

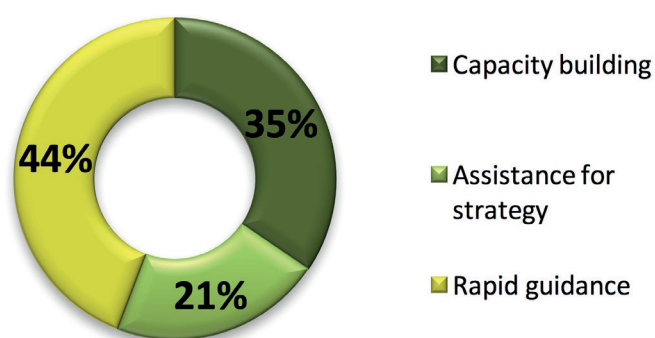
## ANNEX I – LIST OF IFM HELPDESK REQUESTS

As per the recommendations of the Advisory and Management Committees of 2015, the lists of HelpDesk requests have been aggregated into a single list, independent of the channel through which the request has been received. Criteria on the consistency of aggregated data are provided at the beginning of Annex I in the APFM Annual Report 2015-2016 (APFM Report No. 39).

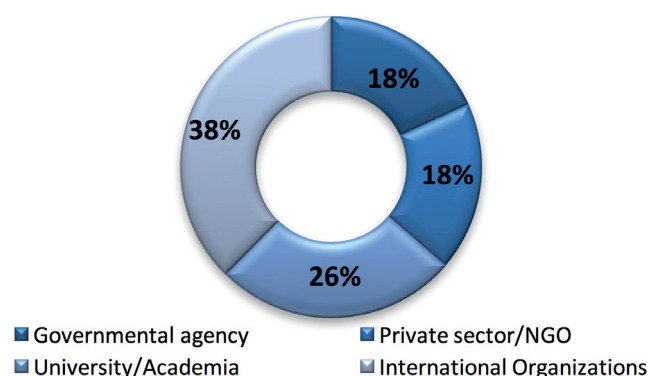
Since 2009, and as of July 2018, 319 requests have been received with an average of 35 per year. Of these 319, 25 were not fully addressed due to inappropriate requests (e.g. request for conference sponsorship), withdrawal, spam or lack of follow-up from the requesting party. This translates into a rate of fulfilment of HelpDesk requests of more than 92%.

As shown in Figure 1 the most abundant type of request has been the “rapid guidance” (141 requests - 44.20%), followed by capacity building (110 requests - 34.48%). The category “assistance for strategy” covers almost one- fifth of the total requests 21.32% (68 requests) from 2009 to July 2018.

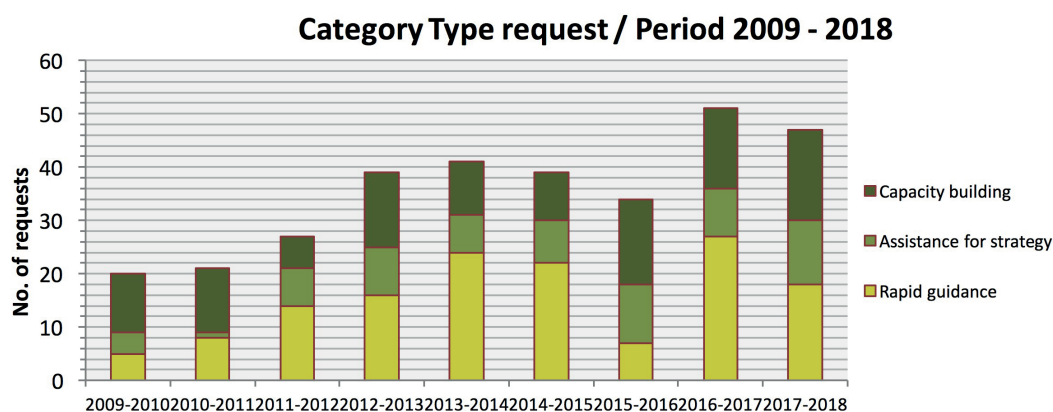
Regarding the requesting institutions, “International Organizations” (119 requests - 37.62%) is the category that made the most use of the HelpDesk, as shown in Figure 2. The remaining requests were from governmental agencies (18.18%), universities or academic institutions (26.02%) and from NGOs or private consulting companies (18.18%).



