|  |  |  |  |
| --- | --- | --- | --- |
| **A blue and black text  Description automatically generated** |  | **A blue text on a black background  Description automatically generated** | **A blue and white logo with white text  Description automatically generated** |

# **UNDP ICPSD SDG AI Lab – UN Volunteers Partnership for Tech Volunteers for Resilience**

## **Background**

In today's interconnected world, the power of technology in responding to emergencies and crises has increasing importance. However, this requires a robust and responsive network of technology-skilled volunteers that can be mobilized swiftly and effectively. Recognizing the transformative potential of such a network, the United Nations Development Programme's Istanbul International Centre for Private Sector in Development (UNDP ICPSD) and the United Nations Volunteers programme (UNV) are partnering for Tech Volunteers for Resilience Programme (Tech4R). By combining expertise in critical areas of UNV and ICPSD SDG AI Lab, this collaborative approach seeks to harness the power of technology in delivering solutions that are responsive to these pressing global concerns.

The Tech4R Programme is an immediate and coordinated innovative response to emergencies, involving a diverse range of volunteers, including youth, the elderly, women, and individuals with disabilities. Engaging these underrepresented groups supports key UN initiatives, such as youth and women's empowerment in digital technologies and disability inclusion. Moreover, it will also strengthen synergies between onsite and online volunteers.

## **Rationale**

The primary aim of Tech4R volunteering programme is to build and manage a dynamic community of tech volunteers, to foster readiness and enhance resilience for emergencies in disaster situations. The capacity will also help contributing to other humanitarian issues including environmental advocacy, climate change, sustainable food systems, social protection of adolescence and youth, movement of populations/displacement, gender equality, and digital transformation.

A poster with text on it

Description automatically generated

The initiative aligns with UNV's Strategic Framework 2022-2025 by diversifying the talent pool with tech professionals while upholding gender parity. The initiative will strengthen UNV’s role as a system-wide service for innovative, tech and resilience talents ready for deployment in time of emergency. Moreover, Tech4R will allow UNV to expand its offering to humanitarian and peace-building agencies such as OCHA, UNDRR, UNOCT, UNDPPA and others, which have the lowest number of serving volunteers. Additionally, the initiative will contribute to UNV in mainstreaming the online volunteering and support UNV headquarters, regional and country level offices. Lastly, UNV has been increasing its role in crisis response and recovery around the world, by mobilizing both onsite and online volunteers. Tech4R Volunteering programme will enhance UNV crises-response offering for UN entities with clear engagement steps and readily available talent pool.

The programme also contributes to UNDP strategic plan and digital strategy. ICPSD SDG AI Lab has been actively engaging online volunteer data scientists in its work, including resilience-related project. The initiative is aligned with SDG AI Lab’s vision in advancing the use of digital technologies in disaster context through volunteerism. Additionally, the programme would allow the Lab to expand its partners network both in Turkiye and beyond.

Tech4R Volunteering also supports UN system-wide priorities such as climate change action, resilience, gender equality and digitalization. Additionally, the initiative will leverage innovative partnerships with UN entities, non-profits, volunteer organizations, private sector and governments.

## **Approach**

UNV and SDG AI Lab will establish the Tech4R volunteering programme relying on existing infrastructure and ongoing partnerships. The partners will create the pool of tech talents at Unified Volunteer Platform (UVP) by tagging relevant onsite and online talents. Additionally, SDG AI Lab will encourage its digital skills programme participants to register and join UVP. When an emergency happens, UNV will recruit volunteers for agencies using the pool of identified talents, which would allow fast recruitment. SDG AI Lab will support Host Entity with tech volunteer management and quality assurance. Additionally, the Lab will provide other tech talents either from its team or a Tech4R pool of online volunteers, which would allow fast and effective response. To keep the candidates and volunteers engaged and motivated, SDG AI Lab will establish the community and invite all identified talents from UVP. This would allow continuous communication and capacity-building. Also, the volunteers can engage in a long-term activity such as creating the library of existing solutions and their further enhancements. All the solutions developed under the Tech4R will be free and open source. To optimize the efforts and ensure achievement of the targets SDG AI Lab will mobilize online volunteers in cohorts with average number of volunteers – 250 people.

