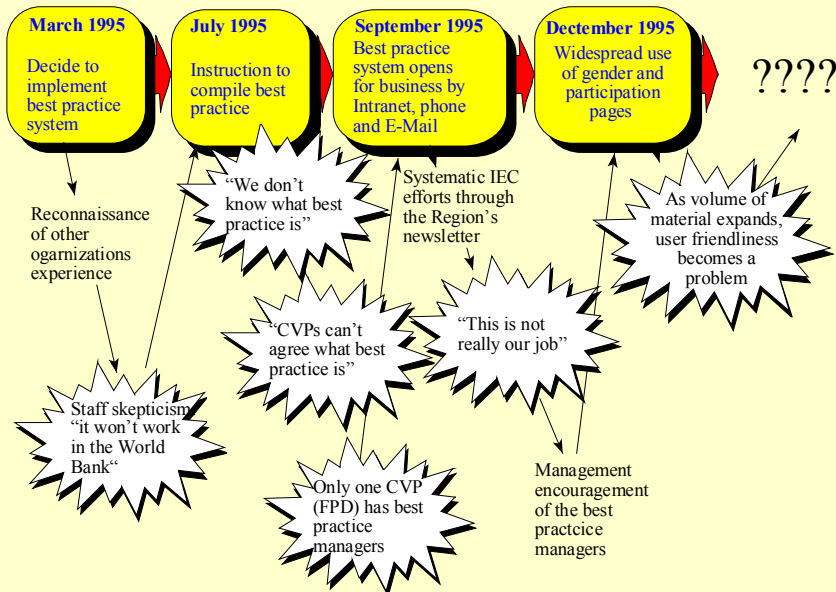


## The Bank has experience in building knowledge infrastructure



## Development of best practice system in AFRID



The World Bank Group is sitting on a  
treasure house of information and  
knowledge.

What would be involved in leveraging it?

How do we get from here to there?

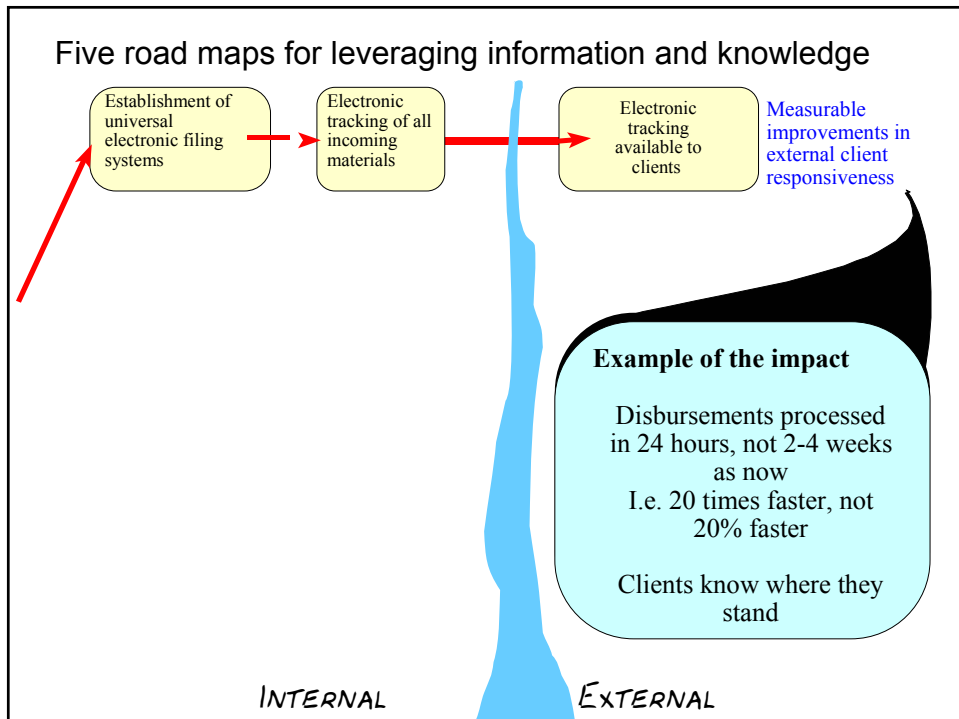
What does *there* look like?

