

**MINUTES OF MEETING OF THE WEBSITE DESK OFFICERS (WDOs) HELD AT NSC'S
BOARDROOM ON TUESDAY 1ST MARCH 2022**

ATTENDANCE

1.

ZOOM

1. Ms. Adaora Nwonu
2. Mrs. Fijabi Oluwasola
3. Ms. Abike Idowu
- 4.

S/N	DELIBERATIONS	ACTION BY
1.0	<u>OPENING</u> The meeting started at 11.26 am with an opening prayer by Mr. Vincent Ikechukwu. The minutes of the meeting was read by Mr. Oluwasegun Obisesan (The Webmaster).	
2.0	<u>MATTERS ARISING FROM THE MINUTES</u> The Assistant Director, ICT Unit, Mr. Benjamin Iwighreghweta enquired on why the minutes of the meeting was not circulated before the meeting. He pointed out that circulating the minutes was necessary to ensure all WDOs are informed of the recommendations made during the previous meeting and to enable appropriate corrections to be made on the Minutes before adoption.	
3.0	<u>PROVISION OF CONTENTS FOR THE WEBSITE</u> Mr. Iwighreghweta pointed out that WDOs have not been providing content for the Website as agreed during the last meeting. He suggested that a letter should be written to the Directors and Heads of Units informing them that their respective Desk Officers have not been providing contents for the Website. Ms. Adaora Nwonu added that it is required of the WDOs to be responsible and effective. She stated that the Heads of Departments and Units need to be engaged and that some of them might not be aware of the responsibilities of their WDO's and that their support and supervision was also necessary. She said that everyone must be held accountable if what is expected is not done. Mr. Vincent Ikechukwu suggested that the nonpayment of the quarterly stipends might be the reason why the Contents were not being provided timely. He further suggested that the subcommittees need to be revived as they were effective and were providing inputs timely. Mr. Obisesan suggested that the purpose of the subcommittees be looked into noting that the subcommittees were not formed to replace individual WDO submissions but to add more value to the WDOs.	

Mr. Obisesan reiterated the objectives and modalities of the 3 subcommittees- Content, Pictures and Video. He informed the meeting that their responsibilities were to ensure that the Website is frequently update. According to him, this is also one of the criteria for evaluating the website. He stated that team went as far as procuring equipment for the maintenance of the Website.

Mr. Obisesan also said that the issue that has affected the provision of content is still the same issue that is affecting all other aspects of the WDOs, the payments etc. and that we need to take our responsibilities seriously.

Mr. Kenneth Ndulewe pointed out that it was not nonpayment of stipends that is preventing the WDOs from carrying out specific assignments. He clarified that the stipends were just to enable the WDOs respond to the Live Chats and the nonpayment should not prevent them from providing contents on the activities going on in their various Departments.

Mr. Segun Aloko pointed out that the job of the subcommittees was mainly to brainstorm and provide content different from their individual inputs. They are not meant to replace individual submissions. However, they can relate with individual Departments if they have content related to the Department's job function.

Ms. Nwonu was of the view that the subcommittees were not very effective and suggested that fewer people in the subcommittees will be more impactful rather than having a large number of people in the subcommittees.

Mr. Obisesan advocated and appealed that the subcommittees should be given another chance like a probation period of a month or two to function so as to assess their effectiveness before revoking the structure. He also suggested that inputs should be channeled through Ms. Nwonu since she is the Council's PEBEC Champion.

Mr. Ivwighreghweta suggested that the presence of subcommittees should not stop us from providing contents from our various

	Departments/ Units and that if this failure continues, a letter will be written to the Directors and Heads of Units. Mr. Vincent suggested that consistent meetings should be held to help remind members of their responsibilities as WDOs.	
4.0	<u>SCHEDULING OF WDO MEETINGS.</u> Mr. Kenneth stated that the failure is on the part of everyone and that WDO meetings should be held monthly. However, since August 2021, no meeting has been held. He suggested that the secretariat or chairman should fix a date for the meeting or we decide on a specific time, maybe the 3RD Friday in a Month or every last Monday in a month so that there will be a standing date for WDOs meetings. Mr. Ivwighrehweta suggested that the secretary should circulate the minutes of every meeting and at the end of every month and that we will look for a day to schedule the meeting.	Secretariat /Chairman Secretariat
5.0	<u>REPORTING LINE AND APPROVAL OF CONTENTS</u> Mr. Obisesan pointed out that the line of approval was clear and straightforward when Mr. Anifowose was in charge of the WDOs. Presently, Mrs. Soyinka is meant to be in charge but she's not available. Mr. Kenneth pointed out that the approval line is clear and that the input is sent to the webmaster who reviews and forwards it to supervising officer for approval before upload. Mr. Olayinka, suggested that the webmaster should take ownership of the administration of the website. The ICT is the owner of the Website as they have the technical knowhow and the webmaster should relate with them. Mr. Obisesan highlighted the two arms of the website, the technical arm and the content arm. Over time, the technical arm has consistently been in ICT Unit, while the content aspect has been moved to various departments whenever the staff handling the responsibility is transferred. He stated that there was no proper handover.	

