DIAL Resource Development Program - Interview Protocol

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Interview

General introduction (5 min)

Thank you for taking the time to speak with us regarding the Principles for Digital Development. This interview is part of a wider study that will result in a landscape assessment and gap analysis report. This analysis aims to help make the Principles for Digital Development, which are stewarded by the Digital Impact Alliance, more useful and relevant to funder bodies like your organisation. [For further information at any point during the interview and in particular at the conclusion, interviewer to direct participant towards Dustin Andres and the websites for [DIAL](#) and the [Digital Principles](#).]

Here are some important things:

- We will be taking notes during this interview for our analysis and will send you these for review and redaction following our discussion.
    - Following your review and approval, these notes will be sent to DIAL for long-term storage and possibly further analysis by other teams.
    - (Do you have a view about crediting yourself? We can apply a CC licence.)
- We would also like to record the interview. This is only for immediate reference and will dispose of the recording following the completion of the interview notes.
    - If that's ok, we'll now start the recording.

Do you have any immediate questions? Are you happy to continue?

1. The funder, the principles, and their own resources (20 mins)

1.1 Funder profile

Objective: to understand the org's forward-looking priorities vis-à-vis Digital Dev, and to glean info on entry point.

1.1.A. *[Ask only of this is unclear.]* Do you consider yourself a funder?

1.1.B. *[Ask only if this is unclear.]* What do you fund, what are you interested in?

    a. Prompt if needed: Are there particular topics associated with digital which your organization prioritizes? (E.g. digital health, data standards, data use) If so, what and why?

    b. Prompt if needed: Could you clarify … (based on our funder profile)

1.1.C. Does your org have an explicit strategy or objectives related to digital? If so, what are these?

    a. Prompt if needed: E.g. how does your org incorporate digital into the work of your grantees?

    b. Prompt if needed: E.g. do you invest directly in promoting digital solution innovation or adoption, and if so, how?

1.2 Awareness of the Digital Principles

1.2.A. Were you aware of the Digital Principles before we contacted you? (Y/N/a little)

1.2.B. Were you aware of DIAL before we contacted you? (Y/N/a little)

1.2.C. *[Ask with discretion - obviously many will know this.]* Were you aware of the following terms … before we contacted you? (Y/N/a little)

    a. CC

    b. Open data

    c. Open-source

    d. OER

1.3 Business processes (including ToC)

1.3.A. What frameworks and theories of change do you use in your practical work? Do you have particular approaches or methodologies on which your work is based? (As a donor: internally, as well as programme-facing)

    a. Does your org have impact, outcome, efficiency or other metrics associated with digital that applies to its grant-making / investment decisions or performance?

b. How do you fund these efforts, e.g. embedded into your programs or separate investments?

1.3.B. How do you organize these efforts, e.g. an internal centre of excellence/technical experts, decentralized throughout, mainstreamed expertise throughout your organization?

　　a. DFID has a small team that can support enquiries on Principles. GIZ has a "Methods" department, that synthesises.

　　b. *[IMPORTANT]* Some reports, e.g. the Principles into Practice report, suggested that some implementers find it difficult to implement certain Principles because of donor restrictions.

　　　　i. How do you feel about this? As a funder, do you see yourself as being ahead of your implementers, or behind the implementers? I.e. are you leading digital change, dragging along NGOs? Or are you implementer leading digital change, and you are dragged along?

　　　　ii. (Note: Be prepared for the 'Oh, how so…?" question here for those unfamiliar with the report.)

　　c. *Prompt:* E.g. Does your organisation systematically document work, results, processes and best practices? How does this take place? For example, do you have a specific department responsible for knowledge management?

　　d. *[org-internal]* Do you share insights widely with the digital development community and local stakeholders? In particular, Do you share certain resources beyond your organisation, e.g. to avoid duplication of efforts?

　　e. *[org-internal]* Participate in virtual communities, networks, conferences and other learning events to share your lessons learned and learn to from other practitioners. Be collaborative within your immediate team.

1.3.C. Barriers to scaled use of digital (~15 min)

　　a. What, if any, are the key challenges your organization experiences when making the case to <u>incorporate digital into your strategy/budget</u>?

　　b. What are the key challenges your organization experiences when trying to <u>deploy digital tools within your program / grantee work?</u>

　　c. What's changed, i.e. what barriers used to impede progress that now seem old news? What and why? And how have you approached these changing challenges?

1.3.D. *[Keep this short.]* **(if you have endorsed)**

　　a. Endorsement process:

　　　　i. What was the process?

　　　　ii. Discovery of the Digital Principles in the first place?

        iii.   Decision to endorse was made how? Executed how? (Note: Very likely no one will know the answer to this, unless they are the POC for their org. Unnecessary.)