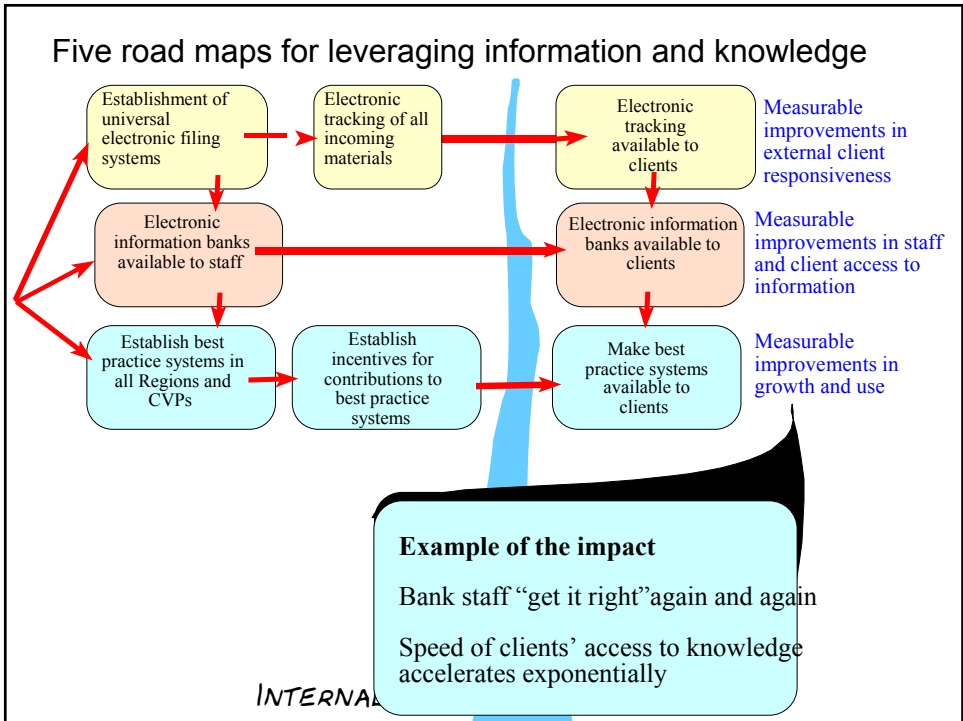
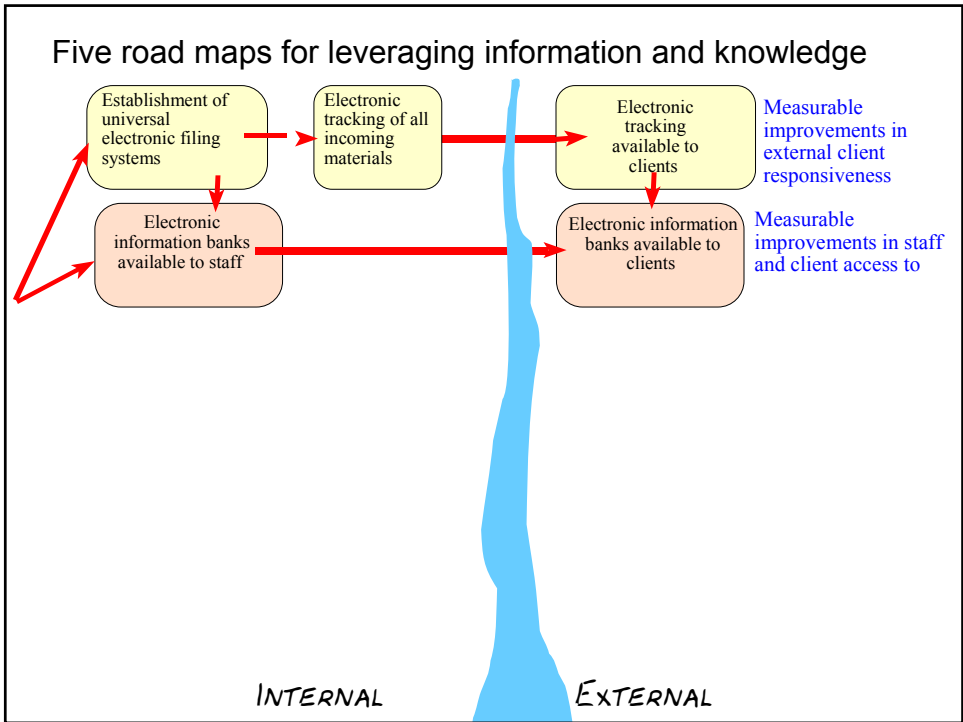
# FACT

