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**ESA COLLABORATIVE COUNCIL
TEMPORARY WORKING GROUP ON
COMMUNICATION OF INFORMATION**

REPORT TO THE 1990 COMMITTEE

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**VOLUME 1
RECOMMENDATIONS**

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ESA COLLABORATIVE COUNCIL TEMPORARY WORKING GROUP ON COMMUNICATION OF INFORMATION

REPORT TO THE 1990 COMMITTEE EXECUTIVE SUMMARY

The Temporary Working Group on Communication of Information (TWG-INFO) has held three meetings, involving a total of more than fifty WSS sector and information specialists. The final meeting in The Hague on 11-13 April, at which the Group's recommendations were finalized, was attended by 32 people, including 12 from developing countries. Recommendations have been developed separately under four headings:

Public Information and Promotion (PIP)

Technical Information Exchange (TIE)

Project and Sector Information (PSI)

Management Information Systems (MIS)

General

The TWG analysis of information issues confirmed that communication of information is a matter of priority importance in future plans for accelerating the provision of sustainable water supply and sanitation (WSS) programmes in developing countries and for avoiding duplication of effort. The emphasis in the work of the TWG has been on the assessment of measures needed to strengthen the motivation and the capacity of developing country governments to give increased priority to the WSS sector in the 1990s, and to meet the new challenges which have emerged in recent years.

Public Information and Promotion (PIP)

Mobilization of additional resources for the WSS sector in the 1990s is going to depend substantially on the right approach to promotion/marketing of the sector. The TWG believes that this calls for a clear commitment on the part of ESAs to provide resources for a sustained and coordinated campaign at global and country level. The campaign needs to draw on the lessons of the IDWSSD promotion, some of the shortcomings of which are listed in the Group's PIP analysis in Volume 2 of its report.

First priority is to develop a global strategy in time for a launch of a WSS programme for the 1990s, including the promotion of broader environmental concerns. The aim must be to have a

complete corporate strategy prepared, endorsed and ready to run before the planned Global Consultation in India in September 1990. Preparation of such a strategy is a specialized field, and the TWG-INFO recommends using professional marketing/promotion specialists to assist in the creation and evolution of the campaign.

Technical Information Exchange (TIE)

A framework for establishing effective collection and dissemination of technical information in developing countries was developed in 1987, following two meetings at IRC involving information and sector specialists from ESAs and developing countries. This TIE Framework, which has been endorsed by the IDWSSD Steering Committee and major donors, provides the opportunity to introduce TIE actions incrementally in a country, beginning with information components in individual projects and programmes.

The TWG-INFO believes that adoption of this framework, backed by strengthening of existing national and regional information centres, and supported by coordinated efforts to standardize formats and procedures for data collection and retrieval, could show rapid results. It further recommends that, through the Collaborative Council, ESAs commit themselves to support developing countries wishing to allocate resources for TIE in new or ongoing projects, and that monitoring and evaluation of experiences in 4-5 countries should provide evidence for further promotion and refinement of the TIE Framework. This recommendation is linked to similar proposals in connection with project and sector information (PSI). In parallel with these demonstration projects, it is suggested that a Core Group of ESAs should be responsible for monitoring and guiding progress in information exchange activities, for which the TWG-INFO has a number of outline proposals.

Project and Sector Information (PSI)

The major initiative to date in PSI has been the exchange of project information among ESAs via the CESI (Country External Support Information) system operated by WHO. The TWG-INFO sees CESI as a valuable springboard, from which developing countries can be helped to develop their own systems for national data collection and dissemination, covering both project information and country-specific sector data. Country sector directories, for which the TWG-INFO has provided a sample format in Annex 4 of its report, are seen as having great potential as a tool for planning and resource mobilization in the 1990s.

Specific activities are proposed for assisting developing countries to generate and update national project and sector information, and for developing standardized reporting and updating procedures to assist intercountry exchanges. The TWG-INFO recommends that ESAs should target to initiate pilot/demonstration projects in 6-12 countries during the next two years, and to evaluate progress via a Core Group. Transfer of CESI experience to developing countries can be most effective, the TWG-INFO believes, by using regional information centres as intermediaries to motivate and train DC agency staff via intercountry workshops and seminars. Maintenance and enhancement of the CESI operation is seen as fundamental to the implementation of new country-based initiatives, and participating ESAs are urged to ensure sufficient core funding to continue and develop CESI beyond 1989.

Links between TIE and PSI

There are evident parallels in the recommendations for TIE activities and those for PSI, and both are of importance in WSS sector planning and resource mobilization. The TWG-INFO noted the close links between its recommended strategies for coordinated support in the two categories of information, and has proposed that ESAs, through the Collaborative Council, encourage and support developing countries in efforts to enhance their information management capabilities in both fields together. This leads to the logical conclusion that ESAs too should adopt common approaches, and commit support to "communication of information" as a whole in their dialogues with DC partners. This will hopefully lead to identification of demonstration projects which include components for both TIE and PSI, and the proposed Core Group monitoring progress on behalf of the ESA Collaborative Council should cover both aspects.

Management Information Systems (MIS)

The links between TIE and PSI were also evident when the TWG-INFO discussed problems and needs associated with management information. Because of the wide scope of this subject, and the fact that local issues have a major influence on the appropriateness of MIS at regional or district level, the Group found it necessary to restrict its main recommendations to MIS at the national level in developing countries. In that context, technical and project/sector information take on a critical importance in the planning, designing and implementing of WSS programmes.

The TWG-INFO recommends that support for MIS at national level should focus on raising the awareness of policy makers to the value of various types of information as important components of good management, and on identification of successful tools and methodologies for sector management. The first objective led to recommendations for intercountry workshops and seminars, enabling agencies to share experiences and recognize the benefits of effective MIS. The second calls for a lead agency to evaluate and document examples provided by all ESAs and develop guidelines and manuals on appropriate models which could be adapted to suit particular national circumstances.

The Recommendations

In Volume 1 of its report, the TWG-INFO has presented its recommendations for the consideration of the 1990 Committee. Volume 2 contains the supporting analysis of each issue, developed during the TWG meetings in Geneva and The Hague. Volume 3 contains three annexes: the terms of reference; the lists of participants in Geneva and The Hague; and the outline proposal for Country Sector Directories, which is an important part of the proposals in project and sector information.

The recommendations vary from adoption of general concepts to specific proposals for actions in individual developing countries. In reviewing the recommendations, the 1990 Committee may wish to consider a four-step approach:

1. Resolve to collaborate in the preparation of a coordinated public information strategy for the water supply and sanitation (WSS) sector in the 1990s and commit resources for a sustained public information campaign at national and international level. (Review recommendations on pages 3-5 of Volume 1).

