

United Nations Development Programme  
Country: TURKEY  
Project Document



Empowered lives.  
Resilient nations.

**Project Title:** Life's Simpler with Internet

**UNDAF Outcome(s):** Result 4 – Increased provision of inclusive and responsive public as well as community-based services to strengthen equitable access to knowledge, information and quality basic services

**Expected CP Outcome(s):** Output 4.3 – Improved access to end availability of e-services through public-private partnerships

*(Those linked to the project and extracted from the CP)*

**Expected Output(s):** Increase internet penetration with empowered 28,500 individuals with functional internet usage of e-government and other e-services

*(Those that will result from the project)*

**Implementing Agency:** Habitat Association for Development and Governance

**Brief Description**

"Life's Simpler with Internet" project offers a solution through trainings for those who have not been introduced to online life, and those who (might) have missed the digital revolution. While Turkey shows flashy growth in Internet usage there is still need for such basic support. Most people are in need of basic information and the means to help them overcoming their reluctance to enter digital world. The project targets people, especially women, who are in need of basic information and help them overcoming their reluctance in taking the first step to the digital world. The project mainly aims to increase Internet usage of Turkey; 28,500 beneficiaries will be trained on functional usage of Internet by 11 master trainers and 300 young volunteer trainers in 20 cities.

Programme Period:	2011-2015
Key Result Area (Strategic Plan)	Fostering Inclusive Participation
Start date:	September 2014
End Date	December 2017
PAC Meeting Date	16 June 2014
Management Arrangements	NGO implementation

Total resources required	518,920 \$
Total allocated resources:	518,920 \$
• Other: TTNET	518,920 \$
Unfunded budget:	0 \$
In-kind Contributions	0 \$
GMS (8%)	40,217 \$
NGO execution fee (8%)	37,422 \$

Agreed by (Ministry of Foreign Affairs):

Kerem DİVANLIOĞLU  
Elçi  
Çok Taraflı Ekonomik İşler  
Genel Müdür Yardımcısı

Agreed by (Habitat Association for Development and Governance):

*[Signature]* 22.09.2014

Agreed by (UNDP):

*[Signature]* 22.09.2014

## I. SITUATION ANALYSIS

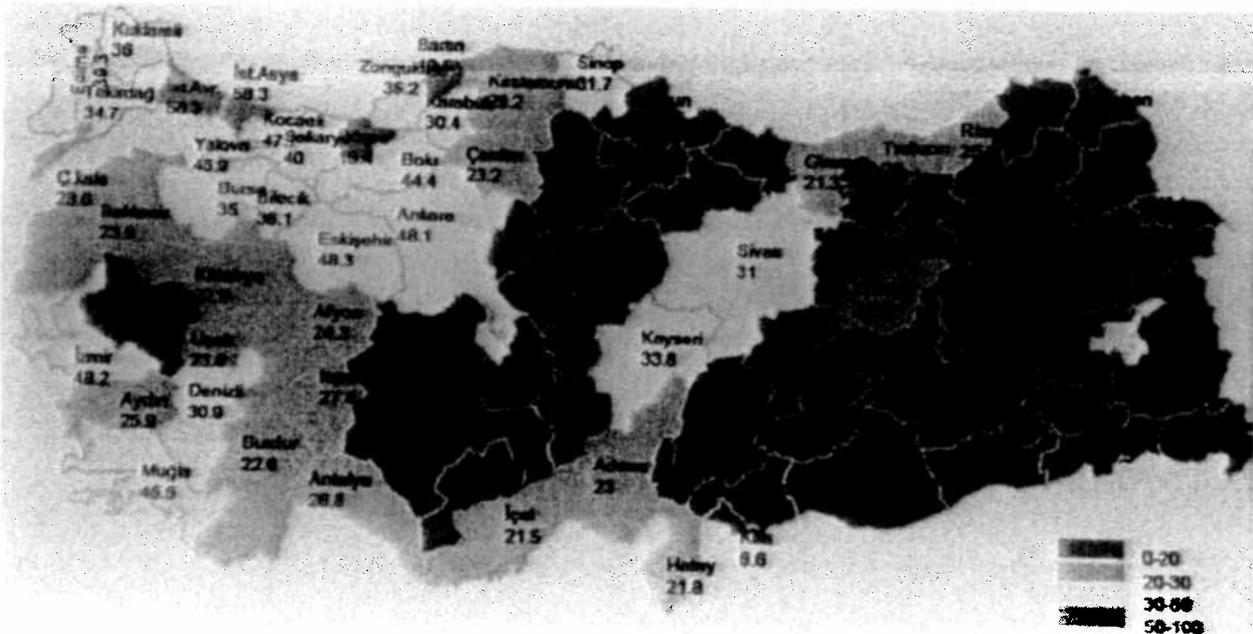
### A. Problem to be addressed:

There are 35 million Internet users in the country within a total population of 75 million, and according to the IPSOS 2012 Turkey Internet and Computer Ownership Study 41% of the residences have access to Internet. Despite the widespread access and a noteworthy number of social media users, studies indicate that many citizens can't actually use Internet due to economic, social and regional inequalities. While the Internet penetration rate of Istanbul is highest in Turkey, the countryside ADSL penetration of Eastern Anatolian regions is measured as low as %7 indicating distinct disparity and highly heterogeneous access in different provinces. To overcome this duality, TTNET, Habitat Association for Development and Governance and UNDP Turkey will start The Life's Simpler with Internet project, targeting a large and diversified group of beneficiaries, representing different economic status and educational backgrounds.