**FIGURE 1 – PERCENTAGE OF REQUESTS BY TYPE BETWEEN 2009-2018**

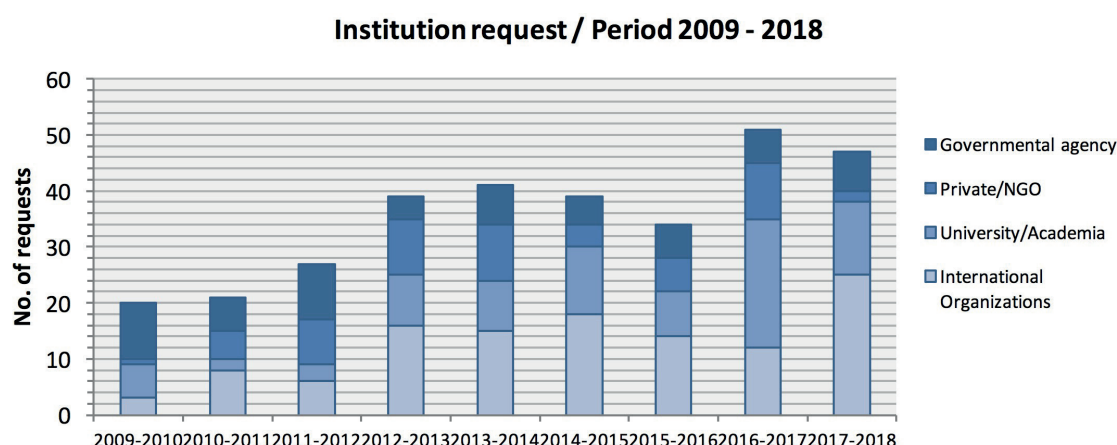


**FIGURE 2 – PERCENTAGE OF REQUESTS BY INSTITUTION TYPE BETWEEN 2009-2018**

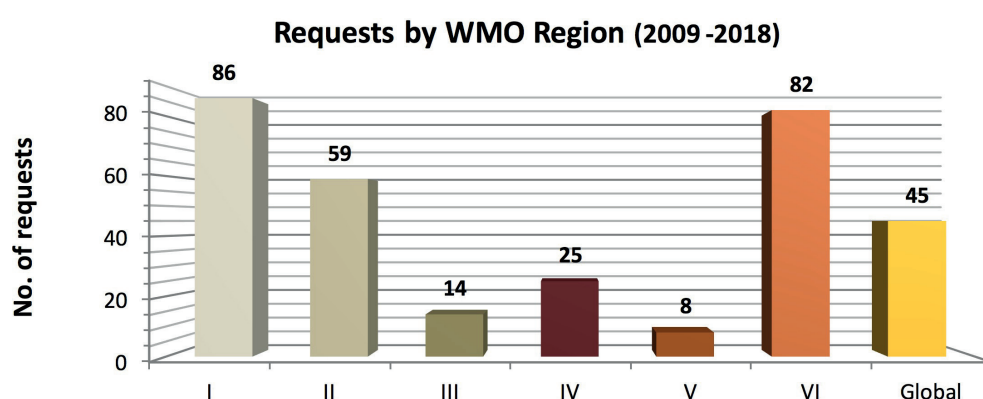


**FIGURE 3 – NO. OF REQUESTS AMONG THE THREE CATEGORY TYPES AND REPORTING PERIOD (2009-2018)**

Likewise, the proportion remains relatively stable during the last three years with the highest number of requests, i.e. 2016-2017 (51 total requests), 2017-2018 (47 total requests) and 2013-2014 (41 total requests) as shown in Figures 3 and 4.

