



15th SPC Heads of Fisheries Meeting
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Information Paper 6

Update on SPC FAME Member Request Management System

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Introduction

1. The SPC FAME Division has created and enhanced the Member Request Management System over the past two years, allowing members to submit request which the division can track and document. The member request management system ensures transparency, accountability, and timely resolution of member requests. The system is valuable for improving communication and support for members, and the progress made is discussed in this paper.
2. During the 14th SPC Heads of Fisheries Meeting, Information paper 8 was presented, which described the process for SPC members to submit official requests for support. The details of the process, including its various stages, were provided in the annex to the paper.
3. This information paper provides an update on the progress of the request management system and the commitments that were discussed during the 14th SPC Heads of Fisheries meeting.

Overview of progress

4. The SPC FAME division work on tracking and documenting the official member requests submitted has had considerable progress. Between 2021 and 2023, SPC FAME received 112 requests for support from 17 Pacific Islands Territories and Countries. In 2022, SPC FAME received 57 requests, accounting for 51% of total requests received. In 2021, SPC FAME received 37 requests (33% of total) and the remaining 18 requests (16% of total) were submitted in the first trimester of 2023. Most of the support requested (83 requests) require support from the Coastal Fisheries and Aquaculture Programme. There were 19 requests addressing support from the Oceanic Fisheries Programme.
5. From the total number of requests submitted between 2021 and the first trimester of 2023, 26 requests (23% of total) have been completed. The SPC FAME staff is currently working on 46 requests (41% of total). There are 19 requests that have been assigned to staff, 16 requests that have not started and 4 requests that are stalled. There was only one request which was not actioned by SPC FAME. During the 15th Heads of Fisheries, SPC FAME will approach SPC members to review requests that need more clarifications in terms of expected support, assistance, and timelines as well as other inputs from the members to make a proper follow up on all the requests.
6. During the second half of 2022, following the 14th Heads of Fisheries meeting, there was an increase in number of requests submitted by SPC members (40 requests) compared to the number of requests received before the meeting (18 requests). Notably, these requests were aligned with the new process for requesting support that was introduced, indicating positive reception and uptake of the process in a relatively short period of time.

7. SPC FAME staff have provided guidance to members on the process for submitting requests, which has resulted in the effective logging and tracking members' requests. This guidance also helps to promote transparency and accountability by ensuring all requests are appropriately logged and tracked, thereby enabling SPC FAME to provide better support to its members.
8. The system has had internal reviews and management enhancements to constantly update the documentation and tracking of the status of the requests.
9. The member request management system is designed to handle requests from SPC members that often comprise multiple components, which may require phased support or the involvement of multiple SPC FAME staff. To better track the progress of each item within a request, the system tracks each component separately. This approach ensures that each item is dealt with separately and enables SPC FAME to provide more detailed updates to members regarding the status of their requests.
10. The SPC FAME has developed a website where each SPC member can view the status of their requests, the most recent developments of the support requested and who within the FAME team is the focal point for the requested support. This website provides members with easy access to important information regarding their requests, making it easier to track progress and stay informed. A demo of the website will be presented to the members during the 15th Heads of Fisheries.
11. SPC members will also have the possibility to submit a request through the website tool "new request". This will take them to an online form to provide the needed information on subject of the request, the details of the needed support, urgency of the request, among other key elements of the request.
12. Following the 15th Heads of Fisheries meeting, SPC members who request support from the SPC FAME will be sent login details to access a secure website. This website will allow members to view their requests and track the progress of the request and review who in SPC FAME is responding to the request.