

Information and communication technologies (ICT) are one of the major tools and indispensable conditions for any country and society to make a great surge towards developing the traditional structures of the knowledge industry and its outputs. In view of the growing challenges faced by countries and societies at all levels, the existing traditional systems founded on obsolete expertise and mechanisms have become unable to meet emerging needs. The only available alternative to address these challenges is to integrate ICTs into strategic planning methodology so as to provide plans with a more comprehensive vision and greater capabilities for planning, follow-up, monitoring and evaluation.

Bearing that in mind, the Planning, Information, Documentation and Publishing Center, under its Three-Year Action Plan 2016-2018, will actively work to upgrade the skills of human resources working at ISESCO, the National Commissions, and the competent parties in Member States in strategic planning through continuous training, setting up and updating databases linked to ISESCO's educational, scientific, cultural and communication fields of specialization. The Center will also seek to develop tools of follow-up, monitoring and evaluation using ICT media. Besides, ISESCO will continue via its website publicizing its civilizational projects, strengthening ties with the National Commissions in Member States through training and continuous upgrading, identifying needs, ranking priorities and providing data and information. In addition, ISESCO will give particular attention to the development of the Center's action in the areas of documentation, publishing and distribution through providing the necessary equipment and relevant training.

The Center's Three-Year Action Plan 2016-2018 will focus on the following two sector-specific priorities:

- **Improving methods of strategic planning, follow-up and evaluation of ISESCO's activities through continuous training.**
- **Working towards Integration into the knowledge society and addressing ICT challenges**, while keeping pace with the related developments.

These priorities shall be carried out through three projects, subdivided into a number of areas of intervention. The three projects are:

1. **Project on boosting the capacities of the human resources working in the fields of planning, follow-up and evaluation, and providing data and statistics in the Organization's fields of action.**

- 2. Project on promoting the use of information and communication technologies to develop the action of ISESCO and the competent parties in Member States.**
- 3. Project on strengthening the capacities of ISESCO's human resources and provide electronic and computer equipment used in printing, documentation, publishing, and distribution.**

The Planning, Information, Documentation and Publishing Center seeks through this Action Plan to achieve the goals set out by ISESCO in its “Strategy for ICTs Development in the Islamic World” which mainly aims at developing ICTs infrastructure in the Member States, promoting the role of ICTs in national development and increasing the production of digitized knowledge content reflecting the diverse cultures of the Member States.

## **1. Project on boosting the capacities of the human resources working in the fields of planning, follow-up and evaluation, and providing data and statistics in the Organization's field of action**

General framework:

The success of educational, scientific and technological action plans, projects and programmes depends on sound planning based on reality and sustained by accurate studies, data, information and statistics; a planning that seeks to boost the capacities of human resources through continuous training that is aligned with the scientific and technical fast advances, and takes into consideration the actual needs of countries and communities through providing information, statistics and data and make use of them in conducting studies and creating databases to be used in devising appropriate plans and strategies. This project seeks to integrate the digital culture into planning through continuous training of the human resources working at ISESCO and the staff working in the Member States' National Commissions, and combine their efforts through a systematic continuous training programme that satisfies the needs and sets priorities to attain the desired goals.

Through this Three-Year Action Plan 2016-2018, the Center will continue developing and diversifying the tools used to evaluate and follow-up ISESCO's diverse activities, projects and programmes carried out in Member States for the benefit of Muslim communities; the purpose being to gauge the effectiveness of the projects it carries out and measure achievements against the desired outcomes and the degree to which the needs and priorities of Member States are satisfied.

For that purpose, the Center will seek to make monitoring, follow-up, and evaluation operations an integral part of the implementation stages of activities and programmes so as to fully know the degree to which goals are achieved, measure the actual impact and identify strengths and weaknesses.

Throughout the three-year period of the Action Plan 2016-2018, the Center will work to ensure training for Directorates' experts and staff under a continuous training plan supported by follow-up and assessment, to enable them to effectively contribute to planning and evaluation within the competent commissions. The focus will also be placed on aligning strategies, plans and reference documents with the actual needs of societies in Member States. The Center will make use of Lime Survey application to conduct on-line surveys, distribute the resulting data to National Commissions, and train their experts to use the application to collect sector-wise data and information in ISESCO's fields of competence.

