



Introduction to GDLN Business Processes

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GDLN Business Process tool

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- To facilitate the process of planning a GDLN Activity, clients, Affiliates, and GDLN Service Coordinators use the Activity Management System (AMS), a web-based tool to track, modify, and manage an Activity throughout the organization and planning process.



Step 1: Setting up an AMS account

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- If new client, register as “New User” on the AMS login page, GDLN website:
www.gdln.org
- Passkey (similar to a password) is sent to the “New User” by email from websecurity@worldbank.org
- If new Affiliate, AMS accounts are created by the Service Coordinator



Step 2: Preparation and submission of an Activity Proposal

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- Once content, methodology, target audience, target sites (GDLN Centers, World Bank offices, External sites) and timing have been defined, the GDLN Client will submit an Activity Proposal in the AMS



Step 3: Review and Finalization of Activity Proposal

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- Service Coordinator works with the Client to review and finalize the details of the Activity Proposal including the selection of sites based on availability, time-zone difference and number of participating sites.
- notifies target sites/affiliates by submitting the proposal for their review and expression of interest through AMS.



Step 4: Preparation of Activity Agreement and negotiations

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- The activity agreement is a contract which governs the roles, responsibilities and financial arrangements of all parties involved.
- The Service Coordinator initiates this step by drafting a “Master Activity Agreement” which will then be customized to each target site/affiliate and submits it for their review.
- Service Coordinator facilitates negotiations between client and affiliates.



Step 5: Scheduling and Booking

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- After confirmation by all parties involved, the Service Coordinator requests the videoconference booking through the AMS.
- Once booked, the activity will appear on the GDLN calendar.



Step 6: Delivery

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- Activity is delivered as planned and laid out in the Activity Agreement
- Connection is made at least half-an-hour prior to the beginning of the videoconference session.



Step 7: Accounting and Closing

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- Once activity is delivered, invoices are sent to the GDLN Accountant in Washington, DC who will facilitate the payment transactions between the affiliates and the client.



Step 8: Activity Evaluation

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- Client interested in evaluating the activity (e.g. participant feedback), and may request it as part of the activity agreement.



GDLN Activity Service Team

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Within GDLN, the Activity Services Team is responsible for all logistical, contractual and accounting aspects associated with delivering a GDLN event.

The Service Coordinator acts as the primary points of contact for logistical matters and guides Clients and Affiliates through all aspects of the Activity process.



GDLN Activity Services Team: Service Coordinator's role

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- Reviews and approves the registration of new clients in the AMS system.
- Advises Client on three main areas: (1) options for delivering the activity, (2) site selection and logistics, and (3) negotiation and establishment of an activity agreement.



Service Coordinator's regional assignment

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- **Brigitte Kerby:** Francophone Africa, MENA Region
- **Katia Macedo:** Anglophone, Lusophone Africa, Europe and Central Asia
- **Roberta Lovatelli/Miguel Ricardo Martinez:** Latin America and the Caribbean
- **Lalia Semmoune-Gallo:** East Asia and the Pacific and South Asia



Thank You

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