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THE WORLD BANK

Washington, D.C.

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Meeting: Information Technology

Wednesday, May 27, 1998

11:00 - 12:00 p.m.

Meeting Room (MC12-755)

DECLASSIFIED
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Archives



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President Wolfensohn - Briefing Book for President's Meetings - Meeting Material
Information Technology - May 27, 1998

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A. CLASSIFICATION

☒ Meeting Material
☐ Trips
☐ Speeches

☐ Annual Meetings
☐ Corporate Management
☐ Communications With Staff

☐ Phone Logs
☐ Calendar
☐ Press Clippings/Photos

☐ JDW Transcripts
☐ Social Events
☐ Other

B. SUBJECT: MEETING: INFORMATION TECHNOLOGY (B) (N) // TIME: 11:00 - 12:00 P.M. // VENUE: MC 12-755 (MEETING ROOM) // CONTACT: MYLA @ 36997 // IN ATTENDANCE: JDW, ZHANG, MUHSIN, MARISELA // (B) BY MUHSIN // DUE FRIDAY, MAY 22 // EXC: MM // LFG (4/28)

Brief includes:

--- Email from M. Montoliu to EXC Staff: Follow-up on today's Meeting with M. Muhsin on Information Technology, May 27
--- Presentation: World Bank Information Solutions Group - On the critical path for delivery of WDNNet
--- Agenda

DATE: 05/27/98

C. VPU

Corporate

☐ CTR
☐ EXT
☐ LEG
☐ MPS
☐ QED
☐ SEC/Board
☐ TRE

Regional

☐ AFR
☐ EAP
☐ ECA
☐ LAC
☐ MNA
☐ SAS

Central

☐ CFS
☐ DEC
☐ ESD
☐ FPD
☐ FPR
☐ HRO

Affiliates

☐ GEF
☐ ICSID
☐ IFC
☐ Inspection Panel
☐ Kennedy Center
☐ MIGA

D. EXTERNAL PARTNER

☐ IMF
☐ UN
☐ MDB/Other IO
☐ NGO
☐ Private Sector

☐ Part I
☐ Part II
☐ Other

E. COMMENTS:

Marisela Montoliu Munoz
05/27/98 05:12 PM

Extn: 37583 EXC
Subject: Follow up on today's meeting with Mohamed Muhsin on Information Technology

This note is for your files, as some follow up would be needed in the medium term (names highlighted in red are rough suggestions).

Mr. Wolfensohn met this morning with Mohamed Muhsin and Shengman Zhang, to get progress report on Information Technology at the Bank. Follow up actions:

1. **Meeting with Intelsat:** There will be a meeting next week between Mr. Wolfensohn and Mr. Goldstein from Intelsat. Mohamed Muhsin asked JDW to convey certain messages (mainly around welcoming a strengthened partnership). This should be included in the briefing material to be provided by Mr. Muhsin in the next few days. (Mohamed Muhsin to provide briefing note).
2. **JDW's Teleconferencing at Headquarters:** JDW agreed to have all his video conference events at the EDI/ISG training facility in level C2 of the Main Complex building. (FYI: Cathy Lamb, Lai Foong and Ali)
3. **LIL Packages for Distance Education Facilities:** Muhsin to follow up with Jean-Louis Sarbib on whether the teleconferencing infrastructure planned for Ethiopia (I presume, following JDW's visit there) can be upgraded to a full-fledge facility. Mohamed said that there is a budgetary constraint. Mr. Wolfensohn emphasized that this does not need to be a grant from our budget, but it can be offered as a loan package, in the form of a "LIL." He asked Mohamed for a proposal on a LIL package that countries can use for purposes of enhancing their distance education and teleconferencing facilities (JDW has been asking for this for a long time--- I think that EDI and AFRVP may have given some thought to this---Mohamed may wish to ask John Middleton). (Follow up: Operational MDs, Mohamed with AFRVP, EDI and John Middleton, Joanne Salop.)
4. **Technology Component in CASS:** As concrete follow up to the recommendations in the 1998 WDR on information and technology (coordinated by Carl Dahlman, as most of you know), JDW asked Mohamed to help put together a team with clear responsibilities who can come up with a standard program or model for country assistance on information technology issues, including the idea of LILs for facilities/software/training mentioned in the previous paragraph. JDW would like to see a proposal within the next 2-3 weeks. (FYI/Follow up: Operational MDs, Carl Dahlman, Joanne Salop, Mohamed Muhsin, (FPSI?)).
5. **Implementation of SAP:** There will be a briefing session on the status of SAP implementation this Friday. Mohamed suggested that JDW conveys a strong message about the need to move on and thanks the SAP team. JDW agreed to do so, but also commented that work with SAP has to be careful ("not a cookie-cutter approach"). (Mohamed Muhsin to provide briefing material for Friday meeting).
6. **ISG Budget issue:** ISG is facing an \$8m budget cut this year, because expected savings due to technology enhancement have not materialized yet. At the same time, ISG is facing the greatest costs, among all Bank units, for NRS conversions. JDW said that Systems Renewal is crucial for the progress of the Bank, and asked Shengman and Mohamed to discuss with Mark Bair on how to mitigate the budget problems. In his words: "we should take a head-on look at