2. Adopt “Communication of Information” as an essential element of proposed WSS programmes and projects, alongside the six *Global Sector Concepts* endorsed at Interlaken. (Review recommendations on pages 6 & 7 of Volume 1).
3. Assess the strategic country-level and support activities suggested as common approaches to improving developing country capabilities in each of the information categories:
Technical Information Exchange — (review recommendations on pages 8 & 9)
Project and Sector Information — (review recommendations on pages 9-11)
Management Information Systems — (review recommendations on pages 11 & 12).
4. Review the project proposals outlined in pages 13 to 31, recognizing that some projects relate to agencies or countries which participated in the work of the TWG-INFO and should therefore be seen as illustrative (such project IDs contain a suffix — e.g. TIE C1.1). Recommend that, in their dialogues with developing country partners, individual ESAs indicate a willingness to support country-level projects based on the proposals outlined in this report, and to make available the results of such projects as part of a collaborative effort to develop model approaches/guidelines for the benefit of others. Seek to identify lead agencies where appropriate for coordinating ESA support activities and reporting to the Collaborative Council. Seek to inform all ESAs and developing country partners of the commitment to support projects based on these proposals.

ESA COLLABORATIVE COUNCIL TEMPORARY WORKING GROUP ON COMMUNICATION OF INFORMATION

REPORT TO THE 1990 COMMITTEE VOLUME 1: RECOMMENDATIONS

1. INTRODUCTION

1.1. TERMS OF REFERENCE

The Terms of Reference for the Temporary Working Group on Communication of Information (TWG-INFO) were agreed by the 1990 Committee at its meeting in Paris on December 7-8, 1988. They form Section 3 of the report of the Paris Meeting, and are reproduced in Volume 3 of this report. In essence, the TWG-INFO was asked to develop recommendations for activities to improve communication of information in the water supply and sanitation (WSS) sector under four headings: public information; technical information; project/sector information; and management information. The aim was to enable agencies participating in the ESA Collaborative Council to consider the best ways of coordinating their support for developing country activities in these four fields, and to promote greater national and international awareness of the importance of sustainable WSS services.

1.2. METHOD OF WORKING

The TWG-INFO was guided by a Core Group consisting of IRC, UNDP, WHO, CEFIGRE, and the UNDP/World Bank Programme, with IRC in the leadership role. The Core Group met in the Hague in early January 1989, and prepared preliminary discussion papers under each of the four headings. This was followed by a meeting in Geneva in February, attended by 25 participants, representing 16 different organizations, and including specialists both in the WSS sector and in information. At this meeting, plenary discussions and working group meetings led to analysis of problems, ongoing activities, gaps, constraints, and outline recommendations for actions to be taken in the future. Because of the short time scale, it was not possible to arrange the attendance of representatives from developing countries at the Geneva meeting, and the recommendations were presented for discussion at a further meeting, in which developing country representatives could take part. That final meeting took place in the Hague on 11-13 April 1989. The attendance of 30 participants and 2 observers included 12 from developing countries (full participants' lists for each meeting are included in Volume 3). Through working groups and plenary sessions, this meeting reviewed the Geneva recommendations and prepared a series of proposed actions for consideration by the 1990 Committee.

In all, the recommendations of the TWG-INFO have benefited from the combined experience of more than 50 people, representing a wide spread of agencies, levels and expertise.

1.3. FORM OF REPORT

Throughout its work, the TWG-INFO has considered the issue of Communication of Information under the four headings listed in the terms of reference: Public; Technical; Project/Sector; and Management information. Acronyms have been used to distinguish the four categories:

PIP Public Information and Promotion

PSI Project and Sector Information

TIE Technical Information Exchange

MIS Management Information Systems

Separate analyses of these issues were prepared in Geneva and reviewed in The Hague. Volume 2 contains the Group's agreed analysis of each issue in terms of the target groups for proposed actions, the problems and needs, the ongoing activities, and the constraints to be tackled. These analyses formed the basis for the TWG-INFO's recommendations under each heading.

It became apparent, as the recommendations developed, that there are important linkages between the separate types of information, and that any information strategy must include not just separate elements dealing with the different types, but ways of ensuring that optimum use is made of all types. It is clear, for example, that at the country level any appropriate management information system must include ways of collecting and applying both technical information and project/sector information. Recommendations for actions to support developing country efforts in the fields of technical, project/sector, and management information are therefore accompanied in this report by a number of recommendations for combined activities to be undertaken as part of an overall strategy for the communication of information at national, regional and global level.

Public information and promotion (PIP) recommendations are presented separately. The TWG-INFO noted the key supportive role of public information campaigns in all stages of WSS planning and implementation. It recognized too the value of project/sector information and technical information in public information campaigns to promote the sector. These critical linkages need to be stressed in any overall information strategy, but the approaches to strengthening PIP activities can be conveniently separated from those linked to PSI, TIE and MIS. In particular, the most urgent need in PIP is for a coordinated global strategy raising the profile of the WSS sector in time for launch of a follow-up to the International Drinking Water Supply and Sanitation Decade in the 1990s. This is an important departure point from the recommendations connected with PSI, TIE and MIS, which are based primarily on activities to strengthen national capabilities in developing countries.

The remainder of this report deals with the Group's recommendations in three sections: (i) Section 2 — Recommendations relating to PIP, including a number of associated issues not strictly within the mandate of the TWG-INFO; (ii) Section 3 — Strategy Recommendations relating to PSI, TIE and MIS, including General Concepts recommended for endorsement by ESAs in relation to all three categories, and specific recommendations under each heading for actions at country level and support activities; and (iii) Section 4 — Individual project proposals for consideration by ESAs in discussions with developing country governments, as components of a coordinated plan of action for the Collaborative Council.

2. PUBLIC INFORMATION AND PROMOTION (PIP)

Globally, the PIP strategy has the aim of increasing public awareness and so raising additional resources to support WSS programmes in developing countries. The short-term objective is to relaunch the international effort in 1990, as a follow-up to the IDWSSD, learning from the shortcomings of the original launch (see PIP analysis in Volume 2). This will need to be followed by a sustained public information campaign at both national and international level. The TWG-INFO noted particularly the successes achieved by recent campaigns on global issues such as ozone depletion and AIDS. Links were also noted with associated issues for which agencies are developing PIP campaigns, in particular WHO's *Health For All by the Year 2000*, and collaborative programmes directed towards long-term sustainability of water resources.

The TWG-INFO recognized that development of a global strategy for coordinated promotion and marketing of the WSS sector in the 1990s was a highly specialized task, requiring focused attention of promotion/marketing specialists over several months. To lay the basis for this work, and to enable the 1990 Committee to make an informed decision about the commitments needed, the Group concluded that a short-term specialist adviser should be employed immediately, to review the analysis of PIP problems and needs and to prepare options for a future promotional strategy. These should be ready for consideration by the 1990 Committee at its meeting on 31 May - 2 June 1989.

