



World Meteorological Organization  
Working together in weather, climate and water



## HelpDesk Concept and required Service Spectrum

*Avinash C. Tyagi*

*Director, Climate and Water Department*

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## Background

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- Adding a demand-driven mechanism for WMO's Flood Management activities
  - Building on existing core competencies of WMO in end-to-end Flood Forecasting and Flood Risk Assessment
  - Building on the knowledge and experience of the APFM in flood management policy advice since 2001
  - Relevant constituent bodies of WMO and APFM have lended their support and assistance to the establishment of the HelpDesk in 2007 and 2008.
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## IFM HelpDesk

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*A facility that will provide **guidance on flood management policy, strategy, and institutional development** related to flood issues to countries that want to adopt the IFM concept*



*No Disaster Assistance or  
Flood Emergency Response Functions !!!*

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## Objectives of the HelpDesk

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- Provide **quick access** to relevant flood management information;
- Provide **guidance and momentum for reform** activities for integrated flood management in the countries or river basins;
- Serve as a **link between flood management practitioners or decision-makers** in flood-affected countries and regions and required experts in various fields such as hydrology, institutional development, ecology, sociology and development economics, etc.
- Serve as **link between various technical and financial partners**.

Going beyond IWRM/IFM advocacy stage

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## HelpDesk target audience

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- Government officials involved in decision making at various levels of Government, charged with a role in flood management
  - River Basin Organizations
  - Bi- and Multilateral Organizations involved in Technical and Financial Cooperation
  - UN System organizations with a role in flood management
  - Reputed Non-Governmental Organizations in particular those working with flood affected communities
  - Voluntary and Community-based Organizations
  - Universities
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## Demand indicators for HelpDesk Services

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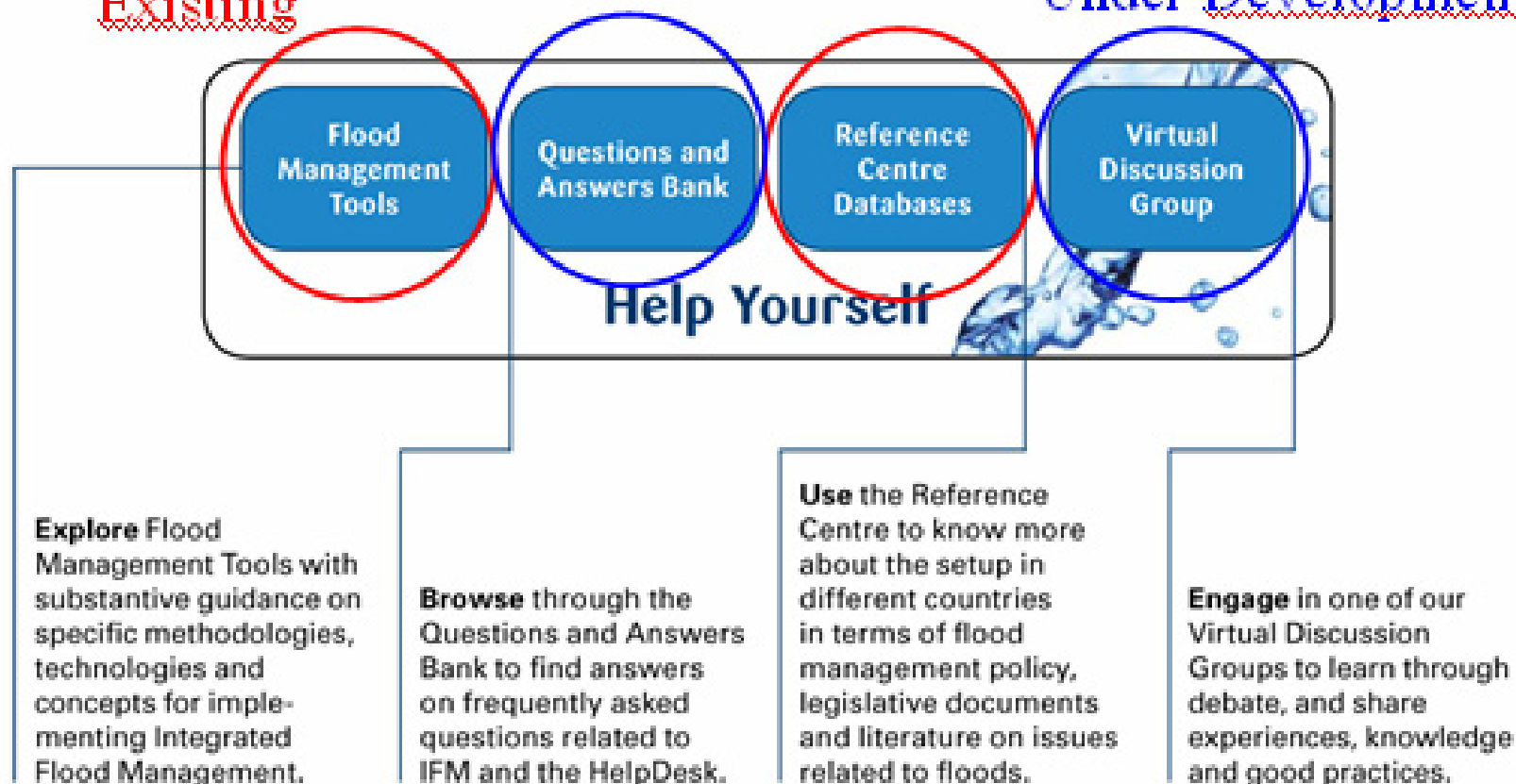
- Growing demand for Vocational Trainings and introductory workshops on IFM in the last years
  - Expressed need of an « entry point » with follow up capacity on the international level with impartial and balanced outlook on floodplains (not bound to specific national flood management policy concepts)
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# Service Spectrum