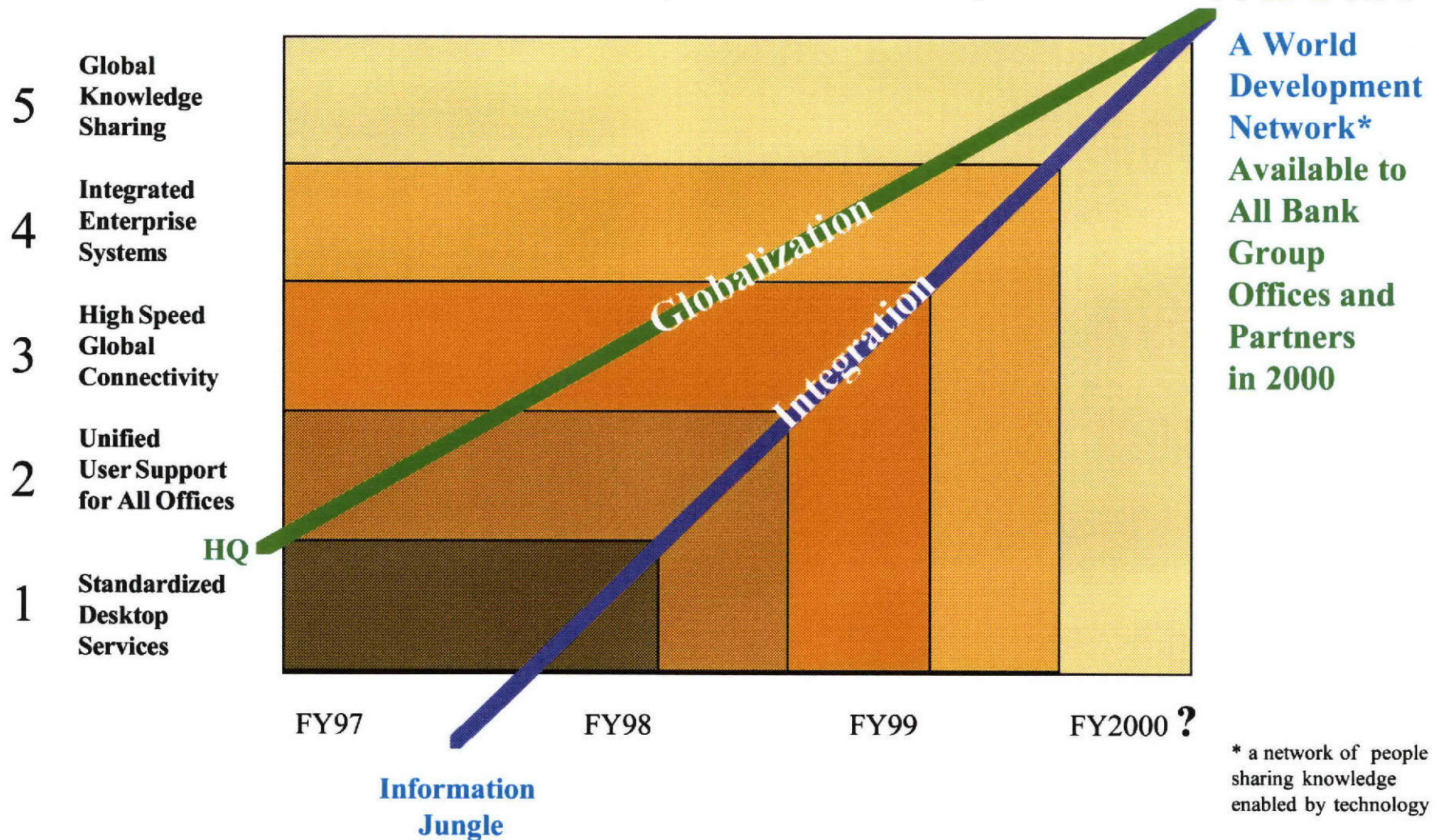
the budget situation, without opening the door to excessive expenditure." (Follow up: Mohamed Muhsin, Mark Baird, Achim von Heinitz).

7. **Board presentation:** JDW would like to make a presentation to the EDs on progress in Systems Renewal; he sees a need for "keeping the Board interested and excited on this topic." (Follow up: Shengman Zhang, Mohamed Muhsin, SEC)
8. **Reception for Systems Renewal people:** JDW said that he would like to have a reception for all the people who have worked hard on the systems renewal process. Shengman and Mohamed suggested that this would be more appropriate a few months from now. (Follow up: Shengman Zhang, Mohamed Muhsin, Allison Tsatsakis/Lai Foong Goh.)

To: Caroline D. Anstey
Luigi Passamonti
Jane A. Holden
Allison A. Tsatsakis
Lai-Foong Goh
Carmen K. Olave
Catherine Marie Lamb
cc: Riikka De Reumann

