

## Celebrating Knowledge for Sustainable Development

Delegates to a major UNDP event in New York committed to advancing knowledge worldwide as a pivotal means for achieving the Sustainable Development Goals (SDGs) and the 2030 Agenda. The free flow of information and data is crucial for the formulation of evidence-based policies which can accelerate progress toward the global goals.

At the event, delegates remarked that improving thought leadership and evidence-based policymaking is at the heart of progress needed toward sustainable development. The

discussion was enriched by two new UNDP products devoted to advancing knowledge, particularly in the Arab States Region –the Global Knowledge Index and the Arab Development Portal.

“Investing in the lessons of the past is crucial for achieving the 2030 Agenda,” said UNDP Administrator Achim Steiner. “Development is driven by the evidence based decisions we make combined with the opportunities for the future. I am pleased that UNDP’s decade long partnership with the Mohammed Bin Rashid Al Maktoum Knowledge Foundation has produced the innovative Global Knowledge Index to help us to navigate a world where data are bigger and faster than ever before, and seize these opportunities for progress.”

The Global Knowledge Index produced by UNDP in partnership with the Mohammed Bin Rashid Al Maktoum Foundation was discussed as a key reference for societies seeking to advance on the knowledge agenda. The first of its kind, the index measures knowledge at the country-level, worldwide, by aggregating data on national education, research-and-development, innovation, economic and information technology progress and institutions. Globally, the top performer on the index was found to be Switzerland; in the Arab States region, the United Arab Emirates leads the way.

“Our partnership with the UNDP started in 2008, paving the way for pioneering projects and initiatives that catalyze our societies’ effort towards producing, disseminating and localizing knowledge in the Arab region and the world,” said His Excellency Jamal bin Huwareb, Chief Executive Officer of the Mohammed Bin Rashid Al Maktoum Knowledge Foundation. “This partnership has always sought to find ways to empower youth to play a bigger and effective role in their communities.”

Participants also discussed the Arab Development Portal (ADP), with its innovative SDGs tracking tool. The tool enables anyone with a computer or smart phone to track the progress of Arab countries towards the 16 goals that make the SDGs. The ADP is developed by UNDP in partnership with the Coordination Group of Arab Regional and National Development Institutions. Uneven availability of data was noted as a significant obstacle to development progress. Across the region, on average, countries are able to report on only 35 per cent of SDG indicators, according to a preliminary mapping carried out by the UNDP Arab Development Portal.



“Data helps us understand where we are in terms of development –and, most importantly, where we want to go,” said Mourad Wahba, Director of UNDP’s Regional Bureau for Arab States. “UNDP and partners are committed to helping countries across the region embrace the knowledge challenge as a means of achieving the SDGs and sustainable development.”

## Joining forces for the SDGs: Business students support young changemakers

Building on a four-year partnership between the UNDP Innovation team in the Arab States and the Hult International School of Business, the UNDP Youth Leadership Programme (YLP) has for the second year in a row, tapped into the expertise and talent of Hult students to support the efforts of young leaders and social innovators across the region.

Through the Hult International Business School course on “Business and Social Innovation” led by Professor Joanne Lawrence, students are introduced to innovative ways of solving social issues through synthesis with economic strategies. Students are matched with selected YLP laureates and provide support on the management and implementation of YLPers’ national or community projects.

Reflecting on her experience, a Hult student comments, *“This was a challenging task, but knowing that you are working on an actual problem and your solution can help improve the lives of others is very rewarding.”*

This year, five YLP participants took part in the UNDP-Hult exchange: Omar and Mahmoud from Egypt, Malak from Lebanon, Sarah from Yemen and Senan from Jordan

Their projects, with input and support from Hult students and staff, are on track to shape the future of their communities. Omar and Mahmoud strive to reduce inequalities in Egypt through their application **“AnaBatklm”** which aims to provide a tech solution to communication between deaf or hearing-impaired community members and able bodied people.

Malak’s project **Khedni M3ak!** tackles traffic issues in Lebanon through a carpooling application, solving environmental and economic challenges.