To sustain the initiative, UNV and SDG AI Lab have developed the business model. The model has identified 4 main income sources of income: Tech4Resilience services, Donors, Fully-Funded Programme and Joint with UNV Programmes.

A diagram of a company's company

Description automatically generated with medium confidence

The business model outlines benefits for UNV and SDG AI Lab. The main benefit for UNV is increased number of volunteers, both online and onsite. The volunteers’ number would be increased through Tech4Resilience services, Donors’ contributions, FF Programmes, Joint Volunteer-led Recovery & Reconstruction Offer and Volunteer Community. For SDG AI Lab the main benefits are increased number of clients, projects and expanded team. This would be achieved through Volunteer Community, Joint Volunteer-led Recovery & Reconstruction Offer, FF Programmes, Donors’ contributions and Tech4Resilience services.

To reimburse their contribution and support, the partners will use up to 30% of the onsite volunteer’s time for the programme activities such as open-source solutions development, knowledge products development, maintenance/enhancement of existing solutions and support of online volunteers. For online volunteers support UNV and SDG AI Lab will not charge but will encourage Host Entities to recruit onsite volunteers for online volunteers’ coordination and long-term impact. Additionally, both UNV and SDG AI Lab will contribute to both financial and in-kind resource mobilization from international donors, governments, private sector and others.

The partners will initiate the implementation with the pilot in Turkiye (Annex 1), while providing ad-hoc support in response to emergencies.

## **Implementation timeline**

|  |  |
| --- | --- |
| ICPSD SDG AI Lab | UN Volunteers |
| * Overall programme coordination * Outreach, recruitment, and selection of volunteers * Management of online volunteers and technical guidance * Management of the volunteer community (regular communication, chat moderation and events) * Capacity-building trainings and workshops * Creation of the knowledge base and repo * Establishment of partnerships with UN agencies, governmental agencies, NGOs, and private sector * Resource mobilization and funding strategy plan * Regular updates to operational plans for seamless workflows * Tracking of KPIs | * Outreach, recruitment, and selection of volunteers * Creation of the dedicated volunteer pool at UVP * Capacity-building trainings and workshops (leadership and career growth sessions) * Generating demand for volunteers from UN agencies, governmental agencies and NGOs, * Regular updates to operational plans * Tracking of potential KPIs |

The table below outlines the tentative milestones and their dates.

|  |  |  |  |
| --- | --- | --- | --- |
| Milestone | Timeline | Status | Responsible Party |
| Refining and finalizing joint programme offer | 12 July 2023 | Completed | UNV, SDG AI Lab |
| UNV-ICPSD workshop in Bonn | August 2023 | Completed | UNV |
| Development of a risk management strategy | October 2023 | Completed | SDG AI Lab |
| Establishment of working spaces | January 2024 |  | SDG AI Lab |
| Establishment of standard operational procedures | January 2024 |  | UNV, SDG AI Lab |
| Development of a resource mobilization strategy | January 2024 |  | UNV, SDG AI Lab |
| Development of a communications strategy | January 2024 |  | UNV, SDG AI Lab |
| Recruitment of key team members and coordination team establishment | January - July 2024 | In-progress | UNV, SDG AI Lab |
| Creation of the knowledge base and repo | February 2024 |  | SDG AI Lab |
| Identification of tech talents at UVP | February – December 2025 |  | UNV, SDG AI Lab |
| Design of a standardized tech volunteer deployment framework | February – March 2024 |  | SDG AI Lab |
| Community establishment | February – March 2024 |  | SDG AI Lab |
| Recruitment of the 1st cohort of online volunteers to map solutions in Turkiye | February 2024 |  | SDG AI Lab |
| Digital pain points analysis/needs and problems matrix | February 2025 |  | SDG AI lab |
| UNCT Türkiye presentation | February 2024 |  | UNV, SDG AI Lab |
| Presentation to UNDP, OCHA and other entities | February – December 2025 |  | UNV, SDG AI Lab |
| KPI Monitoring | March 2024 |  | UNV, SDG AI Lab |
| Initiation of pilot offer for Türkiye | April 2024 – September 2024 |  | UNV, SDG AI Lab |
| Trainings curriculum and schedule development | April 2025 |  | UNV, SDG AI Lab |
| Technical capacity-building trainings and workshops for volunteers | May 2024 |  | SDG AI Lab |
| Recruitment of the 2nd cohort of online volunteers to contribute to knowledge base and repo | May 2024 |  | SDG AI Lab |
| Tech4R Turkiye Demo day | May 2024 |  | SDG AI Lab |
| KPI monitoring | June 2024 |  | UNV, SDG AI Lab |
| Leadership and soft skills capacity-building trainings and workshops for volunteers | July 2024 |  | UNV |
| Recruitment of the 3rd cohort of online volunteers to contribute to knowledge base and repo | August 2024 |  | SDG AI Lab |
| KPI Monitoring | September 2024 |  | UNV, SDG AI Lab |
| Technical capacity-building trainings and workshops for volunteers | September 2024 |  | SDG AI Lab |
| Tech4R Turkiye implementation presentation and Demo Day | October 2024 |  | UNV, SDG AI Lab |
| Tech4R Turkiye lessons learnt | November 2024 |  | UNV, SDG AI Lab |
| Leadership and soft skills capacity-building trainings and workshops for volunteers | November 2024 |  | UNV |
| Recruitment of the 4th cohort of online volunteers to contribute to knowledge base and repo | November 2024 |  | SDG AI Lab |
| KPI Monitoring | December 2024 |  | UNV, SDG AI Lab |
| Establishment of 3 partnerships with donors/private sector | December 2024 |  | UNV, SDG AI Lab |
| 1000 Tech4R online volunteers (ICPSD and HE) | December 2024 |  | UNV, SDG AI Lab |
| 10 Tech4R onsite UNVs (ICPSD and HE) | December 2024 |  | UNV, SDG AI Lab |

