

Appeal 2004



International Federation
of Red Cross and Red Crescent Societies



Sharing global knowledge
Partageons nos connaissances
Compartamos nuestros conocimientos
مشاطرة المعرفة العالمية

Appeal no. 01.103/2004

The International Federation's mission is to improve the lives of vulnerable people by mobilizing the power of humanity. The Federation is the world's largest humanitarian organization, and its millions of volunteers are active in over 180 countries. All international assistance to support vulnerable communities seeks to adhere to the Code of Conduct and the Humanitarian Charter and Minimum Standards in Disaster Response, according to the SPHERE Project.

This document reflects a summary of the FedNet plan and related activities to be implemented from 2004 to 2006. The attached budget is for the remainder of 2004. The detailed 2004-2006 plan of action for this appeal will be available on the FedNet shortly, along with provisional budget for 2005 and 2006. For further details on this programme please contact: Jeremy Mortimer, External Relations and Communications Department; phone: +41 22 730 4497; email: Jeremy.mortimer@ifrc.org

For further information concerning programmes or operations in this or other countries or regions, please also access the Federation website at <http://www.ifrc.org>

Click on figures below to go to the detailed budget

	2004
FedNet	456,005
Total	456,005¹

Context

Since the very early days of the World Wide Web it has been possible to protect Web content by requiring the user to supply a username and password, but such was the early success of entirely open web sites that the potential of this technology for communicating information in specific communities was only gradually realised. In recent years first "intranets" (web sites serving users at a single location) and then "extranets" (serving a particular community of users, no matter where they are, using the Internet) have become increasingly important, and are now widely used in organisations and the corporate sector to communicate with and between staff, as well as between companies and their clients and suppliers. An extranet allows an organisation to communicate with staff wherever they might be, ensuring they have access to current versions of key documents, keeping them apprised of organisational development and change, enabling controlled access to information from other information

¹ USD 368,751 or EUR 297,630

technology (IT) systems and providing a channel both for feedback to management and for more efficient lateral communication.

The International Federation adopted Internet technologies relatively early; a Gopher server (a predecessor of the Web) was set up in 1994 to distribute appeals and situation reports (as programme updates were then known). This was replaced by a Web site in 1995, which has become a central pillar of the Federation's communications. The benefits have been considerable, in terms both of cost and of efficiency in distributing information, and more importantly in transparency and public awareness of the Federation's role. The Federation's web site is now a widely respected source of information, delivering between one and two million pages a month.

In parallel with the public site, an intranet was created to distribute internal documentation and provide access to Federation IT systems such as financial systems, directories and databases. This was welcomed by Federation secretariat staff in Geneva, and was used successfully for several years; however it did not permit access to National Societies or to travelling or delegation staff.

The demand for a private space on the Web, in which a group working on a particular project or within a particular field can share information, has arisen with increasing frequency in the Federation in recent years. With the tools available (the public web site and the intranet) this demand could not be met. In some cases this has led to these groups creating their own small extranet systems, which proliferated until by 2002 they covered between them such diverse subjects as disaster management, financial systems access for delegations, financial systems access for National Societies, organisational development, first aid, strategic planning, Governing Board meetings, etc. These systems were inconsistent in terms of presentation, in some cases were based on insecure technology, and could not be interlinked. Although they were meeting a real need they were doing so in an unsustainable way, fragmenting information and user communities, failing to meet production standards appropriate for the Federation, and collectively becoming unmanageable.

Background and achievements/lessons to date

The Federation "Strategy 2010" calls for "increased availability of information ... (sub)regionally and globally"²; and the "Change Strategy" identifies the role of the Secretariat headquarters in Geneva in the creation of generic tools for communication and knowledge management, in particular "knowledge flows from National Societies to Secretariat headquarters and vice versa" and "knowledge sharing across regions"³. In line with this, and to meet the demonstrated need for this type of information system in a sustainable manner, the Secretariat initiated a project to create a single unified extranet to serve the Federation (named FedNet, <http://fednet.ifrc.org>).

Officially launched at the Federation's General Assembly and at the International Conference in 2003, FedNet allows National Societies and their Secretariat to capture, share and discuss learning about strengthening capacities, organisational development and disaster management and response systems from around the world.

In developing the basic structure of FedNet five major Secretariat applications were integrated into the FedNet system. As at July 2004 around one thousand users are active on FedNet and over fifty editors have been trained. FedNet has entirely replaced the Geneva intranet and various pre-existing extranets, providing access to a wider range of information not only to Geneva staff but to all seventy regional and country delegations and, more important, increasingly to National Society leadership and staff.

The next three years will see the Federation Secretariat build on the foundation that is now established; training information providers in National Societies and delegations to share their information on FedNet, integrating a wider range of Federation information systems into FedNet to make them available globally, ensuring the management systems are in place to allow the sharing of information, and broadening and consolidating the range of information available on FedNet. It is estimated that at the end of 2005 FedNet should have around 2,500 to 3,000 active users.

Goal: A universally accessible extranet system supports the information and communication needs of all components of the Red Cross and Red Crescent Movement.

