SPREP INFORMATION AND KNOWLEDGE MANAGEMENT STRATEGY

2022–2027

SPREP
Secretariat of the Pacific Regional Environment Programme

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Our vision: *A resilient Pacific environment sustaining our livelihoods and natural heritage in harmony with our cultures.*

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GLOSSARY

Data: A collection of facts and quantitative measures which exist outside of any context from which people can draw conclusions. By itself data has relatively little value.

Information: Any collection of data that is processed, analysed, interpreted, classified or communicated in order to serve a useful purpose, present facts or represent knowledge in any medium or form. This includes presentation in electronic (digital), print, audio, video, image, graphical, cartographic, physical sample, textual or numerical form.

Information assets: An identifiable collection of data, information and knowledge recognised as having value for the purpose of enabling an agency to perform its business functions.

Information and knowledge management (IKM): The dual activities of information management and knowledge management, which may be undertaken as separate or integrated activities within an organisation.

Information and Knowledge Management Centre (IKMC): The regional centre of excellence for environmental information and knowledge in the Pacific that delivers: - SPREP Library services, Records, Archives and Preservation and Publications storage and dissemination services.

Information and knowledge management (IKM) team: The IKM team consists of four core staff: - Records and Archives Officer (RAO), Records and Archives Assistant (RAA), Knowledge Management Officer, (KMO) and Manager, Knowledge Management.

Information management: The collection, processing, organisation, storage and dissemination of data and information for a specific purpose.

Intranet: An intranet site is a private portal that allows employees to see internal news, updates, and documentation. It can serve as a company knowledge base, conversation and collaboration space, and leadership communications channel.

Knowledge: A body of understanding that is derived from analysing information. Knowledge may be recorded or embedded within people in organisation. Knowledge is a function of the experiences, skills and attitudes of the staff within the organisation combined with the information available and accessible.

Knowledge management: The leveraging of people, resources, processes and information to achieve a strategic objective.

1 OVERVIEW

This Information and Knowledge Management (IKM) Strategy for the Secretariat of the Pacific Regional Environment Programme (SPREP) guides the internal and external IKM of the organisation. Aspects of this work will be undertaken in collaboration with our Information Technology (IT) team and Communications and Outreach (CO) team whereby the infrastructure of IKM is developed and supported by our IT team and managing the quality and standard of our information and knowledge products, as well as the promotion of, is guided and supported by our CO team.

The strategy has a five-year time frame (2022–2027) and oversight, and the coordination of its implementation is led by the IKM team (see Annex II) in collaboration with relevant SPREP teams. It is currently intended to include all foreseeable outcomes under Organisational Goal 1 (See Figure 2).

SPREP's Information and Knowledge Management Centre (IKMC) have three core functions: Library Services, Records, Archives and Preservation, and Publication Storage and Dissemination (See Figure 1).