The Center will cooperate with the concerned Directorates to set up indicators and guidelines in priority fields on which detailed information is needed, electronically forward these indicators and guidelines to the National Commissions to fill them in and send them back to ISESCO in order to download, review and analyze information and

include them in a database that contains the necessary statistical diagrams and charts for devising strategies and plans.

In the same vein, the Center shall set up a continuous training programme for the National Commissions' experts to train them on Lime Survey application through electronic distance learning platforms. The training may be extended in scope and used in Member States through holding national sessions to train trainers and also through involving national universities by establishing chairs and continuous training programmes to supervise those electronic platforms in coordination with the General Secretariat of the Federation of the Universities of the Islamic World. The training programme will also benefit the Directorates' planning experts with basic knowledge of statistics and computer. They will be trained to draw on databases in order to develop, monitor and assess plans and strategies and follow up their impact.

In addition, the Center will focus on developing tools for external and internal on-going and post-assessment. To achieve that end, it will develop questionnaires for Member States' National Commissions, as well as experts supervising training sessions and participants, by adding more accurate indicators to sustain further the effort to improve performance, spot weaknesses and strengths in training activities and uphold the positive aspects. The Center will also commission external experts to make field visits and prepare objective reports focusing on the type of implemented activities and providing essential information likely to enable the General Directorate to have a clear idea on the results of implemented activities, identify the needs and rank priorities.

Objectives:

- To upgrade the capacities of ISESCO's human resources in fields of planning, follow-up and evaluation of educational, scientific, cultural and communication programmes.
- To benefit from the competencies and expertise accumulated by the Member States and cooperating parties in strategic planning.
- To develop databases and statistics that help boost performance, identify the needs defining and rank priorities in ISESCO's fields of action within Member States and within the Muslim communities outside the Islamic world.
- To develop internal and external assessment of ISESCO's activities and devise adequate assessment tools and mechanisms.
- To provide independent assessment mechanisms.
- To assess ISESCO's action and activities through comparing them with those of similar cooperating organizations.
- To upgrade the follow-up and assessment capacities of focal points in Member States.
- To conduct sector-wise studies on impact and assessment.

- To develop assessment applications and software to update databases and set up an observatory for updated statistical information in the Organization's fields of action to be accessible to Member States.

Areas of intervention:

- Boosting the capacities of the human resources working at ISESCO and at the National Commissions in the fields of planning, follow-up and assessment through continuous training and the use of ICTs.
- Setting up unified statistics and databases in the Organization's fields of action.

Partners:

- National Commissions in Member States and competent parties.
- The Federation of the Universities of the Islamic World.

Total budget:

**US\$ 180,422.00**

Area of intervention 1: boosting the capacities of the human resources working at ISESCO and at the National Commissions in the fields of planning, follow-up and assessment through continuous training and the use of ICTs

The Center will use ICTs in planning, follow-up and assessment of ISESCO's activities. The human resources working at the Organization, the National Commissions and relevant educational, scientific and cultural institutions in Member States will be trained to use these technologies in developing plans and projects, monitoring and evaluating their impact.

Expected outcome: upgrading the capacities of experts and staff in planning, follow-up and evaluation through the use of information technologies

Performance Indicators	Measurement Indicators
<ul style="list-style-type: none"> <li>• Upgrading the capacities of experts and staff working at ISESCO and at Member States' National Commissions in planning, follow-up and assessment.</li> </ul>	<ul style="list-style-type: none"> <li>• Organizing 12 on-going training workshops in programmes' strategic planning, follow-up and assessment for staff and experts working at ISESCO and the National Commissions.</li> </ul>

Area of intervention 2: setting up unified statistics and databases in the Organization's fields of action

The Center intends to set up statistics and data bases and provide strategic studies and special guides on ISESCO's educational, scientific and cultural fields of action in Member States and within Muslim communities outside the Islamic world.

The data obtained will be used to identify needs and rank priorities and actions conducive to sound strategic planning.