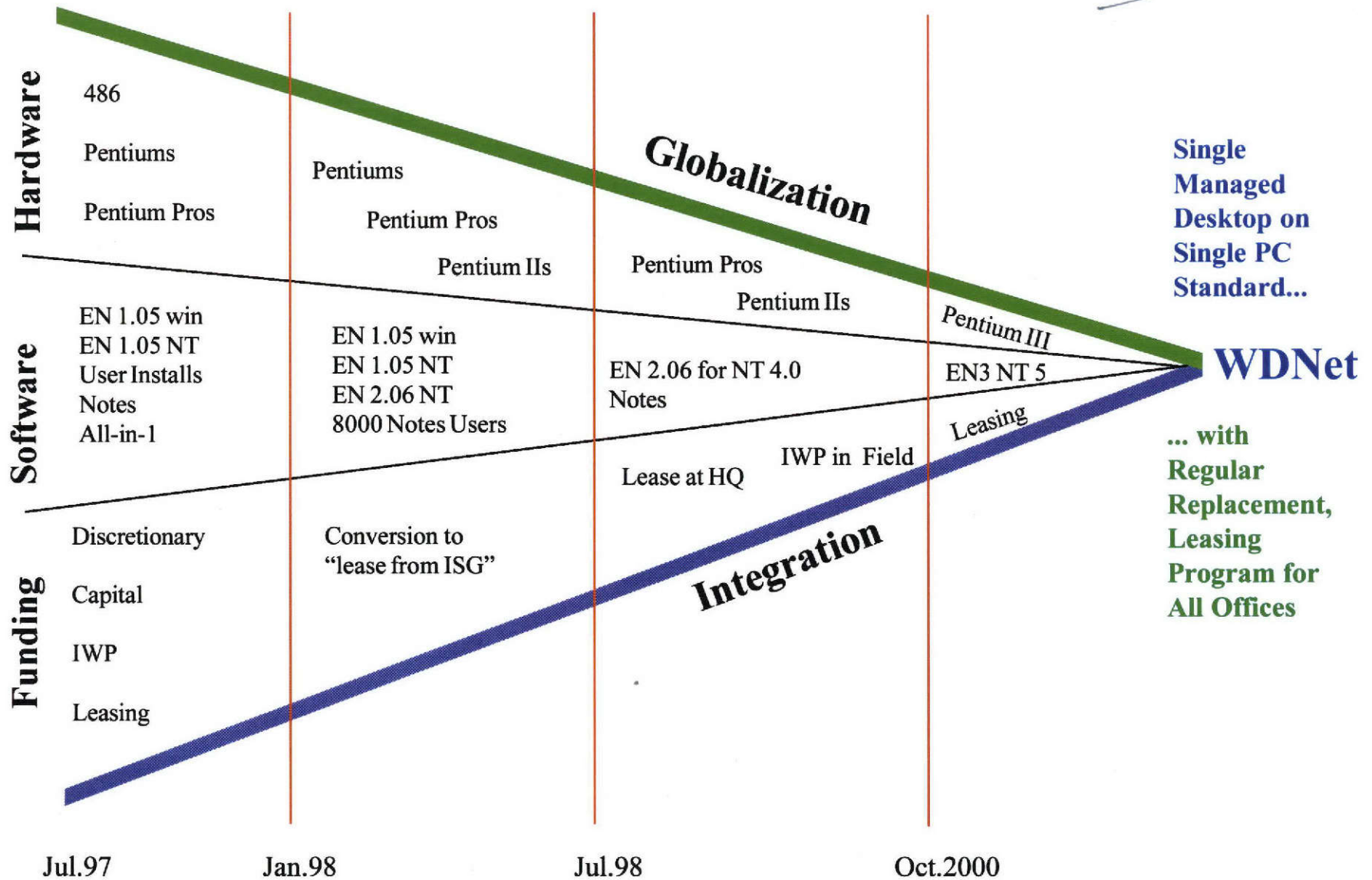
World Bank Information Solutions Group

... on the critical path for delivery of..... **WDNet**