And Sarah’s project **Vertical Farming** targets the hunger crisis in war-torn Yemen by introducing innovative ways of urban farming to communities. At Hult, Sarah found new ways to scale up her project. She explained that, *“the teams have helped me in terms of studying the problem at deeper levels and finding solutions. I am very thankful for the opportunity and I am now looking for ways to implement their recommendations.”*

Senan’s project **S-Toilet**, aims to improve the hygiene of public restroom facilities in Jordan. After his projects participation in the Hult class, he was selected for the HULT accelerator prize and will spend six weeks in the UK to receive additional training and support.

With the many collaborations like the one with Hult, YLP remains highly interested and engaged in partnerships that support young change-makers in their efforts towards sustainable development in the Arab Region.

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The UNDP Youth Leadership Program was launched in 2015 with the aim of empowering youth and promoting their role as agents of change in their communities. Since then, it has been



providing youth in the Arab States region with the inspiration, assistance, and platforms necessary for pursuing their ideas for social change.

**Hult International Business School** students hail from 150+ countries and attend classes at one of six campuses around the world. The school strives to create leaders who are able to integrate commercial success and societal well-being, and is home to the Hult Prize - the world's largest student social entrepreneurship competition.

## Measuring trade contribution to sustainable development in Arab countries

Tasked to identify the contribution that trade brings towards achieving sustainable development, the third Trade and SDGs working group meeting took place in Cairo on 29-30 July 2018 - fruit of the partnership between UNDP and the Swedish International Development Agency.

Bringing together experts from different UN Agencies, academic institutions, governments of the Arab region, the League of Arab States and the private sector, the group completed key analysis of trade initiatives in Arab countries, such as Trade Facilitation, and finalized a set of 220 draft indicators that measure how trade contributes to achieving the SDGs. Such list reflects the multiple dimensions of trade's contribution, including for example, trade in goods, trade in services, regional trade and its contribution to gender equality, environmental sustainability and human rights.

Once finalized, such indicators will help countries and regional institutions track progress on SDGs and identify trade and trade-related policy recommendations to advance their sustainable development agendas. In this regard, participants also discussed how the indicators can be useful tool to support countries to benchmark the progress of national trade-related efforts towards reaching the 2030 Agenda for Sustainable Development.

These indicators are tailored to the regional context and circumstances. To this end, UNDP is planning to conduct a two-county pilot exercise to collect available data, determine the responsiveness of these indicators to national needs and availability from national and international sources and analyze how they reflect trade contribution to sustainable development. Such data and indicators will eventually feed into the SDGs Tracking Tool– developed by UNDP in the Arab region.

Throughout the two-day meeting, the group also discussed different topics that are at the core of the discussion about trade and sustainable development. In this regard, participants exchanged views -for instance- on the status of the implementation of trade facilitation, transport connectivity and digitalization in commercial transport and logistics.

Based on the discussions and the findings over the past year, the group developed a series of conclusions and recommendations for national and regional policy makers on how to best unleash the potential of trade to achieve the SDGs. These mainly revolve around enhancing political commitments towards deepening Arab economic integration, taking the necessary modernization and trade facilitation reforms at the country level to boost competitiveness and investments, and further engaging the private sector including SMEs and online businesses.

Dr. Khaled Wahid, Deputy Director of the Arab Economic Integration Department in the Economic





Sector of the LAS acknowledged the importance of such technical work and development of trade-related indicators. He called on UNDP to consider options to keep an active expert group in the region, like the Trade and SDGs Working Group. He also noted that *“The existence and work of this group is and will be important to support the implementation of trade-related SDGs in Arab countries. At LAS, we look forward to benefiting from the extensive work carried out on such indicators”*.

## Youth civic engagement for a more peaceful and sustainable Libya

As the situation in Libya remains volatile and marked by conflict in some parts of the country, young people represent a precious resource: the human capital needed for a better future. Unleashing their potential and supporting their innovative solutions to development challenges is the objective of UNDP’s Youth Leadership Programme (YLP) which has been working for the past four years to build a generation of future leaders and change makers. Such

work was made possible thanks to the partnership with and generous contribution of the Swedish International Development Agency (SIDA) since 2015, and of the United Nations Institute for Training and Research (UNITAR).