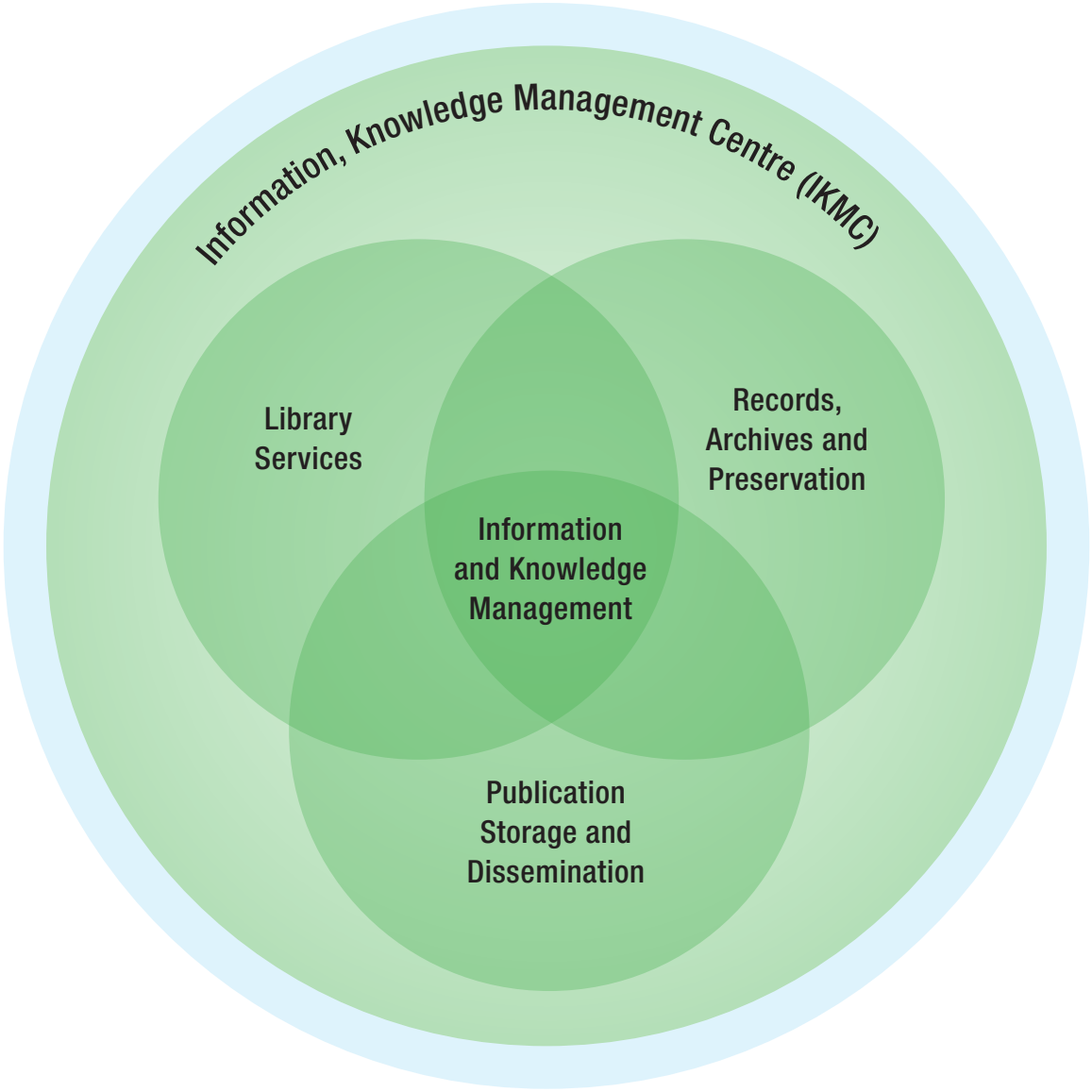


FIGURE 1 Key functions of IKM

2 CONTEXT

SPREP is the lead regional organisation for the protection and sustainable development of the Pacific islands environment. It was established by its Member governments in 1992 to support cooperation and coordination across the region. The agreement establishing SPREP (SPREP Agreement) came into force in 1993, officially making the organisation an autonomous inter-governmental body.

SPREP works closely with its 26 Member countries and territories along with partners, donors and stakeholders to deliver on environmental management and sustainable development in the region. In its Strategic Plan 2017–2026, SPREP prioritises four regional goals and five organisational goals.

The SPREP IKM strategy contributes to the SPREP vision through Organisational Goal 1 and its Objectives (See Figure 2).

SPREP'S VISION

A resilient Pacific environment sustaining our livelihoods and natural heritage in harmony with our cultures.

ORGANISATIONAL GOAL 1

SPREP has information, knowledge, and communications systems that get the right information to the right people at the right time and influence positive organisational, behavioural and environmental changes

1. Share and use knowledge through the development and maintenance of reliable systems and processes for the effective collection, storage, and access to critical information
2. Influence positive behaviour change within SPREP and its stakeholders through persuasive, purposeful, and integrated communciations
3. Improve quality and interoperability of information and communication technology infrastructure in the region.

FIGURE 2 SPREP Vision, Organisational Goal 1 and Objectives.

2.1 IKM in the context of SPREP's work

2.1.1 Information and Knowledge Management

- **Information management** is the collection, processing, organisation, storage and dissemination of SPREP information for its staff, Members, stakeholders and users
- **Information and knowledge management (IKM)** is the dual activities of information management and knowledge management which encompass all the work of the IKM team.
- **Knowledge** is a function of the experiences, skills and attitudes of staff within SPREP combined with available and accessible information.
- **Knowledge management** is the process of identifying, organising, storing and disseminating information and knowledge both within SPREP and to our Members, stakeholders and users. When information and knowledge is not easily accessible within SPREP, it can be incredibly costly to the organisation as valuable time is spent seeking out relevant information versus completing focused tasks.

2.1.2 Types of knowledge that exist within SPREP

- **Tacit knowledge** is knowledge that is found in people's minds. It's typically acquired through experiences and past practices, and it is intuitively understood. It's the know-how/wisdom rooted in practice and is often challenging to document and share. Examples of tacit knowledge can include language, facial recognition, or leadership skills.
- **Explicit knowledge** is documented in the form of various documents such as manuals, reports and guides, allowing SPREP to easily share knowledge across staff, Members and stakeholders. This type of knowledge is perhaps the most well-known, easier to share and disseminate. Examples include knowledge assets such as databases, white papers, reports and case studies. This form of knowledge is important to retain intellectual capital within SPREP as well as facilitate successful knowledge transfer to staff.

2.1.3 Why is IKM important?

- Information and knowledge are resources that are of critical importance to governments and organisations. They flow through every work process and impact every decision.
- Information is an asset, knowledge is power when shared. Both of which have the potential to inform critical actions and policy development in the Pacific region. Therefore, the goal of managing information and knowledge in a strategic way is to enable organisations to control, administer, use and share these assets throughout their lifecycle in a secure, efficient and accountable manner, maximising their impact and return on investment.

2.1.4 Why an IKM strategy?

- There is a need for strategic coordination of IKM within SPREP, providing guidance and working in collaboration with Programmes, Departments, Projects and Work Units (See Annex 3).
- Because the knowledge and experience of our staff is an asset. This must be managed efficiently, and its full value must be realised and incorporated into the work of SPREP.
- Because knowledge is often contained in organisational silos. Staff are saving reports and correspondences in their personal hard drives, in their laptops and in private programme folders. As a result, mistakes are repeated, successful practice is not replicated, and information and knowledge is lost when staff members retire or resign. These can become very costly and represents a loss in investment for the organisation. There is a need to capture institutional knowledge (See Table 1).
- Because knowledge management is more than IT systems. It is more than documents and files. It's about how innovative people, teams and networks are at utilising information to become more meaningful and add value to decision making.
- It supports the Organisational Goal 1 of the SPREP Strategic Plan 2017–2026.
- It supports the Role and Focus 6.5 of the SPREP Strategic Plan 2017–2026 that SPREP will act as a repository and manager of information and knowledge.