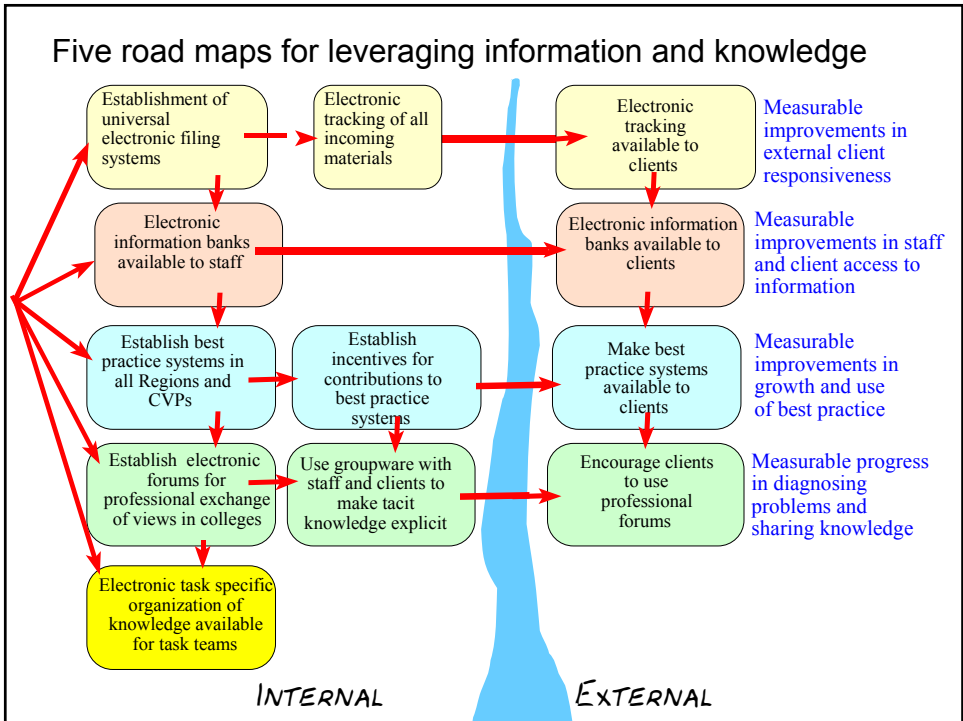
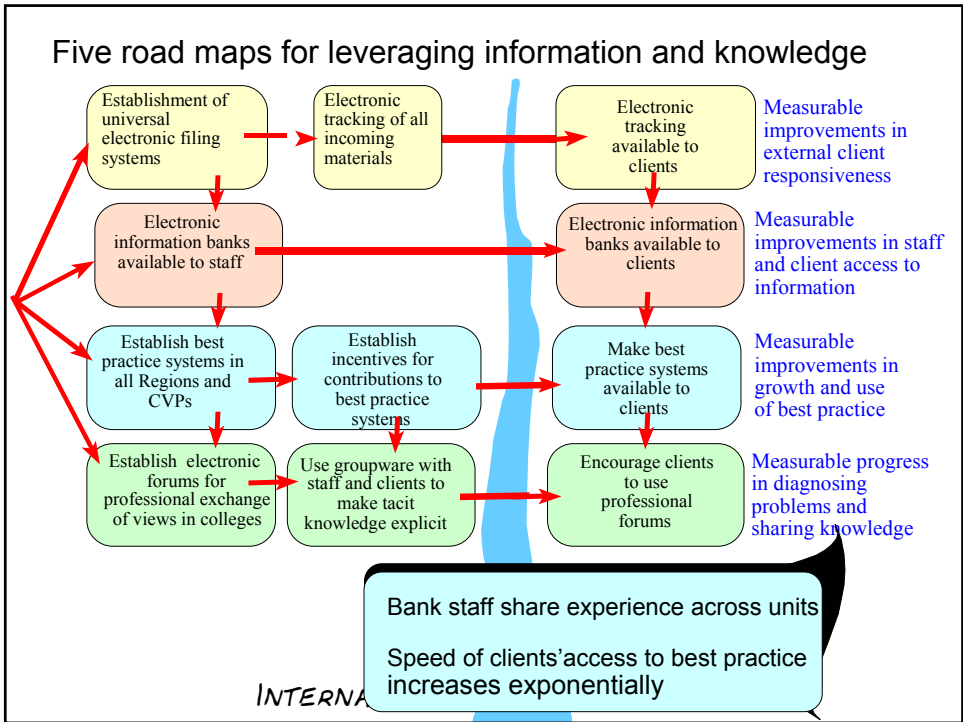
In June 1995, a health  
worker in Kamana, Zambia  
logged on to the CDC web-  
site in Atlanta and got the  
answer to a question on  
how to treat malaria