Existing

Under Development



**Explore** Flood Management Tools with substantive guidance on specific methodologies, technologies and concepts for implementing Integrated Flood Management.

**Browse** through the Questions and Answers Bank to find answers on frequently asked questions related to IFM and the HelpDesk.

**Use** the Reference Centre to know more about the setup in different countries in terms of flood management policy, legislative documents and literature on issues related to floods.

**Engage** in one of our Virtual Discussion Groups to learn through debate, and share experiences, knowledge and good practices.



# Reference Centre on Flood Management

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- **Institutions and Agencies involved in Flood Management**

Serves as a tool to facilitate communication and cooperation between various agencies and institutions across the world that are involved in flood management.

- **Flood Management Policy and Legislation**

Provides flood-related policies, laws and regulations as a reference for policy makers, legal experts, researchers and executive functionaries in land and water management to support their efforts in introducing laws and regulations as a vehicle for change towards IFM.

- **Literature on Flood Management**

Provides literature relating to the various aspects of flood management and as such to serve as reference centre for a wide range of policy makers, planners researchers, executive functionaries in land and water management, NGO's, the media and the affected public.

<http://www.apfm.info/database.htm>

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## Available Tools

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- Applying Environmental Assessment for Flood Management
  - Conducting Flood Loss Assessment
  - Formulating Basin Flood Management Plan
  - Rapid Legal Assessment
  - Organizing Community Participation for Flood Management
  - Reservoir Operations and Managed Flows
  - The Role of Land-use Planning in Flood Management
  - Urban Flood Risk Management
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# Upcoming Tools

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- Flood Risk Sharing Mechanisms
  - Adaptation to Climate Change in Flood Management
  - Flash Flood Management
  - Mud Flows and Land Slides Management
  - Flood Mapping Manual
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## Service Spectrum (cont.)

**Engage** in state-of-the art Flood Management Policy and Strategy Formulation processes.

**Develop** sustainable Flood Management project proposals using HelpDesk.

**Utilize** the HelpDesk in organizing advocacy workshops, awareness building campaigns and training at various levels to further integrated flood management.