Life's Simpler with Internet project offers a solution through trainings for those who have not been introduced to online life, and those who (might) have missed the digital revolution. While Turkey shows flashy growth in Internet usage there is still need for such basic support. Most people are in need of basic information and the means to help them overcoming their reluctance to enter digital world. The project focuses on middle aged and elderly people who are in need of basic information and help them overcoming their reluctance in taking the first step to the digital world.

The objective of the project is to increase the Internet usage of Turkey for people older than 30 years of age and have never used internet before who are in need of basic information and help them overcoming their reluctance in taking the first step to the digital world. Accordingly, a pool of trainers composed of 11 master trainers and 300 young volunteer trainers will provide trainings on functional Internet usage targeting 28,500 beneficiaries from 20 cities (Mersin, Kahramanmaraş, Karaman, Yozgat, Ordu, Çorum, Artvin, Amasya, Bayburt, Bartın, Manisa, Çanakkale, Batman, Şanlıurfa, Mardin, Şırnak, Erzincan, Bingöl, Erzurum, Hakkari). The cities were identified within the scope of Internet penetration rates, development priority status and geographical distribution as lowest.

Chart 1. Internet Penetration Rates (IPSOS 2010 Study):



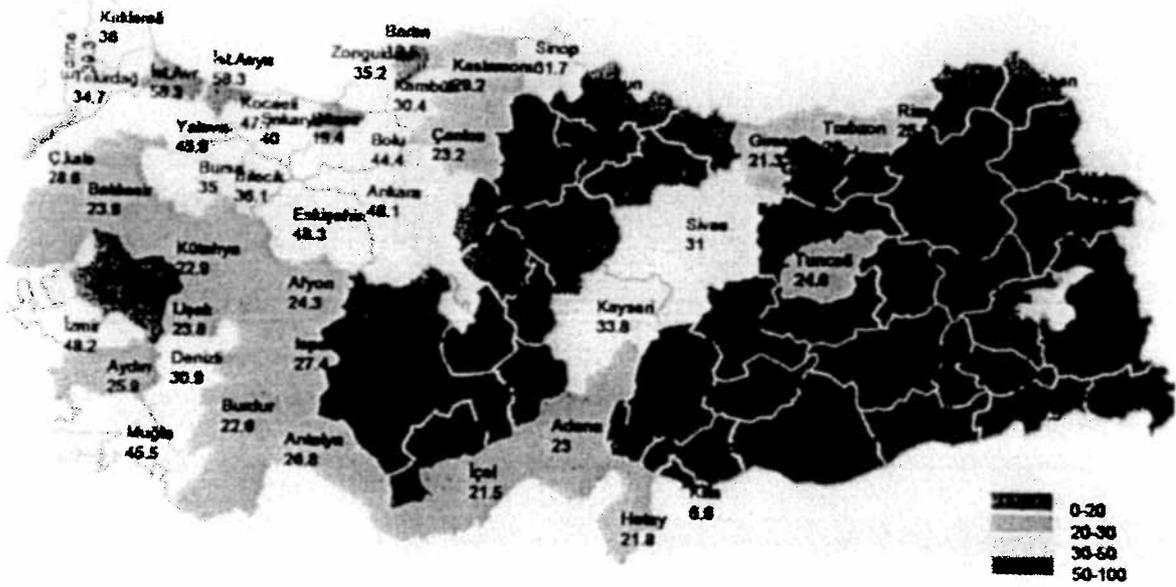


Chart 2. First Priority Development Provinces (High Council of Planning)



The project will be implemented within the period of September 2014 and December 2017.

Summary of the Results and Lessons Learnt During Initiation Period

The initiation period started with the orientation meeting for the local consultants. Local consultants together with the project associate have planned the master trainer training and the trainer trainings in 6 cities. The master trainer training has been held in Istanbul in December 2013. As for the local volunteer trainer trainings, three trainings in February have been held in Çanakkale, Batman and Ordu. Three trainings have been held in April in Mersin, Erzurum, and Şanlıurfa. Two more trainings have been held in June, one in Erzincan and one in Manisa. A total of 11 master trainers and 123 trainers have been trained during the initiation period. As planned, local trainings by the volunteers started in March 2014. The first training was held in Bartın with digitally excluded women.

During the implementation of the initiation period, the project received positive reaction from the concerned target group. The open call for the master trainer trainings and the open calls for the trainer trainings have received more application than expected.

