Taking SuSanA to the Next Level: Knowledge Management Grant

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Taking SuSanA to the next level

Title: Supporting sustainable sanitation through knowledge management and collaborative action within SuSanA

Bill and Melinda Gates Foundation Grant to SEI

Value: USD $2,735,000

Title: Supporting SuSanA and the broader Water, Sanitation and Hygiene Community of Practice through an online platform

Dates: October 2016 - October 2019

Together with the long-term funding from BMZ to the SuSanA Secretariat

Main actors:

Stockholm Environment Institute, WaterAid, Oxfam, SuSanA Secretariat - GIZ, Ostella, Kellogg Consultants, Dotwerkstatt, BORDA, Cranfield University.
Grant Overview

The project aims to improve effectiveness of the SuSanA Platform as a knowledge management resource to achieve:

- Collaborative action by those committed to sustainable sanitation
- Effective knowledge management – improved information access
- Enhanced peer-to-peer learning through experience sharing
- Effective incorporation of international WASH organizations
- More focus in the Greater South

The vision for this work: - establish a comprehensive sanitation knowledge management framework that leverages on existing knowledge resources in the sector.
3 Central Outcomes

1. Improved use of the SuSanA Platform
   • More **use** of SuSanA platform (by identified target groups)

2. Demonstrable improvements in the **impact** the use of the SuSanA Platform has on members’ work in sanitation.
   • Improve SuSanA platform so it has more impact.

3. Strengthened **governance** and **institutional** sustainability of SuSanA.
   • Sustainable Operations & Budget for SuSanA
Key activities of SuSanA Phase 3

- Undertake a user experience study for the 2 websites to provide a plan for improvements
- Conduct a stakeholder market study to develop a communications strategy and an implementation plan for 2018 and 2019
- Carry out an organizational and funding study
- Development of key activities for years 2 & 3 based on the above work
Progress to date

Key study outcomes

1. **UX Study**
   - Highlights of strengths and weaknesses of current web design
   - Actionable recommendations for improving web design in order to deepen the impact and increase the quality of the impact of SuSanA on the target user

2. **Stakeholder Market Study**
   - To better understand who SuSanA’s global and local stakeholders are and their needs.
   - Networking needs and interests, with the Global South as a primary focus.
   - Actionable recommendations for regenerating SuSanA’s strategy to best meet members and sector needs.
Progress cont.

- **SuSanA Strategy Developed**
  - Consistent with the SuSanA’s ToC.
  - Drawing from the lessons of year 1 of the project.
  - Informed by the studies

- **Business model**
  - Defining our focus on the operational and strategic management of SuSanA.

- **A work plan developed**
  - Based on the priority activities

- **Communication developed**
  - Based on the user experience study and preferences.
Planned activities

High priority

• Persona model development
• Carrying out and implementation of the Organizational Study
• Strengthen curation of SuSanA products and services with further web platform improvements
• Develop Monitoring and Evaluation System
• Working Groups Development

Medium priority

• Increased collaboration with partner organizations and consensus building within the sector
• SuSanA meetings and in-country learning/exchange
• Public education through Wikipedia and support to journalists
SuSanA’s Key Performance Indicator Themes

Tracking progress in the following areas:

1. SuSanA positioning itself in the sector globally
2. Making the SuSanA tools more useful to national institutions and large implementing organisations
3. SuSanA’s ability to reach grassroots levels by overcoming digital and language barriers
4. SuSanA’s facilitating role in accelerating sector discussions on innovations
5. SuSanA’s ability to attract active partners and members who contribute time and knowledge
6. Impact of SuSanA activities on coordination and collaboration within the sector
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