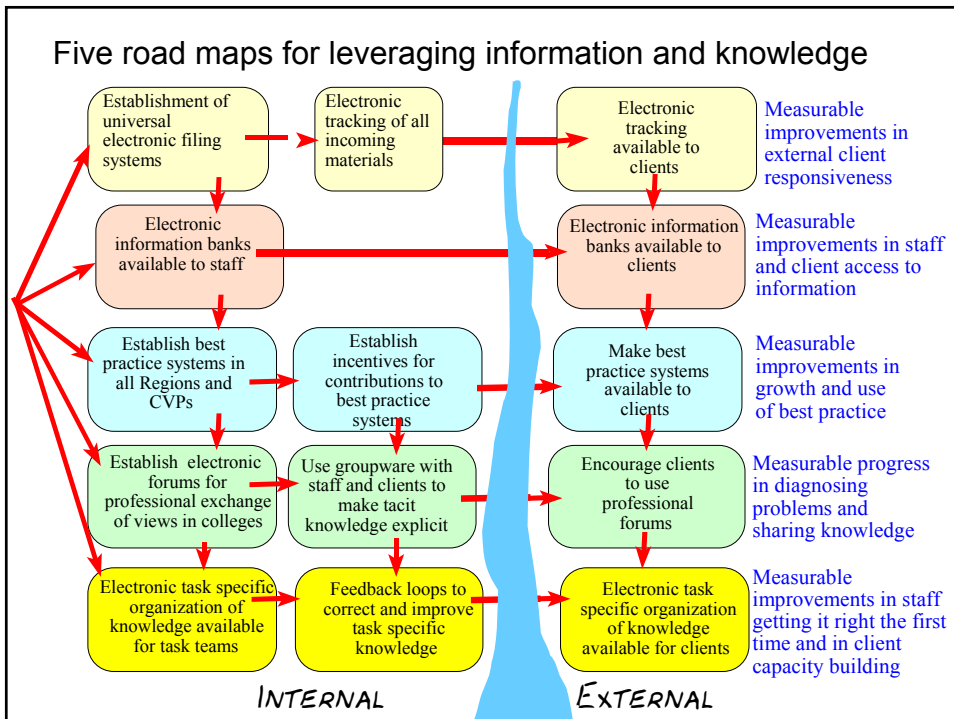
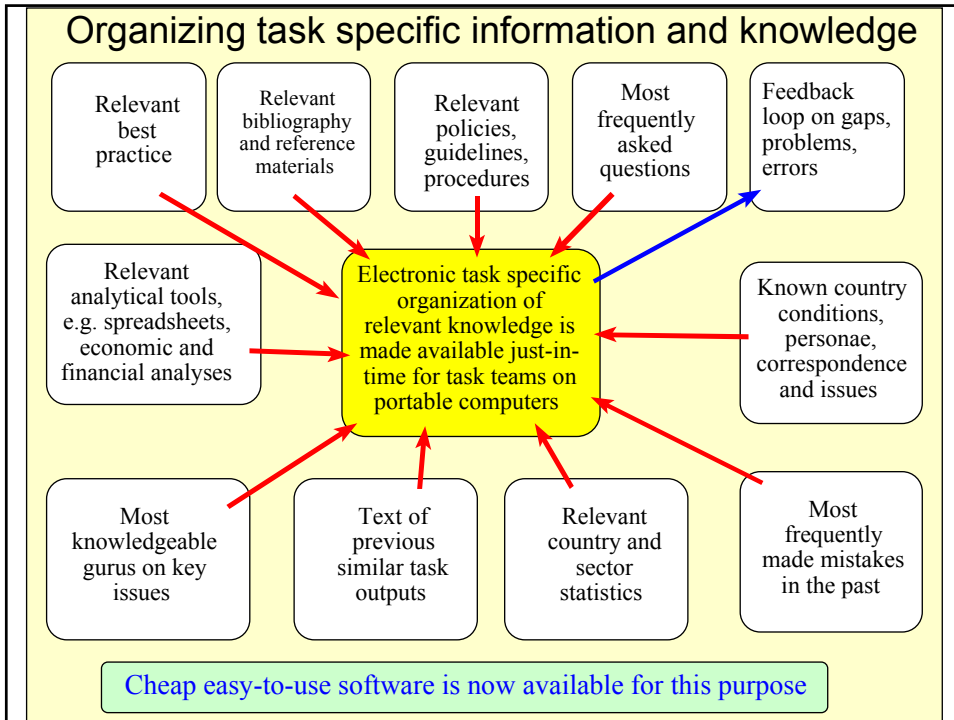
June 1995, not June 2015  
A small remote town, not the capital  
Zambia, not a middle income country  
CDC, not the World Bank

