

# Content Partnerships Hub

## – The Helpdesk and work with IGOs



**WIKIMEDIA**  
SVERIGE

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Online



**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





**Work is (currently)  
divided into the  
following areas:**

- Needs assessment
- **Helpdesk**
- Capacity Building
- **International Partnerships with IGOs/INGOs**
- Strategic Data Uploads
- 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

# The Helpdesk Process



- Send email to [helpdesk@wikimedia.se](mailto: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



# Expert Committee

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

- It consists of international content partnership experts that will prioritize, overview and develop guidelines
- The Expert Committee is in place, and has tried its first case!



Subhashish Panigrahi, Patricia Díaz, May Hachem,  
Abbas Mahmood, Nassima Chabhoun,  
Susanna Ånäs and Bodhisattwa Mandalm

# Working Groups



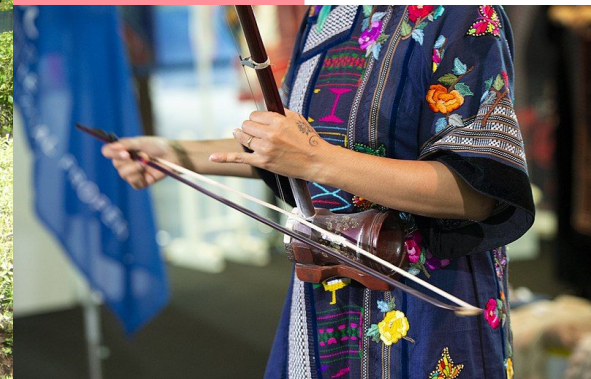
- Still to be organized.
- Consisting of staff and volunteers.
- Areas of work?
  1. Communication
  2. Project planning and feedback
  3. Implementation
  4. Evaluation and research
  5. Use of the content
  6. Creation of supporting material

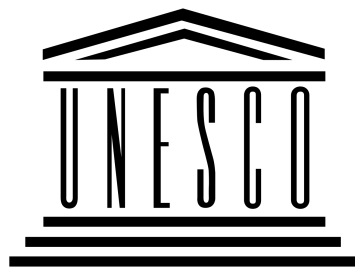
Possible to develop joint applications for funding.



# International Partnerships

- International partners, such as the UN, have content and resources
- They can provide opportunities across the world
- We have so far focused on climate, gender and health





And many more...

## At this point we are working to...

- Uploading and using content
- Establishing partnerships
- Creating a structure for Wikimedians in Residence
- Creating opportunities for more Wikimedia organizations!



# Workshop time!

How do we work together?

**Helpdesk Working Groups**

**Translation**

**Other areas?**

**Filling gaps**

**Communication**



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# Workshop time!

How do we work together?

## The Helpdesk's Working Groups

### What:

We want Wikimedians from around the world to join working groups to share their knowledge and networks and help support content partnerships in the movement.

### Question(s):

We know that you are all busy and have a lot of things to do. What would be needed for you (as a volunteer or as a staff member) to prioritize this work?

Which areas should working groups focus on?

# Workshop time!

How do we work together?

## Filling the gaps

### What:

In some areas or countries there are no active Wikimedians but there is still valuable content that would be of great use from potential partner organizations.

### Question(s):

What (if any) should be the roles of the thematic and regional hubs when reaching out in areas where there are no active Wikimedians?

Do you know any examples in the ESEAP?

Are there already outreach activities being done in the ESEAP region to areas without local volunteers? Can we support these?



# Workshop time!

How do we work together?

## Translations

### What:

To be able to reach out and support and engage everybody English is not enough. Communication material, capacity building material, software and more must be translated.

### Question(s):

How do we organize this?

What languages should be a priority?

Will the ESEAP hub work on translations to regional languages?

# Workshop time!

How do we work together?

## Communication

### What:

We want everybody in the Wikimedia movement to know about the possibilities the Content Partnerships Hub can enable, and engage in the work.

### Question(s):

How do we spread knowledge about the possibility to get support or about material that is available (to ensure reuse)?

What communication channels are most important in the ESEAP?

# Workshop time!

How do we work together?

## Other

### What:

We are sure that there are other things that would be interesting to do together.

### Question(s):

Any other ideas on how we could work together?



# Thanks!