ACCESS TO INFORMATION
Newsletter No. 7, July 2018

Access to Information
www.iadb.org/access

Thanks, John... *Hasta siempre*!

We take this opportunity to recognize John Ferriter for his steady commitment, support, and teamwork over all this years in promoting the importance of compliance with the Access to Information Policy by all Bank staff. In addition to John's role in the creation and approval of the current Policy, his dedication and steady support for its implementation have been essential in raising awareness of the value of transparency and how it adds greater value to the daily work of all Bank staff. When we promote a culture of greater public access to IDB information in the knowledge, corporate, and operations areas, we contribute to improving lives in our region by supporting a Bank that is more open and inclusive. These efforts take on special significance when Bank staff put their own mark on a culture of greater transparency and openness in the way things are done. Such was the case with John, who is an example and a leader for all Bank staff who believe in transparency. We thank John for his legacy, dedication, commitment, and contribution to the efforts to increase transparency at the IDB, and we wish him much success as this new stage of his life begins. Thank you, John! We wish you the best!

ATI Help Desk: New form for requesting technical assistance

The Help Desk is a service platform offering technical assistance to Bank staff on issues related to the Access to Information Policy and its implementation. It provides an automated system for answering and tracking queries received from within the institution. In the first quarter of 2018, SEC/ATI launched a new system on the Help Desk platform to improve efficiency in answering queries from each of the different internal stakeholders. A new form for opening tickets was developed as part of this, to help improve data tracking and collection on stakeholder needs in relation to Policy application. The form now includes an option to select the topic of the query from a list, as well as identify the priority level as high, medium, or low. These changes also seek to shorten response times: queries must be answered within eight working days. To learn more about this new form, visit the SEC/ATI intranet page: **http://secwebapps/SecForms/helpdesk/**

ATI HELP DESK

ATI Help Desk

Need Help ?

Request Date
04/13/2018

Open Ticket on behalf of Client

Requester Name
Adrien Kay Lopez

Department
SEC/ATI

Email
adrienl@iadb.org

Phone number
+1 202 623-1852

Priority
Select Priority

Requested Date

Category
Select Category

Requested Information

Next

ATI Portal as a new access to information tool

The Portal is a new tool to support Bank staff in applying the Access to Information Policy. This is one of the new functionalities created as part of the ezShare system specifically for information disclosure, called the ATI Workflow. In their roles as Author or Publisher, all staff have access to this portal to create reports on their departments' public documents. The ATI Portal has five options corresponding to different topics. One area of the Portal is intended for use by Authors, where they can review the documents that have been disclosed as well as documents classified as Disclosed Over Time. The Portal also offers functionalities for Publishers to review pending tasks, i.e., documents classified as Public by the Authors in their departments for disclosure by the corresponding Publishers. The ATI Portal also has an option for viewing Authorized Documents, once available on the external website. In terms of report functionality, the ATI Portal makes it possible to create a report for five types of document status: Disclosed Documents, Undisclosed Documents, Documents Pending Publication, Rejected Documents, and Disclosed Over Time Documents. The Portal also allows filtering by document metadata: date, name, author, activity, language, and Bank unit.
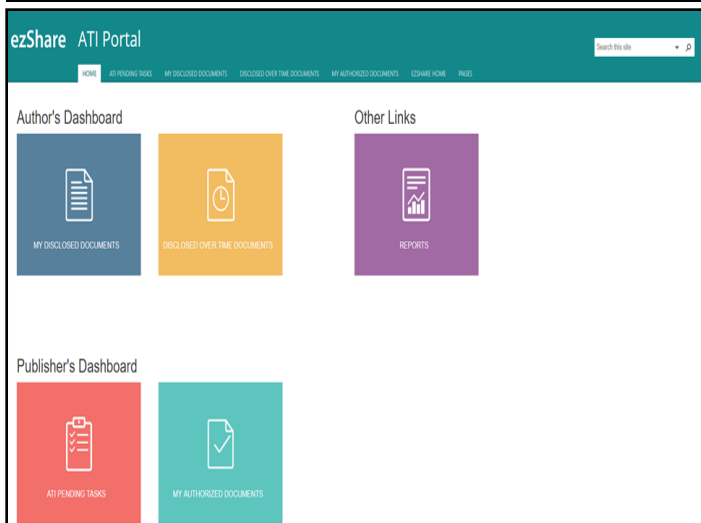
Departmental Classification Instructions

In the second half of 2017, SEC/ATI began work to update the Departmental Classification Instructions to a sixth version. The update has been supplemented with a staff training exercise to leverage avenues for the transmission of knowledge on coverage of the disclosure exceptions under the Policy as part of the review of the classification assigned by the various departments to the documents they produce/receive in the course of their daily work. This work is expected to be completed early in the second quarter of this year, and the update approved by the Access to Information Committee (AIC) in the second half of 2018.