Suite of SPREP knowledge products.

3 PURPOSE, SCOPE AND TARGET USERS

The purpose of this IKM Strategy is to:

- Emphasise the importance of documenting, intellectual ownership of information and knowledge within SPREP
- Inform and guide the management, retrieval, access and dissemination of SPREP information and knowledge
- Establish clearly defined roles and workflows between SPREP staff members and the IKM team.
- Provide strategic guidance to and coordination of IKM work within SPREP including Programmes, Departments, Projects and Work Units.

The scope of this strategy covers all SPREP staff members including consultants, secondments and associates. A copy must be included in starter kits for all new staff members. It also seeks to ensure the chance is given to a wide external audience to access the information and knowledge in a variety of ways and through different channels.

Samoa College career day, attended by SPREP staff to share their knowledge and experience.

4 SITUATIONAL ANALYSIS

FIGURE 3 SWOT analysis.

4.1 Current knowledge sharing practices

- Staff seminar series
- Webinars
- Records Management and Archives
- Staff training
- Staff meetings
- Workshops
- Community of Practice (COPs) e.g., Blue team, Communications Advocacy Group (CAG), Partnerships Resourcing Reference Group (PRRG), etc.
- Social events
- Talanoa sessions

4.2 Categories of existing IKM products and services

(See full list of products and services in Annex I)

Databases	**IT systems**
Publications	**Meetings**
IT networks	**Teams**
Portals	**Websites**
IT tools	**Working groups**

4.3 IKM challenges, needs, solutions and opportunities

Challenge (what)	User need (why)	Existing, proposed solution and opportunity (how)
Scattered internal information, documents and knowledge products throughout the organisation	We need one central, searchable location for all internal organisational information and knowledge	Utilise the Intranet and ensure all official documents and knowledge products with the IKM team
Scattered official SPREP publications and knowledge products	We need one central repository for all official SPREP publications and knowledge resources	SPREP Virtual Library and Chatbot
Non-compliance with Publication guidelines, policies and workflow	We need to strengthen the process for all official SPREP publications to comply with guidelines, and policies by our Communications and Outreach Team (CO)	Develop new or review current publications policies and raise awareness on existing guidelines Automate publication workflows as part of the digital transformation. Reports that do not follow guidelines and workflows will not be approved for publication.
Staff waste time trying to track down information and knowledge they need to do their jobs	We need staff to deposit and utilise the Registry system with important correspondences for future references and archival purposes	Raise awareness amongst staff on using the Registry system and Alfresco. Embed in staff PDPs, JD, and TORs the importance of records management
Scattered environmental data	We need to streamline the flow of data within the organisation	SPREP official data to be centralised with the Pacific Environment Data Portal managed by the Inform project
Lack of proper channel/ system to document lessons learned	We need to utilise an existing system to document lessons learnt from existing and past projects	Embed a lesson learned page on the website and Intranet. Raise awareness and consult with relevant departments and units within SPREP
Silo working behaviour in projects towards IKM practices	Projects to deposit their final knowledge outputs in the SPREP Virtual Library/Registry and data in the Inform portal. Utilise the Project Information Management System (PIMS) to store project information	Awareness raising and ongoing training on uploading documents in the SPREP Virtual Library, Registry, Inform portal and PIMS
Time and availability of staff to participate in staff seminars and share knowledge	We need to encourage staff to share knowledge regularly with staff through internal seminars	Continue to promote a culture of knowledge sharing through staff seminars and other avenues.
Fragmented IKM policies and workflows	We need to develop proper policies, workflows and institutional settings for IKM	Consolidate existing and develop new policies, workflows and review existing ones
Institutional knowledge is lost when staff members leave the organisation or move to another role	We need to document expertise of staff members in a database and get them to provide training and share knowledge in a staff seminar/webinar	Encourage staff members to participate in a staff seminar/webinar and build into job descriptions and into their terminal reports. Document explicit knowledge into guidelines, manuals, and other formats.
Underutilisation of staff knowledge and expertise in other areas	We need to document and utilise other existing knowledge and capability of staff	Add on to existing staff members' profiles after consultation with Human Resources department and individual staff members. Use an existing tool such as SharePoint for this purpose. A database of staff profile and areas of expertise and experience.
Loss of data from laptop crashes and external hard drive failures	We need staff to do their backups	Staff to do regular backups and IT to send reminders

TABLE 1 User needs analysis.

5 IKM STRATEGY VISION AND MISSION

5.1 Vision

The vision of the SPREP IKM strategy is:

SPREP is a knowledge centric organisation where access to information and knowledge is made easy and an empowered organisation with a culture of sharing and collaboration.

