



16th SPC Heads of Fisheries Meeting
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Information paper 7

Update on SPC FAME Member Request Management System

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SPC FAME Member Request Management System update

Background

1. The SPC FAME Division has continued to enhance the Member Request Management System over the past two years, allowing members to submit request which the division 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. During the 15th SPC Heads of Fisheries Meeting an update on the progress of the system was made through the Information paper 6.
3. The system has been constantly updated and enhanced to continue with its intention to improve communication and support for members. The progress made is discussed in this paper.

Overview of progress

4. SPC FAME's work on tracking and documenting the official member requests submitted has had considerable progress. Between 2021 and 2024, SPC FAME received and documented 282 actionable requests for support from 20 Pacific Islands Territories and Countries. In 2023, SPC FAME received 160 requests, accounting for 57% of total requests received. In 2023, SPC FAME received almost three times the number of requests received in 2022. Most of requests submitted in the period 2021-2024 were in the coastal fisheries domain, (77%, 218 out of 282), followed by oceanic fisheries support (22%, 62 out of 282) and, to a smaller scale, general fisheries support (1%, 3 out of 282).

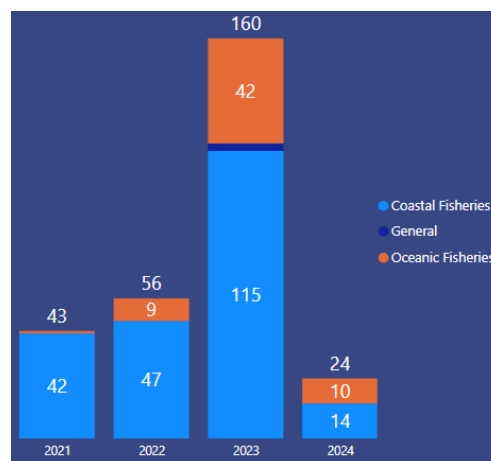


Figure 1. Total requests received per year for coastal, oceanic, and general fisheries support.

- The predominant areas of support requested by SPC members for FAME assistance encompass a broad spectrum of critical domains in both coastal and oceanic fisheries sectors, including but not limited to data management, aquaculture development and technical advice, legislation and policy, fisheries development and management as well as coastal fisheries science. Other support areas can be reviewed in figure 2.

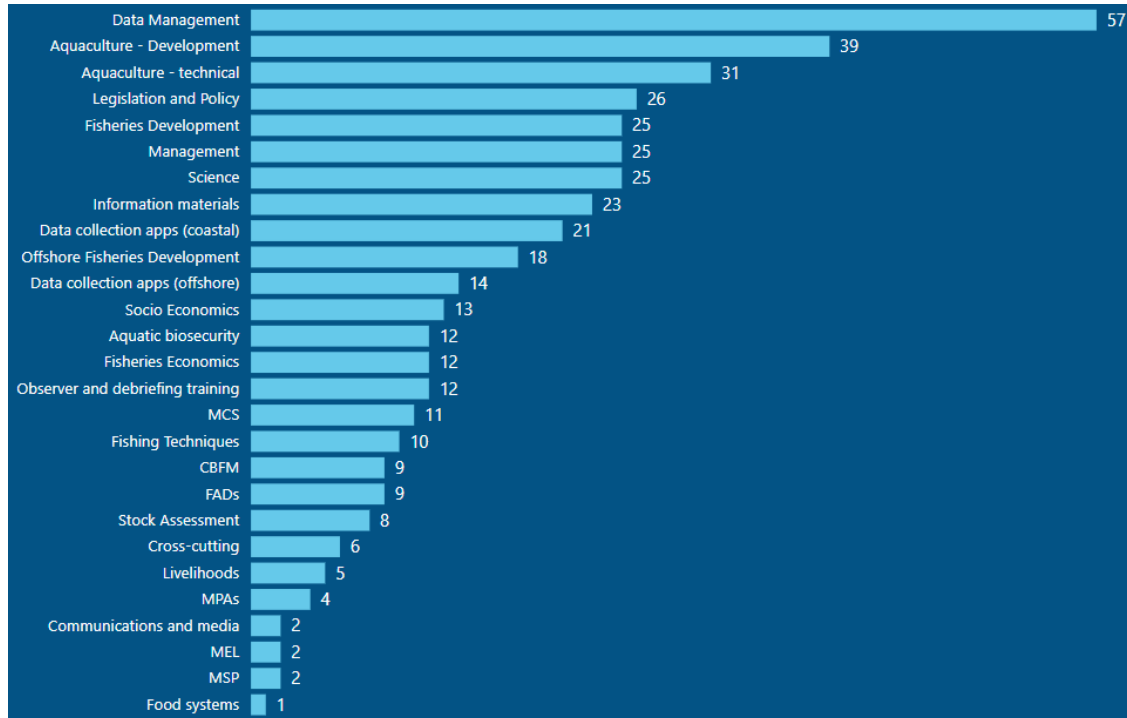


Figure 2. Areas of support covered by SPC FAME Member Requests (non-exclusive)