The recommendations which follow represent the TWG-INFO's views on components of the overall strategy. They should be seen as a framework on which more detailed recommendations can be developed when the findings of the specialist adviser are available to complement them.

Recommendations for action by ESAs

- (1) Prepare a coordinated public information strategy for launch of a WSS programme for the 1990s.**

The public information campaign will need to be of a long-term and sustained nature and to have a single corporate identity. A clear common concept must be adopted, consisting of a simple message, logo, and descriptive materials about goals and strategies. The concepts and materials developed at the global level should be adapted for national campaigns in collaboration with national governments and other concerned institutions. The TWG-INFO recommends using a professional company specializing in the field of promotion/marketing to assist in the creation and evolution of the campaign. The complete corporate strategy must be prepared, endorsed and ready to run before the planned Global Consultation in India in September 1990.

- (2) Launch the 1990s programme through a regular series of events in both donor and developing countries, beginning with the Global Consultation in India in September, 1990.**

Following the launch, public and media interest must be sustained through a follow-up action plan, including media events, conferences, dissemination of PIP materials to specific audiences, and the mobilization of recognized public figures as "ambassadors" for

WSS programmes, nationally and internationally.

- (3) **Commit resources for a sustained PIP campaign at national and international level, including the finance needed to increase cooperation of ESA headquarters PI units and field PI focal points.**

As well as funds, PI campaigns need a regular supply of information. ESAs will need to produce examples on a continuing basis for global and national promotion efforts. Management information systems and technical information exchange activities need to be geared to generating information for promotional purposes. Initiatives which the TWG-INFO was particularly asked to investigate, such as the *La Villette Water for Life* exposition and the new magazine now beginning publication through UNDP, will form part of the collaborative strategy.

- (4) **Establish a core group drawn from ESAs and led by a single agency, to be responsible for management and coordination of PIP activities.**

Any public relations specialists employed would be responsible to this new core group. One important task of the core group would be to produce a full inventory of available PI materials at national and international levels, indicating the organizations and people producing them. The group would also designate and oversee Media Relations Centres to be established in existing institutions, and to be responsible for collection and dissemination of PI campaign materials.

- (5) **Use the promotional strength of the ESA Collaborative Council to advocate enhanced support for the sector at the highest level among donors and developing country governments.**

Country level activities

At national level, promotion of the WSS sector will also depend on coordinated strategies, making use of project/sector information, technical information and management information. It is therefore important to establish institutional and organizational contacts between the producers and users of such information and the communication specialists for whom it provides valuable promotional material. In developing countries, sector promotion can be achieved through a wide range of communication channels. Guidelines are needed on approaches for public awareness campaigns, which should be an integral part of all WSS programmes and projects from the planning to the evaluation stage. These campaigns need to be established in the context of national communication policies. They should make maximum use of community participation, recognizing that women in particular can play a vital communication role, if provided with the right material support. Public awareness campaigns should use of such avenues as:

- radio, television, cinema, and press
- traditional media, including alternative means of communication such as folk theatre
- the education system, where specially developed WSS promotional materials in vernacular languages may have a big impact on children, and hence on their families

ESAs should be ready to support developing country governments in efforts to activate public

awareness campaigns, directed at increasing demand for cost-effective WSS improvements and achieving higher priority for the WSS sector. Among the country-level actions identified are:

- (1) Establish or strengthen campaign coordinating committees, consisting of relevant government agencies, ESA field representatives and concerned NGOs.**

As well as coordinating campaigns to raise public awareness of WSS issues, the coordinating committees need to work in the area of health education and in mobilizing public participation in the implementation of WSS programmes. They should therefore have access to information and experience from a broad range of fields, including low-cost technology, health, education, community development and women's affairs.

- (2) Train community workers in communication skills and equip them with the information and materials to motivate community members.**

In developing countries, the focus of public information campaigns is to achieve greater motivation, community participation and support for WSS programmes.

- (3) Develop promotional materials in vernacular languages for use by community motivators, particularly women and schoolteachers.**

A major achievement of the IDWSSD has been the demonstrable successes achieved through greater involvement of women in all stages of WSS projects. The TWG-INFO believes that mobilization of women, individually and through women's groups, as campaigners and educators has great potential for improving promotion of the WSS sector.

Associated issues

In addition to the recommendations which fall strictly under its mandate from the 1990 Committee, the TWG-INFO identified three possible initiatives to be taken outside the PIP field, but with the same objective of raising public and institutional perceptions of WSS issues. These proposals were not elaborated into specific recommendations, but are drawn to the attention of the 1990 Committee as possible avenues for further study.

- (1) Investigate ways of influencing the content of development education curricula in developed and developing countries, to emphasize the concepts of sustainable WSS investments.**
- (2) Seek ways to raise the status of WSS sector professionals in developing countries, perhaps by greater recognition through fellowships, etc (perhaps the newly formed African Academy of Sciences is an initiative to be supported and replicated in other regions).**
- (3) In WSS sector approaches, seek to stimulate support for wider communication routes, including education and social mobilization leading to community participation and self reliance.**

The TWG-INFO commends the UNICEF approach, which assigns 1-1/2% of project budgets to public information, 3-1/2% to education, and 5% to social mobilization.

3. STRATEGY RECOMMENDATIONS FOR TIE, PSI, MIS

3.1 GENERAL CONCEPTS

The TWG-INFO's analyses of information issues confirmed that improved communication of information is a critical need in many developing countries. Better collection and dissemination of information of all kinds will provide the opportunity for more effective investment and avoid duplication of effort, and so help to meet the main goal of the Framework for Global Cooperation – accelerated WSS coverage in the 1990s.

By selecting Communication of Information as a focus for collaborative efforts, the ESA Collaborative Council has provided a much-needed opportunity to bring about accelerated and sustainable WSS sector development, through the widespread sharing of experiences and improved management of information. Continuing commitment by ESAs to coordinated support for DC efforts to strengthen information activities can, the TWG-INFO believes, have a major impact on the countries' implementation of sustainable WSS programmes.

In this context, the Group was pleased to note the resolution recommended by WHO's Executive Board for adoption at the forthcoming 42nd World Health Assembly, which includes the following clause:

“[The World Health Assembly] URGES external support agencies . . . to improve information exchange, coordination and cooperation, particularly at country level, in order to increase the effectiveness of their support to national programmes”.

In developing its recommendations for a programme of activities to be considered by the 1990 Committee, the TWG-INFO sought first to establish common approaches to the support of information management in developing countries.

The 1990 committee is urged to recommend to the ESA Collaborative Council that these general concepts be endorsed and adopted by all participating ESAs.