5.2 Mission

The mission of the SPREP IKM strategy is:

To offer SPREP staff, Members, stakeholders and users a modern, efficient and reliable information and knowledge management environment, which accelerates decision-making processes whereby easy and timely access to the right information and knowledge is paramount.

SPREP staff monthly seminar series: knowledge sharing activity at the IKMC.

6 GUIDING PRINCIPLES

The IKM Strategy conforms to the principles set out in the ISO 30401 for Knowledge Management that the following guiding principles are based on:

Information and knowledge are valued assets

Information and knowledge are assets to any organisation and SPREP must manage them wisely

Information and knowledge need the right organisational environment to thrive

SPREP has the appropriate technology and up to date systems to store, manage and retrieve information and knowledge when needed

Information and knowledge is captured where necessary and possible

The right information and knowledge must be captured, stored and disseminated accordingly

Information and knowledge is freely sought and shared

Information and knowledge are openly accessible and are shared both internally and externally to increase knowledge, understanding and improve our effectiveness

Knowledge increases value through re-use

SPREP must acknowledge the importance of lessons learnt from past projects

Up to date information and knowledge

Current and up to date information and knowledge is easily available and accessible to all staff, Members and stakeholders at all times

7 GOALS AND OBJECTIVES

The following IKM strategic goals, objectives and strategic actions will contribute to the SPREP organisation-wide expected strategic results. These results are achieved through the development and delivery of a series of products and services at SPREP, which are further detailed in the IKM team annual workplans.

The IKM Strategy has four broad goals: People, Process, Technology and Culture which are key enablers for the successful implementation of the IKM strategy (See Figure 4).

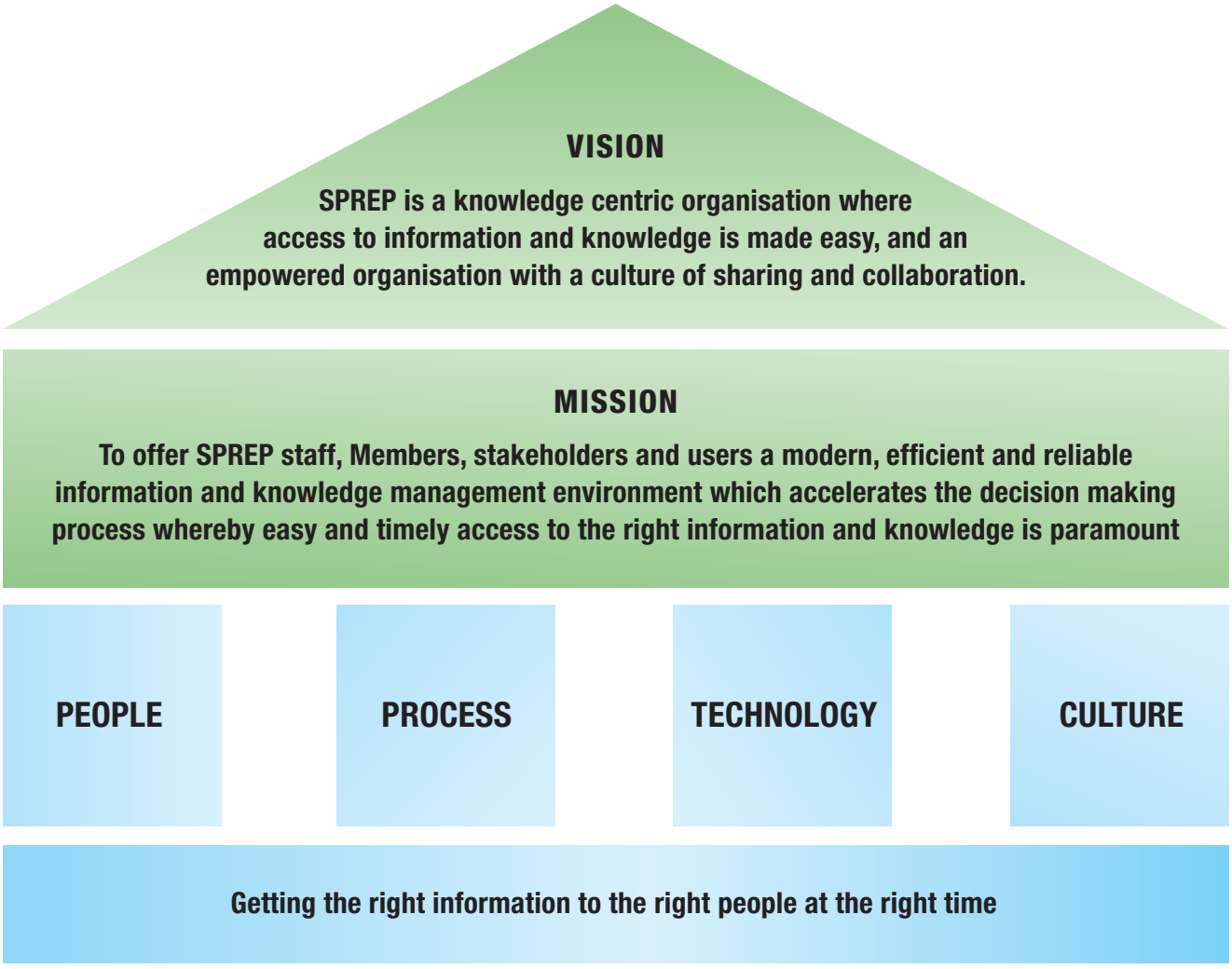


FIGURE 4 IKM strategic goals.

