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# Building a Culture of Reflection, Learning and Adapting in the SERVIR Program and USAID



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# Outline

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- The black hole
- Good ideas
- Capturing lessons learned: a Toolkit



# Good ideas ...

## Bangladesh

- Radar altimetry to increase flood early warning lead time
- Assumption – moving to an 8 day warning will help people
- But:
  - Five years needed for validation before authorities are comfortable using the system
  - Weaknesses with dissemination – if the forecast improves, people still won't get it
  - Non-governmental users were interested in taking action on an experimental forecast, but weren't included in the project
- How have we adjusted:
  - Investing more in validation
  - Working with Red Crescent to inform early action

# Good ideas ...

## Nepal

- Fire monitoring and alerts using MODIS hotspot and forest dept data to send SMS and email alerts to district forest managers
- Assumption – quicker, more targeted alerts will improve fire management
- But:
  - Many forests are managed by communities, not forest dept
  - People may not have equipment to respond or can't access remote fires
- How we have adjusted:
  - Including community forest groups
  - Shifting to fire data analysis, seasonal forecasts, and proactive forest management

# “Service planning toolkit” for better design, QA/QC

1. **Consultation guidance:** To understand the landscape, coordinate more effectively, engage broader set of stakeholders
2. **Problem and Chain/Network identification:** Understanding information chains/networks so services are fully integrated
3. **Stakeholder Mapping:** Identifying multiple partners and looking for new/stronger opportunities and connections
4. **Theories of Change:** Being transparent about assumptions and identifying support and capacity needed “along the chain”
5. **Service and Product Definition Documents:** Improving technical clarity and forming multidisciplinary teams
6. **M&E:** Setting baselines and measures of success from the outset so we can measure our results



# Thank you

See:

[Climatelinks.org](http://Climatelinks.org)

[SERVIRGlobal.net](http://SERVIRGlobal.net)