkit, there are lots of things to think about in the planning stage, which can make a difference to whether or not it is ultimately used.

05

Next Steps

10 MINS

Your opportunity to input into the Knowledge Management Task Teams plans.

Knowledge Management Task Team

Purpose:

In recognition of the NNN as a vibrant and dedicated platform, the Task Team seeks to contribute to strengthening the NNN as a platform for knowledge exchange through leveraging resources at a sectoral level.

- Understand the NNN's current knowledge management strengths and opportunities for improvement
- Generate recommendation for strengthening NNN's approach to knowledge management

Planned activities:

- Assessment of NNN's current KM strengths and opportunities for improvement
  - Member and group survey
  - NNN workshop
  - Review of knowledge products
  - Literature review
  - Report development and presentation to Exec Co
- If relevant/appropriate (depending on results of assessment)
  - Produce NNN Knowledge Management best practice briefing(s) and/or guidance for NNN working groups (WGs)
  - Develop a longer term plan and form a more permanent working group to progress it

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Knowledge Management Task Team

Want to be involved or stay informed:

Express interest in joining the Task Team by contacting:
- Sarity Dodson (FHF) – sdodson@hollows.org
- Amy Clark (Sight Savers) - aclark@sightsavers.org

Also reach out if you would like to stay informed about the Task Team's activities.

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Your Suggestions, Questions and Comments

We're interested in:

- Any questions or comments you have about the work of the KM Task Team

- Any suggestions you have for what the KM Task Team should prioritise/focus on/do?

https://funretro.io/publicboard/nN2NfrGzZ9bwGMWJqySdqIzVbMr2/358fd1b1-1859-4d51-b3c5-6f2da634d0b9

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