**ISESCO Action Plan for 2016-2018**

Expected outcome: providing statistical data and strategic studies on the educational, scientific, cultural and communicational situation in Member States

Performance Indicators	Measurement Indicators
<ul style="list-style-type: none"><li>• Providing statistical data and studies on education, science, culture and communication.</li></ul>	<ul style="list-style-type: none"><li>• Conducting two (2) studies on the educational, scientific and cultural situation in Member States.</li><li>• Setting up three (3) statistical databases on ISESCO's activities in education, science, culture and communication.</li><li>• Providing statistical databases in ISESCO's fields of action.</li></ul>

## **2. Project on promoting the use of information and communication technologies to develop the action of ISESCO and the competent parties in Member States**

General framework:

Seeking to develop working methods in different directorates and divisions of ISESCO's General Directorate, the National Commissions and the competent parties in Member States through the use of up-to-date information and communication technologies and software, the Center has included this project in this Action Plan to enhance the use of new technologies so as to increase productivity and improve performance.

Under this project, the Center will purchase up-to-date systems to computerize all processes relating to scheduling activities, following up their implementation and funding them. The General Directorate staff will also be trained on using such technologies to effectively upgrade their professional performance and ensure an optimal use of the Organization's human resources through an integrated plan for continuous training, the aim being to computerize operations and procedures relating to the implementation progress of the activities scheduled each year in such a way as to enable experts, directors and persons in charge to have an idea on the performed stages, accomplished works and spent money in terms of preparing technical documents, lists of experts, participants and cooperating parties, etc.

In addition, these technologies will be used to facilitate the follow-up of activities, speed up reporting and assessing implemented programmes and activities. The Center will train ISESCO's staff on using Enterprise Resource Planning software. It will also complete by the end of this Three-Year Action Plan 2016-2018 the computerization of the archives, the registry office and the Human Resources Division and the Directorate of Financial Affairs.

Much effort will also be directed to the National Commissions and competent parties in Member States through supporting the neediest of them with advanced technological equipment, smart technologies and free open source software to encourage their staff to use and benefit from ICTs to improve performance.

Objectives:

- To improve the quality of professional performance and ensure optimal use of available human resources.
- To facilitate decision-making tasks by relying on computer systems used in managing institutions' resources and on software specialised in reviewing and analyzing data updating and drawing charts and graphs.
- To facilitate access to information through adopting open international technical standards and relying on free and open source software.
- To ensure universal access to widespread open source curricula.

Areas of intervention:

- Promoting information and communication service delivery at ISESCO's headquarters and web portal.
- Providing information and communication technologies support for the competent parties.

Partners:

- National Commissions.
- The Federation of the Universities of the Islamic World.

Total budget:

**US\$ 263,000.00**

Area of intervention 1: promoting information and communication service delivery at ISESCO's headquarters and web portal

Under this area of intervention, the Center will seek to assist the different directorates and divisions to computerize their information and operations through making use of ICTs. It will also pursue its efforts to develop and continuously update ISESCO's website through creating new windows, linking it to new websites and enriching its content in such a way as to reflect the cultural, educational and scientific realities and cultural diversity in Member States.

Expected outcome: enhancing the computerization of ISESCO's administrative and financial operations

Performance Indicators	Measurement Indicators
<ul style="list-style-type: none"> <li>• Enhancing the computerization of ISESCO's systems and equipment.</li> <li>• Boosting the capacities of ISESCO staff through continuous training sessions</li> </ul>	<ul style="list-style-type: none"> <li>• Purchasing up-to-date software to computerize ISESCO's archives, correspondence and administrative systems.</li> <li>• Purchasing up-to-date software to computerize both the annual programming and track its implementation and expenditure, as well as financial software systems for the Organization and training staff to use them.</li> </ul>

Area of intervention 2: providing information and communication technologies support for the competent parties

The Center will sustain its efforts to provide all types of technical and material support to Member States to build the necessary IT infrastructure in such a way as to facilitate communication between the competent parties and the General Directorate and participation in planning, follow-up, assessment, identify needs and rank priorities. In this regard, the National Commissions in the neediest Member States will be supplied

with highly advanced computer and technological equipment and with open source software to be used inside and outside offices.