The volunteer trainers started training beneficiaries in various creative ways. Feed-back from the trainers and the local consultants indicate that the beneficiaries are very pleased to gain skills to benefit from online public services and access to information and interaction on the Web.

This project aims at building up on the achievements of the initiation plan. This full scale project will expand the trainings to reach and train more digitally excluded citizens to further increase the usage of Internet and to ensure equal access to online services and digital opportunities.

#### **B. Relevance to the Country Program:**

Transformation into information society not only involves a change in traditional mechanisms of the economy but also a change in social and cultural terms. Effective and frequent usage of ICT by middle aged and elderly people (the age group of 30 and over) in their day-to-day and professional lives along with the improvement of access opportunities to information will allow them to fulfil their potential and improve their quality of life.

By providing access opportunities, competency and motivation to middle aged and elderly people, a "driving force" will be created for the transition to the information society.

The project will contribute to the reduction of disparities in ICT access and usage between various social segments and the disadvantages that may arise in economic and social life as a result of digital divide will be prevented. Computer and internet user penetration will be increased throughout the country. Moreover, designing the ICT infrastructure and applications in a way that is suitable for the usage of people with disabilities will be adopted as a fundamental principle in order to ensure that people with disabilities who face various problems in economic and social life and in employment are not affected adversely from digital divide. Women's participation to the trainings will be encouraged and given a preference during the participant selection process.

Turkey's Tenth Development Plan for 2014-2018 provides a vision of Turkey with equitable and inclusive human and social and economic development and a fuller integration with the international, regional and the EU community. As part of the UN System efforts to coordinate and enhance its joint development cooperation impact, UNDP contributes to selected focus areas identified for the UNDCS in Turkey. Accordingly, the UNDP country programme (2011-2015) prioritises the support to effective participation mechanisms, including e-governance and services delivery.

The 2004 National Human Development Report (NHDR) of Turkey on the topic of "ICT and Human Development." highlighted the key role that ICT can play as an effective tool in helping to achieve Turkey's development goals, and to help inform the process of strengthening the role of ICT in a

manner that fosters an open information society. The analysis in the report identifies entry points for ICT to bridge the digital divide in Turkey and opportunities that ICT can bring to Turkey's advancement of democratic governance, poverty reduction, and a strengthened education system.

### **C. Beneficiaries:**

Beneficiaries of the trainings will be middle aged and elderly people, especially women (the age group of 30 and over) who will be selected among those who have not used Internet before. Over 28,500 citizens will be trained in the full scale period.

### **II. Strategy:**

The training curriculum will cover a number of relevant topics including basic Internet usage, usage of e-mail accounts, online banking, social networks and blogs, communication tools on the Internet, Internet security, e-shopping, and usage of e-government and other online services in Turkey.

During the implementation of the initiation plan, 11 master trainers and 300 voluntary young trainers have trained.

Eleven master trainers and 123 young volunteer trainers were mobilized during the initiation phase of the project. Additionally, existing 11 master trainers will train 177 more volunteer trainers in order to reach to 300 young volunteer trainers. The project will replicate the below selection criteria of the initiation plan to identify the trainers:

- Knowledge on computers and Internet usage.
- Training experience in a relevant area
- Volunteering experience

Voluntary trainers then will be able to train the beneficiaries in the selected cities (as explained above). Habitat has established, in partnership with local governments, ICT centers in 26 cities. These centers provide computer labs. These facilities are open to everybody/every organization that wishes to benefit from them for capacity building activities in the ICT field. Among the 26 ICT centers, 5 are located in the target cities of this project namely Batman, Bingöl, Erzurum, Erzincan, and Mardin. Volunteer trainers in these cities may benefit from these facilities. Moreover, Habitat has signed a protocol with the GAP Administration. This protocol permits Habitat to establish partnerships with the ÇATOM and Youth Culture Houses in the South-Eastern cities of Turkey. Among the GAP region cities, Şanlıurfa, Mardin, Batman, and Şırnak are the target cities of this project. Volunteer trainers may benefit from the facilities of ÇATOMs and Youth Culture Houses to conduct their trainings. In other target cities, Habitat will ensure local partnerships for the usage of IT labs. The possible partners may include municipalities, universities, as well community centers and youth centers. TNET will also provide mobile space for trainings and/or make the necessary arrangements for the use of Internet houses in all the target cities.

There will be wide spread communication and public relations activities to promote the project and receive the attention of target group and encourage them to join the trainings. Media coverage and interviews with the trainees who benefit from the trainings will encourage the target group. Local Agenda 21 platforms and other local networks will also be used as channels of communication. The selection will be made based on the following criteria:

- Belonging in an age group of 30 and over
- Being resident in target cities
- Lack of ICT and Internet usage skills

- Women's participation will be prioritized and encouraged with a minimum ratio of 50% women participants will be ensured.

