

REPORT OF THE WEBSITE DESK OFFICERS' MEETING
HELD ON WEDNESDAY 12TH OF FEBRUARY 2020 AT THE
SPECIAL DUTIES MEETING ROOM

INTRODUCTION

The meeting started 12:15pm with an opening prayer by Mr. Sadiq Tijani. The Deputy Director, Special Duties- Mr. O.B. Anifowose who presided over the meeting formally welcomed the Assistant Director, Trade Services- Mrs. Adaora Nwonu who serves as the Council's representative of Presidential Enabling Business Environment Council (PEBEC). Mr. O.B. Anifowose noted that PEBEC is a presidential initiative and an external window within which the council's activities are being viewed and Mrs Adaora Nwonu has been our ear and eye on that. He said that knowing the importance of the website as a tool, it is very important that every one of us who play one significant role or the other all come on board so that we will all be on one page. This explains the reason Mrs. Adaora Nwonu is joining us in the meeting hence, she will be added to the WDO Team's group platform.

Mr. O.B. Anifowose went on to summarize the discussion from last meeting as follows- we looked at areas that need to be worked on from the assessment of our website and how we can improve on the aesthetic of the website. This led to the formation of subcommittee who are to give us a report.

ATTENDANCE

S/N	NAME	DEPARTMENT	SUB-COMMITTEE
1	Mr. O.B. Anifowose	SPDD	
2	Mrs. F. Soyinka	HRM	
3	Mrs. Adaora Nwonu	CAD	
4	Mrs. Rakiya Zubairu	P.R	
5	Mr. Adamu I. Nayaya	PPP	
6	Mrs. Ochijenu Iyaji Amina	ESO	
7	Mr. Sadiq Tijani Abubakar	HRM	CONTENT
8	Mr. Hassan Barma Musa	AUDIT	
9	Mr. Al-amin G. Idris	GSD	
10	Mr. Sheba Olabode. O.	RSD	
11	Mrs. Ogonna Chukwuneta	SPRD	
12	Mr. Tajuddin Garba	ITSD	IMAGE
13	Mr. Hamidu Jantabo	PROCUREMENT	
14	Mr. Segun Aloko	SPDD	
15	Mr. Segun Obisesan. (Webmaster)	SPDD	VIDEO
16	Mr. Bright Itua	CAD	
17	Mr. Vincent Ikechukwu N.	COMPLAINTS	
18	Mr. Peters O. Monima	LSD	

CORRECTIONS ON REPORT OF LAST MEETING

- Point 3, page 2- Threshold should spell as Treasure trove said Mrs. F. Soyinka.
 - Mr. O.B. Anifowose noted that what we intend to do with the report is to sieve out the action so that we work on them then later on, we will work and perfect the report.
- S/N 15 of Attendance list on page 2; S/N 1 and S/N 11 of Actions and Resolutions on page 3- Mr. Peters Morima should spell as Mr. Peters Monima.

		want to put on the website should be discussed with the relevant departments.
2	Submission of Copy of Training Report to Mr. O.B. Anifowose	Mr. Bright Itua confirmed that he has submitted the report however, Mrs. F. Soyinka said that they didn't find the report submitted by Mr. Bright Itua in the HRM Department and so they had to go to his department to get a copy. Getting there, it was discovered that the report was addressed to his director and not the Director, HRM. Otherwise, he would have been scheduled for a knowledge transfer. Mr. O.B. Anifowose said that his report will be used as a guideline since it was not submitted formally to the HRM. Responding, Mr. Bright Itua said that there's a register at the HRM Department that shows that the report was submitted. Mrs. F. Soyinka said she try to see the register to find out if it was submitted
3	Meeting with ICT unit and other Organizations	
4	Caption to replace 'Port Economic Regulator'	Mr. O.B. Anifowose reminded the team about the two suggested captions which are- Transport Economic Regulator and Foremost Economic Development Agency. Mrs. Soyinka said that we should clear with the ES/CEO because he knows what he wants and he has expressed it many times.
5	Suggestions and Recommendations on content for NSC Website	
6	Narrative on TTP for TTP Obollo-Afor Banner	
7	Photos of Kaduna Dry Port	

8	Outing with ES/CEO to Lekki Free Trade Zone	
9	Human Resources should spell as Human Resources Management	
10	Update of the Management Team Web Page	
11	Re-arrangement of Board of Directors	
12	Correct Organogram from HRM and feedback to Mr. O.B. Anifowose	
13	List of Training for Webmaster and Team	
14	Link on Website's homepage to E-Library	

REPORT FROM SUB-COMMITTEES

CONTENT

Mr. Hassan Barma reported to the team that the first thing they did was to identify the types of content that a good regulator's website should carry. So, they considered the website of the Federal Maritime Commission and looked at the type of contents they upload. He noted that they are trying to visit other websites so that they can look at another website and compare. Mrs. F. Soyinka noted that the staff strength of the Federal Maritime Commission is eighty-eight (88).

Mr. Sadiq Tijani said that they were able to come up with articles and they are trying to see the possibility of uploading one per week in order to be consistent rather than uploading so much at the beginning thereby giving people high hopes and later, slow down. Mr. O.B. Anifowose reminded us about our aim to make the contents on our website very rich and not just uploading articles and also that we don't want anything to stay longer than one month. Hence, we should be able to look at some other things. And so, the Content Subcommittee needs to speed up to give a full report as it is not totally acceptable that they will just consider only one website for ideas on contents.

To further clarify their task, he told them to come up with suggestions on the kind of things we can upload to make our contents very rich and how to go about it.

