

# **IMF Knowledge Management: COVID-19 Pandemic Response**

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# IMF COVID-19 Knowledge Management

**Situation:** In order to respond efficiently to the news of its member countries, like other global organizations during the COVID-19 crisis, IMF staff needed to access and share information more easily and needed to know if others are working on this or a related topic.

## Response:

The Knowledge Management Unit responded and presented a plan to leadership:

*Stand-up a central repository for Fund staff to easily find important tools and guidance to support economic and financial work.*

The screenshot shows the IMF COVID-19 Knowledge Hub SharePoint site. The header includes the IMF intranet logo and navigation links such as 'Intranet Home', 'COVID-19 Knowledge Hub', 'Policy Issues Notes', 'Operational Guidance and Tools', 'Document Finder', 'Country Responses and Financial Assistance', 'High Frequency Monitors', 'Analytical Work and Other Resources', 'Author-Topic Matchmaker', and 'New COVID Hub Site (Beta)'. The main content area features a large blue-tinted image of laboratory glassware. Below the image is a 'What's New' section with a link to 'RES COVID-19 Note 21: The Disconnect Between Financial Markets and the Real Economy'. The main content area is divided into six categories: 'Policy Issues Notes', 'Operational Guidance and Tools', 'Document Finder', and three others represented by icons. A right-hand sidebar contains 'Site Sponsors', 'Departmental Contacts', 'General Feedback/Questions', 'Submissions', and 'Other Fund Sites on COVID-19'.

## Solution:

Within 10 days, the IMF Knowledge Management Unit and Strategy, Policy and Review Department collaborated to create the COVID-19 Knowledge Hub SharePoint site.



# COVID-19 Knowledge Hub

## Resources Created to Support Economic and Financial Work

### What Is Found on Site?

- Policy Issues Notes
- Operational guidance and tools
- Interactive dashboards to browse Fund-produced documents related to COVID-19
- Country responses and financial assistance
- Links to other COVID-19 resources and websites (IMF and external)

Content submission form: Once approved, uploaded to site automatically.

### How We Implemented:

- Created in less than 10 days
- 4,800 unique visits, 7,500+ page views in first month



#### Policy Issues Notes

Information on cross-cutting, fiscal, monetary, financial, and structural issues



#### Operational Guidance and Tools

Operational guidance on standalone Article IV consultations, RCF/RFI procedures, and other related information



#### Document Finder

Tool allowing you to search, browse and filter for relevant Fund documents related to COVID-19 and previous epidemics



#### Country Responses and Financial Assistance

Country Policy Response dashboard and information on UFR



#### High Frequency Monitors

Regular monitors and updates from departments



#### Analytical Work and Other Resources

Fund analytical papers, learning opportunities, and additional external resources

### Lessons Learned/Improvements:

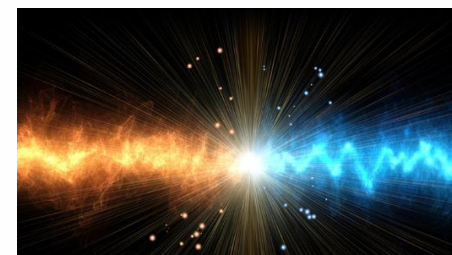
- Automated content submission forms to expediate new content added to site
- Page layout improvements to facilitate ease of finding information and resources on site  
*(New site will be available in early September)*



# Knowledge Sharing During COVID-19 Pandemic

## Other Resources Created to Support Economic and Financial Work

Resource	What is it?
<b>COVID-19 Knowledge Bursts</b> ( <i>Research Department</i> )	Weekly seminars to share work produced by IMF departments to help country teams and members address the economic effects of COVID-19.
<b>Special Series Notes</b> (various departments)	Produced by IMF experts to help members to address economic effects of COVID-19. Presented in Knowledge Bursts.
<b>Spark Events</b> ( <i>Innovation Lab Unit</i> )	Series of brief virtual seminars featuring a 10-minute presentation from staff members contributing to COVID-19 related work, tools or projects.
<b>Campfire Series</b> ( <i>Innovation Lab Unit</i> )	Brings external speakers to share different knowledge streams to our staff
<b>Call for Ideas on COVID19</b> ( <i>Innovation Lab Unit</i> )	which is our latest challenge to gather input and projects on how we can collective help solve this crisis



### iLab Spark Series

As part of the iLab's continuing efforts to identify, support and share useful ideas at work, we are excited to announce the launch of a new series of virtual events for staff: The iLab Spark Series.

The brief events will feature a 10 minute 'Spark' presentation from a member of staff contributing to COVID-19 and other related work, tools or projects followed by Q&A session.



### RES COVID-19 Knowledge Burst

[Accept & Add to Outlook](#)

Tuesday, September 1, 3:00 to 3:30 p.m.  
via Webex

### Lessons Learned with Knowledge Bursts:

***“The format worked well— It’s challenging to keep people focused and interested in a virtual setting. With 10-minute presentations, we so far seem to manage this.”***

*Filiz Derya Unsal, Senior Economist, IMF Research Department*

# Knowledge Sharing During COVID-19 Pandemic

## Resources to Support IMF Staff

### Resource

### What is it?

#### Pandemic Resources and Response SharePoint Site

- General information about preparing for and responding to epidemic and pandemic events to help minimize the impact on daily lives, work, and activities.
- Includes link to [joint Bank/Fund Health Services Directorate \(HSD\)](#), (info on disease outbreak and health-related news and announcements).

#### Staff Updates on Health and Well-being information related to COVID-19 SharePoint Site

- Re-opening plans, updates and fast facts from the Crisis Management team, resources to help staff members cope with stress
- DC-Area staff guidance, Overseas offices, remote working and travel.

#### COVID-19 Updates SharePoint site

Epidemic and Pandemic Resources and Response

Intranet Home | Epidemic and Pandemic Home Page | COVID-19 (Coronavirus) Updates | Employee Commute Guideline for Phase 1 and 2 | Weekly Updates

Info / Epidemic and Pandemic Resources and Response  
COVID-19 (Coronavirus) Updates

### Coronavirus Disease (COVID-19)

Recent Updates | Health | Well-Being | HR | Remote Working | Return to HQ | DC Area Guidance | Overseas Offices | Travel

#### Recent Updates

[Click here for the latest updates and fast facts from the Crisis Management Team](#)

- [Update on HQ Reopening \(7/22\)](#) | Managing Director announced in her [video message](#) that Management has decided to postpone the Phase I resumption of HQ operations until after the Labor Day weekend in light of the developments of the virus spread in our DMV area.
  - [Returning to IMF Headquarters: What to Expect](#) offers a visual presentation of the changes undertaken and underway to our facilities and the new procedures for working safely in the office.
  - [Return to HQ Precautionary Measures](#) is a two-pager summary of these changes.

#### Reported IMF COVID-19 Cases

**connect with your Health**  
HEALTH & SAFETY DIRECTORATE  
Health & Safety Directorate (HSD)

#### IMF Frequently Asked Questions

[Read more on the IMF's Work to Address COVID-19](#)

# Thank you!

Questions?