

Using the GDLN: Guidelines for JICA-Net Partners

Partnership between JICA-Net and GDLN

The World Bank East Asia and Pacific Region established the Tokyo Development Learning Center (TDLC) as a joint project with the Government of Japan in June 2004. The TDLC, which serves as a core knowledge and training center for the region, is part of the Global Development Learning Network (GDLN), an initiative launched by the World Bank in 2000. Now with more than 120 centers around the world, the TDLC enables collaboration and promotes knowledge sharing activities free from geographical constraints through the use of state-of-the-art Information and Communications Technology (ICT).

A strategic partnership was developed between the Japan International Cooperation Agency (JICA) and the TDLC, resulting in a Cooperation Agreement signed on November 16, 2004 by Mr. Kazuhisa Matsuoka, VP of JICA and Mr. Jemal-ud-din Kassum, the former VP of EAP Region of the World Bank with the aim of enhancing distance learning activities through the mutual use of JICA-Net and GDLN facilities for development and poverty reduction. Following up on this Agreement, JICA-Net management has agreed to use the GDLN Event Management System (GEM) located on the GDLN website at www.gdln.org to handle the business process when its centers use the GDLN. A relatively simple procedure that can be handled by JICA staff members in their overseas offices involved in the activity is to be expected.

The purpose of this document is to provide JICA staff, at both HQs and overseas offices, an easy-to-follow guide which outlines procedures for using the GDLN.

What is GDLN?

The Global Development Learning Network (GDLN) is a unique partnership of public, private and non-governmental organizations initiated by the World Bank in 2000. It offers their facilities, services and interactive distance learning techniques to the development community to organize and implement capacity enhancement, knowledge sharing, training, consultation and dialogue events. Working with the GDLN allows its clients to reach across the world and bridge geographical distances cost-effectively and with high and lasting impact. The mission of the GDLN is to improve the development process through learning and knowledge sharing.

The partnership of the GDLN consists of GDLN Centers and GDLN Clients. A typical GDLN Center is an independent organization from the World Bank both institutionally and financially, with a few exceptions where the GDLN Center is part of the World Bank Country Office. By the end of 2006, there were more than 120 GDLN Centers worldwide and the network is still expanding. Any organization which plans to use the GDLN for development operations or learning can register at the GDLN website (www.gdln.org) to become a GDLN Client.

A typical GDLN Center has equipment and connections for two-way interactive videoconferencing (VC), and a multimedia room with computers and Internet access. The GDLN Center team normally consists of a Center Manager, a Training Coordinator and a Technician who will provide logistic and administrative services as well as learning

facilitation and translation to GDLN Clients either through their own staff or through local contacts.

The World Bank Information Solutions Group (ISG) provides technical support and services to the GDLN. The ISG's *Network Operational Center (NOC)* makes bookings and connections for videoconferencing sessions requested by GDLN Clients.

As a division of the World Bank Institute (WBI), *GDLN Services* operates three studios in Washington and an event management system called GEM, and maintains the GDLN website to support GDLN Centers and GDLN Clients around the world to plan and implement GDLN activities. There is a *GDLN Service Coordinator* team which provides a focal point to support GDLN Clients throughout the process of a GDLN event. Annex 1 lists contact information for Service Coordinators and the services that they can provide.

How to Use the GDLN

The GDLN is technically compatible with JICA-Net, JICA's videoconferencing network. Centers belonging to the two networks can be connected to each other to enlarge geographic coverage. The mutual use of JICA-Net and GDLN will enhance development efforts and impact in operations, capacity building, knowledge sharing and learning activities of the East Asia and Pacific region and around the world.

For JICA Staff to use GDLN as a GDLN Client, the first step is to find out whether there is a GDLN Center available in the target country. The GDLN website (<http://www.gdln.org/>) maintains an updated list of Centers with contact information. If no GDLN Center is available, the GDLN Client may contact GDLN Services to get help in coordinating with the World Bank office in that specific country, or find a local commercial VC facility to meet communication needs. (Using the World Bank office may not always be possible and frequent last minute changes may need to be taken into consideration as World Bank offices give priority to last minute bookings for internal business meetings.)

To use the GDLN to conduct a VC event, JICA staff, as a GDLN Client, and relevant GDLN Centers need to work together to go through five basic steps with the assistance of a GDLN Service Coordinator. The five steps are: (1) Access to the GDLN Event Management System (GEM); (2) Event Proposal; (3) Event Agreement; (4) Delivery; and (5) Payment.

Major tasks that the GDLN Client, GDLN Centers and the GDLN Service Coordinator must undertake at each step are listed in Table 1. Major steps needed to use GDLN to schedule and deliver an activity, and the major steps are shown in Chart 1: How to use the GDLN Event Management System (GEM)..

The GDLN Client initiates the process by submitting an event proposal. In order to allow enough time for regional or global coordination, the GDLN Client needs to submit the program and services request three weeks before the event date. Ideally, notice of up to two or three months should be given to ensure the availability of GDLN Center facilities, especially those with a high utilization rate.

