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**Submissions from entities in the United Nations system and elsewhere on
their efforts in 2017 to implement the outcome of the WSIS**

Submission by

United Nations Industrial Development Organization

This submission was prepared as an input to the report of the UN Secretary-General on "Progress made in the implementation of and follow-up to the outcomes of the World Summit on the Information Society at the regional and international levels" (to the 21st session of the CSTD), in response to the request by the Economic and Social Council, in its resolution 2006/46, to the UN Secretary-General to inform the Commission on Science and Technology for Development on the implementation of the outcomes of the WSIS as part of his annual reporting to the Commission.

<p>DISCLAIMER: The views presented here are the contributors' and do not necessarily reflect the views and position of the United Nations or the United Nations Conference on Trade and Development.</p>
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WSIS report 2016 from UNIDO

Executive summary

Last year, UNIDO reported on RECP*net*, KMS and ECACool (<http://www.ecacool.com/en/>), a website established by the regional network of Refrigeration and Air-conditioning (RAC) Associations of Europe and Central Asia (ECA) and whose main partners are UNIDO and UNEP. These initiatives contribute to several of the WSIS action lines, for example, the access to information and knowledge, the capacity building, the development of ICT applications for e-learning and e-environment and the promotion of international and regional cooperation. The main objective of these interventions is to spread and scale up a culture of knowledge sharing, by connecting public and private entities of all domains: research, manufacturing, servicing, etc.

This year, we delve deeper into these initiatives and report in detail how they have developed and served the development community and its stakeholders.

Introduction

The Department of Environment of the United Nations Industrial Development Organization (UNIDO) provides technical assistance for the improvement of the environmental performance of existing industry and fostering new industries delivering environmental goods and services.

Through its interventions, the Department of Environment works in four key areas:

- Resource-Efficient Industrial Production
- Elimination of Persistent Organic Pollutants (Stockholm Convention)
- Phase-Out of Ozone-Depleting Substances (Montreal Protocol)
- Future Environmental Regulations (Minamata Convention and others)

The Department's technical cooperation includes, among other activities, training and awareness raising components addressed both to the industrial sector and to civil society. One of the main tools in this regard is the use of information and communication technologies (ICT), which is in line with UNIDO's role as facilitator of the Action Lines defined by the World Summit on the Information Society (WSIS).

In this sense, under the Department of Environment the implementation of this type of initiatives contributes to several of the WSIS action lines like, for example, the access to information and knowledge, the capacity building, the development of ICT applications for e-learning and e-environment and the promotion of international and regional cooperation. The main objective of these interventions is to spread and scale up a culture of knowledge sharing, by connecting public and private entities of all domains: research, manufacturing, servicing, etc.

Resource Efficient and Cleaner Production - RECP*net*

One of the most important initiatives in this regard is linked to the global UNIDO-UNEP Resource Efficient and Cleaner Production (RECP) programme, which provides a comprehensive, strategic and coherent framework to scale up and mainstream RECP activities and results nationally, regionally and globally. RECP entails the continuous application of preventive environmental strategies to processes, products and services over their entire life cycle in order to reduce resource consumption, and risks to human and the environment, while increasing efficiency of production and service processes.

RECP is scaled up in developing and transition economies via the Global Network on RECP (RECP*net*), run by UNIDO and UNEP. RECP*net* enables the effective and efficient development,

transfer, application, adaptation and replication of RECP policies, practices and technologies, and facilitates effective North-South and South-South collaboration.

Established in 2010, RECPnet (<http://www.recpnet.org/>) currently has 67 members from around the world. Members of RECPnet are organizations or initiatives that deliver, as a core activity, RECP services for public good and private interest in developing and/or transition economies. Members are committed to cooperate beyond an exclusive profit motive in the spirit of international collaboration, knowledge management and professional excellence.

To this end, the Knowledge Management System (KMS) is a key toolbox, since it has the objective of preparing a global system for knowledge sharing between member institutions, mainly addressing their managers and technical experts. About 650 users of those institutions are currently using its toolkits, training documents, manuals, guidelines, case studies, factsheets, success stories, indicators and benchmarks, research papers, and training courses. Most of this information is reserved only for members; however tools developed by UNIDO and UNEP are public available.

