

Inter-Institutional Exchange KM Lessons Learned & Experiences during COVID-19

OAS KM Group

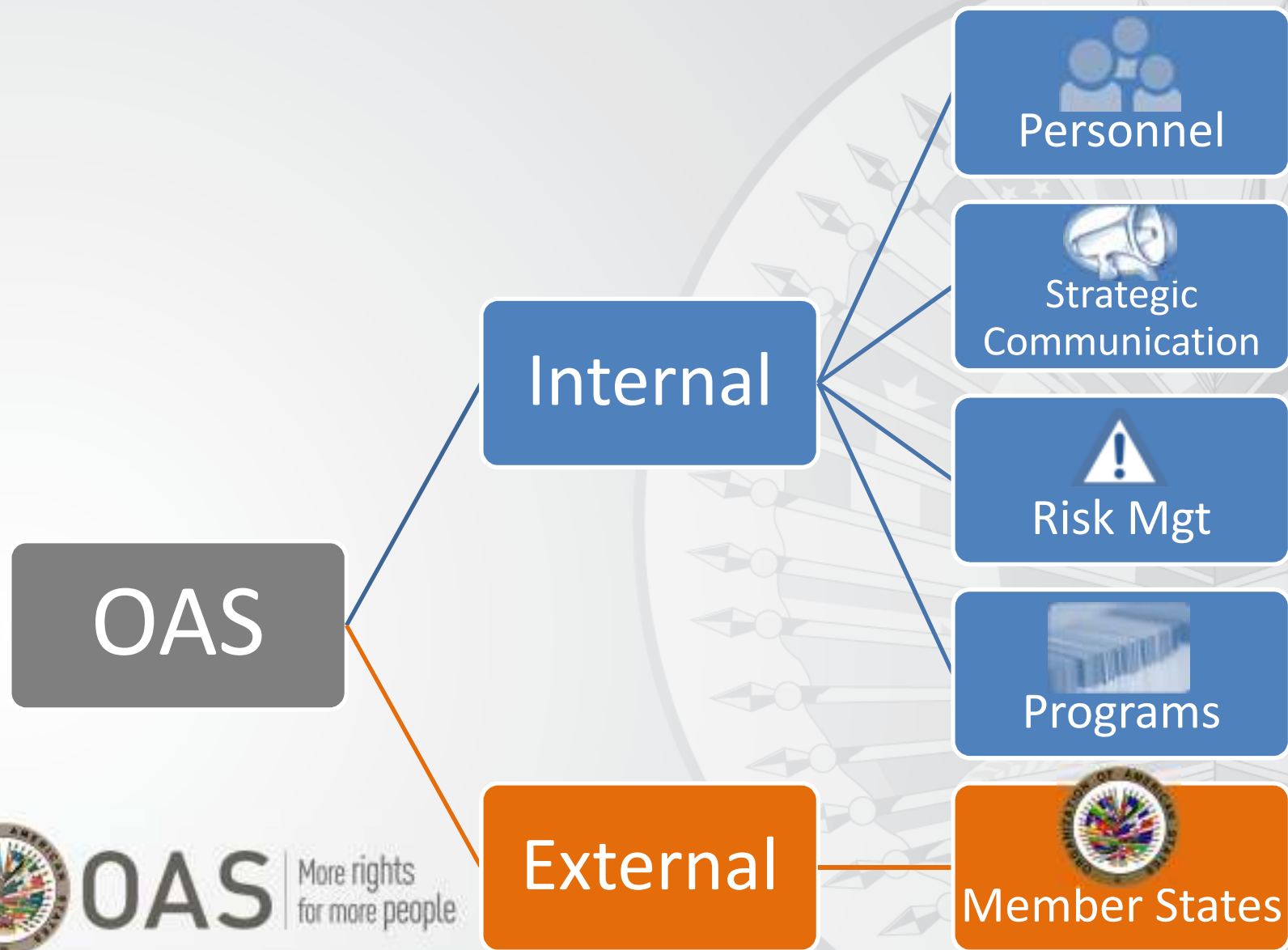
With the support of Organizational Development/CEDOGR



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Thursday, September 3, 2020

OAS' Response to COVID-19



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External

Member States



Personnel

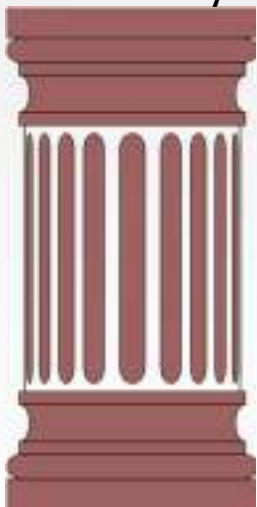
- Surveys to gather information & develop appropriate responses
- Tools and programs to support health, wellbeing, telework, and work-life balance
 - Personnel Assistance Program
 - Guidelines for the Proper Functioning of Telework during COVID-19, and its Handbook
- Webinars on differential impact of COVID-19 (CIM)



OAS' External Response

- Integrated response to the pandemic from the perspective of the organization's four pillars

Democracy



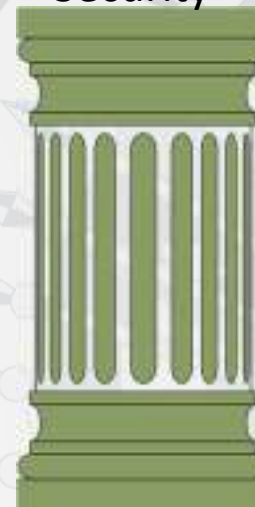
Guide to
Organizing
Elections in
Times of
Pandemic

Human Rights



Rapid &
Integrated
Response
Coordination
Unit

Security



Virtual
Community for
Emergency &
Security
Services

Development



Guidelines for
addressing
populations in
situations of
vulnerability



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- Coordination and alliances

OAS' KM Group

- Identify, systematize, share experiences, innovations and lessons learned to:
 - Develop stronger responses
 - Better manage the current situation
 - To prepare for similar situations
- Inter-institutional exchange
 - The use of KM to improve our responses to the pandemic



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Inter-Institutional Exchange

KM Experiences & Lessons Learned during COVID-19

Institutional Presentations: Part 1

OAS: Piedad Moreno, KM Chief, Mission to Support the Peace Process in Colombia	3:40 – 3:50 pm
IMF: Susan Marquardt and Robert Loo, Knowledge Unit	3:50 – 4:00 pm
Q&A	4:00 – 4:10 pm

Institutional Presentations: Part 2

PAHO: Eliane Pereira dos Santos, Regional Advisor – Knowledge Management and Networks	4:10 – 4:20 pm
IFC: Daniel De la Morena, Acting Global Head of Knowledge Management IFC: David Samsó Aparici, Senior Learning Officer	4:20 – 4:30 pm
Q&A	4:30 – 4:40 pm

Institutional Presentations: Part 3

IADB: Fernanda Camera, Senior Knowledge and Learning Specialist	4:40 – 4:50 pm
WB: Pascal Saura, Sr. Knowledge & Learning Officer WBG: Bruce Summers, Premium Advisory Services Consultant for the Communities Reinvented Team	4:50 – 5:00 pm
Q&A	5:00 – 5:10 pm