

# SERVIR Hub Institution Technical Capacity Self-Assessment

## Focus group framework

v. 11 March 2015

Program Title: The SERVIR Program Demand: Cultivating Use of Better Information Activity

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# Introduction

## Purpose

This focus group discussion guide represents the second part of the **SERVIR Hub Institution Technical Capacity Self-Assessment** (referred to as the SERVIR Capacity Self-Assessment). It is designed for use in conjunction with the quantitative results from the first part of the SERVIR Capacity Self-Assessment, the web-based survey.

The purpose of this instrument is to verify the survey-generated measurements of a SERVIR host institution's capacity to fulfill the functions specific to a SERVIR Hub, and to supplement it with substantive discussions on real strengths weaknesses, opportunities, and threats to performing specific functions.

## Using this discussion guide

This instrument is to be implemented via facilitated, focus group discussions, once all respondents have completed the web-based survey. The results of the SERVIR Hub Institutional Technical Capacity Self-Assessment web-survey provide an initial score of the Hub's ability to execute defined SERVIR functions. It also provides a consolidated score from respondents on different components required to execute each function. These components fall into three categories:

1. **Technical and managerial resources.** These include qualified staff, computers and other equipment, financial resources and time.
2. **Expertise (knowledge).** This refers to the theoretical knowledge of the available staff members and experts, although these experts may have used this knowledge in the past.
3. **Experience.** Includes both individual and collective (institutional) proficiency gained through implementing certain activities in the past.

Via facilitated discussions, the group will reflect on which of these components – resources, knowledge, and experience – present strengths or weaknesses in executing the function at the SERVIR hub host institution. In addition, the discussion group will briefly discuss the measures for improving the execution of each function (Opportunities) and risks to sustainability of the function (Threats). The discussion group may also recommend a “focus group score” that is different from the survey-generated score.

There are 28 functions discussed via the focus groups, and it will take anywhere from 5-30 minutes to discuss each function. If time is a concern, certain functions can be prioritized; for example, greater attention can be paid to those functions with lower survey scores or functions with a higher variability of responses.

Depending on the interest of the SERVIR hub host institution, focus groups/sessions can be divided in different ways:

- By the three results areas
- By thematic areas: scientific/technical, user engagement/communications/knowledge management.

Sessions will be facilitated by at least two facilitators: one with an expertise in SWOT analysis, and one serving as note taker.

**IR1. Improved capacity of analysts and decision-makers to use Earth observation information and geospatial information technologies**

**FUNCTION 1.1.1:** Systematically assess users’ capacity needs at the individual and organizational levels, for both technical users engaged in the analysis or consumption of geospatial data as well as those who use the outputs of those products and services in decision-making.

<b>Survey Score</b>	
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<b>Group Score</b>	
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Strengths	Weaknesses
<p><b>Knowledge:</b></p> <p><b>Experience:</b></p> <p><b>Resources:</b></p>	<p><b>Knowledge:</b></p> <p><b>Experience:</b></p> <p><b>Resources:</b></p>
Opportunities	Threats
<p><b>Knowledge:</b></p> <p><b>Experience:</b></p> <p><b>Resources:</b></p>	<p><b>Knowledge:</b></p> <p><b>Experience:</b></p> <p><b>Resources:</b></p>

**Additional Comments:**

**FUNCTION 1.2.1:** Design and deliver high-quality training and technical assistance.

<b>Survey Score</b>	
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<b>Group Score</b>	
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<b>Strengths</b>	<b>Weaknesses</b>
<p><b>Knowledge:</b></p> <p><b>Experience:</b></p> <p><b>Resources:</b></p>	<p><b>Knowledge:</b></p> <p><b>Experience:</b></p> <p><b>Resources:</b></p>
<b>Opportunities</b>	<b>Threats</b>
<p><b>Knowledge:</b></p> <p><b>Experience:</b></p> <p><b>Resources:</b></p>	<p><b>Knowledge:</b></p> <p><b>Experience:</b></p> <p><b>Resources:</b></p>

**Additional Comments:**

**FUNCTION 1.2.2:** Adapt training to client needs and project objectives, including customization of materials, monitoring and evaluation of training, and adoption of new techniques.