In 2018, for the first time, Libya is one of the 12 participating countries of YLP. Due to visa issues, the regional launch of #YLP4 saw the participation of only one representative from Libya. Yet, keen to support the country in this undertaking, the YLP team, in collaboration with the UNDP Libya office, organized a dedicated workshop in Tunis on 23-24 July. The event was attended by four youth-serving organizations, namely the 180 Organization for Development and Awareness, the National Organization for Amazonat Libya, H2O Organization and Dihya.

By the end of the workshop, a National Action Plan (NAP) for Libya was agreed upon by participants with a series of activities that will be implemented by the end of the year. Which SDGs will the NAP focus on? *“Although all goals apply to Libya, I think we should focus on contributing to a more peaceful future for our country. This is what Libya really needs at the moment”* said Usama from 180 Organization. SDG 16 –peace, justice and strong institutions –will be at the core of the YLP activities, while also including efforts to promote environmental sustainability, mainly through Dihya organization.

The glue and common denominator of all activities will be the promotion of youth civic engagement and the development of innovative solutions to address local development challenges. *“The young people we work with are keen on stepping up their engagement and political participation”* noted Abdel Momen from H2O Organization. As Libya undergoes a delicate transitional phase, the contribution of youth in the constitution-making process and participation in future elections are key to ensure their ownership. Given its expertise on such topics, H2O Organization is planning to organize a series of training sessions for 50 young people to enhance their knowledge about the proposed draft constitution, the process that will lead to its approval, and the importance of holding elections for the stability of the country.

But they will not stop at knowledge. They will encourage youth to take action. A series of follow-up workshops will be held to discuss the challenges that young people face in their own communities,



and help them identify potential solutions to be implemented at the local level. With differences given by the context, the common challenge is the gap between young people and policymakers, and the difficulty to channel voices of the former to the latter, explained Abdel Momen. *"We need to take action, rather than staying idle at home and complain about politics and government services"* he continued. As part of YLP activities, H2O will also facilitate meetings between young leaders and local/national policymakers to present their solutions and have an opportunity to have their voices heard.

Complementary to such work, 180 Organization will take advantage of the outreach potential of media to promote the importance of dialogue and reconciliation. A series of two-day workshops will be organized to raise young people's awareness of their role in peace-building processes, strengthen their communications capacities and help them come up with innovative ideas for media and social media campaigns around these issues. *"Thanks to their profound knowledge of their communities, young people will be able to prepare very targeted messaging for their communications campaigns"* said Usama. "Our role will just be to provide them with the necessary tools and an enabling environment where they can also share ideas with their peers" –he added. Encouraging youth to take an active role in their communities for a more peaceful Libya is also the objective of the activities planned by Amazonat organization. In this case, the focus will be on reducing the possession and use of arms by households, which is a cause of recurrent violence and casualties in many villages throughout the country. Unlike 180 and H2O, Amazonat is based in Benghazi where it will organize workshops with around 100 young people and discuss ideas to be implemented in different neighborhoods to encourage people to hand over their weapons, thereby contributing to a safer environment. *"After the long period of violence and conflict, it is not easy to convince citizens that they do not need arms. This will probably make a door to door effort, or maybe some other innovative ideas that our youth will come up with"* said Abdelslem from Amazonat.

On the environmental side of the NAP, Dihya is planning to organize a competition to identify the best solutions that the city of Tripoli could benefit from to reduce plastic pollution and address other local environmental challenges. In partnership with the Ministry of Environment and local councils, dialogues will be held to discuss such challenges and identify ways to solve them. Representatives from local schools will also take part in the discussions, and potentially disseminate some of the ideas among their peer students.

Innovation and gender equality, two key pillars of YLP, will be fully integrated in the national action plan. Complex challenges require new approaches and innovative solutions, and the design thinking methodology was introduced to participants with the objective of helping them stimulate the young people they will work with to devise new ways of addressing problems. This methodology has already proven to be very successful in other countries, such as in Sudan where a group of young people developed the Raik Shino (in English, *What do you think?*) project, which is a community engagement platform to collect people's ideas on community challenges through games and other interactive exercises.