- 1. Establish Communication of Information as an essential component of sector strategy and commit support for developing country requests to include information activities in proposed WSS programmes and projects.**

Elements recommended for inclusion in such a component, which must include a budget line, are:

- Promotion, development and strengthening of national information systems, covering project/sector information and technical information.
- Introduction/improvement of management information systems both in WSS agencies and in the appropriate departments of planning and finance ministries.
- A specific project budget line for the acquisition of WSS information materials, the recording of project data, and their deposit/recording in documentation/information centres.

Note: This recommendation in essence means giving Communication of Information the type of priority already given to the Global Sector Concepts endorsed at the Interlaken Consultation and widely adopted by ESAs and DC governments. Provision for technical information exchange is in fact included in the four key components identified at Interlaken as essential elements of project documents.

2. **Ensure the maximum degree of compatibility within a country in the collection, storage and dissemination of WSS information, and support moves towards standardization of regional and global information exchange.**

Note: Specific recommendations which follow seek to develop standard formats and procedures to facilitate widespread information exchange at national, regional and international levels.

3. **Give priority in national programmes to strengthening the information handling capabilities of intermediate/district level agencies as the key link between national institutions and project/community workers in the field, where lack of information is most apparent.**

To achieve the desired coordinated approach, the TWG-INFO developed a series of recommendations for activities which should form part of a common communication of information strategy, and elaborated these, as far as possible, into specific recommendations for activities to be undertaken, with ESA support, at national, regional and global level. The strategic recommendations are summarized here. The specific recommendations are presented in the form of project proposals for consideration by the 1990 Committee and individual ESAs in Section 4.

As has been noted already, communication of information is not an end in itself. The objective is to assist in achieving more effective WSS programmes in developing countries. The TWG-INFO's recommendations have accordingly been divided into two categories: actions necessary in developing countries, with support of ESAs, to make the management and application of information most effective in improving sector performance; and support activities necessary by outside agencies, including national, regional and global activities.

The following recommendations represent a comprehensive package of activities which the TWG-INFO considers desirable in establishing national information strategies. The role of the ESAs is to encourage and support these activities, wherever their developing country partners indicate a wish to receive such support. The pace of progress will be determined by available resources, and also in some cases by success in the development of appropriate models and methodologies.

3.2 TECHNICAL INFORMATION EXCHANGE (TIE)

The TWG-INFO's recommendations for actions to improve technical information exchange are based on widespread adoption of the TIE Framework, developed by WSS and information specialists from ESAs and developing countries during meetings organized by IRC in 1987, and subsequently endorsed by the IDWSSD Steering Committee and major donors. The TIE Framework includes guidelines on four basic elements for establishing new TIE activities in projects and institutions, beginning at the project level: assessment of needs and resources; product development

and delivery; capacity building, including training of information producers and users; and promotion. ESAs will need to support country requests to allocate a budget line to increase resources for technical information collection and dissemination, beginning at project-level.

In formulating these recommendations, the TWG-INFO took note of the request from the TWG on Applied Research that it should seek ways to improve the dissemination of applied research findings, with special reference to research conducted in developing countries. The TWG-INFO agreed that applied research findings are an important element of technical information exchanges, and saw the TIE framework as an effective way of assisting in the identification and dissemination of such elusive items.

Country-level actions

- (C1) Establish and/or strengthen national information centres on water supply and sanitation, with special attention given to users at the intermediate/ district level.**

An important part of the required institutional strengthening should be measures to facilitate the acquisition of water supply and sanitation information materials by projects and institutions in developing countries, using donor agencies' distribution channels to help overcome currency exchange problems.

- (C2) Initiate pilot/demonstration projects in a number of developing countries, to illustrate the processes and benefits of information flow.**

Components of the demonstration projects should include some or all of items C1, C3 and C4 described here.

- (C3) Undertake a national inventory of technical information materials generated or produced by water supply and sanitation projects to maximize resources and avoid duplication.**

Supporting ESAs should also encourage the adaptation and repackaging of materials available from the ESA community, to make them suitable for local use at different levels.

- (C4) Encourage and train WSS project staff to document their project experiences and disseminate them widely, providing them with the means to do so.**

Support activities

- (S1) Identify lead agencies to initiate and monitor demonstration projects, to review and evaluate case studies, and to prepare a series of models for use by other developing countries.**

This core group of ESAs should also monitor and guide progress towards standardization of information exchange activities and report to the ESA Collaborative Council.

Note: This activity should be linked with the similar proposal for PSI. The number of countries and the scale of activities per country will depend on available finance and the expressed interest and absorptive capacity of individual countries. It may also be

appropriate to link the selection of case studies and/or demonstration projects with similar activities proposed by the TWG on Applied Research.

- (S2) Standardize as far as possible on information tools (storage and retrieval systems, formats and procedures for information handling, use of thesauri, glossaries, directories, and use of appropriate technologies such as CD-ROM, electronic mail, etc).**

This support activity should include:

- Preparation/updating of multilingual versions of a Glossary of Terms on WSS for use at all levels, and revisions to the existing Interwater Thesaurus to include environmental issues not presently covered and translations into more languages.
- Production of guidelines on appropriate hardware and software for computerized handling of various types of information, including techniques for exchanging information between different data bases.

- (S3) Strengthen the regional information systems, services, networks and training operations undertaken by: AIT/ENSIC, AMREF, CEPIS/REPIDISCA, CIEH, WHO/CEHA, WHO/PEPAS, and the UNDP/World Bank Regional Water and Sanitation Groups. Encourage and support greater collaboration among national, regional and international information/research centres, through meetings, exchange of data bases, abstracting journals, accession lists, cooperative networks, and other information sharing activities, including cooperation over the production and contents of newsletters.**

The TWG-INFO noted that a number of information agencies find it difficult to achieve self-financing because of mandates which prevent cost recovery (e.g. PAHO rules prevent CEPIS from charging private sector firms for REPIDISCA information). Similar restrictions may also apply to government agencies in developing countries, and measures need to be found for overcoming this constraint.

- (S4) Convene a meeting of ITN Centres, to compare and contrast capabilities and policies for TIE, strengthen the information role of the centres and establish a common approach.**

3.3 PROJECT AND SECTOR INFORMATION (PSI)

Country level actions

- (C1) Promote an informal forum comprising ministries, implementing agencies, donors, etc. for exchanging sector and project information.**

This forum should seek to identify one or more appropriate institutions to be assisted by ESAs in developing in-country information systems. It is envisaged that ongoing operational costs will be covered by national government. The TWG-INFO noted that in

some countries government agencies need to be motivated to share information; often there is a reluctance to be overcome. The forum will also review, adapt and improve the selected information resources, by drawing on current international sector and project information systems, in order to introduce the concept of standardization. An important end product of the resulting information system will be country sector directories regularly updated and containing information relevant for planning and resource mobilization. A sample format for such a directory has been included in Volume 3. The TWG-INFO believes that such directories also provide a potential mechanism for capturing information about WSS applied research activities conducted in developing countries. The information format is presently under review and should eventually be developed to capture qualitative information.

