



**Ayuda Urbana**  
Red Inter-Municipal

# AyudaUrbana.com

An UCCI / World Bank  
Knowledge Sharing Initiative  
for  
Municipal Capacity Building

<http://www.ayudaurbana.com>



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## **What is UCCI?**

- Union of Capital Cities of Ibero-America, founded in 1982 in Madrid
- Leading role in the international municipal movement
- Promotes ties among cities and studies issues that affect the municipalities
- Contributes to enhance the sustainable and harmonic development in the region



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## **What is UCCI-CAMC?**

- 10 capital cities of Central America, Mexico and the Caribbean region, more than half of which are Government opposition parties
- Regional vice presidency of UCCI is chaired by mayor Hector Silva of San Salvador
- In 2000, Silva approached the Bank seeking support for inter municipal capacity-building



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## **UCCI /World Bank Knowledge Sharing Initiative**

- WB and UCCI CAMC staff held consultation and planning workshops with municipal staff
- Proposed municipal knowledge sharing program was approved the UCCI CAMC mayors in 9/00
- World Bank mobilized \$249k for the program from the BNPP (Dutch) and DFID (UK)



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## **UCCI /WB Knowledge Sharing Methodology**

- Main objective: to enhance municipal efficiency through horizontal knowledge sharing
- First, identify the key issues, questions and problems in member municipalities, then
- Build municipal communities of practice through thematic workshops to share experiences, and
- Build interactive knowledge sharing website to organize information and foster communication



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## **Thematic Workshops**

- Workshops are intended as horizontal learning and thematic community-building events
- Two-day workshops each gathered about 30 municipal experts from 10 capital cities, plus Bank Thematic Group members
- From 2001, seven thematic workshops have taken place in five cities of the UCCI-CAMC region



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## **Thematic Workshops' Objectives**

- Allow a first time face-to-face contact
- Share experiences from each participating capital city by thematic group
- Discuss lessons learned supported by presentations from Bank staff
- Establish a prioritized list of key issues/ most frequently asked questions
- Train groups in the use of functionalities of the web-based knowledge sharing tool



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## **Thematic Communities of Practice**

COPs have a total of 128 members in 9 capital cities:

Urban Upgrading coordinated by Managua

E-government coordinated by Guatemala

Municipal Finance coordinated by San Salvador

Environmental Sanitation coordinated by Panama

Urban Transport coordinated by Guatemala

Historic City Centers coordinated by Havana

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**[www.ayudaurbana.com](http://www.ayudaurbana.com)**

- Ayudaurbana is the interactive knowledge sharing portal that supports the thematic communities of municipal practitioners
- Is a resource for practitioners to collect and exchange information, knowledge, and experiences among themselves
- Objective is to share knowledge in order to develop creative solutions to common problems and challenges faced by the cities of the region

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- Created by UCCI CACM/WB, but open to all Spanish language municipalities and practitioners
- Contains the “library” of structured thematic knowledge collections
- Also holds the workshops proceedings and presentations, directory communities of practice and a series of downloadable “how to” manuals
- Provides links to the member municipalities and to other relevant agencies and organizations

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## **Thematic knowledge collections**

Urban Upgrading

E-government

Municipal Finance

Environmental Sanitation

Disaster Prevention

Urban Transport

Historic City Centers



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## **Thematic Knowledge Collections**

Knowledge collections are organized by theme and are structured by level:

- For policy makers and administrators: What is the theme or subject?
- For practitioners: How do you do it? From getting started, through implementation to evaluation
- Collections include case studies, tools, and resources (organizations, websites, glossary and bibliography)



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## **Evaluation of the First Phase Results**

Conducted by Fundación ACCESO specialists in March 2000. Objectives were to:

- Evaluate the level of achievement of the project as a knowledge-sharing tool
- Analyze lessons learned
- Strengthen the knowledge transference in the transition to second phase



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### **Evaluation found Website:**

- User friendly, very good content, well structured
- Participative and interactive

### **Evaluation found Workshops:**

- Turn the physical teams into virtual COPs
- Very productive thematic content
- Personal exchange allows continuity



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## **Evaluation of Communities of Practice**

- Establishes direct contact among regional counterparts
- Enables ongoing communication among thematic experts
- Allows identification of special expertise and capacities in the community
- Strengthens regional municipal identity
- Enhances knowledge sharing



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## **Phase II Strategy**

### **a. Financial plan for sustainability**

- Mobilize resources through bilateral, multilateral and other institutions
- Initiate cities' own funding strategy

### **b. Project Institutionalization**

- Adoption of the project in of UCCI Mayors Plenary Session, May 2002
- Approval by Municipal Councils and integration to the annual plans of each municipality



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## **Phase II Strategy**

### **c. Optimize municipal capacity building method**

- Write up methodology for Workshops
- Prepare profile for Community of Practice coordinators
- Prepare profiles for Ayuda Urbana Content- and Web Managers
- Develop evaluation and monitoring indicators
- Design a promotion strategy for the program



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## **Phase II Strategy**

### **d. Handover of Ayuda Urbana**

- Content and web management transition training from WB team to UCCI CAMC team
- Handover operation of program to UCCI CAMC by July, 2002
- Plan 8 follow-up workshops for existing communities of practice and 4 new communities
- Replication of methodology for UCCI's Andean region vice presidency



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**Thanks!**

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