How to Use the GDLN Event Management System (GEM)

The GDLN Event Management System (GEM) is a web-based portal that provides a common entry point and working platform for all parties involved in a GDLN activity. It assists GDLN Clients and GDLN Centers around the world to undertake the tasks listed above to schedule and deliver a GDLN activity. Major functions of the GEM include:

1. Register GDLN Clients and record information of programs;
2. Facilitate communication and coordination among relevant parties;
3. Construct a calendar of GDLN activities with global and regional views;
4. Create business contracts between the GDLN Client and the targeted GDLN Centers, which specify roles and responsibilities of each party and associated financial arrangements as well as copyright issues;
5. Facilitate financial payment by generating invoices according to the signed Event Agreement;
6. Generate an activity report for a specific GDLN Center, region, or the GDLN as a whole.

Major steps for using the GEM that correspond to tasks noted in Table 1 are listed and briefly explained below.

1. Access to the GEM

To begin, login online to become a GDLN Client and get access to the GEM. In the *GDLN Event Management System (GEM)* section on the website of GDLN at <http://www.gdln.org>, a candidate GDLN Client can find the [New Program Partner page](#) and a simple registration form. The contact person should be the one who will make decisions related to the program including financial issues.

After completing and successfully submitting the form online, the GDLN Client will receive an email with its GEM user account information sent by “gdln@worldbank.org.” When JICA Staff plan to use the GDLN, they should obtain their own GEM user account.

2. Submit Event Proposal

After establishing a GEM account, the new GDLN Client should be able to log into the GEM, and submit a program proposal which includes program description, objectives, delivery method, target countries and audience as well as tentative dates and time of the program.

GEM will generate a number (e.g., GEM#500) for the program after receiving a GDLN Client’s submission. An assigned Service Coordinator will contact the GDLN Client to offer his/her service, such as advice on business procedures, availability of sites, time zones, and services available at different GDLN centers. The Service Coordinator will also provide assistance and hands-on training on how to use the GEM.

After all targeted centers confirm their participation through the GEM, the Service Coordinator will request booking of network connections and VC facilities at all sites to the World Bank’s ISG Global Videoconferencing Services. The Service Coordinator will send an email to the GDLN Client to confirm the booking when it is completed.

3. Sign Event Agreement (EA)

A signed Event Agreement is a business contract between the GDLN Client and a GDLN Center. It includes respective roles and responsibilities of each party, associated price and payment of goods and services, and a copyright agreement for relevant contents and materials.

The GEM is used as a tool for consulting and negotiating between the GDLN Client and GDLN Centers. No matter how you conduct the consultation and negotiation process, it is important for the GDLN Client to include the Service Coordinator in the loop. After confirming the GDLN Center's interest in the activity, he/she will initiate the negotiation process by individual proposal.

GDLN Services has suggested a pricing structure for using GDLN Centers. It makes the cost estimation and consultation with a GDLN Center relatively simple. You can also calculate the cost by using the cost estimator which can be found on the GDLN website. The cost of using a GDLN Center for videoconferencing includes:

- 1) ***VC set-up fee of \$ 205 per event.*** Flat fee regardless of the number of sites connected and length of session. This fee is payable to the World Bank's ISG by the GDLN Client to cover costs for making and maintaining connections with all sites.
- 2) ***VC service fee of \$ 200 or more per hour.*** VC service fee, depending on each GDLN center, helps the GDLN Center cover its connectivity and operational costs.
- 3) ***ISDN connection charge.*** If the GDLN Center is connected by ISDN, not satellite, the GDLN Client must pay for the expenses charged to either the GDLN Center or ISG NOC depending on who initiates the call. The total amount of ISDN charges depends on the rate (dollar per minute) of telecommunications and the duration of the connection.
- 4) ***Computer room rental fee.*** If a separate computer room is requested and used, the GDLN Center may charge on an hourly basis.
- 5) ***Other fees.*** The GDLN Center may charge for other services, such as providing "local facilitators" and "interpretation services", as well as providing "printed material" and "refreshments".

4. Delivery

The GDLN Client should be able to deliver the activity/program.

5. Payment

(1) Generate or Receive Invoices

After the Event Agreement is signed by all parties, and the program is delivered according to the contract, each Payee (GDLN Centers and ISG) sends an invoice to the Payer (GDLN Client) and a copy to GDLN Services. The GEM can generate invoices according to the EA. If some financial arrangements are not listed in the EA, the Payee needs to make an invoice and send it to the Payer to request payment.

(2)Payment

If it is feasible and convenient, the payment can be handled between the two parties as in any other commercial transaction. However, a GDLN Client can take advantage of the GDLN Accounting System, which functions as an internal clearing house, to simplify its payment process to multiple payees, including the World Bank ISG and those GDLN Centers which have GDLN sub-accounts.