# How would it work in the World Bank?









## Likely impact on clients of changes

### Timeliness of the Bank's response ....

#### Now....

Slow speed of Bank in relation to its clients

**causes**

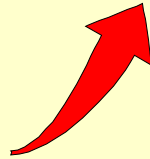
Serious dissatisfaction with Bank's timeliness

#### By 2000...

Exponential acceleration of Bank response times (10-20 *times* not 10-20%)

**will lead to**

Greatly improved satisfaction with responsiveness



## Likely impact on clients of changes

### Capacity building is built in...

#### Now....

Borrowers struggle to get knowledge out of the heads of Bank staff

**causing**

Limiting the borrower's institutional capacity building and learning that is from the interaction

#### By 2000...

Direct access to information and knowledge **facilitates** borrower institutional capacity building and learning

**leading to**

Satisfaction with the Bank as a tool for learning



## Likely impact on clients of changes

### Ability to cope with multiple groups of clients ...

#### Now....

Bank's mode of operation evolved to deal with borrowers

**but**

Cannot cope with an expanding list of clients, including

beneficiaries  
donors  
private sector  
NGOs  
civil society

#### By 2000...

Direct electronic access to information and knowledge generates services to a massively expanded clientele

**will lead to**

Wider perception that World Bank is a useful part of the 21st century

