

# Term of Reference

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## Position: Conference Information Systems & Technology Specialist

### Mission

The mission for this assignment is to support the Directorate of Conference and Protocol of the ECOWAS Commission in its Technology Modernization Exercise as well as provide direct information management and technology support to the planning, execution and reporting of the 2019 Mid-year Statutory Meetings.

### Background

The Directorate of Conference and Protocol (DCP) of the Department of General Administration and Conference (DGAC) of the ECOWAS Commission has embarked on a project to technologically modernize the DCP. In this respect, the services of a consultant is needed to provide support to the above mentioned project as well as to conference and events management for the 2019 Mid-year Statutory Meetings.

### Objectives

The objectives of the consultancy are as follows:

- Management of the Technology Modernization Project:
  - Assess the conference technology infrastructure of the DCP and identify gaps and needs vis-à-vis technology and information management for conference and event management.
  - Based on identified needs and gaps and in line with the approved vision for technology modernization, develop a detailed project plan for a comprehensive technology modernization of the DCP.
  - Actively participate and/or guide the implementation as well as management of the above mentioned project.
- Support to the 2019 Mid-year Statutory Meetings:

Provide the following services and products so as to support the effective planning, execution, management and reporting of the 2019 Mid-year Statutory Meetings:

  - Information management services covering:
    - Data collection, organization and analysis services to deduce relevant information.

- Acquisition, storage and sharing of information with relevant stakeholders.
- Information system and technology services:
  - Identification and selection and management of an online events management software or system
  - Advice on information systems and technology needs.
  - Production of needed templates and tools.
  - Design and development of needed desktop publications using Microsoft productivity suite.
  - Provision of technical support for the sharing of working documents with Member States electronically.
  - Management of user support services vis-à-vis use of technology and systems during conferences.
  - Provision of needed hands-on training on information systems and technology.
- Other Services:
  - Drafting of critical documents including but not limited to: conference operations plans.
  - Development of work-plans with accompanying monitoring, management and reporting action items.

## Deliverables

The deliverables of the consultancy shall be in the form of weekly reports or as specifically stated below. The Consultant shall produce / provide:

1. Technology Modernization Project (TMP)
  - a. Conference technology needs and gap assessment report with recommendations.
  - b. Detailed project plan for the TMP. Project plan to include but not limited to:
    - i. Detailed Work Breakdown Structure (WBS)
    - ii. Allocated estimated resources
    - iii. Network diagram and Gantt Charts
    - iv. Timelines with deliverables
    - v. Risk management plan
    - vi. Quality management plan
    - vii. Stakeholders' management plan
    - viii. Project monitoring and evaluation plan
    - ix. Communication strategy and plan
    - x. Project Budget
  - c. Work-plan for direct involvement or support to the management of the project.
  - d. Successful management of the project with identified deliverables realized.

2. Support to 2019 Mid-year Statutory Meetings
  - a. Comprehensive and detailed work-plan to inform effective planning for the above mentioned upcoming statutory meetings. Work-plan shall include:
    - i. activities,
    - ii. tasks,
    - iii. resource requirements,
    - iv. roles and responsibilities,
    - v. staff work schedules and shifts, and
    - vi. miles stones with dates,
    - vii. list of resources needed, and
    - viii. monitoring, management and reporting plan with actions.
  - b. Templates and tools for:
    - i. monitoring and reporting on status of planned activities and tasks contained in the work-plan, and
    - ii. monitoring of status of preparation (submission, translation and formatting) of working documents for the upcoming statutory meetings.
  - c. Periodic updates of Excel Workbook and PowerPoint presentation on submissions for tasks assigned by “2018 End-of year Statutory Meetings”.
  - d. Periodic update of information on the sharing of approved working documents with Member States.
  - e. Coordinated information collection and dissemination amongst relevant stakeholders.
  - f. User support management for the use of information systems and technology services.
  - g. Training on information systems and technology for the meetings.
  - h. Advice on information management as well as information systems and technology services and products related to planning, executing, managing and reporting of the meetings.
  - i. Any other reasonably related deliverables within the confines of assignment.

## Scope

The scope of the assignment is to support the Directorate of Conference and Protocol (DCP) in:

- Planning, managing and reporting on the Technology Modernization Project.
- Supporting the planning, executing, managing and reporting the 2019 Mid-year Statutory Meetings vis-à-vis the use of technology.

## Duration

The duration of the assignment shall be a period of three (3) months (renewable) covering the period April 1, 2019 through June 30, 2019.

## Role and Responsibility

The role of the Consultant shall be to work with DCP and other relevant staff of the ECOWAS Commission to deliver the above mentioned deliverables. The Consultant shall report to the Commissioner for General Administration and Conference (CGAC) and work in close collaboration with the Director of Conference and Protocol (DCP), The Head of Conference Division as well as other relevant staff within the DCP and the Commission. S/He shall provide a weekly activity report (and attach evidence of actual deliverables) which shall be the basis for payment of emoluments.

## Qualifications / Competencies

The consultant shall have competencies (Knowledge, Skills and Abilities – KSAs) in information systems and technology as well as conference and/or events management.

S/he shall possess:

1. Minimum Requirements:
  - a. university degree in Computer Science or Information Technology from a recognized university;
  - b. minimum 5 years of hands-on practical experience working with information system / information technology directly supporting meetings, conferences and/or events;
  - c. experience in events, conference or meeting organization and management;
  - d. experience in providing administrative services;
  - e. proven training in:
    - i. events and conference management
    - ii. Management Information System
  - f. excellent computer and IT skills;
  - g. entrepreneurship and leadership experience;
  - h. good written and oral communications skills as well as strong social media skills;
  - i. analytical thinking and problem solving skills.
2. The following will be advantageous
  - a. Experience providing information management and technology support to ECOWAS Events.
  - b. Hands-on experience with online events management software / systems.

## Duty Station of Assignment

The Consulting services is needed at the ECOWAS Commission in Abuja. Therefore the duty station is Abuja, NIGERIA.