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Championing Operations Knowledge in Country Offices

New ACS expert team providing staff guidance on operations



Meet the ACS Country Office Operations Champions! From top left, clockwise: Santiago Scialabba, LCR; Gladys Alupo, AFR; Jai Mansukhani, SAR; Vacharas "Jak" Pasukitwan, EAP; Rose Ampadu, AFR; Pinar Baydar, ECA; Enas Mahmoud, MNA. Drawing by Sri Probo Sudarmo.

GET program, the network decided to take a more focused approach and concentrate on a core area of ACS expertise: Bank operations. The ACS Country Office Operations Champions program responds to this goal.

How the program works

The ACS Country Office Operations Champions program is a three-year program, starting this year with a group of seven champions based in country offices competitively selected from all six regions. In the second and third years, an additional group of seven champions will be selected. All champions are chosen by a panel of Bank operations and learning staff based on their operational experience, communication skills, and knack for time management.

In addition to responding to region-specific questions on operations, these champions will provide guidance on the ACS Operations Core Curriculum modules. The goal is to increase the effectiveness of the Bank's core operations systems and processes, while creating avenues for ACS country office staff to actively support institutional operations initiatives and contribute to the Bank's ongoing modernization efforts.

"This is an excellent initiative that will strengthen the capacity of country offices and help to decentralize the Bank's learning in a concrete, practical manner," said Joachim von Amsberg, OPCVP, during the welcome reception for the seven ACS Country Office Operations Champions in Washington in June.

Gerard Byam, director of Operational Services and Quality for ECA, and adviser to the champions program, and Vera Wilhelm, program manager of the Delivery and Results Management group in OPCS, also expressed their support for the program.

"The world is moving fast, and the Bank needs to keep up," said Byam. "These champions will play an important role in supporting our modernization efforts and strengthening the Bank's core operations, especially in terms of quality of documentation and project processing."

To prepare for their roles, the champions attended a series of operations and train-the-trainer workshops organized by the ACS Network.

The operations trainings focused on the Operational Risk Assessment Framework (ORAF); investment lending and the Project Concept Note, Preparation, Appraisal, and Implementation stages; and the ACS Operations Core Curriculum Overview and Basic modules. The train-the-trainer portion concentrated largely on training pedagogy, as well as on using Adobe Connect, Scoop, and SharePoint to increase cross-country office and cross-regional operational knowledge sharing.

In closing the training program, Joyce Rompas, head of the ACS Network, shared her dream for the program: "I hope that it will enable ACS to guide each other on operational issues in the regions while continuously enhancing our professional development. As the first group of ACS Country Office Operations Champions, you will be contributing to the success of how Bank operations are processed worldwide. In addition, you will be building a stronger ACS community and keeping staff up-to-date on the evolving operational initiatives in the Bank."

The ACS Network would like to encourage teams working in operations to remember that your ACS Country Office Operations Champions are there to help you—so please take advantage of their knowledge and guidance!

The ACS Network expects to select the second group of ACS Country Office Operations Champions in April 2012. To learn more about the champions program, or about the other work of the ACS Network, please visit the [network's website](#).

Contributed by Amanda Hale, ACS Network. Drawing by Sri Probo Sudarmo, EASIS.

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October 12, 2011—Do you have a burning question on Bank operations processes or procedures? You can now reach out to a group of seasoned ACS operations staff for guidance, thanks to the launch of the Country Office Operations Champions program of the Administrative and Client Support (ACS) Network.

These champions can answer your questions, and provide examples of good practices, links to important resources, and clarifications on any uncertainties.

Meet the FY11-13 ACS Country Office Operations Champions!

The benefits of the champions program are twofold: providing quality, timely operations guidance to task teams through ACS staff located in all six regions, and strengthening the capacity of ACS staff in country offices.

The ACS Network, along with OPCS and HRS, had been exploring the idea of a global expert team (GET) for ACS for some time. After considering various ways of implementing the

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Main Points

A new ACS expert team is providing staff guidance on operations processes and procedures.

The goal is to increase operational effectiveness, and create avenues for ACS country office staff to support operations and contribute to Bank modernization.

Staff are encouraged to take advantage of the knowledge and guidance of ACS Country Office Operations Champions.

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The champions with the Head of the ACS Network, Joyce Rompas (bottom row, center).