RECPnet has three operational goals:

1. Foster professional and institutional excellence of member organizations to provide effective and efficient RECP services with measurable impacts. In this respect, the current activities undertaken are as follows:
 - a. Constant improvements to KMS undertaken to increase usage and usefulness.
 - b. Upload of UNIDO's RECP-relevant technical documents and tools to the KMS.
 - c. Guidance provided to KMS user and thematic experts working groups for regional and global cooperation of experts in specific areas of RECP.
 - d. Overview on trainings and tools developed for use in the KMS.
 - e. Starting standardization of RECP core services to establish criteria for quality requirement, self-assessment and quality performance monitoring
 - f. Establish a qualification system with review and re-certification for the quality areas of member resilience, readiness, and competence
2. Create business opportunities for the members, through:
 - a. Ongoing development of an RECPnet experts market place with profiles of members and personal experts (reserved for RECPnet members)
 - b. Advertisement to members through social media of business opportunities.
 - c. Advertising member's performance through social media.
3. Strengthen and promote the RECPnet brand and advocate RECP to the wider stakeholder community, through:
 - a. Operationalization of the new RECPnet website and social media presence:
 - i. www.recpnet.org
 - ii. <https://www.facebook.com/RECPnet>
 - iii. <https://www.linkedin.com/company/recpnet>
 - iv. <https://twitter.com/recpnet>
 - b. Connecting with RECP-related platforms, e.g. Green Growth Knowledge Platform, SCP clearinghouse, and/or integrate other websites e.g. Indian Environmental Information system, e-literature sources on different websites, etc.

What is the current status of RECPnet KMS?

- A new and modern looking website which is prepared for use on mobile devices, including a small content management system to handle quick changing information for public availability (success stories, events, news).
- Links to social media have been integrated in the website.
- A KMS search has been integrated in the website, as a first step.
- KMS: over 1,300 users registered for the KMS, as editor, contributor or reader.
- KMS: approximately 1,500 documents uploaded (RECP success stories, fact sheets, case studies, presentations, tools and toolkits, training documents, Manuals and Guidelines, Research studies, etc).
- KMS: stepwise redesign and migration into a modern KMS is ongoing.
- A process of organizational team development has started and is ongoing to raise ownership of RECPnet members. The access to the KMS is reorganized into a tool navigation system following the common sense of RECP core services (this is the trained base for all members) – a tree structure for topics representing the fields of knowledge which the members are familiar with.
- Beginning with RECP tools, an editing system is under development, to establish standardized elements of quality control, such as categories of documents, user rating, and user role, among others.

Main barriers to fully develop the existing KMS as system

- The original approach to KMS was to build regional hubs. However, experience is showing that this is raising barriers among these regions hubs rather than building cooperation paths. Consequently, region hubs might not be provided in future and, in its place, thematic areas should be promoted in order to foster cooperation between members and experts not only regionally but also globally.
- As the common language is not only English, the installed system is not able to overcome this in an acceptable way of using and managing. Many of the experts are not English speakers and hesitate to upload information in English; this is a big loss of knowledge for the network. A concept is under development to show the benefit of multilingual knowledge platforms in order to find a budget for realization.
- Using google statistics analysis of use will be provided in the existing system.
- Knowledge management should focus first on the basics of experience learning and knowledge representing methods, to find the sensible action points which are different in different societies, also remarkable in the different logic of languages.
- There is no budget available for the maintenance and continuous improvement of the system, which is strongly needed in this dynamic changing IT-environment. There is no practical evidence that knowledge sharing or knowledge management has a self-running behavior even in modern, open and dynamic organizations.
- There is neither ICT technical nor methodological support in UNIDO, which make it much more difficult to establish and sustain knowledge management as a service for a network which is facilitated by UNIDO.
- Interestingly, UNIDO itself seems not to be well placed to make use of KMS for more than one project; even in a programme there are different KMS-systems established. KMS should play a more central role in UNIDO, with a strategy on how to re-use experiences among projects, building a source of innovation and efficiency raising concept for the next projects.

Summary table on the results of RECPnet

Activities	Results
Promotion of RECPnet (Network members recruited)	<ul style="list-style-type: none"> • 67 total members of RECPnet (+5 expected by end 2017) • 63 countries represented (+2 expected by end 2017) • 51 RECPnet membership renewals processed (2015-2017) • 30+ global forum events contributed to (2015-2017) • 20+ publications contributed to (2015-2017) • ~52,000 recpnet.org page views (Sep 2015 – Dec 2017) • 177 Twitter followers • 375 Facebook users reached • Over 200 LinkedIn users reached
<ul style="list-style-type: none"> • KMS users 	<ul style="list-style-type: none"> • 650 (+435 since Jun-2015)
<ul style="list-style-type: none"> • KMS contents 	<ul style="list-style-type: none"> • 207 articles, News and/or announcements (+204 since Jun 2015) • 1275 document uploaded (+761 since Jun 2015) <ul style="list-style-type: none"> ○ 168 Factsheets ○ 409 case studies, RECP indicator studies ○ 215 training materials ○ 164 Guidelines / Manuals ○ 165 presentations ○ 54 technical research studies ○ Other (Regulation, News from members, KMS-Guides, other internal documents)
<ul style="list-style-type: none"> • KMS search renewed 	<ul style="list-style-type: none"> • Modern search implemented in www.recpnet.org/kms • 41 search user daily in average - Since installation (Nov.2017), 30% increase within the first month
<ul style="list-style-type: none"> • KMS trainings 	<ul style="list-style-type: none"> • 18 KMS Quick guides prepared, shared with user • 7 KMS trainings deployed with members during all RECPnet conferences since 2015
<ul style="list-style-type: none"> • Promotion of RECPnet activities (business and training opportunities) 	<ul style="list-style-type: none"> • 36 mailings to members to promote RECPnet member cooperation (call for experts, call for projects, invitation to trainings, events) • 49 mailings highlighting new contents of KMS • Increase of positive KMS user feedback after promotion activities

