



IL RESTE TOUJOURS ASEZ DE FORCE À CHACUN POUR ACCOMPLIR CE DONT IL EST CONVAINCU – GOETHE

Information Management and Systems : TEAM

Tito Dupret
Coordinator

Thank you for giving me the opportunity to work at the Centre. This is my final report on a mission going from July 2005 to May 2006.

Eric Esquivel
Webmaster

Christian Manhart, Chief of WHC/CEP, has decided to give to Eric the lead of IMS team. This is an excellent decision.

Fabien Ferry
Web development

Fabien will duly continue the work he is on. For best results, it will be important to offer him room for initiative in future web projects.

Francesca Baldanzi
Intern : Editing

Francesca is an excellent bridge between our web content and related staff at the Centre. As she leaves, I would advice Barbara Blanchard to take over.

Raf Mathijs
Intern : Web dvlpmt

At the end of Raf's efficient internship, WHC will have an up-to-date database design and an extensive Who's Who gone public.

Information Management and Systems : ACTION PLAN

Action Plan

Summary. During last 9 months, a great amount of work has been done. As a result WHC web audience has increased by 50% and the number of online members has gone up from less than 12,000 to more than 17,000 within the last six months. I am sure the dynamic will remain and develop.

Web Development : will the staff follow ?

Search engine and databases have been cleaned up, improved and /or (re)structured for better filling, crosslinking, multiple user understanding. Especially about Nominations, Tentative Lists, Activities... These need further development along with Partners + Retrospective Inventory + International Assistance + State of Conservation + Management Plans + Mission reports visibility and /or accessibility. IMS is ready and need use feedback but will the staff follow ?

Web Editing : crucial issue

This comes to a crucial problem : IMS need a perfect French-English web editor. We're now OK on the technical and design workflow but not the texts. Today, the website is well ahead internal staff habits : tools are there to make us permanently dynamic but staff still keep a paper-driven mentality. To the majority the website remains a simple publication and not a working tool - giving visibility on their work to 15,000+ visitors a day.

For the benefit of all, each staff member should use the website to show and archive their own news - events - contacts - activities - projects - partners - et caetera... This cannot be achieved without the help and strong support of the hierarchy.

Web Design : the List

Along with better display of information, the new design and rich media implementation have indeed ensured the number of visitors to constantly increase. What need to be redrafted now is the WH List itself + WH Site pages. A concept and a mockup are in progress.

Helpdesk

Equipment has been sorted, renewed and its inventory is up-to-date. This has put the Centre in a comfortable position for the next 2 years. A sign that tells it all : daily helpdesk requests have dropped down much.

The lobby is at its best : projection, latest WH map on the wall, plotter is visible and well used. A good impression for new comers.

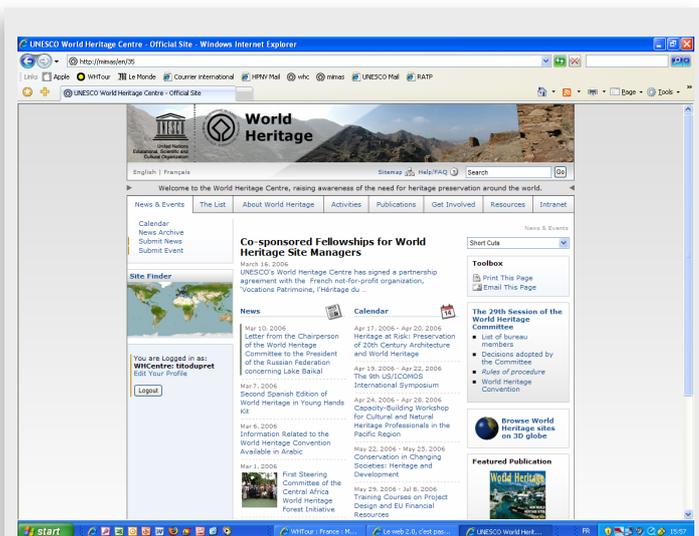
Intern room on the 3rd floor is less than it should be since heavy staff movements and the loss of 3.33 meeting room.

Conclusion

Plenty of challenges have been taken up successfully and have created exciting new ones. But since IMS budget has been cut by half, it is inappropriate to detail heavy strategies on the long term. This report is based on forces currently present at the Centre.

The future has been prepared but there will be heavy changes : during the next month, the team will go down from five to only two people + very hopefully Barbara Blanchard who is ready to be our web editor – as I've taken the initiative to talk to her already.

I truly believe WHC website is on the best path with its minimal resources. On my side, I'll remain available to the Centre in the future for what I am doing best : multimedia and communication.



A very flexible design has been implemented in order to widely publish and to encourage reviewing + filling of our databases.

Online Tools to fill up the databases have been enhanced on the overall for consistency and in the details to be user-friendlier. Unfortunately, the website's text contents lack of global management : while the website can "show it all", what's online must absolutely be reviewed and permanently updated by related staff.