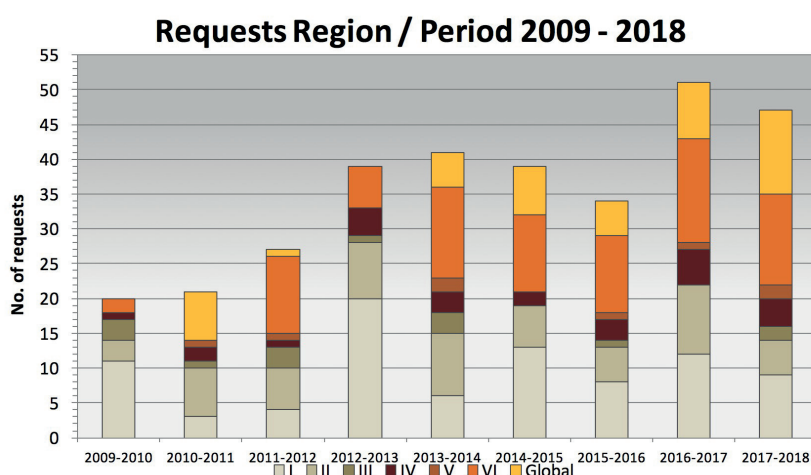


**FIGURE 4 - NO. OF REQUESTS BY INSTITUTION REQUESTING AND REPORTING PERIOD (2009-2018)**



**FIGURE 5 - NO. OF REQUESTS BY GEOGRAPHICAL DISTRIBUTION SINCE 2009**

In terms of countries targeted as a result of HelpDesk requests, Figure 5 shows RA I – Africa as the region that has mostly benefitted from APFM interventions (86 requests since HelpDesk inception), followed by RA VI - Europe (82 requests), RA II – Asia (59 requests), RA IV (25), RA III (14) and RA V (8). In addition, 45 requests fall under the new category “Global”, which might reflect activities impacting the global, regional or transboundary level. A distribution by year is also provided in Figure 6.



**FIGURE 6 - NO. OF REQUESTS BY GEOGRAPHICAL DISTRIBUTION AND REPORTING PERIOD**

During the reporting period (August 2017-July 2018) 47 requests were received: of these, 3 requests were discarded/rejected, 6 are ongoing implementation and 2 are pending.

A brief summary of the 47 HelpDesk requests received in the reporting period is provided in the table below. Prior to this reporting period, 272 requests were made and documented in previous annual reports. The majority of the 47 requests have been addressed. Six requests are either ongoing or action is planned for the next reporting period.

