

# LEARNING FROM DOING

Reflections on UKNIAF's Task Order process

As UKNIAF we work with federal and state institutions, assisting them to improve the way they plan, fund, and implement infrastructure-related processes.

Reflecting on these interactions, we have learned several lessons.

1

## FAMILIARISE PARTNERS WITH THE TASK ORDER PROCESS

- Builds an understanding of the concept, the timelines, the purpose.
- Helps the partner understand task order limitations.

## HELP PARTNERS CO-CREATE THE TASK ORDER

- Builds institutional buy-in & commitment.
- Aligns with internal institutional processes.
- Helps identify key internal decision makers.

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## IMPLEMENT INCLUSIVE COMMUNICATIONS STRATEGIES

- Communicate beyond the target partner.
- Communicate up and down the institutional hierarchy.

## REVIEW TASK ORDER BEFORE APPROVAL

- Partner review cements institutional buy-in.
- Allows for last-minute changes & alignment with partner needs and timelines.
- Opportunity to clarify misunderstandings.

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## COMMUNICATE EARLY AND OFTEN

- Involves personnel who joined after kick-off.
- Deters forming a "clique" mentality.
- Averts misunderstanding & rumour mongering.

## BE FLEXIBLE

- Allows for implementation in a dynamic environment.
- Prevents the loss of delivery traction.

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## KEEP THE IMPLEMENTATION FOCUSED

- Continues to deliver on overall programme purpose.
- Maintains institutional & programme integrity.