<b>Survey Score</b>	
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<b>Group Score</b>	
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<b>Strengths</b>	<b>Weaknesses</b>
<p><b>Knowledge:</b></p> <p><b>Experience:</b></p> <p><b>Resources:</b></p>	<p><b>Knowledge:</b></p> <p><b>Experience:</b></p> <p><b>Resources:</b></p>
<b>Opportunities</b>	<b>Threats</b>
<p><b>Knowledge:</b></p> <p><b>Experience:</b></p> <p><b>Resources:</b></p>	<p><b>Knowledge:</b></p> <p><b>Experience:</b></p> <p><b>Resources:</b></p>

**Additional Comments:**

**FUNCTION 1.2.3:** Support training, including venues and equipment, event management, post-training knowledge management and participant management.

<b>Survey Score</b>	
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<b>Group Score</b>	
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<b>Strengths</b>	<b>Weaknesses</b>
<p><b>Knowledge:</b></p> <p><b>Experience:</b></p> <p><b>Resources:</b></p>	<p><b>Knowledge:</b></p> <p><b>Experience:</b></p> <p><b>Resources:</b></p>
<b>Opportunities</b>	<b>Threats</b>
<p><b>Knowledge:</b></p> <p><b>Experience:</b></p> <p><b>Resources:</b></p>	<p><b>Knowledge:</b></p> <p><b>Experience:</b></p> <p><b>Resources:</b></p>

**Additional Comments:**

**FUNCTION 1.3.1:** Design, plan and implement science-policy exchanges about geospatial products and services to support development decision-making.

<b>Survey Score</b>	
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<b>Group Score</b>	
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<b>Strengths</b>	<b>Weaknesses</b>
<p><b>Knowledge:</b></p> <p><b>Experience:</b></p> <p><b>Resources:</b></p>	<p><b>Knowledge:</b></p> <p><b>Experience:</b></p> <p><b>Resources:</b></p>
<b>Opportunities</b>	<b>Threats</b>
<p><b>Knowledge:</b></p> <p><b>Experience:</b></p> <p><b>Resources:</b></p>	<p><b>Knowledge:</b></p> <p><b>Experience:</b></p> <p><b>Resources:</b></p>

**Additional Comments:**

**FUNCTION 1.3.2:** Engage relevant stakeholders (research, NGO, policy, government, etc.) to generate meaningful collaboration, take stock of existing efforts, and avoid duplication.

<b>Survey Score</b>	
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<b>Group Score</b>	
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<b>Strengths</b>	<b>Weaknesses</b>
<p><b>Knowledge:</b></p> <p><b>Experience:</b></p> <p><b>Resources:</b></p>	<p><b>Knowledge:</b></p> <p><b>Experience:</b></p> <p><b>Resources:</b></p>
<b>Opportunities</b>	<b>Threats</b>
<p><b>Knowledge:</b></p> <p><b>Experience:</b></p> <p><b>Resources:</b></p>	<p><b>Knowledge:</b></p> <p><b>Experience:</b></p> <p><b>Resources:</b></p>

**Additional Comments:**

**IR2. Improved awareness of and access to geospatial data, products, and tools**

**FUNCTION 2.1.1:** Assess regional and national awareness, needs, quality, and coverage of geospatial data, products and tools.

<b>Survey Score</b>	
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<b>Group Score</b>	
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<b>Strengths</b>	<b>Weaknesses</b>
<p><b>Knowledge:</b></p> <p><b>Experience:</b></p> <p><b>Resources:</b></p>	<p><b>Knowledge:</b></p> <p><b>Experience:</b></p> <p><b>Resources:</b></p>
<b>Opportunities</b>	<b>Threats</b>
<p><b>Knowledge:</b></p> <p><b>Experience:</b></p> <p><b>Resources:</b></p>	<p><b>Knowledge:</b></p> <p><b>Experience:</b></p> <p><b>Resources:</b></p>

**Additional Comments:**

**FUNCTION 2.1.2:** Systematically monitor and evaluate user access and awareness of geospatial data, products and tools.

<b>Survey Score</b>	
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<b>Group Score</b>	
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<b>Strengths</b>	<b>Weaknesses</b>
<p><b>Knowledge:</b></p> <p><b>Experience:</b></p> <p><b>Resources:</b></p>	<p><b>Knowledge:</b></p> <p><b>Experience:</b></p> <p><b>Resources:</b></p>
<b>Opportunities</b>	<b>Threats</b>
<p><b>Knowledge:</b></p> <p><b>Experience:</b></p> <p><b>Resources:</b></p>	<p><b>Knowledge:</b></p> <p><b>Experience:</b></p> <p><b>Resources:</b></p>

**Additional Comments:**

**FUNCTION 2.2.1:** Develop communications materials and conduct outreach events and other marketing activities to increase awareness of and access to geospatial data, tools and products.