### **III. Evaluation**

Voluntary trainers will ensure that beneficiaries fill in the pre-tests which will assess the internet penetration capacity of the potential trainees. Independent analysts will conduct the post-test and finalize the analysis. An independent social impact study will be commissioned to determine how the trainings achieved a behavioural change of beneficiaries for their increased participation to digital life. TTNET allocates a separate budget (40,000 TL) for this analysis to be conducted once during the project period. TTNET will designate a research company for this analysis. Volunteer trainers will make sure that beneficiaries fill in the pre-tests.

IV. RESULTS AND RESOURCES FRAMEWORK

<p><b>Intended Outcome as stated in the Country Programme Results and Resource Framework:</b> Result 4 – Increased provision of inclusive and responsive public as well as community-based services to strengthen equitable access to knowledge, information and quality basic services</p> <p><b>Outcome indicators as stated in the Country Programme Results and Resources Framework, including baseline and targets:</b> Number of men and women equipped with IT skills and knowledge to benefit from e-services.</p>				
<p><b>Applicable Key Result Area (from 2011 - 2015 Strategic Plan):</b> Result 4.3.1</p>				
<p><b>Partnership Strategy:</b> NGO Implementation – Habitat Association, with a strong experience on ICT for development and country wide network will be responsible for the implementation of the project.</p>				
<p><b>Project title and ID (ATLAS Award ID):</b> Life's simpler with Internet</p>				
INTENDED OUTPUTS	OUTPUT TARGETS FOR (YEARS)	INDICATIVE ACTIVITIES	RESPONSIBLE PARTIES	INPUTS
<p>Output Increase internet penetration with empowered 28,500 individuals with functional internet usage of e-government and other e-services</p> <p>Baseline: Internet usage in Turkey is 42,6% according to IPSOS 2012 study</p> <p>11 master trainers, 123 volunteer trainers were trained, and over 1000 beneficiaries were trained</p>	<p>Targets (September 2014 – December 2017): 28,500 middle aged and elderly people from 20 cities will be trained.</p>	<p>Training of volunteer trainers</p> <p>Training of trainees</p>	<p>Habitat</p>	<p>75700 - Meeting(trainings) costs: 72,100 USD 72400 - Courier charges: 5,431 USD 71600 -Travel costs: 25,550 USD 72500 - Supplies: 13,000 USD 72800 - IT equipment: 7,000 USD 71400 - Contractual services: 313,200 USD Audit – 5,000 USD</p>

in the initiation plan period.			
Indicators: Internet usage rate in Turkey			
NGO execution fee (8%): 37,422 USD			
Facilities and Admin (UNDP GMS – 8%): 40,217 USD			
TOTAL: 518,920 USD			

V ANNUAL WORK PLAN

PROJECT NAME: LIFE'S SIMPLER WITH INTERNET  
 ANNUAL WORK PLAN 1  
 Year: September 2014 – December 2014

EXPECTED OUTPUTS <i>List activity results and associated actions</i>	PLANNED ACTIVITIES <i>List activity results and associated actions</i>	TIMEFRAME		RESPONSIBLE PARTY	PLANNED BUDGET	
		Q3	Q4		Funding Source	Budget Description Amount (USD)
Output: Increase internet penetration with empowered individuals with functional internet usage of e-government and other e-services	Training of trainers - Training 20 volunteer trainers (2 training)	X	X	Habitat	TTNET	6,000
	- Sending certification, pre-tests, posters	X	X	Habitat	TTNET	931
	- Transportation	X	X	Habitat	TTNET	4,550
	- field visits of the local consultants and the project associate	X	X	Habitat	TTNET	4,000
Training of citizens						
Indicators: Internet penetration rate in Turkey	- Volunteers train 5000 beneficiaries	X	X	Habitat	TTNET	1,000
Targets: 5000 middle aged and elderly people from 20 cities will be trained	- Procurement of ICT equipment			Habitat	TTNET	1,000
	Social impact assessment					
Planned CP outcome: Output 4.3 – Improved access to end availability of e-services through public-private partnerships	- assessment, results delivery	X	X	TTNET	TTNET	
	National Coordination Meeting					
	Gathering the volunteers and the staff for coordination/evaluation/networking	X		TTNET	TTNET	
	Project management					
	- Local consultants (7)	X	X	Habitat	TTNET	16,800
	- Project associate	X	X	Habitat	TTNET	12,000
NOO Execution fee Habitat (%8)						4332
GMS UNDP (%8)						4628
<b>TOTAL (USD)</b>						<b>55,241</b>

PROJECT NAME: LIFE'S SIMPLER WITH INTERNET  
 ANNUAL WORK PLAN  
 Year: January 2015 – December 2015