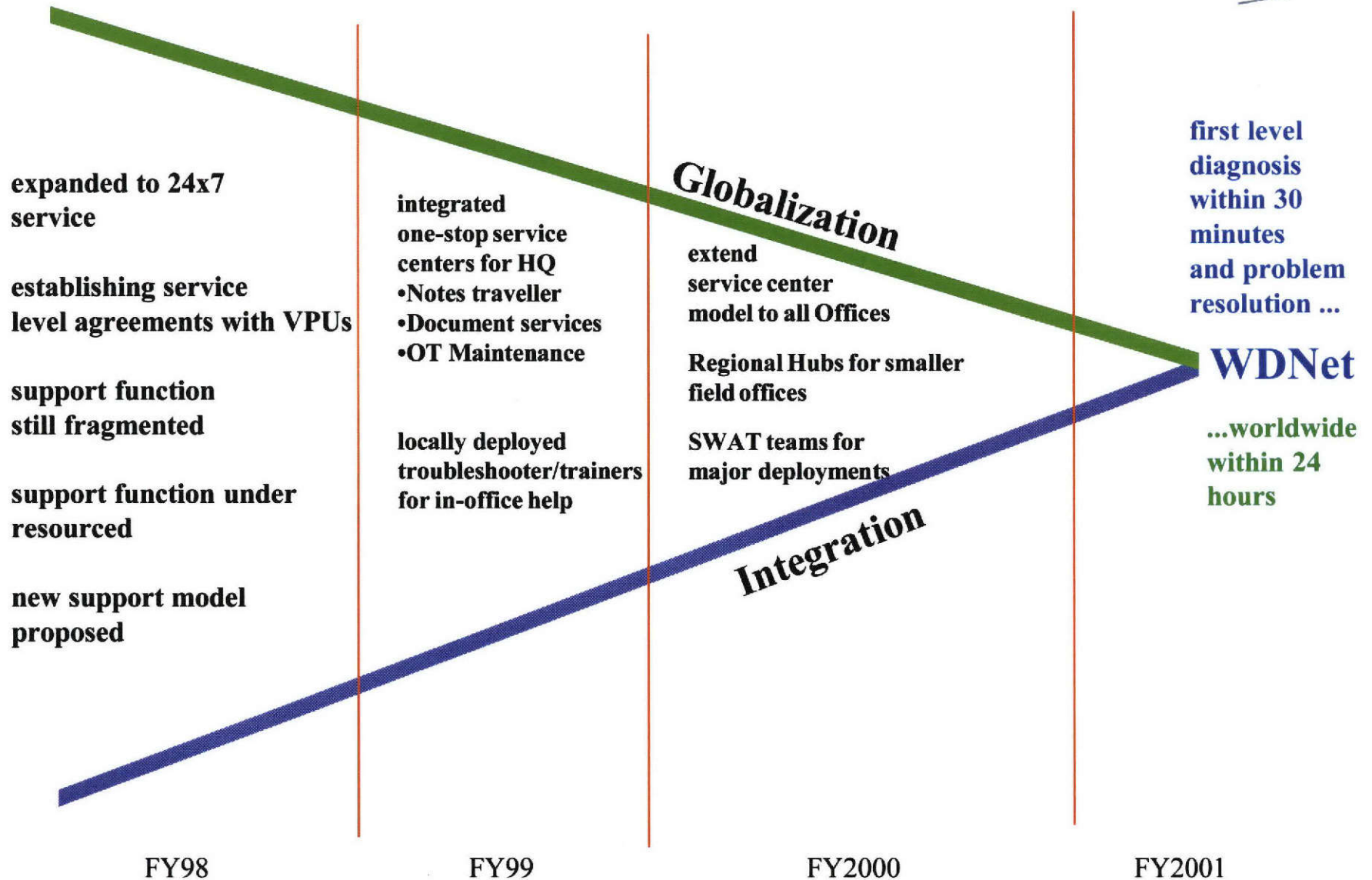
1. Standardized Desktop Services

HQ and field

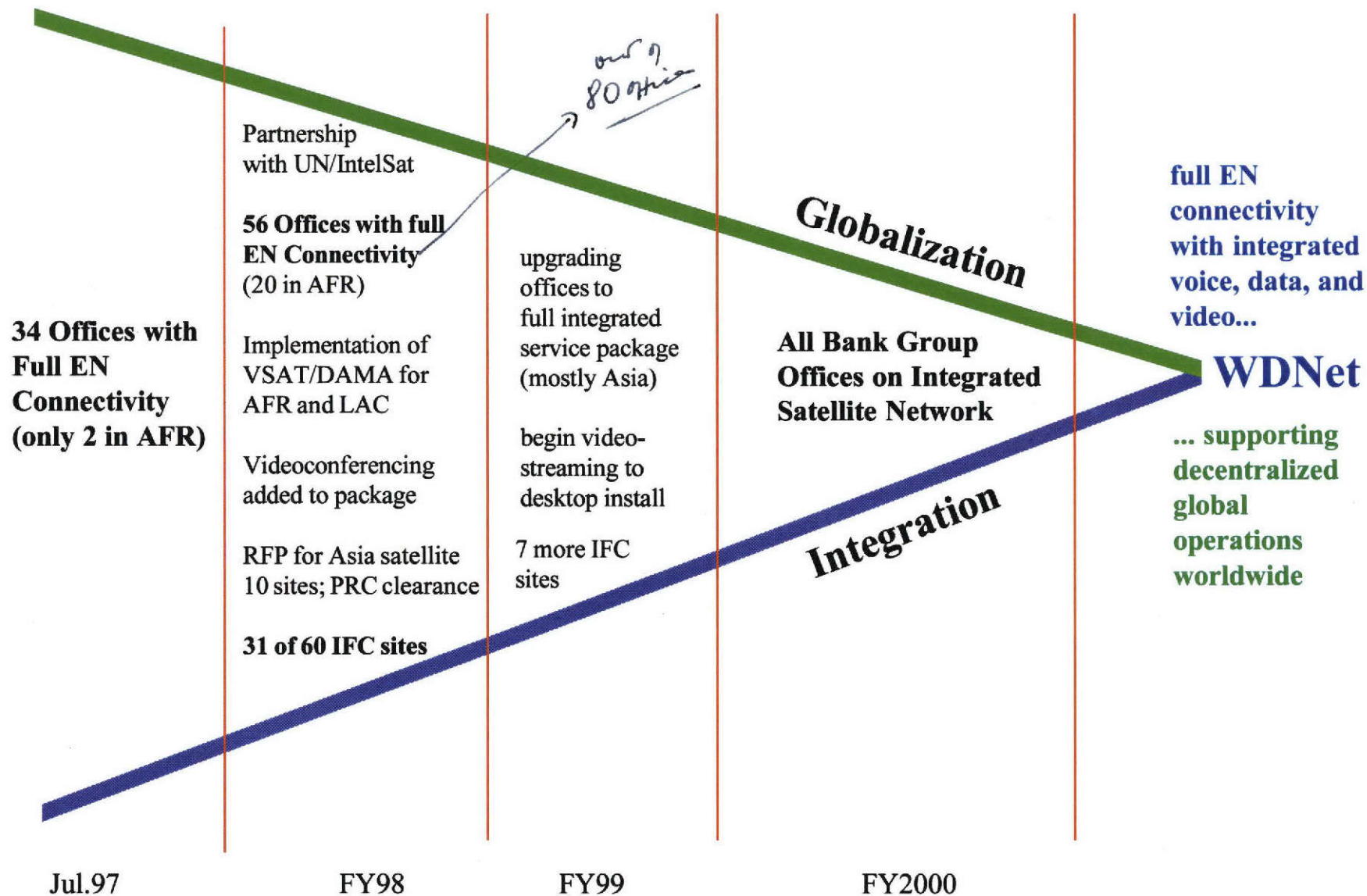
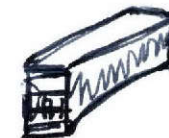