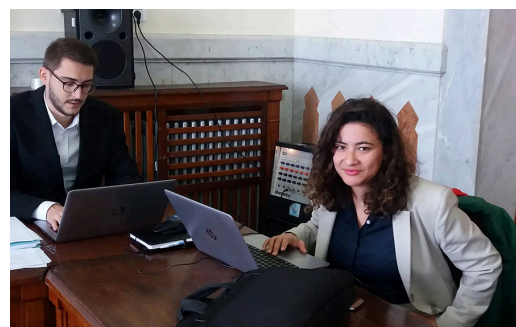
The four organizations committed to have at least 50% of women beneficiaries, but most importantly they will also discuss what specific role women can play in promoting peace and security in their communities, in line with the Security Council Resolution 1325. In addition, they will also ensure that issues that affect mostly women, such as gender-based violence and violence in conflict, will be prioritized during participants' discussions on challenges and identification of related solutions.

Despite the many security challenges and the volatile environment in the country, Usama, Abdel Momen, Abdelslem and Asmaa (from Dihya) are keen on starting the NAP implementation on the ground. Considering their passion, enthusiasm, expertise and creativity, positive change will be

likely brought about by Libyan youth in the coming months, contributing to advance the 2030 Agenda in a country that certainly deserves a peaceful and sustainable future. And thanks to YLP, Libyan participants will not be alone in their efforts. They will be connected to the regional YLP community through online interactions, thematic webinars as well as other regional and global events, and will therefore be able to benefit from other countries' experience, ideas and lessons learned, and showcase their own work to the world. UNDP will stand ready to document such success stories, therefore it is better to stay tuned!

## UNV helps kick start decentralization in Tunisia

Arriving in Beja, a city in North-West Tunisia, UN Volunteer Economics Officer Sarah Fekih thought nothing of cycling or jogging to get to work –she used to jog back in Tunis, where she is from. However, she soon discovered that she is the only woman in Beja who cycles or jogs. “So good that a woman is running! Keep running Sarah!” her neighbor told her a few days ago. And the schoolgirls from the local school clap at her, as she passes by.



Sarah, a 26-year-old Tunisian, runs every day to her office in the Beja Municipality, where she has been working over the last year for the project *Madinatouna (Our city)*. The project is implemented by UNDP in Tunisia in support of the National Federation of Tunisian Cities, and in partnership with the Deutsche Gesellschaft für Internationale Zusammenarbeit (German Federal Enterprise for International Cooperation - GIZ), CILG-VNG International, Cities Alliance and MedCities. The project targets nine Tunisian cities (Beja, Gabes, Jendouba, Kairouan, Medenine, M'saken, Sidi Bouzid, La Soukra et Tataouine) and involves 18 UN Volunteers.

Together with two colleagues, Sarah researched the needs of the people of Beja to find out what could help to develop the city, in order to contribute to the 2030 Agenda for sustainable development. They also met government officials and civil society organizations to collect qualitative and quantitative data (interviews or statistics) related to the city.

The UN Volunteers organized workshops with local authorities and civil society organizations in order to determine challenges and opportunities and identify sustainable projects. Then they produced reports for the municipality and potential donors to facilitate the implementation. Sarah participated in identifying some projects with the stakeholders, elaborated on them, and now she is working on the final stage: implementation and funding. One of these projects involves the marketing of locally-produced traditional sweets.

*"Have you ever tasted Jalebi, also called Zlabia? It's a delicious sweet produced in Beja: it's a specialty here. People from all over Tunisia come here to buy it, especially during Ramadan,"* she explains.

During the research stage, Sarah discovered that Beja's Jalebi cannot be exported to Tunis or abroad because of the lack of appropriate packaging and labelling. As such, she has worked to encourage artisans, the municipality, and government representatives to meet and discuss the issue, seeking help from labeling experts. Slowly but surely, Jalebi artisans are starting to organize themselves to reach Tunis with their products. Contacts will be initiated with some retailers. The final goal is to export all over the country and abroad. The good thing is that this project has not needed much



funding. It is just a matter of putting effort and expertise together.

Sarah has also been working on a second project in need of wide funding: the building of an “*economic hub*” in the outskirts of Beja, to supply services for farmers. This was a project conceived years ago by Beja’s Municipality, but never implemented. Former Tunisian governments had not engaged with this proposal coming from the local level. Now, the new Beja Municipal Council formed after the first local representative’s elections in Tunisia (6 May 2018) provides fresh hope for decentralized development. The challenge is how to address the issues that were hampering the project, for example land ownership issues, environmental concerns, lack of funding, and the like..