EXPECTED OUTPUTS <i>And baseline, indicators including annual targets</i>	PLANNED ACTIVITIES <i>List activity results and associated actions</i>	TIMEFRA ME				RESPONSIBLE PARTY	PLANNED BUDGET		
		Q 1	Q 2	Q 3	Q 4		Funding Source	Budget Description	Amount (USD)
		Output: Increase internet penetration with empowered 28,500 individuals with functional internet usage of e-government and other e-services	Training of trainers						
Baseline: Internet usage in Turkey is 42.6% according to IPSOS 2012 study	- Training 52 volunteer trainers (3 trainings)	X	X	X	X	Habitat	75700	16,000	
Indicators: Internet penetration rate in Turkey	- Sending certification, pre-tests, posters	X	X	X	X	Habitat	72400	1,500	
Targets: 7500 middle aged and elderly people from 20 cities will be trained.	- field visits of the local consultants and the project associate	X	X	X	X	Habitat	71600	7,000	
Related CP outcome: Output 4.3 – improved access to end availability of e-services through public-private partnerships	Training of citizens	X	X	X	X	Habitat	75700	4,700	
	- Volunteers train 7500 people	X	X	X	X	Habitat	72500	4,000	
	- Procurement of ICT equipment	X				Habitat	72800	2,000	
	Social impact assessment								
	- Assessment, results delivery	X	X	X	X	TTNET			
	National Coordination Meeting								
	Gathering the volunteers and the staff for coordination/evaluation/networking								
	Project management					TTNET			
	- Local consultants (7)	X	X	X	X	Habitat	71400	58,800	
	- Project associate	X	X	X	X	Habitat	71400	36,000	
NGO Execution fee Habitat (%8)								11,030	
GMS UNDP (%8)								11,863	
TOTAL (USD)									152,893

EXPECTED OUTPUTS And baseline, indicators including annual targets	PLANNED ACTIVITIES List activity results and associated actions	TIMEFRA ME				RESPONSIBLE PARTY	PLANNED BUDGET		
		Q 1	Q 2	Q 3	Q 4		Funding Source	Budget Description	Amount (USD)
		<p><b>Output</b> Increase internet penetration with empowered 28,500 individuals with functional internet usage of e-government and other e-services</p> <p>Baseline: Internet usage in Turkey is 42.6% according to IPSOS 2012 study</p> <p>Indicators: Internet penetration rate in Turkey</p> <p>Targets: 8000 middle aged and elderly people from 20 cities will be trained.</p> <p>Related CP outcome: Output 4.3 – Improved access to end availability of e-services through public-private partnerships</p>	<p>Training of trainers</p> <ul style="list-style-type: none"> <li>- Training 52 volunteer trainers (3 trainings)</li> <li>- Sending certification, pre-tests, posters</li> <li>- Transportation</li> <li>- field visits of the local consultants and the project associate</li> </ul> <p>Training of citizens</p> <ul style="list-style-type: none"> <li>- Volunteers train 8000 people</li> <li>- Procurement of ICT equipment</li> </ul> <p>Social impact assessment</p> <ul style="list-style-type: none"> <li>- Assessment, results delivery</li> </ul> <p>National Coordination Meeting</p> <p>Gathering the volunteers and the staff for coordination/evaluation/networking</p> <p>Project management</p> <ul style="list-style-type: none"> <li>- Local consultants (7)</li> <li>- Project associate</li> </ul>	X	X		X	X	Habitat
		X	X	X	X	Habitat	TTNET	1,500	
		X	X	X	X	Habitat	TTNET	7,000	
		X	X	X	X	Habitat	TTNET	4,700	
		X	X	X	X	Habitat	TTNET	4,000	
		X	X	X	X	Habitat	TTNET	2,000	
		X	X	X	X	TTNET	TTNET		
		X	X	X	X	TTNET	TTNET		
		X	X	X	X	TTNET	TTNET		
		X	X	X	X	Habitat	TTNET	58,800	
		X	X	X	X	Habitat	TTNET	36,000	
NGO Execution fee Habitat (%8)								11,030	
GMS UNDP (%8)								11,863	
<b>TOTAL (USD)</b>								<b>152,893</b>	