GOAL 1 PEOPLE

To facilitate people-enabled knowledge sharing within SPREP and external stakeholders

OBJECTIVES AND STRATEGIC ACTIONS

- Facilitate knowledge sharing in different forms and through different channels both online and offline
- Recognise the importance of sharing information and knowledge throughout SPREP
- Facilitate internal staff seminars to include speakers from Programmes, Departments, Projects and Work Units as well as external speakers from time to time
- Ensure that all internal knowledge through staff meetings, workshops, capacity building trainings are documented and shared to ALL staff members
- Encourage the sharing of tacit knowledge from person-to-person, while gradually investing in means to capture it and converting it into more tangible and explicit knowledge
- Establish a knowledge and skills base where staff collaborate and share ideas and mandate the use of personal profiles to easily identify other staff skills and tacit knowledge but subject to our Personal Information Policy

Simu Primary School with SPREP staff during our Open Day in 2021.

GOAL 2 PROCESS

To ensure information and knowledge are accurately managed and SPREP staff have easy and timely access to the right information and knowledge in the right place at the right time.

OBJECTIVES AND STRATEGIC ACTIONS

- All official SPREP publications and knowledge resources follow the SPREP publication guidelines set out by the CO team and are catalogued and stored in the Virtual Library as the central repository and a single source of truth (SSOT) (See Figure 5)
- Ensure all internal information and documents are stored, updated and accessible on Fagogo Intranet as a SSOT
- Enhance on the metadata tagging work across all existing portals as it is key to discoverability and classification of information
- Important correspondences are registered in, and accessible from Registry files and link to Alfresco (EDRMS) for an easier wider discoverability
- Increase information systems integration to the Virtual Library as the central SPREP repository to allow replication of entries to other portals/databases and avoiding duplication of labour and error
- Ensure that explicit information and knowledge are shared legally and safely around the organisation and to Members, stakeholders and users in compliance with the SPREP Information Security Policy
- Ensure all data are to be stored and managed in the Pacific Environment Data Portal
- Ensure SPREP's legacy collection (text, audio and video) are digitised and available online in the latest format for preservation and accessibility purposes

School students studying at the SPREP IKMC.

1 Thinking and Planning

Well before any work commences on your materials, careful thought should be taken to establish what you are trying to achieve and who your audience is. The Communications and Outreach (CO) team can help with the publications planning process.

2 Complete the Publication Brief and develop a work schedule

All SPREP publications and other branded materials need to start off with a complete brief. The SPREP Publication brief helps everybody to get a clear sense of expectations and anticipated outcomes. It will enable you to set your budget and your timelines.

3 Content development

Developing the content for your communication materials is your responsibility.
Ensuring that the content meets SRPEP standards is the responsibility of the CO team.

4 Content approval and design

Once your text is complete and peer review is complete, it must be signed off by the relevant Programme Director before being sent to the CO team. They will then review the content.

5 Quotes

The CO team will arrange your print/production quotes and provide you with an analysis of the costs to assist you in making a decision. This will be coordinated in accordance with the SPREP procurement policy.

6 Getting the ISSN, ISBN and CIP

The IKM team will prepare a CIP information with ISSN or ISBN and send to the CO team.
A credits page must be included, followed by the CIP. The designer must follow the same format as in the credits sample page.

7 Final sign-off, printing, dissemination and storage

Final sign-off for SPREP publications rests with the relevant programme director and the COA. Once the final version has been approved, the graphic designer will produce a set of web and print ready files which are then filed with IKM and uploaded to the SPREP virtual library and website. IKM team to disseminate to members, partners and relevant stakeholders.

CO/IKM teams to share on SPREP social media platforms: Facebook, Twitter, YouTube and LinkedIn.

FIGURE 5 Seven step SPREP publication process.

GOAL 3 TECHNOLOGY

To ensure information and knowledge products are shared to staff, Members and stakeholders on a regular basis utilising existing and adequate IT systems and tools

OBJECTIVES AND STRATEGIC ACTIONS

- Facilitate improvements and interoperability capabilities of information and knowledge portals within SPREP in consultation with the IT team.
- Ensure that updates of newest resources added to the Virtual Library are shared to SPREP staff, Members and community through the 'Give Me Library' monthly highlights
- Increase the frequency of making content available to users in a timely manner on social media, webinars and other existing IT tools and systems
- Facilitate updates of all SPREP knowledge products to disseminate to SPREP Members, partners and stakeholders on a quarterly basis
- Ensure new SPREP knowledge products are visible in existing portals, websites and social media platforms
- Utilise all existing and adequate IT tools and systems to collect, organise, store and disseminate information and knowledge
- Provide IKM oversight and policy driven approach for integration of new and existing portals with the SPREP Virtual Library. (See Figure 6 and Annex 1 for portal names).