<b>Survey Score</b>	2.59
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<b>Group Score</b>	
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<b>Strengths</b>	<b>Weaknesses</b>
<p><b>Knowledge:</b></p> <p><b>Experience:</b></p> <p><b>Resources:</b></p>	<p><b>Knowledge:</b></p> <p><b>Experience:</b></p> <p><b>Resources:</b></p>
<b>Opportunities</b>	<b>Threats</b>
<p><b>Knowledge:</b></p> <p><b>Experience:</b></p> <p><b>Resources:</b></p>	<p><b>Knowledge:</b></p> <p><b>Experience:</b></p> <p><b>Resources:</b></p>

**Additional Comments:**

**FUNCTION 2.2.2:** Create data, product, and tool sharing arrangements.

<b>Survey Score</b>	
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<b>Group Score</b>	
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<b>Strengths</b>	<b>Weaknesses</b>
<p><b>Knowledge:</b></p> <p><b>Experience:</b></p> <p><b>Resources:</b></p>	<p><b>Knowledge:</b></p> <p><b>Experience:</b></p> <p><b>Resources:</b></p>
<b>Opportunities</b>	<b>Threats</b>
<p><b>Knowledge:</b></p> <p><b>Experience:</b></p> <p><b>Resources:</b></p>	<p><b>Knowledge:</b></p> <p><b>Experience:</b></p> <p><b>Resources:</b></p>

**Additional Comments:**

**FUNCTION 2.2.3:** Develop and implement metadata and data management standards and procedures.

<b>Survey Score</b>	2.36
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<b>Group Score</b>	2.1
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<b>Strengths</b>	<b>Weaknesses</b>
<b>Knowledge:</b>  <b>Experience:</b>  <b>Resources:</b>	<b>Knowledge:</b>  <b>Experience:</b>  <b>Resources:</b>
<b>Opportunities</b>	<b>Threats</b>

**Additional Comments:**

**FUNCTION 2.2.4:** Coordinate with existing and planned data sharing efforts to avoid duplication of effort.

<b>Survey Score</b>	
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<b>Group Score</b>	
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<b>Strengths</b>	<b>Weaknesses</b>
<b>Knowledge:</b>  <b>Experience:</b>  <b>Resources:</b>	<b>Knowledge:</b>  <b>Experience:</b>  <b>Resources:</b>
<b>Opportunities</b>	<b>Threats</b>

**Additional Comments:**

**FUNCTION 2.3.1:** Develop, operate and maintain data sharing platforms.

<b>Survey Score</b>	
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<b>Group Score</b>	
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<b>Strengths</b>	<b>Weaknesses</b>
<b>Knowledge:</b>  <b>Experience:</b>  <b>Resources:</b>	<b>Knowledge:</b>  <b>Experience:</b>  <b>Resources:</b>
<b>Opportunities</b>	<b>Threats</b>

**Additional Comments:**

**FUNCTION 2.3.2:** Integrate available geospatial data, products, and tools into relevant platforms.

<b>Survey Score</b>	
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<b>Group Score</b>	
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<b>Strengths</b>	<b>Weaknesses</b>
<b>Knowledge:</b>  <b>Experience:</b>  <b>Resources:</b>	<b>Knowledge:</b>  <b>Experience:</b>  <b>Resources:</b>
<b>Opportunities</b>	<b>Threats</b>

**Additional Comments:**

**FUNCTION 2.3.3:** Monitor use, and track system performance.

<b>Survey Score</b>	
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<b>Group Score</b>	
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<b>Strengths</b>	<b>Weaknesses</b>
<b>Knowledge:</b>  <b>Experience:</b>  <b>Resources:</b>	<b>Knowledge:</b>  <b>Experience:</b>  <b>Resources:</b>
<b>Opportunities</b>	<b>Threats</b>
<b>Knowledge:</b>  <b>Experience:</b>  <b>Resources:</b>	<b>Knowledge:</b>  <b>Experience:</b>  <b>Resources:</b>

**Additional Comments:**

**IR3. Increased provision of user-tailored geospatial data, products, and tools to inform decision-making**

**FUNCTION 3.1.1:** Identify previous and planned data, products, and tools to avoid duplication and build on existing efforts.