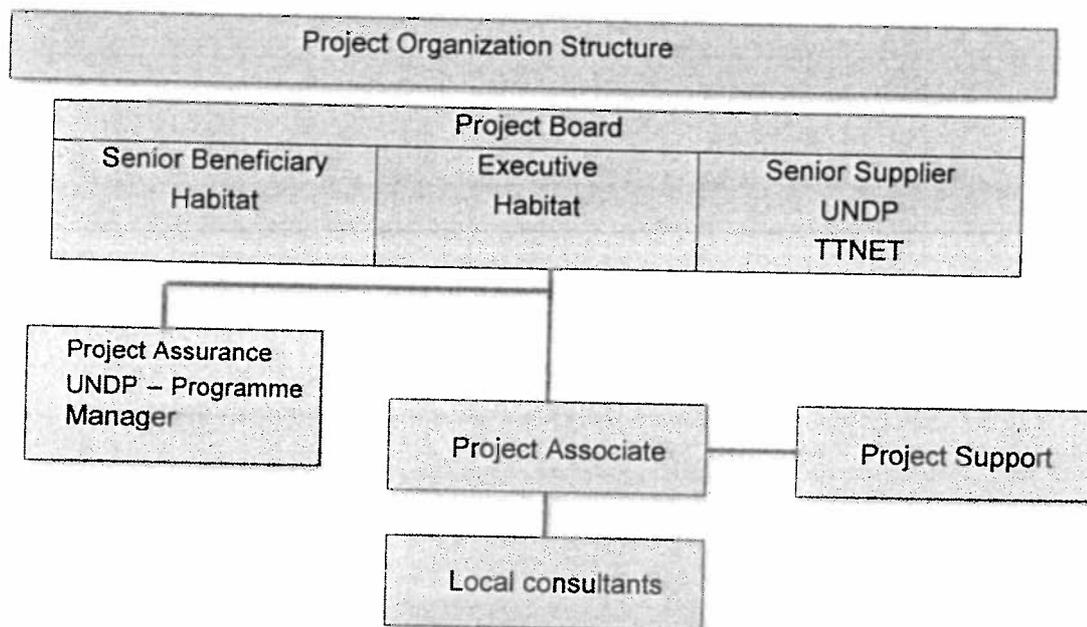
**PROJECT NAME: LIFE'S SIMPLER WITH INTERNET**  
**ANNUAL WORK PLAN**  
**Year: January 2017 – December 2017**

EXPECTED OUTPUTS <i>and baseline, indicators including annual targets</i>	PLANNED ACTIVITIES <i>List activity results and associated actions</i>	TIMEFRAME				RESPONSIBLE PARTY	PLANNED BUDGET		
		Q1	Q2	Q3	Q4		Funding Source	Budget Description	Amount (USD)
		1	2	3	4				
Output: increase internet penetration with empowered 28,500 individuals with functional internet usage of e-government and other e-services	Training of trainers - Training 53 volunteer trainers (3 trainings)	X	X	X	X	Habitat	75700	16,000	
Baseline: Internet usage in Turkey is 42.6% according to IPSOS 2012 study	- Sending certification, pre-tests, posters - Transportation	X	X	X	X	Habitat	72400	1,500	
Indicators: Internet penetration rate in Turkey	- field visits of the local consultants and the project associate Training of citizens	X	X	X	X	Habitat	71600	7,000	
Targets: 8000 middle aged and elderly people from 20 cities will be trained.	- Volunteers train 8000 people	X	X	X	X	Habitat	72500	4,000	
Related CP outcome: Output 4.3 – improved access to end availability of e-services through public-private partnerships	- Procurement of ICT equipment Social impact assessment	X				Habitat	72800	2,000	
	- Assessment, results delivery National Coordination Meeting	X	X	X	X	TTNET			
	Gathering the volunteers and the staff for coordination/evaluation/networking								
	Project management		X			TTNET			
	- Local consultants (7)	X	X	X	X	Habitat	71400	58,800	
	- Project associate	X	X	X	X	Habitat	71400	36,000	
	Audit								
	The audit report			X		Habitat		5,000	
NGO Execution fee Habitat (%8)								11,030	
GMS UNDP (%8)								11,863	
<b>TOTAL (USD)</b>								<b>157,893</b>	

## VI. MANAGEMENT ARRANGEMENTS

Explain the roles and responsibilities of the parties involved in managing the project.  
Please refer to the Deliverable Description to complete this component of the template.  
Use the diagram below for the composition of the Board.

This is an NGO implementation project. Habitat Association for Development and Governance has extensive experience in sustainable social development. The association is implementing capacity building projects with multi-stakeholder partnerships in national level since 1997. This experience permits Habitat easy access to the largest youth network in the country, as well as possible local partners such as local governments, local entrepreneurs, and local NGOs. Besides, increasing the use of information and communication technologies is among the main aims of the association. Habitat implements projects in this field since 2003. Moreover, Habitat has been the senior beneficiary and implementing partner of the initiation period. Last but not least, Habitat is a strategic partner of the UNDP. For all those reasons, Habitat is the implementing partner and the senior beneficiary of this project.



**Project Board:** The Board will be established as the overall authority for the Project and responsible for its initiation, direction, review and eventual closure. Within the confines of the Project, the Board is the highest authority. The Project Board plays a critical role in project monitoring and evaluations by quality assuring these processes and products, and using evaluations for performance improvement, accountability and learning. It ensures that required resources are committed and arbitrates on any conflicts within the project or negotiates a solution to any problems with external bodies. Based on the approved Annual Work Plan, the Project Board can also consider and approve the quarterly plans (if applicable) and also approve any essential deviations from the original plans.

In order to ensure ultimate accountability for the project results, Project Board decisions will be made in accordance to standards that shall ensure management for development results, best value money, fairness, integrity, transparency and effective international competition.