1.3.E.   **(if you have not endorsed)**

    a.   Discovery of the Ps — how?

    b.   Are you practically drawing on the Principles?

    c.   Would you be willing to champion endorsement of the Digital Principles in your org? Why/why not?

    d.   What has inhibited your org's interest in formally adopting the Digital Principles? What are the key obstacles? How would the decision to endorse would be made and by who?

    e.   What might change hearts and minds?

1.4 Relevant resources

We asked you to prepare a list of resources in advance. Could we ask you about those?

1.4.A.   For your ToCs, what documents do you refer to?

1.4.B.   Do you have an OA policy?

1.4.C.   Where does it apply? E.g. just to org, or to implementing organisations as well? Does it apply to your procurement process?

1.4.D.   What business processes do you require from your implementer, e.g. specific ways of quarterly reporting (such as logframe)?

1.5 Professional development and training

This also includes manuals and resources that are provided to new staff; digital refreshers, this includes anything from very informal activities to formal training.

1.5.A.   What PD/training do you conduct **internally**? Is there a structured provision?

1.5.B.   What PD/training do you **conduct for your implementers**?

1.5.C.   What PD/training do you require your implementers to attend? And professional qualifications that are required?

1.5.D.   What PD/training do you require your **implementers to conduct**, also including training for local staff?

2. **One** Digital Principle in detail (15 mins)

This section used the questions in the following document:

3. Hypothesis testing: What can DIAL do for you?

Questions:

3.A. Dissemination/materials sharing?

   a. To what extent do you think that having a shared dissemination model would be advantageous?

   b. What if there was a well organised "global development library"? (Not necessarily a "website with everything on", but a best-practice-based registration process that allows the building of a library.

3.B. Sharing of research outputs

   a. Should this include an Early access publications database / preprint server for academic publications?

3.C. Interest in joint PD/Training model:

   a. Is there interest in a PD resources / PD programme, however loose or tight, that is shared by donors?

   b. Probe further: What about a PD programme with certification? Donors could require Level 1 / Level 2 etc certification for programme staff and consultants.

3.D.   Networking:

   a. Stronger networking opportunities? What would they be?

   b. Are there sessions at global conferences that you wished were there?

3.E. Human resources:

   a. Tailored support with QA of proposals and RFPs?

   b. In the form of a callable/bookable hot desk?

   c. Capacity to write up aspects of well-functioning programmes?

3.F. Software: If you had to point at a piece of software (FLOSS) - what would you nominate?

   a. A service that collected recommended tools, i.e. tools appropriate for various different purposes?

  b. Any tools in particular. Like.

    i. open-source information management system (E.g. a management information system (e.g. an)EMIS: Education Management and Information System, or in other areas)?

    ii. Data collection, e.g. for M&E?

    iii. Operating system?

Wider picture, including delivery modes and formats:

 3.G. Within the context of this RDP project, "resources for donor organisations": what would be the single most useful output that we could deliver regarding deepening the engagement with the principles for digital development in donor organisations?

  a. This project (i.e. the DIAL-RDP project) is at your service, what do you need most?

 3.H. Specifically:

  a. what do you need to work within your organisation?

  b. What do you need to work with your programming?

  c. What approaches and Resources would you like to embed into your programming?

 3.I. At a somewhat smaller scale: what preferences do you have for the immediate outputs of resources for donor organisations over the next six months?

  a. For example, you have preferences for the type of delivery as an interactive resource or as a set of texts? Or something hybrid?

  b. Do have preferences in terms of the actual document formats or specific device compatibility? Will you prefer PDF or are you interested in alternative formats such as word and epub?

What would help you most going forward?

- Prompts: How-to guides and tools for **you and colleagues**
- How-to guides and tools for **grantees**
- Evidence / case for action internally
- KPIs / evaluation tools to gauge grantees' adherence to principles
- Examples of how other donors have done it
- Examples of how principles have worked in other industries

4. Exit (5 min)

Any questions for us?

 4.A. Do you have any questions for us?

 4.B. Do you have any other questions about DIAL?

4.C. Any particular areas about which you'd like to learn more? Where we can provide input?

Key contacts

4.D. *If e-mail response included key contacts:* refer to key contacts they forwarded in their e-mail response; clarify contact details if necessary

4.E. *If no e-mail response regarding key contacts:* Do you have other existing or potential key contacts that we should get in touch with for this study?

Close

Thank you for your time and for sharing your insights. This will help inform and strengthen the landscape study and make the Principles more useful and relevant to funder organisations.

We will type up our notes. Would you be willing to look at them, to clarify anything that may not be captured, or in case you have further thoughts? Of course, if you wish, you may also redact. (If so: We would appreciate if you track any changes.) As mentioned, our notes will be sent to DIAL for long-term storage and possibly further analysis by other teams.

If you have any more questions about this interview or our research process, please feel free to contact us at any time. If you have any questions about DIAL and the Principles, Dustin Andres will be delighted to help.

Thank you and we look forward to staying in touch.