## Likely impact on clients of changes

### Knowledge of international best practice ....

#### Now....

Borrowers' current satisfaction with staff knowledge of best practice

**means**

Bank is living on borrowed time

**since**

The foundation for borrowers' satisfaction is lacking

#### By 2000...

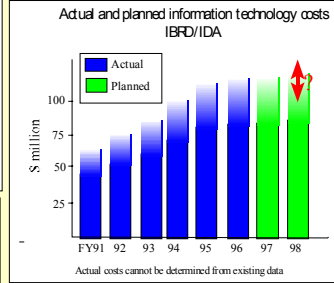
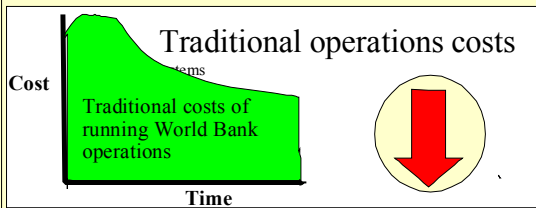
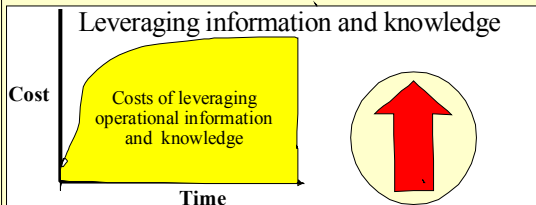
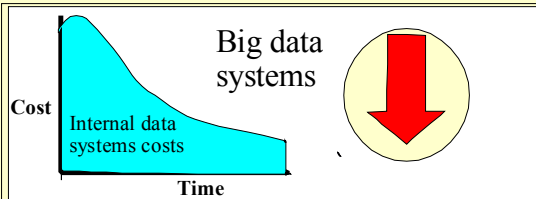
Direct client access to real best practice

**means**

The Bank's greatest comparative advantage will be secured

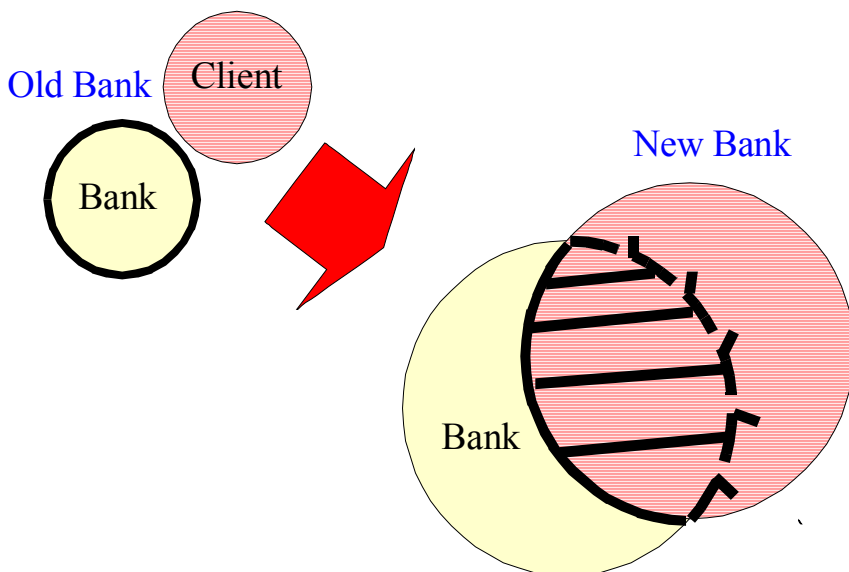


# Cost implications of changes in all arenas



Graphs are not drawn to scale; the slope of gradients has still to be determined

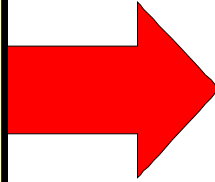
# Security issues can be resolved



## The vision

1995

In June 1995, a health worker in a remote town several hundred miles from Lusaka in Zambia, logged on to the CDC database in Atlanta USA, via the Internet, to find the answer to a question on treating malaria



2000

By the turn of the century, the Bank is acknowledged as a world leader in leveraging information and knowledge, providing direct access to staff and clients on development issues

Note: June 1995, not June 2015  
A remote town, not Lusaka  
Zambia, not a middle income country  
CDC, not the World Bank

Direct access to knowledge is available to:

Borrowers  
Donors  
NGOs  
Private sector, local and foreign  
Beneficiaries  
Civil society

And .... World Bank staff