(C2) Initiate demonstration projects in a number of developing countries, to test procedures and formats for recording and updating project and sector information

The demonstration projects should include measures for linking country-generated information with that produced via the ESAs' PSI exchanges through the CESI (Country External Support Information) system operated by WHO. They should also make use of country-specific PSI produced through other international sources — an example is the WASH country profiles for 20 African countries

Note: Where appropriate, these demonstration projects should be linked with similar activities initiated through the TIE recommendations.

Support activities

(S1) Develop a 1-page flyer for widespread distribution by ESAs, promoting the declaration of support for information activities in WSS programmes.

(S2) Support regional centres in training activities and development of country capabilities in PSI.

(S3) Identify lead agencies, initiate and monitor demonstration projects and prepare guidelines for other countries.

Components of the demonstration projects will include strengthening of national systems for the collection, dissemination and updating of project and sector information, including establishment of links with the CESI system

Note: This activity is linked to the recommendation under TIE, and the two should be coordinated (an existing programme implemented by AIT/ENSIC with support from the Asian Development Bank is an example of such projects covering both TIE and PSI in six countries in Asia. A similar project has been proposed by AMREF in East Africa and is seeking donor support).

(S4) Maintain and enhance the CESI system for exchange of project information, ensuring that developments of the system reflect the planning and implementation

needs of developing countries, and that the reporting format is consistent with systems developed in DCs.

Additional funding support for CESI is urgently needed, to ensure that the extensive data base and dissemination system already developed can continue to operate and can be further developed to meet developing country needs.

- (S5) Develop standard reporting systems for WSS projects for use by both ESAs and DC agencies, and further refine the proposed format for national sector directories.**

ESAs should consider adopting compulsory reporting by projects in an agreed format to designated information centres.

- (S6) Retain a core group of ESAs to monitor and guide progress towards standardization of information collection, storage and dissemination, and to report to the ESA Collaborative Council.**

Note: This recommendation links closely with TIE recommendation S1.

3.4 MANAGEMENT INFORMATION SYSTEMS (MIS)

In addressing the topic of MIS, the TWG-INFO found it necessary first to limit the scope of its analysis and recommendations to MIS at the national level in developing countries. The difficulty is that MIS potentially spans a very wide range of subjects, which at regional and district level are related more to management issues than to information systems. The Group recognized that local level management of WSS projects and programmes is a critical issue in attaining sustainable development, but was forced to accept that discussion of the issue called for a much more localized approach than could be achieved through the TWG mechanism. The MIS recommendations have therefore been formulated on the basis of strengthening national management information systems. Local and regional activities will be necessary to achieve this overall objective, but have not been developed in detail by the TWG-INFO. Because so many MIS issues are country specific and linked to other aspects of WSS sector strengthening, the TWG-INFO agreed with a suggestion from the World Bank that the Regional Water and Sanitation Groups (RWSGs) should be closely involved with any ESA initiatives connected with MIS in developing countries.

Country level actions

- (C1) Establish the introduction of appropriate management information systems as a mandatory requirement of WSS sector programmes, and identify the appropriate entry point which will ensure that the MIS is able to assist and influence the central planning process, and to feed into other information and communication activities.**

In many countries, introduction of successful MIS will depend on a combination of institutional development, management training and promotion of the value of information.

(C2) Convene promotional workshops and seminars on information topics, in conjunction with regular training programmes serving the sector, to sensitize managers to the need for and skills required for implementation of management information systems at all levels.

Support activities

(S1) Identify lead ESAs to carry out an inventory of successful MIS systems, by reviewing examples from ESAs and DC governments. Develop a series of implementation models for national management information systems, including a checklist of elements to be included in appropriate management systems, to assist the planning and decision-making processes.

(S2) Establish model training courses as part of sector human resources development programmes, to equip managers for the implementation of MIS at each level.

4. PROJECT PROPOSALS

Under its Terms of Reference, the TWG-INFO was asked to recommend a programme of activities for meeting the needs of developing countries in the four categories of information and promotion. The strategic recommendations in Sections 2 and 3 are the basis of such a programme. Recognizing the desire of the 1990 Committee to present ESAs with potential projects for their discussions with developing country partners, the TWG-INFO has elaborated elements of the strategy into preliminary project proposals, which are described on the following pages. The proposals were generally developed in Working Groups, in some cases by individuals within those groups, and there was only limited opportunity for plenary discussion of the resulting proposals. In a number of cases, the project proposals include recommended activities to be undertaken in developing countries or through agencies represented in the discussions of the TWG-INFO. In endorsing these projects as useful elements of the overall strategy, the TWG-INFO emphasized the need to ensure that the opportunity remains available for all developing countries and agencies to identify appropriate projects.

Projects are labelled according to their information category (PIP, TIE, PSI, MIS). For TIE, PSI and MIS, the project ID numbers also indicate whether the projects are country-level (C) or support activities (S). Finally, a suffix is added (e.g. TIE C1.1) where projects have been developed by agencies or countries represented in the TWG-INFO, and should therefore be seen as illustrative.

The 1990 Committee is urged to ensure that the outcome of its consideration of the strategic recommendations in this report is brought to the attention of all developing countries, with an invitation to propose projects for support by ESAs.

Project ID: **PIP 1**

Description: **International Public Information campaign — Umbrella Project**

Background: There is a need to modify the type of PIP support provided at all levels during the IDWSSD, in order to ensure success in the 1990s.

Objectives: To achieve a higher priority for the WSS sector in both developed and developing countries; to raise additional resources for the sector.

Approach: Identify marketable messages on WSS for the various target groups.
 Organize media events on a regular basis.
 Generate media coverage of issues/successes in WSS (press, radio, tv) through the development of a network of interested journalists.
 Produce promotional mailings as required for well-defined target groups.
 Support national efforts in both donor and developed countries in public awareness campaigns.

External support: Professionals in the field of publicity/marketing, plus two or more additional staff for the lead ESA.

Time required: Continuous campaign over 10 years, with initial target of preparing and initiating a coordinated global strategy by September 1990.

Indicative costs: US\$300,000-500,000 per year.

External funding: All.

Remarks: This project calls for an early commitment by ESAs to the need for improved marketing of the WSS sector, which is currently investing more than US\$10 billion a year, yet devotes only a small amount to promotion.

Project ID: **PIP 1.1**

Description: **Waterlines**

Background: The journal *Waterlines* has been published as a quarterly since 1982, largely with the support of IDRC. It now reaches 1500 subscribers, and subscription and advertising income do not cover costs. Demand seems to be inhibited by lack of money, and in particular foreign exchange. Although presented as a PIP proposal, this project has strong links with TIE.

