

The Helpdesk at the Content Partnerships Hub

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Ensure Equity in Decision-Making: “Lay the values, principles and policy basis for Movement structures, including the roles and responsibilities of the Global Council, regional and thematic hubs, as well as other existing and new entities and decision-making bodies.”

- Experiment.
- Answer to the needs of the movement.
- Will not replace the work done by others.
- Support content partnerships:
 - Service and infrastructure.
 - Collaboration and coordination.
 - Affiliates and volunteers to get started.
 - Technical and other expert support.

The Content Partnerships Hub





Work is (currently) divided into the following areas:

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0. Needs assessment
1. **Helpdesk**
2. Capacity Building
3. International Partnerships
4. Strategic Data Uploads
5. Software development

Helpdesk



- Supports requests
- Service for the global movement
- Helps guide people to the right people in the movement
- Shares best practices
- Supports with technical work around mass uploads
- Will be guided by an Expert Committee

Helpdesk Process v0.1



- Send email to helpdesk@wikimedia.se
- Expert Committee gives initial feedback
- Working groups help move in the right direction (if needed)
- Expert Committee gives final go
- Helpdesk gives support

Working Groups



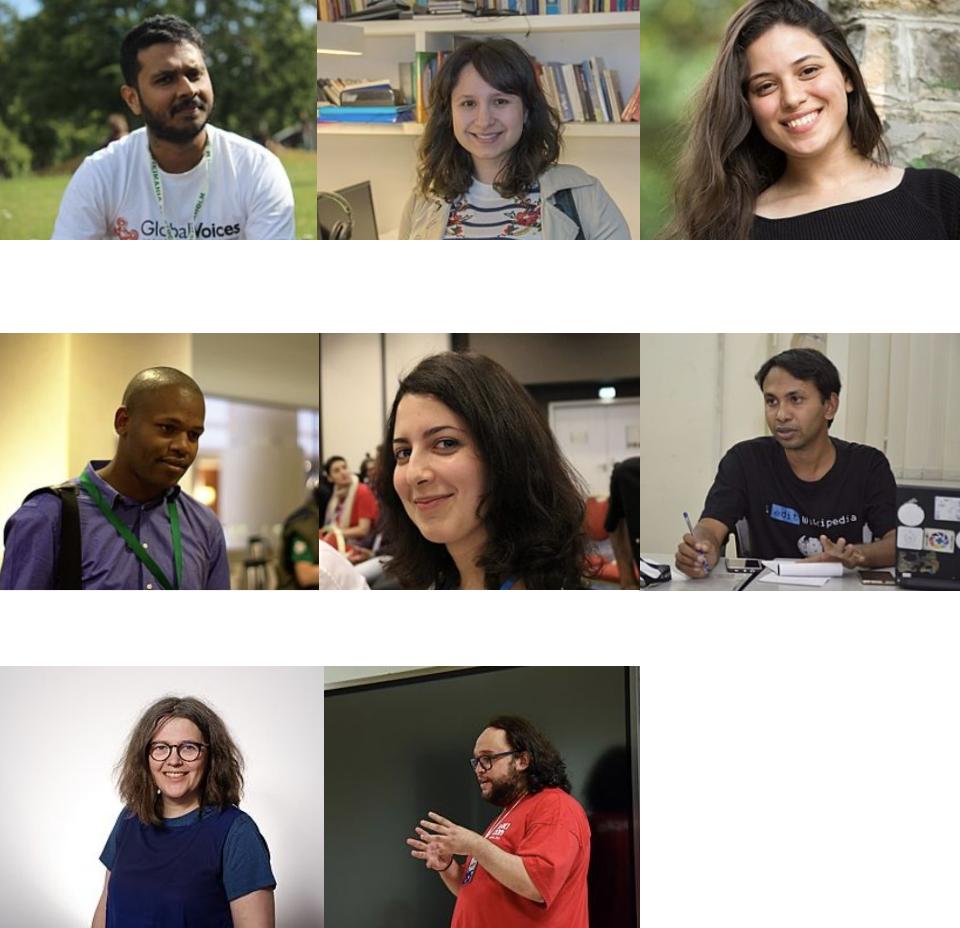
- Still to be organized.
- Consisting of staff and volunteers.
- Areas of work?
 1. Communication
 2. Project planning and feedback
 3. Implementation
 4. Evaluation and research
 5. Use of the content
 6. Creation of supporting material

Develop joint applications for funding.

Expert Committee

The work of the Helpdesk will be guided by an Expert Committee, that is:

- International GLAM experts that will prioritize, overview and develop guidelines
- The Expert Committee is in place, and has tried its first case!



Expert Committee

Subhashish Panigrahi, Patricia Díaz, May Hachem,
Abbas Mahmood, Nassima Chabhou, Bodhisattwa Mandalm,
Susanna Ånäs and Éder Porto

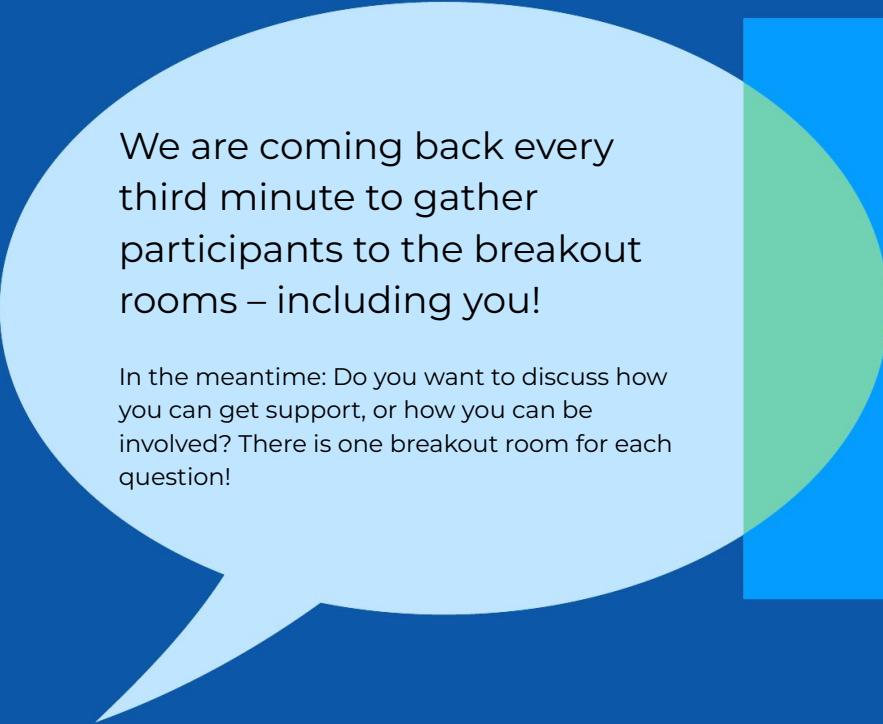
Workshop time!

Do you want to get support?

Do you want go give support?

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Workshops about the Helpdesk of the Content Partnerships Hub are ongoing!



We are coming back every third minute to gather participants to the breakout rooms – including you!

In the meantime: Do you want to discuss how you can get support, or how you can be involved? There is one breakout room for each question!

The Helpdesk...

- Will support your work with content partnerships, such as uploading media and data
- Wishes to involve the movement in its work
- Is not finalized yet, and we want your input along the way!

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