2. Unified User Support for All Offices

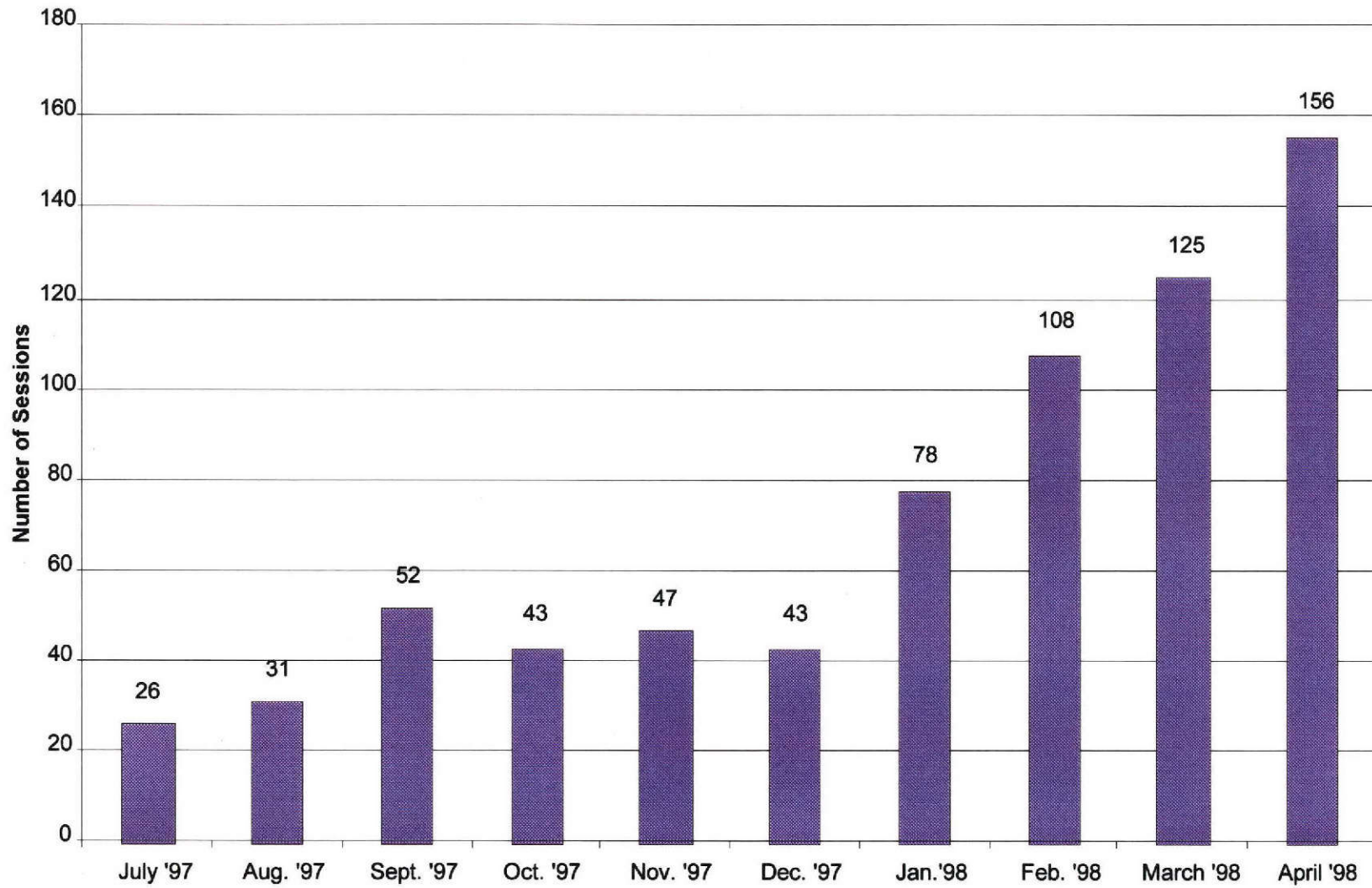
man
instruct for work
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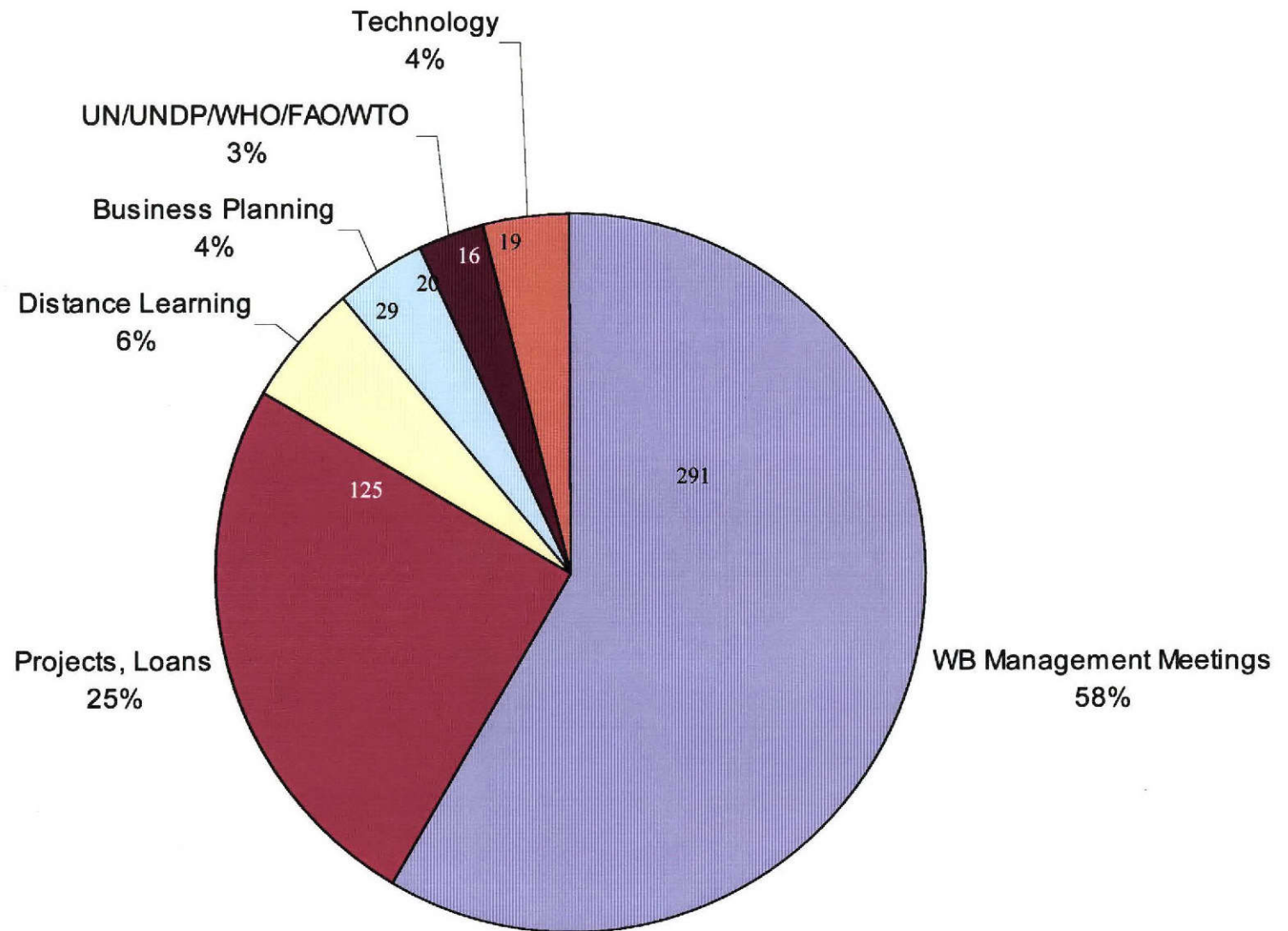
3. High Speed Global Connectivity



