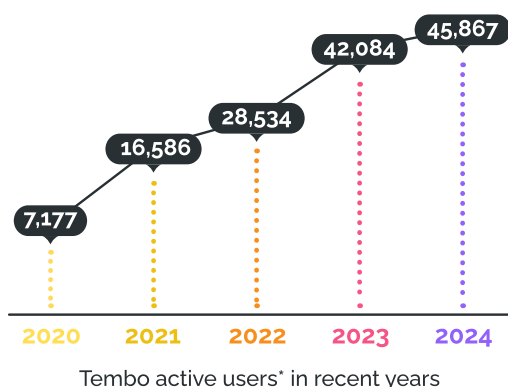


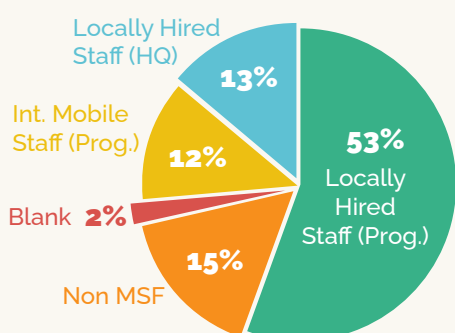
# TEMBO ANNUAL REPORT 2024

## Executive summary



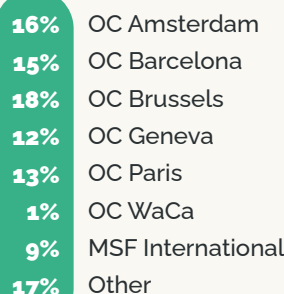
- Global engagement with Tembo (45,000+ active users, 9% more than 2023) and growth in locally hired staff participation in 2024
- Services offered to the whole movement through inclusion in MSF Collective Investment
- Creation and diffusion of a comprehensive [service catalogue](#)
- New governance model implemented enhancing stakeholder inclusion and representation
- Review of scope and deliverables for the TIC projects, on track for completion in 2025

### Users staff segmentation

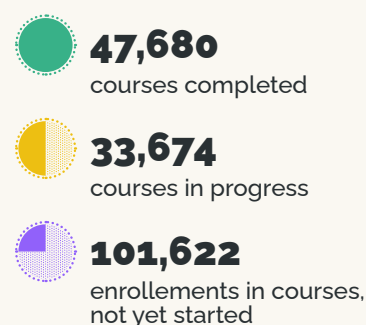


65% of users are field staff (53% Locally Hired Staff and 12% International Mobile Staff)

### Users category



### User engagement



### Courses creation and updates in 2024



### Programmes\* creations and updates in 2024



\*A programme in Tembo is a set of courses.

### Services

**Digital services:** 1,269 requests were processed, 40% of which were for technical/pedagogical support and guidance, including advice on educational technology solutions, digital strategies and learning trends.

**Production services:** 14 projects were completed, encompassing a wide range of activities such as the development of videos, audio files, animations, SCORM packages and other interactive contents.

**Translation services:** 39 projects were completed, with a significant focus on French (56%) and Arabic (25%) translations.

**Reporting services:** 61 requests were handled to support analysis at various levels of the organisation.

#### IT Operations and Helpdesk:

- **Operations:** Maintenance activities were completed in 2024, including regular system updates, patches and data backups to ensure the system's operability, enabling the proactive identification of potential system issues, along with the preparation of two core upgrades planned for early 2025.
- **Helpdesk:** 4,264 tickets were generated by users (a 9% decrease). Almost all (99.8%) of these requests have been successfully closed or resolved, with a 95% success rate in resolving service requests.



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### PROJECTS

As part of the TIC framework, we reviewed the scope and deliverables of six key projects, scheduled for completion by December 2025.

#### Field Accessibility

After initiating the mapping of the connectivity context across MSF locations on the ground, we researched and piloted two solutions aimed at supporting field staff in locations with limited connectivity to access Tembo. We also started research on the key features and functionalities required for the Tembo mobile application to best serve users in the field.

Next, we will complete the remaining pilots in the field, evaluate the suitability of the tested technologies and related services, and assess whether this portfolio of services could be expanded across MSF. We will also define potential evolution scenarios of the Tembo application.

#### User Experience & User Interface

To improve the user experience and interface, we began by analysing existing user feedback collected previously. We defined the project's scope and framework and planned research activities.

Next, we will conduct a series of interviews and surveys, following standard UX design to develop actionable recommendations for improving the platform's usability and overall user experience.

#### Tembo Analytics

Following a review of the reporting needs of various learning partners, we conducted comparative research of several suitable tools. We developed an initial set of dashboards to be delivered in 2025 to support partners' needs for analytics.

In the first half of 2025, we will create and share a centralised access point to these dashboards along with guides and training to support their adoption. In a second phase, we will explore and evaluate solutions to address the remaining identified reporting needs.

#### LMS Maximisation

In 2024, we worked closely with stakeholders to design a system architecture for the Tembo platform that meets their needs and aligns with the structure of the Movement, leading to the development of several potential architectures.

Next, we will test the selected architecture scenario and evaluate its suitability for later implementation. A new change control system for carrying out future changes in the platform and ensure well-documented risks assessed processes will be defined and implemented.

#### Social Learning and Community of Practice Study

End of 2024, we initiated a mapping of the existing social learning initiatives within MSF and at the same time conducted a comparative analysis of the technical aspects of the various platforms hosting CoPs in MSF.

In 2025, we will finalise the study and develop various scenarios for Tembo's contribution in social learning and CoPs within the Movement.

#### Learning Content Management Strategy (LCMS) and Content Management System (CMS)

End of 2024, we supported the development of a comprehensive definition of LCMS, outlining strategic objectives and key working principles based on the vision of MSF learning stakeholders (ITL).

In the upcoming period, we will define a clear roadmap and deliverables around the following key in-scope areas: design of a shared document model (taxonomy, tagging and naming system), LCMS and CMS (processes and tools).



### Priorities 2025

- Complete Tembo key projects under the TIC framework
- Define Tembo strategy 2026-2031
- Improve quality and accountability of our services
- Enhance stakeholder engagement through strategic collaborations
- Mitigate dependency with external providers by launching an RFP



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Tembo](#)