**NSCA 2.0 Stakeholder Training: Day 1 Agenda**

**INSERT DATE OF TRAINING**

**Location: INSERT LOCATION OF TRAINING**

**Audience:** Broad overview intended for all stakeholders

**Speakers: INSERT NAMES OF ALL SPEAKERS FOR DAY ONE**

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|  | **Time** | **Presenter** | **Topic** | **Learning Objectives** | **Key Points** |
|  | 9:30 – 10:00am | **Registration and Coffee** | | | |
| KICKOFF | 10:00am-10:30am | INSERT NAMES OF SESSION SPEAKERS | Overview of Day,  Introductions,  Logistics | **Learning Objectives for Day 1**  To provide a high-level awareness of the usage, history and application of the new NSCA 2.0 tool  Participants will learn:   * History of NSCA * Content of the tool * Implementation timetable and resource needs * Outcomes, reports * How to apply results | |
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| OVERVIEW OF NSCA 2.0 | 10:30am-11:10am | INSERT NAMES OF SESSION SPEAKERS | NSCA Overview | * To gain an awareness of the high-level objectives of the NSCA, it’s history and the benefits from use of the tool | * Objectives * History, including previous assessments * Contents of the tool * What’s new in NSCA 2.0 * How NSCA 2.0 has benefited from stakeholder input * Comparison/Alignment to other tools * Limitations |
| 11:10am-11:30pm | INSERT NAMES OF SESSION SPEAKERS | Stakeholder Engagement | * To appreciate the importance and role of a wide range of stakeholders to achieving a successful assessment * NSCA board moving forward | * Potential range of stakeholders * Mechanisms for engagement * communications * Engagement in resultant actions |
| CORE COMPONENTS OF NSCA 2.0 | 11:30pm-12:00pm | INSERT NAMES OF SESSION SPEAKERS | Supply Chain Mapping & Sampling | * To understand why we map the supply chain and how this guides the NSCA process * A brief introduction to sampling | * Explain why mapping is essential, but should be a quick process done centrally and early * Brief description of the need for a sample |
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| **12:00pm-1:00pm Lunch** | | | | | |
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| OVERVIEW OF NSCA 2.0 | 1:00pm-1:30pm | INSERT NAMES OF SESSION SPEAKERS | Functions and Structure | * To understand the structure of the tool * An introduction to the levels of capability * To gain an awareness of the results and analyses programmed into the tool | * Description of each function, * Functions, Submodules, example reports   Levels:   * Basic * Intermediate * Advanced   State-of-the-art |
| CORE COMPONENTS OF NSCA 2.0 | 1:30pm-2:15pm | INSERT NAMES OF SESSION SPEAKERS | CMM Overview | * To understand concept of Capability Maturity * To understand the functions being assessed | Remember this subject will be covered in depth in Days 2 & 3   * Describe the functions covered and that not all functions and questions are asked at all levels * Show some sample questions |
| 2:15pm-2:45pm | INSERT NAMES OF SESSION SPEAKERS | KPIs | * To understand the performance measured and at what level * To appreciate the role of Core and Optional KPIs * To understand the role of continuous monitoring of KPIs | Remember this subject will be covered in depth in Days 2 & 3   * Describe the KPIs * Explain the linkages between KPIs, and to CMM * Present an example Definition/IRS sheet * Describe how KPIs can be used in daily management |
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| **2:45pm-3:15pm Coffee** | | | | | |
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| DATA AGGREGATION AND ANALYSIS | 3:15pm-4:15pm | INSERT NAMES OF SESSION SPEAKERS | Results and Analysis | * To gain an understanding of the core analyses available as part of the NSCA * To understand how governments and donors can use NSCA results to inform strategy and investment decisions | * Example CMM results * Example KPI results * How these may be compared to generate hypotheses * What the government and donors can/should do with the data to inform strategy and investment decisions * Leave plenty of time for questions |
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| WRAP UP | 4:15pm-4:30pm | INSERT NAMES OF SESSION SPEAKERS | Wrap Up | * Consolidate the day’s learning and look forward to tomorrow | * Discussion on next day, what they want to know |

