

A missing piece of the puzzle

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

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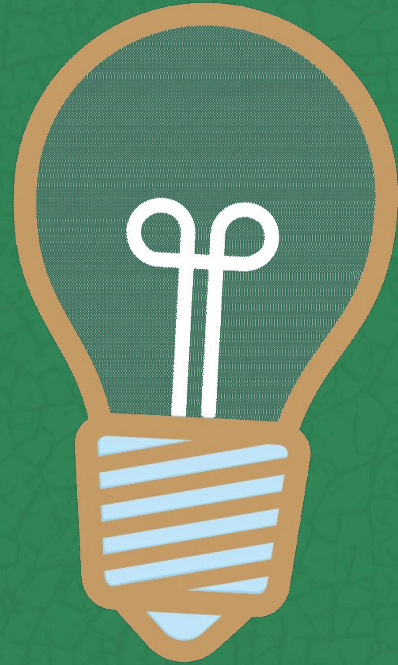
Eric Luth, Wikimedia Sverige

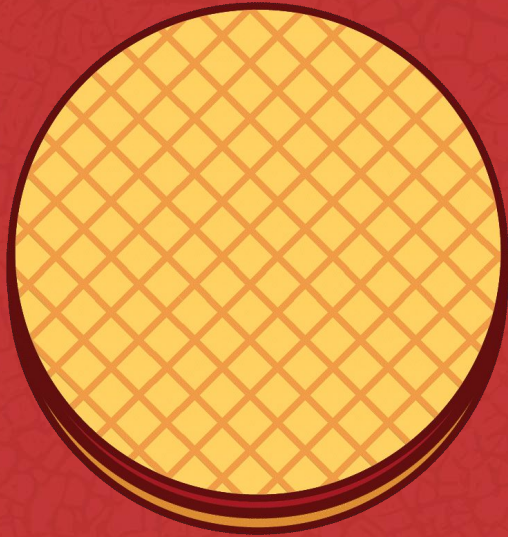


THE IDEA BEHIND:

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

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HELPDESK – ONE OF SEVERAL PILLARS

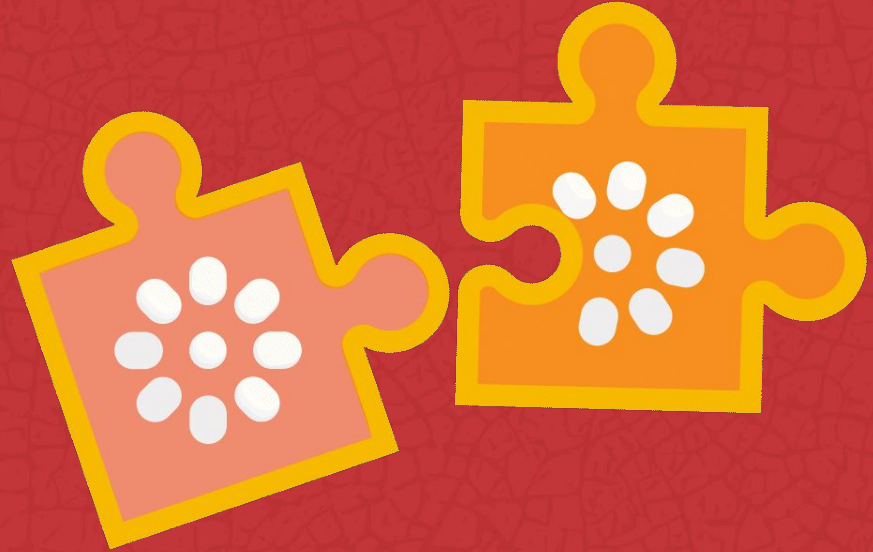
The Helpdesk complements the other pillars of the Hub initiative, including:

- Partnerships with IGOs
- Capacity Building
- Strategic data uploads

HELPDESK – FOLLOWING A NEEDS ASSESSMENT

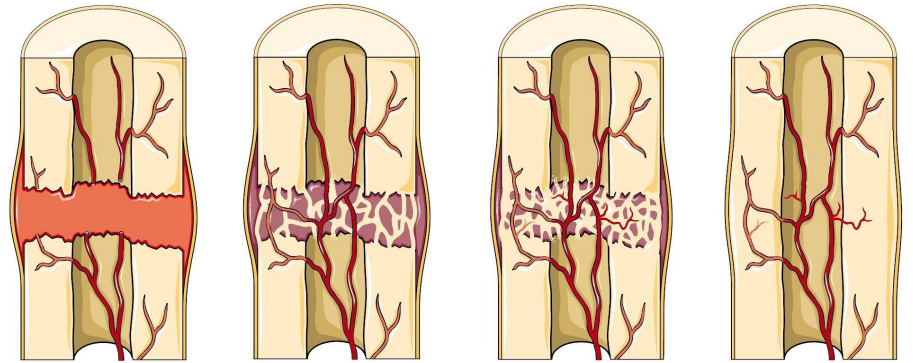
- Bottleneck in the movement
- Many potential partners but little technical capacity and knowhow
- The Helpdesk answers to this need

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This is what it is:

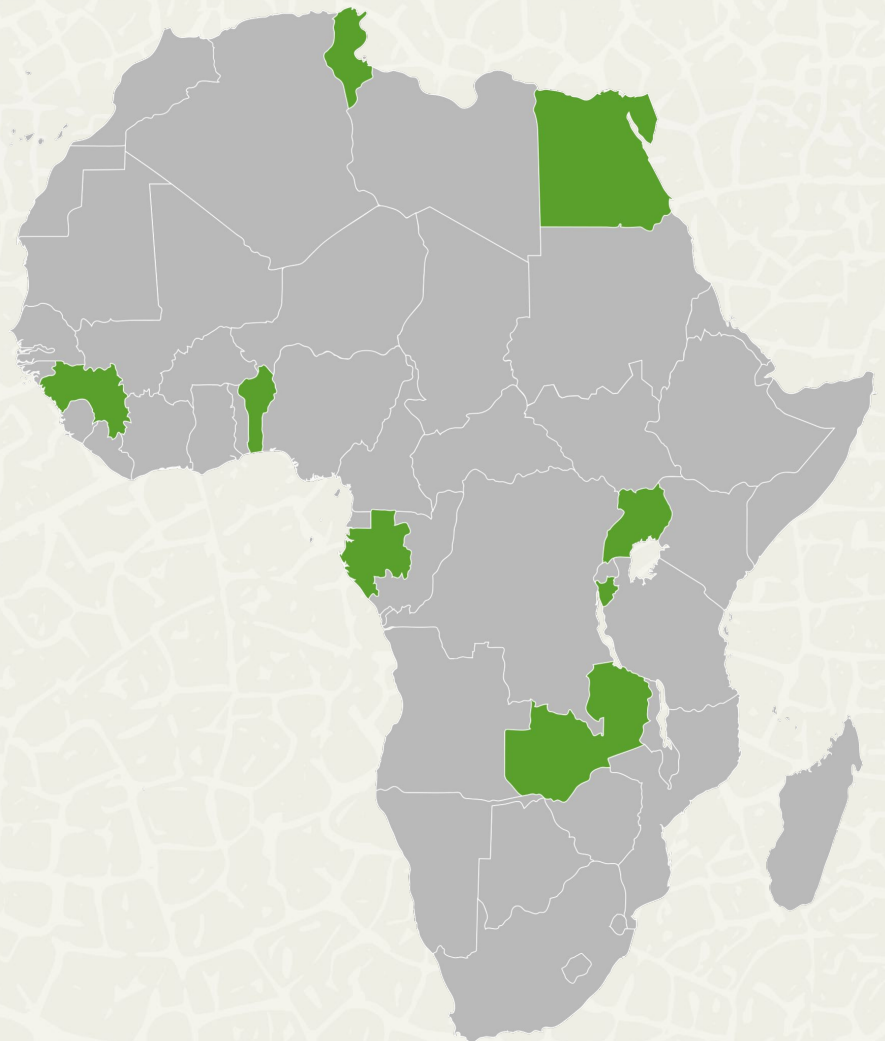
- A service for the global movement
- Supports with technical work around batch uploads
- Guides people to the right people in the movement
- Shares best practices
- Guided by an expert committee



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

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Expert Committee



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Susanna Ånäs
Finland



Boddhisattwa
India



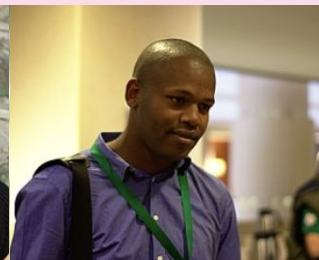
Nassima Chabhoun
Morocco



Éder Porto
Brazil



May Hachem
Egypt



Abbas Mahmood
Kenya



Patricia Diaz Rubio
Chile



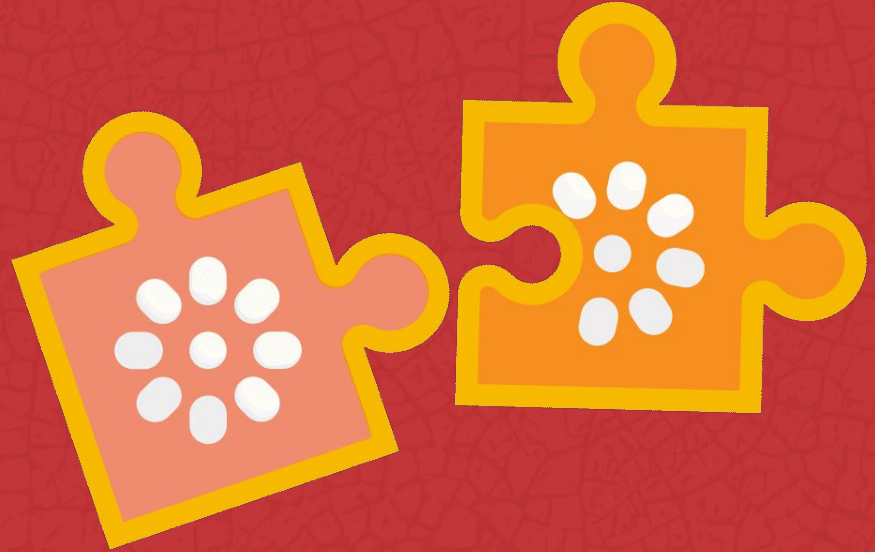
Subhashish Panigrahi
India/Canada



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

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✿ Thanks!

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