

SPARC – Access for Sharing Knowledge: 'ASK'



In 2008, the Nigerian and UK Governments set up a partnership to support governance reforms – the State Partnership for Accountability, Responsiveness and Capability (SPARC). SPARC has been working with 10 state governments for the last few years and a wealth of knowledge and experience ('know-how') has been accumulated. The SPARC 'ASK' helpdesk has been established as a place with easy access through which to share this knowledge. This initiative is free of charge and accessible to all Nigerian state governments especially states where SPARC does not have an office.

What is SPARC?

The SPARC programme helps Nigerian leaders and government workers change governance for the better and supports governance reforms already underway in Nigeria. SPARC works with 10 state governments (Anambra, Enugu, Jigawa, Kaduna, Kano, Katsina, Lagos, Niger, Yobe and Zamfara) and focuses on three aspects of 'good governance':

- Developing responsive policies and strategies that respect the rights of citizens – for example, sound policies for economic growth
- Managing public finances well, to ensure that they are used effectively and efficiently
- Managing public services to improve the delivery of services like health and education.

Support to these areas is backed up with help on monitoring and evaluation, and managing knowledge.

What is the 'ASK' helpdesk?

The 'ASK' helpdesk is a new service providing remote advice, information and support on governance reforms with the Nigerian state governments as the

target audience, especially non-SPARC states. It is a place where state governments can request, access or share information relating to governance reforms.

Enquiries are restricted to areas we work in and these include:

- Developing policies and strategies
- Managing public finances
- Managing public services
- Monitoring and evaluation
- Knowledge management tips.

Technical experts and practitioners have been identified in these areas and will respond to any queries received. Among these technical experts are state government officials who have experience in managing reform processes and are change agents in existing SPARC states.

Why have we set it up?

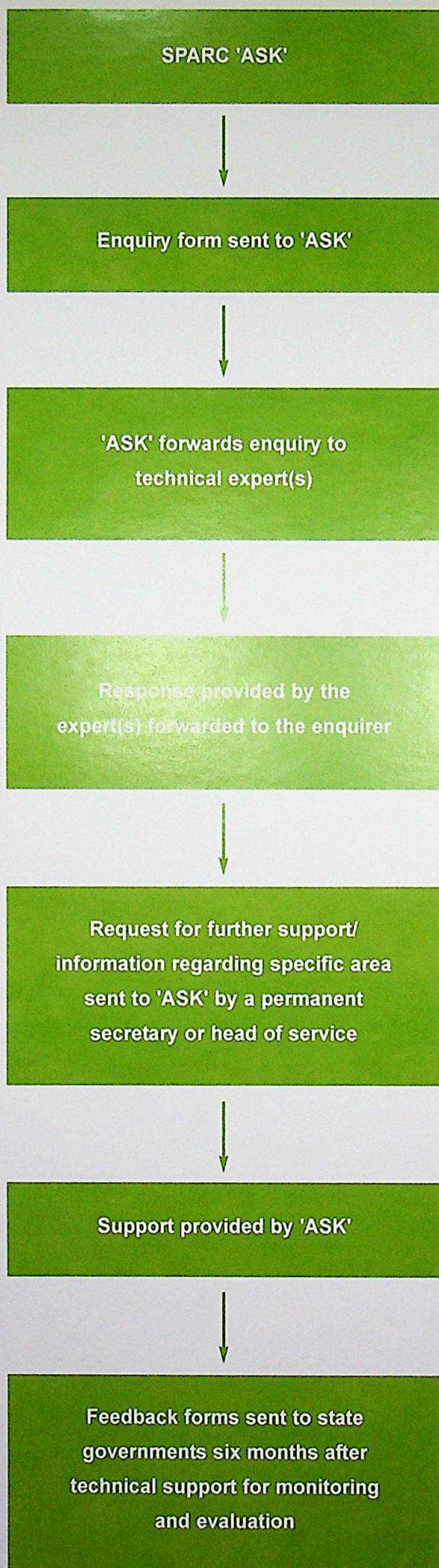
During the course of the programme, Nigerian partners and SPARC have generated a wealth of information, knowledge and experience, and set up processes and procedures to improve governance, often surmounting considerable challenges in the process. In order to extract the utmost value from this unique and growing accumulation of know-how, we are finding new ways of sharing programme outputs to influence wider change.

Our primary aim in setting up the 'ASK' helpdesk is to stimulate demand and share actual experiences in governance reform initiatives with states not directly involved in the SPARC programme.

How does it work?

The diagram outlines how 'ASK' will work – starting with a virtual enquiry service which may lead to face-to-face contact with technical experts or those who have already led reforms.

All we ask is that the enquiries be as specific as possible to enable us to provide the most relevant feedback and information. We also plan to provide the contact details of those who have led governance reforms in other states. We aim to provide you with a response within 11 working days.



Some examples of useful information

A diverse range of tools has already been produced by SPARC in specific governance areas. We have also supported state governments in producing documents and tools which can be accessed by contacting 'ASK'.

Some of these include the SPARC Resource Centre Pocket Guide and CD, HRM Resource Suite, and 'How To' guides on developing state plans and medium-term sector strategies. Other tools that will be showcased include, among others, a public financial management database for the 10 SPARC states and a revenue projection tool.

How can you access it?

'ASK' can be accessed in different ways:

- By downloading an enquiry form from our website www.sparc-nigeria.com/ASK
- By email to our dedicated email address (ask@sparc-nigeria.com)
- By writing to us at
SPARC ASK
State Partnership for Accountability, Responsiveness and Capability
14, Oguda Close,
Off Lake Chad Crescent,
Maitama,
Abuja
- By phone or SMS to 08095643426.



Please do not hesitate to contact us; we welcome your enquiries.

Contact details

SPARC has eleven offices in Nigeria.

For more information on our work email:

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Or, visit our website at www.sparc-nigeria.com

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