A missing piece of the puzzle

– Hands-on support for content partnerships through the Helpdesk at the Content Partnerships Hub

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THE IDEA BEHIND:

- A thematic hub initiative to support content partnerships
- Increase equity in decision making
- Support others on their journey – not replace their work
HELPDESK – ONE OF SEVERAL PILLARS

The Helpdesk complements the other pillars of the Hub initiative, including:

- Partnerships with IGOs
- Capacity Building
- Strategic data uploads
HELPDESK – FOLLOWING A NEEDS ASSESSMENT

- Bottleneck in the movement
- Many potential partners but little technical capacity and knowhow
- The Helpdesk answers to this need
This is what it is:

- A service for the global movement
- Supports with technical work around batch uploads
- Guides people to the right people in the movement
- Shares best practices
- Guided by an expert committee
This is how it works:

- Someone sends a request to the Helpdesk (helpdesk@wikimedia.se)
- The Expert Committee gives initial feedback and priority
- If positive, Helpdesk team works with requester to move in the right direction
- Expert Committee gives final go
- Helpdesk gives support
Expert Committee

Susanna Ånäs  
Finland

Boddhisattwa  
India

Nassima Chabhoun  
Morocco

Éder Porto  
Brazil

May Hachem  
Egypt

Abbas Mahmood  
Kenya

Patricia Diaz Rubio  
Chile

Subhashish Panigrahi  
India/Canada
Next steps:

- Organize learning clinics on Wikidata and Wiki Loves Campaigns with Let’s Connect
- Develop working groups
- Support more requests
- Contribute with more learning
Thanks!

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