ECACool initiative

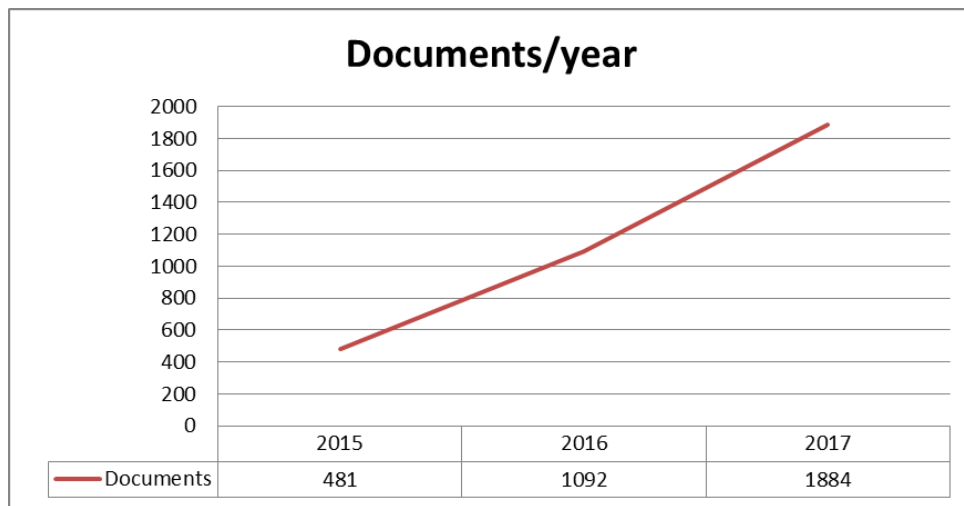
Another example of ICT applications managed by the Department of Environment, and particularly by the Montreal Protocol Division, is the so-called *ECACool* (<http://www.ecacool.com/en/>), a website established by the regional network of Refrigeration and Air-conditioning (RAC) Associations of Europe and Central Asia (ECA) and whose main partners are UNIDO and UNEP. The website is first designed to

establish a closer cooperation and information exchange among regional RAC Associations of ECA and associated countries with economies in transition, as well as international organizations on new non-HCFC technologies having low global warming potential. Comprehensive information on modern refrigeration equipment and technologies, refrigerants, best servicing practices, science and engineering news is been hosted on the website.

Recently, UNIDO redesigned the website and reorganized its informational structure. In the case of *ECACool*, UNIDO is contributing to WSIS action lines such as the access to information and knowledge or the implementation of e-learning applications.

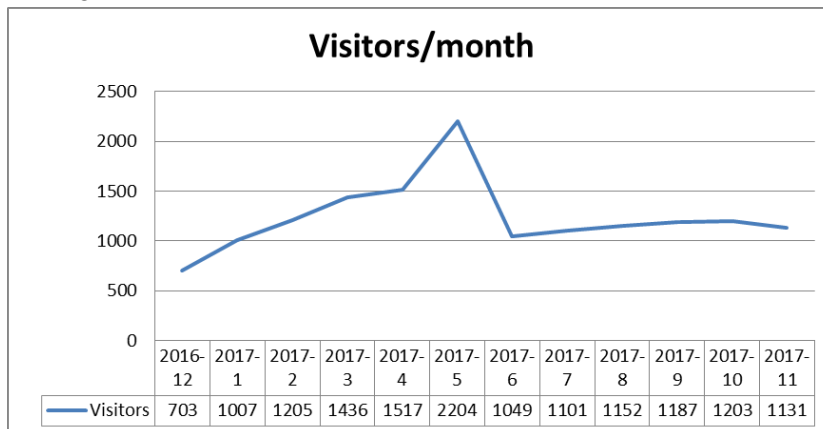
Documents uploaded

By December 1, 2017 there were 1,884 documents on ecacool.com.



Visitors

Average number of visitors is about 1,200/month from 139 countries.



Peak numbers of visitors – about 400-800 per day were registered after publishing unique documents related to UNIDO events.

Additional services

The workflow software for Interstate technical committee of refrigeration associations, as part of website, has been developed in 2017.