Access to Information Committee — progress on Policy implementation

In its oversight role, the Access to Information Committee (AIC) held a virtual meeting to hear about Access to Information Policy implementation progress in 2017 and the activities to be conducted by Management in 2018. Also, at that meeting, the AIC approved the 2017 Annual Report, which was distributed for information to the Policy and Evaluation Committee (PEC) of the Board of Executive Directors for information in June 2018. The report can be downloaded at www.iadb.org/access.

The AIC is an administrative body chaired by the Chief of Staff of the Office of the Presidency and comprised of the Executive Vice President, the three vice presidents, and the Manager of the Office of External Relations (EXR). The Legal Department acts as legal advisor to the Committee, and SEC serves as the AIC's secretary.

New IDB Invest Access to Information Policy

Under a Service Level Agreement (SLA) between SEC and the Inter-American Investment Corporation (IDB Invest), SEC/ATI continued working in 2017 to provide technical assistance in drafting a new Access to Information Policy for IDB Invest, in line with best practices and international trends on information disclosure for private-sector projects. In February 2018, the Committee of the Board of Executive Directors of the IIC approved a first draft of the Policy to be submitted for public consultation with the institution's external stakeholders. The public consultation process began on 23 May and will last for a period of 120 calendar days. The draft Policy submitted for consultation can be viewed at: https://consultation.idbinvest.org/sites/default/files/consultation/doc_es.pdf and the website for the Policy's public consultation process can be viewed at: https://consultation.idbinvest.org/en/main

Access to Information holds training sessions for Publishers and Departments

To provide Bank staff with effective tools to enhance understanding and application of the Policy, SEC/ATI continued to train Bank staff and develop materials to create greater knowledge about the application of the Policy:

- A training aimed at Publishers on the operation of the ATI Workflow, in order to grant them the necessary access to disclose information through ezShare.

- More than 30 sessions were held on the application of the exceptions to the Access to Information Policy, within the framework of the 6th update of the Departmental Classification Instructions.

- With the support of KIC, new materials have been developed, for which e-learning modules were created, aimed at different groups of staff: Executive Directors, Project Team Leaders, Publishers and Staff in general.

- Different videos were produced regarding the application of the Policy and its dissemination, including the process to request information and how to navigate the Bank's website to find information. These materials will be disseminated in the second part of the year, for which SEC/ATI will implement a roll-out plan that will be communicated in advance so that the entire Bank can participate.

During 2018, other workshops will continue with the purpose of covering those Departments with which a session could not be scheduled in 2017.

New platform for processing information requests

The Bank continues to receive a high number of requests for information from the outside public, which are answered by the Public Information Centers (PICs) located at the 28 Country Offices and Headquarters. With ITE support, SEC/ATI has developed a new platform that effectively integrates processing and response to requests received by the Country Offices, as well as a centralized system to improve efficiency and timeliness in answering all requests received by the Bank, adapting the Service Now system. The necessary adjustments are being made to integrate and standardize this system, which is already being used by the Bank in some business areas, for a more comprehensive approach to the needs of the external public and greater accountability. The platform is expected to be introduced in the second half of the year, and an implementation and training process will be conducted in coordination with the Country Offices. The key features of this new platform include:

- The new form will direct requests received from each country to the PIC account of each corresponding Country Office, so that it can respond instead of Headquarters;
- Nonmandatory fields will be included for adding project information;
- New functionalities will follow the current flows for each type of request, including complex and/or historical;
- The form includes a new functionality that transfers information denials to SEC/ATI for review of the official response before sending to the requester;
- New processes and templates will be included for appeals by the outside public.

Coordination meetings with Focal Points

Meetings were held in June 2017 and April 2018 with the Focal Points representing the different Departments of the Bank. The objective of these sessions was to provide information on the progress made implementing the Access to Information Policy with emphasis on the new systems for information disclosure, principally ezShare and Convergence. Other topics included the launch of the external contact website for Executive Directors (May 2017); advances in technical support for drafting the new IDB Invest Access to Information Policy; the certification process for Publishers; and the schedule of activities for updating the Departmental Classification Instructions. The full list of Publishers and Focal Points can be viewed at: https://idbg.sharepoint.com/teams/ez-SEC/Access%20to%20Information/_layouts/15/WopiFrame.aspx?sourcedoc=%7BD046BC0F-1C1F-4DAF-9E07-2E13A49E3AEC%7D&file=Certificacion-PUBLISHERS%20CERTIFICATION%

Final evaluation of the IDB's Ninth General Capital Increase (GCI-9)

As part of the evaluation of the Office of Evaluation and Oversight (OVE), the work carried out by SEC/ATI was especially highlighted related to training and support to staff, improvements to the website for Access to Information, the establishment of governance, creation of internal regulatory frameworks, among other measures.