Requests received by TSU in the framework of the HelpDesk						
Requests (No 1-272) not displayed)		Received from 06/2009 to 07/2018 (see previous annual reports)			Status: 253 Completed, 19 discarded	
No.	Date	Institution, Country	Category (Request came through contacts in WMO or in GWP)	Impact (Region or Global)	Type of request	Status
273	Aug-17	ICIMOD, Nepal (International Organizations)	Rapid Guidance (WMO)	II	Request for information on E2E- EWS-FF	Completed
274	Aug-17	UNU, Canada (International Organizations)	Capacity Building (WMO)	Global	Request for input to WWDR report	Completed
275	Aug-17	Brauns Egypt (Private companies)	Assistance for Strategy (WMO)	I	Request for Hydrological Survey for wind turbines project	Rejected (Out of Scope)
276	Sept-17	CREWS, Geneva (International Organization)	Rapid Guidance (WMO)	IV	Request for supporting development of proposal on Mainstreaming Gender in Caribbean	Completed
277	Sept-17	The Water Network (International Organization)	Rapid Guidance (WMO&GWP)	Global	Request for exploring using The Water Network as community of practice for flood management	Completed
278	Sept-17	UNU INWEH, Canada, WWAP (International Organization)	Capacity Building (WMO&GWP)	Global	Request for input on SDG 6 Synthesis report on link between SDG 6 and SDG 13	Completed
279	Oct-17	Student, University of Leicester, United Kingdom (Universities and Academia)	Rapid Guidance (WMO)	VI	Enquiry regarding the integrated flood management tools series	Completed
280	Nov-17	Student, Australia (Universities and Academia)	Capacity Building (WMO)	V	Permission for using APFM publication	Completed
281	Nov-17	World Bank, St Lucia (International Organization)	Rapid Guidance (WMO)	IV	Request for information on water ML	Completed
282	Nov-17	Student, Burkina Faso (Universities and Academia)	Capacity Building (WMO)	I	Request for work opportunities	Completed
283	Nov-17	VBA, GWP WAF Burkina Faso (International Organization)	Capacity Building (GWP)	I	IFM and Project Preparation Training, Volta Basin	Completed
284	Nov-17	BoM, Australia (Governmental)	Capacity Building	V	APFM introduction and collaboration in Indo	Completed

		Agency)	(GWP)		Pacific region	
285	Dec-17	Hydrological service division, Ghana (Governmental Agency)	Rapid Guidance (WMO)	I	Request for bibliographic reference	Completed
286	Dec-17	UNECE, IWA, UNEP-DHI(International Organization)	Capacity Building (WMO)	Global	Request for organizing training/workshop on FDMT tool-Part I	Completed
287	Dec-17	Inter-American Development Bank, USA (International Organization)	Assistance for Strategy (GWP)	IV	Request for providing technical assistance on Hydrological Assessment	On-going
288	Dec-17	Inter-American Development Bank, USA (International Organization)	Assistance for Strategy (GWP)	III	Request for providing technical assistance on Hydrological Assessment	On-going
289	Jan-18	GEF (International Organizations)	Rapid Guidance (WMO)	I	Request for contacts and networking for a project in Comoros	Completed
290	Jan-18	International Science Council (ICSU), (International Organization)	Capacity Building (WMO)	Global	Request for capacity building material	Completed
291	Jan-18	Expert, CEH (Academic and Universities)	Rapid Guidance (WMO)	VI	Request for contacts and networking	Completed
292	Jan-18	WHO, Geneva (International Organization)	Rapid Guidance (WMO)	Global	Request for information on flood and drought monitor tool	Completed
293	Jan-18	UNECE, Geneva (International Organization)	Rapid Guidance (WMO)	VI	Request to review a document as a peer reviewer	Completed
294	Jan-18	TU, Dresden (Academic and Universities)	Assistance for Strategy (WMO)	VI	Request to jointly work on the project proposal	Discarded (APFM not eligible to the Call)
295	Feb-18	Student, Sweden (Academic and Universities)	Rapid Guidance (WMO)	VI	Request for information on Forecast-based financing and drought management	Completed
296	Feb-18	UNISDR, Germany (International Organizations)	Rapid Guidance (WMO)	Global	Request for WMO activities on flood management, especially flood forecasting	Completed
297	Feb-18	UNU-INWEH, Canada (International Organization)	Rapid Guidance (WMO)	Global	Request for information on E2E-EWS-FF	Completed
298	Mar-18	Lancang Mekong Cooperation Centre (Governmental Agency)	Assistance for Strategy (GWP)	II	Development of GEF transboundary project proposal	Pending (Feedback needed from GWP China)