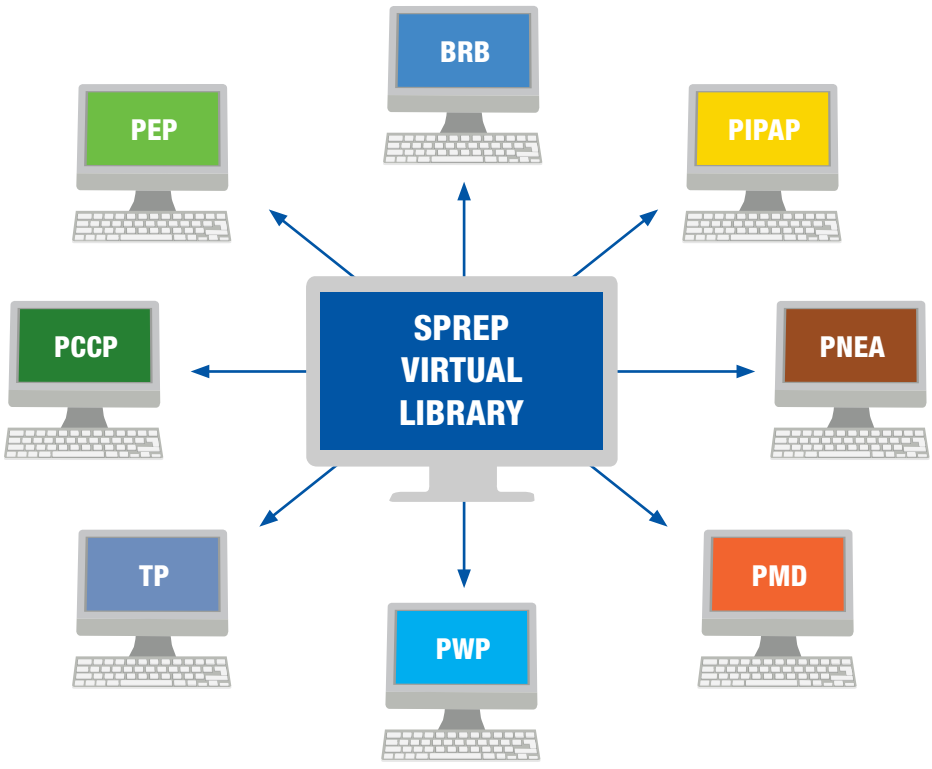


FIGURE 6 SPREP virtual and existing SPREP portals.

GOAL 4 CULTURE

To encourage staff to support the creation, nurturing and sharing of existing and new information and knowledge within SPREP

OBJECTIVES AND STRATEGIC ACTIONS

- Every member of the staff will be able to readily access all knowledge, collaborative tools and assets relevant to their work, past and present, internal and external to the organisation
- Recognise the importance of staff members as agents of knowledge
- Provide existing and on-boarded staff with easy access to information and knowledge
- Encourage practice of good governance in proper records management
- Encourage creation and sharing of information and knowledge as a standard mode of operation while working at SPREP
- Facilitate the creation of, location and sharing of knowledge and expertise that is to be seen and perceived as a corporate asset

School of International Training (SIT) students at the IKMC during a knowledge sharing session with the PCCC team.

8 RISK MANAGEMENT

Information and knowledge are not only positive things that organisations should manage and get the best out of it. SPREP also needs to consider information and knowledge risks because of the emerging number of these risks and the growing complexity of the organisation.

Some of the risks that we need to consider are human knowledge risks, reputational risks, technological risks, and operational risks. There will be consequences to SPREP of knowledge risks such as knowledge loss because of employee leaving the organisation or some technical faults (e.g. computer breakdown). Also, information and knowledge leakage whereby SPREP will be in a situation when sensitive organisational information such as sensitive client information, financial information ends up in the hands of unauthorised parties.

These risks require a set of tools and approaches to identify, prevent and manage them. For example, knowledge maps, in general, locate important knowledge in SPREP and provide information of where to find it. This is addressed in this strategy. Other options include motivating and encouraging staff to share their knowledge and not take it away. This is an existing practice as noted earlier in the document and the IKM team is continuously working on ways to strengthen this initiative. Another option is to transfer and store crucial knowledge in IT-based databases. This is something that will be addressed in this strategy.

Because of the plethora of potential information and knowledge risks that can occur in SPREP, it warrants a separate document to address these risks in parallel with the SPREP Risk Management Policy and Manual.

9 MONITORING AND REVIEW

The SPREP IKM team is responsible for the review of this strategy every year, or as necessary, in consultation with the Monitoring and Evaluation (M&E), IT, CO teams and other relevant staff members. It is important to note that this strategy is also subject to change at any time and therefore it is flexible enough to include new ideas, processes and technological advancements to ensure that it will remain relevant and appropriate.

10 RESOURCING

The implementation of the IKM strategy would be incorporated into the daily work and activities of the IKM team, Programmes, Departments, Projects and Work Units. Some of the solutions recommended in this strategy have been implemented or are in progress. Others are ongoing activities as part of the everyday work of the IKM team at the SPREP IKMC of which our operational budget will be utilised. Implementation of other activities outlined in this strategy particularly the ones that involve projects would be achieved on a cost recovery basis.

In terms of tools, systems and processes, these would be achieved through our collaborative work with the IT and CO teams. All our activities are towards achieving objectives of Organisational Goal 1 of the SPREP Strategic Plan 2017–2026.

