



Workshop on Harnessing Knowledge Management  
through Web 2.0  
Tools in the Era of Government 2.0

*Shanghai, Sep 25-27, 2010*

presentation by  
CARICAD  
Caribbean Centre for Development Administration

# About CARICAD

- Caribbean Centre for Development Administration,
- Location: Bridgetown Barbados
- Thematic Focus: Public Service Transformation serving 16 Members and Associate Members of the Caribbean Community (CARICOM).
- Four staff working on UNPAN (1 current, 3 on imminent initiatives)

# Knowledge Management

- Summary of contributions to UNPAN since 2008
  - eGovernment Training Module
  - Limitations
    - Difficulties obtaining content from Member States
    - Clearance for publication
    - Restructuring within the organisation

# Request from UNPAN-NY

- UNPAN-NY assistance for enhancing contributions
  - Hosting of a portal (enhanced interface and elimination of duplication)
  - Hosting of online training courses
- Assistance in your organization in improving knowledge management
  - Document Management Systems
  - Possible Integration to email system
  - Multi-lingual support? (Dutch)

# Areas of Improvement

- Inadequate frame of reference

# Way Forward

- Proposed collaboration with UNPAN
  - Written agreement for collaboration on
    - Hosting of a unified portal
    - Hosting of online training courses
  - To commence following the conclusion of this conference
- Commitment to UNPAN over the next two years
  - Designated staff member with KPIs on contributions to UNPAN
  - Research Assistant to whom follow-up on acquisition of content has been assigned

# Way Forward (Cont'd)

- Further contribution to the network
  - Outputs of Regional Information/Knowledge Management Training Programme
  - eGovernment Strategies, Regional and Subregional
  - Public Service Commissions – Community of Practice
  - Regional advocacy – encouragement of Member States to utilise the UNPAN resources for knowledge sharing

# Final Thoughts