**The World Bank Videoconferencing
Number of Sessions per Month in FY98**



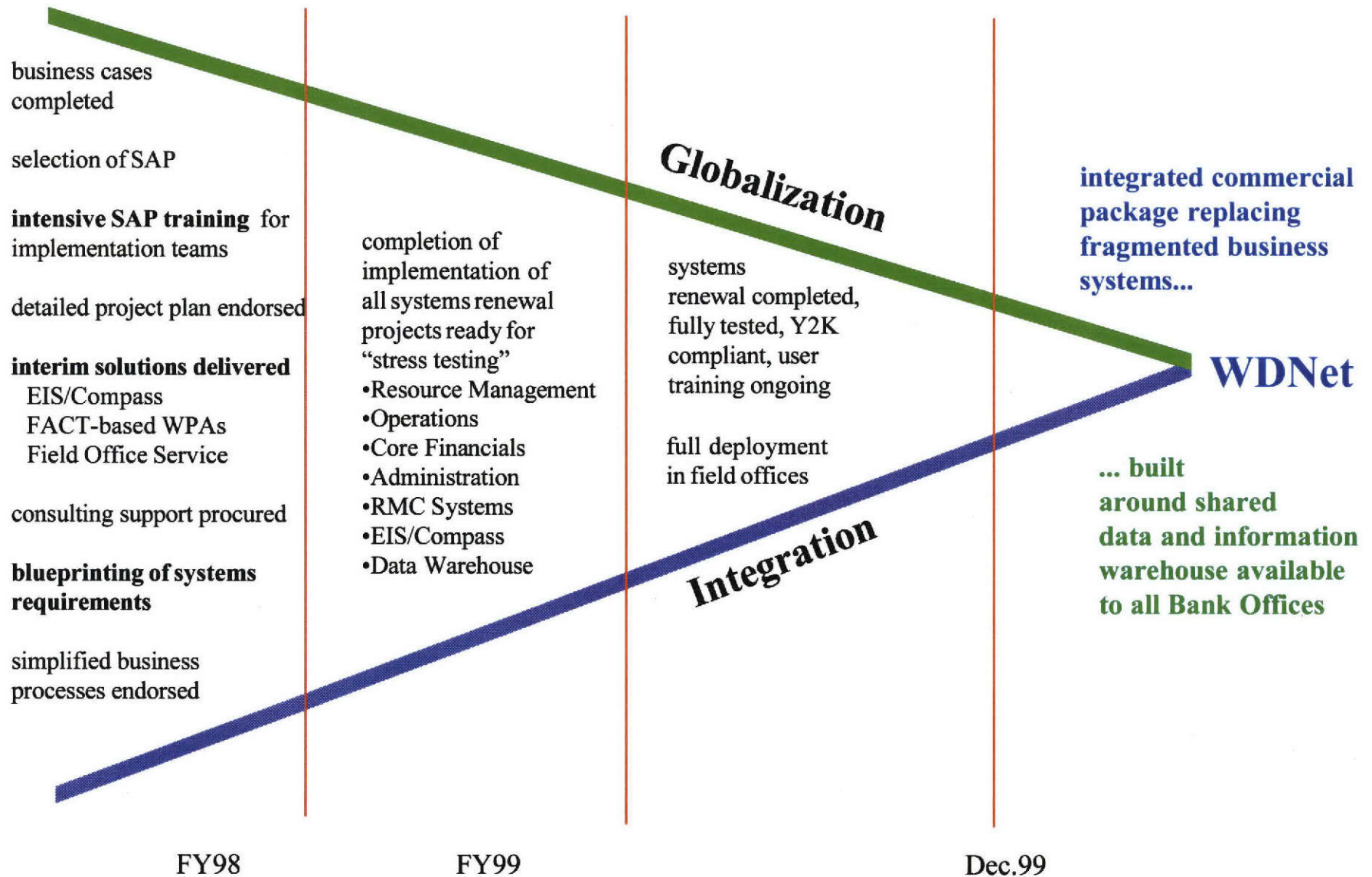
**The World Bank Videoconferencing
Sessions per Type of Business Applications
(December '97 - April '98)**



