

## Chapter 5

### Project Plan

#### 5.1 Process

##### *Start Phase*

Marketing the project to PICTs and potential partners

##### *Phase Two*

Content Modifications

##### *Phase Three*

Training

##### *Phase Four*

Dissemination of materials

##### *Final Phase*

Seminar, ongoing feedback and updates.

#### 5.2 Activity schedule

##### *Start Phase*

**Activity 1:** Complete implementation of ABS LMS; develop in-house experience and expertise.

**Activity 2:** Inform PICT managers of proposed project. Send out information on LMS to PICT NSOs, including written materials and a CD-ROM version of the LMS interface, Capability Framework, Virtual Community (VC) Interface, and web portal. Contact each directly to encourage them to read fully the information and to respond with queries and suggestions. Record responses and consider where recommended changes can be accommodated. Find out which training modules would be most urgently needed. If feedback is generally positive proceed to Activity Three.

##### **Milestone 1.**

**Activity 3:** Approach SIAP to discuss incorporating their training resources (on-line and other) into the PICTs LMS, and hosting or facilitating train-the-trainer workshops. Approach AusAid to apply for funds required for in-house training (i.e. travel costs for participants) if SIAP unable to provide. Other possible sources of funding are ADB Paris 21, UNESCAP. The SPC can be approached also to assist in many stages of the project, including content design, training, updating of content management resources.

**Activity 4:** Design detailed work program.

### **Phase Two**

**Activity 5:** Tailoring LMS, CF, VC and Portal to PICT needs, from information gathered in phase one. Develop CD-ROM versions of training packages (highest priority first) broken up into smaller sections.

### **Phase Three**

**Activity 6:** Bring NSO statisticians to Australia for training in the use of ABS LMS and official launch of the project. **Milestone 2.**

**Activity 7:** Send observers to make sure that trainers are conducting echo-training adequately.

### **Phase Four**

**Activity 8:** Provide PICTs with access to LMS online, and send out CD-ROM versions. Continually update links to regional training resources through Content Management function of LMS.

**Final Phase**

**Activity 9:** One year conference to keep momentum and motivation up, get direct feedback and discussion, and encourage regional unity. **Milestone 4.**

**Activity 10:** Continue to get feedback from PICTs on new needs and emerging trends within the region’s statistical community to keep training modules relevant. Implement new technologies to continue to meet the overall goals of keeping the PICTs’ capabilities in line with international standards (possibly including wireless technology, videoconferencing etc when viable).

**The ABS/PISCES Gantt Chart**

ID	Task Name	Duration	2004												2005														
			A	S	O	N	D	J	F	M	A	M	J	J	A	S	O	N	D	J	F	M	A	M	J	J	A	S	O
1	Complete implementation of ABS LMS. Develop in-house experience and expertise.	6 mons																											
2	Inform PICT managers of proposed project. Send out information on LMS to PICT NSOs. Contact NSOs each directly. Find out which training modules would be most urgently needed.	2 mons																											
3	Approach SIAP to discuss incorporating their training resources (on-line and other) into the PICTs LMS, and hosting or facilitating train-the-trainer workshops.	8 mons																											
4	Design detailed work program.	5 mons																											
5	Tailoring LMS, CF, VC and Portal to PICT needs, from information gathered in phase one. Develop CD-ROM versions of training packages (highest priority first) broken up into smaller sections.	2 mons																											
6	Bring NSO official statisticians to Australia for training in the use of ABS LMS and official launch of the project.	0 mons																											
7	Send observers to make sure that trainers are conducting echo-training adequately.	0 mons																											
8	Provide PICTs with access to LMS online, and send out CD-ROM versions. Continually update links to regional training resources through Content Management function of LMS.	0 mons																											
9	One year conference to keep momentum and motivation up, get direct feedback and discussion, and encourage regional unity.	0 mons																											
10	Continue to get feedback from PICTs on new needs and emerging trends within the region's statistical community. Implement new technologies to continue to meet the overall goals of keeping the PICTs' capabilities in line with international standards.	0 mons?																											

### 5.3 Resourcing

To be determined by Project Board.

### 5.4 Budget

This is to be cost neutral for the ABS. While staff time may be allocated to the completion of the task, little in the way of financial costs should be incurred other than the kinds of costs associated with any in house training seminars, as are suggested in Activity 6 of the Activity Schedule (5.2). Sending observers to oversee echo-training (Activity 7) would add more travel costs, but may be conducted by ABS outpost staff in some cases. For the production of marketing materials, minimal costs are envisaged as most NSO managers can be contacted directly to inform them of the project.

Reformatting training modules to CD-ROM and postage of CD-ROMs would be some of the few financial costs.

### 5.5 Management of Change

Within **PICT NSOs**

- Up to national managers to motivate staff to undertake the training packages, however, advice may be offered from ABS' extensive Leadership and Management training procedures, preferably in consultation with the PI managers to ensure suitability of methodologies.
- Increased level of interaction between PICTs and ABS, email and phone used to gather feedback and offer advice.
- The changes required however, may be more gradual than in the ABS situation, because the LMS may not offer such a comprehensive service to the PICTs as it does to the ABS, at least initially, and even the on-line learning services, the key usage of the LMS for the region, are likely to remain less extensive for some time to come.
- While the additional provision of French versions of the training packages and PICT LMS interface could make participation

easier for a wider group in comes countries, initial provision in English only should be an adequate starting point.

#### Within ABS

- Changes within ABS are minimal.
- Cultural sensitivity required—cultural training recommended for those with greatest contact with PICTs.

#### Communications

Direct contact to all interested parties within the ABS of necessary changes and work roles. Also have periodic meetings to discuss pertinent issues.

#### Assessment

Usage (recorded by counter on web portal); Feedback from NSOs. Post Implementation Review (PIR) of the LMS will need to be performed by independent- those not involved in production- ABS staff. The ABS staff needs to travel to PICTs to see the system in operation and assess the user's satisfaction level, performance and benefits realisation. This will mean additional tasks and expansion of roles of ABS staff.

#### Intervention

If one of the risks of PICT NSOs not using the LMS or providing feedback is realised, then the ABS will need to further build confidence and trust of the NSOS. They can build this confidence by conducting more Public Relations activities, e.g., telephone calls, visits from management.

### 5.6 Marketing

A necessary component of this project is effective communication to potential users of the LMS as well as other organisations that may become involved in the project. The objectives of the marketing campaign would be to communicate to the PICTs and other organisations what the LMS is capable of, how to use it, and the

benefits of such a system in order to garner interest and support for the project within the Pacific Islands and potential partners. With the purpose of promoting the project, the ABS can implement several marketing strategies including:

1. Introductory seminars – funds permitting.
2. Information packs—including brochures and CD-ROM prototype of LMS, CF, VC and portal.
3. Web site – developed prior to the launch of the LMS to external users could be made available to supplement other information about the proposed project. It too may provide a few example interfaces that show the various functions that will be made available through the LMS.

### 5.7 Summary of Recommendations

- It is recommended that the **LMS** be the **primary method** for enhancing the capabilities of the PI statistical community.
- Different **methods of dissemination** of the ABS LMS.
- **Partnership** with regional organisations.
- Maintain **long-term view** of project.
- A **concerted marketing** effort.
- **Feedback** sought and implemented.