- Between 2021 and the first trimester of 2024, a total of 145 requests were completed, representing 51% of the overall requests. Significant progress has been made by the SPC FAME staff in both advancing and finalizing the requested support from members. A considerable number of completed requests (74%) were successfully concluded within a timeframe of six months. Specifically, 37% were resolved in one month or less, while an additional 37% required two to six months for completion. Moreover, 10% of the completed requests spanned from seven months to a year, and 16% surpassed the one-year mark (N=134, 11 requests are pending clarification on completion date)
- The division is currently working on 137 active requests (49% of total) from 19 SPC members. There are 41 SPC FAME staff assigned to the active requests: 29 staff covering the 115 active coastal requests, 16 staff covering 21 active oceanic fisheries requests. It is important to note that in the last year there have been staff changes and availability of FAME technical experts has been reduced, considerably in the subjects of aquaculture, coastal fisheries science, and coastal data management.
- A substantial portion of active requests is currently making steady progress, accounting for 40% (55 out of 137) of the total. This progress is reached through the work of both SPC and members, as they collaborate on the necessary steps to advance the work. However, it's worth noting that

there are additional active requests that await SPC members' review (27%, 37 out of 137). Furthermore, some requests are under review by FAME staff to identify essential updates, resources, or information (23%, 32 out of 137). Finally, a portion of requests remains in the SPC FAME pipeline awaiting action (9%, 13 out of 137).

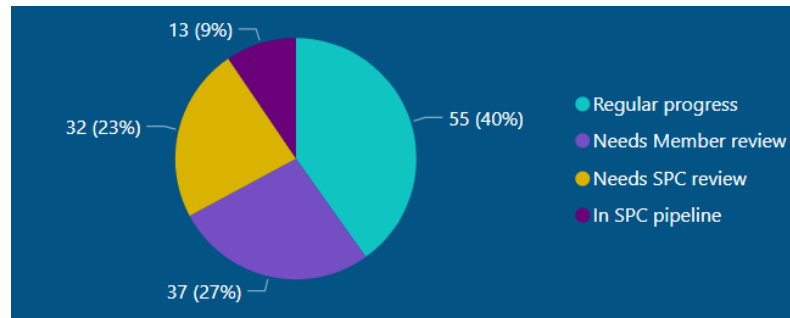


Figure 3. Active SPC FAME Member requests per status category (N=137).

9. During the 16th Heads of Fisheries, SPC FAME staff will approach 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.
10. Since the 14th Heads of Fisheries introduction to the SPC FAME Member Request management system, there has been a notable reception of the process set up by members. Additionally, SPC FAME has been continuing to improve its response time to members' requests. For the requests received between 2022 and 2024 a considerable number of requests (70%, 155 out of 224) have been provided an initial response within a week: 42% of them have been provided an initial response the same day as they have been submitted (93 out of 224) and 28% between two to seven days (62 out of 224).
11. In order to keep enhancing the SPC FAME Member Request Management System, the following recommendations are to be considered by both SPC and members in their interaction with the system:

SPC FAME:

- FAME staff to improve the documentation of support provided to requests by adding relevant updates in the system to all requests.
- Keep enhancing the system for external communication and live reports for SPC members, including the web portal for SPC members to consult the status of their requests.

SPC Members:

- Invitation to review the responses provided via email by FAME staff to the requested support indicating if there are comments, questions, or elements to be followed up or indicating the completion of the request (precise requests that need this review will be followed up by SPC staff with members during the meetings).
- Keep including the email address fame_support@spc.int for any member requests submission.

- Provide as much detail as possible in the request submitted in terms of:
 - a. Area of support and current situation to be addressed.
 - b. Availability of funding to cover (partially or fully) the needed work to be actioned by SPC.
 - c. Expected timeline for the delivery of support and urgency/priority level.
 - d. Expected work from SPC in terms of providing capacity building engagement with the SPC member to respond to the request or to provide technical expertise and advice.
 - e. Provide the name and email address of the focal point from the SPC Member for staff to engage with and action the needed support.
 - f. Provide (when applicable) information about other development partners working with the member of the subject of support requested for SPC FAME staff to be aware of complementary work already undertaken or to be provided.
12. SPC FAME remains open to feedback from members on its service delivery. Please feel free to request any clarifications or provide feedback to the email address fame_support@spc.int