	Ms. Nwonu stated that ICT provides the technical support and should be the owners / technical lead of the Website and thus will be held accountable. The authorization approval should be ICT. It was agreed that the Director or Head of the Unit should approve any content before being posted on the website. The meeting came up with 2 ways of seeking approval for Content upload on the website: 1. WDO sources for content and obtains approval from the Director/ Head of Unit before forwarding the input to the Webmaster. 2. The Contents from the subcommittees or individual inputs are sourced and deliberated on by the WDOs with a go-ahead from the PR Unit before uploading on the Website. Mr. Iwighrehweta, agreed with ICT being the Technical Lead and owner of the website. He said that ICT will keep providing the required technical support but reiterated that any Content to be posted on the website should be provided by the WDOs with requisite approvals from their Directors/ Heads of Units.	
6.0	<u>REPORT OF WEBSITE ACTIVITIES</u> Mr. Obisesan suggested that a comprehensive report of all the activities on the website should be sent to Management Monthly. This includes visitors on the Website, the countries they are viewing the website from, the Live Chat history, etc. He stated that it is our collective responsibilities as WDOs to make the Website more appealing to visitors. He said the report will provide an avenue to have a direct interface with the Management and will also help in revisiting the functions of WDOs. Mr. Olayinka pointed out that the report will give an insight of how the website works, the traffic on the website and a record of our work as WDOs and should be commended. Mr. Iwighrehweta applauded the suggestion and advised the Webmaster to do the report which will be reviewed before submitting it.	Mr. Obisesan

7.0	<u>LETTER OF INTRODUCTION TO DIRECTORS AND HEADS OF DIVISIONS</u> Mr. Obisesan suggested that a letter of introduction should be sent to the Directors and Heads of Divisions, stating the responsibilities and expectations from each WDO. This is the official documentation of the responsibilities and can be included in the schedule of duty of the WDOs.	
8.0	<u>ROLE OF PUBLIC RELATIONS IN REVIEWING CONTENT</u> Mr. Iwighreghweta said that the Public Relations Unit is the image-maker of the Council and should decide on the appropriateness of information being posted on the Website. It is PR Unit that will determine how information should be presented to the public. Mr. Obisesan affirmed that although the PR Unit is the image-maker of the Council, they can only correct reports and grammatical errors in contents and not operational contents. Mr. Nduluwe pointed out that most of the information on the site are on the operations of the Council and not necessary for review by PR Unit. The PR Unit can handle other internal workings or confidential information. Mrs. Chukwuneta recommended that all information should go through the PR Unit for review. Mrs. Fijabi Oluwasola also advocated that everything should go through the PR Unit because they can manage our image better. Ms. Nwonu stated that PR Unit has a role to play in any information that is posted and it has been an anomaly in our case if we have not been involving PR Unit. She said that their involvement should not provide an additional layer of delays because some contents have timelines. Ms. Nwonu advised that the PR staff should be hands-on, work with other WDO's and also have the capacity to review contents.	
9.0	<u>WEBSITE REVIEW</u> Mr. Obisesan suggested the WDOs should hold a session for Website Review.	

	Mr. Iwighrehweta suggested that all WDOs should review the website and the observations including hyperlinks that are not working should be posted on the WhatsApp group. Then the observations will be considered during the next meeting. Mr. Ndulewe added that the WDOs should also look out for grammatical errors and obsolete information on the Website. Mrs Chukwuneta suggested that 4 or 5 WDOs should be nominated to form a Website Review Committee for a comprehensive review the Website. Mr. Olayinka noted that it is not appropriate for anyone to change information on the site and he suggested that only the webmaster should make changes on the Website. Any observation should be passed on to the webmaster for review and update. He also identified some obsolete information which is still on the Website and might confuse our colleagues preparing for their promotional exams and the general public. He noted that it is necessary for the public to be accurately informed at all times. Mr. Iwighrehweta stated that the Council's Website Evaluation might be done anytime and he nominated Mrs. Chukwuneta, Mr. Obisesan, Mr. Vincent Ikechukwu, Mr. Oluwasegun Aloko, and Mr. Hassan Musa to be members of the Review Committee for immediate review of the Website. The Website Review Committee was given one week to review and update the Website. Mr. Ikechukwu suggested that going forward, the Website Review Committee should review the Website before any WDO meeting and give reports of their observations. Mr. Nduluwe advised instead that reviews should be continuous and we do not need to wait until we have meetings to review the Website.	All WDOs Website Review Committee
10.0	<u>REPLACEMENT OF TRANSFERRED WDOS</u> Mr. Bright Itua pointed out that there is no WDO representative in ES/CEO office. It was also pointed out that during the recent redeployments, some WDOs were transferred to other Departments/ Units /Zonal Coordinating Offices.	

	Mr. Iwighreghweta said that we will write to the Departments/ Units /Zonal Coordinating Offices that their WDOs have been transferred to provide representatives.	
11.0	<u>LIVE CHAT</u> The Webmaster, Mr. Obisesan explained how the Live Chat feature on the Website works. The WDOs are meant to respond to any request or enquiry that relates to their Department/Unit and also work with the Webmaster. The WDOs are expected to liaise with the Directors/ Heads of Units in their various Departments/ Units to provide appropriate responses to the enquires on the Website. Mr. Olayinka added that the Live Chat should be reactivated and other WDOs should be included on the chat platform. Mr. Iwighreghweta pointed out that WDOs should always seek clarification before responding on the live chat. He said that our responses to enquires are on behalf of the Council and we are not responding as individuals.	Webmaster
12.0	<u>A.O.B</u> Mr. Iwighreghweta thanked all the WDOs for attending the meeting and directed the secretariat to find out from the WDOs in the Zonal Coordinating and Area Offices why their attendance was poor and the challenges they are facing that might prevent them from attending WDO meetings. Mr. Ndulewe suggested that we should find a way of communicating with all WDOs and that posting information on the WhatsApp chat and writing to them individually is not sufficient. He suggested writing to the Department Heads and informing them whenever we have a meeting.	Secretariat
13.0	<u>ADJOURNMENT</u> The motion for the adjournment of the meeting was moved by Hauwa Usman.	
14.0	<u>CLOSING</u> The meeting ended at 1.30pm.	