THE WORLD BANK'S GLOBAL COMMUNICATIONS NETWORK



4. Integrated Enterprise Systems



5. Global Knowledge Sharing

merging of KMS
and Intranet

standardization of navigation
and search functions across
information sources

directory of expertise

information warehouse
design completed and tested
being populated w/ 200,000
documents

cleaning up external Website

closing filing centers

document scanning and
retrieval (IRIS)
implemented in LAC
870 projects available
electronically

18,000 Reports available
through Internet to staff
7,000 Reports available
worldwide

convergence
of systems renewal
and knowledge management
around information
warehouse

automatic cataloging for
most document generating
applications

Bank-wide deployment of
document management
systems through Notes
(domino.doc)

integrating of common
Notes templates for
team work spaces

Globalization

full implementation
of "extranet" connectivity
for partners and clients

expanded partnerships
to deliver customized
information products

Integration

**sponsorship
of a development
information
network providing
customized, integrated
information products...**

WdNet

**... based on global
information sources
for a global
information market**

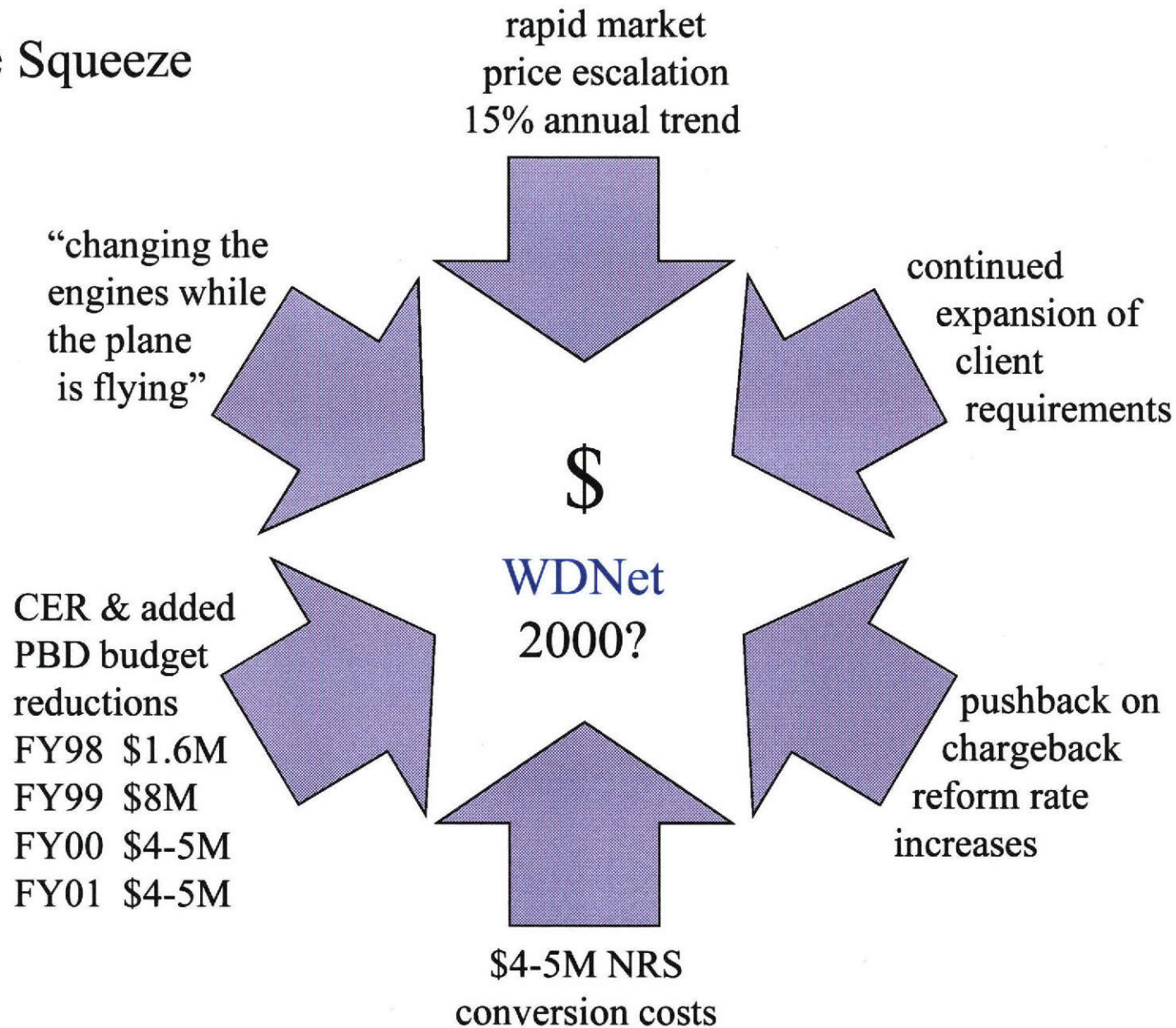
FY98

FY99

FY2000

FY2001

The Squeeze



The Squeeze - Strategic Options

- re-define frontline vs. backline:**
information management is a core competence;
- implement special budget allocation**
requests now before PBD for NRS conversion costs and market price escalation;
- stretch out the time line** for expected deliverables except Systems Renewal;
- support for major capital investment with full cost recovery at market prices**
- enter into a strategic partnership** and negotiate a large scale backloaded outsourcing deal.