## Direct experience with « Get Help » Service Spectrum

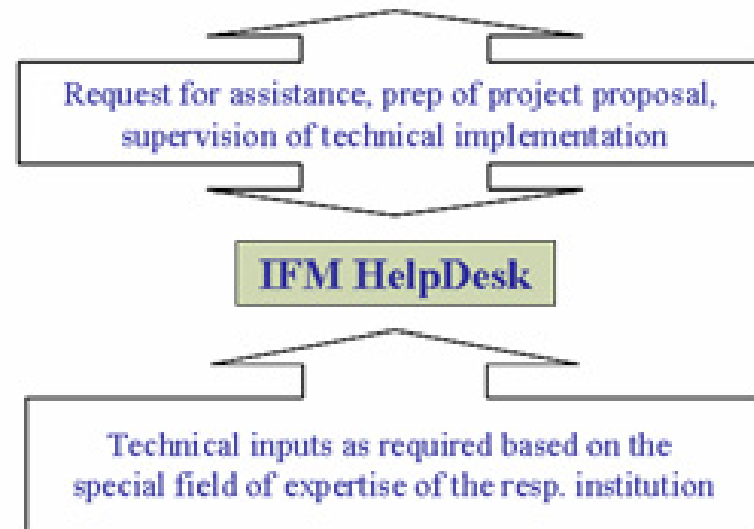
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- Strategy formulation:
    - Flood Management Strategies for Flood Management in Lake Victoria, Kenya and Kafue Basin, Zambia
    - Flash Flood Management in Central and Eastern Europe
  - Capacity building
    - IFM trainings and workshops in Kenya, Japan, Bolivia, Peru
    - Community flood management trainings and manuals in India, Nepal and Bangladesh
    - E-learning platform: Flood Manager (with TUHH; under development)
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# Principal HelpDesk Mechanism

**Beneficiaries:** Government institutions charged with a role in flood management, Non-Governmental Organizations in particular those working with flood affected communities, River Basin Organizations



**HelpDesk Support Base (decentralized):**  
Specialized institutes in various disciplines relevant for  
Integrated Flood Management



## HelpDesk Support Base

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- Decentralized network of technical partners
  - Ensure multidisciplinary inputs
  - Minimum criteria for Membership
    - IFM concept as basis of action
    - Minimum level of in-kind support
  - Sign up through a Letter of Engagement
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## HelpDesk Coordination

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- Through the APFM **Technical Support Unit** in the HWR Branch

### Functions:

- Serve as the **point of contact** for incoming requests to the HelpDesk;
  - **Route incoming requests** to the required Members of the HelpDesk Support Base and coordinate follow up;
  - **Provide strategic advice** on all requests concerning flood management policy and strategy;
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## HelpDesk Coordination (cont.)

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### Functions (cont.):

- Provide **technical backstopping** (not project management) to project implementation for projects developed under the HelpDesk;
  - Maintain and upgrade the components of the “**Help yourself**” **section of the HelpDesk**. Develop new components of the “Help yourself” section if and as required;
  - Maintain and strengthen the **HelpDesk Support Base** and linkages to financial partners;
  - Develop and implement a **HelpDesk Marketing package**;
  - Provide **Advocacy for IFM concepts** in selected international and national policy initiatives.
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## Financial Aspects

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- Financial basis: APFM Trust Fund (Extra-budgetary Funds from Member States)
  - Seed funding from Trust Fund foreseen for
    - Needs assessment;
    - Sensitization/stakeholder workshops;
    - Inputs for project proposal formulation/review; and
    - Awareness, training and capacity building.
  - All other funds (e.g. for project implementation) to be provided by the beneficiary/a financial partner
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## WMO's Commitment to the HelpDesk

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WMO will support the functions of the HelpDesk through:

- the provision of **professional staff support** from the Hydrology and Water Resources Branch of WMO and the APFM Technical Support Unit;
  - the provision of logistics in form of **office space and utilities** for the HelpDesk;
  - **web hosting** for relevant parts of the HelpDesk;
  - provision of **technical inputs** from the Hydrology and Water Resources Branch of WMO and the Associated Programme on Flood Management
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## Activity funds

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- Required for
    - Needs Assessment, Sensitization and Stakeholder workshops
    - Inputs for Project Proposal Formulation and Review
    - Training and capacity building activities
  - Inputs to Trust Fund solicited
    - Meeting with Financial Partners → planned for February 2009
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## HelpDesk Governance and Launch

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- Through APFM Advisory and Management Committees
- Operated through APFM Trust Fund
- Partners Workshop (13-14 November)
- HelpDesk launch in Spring 2009
- Full operation as of 2010

More information at [www.floodmanagement.info](http://www.floodmanagement.info)

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