299	Mar-18	BAFU, Switzerland (Governmental Agency)	Assistance for Strategy (WMO)	VI	Request for expert's name on impact-based warning for BAFU conference	On-going
300	Mar-18	ICSI-INPT, France (Universities and Academia)	Capacity Building (WMO)	VI	Day lecture on flood risk in specialized master programme	Completed
301	Mar-18	ENSEEIH, France (Universities and Academia)	Capacity Building (WMO)	VI	Participation to the Engineering school council to represent hydrology	Completed
302	Mar-18	ENSEEIH, France (Universities and Academia)	Capacity Building (WMO)	VI	Request for internship	Completed
303	Mar-18	Student, South Africa (Universities and Academia)	Capacity Building (WMO)	I	Request for scholarship	Discarded (Unable to reach the requester)
304	Mar-18	Student, UNESCO-IHE Delft, Netherlands (Universities and Academia)	Capacity Building (WMO)	VI	Request for work opportunities	Completed
305	Mar-18	CIMA, Italy (NGO and Academic)	Assistance for Strategy (WMO)	VI	Request for support in the development of project proposal	On-going
306	Apr-18	ANA, Peru (Governmental Agency)	Assistance for Strategy (WMO)	III	Request for Hydrological Modelling and Flood forecasting strategies	Pending (additional information is needed from the requester)
307	Apr-18	ENSEEIH, France (Universities and Academia)	Capacity Building (WMO)	VI	Request for internship	Completed
308	Apr-18	NIRAS, WaterAid (SIDA funded) (International Organization)	Capacity Building (GWP)	II	Half day training on urban flood management as part of Sida funded "International Training Programme in Sustainable Urban Water and Sanitation – Integrated Processes"	Completed
309	May-18	Various organizations participating in WMO HydroConference	Rapid Guidance (WMO&GWP)	Global	Contributions to WMO HydroConference and several side discussions with participants	Completed
310	May-18	UNECE, IWA, UNEP-DHI (International Organizations)	Capacity Building (WMO)	Global	Request for organizing training/workshop on FDMT tool-Part II	Completed
311	May-18	NASA (Governmental Agencies)	Capacity Building (WMO)	Global	Information sharing and establishment of contacts	Completed
312	May-18	UN ECA, Africa (International Organization)	Rapid Guidance (WMO&GWP)	I	Request for contacts on IDMP and IFM	Completed

313	May-18	ICE, Costa Rica ( <i>Governmental Agency</i> )	Rapid Guidance (WMO)	IV	Request for information on crisis mapping and crowd sourcing	Completed
314	June-18	WWF, Pakistan ( <i>International Organization</i> )	Rapid Guidance (GWP)	II	APFM knowledge products shared in assistance of WWF Pakistan's quest to develop GCF project	Completed
315	June-18	ECOWAS, West Africa ( <i>International Organization</i> )	Assistance for Strategy (GWP)	I	Request for project proposal development to be submitted to SIDA	On-going
316	June-18	Water Youth Network ( <i>International Organization</i> )	Assistance for Strategy (GWP)	Global	Request for reviewing the concept note and providing contact list of youths working in EWS	Completed
317	June-18	GWP-WAF, Burkina Faso ( <i>Academic and Universities</i> )	Rapid Guidance (GWP)	I	Request for information on the WMO youth network in hydrology	Completed
318	July-18	Neptune Solutions, United Kingdom ( <i>Private companies</i> )	Assistance for Strategy (WMO)	VI	Request for supporting pilot projects- readdressed to other relevant organizations	Completed
319	July-18	World Bank, USA ( <i>International Organization</i> )	Assistance for Strategy (WMO)	II	Request for technical assistance on flood management in Vietnam	On-going

## ANNEX II – CHECKLIST OF “TO DO” ACTIONS DURING 2017-2018

Extracted from AC/MC MEETING REPORT 2016-2017.