Expected outcome: supporting the National Commissions in managing their computer systems based on free and open source software

Performance Indicators	Measurement Indicators
<ul style="list-style-type: none"><li>• Developing the infrastructure of the National Commissions and competent parties in Member States.</li></ul>	<ul style="list-style-type: none"><li>• Supporting nine (9) National Commissions with advanced computer and smart technology equipment.</li><li>• Providing advanced financial and administrative free and open source software to the competent parties and training their staff to use them.</li></ul>

### **3. Project on strengthening the capacities of ISESCO's human resources and provide electronic and computer equipment used in printing, documentation, publishing, and distribution**

General framework:

Committed to adopt and use electronic equipment and capabilities to carry out documentation, publishing and distribution tasks, the Center will continue its efforts to suit design and printing processes for its publications to international technological standards through purchasing state-of-the-art printing and publishing hardware and software, along with modern copiers. It will also reinforce the capabilities and skills of the printing unit staff, providing them with training sessions and ensuring their participation in international exhibitions and events about the latest printing, publishing and design advancements.

In the same vein, the Center will continue to upgrade the library system to best present its publications, with focus on strengthening cooperation and communication relations with the Member States and outside the Islamic world. It will also seek to modernize library work tools, while inventorying, classifying, indexing and digitally documenting its material by establishing a website for large-scale, easy access to information.

To strengthen cooperation ties with national libraries and documentation centers in Member States, the Center will focus on promoting exchange and granting of publications and information material, as well as conducting joint training sessions for the staff working in these institutions to introduce them to the basic elements, mechanisms and skills needed for the establishment of a digital library.

To enrich the library collections, the Center will continue to purchase reference books, particularly in most recent editions, and subscribe to new journals. It will also expand its presence in the Muslim world and beyond, through participation in annual international and regional book fairs.

Objectives:

- To keep pace with the technological advances through providing the latest systems in printing and publishing, modern software and photocopying machines.
- To strengthen the capacities and skills of the staff working at the photocomposition unit and the printing unit through specialized training sessions.
- To activate partnership with famous libraries and participate in major international and regional exhibitions.

Areas of intervention:

- Upgrading the capacities of human resources in documentation, publishing and distribution.
- Keeping up with the advances in information technology through providing the most advanced equipment.

Partners:

- National Commissions in Member States, the competent parties and international libraries.

Total budget:

**US\$350,000.00**

Area of intervention 1: upgrading the capacities of human resources in documentation, publishing and distribution

In this field, the Center will organize training sessions for documentation, publishing and distribution staff on to boost their capacities and provide them with new skills and knowledge. They will also be given opportunities to participate in international exhibitions and meetings where the latest relevant technologies are shown.

Expected outcome: boosting the capacities of the Center's staff working in documentation, publishing and distribution

Performance Indicators	Measurement Indicators
<ul style="list-style-type: none"> <li>• Upgrading the capacities of the Center's staff through continuous training sessions.</li> </ul>	<ul style="list-style-type: none"> <li>• Organizing six (6) training sessions.</li> </ul>

Area of intervention 2: keeping up with the advances in information technology through providing the most advanced equipment

The Center will continue its efforts to provide various types of technical support for ISESCO's General Directorate through purchasing modern hardware and software that best suit the Organization's needs and work load and to expand the scope of its activity to best respond to new advancements and improve performance.

Expected outcome: providing the necessary equipment for developing the library and rationalizing the distribution process of ISESCO's publications

Performance Indicators	Measurement Indicators
<ul style="list-style-type: none"> <li>• Providing the documentation, publishing and distribution division with the latest equipment.</li> <li>• Exchanging expertise and establish partnerships with famous libraries.</li> <li>• Enhancing ISESCO's participation in regional and international exhibitions.</li> </ul>	<ul style="list-style-type: none"> <li>• Purchasing six (6) modern machines to be in line with technological advances in printing and publishing.</li> <li>• Participating in twelve (12) international and regional book fairs.</li> <li>• Publishing and distributing ISESCO's publications.</li> </ul>