Before the arrival of UN Volunteers in Beja, it was those in Government and few elites in Beja who were aware of the 2030 Agenda for sustainable development. Now it is widely discussed, and people are mobilizing with ideas to implement it.

## Climate action for SDGs achievement

As countries move forward to implement their Nationally Determined Contributions to climate change (NDCs) under the Paris Agreement, the UNDP Regional Hub is expanding its support to develop and implement new country programming that helps build climate resilience of communities, while achieving co-benefits across the Sustainable Development Goals (SDGs).

In **Sudan**, rain-fed farmers and pastoralists are particularly affected by climate change and are in desperate need of risk reduction measures. Here, the Regional Hub deployed a two-week mission to Kassala and North Kordofan States to support UNDP Country Office and the Government to assess gaps in early warning services (EWS) and to develop blueprint for improved EWS to reduce risks and prevent impacts from major climatic disasters such as drought and floods. Through expanding levels of climate adaptation programming in Sudan, UNDP is helping communities improve monitoring, interpret weather information, map risks, and forecast rainfall and drought events. This brings benefits for SDG 13 as well as SDG 1 on poverty reduction, SDG 2 on food security, SDG 5 on gender equality, SDG 6 on water security and SDG 15 on ecosystem resilience.

**UNDP Somalia** was a beneficiary of the technical advisory services provided by Amman Hub to Somaliland region with the aim to support country office and the Government to develop new programming to reduce and reuse plastic waste in line with SDG 12. The support also included steps to scale up decentralized solar solutions at the community level under SDG 7, and to expand use of solar desalinization for clean water production to help achieve SDG 6. The Hub supported UNDP Somalia to undertake consultations with community stakeholders, private sector, NGOs and Government including Ministry of Environment and Rural Development, Ministry of Water Development, Ministry of Agriculture, Ministry of Energy.

In **Djibouti**, the Hub helped UNDP Djibouti to support the Government identify gaps and opportunities to achieve its ambitious goal of achieving 100% renewable energy by 2035, one of the region’s most ambitious actions under SDG 7. Here a National Roadmap was designed to promote scaling-up investments, and design a new programme to implement the roadmap in the coming years with donors and private partners. Partnerships were built with the Ministry of Energy



and Natural Resources while consultations were held with Geothermal Development Authority, Ministry of Environment, IGAD, GIZ, AFD and others.

At the **regional** level, the Hub expanded its actions to increase strategic partnerships for climate action with sister UN agencies and key donors. This included recent participation in a special session on climate change, peace and security convened by the EU Parliament in Brussels in which the Hub presented ways UNDP is helping countries address risks from climate change to resource scarcity and displacement, and achieve climate action with benefits for SDG 16.

## Voicing through airwaves - Engaging citizens to improve public service delivery in Sudan

Accelerating structural transformations for sustainable development is one of the three main UNDP development goals for the next four years, as articulated in UNDP's Strategic Plan. Aligned with this corporate goal, improvement in the governance sector, focusing on strengthening local capacities for planning and effective service delivery, is the foremost development priority for UNDP Sudan's country programme (2018 -2021). It is

expected that focus on this area will make a direct contribution to building effective, accountable and transparent institutions, as measured by Sustainable Development Goal 16.

Through the funding support of the UNDP Innovation Facility to a cross-regional initiative to measure SDG Tier III indicators, UNDP and the Ministry ideated a mixed method approach that combined locally popular means and technology to measure the public service delivery through collection of residents' feedback. Taking inspiration from Uganda community radio data innovation work, and the high penetration of mobile phone use in Sudan (estimated above 70%) the proposed mixed method attempts to capitalize on the wide access that the two media (radio and mobile phones) have in reaching larger and targeted population in the state.