Objectives: To raise sponsorship for an extra 1800 subscriptions which will enable *Waterlines* to go regularly to a cost-covering audience of 3,300 (an estimated readership of 5 times that number), and for it to continue to provide practical and supportive information to programme staff at country level. In the first instance, this is a five-year programme, to give time for the extra sponsored subscriptions to be converted to individual subscriptions.

Approach: *Waterlines'* practice of clear and simple reporting of projects, achievements, failures and appropriate technologies will continue to match the sectors of interest of the new Decade. Sponsorship of bulk subscriptions by major ESAs will ensure that an enlarged constituency is reached through the period.

Local support: Authors

External support: ITDG provides one editor, plus promotion, distribution and production facilities.

Time required: 5 years, from August 1990

External funding: US\$165,000

Project ID:	PIP 1.2
Description:	Production and dissemination of promotional materials on Women, Water and Sanitation
Background:	The IDWSSD has demonstrated the great benefits from involving women in all stages of WSS sector development. Widespread dissemination of this message, using all available modern information technology will ensure that successes are replicated rapidly. Success with this theme, should lead to similar approaches to promote other key WSS concepts.
Objectives:	To prepare a "portable library" of available publications on the theme of Women, Water and Sanitation, some 200,000 of which could be stored on compact disc, and to produce and disseminate videos on the same theme.
Approach:	<p>Compile bibliographic references and assemble library of full texts</p> <p>Collate and design the portable library and transfer to compact discs</p> <p>Distribute copies to information centres, training institutions, media.</p> <p>Select themes for promotional videos</p> <p>Appoint specialists to prepare videos under direction of lead agency</p> <p>Prepare multilingual scripts and disseminate videos to technical and public information outlets</p>
Local support:	Local advisors, plus assistance from UN Task Force on Women
External support:	Consultants, hardware/software facilities, translations, publication/production.
Time required:	24 months
External funding:	US\$150,000

Project ID: TIE C1

Description: National Information Centre/Network

Background: In any particular country, there are numerous agencies active in the WSS sector. Information is scattered. Effective networking improves information exchange and reduces duplication of effort, by establishing a single reference point for deposit and retrieval of information.

Objectives: To designate and strengthen a national institute as the national information centre for WSS, linking national users of WSS information and providing facilities for updating and exchange of information.

Approach: Provide active support to information cells at institutions and organizations at the intermediate/district level, including training.

Act as an interface to establish information exchange between national and international users/producers.

Organize regular workshops for representatives from the national and intermediate levels, to encourage preparation and exchange of documents.

Local support: Library facilities, staff time

External support: Manpower, external coordination, travel, subsistence, documentation, library equipment.

Time required: 24 months

Indicative costs: US\$50-100,000 per country

External funding: To be determined.

Remarks: Though this project is identified as *Technical* information exchange, it is closely linked with the need for national coordination of project/sector information (Project PSI C1). Ongoing projects supported by IDRC in Indonesia, Thailand and Sri Lanka offer guidelines for development of national information centres. Two additional projects TIE C1.1 and TIE C1.2 have been proposed, in Tanzania and Kenya respectively.

Project ID: TIE C1.1

Description: Majidoc national network strengthening, Tanzania.

Background: Organized information is urgently required by sector staff for planning, constructing, operation and maintenance of WSS schemes. Also information is needed for rehabilitation. Currently information is scattered and no ready means are available for its quick dissemination to users.

Objectives: To enable the Ministry of Water of Tanzania to establish a national water and sanitation information network through strengthening of the provincial documentation centres.

Approach: Needs assessment of users
Establishment of Network Advisory Committee
Training of staff
Procurement of equipment and supplies
Documenting information
Development & dissemination of information products
Evaluation

Local support: 18 small documentation centres (buildings)
54 working staff.

External support: Training of staff
Documentation/Dissemination equipment and facilities
Transport

Time required: 3 years from January 1992

Indicative costs: US\$100,000

External funding: Total US\$100,000

Remarks: An existing project with IDRC funding is aimed at strengthening and building capacities of three existing documentation centres. There are 18 more documentation centres covering the whole country (one at each regional headquarters) that need strengthening and linking to headquarters and to one another. The first phase (3 centres) will run from July 1989 to December 1991. This project represents a proposed second phase.

- Project ID:** TIE C1.2
- Description:** AFYA Documentation Centre (AFDOC) — Kenya
- Background:** Kenya's Ministry of Health undertakes improvement of small water supply projects and programmes and promotion of sanitation improvements in rural areas, with funds provided by the Government of Kenya and ESAs.
- Objectives:** To strengthen the technical information exchange capacity of the MoH to improve collection and dissemination of information on water supply and sanitation, so as to make its promotion and implementation more effective.
- Approach:**
- I. Assessment of needs and resources
 1. Determine the scale of WSS activities in rural areas
 2. Undertake assessment of main target groups being addressed
 3. Establish the resources available for TIE and any additional resources needed.
 - II. Product Development

Develop guidelines on information handling and dissemination and on info products identified by users in needs assessment.
 - III. Capacity Building

Establish facilities and train staff in information handling and dissemination.

Provide software/equipment for storage and retrieval and establish linkages with the regional network (AMREF) and other sector information centres.
 - IV. Promotion

Disseminate products and services provided by the information centre.

Conduct education and training programmes to promote public awareness of WSS activities.
- Local support:** The project will be backed by trained manpower, in the form of public health officers and technicians
- External support:** Funding, hardware/software facilities, publication/production, travel/per diem, training/info and survey materials.
- Time required:** 24 months
- External funding:** US\$30-100,000

Project ID: TIE C2

Description: TIE demonstration project (component of Project TIE S1)

Background: Inadequate TIE, especially at national and intermediate level, has hampered effective use of available information and expertise, reducing the output in the water supply and sanitation sector both quantitatively and qualitatively.

Objectives: To strengthen the technical information exchange capacity at the country level in order to collect and disseminate information on water supply and sanitation. The methodology used will be based on the TIE Framework developed by a number of ESAs led by IRC at the request of the IDWSSD Steering Committee.

Approach:

I. Assessment of needs and resources

Identify local institution/consultant to do assessment. Undertake assessment of main target groups being addressed. Prepare national directory of info institutions specializing in water supply and sanitation.

II. Product Development

Publish national directory, prepare guidelines on info handling and dissemination and other info products identified in assessment.

III. Capacity Building

Develop info centre/unit; establish facilities and train staff in information handling and dissemination. Provide software/equipment for storage and retrieval, access to other databases (internal & external) in the sector. Establish networking arrangements with other sector information centres.