² Strategy 2010, p.24

³ Strengthening National Societies and delivering a more effective service. A change Strategy for the Secretariat. p.34

Objective 1: Consolidate and extend the capabilities of FedNet

Activities for this objective:

- Secure operations at the current level: resolve outstanding technical issues; establish production standards and quality control, including templates and style guide, revision of site structure, improved navigation pages.
- Carry out daily administration and support: manage user accounts and groups, support users and editors, continue editor training in Geneva, respond to requests for assistance and information.
- Develop tools to reduce administrative load, integrate mailing lists, review and complete migration of functionality from our old intranet, and develop ad hoc templates and databases to support specific requirements.
- Integrate other Federation IT systems as they become available (logistics, HR etc.); explore alternative access using phones, Personal Digital Assistants (PDAs) etc.

Expected results for this objective: FedNet is established on a stable and scalable IT platform and routine operations and administration are assured. Information presentation is of a consistently high and improving standard, and additional functionality is made available in response to the needs of users and information managers in National Societies and delegations.

Objective 2: Train and equip Red Cross and Red Crescent leadership and staff worldwide to share their information on FedNet.

Activities for this objective:

- Create resources to support editors, user managers and trainers: develop functionality to delegate user management, create a standard training package, create a trainers' support area in FedNet.
- Identify and train trainers and FedNet focal points (will be responsible for editor training and local user administration) in National Societies and regional delegations.
- Continued training in regions to cover staff turnover and new requirements.

Expected results for this objective: A worldwide network of information providers based in National Societies, Federation secretariat and delegations is in place to feed information into FedNet and provide FedNet access to their own constituencies.

Objective 3: Extend the scope and depth of content in FedNet.

Activities for this objective:

- Revise and develop the structure of FedNet in response to requirements and user feedback.
- Migrate the Disaster Management Information System (DMIS) into FedNet.
- Migrate Red Cross EU Office intranet into FedNet.
- Migrate other Red Cross and Red Crescent extranets into FedNet.
- Develop new information areas in all official languages to ensure comprehensive coverage of Red Cross and Red Crescent activities.

Expected results for this objective: Information is available on FedNet covering a wide range of Red Cross and Red Crescent activities, in all four official languages. The information content of FedNet develops in line with increasing demands from users, and is structured and presented to maximize ease of use.

Objective 4: Promote understanding and use of FedNet in the Red Cross and Red Crescent Movement

Activities for this objective:

- Communicate with all sectors of the Movement about FedNet through a systematic programme of promotion online and at key meetings in Geneva and regions.
- Integrate FedNet into National Society and Federation activities and maintain alignment with global objectives, through establishment of an editorial board and liaison with National Society and Federation secretariat management.

- Develop and promote use of FedNet throughout the Red Cross and Red Crescent Movement – identify and develop target user groups; publish case studies.
- Consult users and capture their input; create an online project team with participants from all sectors to contribute to FedNet's development.

Expected results for this objective: The potential of FedNet is understood at all levels within the Red Cross and Red Crescent Movement; FedNet is used to improve the effectiveness and efficiency of the widest possible range of Red Cross and Red Crescent activities and to strengthen the sense of common identity and cooperation in the organisation.

Objective 5: Manage the development of FedNet.

Activities for this objective:

- Create and maintain the development plan.
- Maintain financing at a level to meet project objectives.
- Evaluate impact of FedNet.
- Report on project progress.
- Manage implementation team.

Expected results for this objective: FedNet develops in a sustainable manner both technically and financially in response to the needs and objectives of National Societies and the Federation secretariat and delegations.

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BUDGET 2004

PROGRAMME BUDGETS SUMMARY

Appeal no.: 01.103/2004

Name: FedNet

PROGRAMME:

	Health & Care	Disaster Management	Humanitarian Values	Organisational Development	Coordination & Implementation	Emergency	Total
	CHF	CHF	CHF	CHF	CHF	CHF	CHF
Shelter & construction	0	0	0	0	0	0	0
Clothing & textiles	0	0	0	0	0	0	0
Food	0	0	0	0	0	0	0
Seeds & plants	0	0	0	0	0	0	0
Water & Sanitation	0	0	0	0	0	0	0
Medical & first aid	0	0	0	0	0	0	0
Teaching materials	0	0	0	0	0	0	0
Utensils & tools	0	0	0	0	0	0	0
Other relief supplies	0	0	0	0	0	0	0
SUPPLIES	0	0	0	0	0	0	0
Land & Buildings	0	0	0	0	0	0	0
Vehicles	0	0	0	0	0	0	0
Computers & telecom	0	0	0	0	5,200	0	5,200
Medical equipment	0	0	0	0	0	0	0
Other capital exp.	0	0	0	0	0	0	0
CAPITAL EXPENSES	0	0	0	0	5,200	0	5,200
Warehouse & Distribution	0	0	0	0	0	0	0
Transport & Vehicules	0	0	0	0	29,640	0	29,640
TRANSPORT & STORAGE	0	0	0	0	29,640	0	29,640
Programme Support	0	0	0	0	0	0	0
PROGRAMME SUPPORT	0	0	0	0	0	0	0
Personnel-delegates	0	0	0	0	238,875	0	238,875
Personnel-national staff	0	0	0	0	0	0	0
Consultants	0	0	0	0	0	0	0
PERSONNEL	0	0	0	0	238,875	0	238,875
W/shops & Training	0	0	0	0	29,000	0	29,000
WORKSHOPS & TRAINING	0	0	0	0	29,000	0	29,000
Travel & related expenses	0	0	0	0	24,600	0	24,600
Information	0	0	0	0	5,600	0	5,600
Other General costs	0	0	0	0	123,090	0	123,090
GENERAL EXPENSES	0	0	0	0	153,290	0	153,290
TOTAL BUDGET:	0	0	0	0	456,005	0	456,005