



## Update on Digital Governance Services Roadmap

28 May 2024, 12:00-12:45

Auditorium, WFP Headquarters

### Background

Since 2021, the Executive Board Secretariat (EBS) has increasingly dedicated efforts to digitally transform its services, aiming to deliver high-quality, efficient, and modern governance services. This journey began with the development of a comprehensive digital strategy and the crafting of its roadmap, shifting to a more user-centric and service-oriented approach. This was dubbed as the “Seamless Experience” programme. The first improvements included the merging of two separate websites into a unified platform, offering a seamless user experience. In addition, we introduced a new and improved Virtual Consultations application. We started an Informal Digital Advisory Group with volunteers from the Membership to complete the feedback loop. The group provided valuable suggestions which in due time were implemented.

The onset of the COVID pandemic highlighted the need for significant evolution in conference management practices. The widespread adoption of online and on-site participation became commonplace, presenting new logistical and experiential challenges, including registering, and attending Board hybrid meetings seamlessly. It became evident that EBS’s current registration process was reaching a point where transformation was essential.

Yet to be in the position to further improve its Digital Governance Services, EBS identified the need to address gaps in its back-office solutions, ensuring that all services and processes are supported by robust collaboration platforms to deliver more efficiently and effectively. These projects include improved Contacts & Correspondence Management, Meetings Management and Documentation & Translation Management.

EBS has been working towards streamlining and optimizing its registration service, introducing a seamless digital registration process for Executive Board meetings. This includes improvements to both on-site and online experiences, embedding online platforms like Zoom and webcast experience, and simplification of data collection and attendance tracking.

This project aims to yield numerous benefits, among which a better service for registrants, offering a unified platform for all Board-related meeting participation, whether online, in-person, or hybrid. Registrants will have the flexibility to specify their attendance preferences for multi-day meetings as well as the ability to register for multiple meetings in a single action, resulting in significant time savings for both registrants and EBS, while also improving attendance management processes.

## Digital Governance Services Update

The update and discussion will cover:

- A brief overview of EBS's digital roadmap within the context of the Seamless Experience programme.
- Delve into the primary features for the new registration application.
- Outline the important changes that will be coming regarding security features, a new sign-up process, and the registration process.
- Solicit interactive feedback to identify challenges and opportunities associated with the new registration application, with a focus on enhancing user experience, logistical efficiency, and data integrity.
- Propose how the IDAG can help with the review and testing of the new features; join the IDAG [here](#).