IV. Promotion

Disseminate products and services provided by info centre/unit. Publish newsletter. Hold training/promotional workshop on the use and value of technical information and demonstrate linkages with project/sector, public and MIS at country level.

Local support: Facilities, manpower

External support: Consultants, hardware/software facilities, publication/production, travel/per diem, training/info and survey materials.

Time required: 36 months

External funding: US\$30-100,000

Remarks: Interest in implementing such a project has been expressed by Cipta Karya in Indonesia.

Project ID: TIE C3

Description: Inventories of national technical information materials

Background: Many donor-funded WSS projects in developing countries produce technical information materials. These materials need to be catalogued and disseminated as necessary, to avoid unnecessary duplication and help in the sharing of experiences.

Objectives: To prepare a series of national inventories of technical materials and to provide ways of making them available to a wide audience.

Approach: Desk study and survey to identify available documentation in national, district, and local centres.
Indexing, cataloguing and production of abstracts, with qualitative assessment where possible, and indication of availability
Directory of suppliers/producers of information within the country

Local support: Facilities, manpower

External support: Manpower/logistic facilities, mailing costs, travel/per diem, printing costs.

Time required: 12 months

External funding: US\$30,000

Remarks: Ideally, this type of project should be undertaken as a first step in parallel with a needs assessment survey in all countries seeking to strengthen TIE capabilities. The TWG-INFO believes that 3-4 projects should be monitored and evaluated by one lead agency, to assist in the development of guidelines. Such projects could conveniently be linked with similar projects to collate project and sector information on a national basis (see Project PSI C1).

Project ID: TIE C4.1

Description: Training in report preparation and documentation of experiences — Cipta Karya, Indonesia

Background: Project staff are inexperienced and lack skills in report preparation and in recording experiences. As a result, valuable experience is being lost, which could be of help on future programmes.

Objectives: To provide training for Indonesian staff at the Cipta Karya Training Institute (Diplat Cipta Karya) in report preparation.

Approach: Identification of project staff for training and organization of courses with specialists in report writing

Seminars to spread knowledge among other project staff and encourage widespread project recording and dissemination

Incorporation of report preparation in regular project management training courses

Preparation of guidelines on report preparation in Bahasa Indonesia

Periodic evaluation of performance

Local support: Facilities, manpower

External support: Travel/per diem, training materials, printing, distribution.

Time required: 24 months

External funding: US\$85,000

Remarks: Clear links with Project C2, and should be seen as a pilot project demonstrating one particular aspect of the TIE Framework (inadequate report writing is a recognized constraint in many countries, hampering the recording of valuable project experiences).

Project ID: TIE S1

Description: **Demonstration projects and development of implementation models for technical information exchange at project, district, and national level.**

Background: Through the 1987 meetings on technical information exchange, a TIE Framework has been developed, through which developing country agencies can build up a TIE capacity incrementally, starting with exchanges among projects and programmes.

Objectives: To demonstrate application of the Framework in a number of countries, and develop model guidelines for widespread application.

Approach: Selection of lead agency, to review past experiences, develop preliminary implementation models, initiate and monitor demonstration projects, and refine the models.

Identification of ongoing or proposed WSS projects in which a TIE component could be added, with ESA support. 3-4 projects should cover a range of TIE activities, with emphasis on the intermediate/district level as the starting point.

Application of TIE Framework approaches — assessment of needs and resources; product development and delivery; capacity building; promotion (see Project TIE C2).

Evaluation of demo projects and of other ongoing TIE activities and production of model guidelines.

Local support: Manpower, facilities

External support: Manpower, external coordination, travel, subsistence, documentation, equipment.

Time required: 24 months

Indicative costs: US\$30-100,000 per country, plus US\$50-100,000 for coordination and preparation of implementation models.

External funding: Total US\$200,000, divided into 4-5 components.

Remarks: This project responds to the need for a coordinated approach to TIE within developing countries. Its output will provide important guidance for all countries wishing to implement TIE activities, while at the same time, the selected demo countries will benefit from improved TIE. Where possible, activities should be linked with pilot/demonstration projects for PSI and MIS, to help promote integration.

Project ID: TIE S2

Description: Updating and extension of "Interwater" tools for TIE

Background: The Interwater tools, developed by IRC in collaboration with IDRC and other ESAs, help with the standardization of terms for indexing and cataloguing information. The Interwater Thesaurus is used by project staff to improve standardized terminology in project descriptions and reports; the proposed Interwater Glossary of Terms and Expressions for WSS will facilitate translation of technical materials into other languages.

Objectives: To update the Interwater Thesaurus, by extending its coverage to include broader environmental issues, and by introducing versions in more languages. To prepare a companion Glossary of Terms and Expressions covering several languages.

Approach: Convene three annual meetings bringing together representatives of different linguistic groups (English, French, Spanish, Arabic, Portuguese, Bahasa Indonesia, and other languages on DC request).
 Identify and consolidate existing glossaries and thesauri
 Publish revised versions in both hard copy and CD-ROM
 Develop a system for maintaining modifications/changes in terminology
 Distribute revisions and promote their standardized use within the sector
 Arrange for further development and production of a user manual on data format conversion for Micro CDS-ISIS

Local support: Facilities, manpower, translations, distribution of publications

External support: Consultants, hardware/software facilities, translations, publication/production, telecommunications, printing and mailing.

Time required: 36 months

External funding: US\$100-200,000

Project ID: TIE S3.1

Description: Strengthening of the CEPIS/REPIDISCA information network

Background: REPIDISCA is a well established information network, for exchanging information among 21 countries in Latin America. It has 500 participating centres. Economic difficulties have limited access to the data base for a number of cooperating centres.

Objectives: To provide copies of the REPIDISCA data bases to each cooperating centre, by means of CD-ROM technology, and to assist individual countries to disseminate the data in cost-effective ways.

Approach: Produce a CD-ROM version of the REPIDISCA data bases
Equip 10 REPIDISCA centres with microcomputers, CD-ROM readers and fax machines
Strengthen CEPIS capabilities to manage and coordinate the network, through training and recruitment.

Local support: REPIDISCA staff

External support: Funding, consultants, hardware/software facilities, travel/per diem, training/info and survey materials.

Time required: 2 years

External funding: US\$100,000

Priority ranking: A — Essential

Remarks: CEPIS is well placed to implement such a project. Similar projects could readily be defined for AIT/ENSIC and AMREF, once the experience is available. Strengthening of the regional centres is an essential part of the support needed for improving TIE at national level.

Project ID: **PSI C1**

Description: **Strengthening of national systems for collection and updating of project/sector information**

Background: Information about sector activities, constraints and programmes is often scattered among several agencies. Records vary in both quality and format, and rarely does any agency have a full picture of the sector. Planning and implementation is therefore based on incomplete information.