EXECUTIVE SUMMARY

Corporate Evaluation
IDB'S NINTH GENERAL CAPITAL INCREASE: IMPLEMENTATION AND RESULTS

April 2018

IDB | IDB Invest | OVE Office of Evaluation and Oversight

Policy dissemination activities

Dissemination activities are essential to raise awareness among staff about the importance of the Access to Information Policy as a tool to increase the Bank's transparency in the relationship with its stakeholders. In early 2018, SEC/ATI produced a promotional video for an external audience on progress made on the Access to Information Policy in recent years. It included interviews with a number of "champions" of the Policy within the Bank describing their experiences and interaction with the process of implementing and applying the Policy in their respective IDB staff roles. The video also invited the external public to make use of the Policy by submitting requests for information. The video is expected to be released early in the second half of the year.

In line with these activities, a panel discussion was held under the title, "Best Practices for Public Consultations on Private Sector Projects," with panelists Ximena Abogabir, a member of the External Panel on the IDB Access to Information Policy, and Gonzalo Castro De La Mata, then chairman of the World Bank's Inspection Panel. The activity underscored the importance of conducting public consultations with high-quality content for investment projects with significant environmental and social impacts. The event was attended by a variety of civil society organizations including the Accountability Counsel, the Bank Information Center, the Accountability Project, and the Organization of American States (OAS). Another panel discussion held that same day was "Contract Disclosure under the Extractive Industries Transparency Initiative (EITI)" with the participation of Rob Pitman, a researcher with the National Resource Governance Institute. The event underscored the importance of promoting greater transparency through disclosure of information on transactions and contracts in the extractive sector, especially given that industry's significant growth in our region.

- Presentation by Ximena Abogabir: http://idbdocs.iadb.org/wsdocs/getdocument.aspx?docnum=EZSHARE-773940229-24
- Presentation by Gonzalo Castro De La Mata: http://idbdocs.iadb.org/wsdocs/getdocument.aspx?docnum=EZSHARE-773940229-25
- Presentation by Rob Pitman: http://idbdocs.iadb.org/wsdocs/getdocument.aspx?docnum=EZSHARE-773940229-26

Abierto al Público Blog Post

A blog post was published on 11 May 2018 under the title, "Three keys to conducting meaningful and high-quality public consultations," discussing the input received at the November 2017 panel discussion, "Best Practices for Public Consultations on Private Sector Projects". Specifically, the post addressed the importance of conducting public consultations with high-quality content, especially for private-sector investment projects with significant environmental and social impact, as well as the need to conduct public consultations with mechanisms for inclusiveness, transparency, and access to information, to ensure effective participation, agreements, and a two-way dialogue. The full blog post can be viewed at: https://blogs.iadb.org/abierto-al-publico/2018/05/11/consultas-publicas-significativas/

Also on the *Abierto al Público* blog on July 20, SEC/ATI authored the post, "Combatting corruption: from commitments to action," in the context of the agreements on combatting corruption reached by the countries of the region at the Lima Summit. The full post can be viewed at: https://blogs.iadb.org/abierto-al-publico/2018/07/20/informacion-abierta-contra-la-corrupcion/

External Panel members visit Headquarters

Ximena Abogabir, Toby Mendel, and Mauricio Merino—members of the External Review Panel of the Access to Information Policy—visited Headquarters on 15-17 November 2017 to assess the Policy's current implementation status. During their visit, the Panel members met with each of the different departments to hear about the most recent Policy implementation activities. One such meeting was with the Independent Consultation and Investigation Mechanism (MICI) on this accountability mechanism's most recent activities regarding Bank investment projects and their connection to the Access to Information Policy. The Panel members also heard a detailed presentation on the features and future operation of the new platform for processing and responding to requests for information using the Service Now system. The Panel met with specialists from the Environmental Safeguards Unit (ESG) to hear about the new Convergence functionality to ensure Bank compliance in the timely disclosure of environmental and social information for category A and B projects, especially environmental impact assessments. In addition, in the context of drafting a new Access to Information Policy for the Inter-American Investment Corporation (IDB Invest), the Panel met with IDB Invest staff to learn about the main proposed changes to the future policy framework, as well as the key features of the public consultation process. The Panel members also met with Germán Quintana, Secretary of the Bank and the Access to Information Committee.