<b>Survey Score</b>	
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<b>Group Score</b>	
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<b>Strengths</b>	<b>Weaknesses</b>
<p><b>Knowledge:</b></p> <p><b>Experience:</b></p> <p><b>Resources:</b></p>	<p><b>Knowledge:</b></p> <p><b>Experience:</b></p> <p><b>Resources:</b></p>
<b>Opportunities</b>	<b>Threats</b>
<p><b>Knowledge:</b></p> <p><b>Experience:</b></p> <p><b>Resources:</b></p>	<p><b>Knowledge:</b></p> <p><b>Experience:</b></p> <p><b>Resources:</b></p>

**Additional Comments:**

**FUNCTION 3.1.2:** Engage decision-makers at regional and national levels to identify needs and opportunities for decision-support data, products, and tools.

<b>Survey Score</b>	
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<b>Group Score</b>	
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<b>Strengths</b>	<b>Weaknesses</b>
<p><b>Knowledge:</b></p> <p><b>Experience:</b></p> <p><b>Resources:</b></p>	<p><b>Knowledge:</b></p> <p><b>Experience:</b></p> <p><b>Resources:</b></p>
<b>Opportunities</b>	<b>Threats</b>
<p><b>Knowledge:</b></p> <p><b>Experience:</b></p> <p><b>Resources:</b></p>	<p><b>Knowledge:</b></p> <p><b>Experience:</b></p> <p><b>Resources:</b></p>

**Additional Comments:**

**FUNCTION 3.1.3:** Identify opportunities to adapt SERVIR products and tools from across the network.

<b>Survey Score</b>	
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<b>Group Score</b>	
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<b>Strengths</b>	<b>Weaknesses</b>
<p><b>Knowledge:</b></p> <p><b>Experience:</b></p> <p><b>Resources:</b></p>	<p><b>Knowledge:</b></p> <p><b>Experience:</b></p> <p><b>Resources:</b></p>
<b>Opportunities</b>	<b>Threats</b>
<p><b>Knowledge:</b></p> <p><b>Experience:</b></p> <p><b>Resources:</b></p>	<p><b>Knowledge:</b></p> <p><b>Experience:</b></p> <p><b>Resources:</b></p>

**Additional Comments:**

**FUNCTION 3.2.1:** Develop geospatial products and tools for local decision-makers.

<b>Survey Score</b>	
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<b>Group Score</b>	
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<b>Strengths</b>	<b>Weaknesses</b>
<p><b>Knowledge:</b></p> <p><b>Experience:</b></p> <p><b>Resources:</b></p>	<p><b>Knowledge:</b></p> <p><b>Experience:</b></p> <p><b>Resources:</b></p>
<b>Opportunities</b>	<b>Threats</b>
<p><b>Knowledge:</b></p> <p><b>Experience:</b></p> <p><b>Resources:</b></p>	<p><b>Knowledge:</b></p> <p><b>Experience:</b></p> <p><b>Resources:</b></p>

**Additional Comments:**

**FUNCTION 3.2.2:** Adapt or expand existing SERVIR and NASA products and tools for local (national and regional) needs.

<b>Survey Score</b>	
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<b>Group Score</b>	
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<b>Strengths</b>	<b>Weaknesses</b>
<p><b>Knowledge:</b></p> <p><b>Experience:</b></p> <p><b>Resources:</b></p>	<p><b>Knowledge:</b></p> <p><b>Experience:</b></p> <p><b>Resources:</b></p>
<b>Opportunities</b>	<b>Threats</b>
<p><b>Knowledge:</b></p> <p><b>Experience:</b></p> <p><b>Resources:</b></p>	<p><b>Knowledge:</b></p> <p><b>Experience:</b></p> <p><b>Resources:</b></p>

**Additional Comments:**

**FUNCTION 3.2.3:** Maintain technical team that is able to collaborate on national, regional and international research and product development activities, often through multi-disciplinary teams and expertise (Technical: GIS, Remote Sensing or Database; and Sectoral: water, disaster, agriculture, land use, weather).

<b>Survey Score</b>	
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<b>Group Score</b>	
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<b>Strengths</b>	<b>Weaknesses</b>
<p><b>Knowledge:</b></p> <p><b>Experience:</b></p> <p><b>Resources:</b></p>	<p><b>Knowledge:</b></p> <p><b>Experience:</b></p> <p><b>Resources:</b></p>
<b>Opportunities</b>	<b>Threats</b>
<p><b>Knowledge:</b></p> <p><b>Experience:</b></p> <p><b>Resources:</b></p>	<p><b>Knowledge:</b></p> <p><b>Experience:</b></p> <p><b>Resources:</b></p>

**Additional Comments:**

**FUNCTION 3.2.4:** Engage users throughout the product development process, including gathering requirements, product design, development, and testing.