Benefits

flexible management of shift of savings to front line under Compact

save work program and core services, manage NRS morale problems, hold on to key staff; support shift to market pricing

spread budget out

pushes costs in the future without short term increase in discretionary budget

partner picks up budget shortfall in the short term and market risks in the long term

Risks

further squeeze on budget for traditional products

managing the politics of budget winners and loser in a zero sum game of fixed budget envelope

may miss opportunity for strategic position

depreciation overhang; failure of nerve when full market price must be charged

staff morale, loss of leverage with contractor and high long term contract costs, politics and PR issues in ICB process

Annotated Agenda for Mr. Wolfensohn's Meeting with Mr. Muhsin May 27th

Purpose: to update the President on our progress along the critical path to delivery of the information solutions promised in the Compact and to raise several strategic issues for his consideration and discussion

I. Progress reports focusing on the five program building blocks:

- a. the foundation of standardized desktop services
- b. unified user support for all Bank offices
- c. high speed global connectivity
- d. information systems renewal centered on SAP
- e. sharing development knowledge globally

II. Highlighting progress and next steps:

- Standardization of the desktop (on the planned trajectory)
- New user support model (implications for reporting relationships among VPUs)
- Global communications (ahead of schedule)
- Systems Renewal (separate briefing on May 29th)
- Global knowledge sharing (approach to rationalize the broad scope)

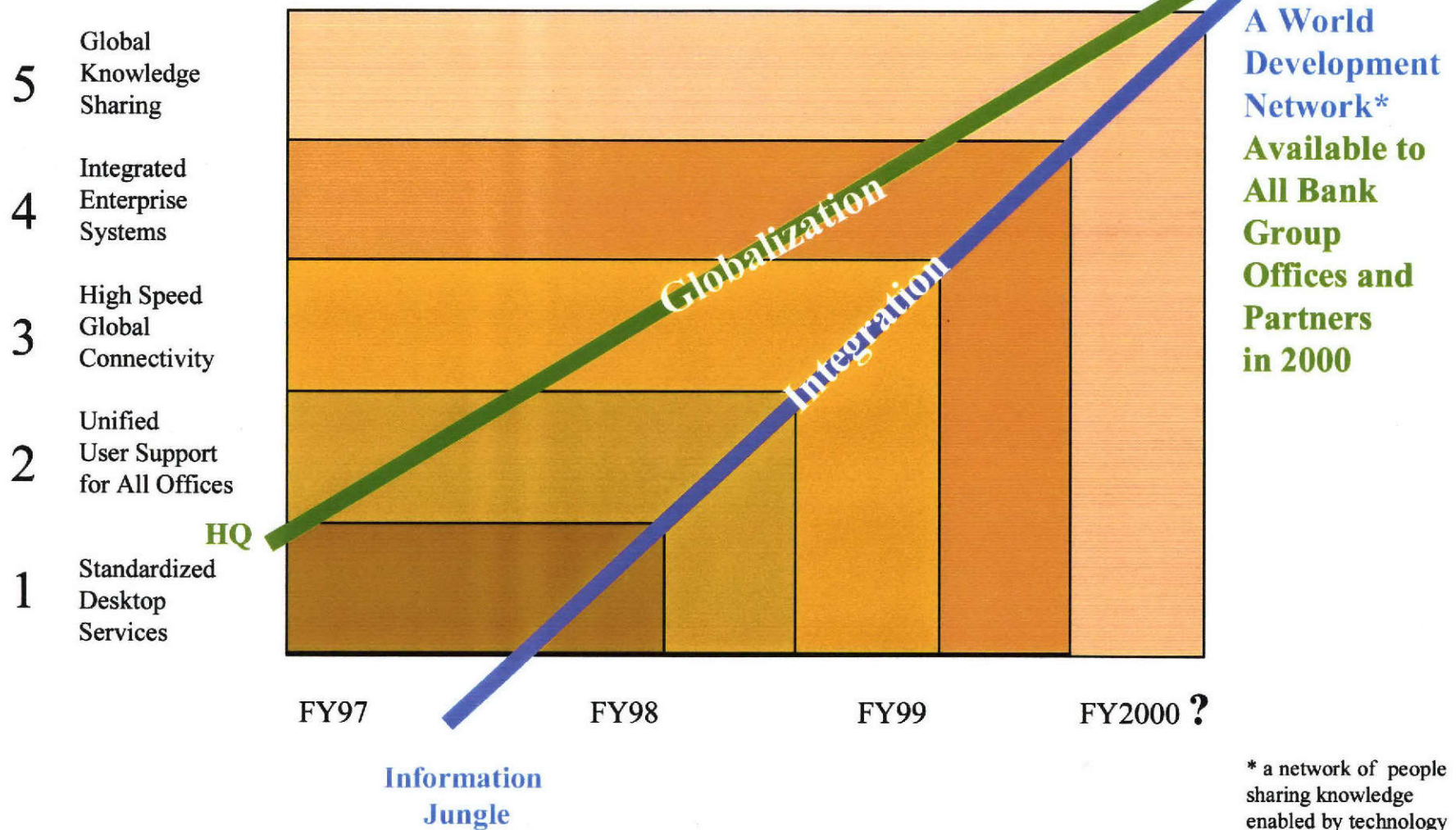
II. Discussion of our approach to the twin challenges of bringing all these elements together into an integrated deliverable and at the same time implementing it worldwide in 80 Bank offices. We have set as our destination to deliver a **World Development Network** (WDNet) in the year 2000 - a network of people sharing development knowledge enabled by technology and available to all Bank offices and partners.

III. Discussion of strategic issues key to implementation - primarily around staffing strategy and resources

- Doing the right thing for 300+ non-regular staff in the Information Management function consistent with HR Reforms and still be able to deliver on commitments
- Implementing the principles of full cost recovery
- Dealing with rapid price escalation in the IT marketplace
- Navigating the opportunities and risks of outsourcing

World Bank Information Solutions Group

... on the critical path for delivery of..... **WDNet**



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