The Project Board represents at managerial level the interests of the following roles and the respective organizations:

- **An Executive:** individual representing the project ownership to chair the group.
  - o *President of the Habitat Association will fill this role and will be the National Project Director.*
- **Senior Beneficiary:** individual or group of individuals representing the interests of those who will ultimately benefit from the project. The Senior Beneficiary's primary function within the Board is to ensure the realization of project results from the perspective of project beneficiaries.
  - o *Habitat Association for Development and Governance will fill the Senior Beneficiary role on this project.*
- **Senior Supplier:** individual or group representing the interests of the parties concerned which provide funding for specific cost sharing projects and/or technical expertise to the project. The Senior Supplier's primary function within the Board is to provide guidance regarding the technical feasibility of the project.
  - o *The Senior Suppliers on this project will be UNDP and TTNET.*
- The **Project Assurance** role supports the Project Board Executive by carrying out objective and independent project oversight and monitoring functions.
  - o *UNDP Private Sector Programme Manager will hold the Project Assurance role.*
- **Project Manager:** The Project Manager (PM) has the authority to run the project on a day-to-day basis on behalf of the Implementing Partner within the constraints laid down by the Board. The Project Manager's prime responsibility is to ensure that the project produces the results specified in the project document, to the required standard of quality and within the specified constraints of time and cost.
  - o *The Project Associate who will be recruited will serve this role.*
- **Project Support:** The Project Support role provides project administration, management and technical support to the Project Manager as required by the needs of the individual project or Project Manager.
  - o *The UNDP Private Sector Programme Support Associate will hold the role of project support.*
- **Expertise:** Depending on the requirements, both short term international and national consultants will be recruited.
- **Audit:** The project will undergo annual audit by a certified auditor according to UNDP rules and regulations.

UNDP will provide its relevant knowledge and expertise in facilitating the capacity building and technical know-how activities. UNDP will be the responsible for coordinating the activities with the relevant stakeholders.

The Project activities will be implemented in line with UNDP financial rules and regulations and report to the national designated agency on quarterly expenditures through the Combined Delivery Report.

The parties of the Project Board hereby agree on the implementation UNDP's agreement on intellectual property rights and use of logo on the project deliverables.

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## VII. MONITORING FRAMEWORK AND EVALUATION

In accordance with the programming policies and procedures outlined in the UNDP User Guide, the project will be monitored through the following:

### Within the annual cycle

- On a quarterly basis, a quality assessment shall record progress towards the completion of key results, based on quality criteria and methods captured in the Quality Management table below.
- An Issue Log shall be activated in Atlas and updated by the Project Manager to facilitate tracking and resolution of potential problems or requests for change.
- Based on the initial risk analysis submitted (see annex 1), a risk log shall be activated in Atlas and regularly updated by reviewing the external environment that may affect the project implementation.
- Based on the above information recorded in Atlas, a Project Progress Reports (PPR) shall be submitted by the Project Manager to the Project Board through Project Assurance, using the standard report format available in the Executive Snapshot.
- a project Lesson-learned log shall be activated and regularly updated to ensure on-going learning and adaptation within the organization, and to facilitate the preparation of the Lessons-learned Report at the end of the project
- a Monitoring Schedule Plan shall be activated in Atlas and updated to track key management actions/events

### Annually

- **Annual Review Report.** An Annual Review Report shall be prepared by the Project Manager and shared with the Project Board and the Outcome Board. As minimum requirement, the Annual Review Report shall consist of the Atlas standard format for the QPR covering the whole year with updated information for each above element of the QPR as well as a summary of results achieved against pre-defined annual targets at the output level.
- **Annual Project Review.** Based on the above report, an annual project review shall be conducted during the fourth quarter of the year or soon after, to assess the performance of the project and appraise the Annual Work Plan (AWP) for the following year. In the last year, this review will be a final assessment. This review is driven by the Project Board and may involve other stakeholders as required. It shall focus on the extent to which progress is being made towards outputs, and that these remain aligned to appropriate outcomes.

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## VIII. LEGAL CONTEXT

This document shall be the instrument referred to as such in Article-I of the SBAA between the Government of Turkey and UNDP signed on 21 October 1965 Consistent with the attached Supplemental Provisions to the Project Document, attached hereto.

Consistent with the above Supplemental Provisions, the responsibility for the safety and security of the executing agency and its personnel and property, and of UNDP's property in the executing agency's custody, rests with the executing agency.

The executing agency shall:

- a) put in place an appropriate security plan and maintain the security plan, taking into account the security situation in the country where the project is being carried;
- b) assume all risks and liabilities related to the executing agency's security, health and safety and the full implementation of the security plan.

UNDP reserves the right to verify whether such a plan is in place, and to suggest modifications to the plan when necessary. Failure to maintain and implement an appropriate security plan as required hereunder shall be deemed a breach of this agreement.

The executing agency agrees to undertake all reasonable efforts to ensure that none of the UNDP funds received pursuant to the Project Document are used to provide support to individuals or entities associated with terrorism and that the recipients of any amounts provided by UNDP hereunder do not appear on the list maintained by the Security Council Committee established pursuant to resolution 1267 (1999). The list can be accessed via <http://www.un.org/Docs/sc/committees/1267/1267ListEng.htm>. This provision must be included in all sub-contracts or sub-agreements entered into under this Project Document.