In order to test the mixed approach, a pilot was co designed with five different stakeholders in Kassala: MoFELF, Line Ministries providing Basic Services –Health, Education and Water Supply, Kassala Broadcasting Corporation –Radio Division, Zain Telecom and UNDP as well as research institutions outside Sudan –Qatar Computing Research Institute (QCRI) and Data-Pop Alliance for data collection design and analysis support. UNDP Oslo Governance Centre advised on the development of guiding questionnaires adaptable to radio and SMS/USSD format.

In Kassala state, to the East of Sudan, the state government priority is to boost community participation in development, such as through “*Nafeer*” (this means *free participation* in Arabic) programme which aims to enhance sustainability of their development interventions through local ownership. The General Directorate of Economic Planning and Development of Kassala State Ministry of Finance, Economy and Labour Force (MoFELF) are keen to obtain a picture of their service delivery status at locality level directly from the people of Kassala, took advantage of the radio as a tool of reaching out to the populous.

Kassala State Radio station implemented the programme between 1 -19 May 2018 where nine radio live programmes of one hour each were conducted local languages (Arabic, Hadandawa, Beni Amer and Nubba) in a discussion format with service provider experts, targeting community members from four localities in the state - Rural Kassala, Urban Kassala, Rural Aroma, and Halfa





El Gedid. The live broadcast preceded a week-long promotion asking community members from target localities to participate by calling on the radio telephone line during discussion programme and sharing their feedback. Each week the programme focused on a single service sector starting with health, followed by education and finally water supply.

The radio datasets in both audio and transcribed format are currently under analysis to check whether meaningful and representative insights could be derived from radio airwaves. UNDP has collaborated with QCRI to conduct this audio analysis part. What is shared here is the initial observations of radio feedback implementation phase. For an hour-long show, the participation rate was found to be quite high as there were no delays or breaks in calls received. This was observed in all nine live shows. Out of the total 380 calls received over the nine shows, 9% were from states other than Kassala including the Border States with South Sudan as well as Gedaref. The states of Blue Nile and White Nile receive refugees and IDPs from South Sudan which may imply that the influx of vulnerable people is creating additional demand and pressures to existing basic service provision and hence are not adequate. Similarly, Gedaref is a transit state for Ethiopian migrants and refugees.

If successfully piloted, this approach has the scope to not only measure SDG 16.6.2 indicator but enable improvements in service delivery; obtain insights on other public service areas; increase social accountability of service institutions enhancing relationship and trust with its people thereby contributing to stronger institution and local governance building to support development and maintain peace.

This story was also published by the Sudan Vision Daily, check it [here](#).

## Regional Resilience and Private Sector Innovation Workshop for Improved Crisis Response

In partnership with the Ministry for Foreign Affairs of Finland and in conjunction with the visit of H.E Anne-Mari Virolainen, Finland Minister for International Trade and Development and her accompanying delegation of Finnish businesses, the UNDP Sub-Regional Response Facility (UNDP-SRF) organized on 8 May 2018 a half-day Regional Resilience and Private Sector Innovation Workshop for Improved Crisis Response. The event, held at the Grand Hyatt Hotel in Amman, Jordan, was attended by approximately 75 participants.



The participants included over 50 Regional Refugee and Resilience Plan (3RP) stakeholders from UN agencies and NGOs and representatives of regional private sector companies who engaged with 20 Finnish business private sector actors from 14 companies on how to utilize technology and innovative approaches to address challenges to building resilience in the region.

The objective of the meeting was three-fold: first, to develop a shared understanding of the sub-regional context and to understand the needs of stakeholders in each of the 3RP sectors: education, health, energy, environment, housing and living conditions. Second, to generate a list of innovative solutions that could solve key challenges in building resilience –and also to take a first step in developing one solution together in each area. Finally, to meet potential partners from a variety of sectors and backgrounds and to grow the network of response to the crisis.

The workshop focused on partnership match-making where regional participants engaged in a networking exercise consisting of bilateral conversations with Finnish private sector stakeholders. This was followed with a dialogue around six thematic areas to understand human needs, and generate solutions on various themes, including skills development. The key note addresses came from H.E Anne-Mari Virolainen, Ms. Sarah Poole, Deputy Director of the UNDP Bureau for Arab States and Dr. Samuel Rizk, UNDP-SRF Manager. H.E Virolainen stressed Finland's support to building resilience and asserted Finland's commitment to creating innovative partnerships between private sector companies, NGOs, and state institutions to create jobs and genuine business partnerships.