To use the GDLN Accounting System, JICA-Net HQs and each JICA overseas office which uses the GDLN should establish a GDLN sub-account in Washington, and needs to follow the steps below to handle financial transactions:

- 1) Open a sub-account under the organization's name with Mr. Jatin Dawar by providing local bank account information (Mr. Jatin Dawaris the GDLN Accountant who can be reached at Jdawar@worldbank.org). Mr. Jatin Dawar will help you with the financial process including money transfer within the GDLN Accounting System.
- 2) Deposit funds into own sub-account according to the amount specified in all invoices received periodically;
- 3) GDLN Accountant will transfer the funds to each Payee's sub-account according to respective invoices, then transfer money to Payees' local bank account;
- 4) Receive a report from GDLN Accountant once a month with details of financial transactions in their sub-account if requested.

If a JICA overseas office finds it difficult or is unable to make international wire transfers to GDLN (Washington), the JICA overseas office can request the Service Coordinator via email to check if the GDLN Center can invoice all charges including the ISG charges to the JICA overseas office before setting up a GEM account and signing the activity. If the GDLN Center agrees, the coordinator confirms this with the JICA overseas office and the GDLN accountant sends the invoice to the local GDLN Center on a monthly basis.

If the GDLN Center does not agree, the JICA overseas office shall consult with the JICA-Net team at JICA HQ on how to proceed with the proposed VC.

Table 1. Using the GDLN: Steps to Schedule and Deliver an Event

Steps	Tasks of GDLN Client	Tasks of GDLN Service Coordinator (SC) and GDLN Centers
If a JICA overseas office finds it difficult to make international wire transfers to GDLN (Washington): Payment arrangement with the GDLN Center	(1) Request the Service Coordinator to check if the GDLN Center can invoice all charges including the ISG charges to the JICA overseas office with a paper-based document. (3) If the Center agrees, proceed to the next step. (If not, consult with the JICA-Net team at JICA HQ on how to proceed with the proposed VC.)	(2) SC checks if the GDLN Center can invoice all charges to the JICA overseas office, then, informs the JICA overseas office of results.

1. Access to the GEM	(4) Register and login for GEM	
2. Event Proposal	(5) Submit Event Proposal--- description, delivery date, target sites, etc. using GEM.	
	<i>(6) Consultation In case of urgent necessity, GDLN Client may communicate by email with SC and GDLN Centers to speed up the process</i>	(6) SC consults and confirms with GDLN Centers' availability.
		(7) Booking SC submits a booking request of the VC event on behalf of the GDLN Client, and gives confirmation when the booking is done.
3. Event Agreement	(8) Specify roles and responsibilities of each party; Estimate cost and conclude an agreement between the GDLN Client and each GDLN Center.	
	(9) The GDLN Client and each GDLN Center sign Event Agreement (EA) by making it a business contract.	
4. Delivery	(10) Deliver activity/program	(10) If requested, organize and facilitate participants to receive program
5. Payment	(12) Pay according to the invoice	(11) Create and send the invoice according to the EA

Table 1 illustrates how GEM and GDLN Service Coordinator(s) will support a GDLN Client in the process of using GDLN. Staff members at the Tokyo Development Learning Center are available to provide guidance through the process.

Contact information for TDLC:
Email: jicatdlc@worldbank.org
Telephone: +81 (0)3-3597-1333
Facsimile: +81 (0)3-3597-9161

Address:
Tokyo Development Learning Center
The World Bank
10F, Fukoku Seimei Building
2-2-2 Uchisaiwai-cho, Chiyoda-key,
Tokyo, 100-0011
Japan

GDLN Service Coordinators

There are members of Service Coordinators at the GDLN with a regional focus for each person. They will help GDLN Clients to use the GEM to schedule and implement a GDLN activity, including hands-on training. Services of a Service Coordinator include:

- 1) Reviews and approves the registration of new GDLN Clients on the GEM system.
- 2) **Advises** GDLN Client on Business Procedures, sites availability, time zones, ideal number of sites, services available in different sites (interpretation, technology etc).
- 3) **Facilitates** negotiations between the GDLN Client and sites and clarifies roles and responsibilities.
- 4) Proposes **creative solution** if conflict arises during negotiations.
- 5) Advises on budget resources and costs related to different connectivity types.
- 6) Requests booking and ensures that prior testing with external sites have been conducted by Network Operation Center.
- 7) Manages flow of **communication** and ensures that all parties involved are appropriately informed.
- 8) Ensures that **event agreements** are signed prior to program delivery.
- 9) Works closely with GDLN Accountant on **payment/billing transactions** after delivery of program

You can forward your queries to your regional GDLN Service Coordinator

- South Asia, East Asia & Pacific Regions
- Latin America and the Caribbean, Europe & Central Asia Regions
Ms. Roberta M.L. Lovatelli
E-mail: rlovatelli@worldbank.org
- Francophone Africa Region
Ms. Brigitte Kerby (Team Leader of Activity Service Team)
E-mail: bkerbydia@worldbank.org
- Anglophone Africa, Middle East & North Africa Regions
Ms. Katia Macedo
E-mail: kmacedo@worldbank.org