### Quality Management for Project Activity Results

Replicate the table for each activity result of the AWP to provide information on monitoring actions based on quality criteria. To be completed during the process "Defining a Project" if the information is available. This table shall be further refined during the process "Initiating a Project".

OUTPUT 1:		
<b>Activity Result 1 (Atlas Activity ID)</b>	Increase Internet penetration	Start Date: September 2014 End Date: December 2017
<b>Purpose</b>	Increase Internet penetration with empowered	
<b>Description</b>	Training of 300 trainer and 28,500 trainees	
<b>Quality Criteria</b> <i>how/with what indicators the quality of the activity result will be measured?</i>	<b>Quality Method</b> <i>Means of verification. what method will be used to determine if quality criteria has been met?</i>	<b>Date of Assessment</b> <i>When will the assessment of quality be performed?</i>
Number of master trainers	Master trainer training report analysis	End of project
Number of volunteer trainers	Trainer training report analysis	End of project
Increase in the number of people who use Internet for a) e-services, b) access to information, c) communication with others	Social impact analysis with pre-post tests	End of project

IX. ANNEXES

Annex 1: Risk analysis

Project Title: Life's Simpler with Internet							Award ID:			Date: 02/06/2014	
#	Description	Date Identified	Type	Impact & Probability	Countermeasures / Mngt response	Owner	Submitted, updated by	Last Update	Status		
1	Unavailability of training venue in the target cities	N/A	Operational	Decrease in target numbers, probability is low	At least two partnership arrangements will be ensured for the usage of IT labs of local institutions (municipality, university, community centers, internet cafes etc) TTNET will make the necessary arrangements for the use of internet houses	Habitat, TTNET	Habitat, TTNET	N/A	No change		
2	Engagement of volunteer trainers may temporarily decrease due to their work or studies	N/A	Operational	Decrease in target numbers, probability low	Volunteer trainers' training will be checked regularly and more trainers will be trained as a back-up team in case of decrease in trainings	Habitat	Habitat	N/A	No change		

3	Unavailability of internet connection	N/A	Operational	Decrease in target numbers, probability low	TTNET will ensure stable internet connection in those areas	TTNET	TTNET	N/A	No change
4	Social media tools may be blocked	Regulatory/legislative	N/A	Decrease in target numbers, probability medium	The training may focus on the usage of e-services rather than social media	Habitat	Habitat	N/A	No change

## Annex 2: Terms of reference for key project personnel

### Project Associate:

The Project Associate is responsible for provide day-to-day management of the project activities. He/she also provides technical inputs and administration the project activities. More specifically, his\her responsibilities are as following:

The key functions (KF) of the project associate will include the following:

1. Working closely with the project partners to facilitate and monitor project activities, in particular related to her/his field of expertise;
2. Draft work-plans, TORs and progress reports, supervise work of contractors/consultants for project activities related to the project;
3. Work with the UNDP Programme Manager and Habitat Assoc. President on activities in the project area and work with regional/local authorities/agencies;
4. Participate in monitoring of the project progress, and propose improvements when appropriate;
5. Work with and provide technical backstopping/assistance to UNDP Programme Manager in line with adopted work-plans;
6. Work with Habitat Assoc. and TTNET in designing and organising training, communication and other activities/meetings to be implemented in the project area;
7. Communicate and exchange information with partners and stakeholders in the project area;
8. Work with national partners, in particular related to her/his field of expertise;
9. Provide services, within respective field of responsibility and competence, on ad-hoc basis if needed and requested by the UNDP Programme Manager.
10. Develop annual procurement plans trough the information gathered from relevant parties.
11. File and archive all relevant correspondence.
12. Flag UNDP and Habitat on the agreement-related obligations, including but not limited to payments, narrative and financial reporting, project steering committee meetings, amendments etc.
13. Develop and prepare all procurement related documentation, from an administrative point of view, in compliance with POPP and Country Office checklists including but not limited to the following items,
  - Request for proposals,
  - Request for quotations,
  - Invitation to bids,
14. Establish a project-level budget monitoring and reporting system,
15. Develop budget status reports, monthly and quarterly financial progress reports.
16. Develop, in coordination with relevant staff, project-level resource schedules.
17. Ensures gender sensitivity in the implementation, monitoring and evaluation of all activities related to the project
18. Regularly reports to the steering committee.

### Qualifications and Skills:

- University Degree in relevant field.
- Minimum 5 (five) years of professional experience in the field of communication and democratic governance.
- 3 Years of development project implementation,
- Experience in NGO or government relevant to global processes and project management.
- Experience in the usage of computers and office software packages (MS Word, Excel, etc.)
- International working experience in the youth issues is an asset.
- Working experience with NGOs is an asset.