11 GENDER

This IKM strategy complies with the SPREP Gender Mainstreaming Policy and ensures that all SPREP information and knowledge resources are accessible to all people of any gender equally anytime, anywhere. A special collection of gender information and knowledge resources is available on the SPREP Virtual Library for public access. Similarly, a compilation of internal documents on this subject is also accessible through the intranet for internal staff members only.

SPREP also has a "Mainstreaming Gender Equality in SPREP Communications Products and Services Guide, checklist and reporting form" this aims to ensure all products developed, and activities led by SPREP strive for gender equality and inclusivity.

Opportunities for sharing knowledge and experience for all staff through our monthly staff seminars/ webinars are also available. Internal staff trainings are also being organised for everyone and there is no limitation to the numbers and/or composition of participants.

Equal access to information and knowledge is essential to the work of SPREP and therefore conferred to all staff, our Members, stakeholders and users.

12 ANNEXES

ANNEX I Inventory of current IKM products and services

This is a snapshot of the current IKM products and services that SPREP provides to our staff and external clients. It contains six different categories of products and services.

Networks, face-to-face interactions, peer-to-peer interactions

Websites, databases, ICTs, portals

Resource materials, hard and soft copies

Practices / Technologies

Messaging / E-discussions / social media

Trainings / Capacity Buildings

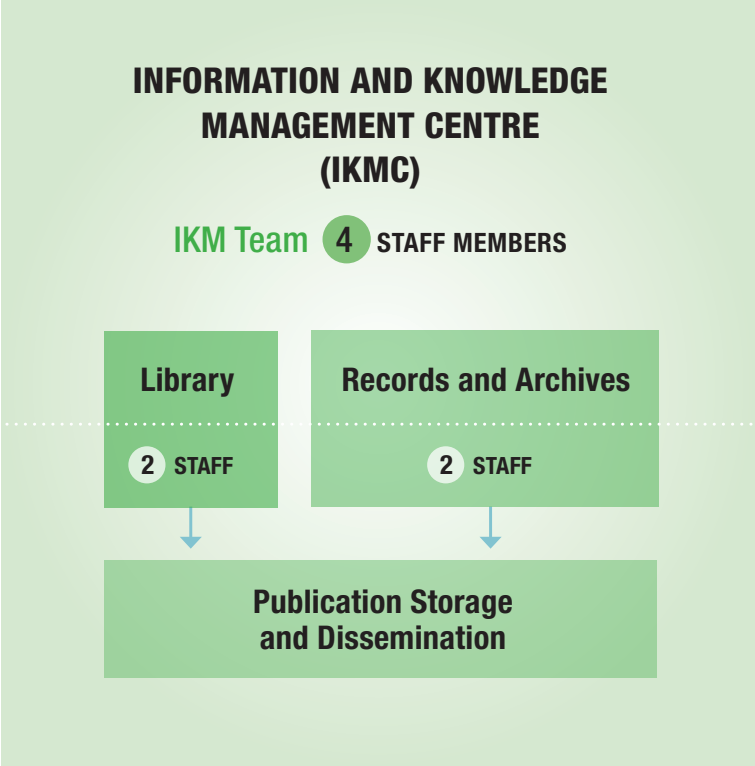
Product / service	Focus area / expertise field	Main goal	Main target audience	Product / service type
Networks, face-to-face Interactions, peer-to-peer interactions				
Awareness programs	Comms / IKM	Raise awareness of SPREP, Pacific environment issues and Pacific leadership	Stakeholders	Advertisements, promos
Open Day	SPREP	Raise awareness of SPREP, our Pacific Island members and our work	Students, Teachers, Public	Open Day
Staff Seminars	IKM	Encourage knowledge sharing amongst staff	Staff	Monthly staff seminars
Webinars	SPREP	Raise awareness of current environmental issues in the region	Staff, Members, Stakeholders	Quarterly webinars
Websites, databases, portals, systems				
SPREP Website	SPREP	Global awareness, data, information, knowledge products, news, and awareness materials	Staff, Members, Partners, Stakeholders, Public, Students, Researchers	Website
SPREP Virtual Library	SPREP	Update of environmental related knowledge products produce by SPREP and partners	Staff, Members, Researchers, Students, Public	Virtual Library
Pacific Islands Protected Areas Portal	IOE	Provide tailored protected areas information to the Pacific region	Members, Stakeholders, Public	Portal
Pacific Climate Change Portal	CCR	Provide tailored climate change information to the Global community	Members, Stakeholders, Public	Portal
Pacific Environment Data Portal	EMG	Provide tailored environmental data information to the Pacific region	Members Stakeholders, Public	Portal
Pacific Meteorological Desk	CCR	Provide tailored meteorological information to the Pacific region	Members, Stakeholders, Public	Website