## **Expected results by December 2024**

* Active community with 1000 members having various technical knowledge and skills
* At least 50% of Tech4R volunteers are women
* At least 10% of Tech4R volunteers are persons with disabilities
* A standardized Tech4R offer for UN entities, government and NGOs
* 10 open-source digital solutions developed
* 5 UN entities are supported by Tech4R volunteers
* 10 CSO’s technically equipped to effectively respond to emergencies
* 10 onsite and 1,000 online Tech4R volunteers mobilized

## **Team**

The initial activities will be implemented by the Interim Team from UN Volunteers and ICPSD SDG AI Lab. The partners will recruit functional team members and establish the Implementation Team. For that UNV and SDG AI Lab will combine their resources. UN Volunteers will be providing 2 UNV positions from Fully Funded Programme/Volunteer Special Fund, and SDG AI Lab provide in-kind resources.

The table below provides suggest composition of the Implementation Team and their source:

|  |  |
| --- | --- |
| **Implementation Team Members** | |
| Position and time allocation | Responsible Party |
| Programme Coordination and Partnerships Analyst | UNVFF |
| Community Building/Talent Acquisition/Communications Specialist | UNV FF |
| GIS Specialist – current colleague time allocation | SDG AI Lab (in-kind) |
| Data and Data Visualization Analyst – current colleague time allocation | SDG AI Lab (in-kind) |
| Scrum Master – current colleague time allocation | SDG AI Lab (in-kind) |

# Annex 1 - Türkiye Pilot Offer

In February 2023, Türkiye and Syria were significantly affected by two devastating earthquakes, leading to a severe humanitarian crisis and calling for international assistance. These disasters highlighted the urgent need for innovative and digitized approaches to manage such crises efficiently. In response, local and global volunteer developers and tech companies joined forces to develop open-source digital tools and provide essential resources to support the disaster management effort. However, to maximize the potential impact of the tech sector, a coordinated approach between stakeholders and improved development and release processes for digital solutions are necessary.

