

CommunityZero™:

Linking 24 ILO/USDOL/PEPFAR HIV/AIDS Workplace Education Projects

The Programme Management Team (PMT) of the ILO/USDOL HIV/AIDS Workplace Education Programme also known as SHARE (Strategic HIV/AIDS Responses in Enterprises) started using CommunityZero™ in 2004. The platform links all National Project Coordinators and the management team in Geneva via Internet.

With an increasing number of projects, all facing similar challenges and opportunities, the PMT chose this tool to facilitate information sharing, trouble shooting, exchange of good practices and lessons learned.

CommunityZero™ is a web-based knowledge-sharing platform created by Ramius Corporation (Ottawa, Canada, www.ramius.net/products/cz/) which has been customized to address ILO and projects needs.

The screenshot displays the ILO/USDOL International HIV/AIDS Workplace Education Programme website. The interface includes a top navigation bar with 'Welcome', 'What's New', 'Explorer', 'Administration', and 'Highlight'. A left sidebar contains various navigation options such as 'Discussions', 'Databases', 'Calendars', and 'Files & documents'. The main content area is divided into 'Discussions' and 'Databases' sections. The 'Discussions' section lists several topics with their respective message counts and links to related content. The 'Databases' section provides a search function and lists specific project-related data. A right sidebar titled 'Project news' features recent updates from Behrouz Shahandeh, detailing the confirmation of Hilda Solis as Secretary of Labor and the introduction of Anna Torriente as Senior Legal Adviser.

This on-line community has a key feature which allows continuous monitoring of project activities in each country according to the workplan (in Database). It also includes a common archive system, which allows the sharing of documents, calendars and images (in Media). There is also a discussion room where the National Project Coordinators can pose questions of common interest to the Programme Management Team as well as to each other. Space is also dedicated to project news on staff movements, key events and developments in the world of work or in the HIV/AIDS field.

Each country folder is divided into sub-folders containing key information for each project country including the project document, budget revisions, technical progress reports, performance monitoring information (baseline and impacts surveys), reports of meetings, list of partner enterprises per sector, behaviour change sectoral strategies and HIV programme of partner enterprises, communication materials produced, etc.

The description of the key features of the platform is available in **English** and **French**. Inputs from the field are added in the language of the information provider.

In addition to project staff, other stakeholders have also access to the platform. ILO staff in field offices involved in backstopping of the projects are connected. Representatives of the **donor** can access all the information on project monitoring and the archives. HIV focal-points from the **Ministry of Labour** in countries where a project was implemented are also connected to ensure sustainability of the interventions and continuous information sharing once the project is over.

Temporary access is provided to consultants hired for **project evaluation** or helping in collecting good practices. It avoids time consuming transfer of files in electronic and hard copies.

Key **lessons learned** in the creation and implementation of the platform include the need for a short orientation to make sure all stakeholders understand its purpose and functions. Each of the key features of CommunityZero™, were activated one week at the time to allow the first group of users to input their files and allow them to familiarize themselves with each feature. The importance of having relevant information posted on the platform on a regular basis to keep users interested and keep the platform “alive” was also noted. Members of the PMT played a key role to act as moderators to stimulate discussions and post information of interest.

In February 2009, the web community of the ILO/USDOL HIV/AIDS Workplace Education Programme had on average approximately **650 page views per week**. A total of **97 members** were registered.

The programme is currently testing a **new community of knowledge-sharing for HIV/AIDS focal-points in enterprises** partnering with the ILO/USDOL Programme. The tool is decentralized at the country level to be managed by national project staff.

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