<b>Survey Score</b>	
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<b>Group Score</b>	
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<b>Strengths</b>	<b>Weaknesses</b>
<p><b>Knowledge:</b></p> <p><b>Experience:</b></p> <p><b>Resources:</b></p>	<p><b>Knowledge:</b></p> <p><b>Experience:</b></p> <p><b>Resources:</b></p>
<b>Opportunities</b>	<b>Threats</b>
<p><b>Knowledge:</b></p> <p><b>Experience:</b></p> <p><b>Resources:</b></p>	<p><b>Knowledge:</b></p> <p><b>Experience:</b></p> <p><b>Resources:</b></p>

**Additional Comments:**

**FUNCTION 3.2.5:** Partner with complementary institutions and initiatives for product development.

<b>Survey Score</b>	
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<b>Group Score</b>	
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<b>Strengths</b>	<b>Weaknesses</b>
<p><b>Knowledge:</b></p> <p><b>Experience:</b></p> <p><b>Resources:</b></p>	<p><b>Knowledge:</b></p> <p><b>Experience:</b></p> <p><b>Resources:</b></p>
<b>Opportunities</b>	<b>Threats</b>
<p><b>Knowledge:</b></p> <p><b>Experience:</b></p> <p><b>Resources:</b></p>	<p><b>Knowledge:</b></p> <p><b>Experience:</b></p> <p><b>Resources:</b></p>

**Additional Comments:**

**FUNCTION 3.3.1:** Develop and execute communications plans to ensure target audiences are being reached.

<b>Survey Score</b>	
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<b>Group Score</b>	
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<b>Strengths</b>	<b>Weaknesses</b>
<p><b>Knowledge:</b></p> <p><b>Experience:</b></p> <p><b>Resources:</b></p>	<p><b>Knowledge:</b></p> <p><b>Experience:</b></p> <p><b>Resources:</b></p>
<b>Opportunities</b>	<b>Threats</b>
<p><b>Knowledge:</b></p> <p><b>Experience:</b></p> <p><b>Resources:</b></p>	<p><b>Knowledge:</b></p> <p><b>Experience:</b></p> <p><b>Resources:</b></p>

**Additional Comments:**

**FUNCTION 3.3.2:** Develop and implement tool hosting, maintenance, and technical support.

<b>Survey Score</b>	
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<b>Group Score</b>	
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<b>Strengths</b>	<b>Weaknesses</b>
<p><b>Knowledge:</b></p> <p><b>Experience:</b></p> <p><b>Resources:</b></p>	<p><b>Knowledge:</b></p> <p><b>Experience:</b></p> <p><b>Resources:</b></p>
<b>Opportunities</b>	<b>Threats</b>
<p><b>Knowledge:</b></p> <p><b>Experience:</b></p> <p><b>Resources:</b></p>	<p><b>Knowledge:</b></p> <p><b>Experience:</b></p> <p><b>Resources:</b></p>

**Additional Comments:**

**FUNCTION 3.3.3:** Monitor and evaluate the uptake and application of tools, products and services.

<b>Survey Score</b>	
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<b>Group Score</b>	
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<b>Strengths</b>	<b>Weaknesses</b>
<p><b>Knowledge:</b></p> <p><b>Experience:</b></p> <p><b>Resources:</b></p>	<p><b>Knowledge:</b></p> <p><b>Experience:</b></p> <p><b>Resources:</b></p>
<b>Opportunities</b>	<b>Threats</b>
<p><b>Knowledge:</b></p> <p><b>Experience:</b></p> <p><b>Resources:</b></p>	<p><b>Knowledge:</b></p> <p><b>Experience:</b></p> <p><b>Resources:</b></p>

**Additional Comments:**

**FUNCTION 3.3.4:** Assist end-users with the interpretation of models, product and tool outputs, and analyses.

<b>Survey Score</b>	
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<b>Group Score</b>	
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<b>Strengths</b>	<b>Weaknesses</b>
<p><b>Knowledge:</b></p> <p><b>Experience:</b></p> <p><b>Resources:</b></p>	<p><b>Knowledge:</b></p> <p><b>Experience:</b></p> <p><b>Resources:</b></p>
<b>Opportunities</b>	<b>Threats</b>
<p><b>Knowledge:</b></p> <p><b>Experience:</b></p> <p><b>Resources:</b></p>	<p><b>Knowledge:</b></p> <p><b>Experience:</b></p> <p><b>Resources:</b></p>

**Additional Comments:**