Sr No	Description	Status	Additional Comment/Remark
1	Check with the SBPs if they are interested to finalize the publications for which they volunteered in 2016 (section 1.1 of draft/final annual report 2016/2017).	<input type="checkbox"/>	No feedback received
2	APFM to follow-up and support the implementation of the winning projects of the Global Competition organized in cooperation with the Water Youth Network (WYN).	<input checked="" type="checkbox"/>	Completed
3	SBPs and APFM could draft project proposals and apply together to the open call for proposal.	<input checked="" type="checkbox"/>	In-progress
4	The TSU to identify and communicate the added value of APFM.	<input checked="" type="checkbox"/>	In-progress
5	The TSU committed to approach CIMA to clarify the financial implications of the three levels (1. supply of the source code, 2. setup and training by CIMA, 3. ad-hoc configuration and link to local databases) and further strengthen the agreement with WMO, so as to provide support to the Pacific Islands.	<input checked="" type="checkbox"/>	In-progress (Italian DPC contacted)
6	SBPs to identify their possible role in the End-to-End (E2E) Flood Forecasting and Early Warning Initiative chain and propose their support to APFM TSU whenever they deem it appropriate.	<input checked="" type="checkbox"/>	In-progress
7	SBPs to fill the forms circulated by the TSU for the Catalogue of Services (CoS) of the IFM HelpDesk.	<input checked="" type="checkbox"/>	In-progress-TSU is continuously tracking the progress and will update the APFM webpage with CoS
8	<b>Project Proposal Development</b>		
	<b>Adaptation Fund(AF)</b>		Result of full proposal is expected to come after 13 <sup>th</sup> October 2018.
	<ul style="list-style-type: none"> <li>The TSU should seek a stronger agreement on data sharing protocols at the national and regional level with the Volta Basin Authority during the workshop scheduled in October-November 2017.</li> </ul>	<input checked="" type="checkbox"/>	Completed
	<ul style="list-style-type: none"> <li>The TSU should agree with relevant partners and stakeholders to maintain project activities or services sustainable in the long-term.</li> </ul>	<input checked="" type="checkbox"/>	Completed
	<ul style="list-style-type: none"> <li>AC recommended that an integrated approach for both flood and drought management should be applied.</li> </ul>	<input checked="" type="checkbox"/>	Completed-TSU added the recommendation in the concept note
	<ul style="list-style-type: none"> <li>In addition to hazard and risk assessment, vulnerability and exposure should also be considered. TSU to approach UNU-FLORES who offered to provide support in these fields.</li> </ul>	<input checked="" type="checkbox"/>	Completed