Product / service	Focus area / expertise field	Main goal	Main target audience	Product / service type
PacWastePlus Website	WMPC	Provide tailored waste management information to the Pacific region	Members, Stakeholders, Public	Website
Websites, databases, portals, systems				
Intranet	SPREP	Provide internal documents and information	SPREP staff	Intranet portal
Turtle database	IOE	Provide data and information about turtle conservation in the Pacific region	SPREP staff, Members, Stakeholders	Database
Battlers Resource Base	IOE	Provide data, information and knowledge products on invasive species management in the Pacific region	SPREP staff, Members, Partners, Stakeholders	Portal
Finance Management Information System (FMIS)	Finance and Administration	Provide internal financial information	SPREP staff	Information system
Project Information Management System (PIMS)	SPREP	Provide internal project information	SPREP staff	Information system
Electronic Document and Records Management System (EDRMS)	SPREP	Storage and retrieval site for internal documents and information	SPREP staff	Information system
Performance Development Plan (PDP)	SPREP	Information about staff performance, planning purposes and activities	SPREP staff	Information system
Resource materials, hard and soft copies				
Reports	SPREP	Reporting	Stakeholders	Reports
Brochures,, Factsheets, Leaflets, Newsletters, Videos	SPREP	Awareness, call to action.	Stakeholders	Brochures
Banners	SPREP	Awareness, call to action.	Stakeholders	Banners
Posters	SPREP, Pacific Members	Awareness, call to action.	Stakeholders	Posters
Practices / Technologies				
Internet	SPREP	Uploading and downloading of information, communication	Global audiences	Internet
GIS	EMG	Mapping and locating	Members, Stakeholders	Computer software
Computer systems	SPREP	Data input, output and storage	SPREP staff	Computers
Telephones	SPREP	Communication, sending and receiving messages/information	SPREP staff	Telephones
Messaging / E-discussions / social media				
Emails	SPREP	Communicating information to and from, call to action.	SPREP staff, Stakeholders	Emails
Facebook, Twitter, YouTube, LinkedIn	SPREP	Awareness and communication, call to action	Global stakeholders	Social networks
Phone and video conference	SPREP	Collaborate and communicating information	SPREP staff, Consultants, Stakeholders	Virtual conference facilities
Zoom, MS Teams	SPREP, Pacific Members	Collaborate, communicate and knowledge sharing	SPREP staff, Members, Partners, Stakeholders, Public	Virtual conference facilities
Trainings / Capacity Buildings				
Workshops	SPREP staff	Input views on relevant activities	SPREP staff	Internal and external IKM
Trainings	SPREP staff	Capacity building	SPREP staff, Stakeholders	Internal and external IKM
Webinars	SPREP staff	Exchange knowledge and ideas	Stakeholders	Internal and external IKM

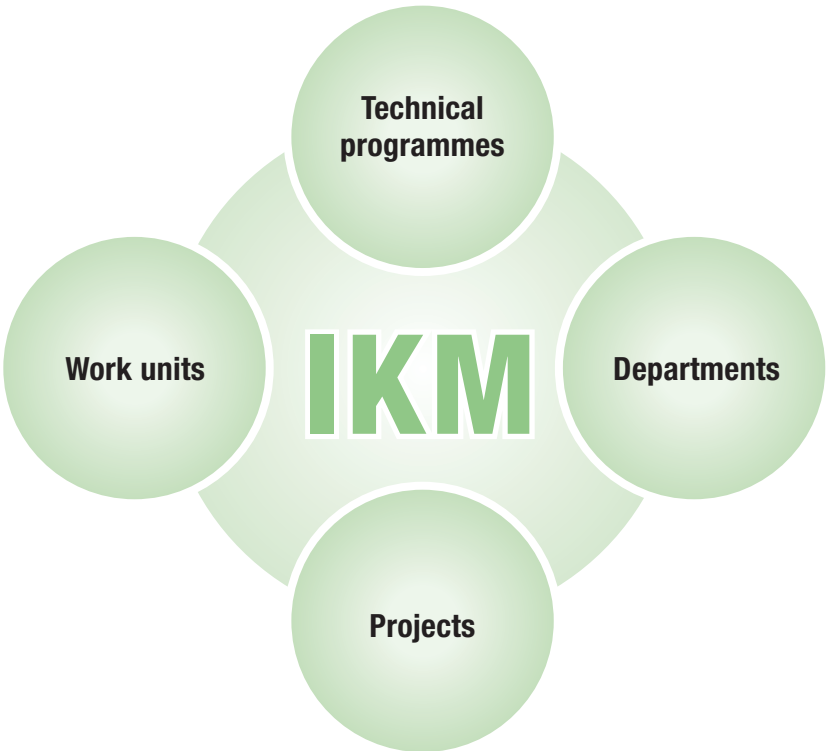
SPREP IKM Systems

SPREP Website	https://www.sprep.org/
SPREP Virtual Library	https://library.sprep.org/
Pacific Islands Protected Areas Portal	https://pipap.sprep.org/
Pacific Climate Change Portal	https://www.pacificclimatechange.net/
Pacific Environment Data Portal	https://pacific-data.sprep.org/
Pacific Meteorological Desk	https://www.pacificmet.net/
PacWastePlus Website	https://pacwasteplus.org/
Pacific Network Environmental Assessment	https://pnea.sprep.org/
Battlers Resource Base	https://brb.sprep.org/
Tomai Pacifique	https://tomai.sprep.org/

ANNEX II IKM structure



ANNEX III IKM coordination mechanism within SPREP



SPREP
PROE