Objectives: To improve planning and implementation of WSS programmes, by providing better quality information about past and ongoing programmes and sector constraints.

Approach: Identify and evaluate existing systems for recording project/sector information

Establish an informal forum of agencies and identify a lead agency in the country to be responsible for coordinating information gathering and dissemination

Provide guidance and support in development of compatible reporting formats, which will ease exchange of information both within the country and externally

Develop a country directory containing project and sector information, and arrange for regular updating and dissemination

Train project staff and documentalists to use and supply information

Local support: Staff in existing ministries and institutions, facilities for meetings.

External support: Technical assistance and equipment.

Time required: 24 months per country

External funding: US\$50,000 per country (6-12 countries)

Remarks: This is the major effort required at the country level, to improve planning and implementation of WSS programmes by enhancing the information available within countries. It will build on the CESI experience and take advantage of project information generated by ESAs through the CESI exchange, but adding information generated within the countries. Production of Country Sector Directories is seen as a fundamental step in building a programme for the 1990s. Specimen country profiles already exist, through CESI and WASH. Activities in 6-12 countries initially will provide rapid evidence of benefits and guidelines for wider implementation.

Project ID: PSI S1

Description: Promotional flyer for PSI

Background: If ESAs commit themselves to a strategy for improving the capacity of developing countries to plan and implement WSS programmes by building up the information base, as outlined by the TWG-INFO, DC governments, policy makers and technical staff will need to be made aware of the type of support offered.

Objectives: To propagate an agreed strategy by the 1990 Committee and the ESA Collaborative Council, with emphasis on PSI.

Approach: Design and produce a single-page flyer, with strong simple messages offering support for PSI activities in developing countries
Translation into international languages and major local languages
Print and distribute to both developed and developing countries (estimated 100,000 copies required)

Local support: Support activity by ESAs, led by CESI with guidance to outside consultants

External support: Consultants, printing and mailing.

Time required: 18 months

External funding: US\$60-200,000

Project ID: PSI S2

Description: Support for regional centres in training activities and development of country capabilities in PSI.

Background: Regional centres have the potential to form key focal points for exchange of project/sector information among countries and globally. They can also help through training of country staff in information handling, and by staging seminars and workshops to promote PSI collection in countries.

Objectives: To stimulate and develop country capabilities in collecting and disseminating PSI data, by providing support services through the regional centres.

Approach: ESAs to support regional centres in the provision of support services, such as regional seminars and workshops, training and demonstration projects.

Regional centres need guidance and technical support in introducing their own PSI systems as focal points for inter-country exchange

The centres should be equipped to provide system and programming services and establish communication links on the request of countries.

Local support: The regional centres have skilled staff, and facilities

External support: Advice and training from CESI, Geneva, to equip centres to assist countries

Time required: Short term advice for each centre, followed by approximately 2 years work by each centre in assistance to 2-4 countries per region

External funding: US\$20-40,000 per country

Remarks: Linked closely to Project PSI 2, this project would enable CESI to spread its experience more effectively, by using regional centres as intermediaries. Possible regional centres to be involved in such a programme include: CEPIS/REPIDISCA, AIT/ENSIC, PEPAS, CEHA, and the UNDP/World Bank Regional Water and Sanitation Groups.

Project ID: PSI S4

Description: Support for maintenance and enhancement of the CESI system for exchange of project/sector information

Background: The CESI (Country External Support Information) system helps to share project information among donors and contains valuable information to assist planners in developing countries. Operated by WHO in Geneva, CESI requires further donor support, to keep the system going.

Objectives: To sustain the operation of the CESI data base by WHO, as a core activity for information exchange among countries, and to enable the CESI experience to be transferred to developing countries.

Approach: Participating ESAs will need to contribute funding to continue the services provided by CESI — i.e. country-based listings of ESA supported projects.
Further support is needed to enable CESI to provide assistance to developing countries in building up their own PSI systems and in acting as a coordinator, to help achieve standardization of information among countries and regions.

Local support: CESI has a core staff based in WHO, Geneva

External support: The prime requirement is funding, though ESAs can also assist by seconding staff for particular CESI activities

Time required: Continuous from start of 1990

External funding: US\$300,000 per year core funding

Remarks: The CESI Secretariat is a valuable pool of expertise for assisting in PSI activities in all countries. To date, the value of CESI data has been confined to ESAs, but its potential benefits are much wider.

Project ID: MIS C1

Description: **Technical support for improved MIS in sector planning agencies**

Background: A number of countries recognize the need for improving the flow of relevant information to sector planners. More may be expected to respond to the ESA Collaborative Council's declaration of support for such improvements.

Objectives: To introduce effective MIS based on proven experiences in other countries.

Approach: Respond to request of DC planning agency for improved MIS based on approved guidelines

Assess needs, based on checklists and manuals, plus special country conditions

Train staff and introduce MIS methodologies

Monitor and evaluate, adjusting system where necessary

Compare with other countries and refine guidelines

Local support: Facilities, manpower

External support: Consultants, training materials, hardware/software.

Time required: 24 months

External funding: US\$50,000 per country, 5-6 countries

Remarks: Preliminary interest has been expressed by The Ministry of Planning in Indonesia, in participating in one such demonstration project.

Project ID: MIS C2

Description: **Regional workshops and seminars to promote effective MIS**

Background: Proven successes in MIS need to be disseminated among programme planners.

Objectives: To assist developing countries to share experiences and implement changes where necessary, to improve MIS systems for planning and implementing WSS programmes.

Approach: Convene regional/intercountry meetings with the theme of MIS, and encourage the sharing of good and bad experiences.
Sponsor participants willing to contribute to a dialogue on MIS
Publish proceedings and disseminate widely

Local support: Facilities, delegates.

External support: Consultants, travel/per diem, publication/production.

Time required: 18 months

External funding: US\$50,000 per meeting

Project ID: MIS S1

Description: **Develop an inventory of successful MIS experiences at national level in developing countries, and produce guidelines**

Background: Effective sector planning requires a MIS, which makes available a variety of information to decision makers. All countries have some form of MIS, but guidance is needed on the type of information to be included for best results

Objectives: To identify and document good MIS experiences and produce case studies, guidelines and checklists.

Approach: Identify a lead agency to undertake research and develop guidelines
Desk study and survey of ESAs, consultants and DC agencies to identify case studies
Evaluation of selected case studies and preparation of guidelines
Publication and dissemination of case studies and guidelines
Optional inclusion of pilot/demonstration projects, if requested by developing countries

Local support: ESAs, consultants and DC agencies to provide MIS examples for study

External support: Lead agency to collect data, evaluate and prepare recommendations.

Time required: 18 months

External funding: US\$60,000

This report is comprised of three separate volumes:

Volume 1: Recommendations

Volume 2: Analysis of Information Issues

Volume 3: Annexes