**NSCA 2.0 Stakeholder Training: Day 2 Agenda**

**INSERT DATE OF TRAINING**

**Location: INSERT LOCATION OF TRAINING**

**Audience:** Core/Mandatory session for potential implementers

**Speakers: INSERT NAMES OF ALL SPEAKERS FOR DAY TWO**

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|  | **Time** | **Presenter** | **Topic** | **Learning Objectives** | **Key Points** |
| KICKOFF | 8:30am-9:00am | INSERT NAMES OF SESSION SPEAKERS | Overview of Day and Process | **Learning Objectives for Day 2**   * Understand the key elements in planning, logistics, sampling and data collection operations * Discuss the ongoing role of stakeholder in supporting an assessment * Agree the elements that make for a successful assessment | * Recap of previous day * What a successful implementation looks like (not just about data, about action) * Discussion why process is important, why relevant * Overview of process and how presented * End of day, understand what is needed to “implement” successfully |
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| PLANNING | 9:00am-9:30am | INSERT NAMES OF SESSION SPEAKERS | Kickoff Exercise | * In group, participants will outline major components to plan, resource, and budget for a successful NSCA implementation | * What are big things you need to plan for… * Break into groups- each group does detail- * Report out… these are our recommendations |
| 9:30am-9:50am | INSERT NAMES OF SESSION SPEAKERS | Work Planning and Project Management | * To understand the high-level timeline and milestones. | * Time estimates * Key milestones & decisions * Resources & skill requirements * Budget overview- Core team, Data team, other expenses. (detail level TBD) |
| 9:50am-10:10am | INSERT NAMES OF SESSION SPEAKERS | Stakeholder Engagement | * To establish the role of other stakeholders in supporting the objectives and delivery of the NSCA, and agree the mechanism for maintaining stakeholder engagement | * Discuss different stakeholders, * Methods of communication- formal vs. informal, Milestone vs. Ongoing * Proposed communications plan * Introduce Stakeholder Workshop |
| 10:10am-10:30am | INSERT NAMES OF SESSION SPEAKERS | Scoping and Customizing | * Understand scoping variables and how & when decisions on scope impact implementations. | * Scoping variables: Regions, Functions, Levels of Service, KPIs, Tracer Commodities, Sample Size… * How and when to update or finalize scope early vs. late, pros & cons * Impact of scope on implementation (i.e. # data collectors, time to adapt SurveyCTO Code) * What can/cannot be customized |
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|  | 10:30am-11:00am |  | Coffee break |  |  |
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| PREPARATIONS | 11:00am-11:30am | INSERT NAMES OF SESSION SPEAKERS | Site Selection/ Communication | * To understand sampling methodologies to agreement site selection to inform data collection arrangements | * Sampling methodology * Early notification/ data requests- prior to arrival * Scheduling – time estimates |
| 11:30am-12:00pm | INSERT NAMES OF SESSION SPEAKERS | Data Collection Timeline | * Have a more detailed picture of the data collection phase & importance of advance planning | * More detail on data collection period * Important milestones * Set up operations structure |
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|  | 12:00pm-1:00pm |  | Lunch |  |  |
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| STAKEHOLDER WORKSHOP | 1:00pm-1:30pm | INSERT NAMES OF SESSION SPEAKERS | Stakeholder Workshop Exercise | * Mock workshop as role player exercise, tables will act as stakeholder groups | * Convey the critical importance of this workshop, set expectations for the outputs needed * Objectives/Participants * Timing/Structure * Outputs –Mapping, Scoping, Prep * Outputs- Messaging and Momentum |
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| DATA COLLECTION | 1:30pm-2:15pm | INSERT NAMES OF SESSION SPEAKERS | Building the Team and Training Data Collectors | * Be able to recruit and prepare appropriate data collectors in a timely way * Highlight important requirements for training to improve data collection | * Recruiting policy restrictions, etc. * Setup practice site for field testing the survey * Understanding role assessment * Broader SC Map * Ensuring consistency in data collection * Fieldwork/actual data collection at all levels * Immediate data cleaning/QC |
| 2:15pm-2:45pm | INSERT NAMES OF SESSION SPEAKERS | Intro to SurveyCTO | * Experience the SurveyCTO tool, understand what needs to be managed | * Overview of Kinds of Data being collected * SurveyCTO Tool * When to customize |
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|  | 2:45-3:30 |  | Coffee break & Exercise | Data Collection Practical Exercise- gain familiarity with SurveyCTO tool |  |
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| DATA COLLECTION OPERATIONS | 3:30pm-3:45pm | INSERT NAMES OF SESSION SPEAKERS | Data Collection Overview | * Have a summary view of how all the data collection work operates together during the collection period | * Graphic- of overall operations * Daily schedule |
| 3:45pm-4:00pm | INSERT NAMES OF SESSION SPEAKERS | Data Collection Operations | * To describe the main activities that are unique to an NSCA to manage a successful assessment | * Field and Central * Survey vs. Data Collection * Command Center |
| 4:00pm-4:30pm | INSERT NAMES OF SESSION SPEAKERS | Managing Operations | * Call out actions and tools to keep data collection running smoothly * Make sure nothing is forgotten or unknowingly left incomplete; maintain stakeholder ownership | * Tracking progress * Maintaining consistency * Data quality control * Data Cleaning Process * Resolving issues * Common issues and possible defense/resolution * Addressing incomplete data * Debriefs prior to survey team leaving * Plan for open issues * Practical considerations * Experiences and lessons learned |
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| ANALYSIS, REPORTING, AND DISSEMINATION | 4:30pm-4:40pm | INSERT NAMES OF SESSION SPEAKERS | Analysis, Outputs, Templates and Report Overview | * Preview of results from data collection and how to interpret ready for Day 3 | * Review Process and Timeline * Stakeholder buy in/ Communications |
| 4:40pm-4:50pm | INSERT NAMES OF SESSION SPEAKERS | Resources and Templates | * Understand Resources available | * Standard Analysis & Reporting (including presentation templates, action brief and data dashboard). Emphasize – talk about this tomorrow- show some output graphics |
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| WRAP UP | 4:50pm-5:00pm | INSERT NAMES OF SESSION SPEAKERS |  | * Consolidate learnings from the day | * Key points, Open questions, implementers, point of view (POV) * Survey |