Recognizing Türkiye's disaster-prone nature, a systematic approach to integrate tech volunteers into disaster management would enhance resilience against future natural or human-made disasters. UNV and SDG AI Lab can initiate the Technology Volunteer Programme in Türkiye as a pilot offer, which would provide numerous benefits for the country. The outcomes from this pilot could serve as a blueprint for implementation in other disaster-prone regions, ultimately contributing to further improvement of the initiative. The list below provides information on the offer to UNDP Turkiye and other UN agencies.

|  |  |
| --- | --- |
| **Timeline** | **Associated Tasks** |
| February 2024 | * Needs assessment of UN, private sector and NGOs * Literature and existing solutions review |
| February – March 2024 | * Outreach to Turkish networks and volunteers * Creation of the volunteer pool at UVP and establishment of Discord platform * Online Volunteers recruitment and onboarding |
| April 2024 | * Systematic resource mobilization and funding strategy plan |
| May 2024 | Tech4R Turkiye Demo Day |
| June and August 2024 | * Capacity-building trainings and workshops for volunteers and NGOs * Creation of knowledge base and catalogue of available solutions |
| March-September 2024 | * Establishment of critical partnerships with UN agencies, governmental agencies, NGOs, and private sector * Establishment of partnership with Tech4R to coordinate with Turkiye ecosystem |
| October 2024 | Tech4R Turkiye implementation presentation and Demo Day |
| November 2024 | Tech4R Turkiye lessons learnt analysis and reporting |

# Annex 2- Partners and stakeholders

The initiative involves a wide array of including UN entities, governmental agencies, private sector, volunteer organizations and volunteers themselves. UN entities are the primary stakeholders, with potential expansion to other UN stakeholders as capacity permits.

|  |  |  |
| --- | --- | --- |
| **Stakeholder group** | **Example organizations** | **Value to the Partners** |
| UN entities | *Internal teams*: Crises Bureau, DRT, ITM, the Innovation team, Climate Change team, AccLabs, UNV teams  *External teams:* The Global Compact Team, CBi | * Rapid, efficient response * Access to a diverse pool of skilled volunteers * Streamlined processes |
| Governmental agencies | Governments and their departments like CDOs and DANs | * Consistent, reliable support * Access to a pool of trained tech volunteers * Streamlined communication and response protocols |
| Private sector | Tech companies like Google, Donor organizations | * Clear reporting mechanisms * Opportunity to contribute to critical humanitarian work * Increased visibility through association |
| Volunteer organizations | Civil Society Organizations, AFAD | * Platform for coordination and collaboration * Unified approach towards crises * Shared learning and growth |
| Volunteers | Recruited volunteers | * Access to an organized community * Opportunities for skill development * Chance to make a significant difference |

# Annex 3 - Suggested KPI’s

|  |  |  |  |
| --- | --- | --- | --- |
| **Online Tech Volunteer Community** | **Capacity Building & Knowledge Management** | **Partnership & Resource Mobilization** | **Operationalization** |
| * # of online volunteers recruited * # of volunteers in the talent pool * % of active online volunteers * # of onsite volunteers recruited * % of women tech volunteers * % of volunteers with disabilities * % of volunteer satisfaction * # of Discord community members * # of nationalities represented * % level of education | * # of identified best practices and use cases * % grader on the technical assessment average grade * # of capacity-building trainings and workshops * # of identified relevant resources and training materials | * # of countries programme implemented * # of the UN entities supported * # of beneficiaries (including CSOs) supported * % of stakeholders satisfaction * # of government partners * # of private sector partners * Amount of resources mobilized | * # of developed digital products * % of open-source projects * # of operational plan updates |

# Annex 4 - Risk Mitigation Strategy

|  |  |  |  |
| --- | --- | --- | --- |
| # | Risk | Impact &  Probability | Countermeasures |
| 1 | Low volunteer application rate and engagement | * Digital Services are not provided. * Poor publicity of the programme * Inactive community | * Strong Continuous Outreach campaign * Engagement of past volunteers * Full-time Community Analyst * Community Events * Motivation system |
| 2 | Low interest from UN entities and other potential partners | * Digital solutions are not responding to the needs * Poor publicity of the programme * Limited resources and programme sustainability | * Strong Continuous Outreach campaign * Regular meetings with partners * Needs assessment analysis * Resource mobilization strategy * Full-time Partnerships Analyst |
| 3 | Recovery efforts are not coordinated. Limited collaboration between institutions. | * Digital Services are not provided. * Poor publicity of the programme * Digital solutions are not responding to the needs * Relations degradation with other development stakeholders | * Strong Continuous Outreach campaign * Coordination with Government * Coordination with UN entities via UNCT * Full-time Partnerships Analyst |