	<ul style="list-style-type: none"> <li>For transboundary climate adaptation measures, UNECE offered its support in the capacity development activities.</li> </ul>	<input checked="" type="checkbox"/>	In-progress-TSU will contact UNECE after the approval of full proposal
	<ul style="list-style-type: none"> <li>AC suggested to approach DHI and BoM who offered in-kind contribution to develop the project proposal for the AF.</li> </ul>	<input checked="" type="checkbox"/>	DHI-UNEP considered for potential synergies with the CREW project and FDMT (Flood and Drought Management Tool)
	<ul style="list-style-type: none"> <li>WaterLex could also provide input on the regulatory framework to the AF proposal.</li> </ul>	<input type="checkbox"/>	In-progress-TSU will contact WaterLex after the approval of full proposal
	<ul style="list-style-type: none"> <li>UNU-FLORES offered to develop a tool for flood risk assessment for the Volta Basin (to be supported for BMBF proposal to fund the development).</li> </ul>	<input type="checkbox"/>	In-progress-TSU will contact UNU-FLORES after the approval of full proposal
	<b>Training Manual for Mainstreaming Gender in E2E-EWS-F and IFM</b>		
	<ul style="list-style-type: none"> <li>The TSU to request SBPs to provide support in the identification of locations and participants and also in the search for potential donors.</li> </ul>	<input checked="" type="checkbox"/>	In-progress-TSU will soon circulate the concept note with SBPs
	<ul style="list-style-type: none"> <li>The AC suggested developing serious games on gender mainstreaming, considering financial implications.</li> </ul>	<input type="checkbox"/>	Pending identification of financial resources
	<b>Community-Based Approaches to Flood Management (CBFM) Phase-II</b>		
	<ul style="list-style-type: none"> <li>The APFM TSU will soon circulate the project proposal to the representative of Ministry of Land, Infrastructure and Transport (MOLIT-Republic of Korea) or JICA.</li> </ul>	<input type="checkbox"/>	pending
9	<b>Networking and Outreach</b>		
	<ul style="list-style-type: none"> <li>The Committee recommended that SBPs link APFM website <a href="http://www.floodmanagement.info">www.floodmanagement.info</a> from their webpages and promote it at conferences, workshops and any other kind of event that they may attend.</li> </ul>	<input checked="" type="checkbox"/>	In-progress
	<ul style="list-style-type: none"> <li>The APFM to create SBP communications focal points mailing list.</li> </ul>	<input type="checkbox"/>	The communication officer of APFM will send mail to SBPs for providing contact details of their communication officers
	<ul style="list-style-type: none"> <li>The TSU to connect to GNDR, American Red Cross, IWA and the forthcoming UN-Water websites, which have a good network of NGOs, practitioners and academicians.</li> </ul>	<input type="checkbox"/>	
	<ul style="list-style-type: none"> <li>The APFM website should also display Master and PhD programs for students, young researchers etc. (for ex: UNU-FLORES has fully-funded PhD programs) and then further link to APFM capacity development catalogue.</li> </ul>	<input checked="" type="checkbox"/>	In-progress –added under Catalogue of Services
	<ul style="list-style-type: none"> <li>The TSU to organise mini campaigns or seminars during big events, like the Stockholm Water to</li> </ul>	<input checked="" type="checkbox"/>	In-progress to be done during SWW-2018



	improve the visibility of APFM products.		
	<ul style="list-style-type: none"> <li>The TSU to develop a short introductory video of the programme and the HelpDesk and share it through the APFM website and social media channels.</li> </ul>	<input checked="" type="checkbox"/>	Completed. It is available at <a href="http://www.floodmanagement.info/">http://www.floodmanagement.info/</a>
	<ul style="list-style-type: none"> <li>The TSU will translate the infographics in other languages (Spanish, French). Try to seek opportunities to have these translation carried out by relevant counterparts (WWF might consider assisting).</li> </ul>	<input type="checkbox"/>	No resources available
	<ul style="list-style-type: none"> <li>The SBPs could collaborate on articles to contribute to The Conversation (<a href="http://theconversation.com">http://theconversation.com</a>).</li> </ul>	<input type="checkbox"/>	
	<ul style="list-style-type: none"> <li>APFM to contact Wikipedia and clarify the difference between Flood Control and Flood Management.</li> </ul>	<input type="checkbox"/>	
	<ul style="list-style-type: none"> <li>The AC suggested to add the APFM HD “user Profiles” like IDMP HDs.</li> </ul>	<input type="checkbox"/>	planned for next reporting period, should resources be identified
	<ul style="list-style-type: none"> <li>The TSU to consider an internal communications strategy – what channels can we use, what events and activities can we use as hooks?</li> </ul>	<input checked="" type="checkbox"/>	In-progress
	<ul style="list-style-type: none"> <li>APFM to engage further in Youth Networks to support and promote APFM activities and to develop future ambassadors of IFM.</li> </ul>	<input checked="" type="checkbox"/>	In-progress
	<ul style="list-style-type: none"> <li>The TSU to approach TU Dresden who offered support for training (materials and facilitators). Similarly with IWMI had training manuals for India, Lao PDR and Bangladesh.</li> </ul>	<input type="checkbox"/>	
10	<b>Integration of HelpDesks</b>		
	<ul style="list-style-type: none"> <li>The AC suggested that there should be a possibility to post a query to a HelpDesks group instead of different HelpDesks request pages pertaining to different programmes.</li> </ul>	<input checked="" type="checkbox"/>	In-progress- possible in revamp of IFM HelpDesk into joint APFM-IDMP HelpDesk
	<ul style="list-style-type: none"> <li>Assessing the needs of the Helpdesks users would be important and useful, since the present target audience ranges from hydrologists, to academicians, to practitioners. It was proposed to carry out a survey in the future.</li> </ul>	<input type="checkbox"/>	Planned for the next reporting period
	<ul style="list-style-type: none"> <li>The integrated Helpdesk page should share the link of WHOS website, which collects hydrological data from around the world.</li> </ul>	<input type="checkbox"/>	Planned for the next reporting period
11	<b>APFM Governance</b>		
	<ul style="list-style-type: none"> <li>The TSU will draft ToR for the AC/MC bilateral agreement between WMO and GWP to reflect the new Governance Model (including role of SBPs through SBPs forum) and circulate among SBPs to get their feedback.</li> </ul>	<input checked="" type="checkbox"/>	Completed- new governance approved in July 2018
	<ul style="list-style-type: none"> <li>Development of SBPs Forum active throughout the year, where partners can ask questions, present</li> </ul>	<input checked="" type="checkbox"/>	TSU will start the development of SBPs forum after the Annual