**NSCA 2.0 Stakeholder Training: Day 3 Agenda**

**INSERT DATE OF TRAINING**

**Location: INSERT LOCATION OF TRAINING**

**Audience:** Core/Mandatory session for potential implementers

**Speakers: INSERT NAMES OF ALL SPEAKERS FOR DAY THREE**

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|  | **Time** | **Presenter** | **Topic** | **Learning Objectives** | **Key Points** |
| KICKOFF | 8:30am-9:00am | INSERT NAMES OF SESSION SPEAKERS | Overview of Day | **Learning Objectives for Day 3**   * Understand the CMM tool, content and structure in detail * Understand the NSCA’s KPIs, and how they are defined and measured * Gain a thorough understanding of the NSCA 2.0 tool, and how these can be used in strategy and investment decisions |  |
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| CMM MODULE | 9:00am-9:20am | INSERT NAMES OF SESSION SPEAKERS | CMM Overview | * Understand how maturity is defined and presented in the tool, and how maturity differs from performance | * Maturity and Capabilities- definitions, why different from performance * Definition of maturity scores (Basic –State of the Art) * Why “partial” maturity scores are important and useful |
| 9:20am-9:40am | INSERT NAMES OF SESSION SPEAKERS | Functions and Structure | * To gain a sense of what defines level of maturity for each function | * Operating vs. other strategic and cross-cutting functions * Description of each function, * Functions, Submodules, Questions * Detailed Function Examples of basic -> SOA |
|  | 9:40am-10:20am | INSERT NAMES OF SESSION SPEAKERS | Scoring and Analysis | * To understand how maturity scores are calculated, where to look for more granular data or insights * To gain an understanding of the core analyses available as part of the NSCA | * How responses convert to scores * Analysis plans – formulas * Flow through the analysis path/spreadsheet * Standard NSCA 2.0 outputs tables & graphics * CMM results |
| 10:20am-10:50am | INSERT NAMES OF SESSION SPEAKERS | Exercise | * Analyze CMM data for a specific function or level, generate draft findings, using one operational and one strategic function as examples |  |
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|  | 10:50am-11:20am |  | Coffee break |  |  |
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| KPIS | 11:20am-11:35am | INSERT NAMES OF SESSION SPEAKERS | KPI Overview | * Short recap session from Day 1 on what the KPIs are, which ones are core, and why each is important | * Overview of KPIs * Components of Indicator Reference Sheets * Core KPIs, why core * Optional KPIs |
| 11:35am-12:05pm | INSERT NAMES OF SESSION SPEAKERS | KPI Calculations | * To understand what data is collected and how it feeds into KPIs calculations and analysis | * Data collection/templates * Flow through the analysis path/spreadsheet * (TBD- detailed calculations) * Standard NSCA 2.0 outputs tables & graphics |
| 12:05pm-12:25pm | INSERT NAMES OF SESSION SPEAKERS | KPI Analysis | * To gain an understanding of the core analyses available as part of the NSCA | * KPI results |
| 12:25pm-12:55pm | INSERT NAMES OF SESSION SPEAKERS | Exercise | * Similar activity to the CMM exercise with example/typical KPI data |  |
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|  | 12:55pm-1:40pm |  | Lunch |  |  |
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| AND ANALYSIS | 1:40pm-2:00pm | INSERT NAMES OF SESSION SPEAKERS | Analyses | * To understand how CMM and KPI should be viewed together to generate hypotheses | * Looking at CMM and KPI together – hypothesis generation (expand day 1) * Advanced Analysis |