In conclusion, Ms. Poole re-affirmed the successful partnership between Finland and UNDP to support and expand resilience in the region and re-asserted UNDP's convening role in bringing together innovators, private sector, entrepreneurs and 3RP partners to share knowledge, create new partnerships and drive innovation throughout the sub-region.

## Reducing GBV and promoting women's empowerment through livelihoods programming

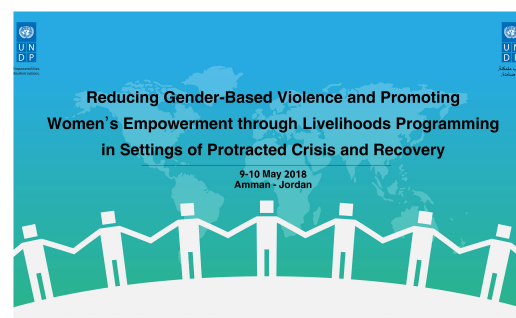
In a lively regional workshop held in Amman on 9 –10 May, selected country offices, key UN Agencies and representatives of international and local NGOs discussed how all of us, as practitioners, could better integrate responses to gender based violence into livelihoods programming.

The juxtaposition of humanitarian protection experts looking at the specific issues of survivors of sexual violence, and the point of view of long term practitioners

trying to encourage new approaches to livelihoods programming in challenging situations of high unemployment in displaced and host communities, created a new and exciting dynamic. Both groups admitted to not listening to each other enough and all country offices involved agreed to reconsider existing programmes to take into account a more focused GBV responsive approach. Perhaps even more telling was the interest in the presentations of well-documented programmes that had succeeded in reducing levels of violence by actively engaging men throughout. None of these are easy fixes but integration into programmes of two years or more had demonstrated long lasting effects: see 'SASA! and other ideas for ideas on integrating men into programming on GBV.

As follow-up to this workshop, Iraq and Lebanon were selected to participate in a global pilot project being funded by the Republic of Korea to test new approaches to GBV programming and as part of this ongoing change in approach from UNDP the UNDP's new portal on Gender-based Violence (GBV) and the Sustainable Development Goals (SDGs) was launched in June.

In the Arab States region we were happy to host this productive workshop, to help challenge existing orthodoxies on what is and isn't possible and also to be challenged in turn by national NGOs reminding us all of the commitments of the Charter 4 Change to address imbalances and inequality in the global humanitarian system.



## The Jordan National Single Window benefits from the Indonesian experience

Through the support of UNDP's project on Arab Economic Integration for Sustainable Development (AEISD), nineteen experts from Jordanian governmental agencies and the Ministry of Public Development took part in an intensive training in Indonesia on the standardization and simplification of business processes. Part of the core team that is responsible to implement the National Single Window (JNSW), these experts -half of whom are women- will translate the knowledge and expertise acquired through the training to enhance future business processes of the JNSW.



Over five days, a team of five Indonesian experts, Mr. Muwasiq Noor from the Indonesia National Single Window and Mr. Quang Le from the AIESD project provided participants with training on specialized techniques of business process re-engineering, including review of the current processes, principles of business process simplification and integration. Participants were also familiarized with a working tool for the business process re-engineering (BPRs) and learned from the Indonesia experiences in identifying the best method and working modalities for Jordan NSW. The training was part of an agreement between UNDP and Jordanian governmental agencies to support the implementation of the JNSW. Activities include training of Jordanian experts on essential techniques of BPRs; provision of technical advice to the next steps of BPRs to be completed by the second quarter of 2019; assistance to the review of current business processes; training of trainers on BPRs.

Key experts of the core team of Jordan NSW expressed their gratitude to the Indonesian experts for sharing their experience and to Government of Sweden and the Swedish International Development Agency for the support to the activity, which illustrates an example of how UNDP leverages South-South cooperation for sharing best practice and develop capacities.

The official launch of the roadmap of the JNSW, which will be implemented in 2018 and 2019, took place in January 2018 as part of a bold efforts by the Government of Jordan to achieve higher level of competitiveness of the logistics activities and promote the digitalization in the public sector for facilitating trade and investment.