	their needs and preferences and discuss about them. Alternatively, TSU to organize Web-EX conferences whenever necessary.		meeting in August 2018
	<ul style="list-style-type: none"> <li>The APFM TSU will update and circulate the LogFrame to receive feedbacks and recommendations from SBPs on all the activities undertaken during the year and not only for the annual meeting reports.</li> </ul>	<input type="checkbox"/>	
	<ul style="list-style-type: none"> <li>Consider applying the Theory of change to position APFM in the wider scenario.</li> </ul>	<input type="checkbox"/>	
12	<b>Support to existing activities</b>		
	<ul style="list-style-type: none"> <li>Instrument for Pre Accession (IPA) and Horizon 2020 support to consortia (e.g. Flood Balkans, ANYWHERE)</li> </ul>	<input checked="" type="checkbox"/>	In progress
	<ul style="list-style-type: none"> <li>Mexico PRONACCH: – consider requests from CONAGUA, in particular feedback on early warning dissemination and decision support systems (considering funds availability in the PREMIA project).</li> </ul>	<input checked="" type="checkbox"/>	In progress- TSU will provide additional support only on cost-recovery basis. Waiting for any communication from PRONACCH
	<ul style="list-style-type: none"> <li>Flood Forecasting Initiative : Linkages with GFCS, CIFDP, FFGS and SWFDP</li> </ul>	<input checked="" type="checkbox"/>	In progress
	<ul style="list-style-type: none"> <li>FFI: integrate in the HelpDesk the outcomes of the assessment checklist, the inventory of available models and platforms, etc. (see CHy workplan for details)</li> </ul>	<input type="checkbox"/>	Planned for the next reporting period (pending finalization of FFI products)
	<ul style="list-style-type: none"> <li>Seek synergies with other WMO, GWP and SBP activities (e.g. CREWS, GFCS, WACDEP, Youth and Gender Initiatives, ADB, etc.)</li> </ul>	<input checked="" type="checkbox"/>	In progress
13	<b>Financial Reports</b>		
	<ul style="list-style-type: none"> <li>Circulate an estimated financial report for the period January-December 2017.</li> </ul>	<input checked="" type="checkbox"/>	Completed-Finalized and mailed to the AC/MC participants
	<ul style="list-style-type: none"> <li>Circulate a budget proposal for 2018.</li> </ul>	<input checked="" type="checkbox"/>	Completed and mailed to the AC/MC participants
	<ul style="list-style-type: none"> <li>Investigate HR procedures for secondments (BoM and UNU-FLORES) and circulate ToR for consultants among SBPs.</li> </ul>	<input checked="" type="checkbox"/>	Completed. Not feasible under WMO Standing Instructions, would need ad-hoc arrangements.