| 2:00pm-2:30pm | INSERT NAMES OF SESSION SPEAKERS | Exercise | * Provide specific questions to each team: What are gaps? Why could this be happening? How would you invest to bring performance to the next level? | * Analyze performance, using CMM and KPI results to generate draft findings and hypotheses * NB: Try to have two different cases- e.g. one with strong CMM, low perf, one with strong per, but low CMM |
| 2:30pm-3:00pm | INSERT NAMES OF SESSION SPEAKERS | Debrief | * Debrief on CMM and KPI exercises and how the insights from the analyses may be used to generate hypothesis that can drive action plans and investments |  |
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|  | 3:00-3:30 |  | Coffee break |  |  |
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| REPORTING AND DISSEMINATION | 3:30pm-3:45pm | INSERT NAMES OF SESSION SPEAKERS | Reporting and Dissemination | * Understand and plan for Reporting Expectations | * Debriefs from survey team on draft conclusions to Governance Panel, Steering Committee, and stakeholders * Final Report |
| 3:45pm-4:15pm | INSERT NAMES OF SESSION SPEAKERS | Reporting Detail | * To understand what core analyses, and reporting functionalities are built into the tool, how to build the final report, and where to go for additional data | * Review of each Templates (Report, Action Brief, Dashboard) * Excel outputs to Reports * Analysis to Findings/Recommendations * Context * Presentations (if needed) |
| 4:15pm-4:45pm | INSERT NAMES OF SESSION SPEAKERS | Use of NSCA Results | * How governments and donors can use the information from an NSCA to inform strategy and investment decisions |  |
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| WRAP UP | 4:45pm-5:00pm | INSERT NAMES OF SESSION SPEAKERS | Wrap Up | * Consolidate the day’s learning   Overall workshop feedback | * Discussion on next day, what they want to know |

**NSCA 2.0 Stakeholder Training: Day 4 Agenda**

**INSERT DATE OF TRAINING**

**Location: INSERT LOCATION OF TRAINING**

**Audience:** Optional session for additional information

**Speakers: INSERT NAMES OF ALL SPEAKERS FOR DAY FOUR**

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|  | **Time** | **Presenter** | **Topic** | **Learning Objectives** |
| CMM Deeper Dive | 8:30am-9:30am | INSERT NAMES OF SESSION SPEAKERS | CMM | * To gain a deeper understanding of the structure of the CMM module, and the underlying logic * Description of the CMM scoring and how this translates into the 4 maturity levels * How to interpret the CMM results to develop hypotheses for action and investment * CMM Analysis plan topics |
| 9:30am-9:45am | INSERT NAMES OF SESSION SPEAKERS | CMM Q&A | * To address outstanding questions. |
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|  | 9:45am-10:00am |  | Coffee break |  |
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| Sampling | 10:00am-11:00am | INSERT NAMES OF SESSION SPEAKERS | Sampling and Site Selection | * To gain a deeper understand sampling methodologies * Strengths and weakness of different methodologies in different situations * Striking the balance between too few sites to be representative, and excessive cost and time from visiting too many sites * Ensuring a fair balance between different sites, levels and functions in the sample |
| 11:00am-11:15am | INSERT NAMES OF SESSION SPEAKERS | Sampling Q&A | * To address outstanding questions |
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|  | 11:15am-11:30am |  | Coffee break |  |
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| Open Q & A | 11:30am-12:30pm | INSERT NAMES OF SESSION SPEAKERS | Final Session | * Open discussion and final Q & A session |
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|  | 12:30pm-12:45pm | INSERT NAMES OF SESSION SPEAKERS | Closing Session | * Final wrap up and thank you |
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|  | 12:45pm-2:00pm |  | Networking Lunch |  |

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