Mrs. F. Soyinka suggested that Mrs. Adaora Nwonu tell us what they are looking for on the website since we are being rated by PEBEC to which Mrs. Adaora Nwonu responded saying that the criteria are straightforward and since they are documented, she thinks it is just fair to look at them. To buttress this, Mr. Segun Obisesan explained that he was able to capture what we have done in relation to what they are looking for and areas we need to improve in his report using the said document. Mrs. F. Soyinka requested that Mr. Segun Obisesan sends her a copy of the report.

Mr. O.B. Anifowose noted that the submission of the content committee is very key not only because of the rating but the relevance so that Shippers' Council can be the go-to website at every given point transport is being discussed. Mr. O.B. Anifowose suggested that the subcommittee for content submit a fuller report by Tuesday 18th February, 2020 but Mrs. Ogonna Chukwuneta called his attention to the research program for library scheduled for 10:00am on Tuesday. Mr. O.B. Anifowose said that we can do an afternoon meeting so that we can look at solutions even if it is for one hour because we don't have luxury of time, the first quarter is ending and it is likely they do their scoring any moment. So let's be sure that we are prepared for that. Mr. Adamu I. Nayaya said that Bid Opening is on Tuesday and evaluation will be done on Wednesday but it was agreed that he send someone.

IMAGE

Mr. Hamidu Jantabo reported to the team that they considered having images that are symbolic representations of the council's identity like the interior and exterior of the office building taken from different views. Others includes: pictures from the port, meetings (Top management meetings, stakeholders engagements, regulatory bodies, departmental functions e.t.c) and infographs. Mr. Segun Aloko explained that some key information can be presented graphically using charts and diagram. These includes NSC relationship with other organization, our services strategically place somewhere on the homepage, Savings in respect of confirmations for demurrage, freight, charter party, e.t.c, Contents and information from the Complaint Unit. He also stated that if you click on a department on the page for organizational structure, it should link you to another page that provides information about the activities of that department with images to support.

Mr. O.B. Anifowose noted that the number of people that visit the website everyday keeps changing and if someone clicks on say the Legal Services department, he has an overview of what they do and that is not going to change but the pictures can be updated. However, Mrs. F. Soyinka said that it can change and gave example that right now, we are doing Maritime Seminar for Judges, next time, and we are going to be doing something new. Mrs Adaora Nowonu said that it's about knowing what Shippers' Council does not what each individual department are doing.

According to Mr. O.B. Anifowose, what this means is that we shouldn't go saying what we don't necessarily have to say hence, we will step down on that. Mrs. Ogonna Chukwuneta said some things are just permanent on the website. She explained this by saying that besides their primary function, there other things each department do which can be updated regularly while the major functions is still there.

Mrs. Rakiya Zubairu noted that in her short time, she observed that the Council has a lot of activities going on and she doesn't think generic information is part of what we need to be projecting to the public. She said that she likes the idea of infographics and that might be the kind of thing that is interesting to her and visitors on our website. Mr. O.B. Anifowose said that as much as possible, the website is not expected to be crammed up, it is only expected to be vibrant, dynamic. And so, he will like toe the line that if we keep these things, they can end up becoming a score card that is negative and so if we don't have it, we don't lose anything.

Mrs. Adaora Nwonu said that the pictures from the Port should be action i.e taken on the field while assignments are being carried out with the stakeholder or service providers and Mr. O.B. Anifowose supported this saying that the pictures should be that of the organization's officers carrying out their duties and not that of an individual standing.

Mr. Hamidu Jantabo presenting one of the challenges confronting the WDOs asked how they can get information about stakeholders' meeting that are upcoming which the subcommittee or even the larger committee are not aware of. Mr. B.O. Anifowose addressing this challenge, pointed out the fact that most of the WDOs have not come to realization of their functions. They are just seeing themselves as limited to their departments forgetting their other responsibilities. He noted that the essence why people are chosen from different departments is to call the attention of the Committee to events and activities of such nature and that if the WDOs come

responsibilities. He noted that the essence why people are chosen from different departments is to call the attention of the Committee to events and activities of such nature and that if the WDOs come alive to their responsibilities, they would have access to such information. He said what they need to do is to make sure that they interfere with the directors and impress it on them that they need information about such meeting. Then, the PR and Social Media will make sure they populate the website with photographs.

Mrs. F. Soyinka noted that it is everyone's responsibilities to let the committee know whatever is going on in their respective departments as it is part of our KPI. Mr. B.O. Anifowose recalled that we said we want to be scoring WDOs so as to know who is effective and each person's performance. He informed the team about one of the WDOs in the zone requesting that they should be intimated about the discussions in the meeting on the group platform. For this reason, Mr. B.O. Anifowose instructed that the secretary gives a summary of the meeting on the platform and what is expected of them since they cannot be brought on board due to cost implication. Mr. Segun Obisesan told the Team that we intend to send copies of the report once it has been corrected.

Finally on Content, Mrs. Adaora Nwonu suggested that WDOs come up with a template like a reminder so that every Monday, they can go round the offices to ask questions. In line with this, Mr. B.O. Anifowose told Mr. Segun Obisesan to interfere with his WDOs and check on them to ask about what they have. He stated that the Webmaster has a lot of responsibilities hence, he shouldn't just sit back and be an administrative head but he should move out and be involved in the operational aspect.

VIDEOS

Mr. Segun Obisesan reporting said that they were able to come up with a preferred work template and intend to address about three things promoting the council's image through the videos and also the criteria.

1. Identify areas on the website where the videos are suitable: Home page, About NSC, The services, Trade information, New and Media, The projects e.t.c

2. Categorize the videos as Narrative, Animation, Testimonial, Promotional interviews, Focus Clips on TTP, IDP, Demurrage, stakeholder engagements, celebration, e.t.c.
3. Create a log to track the videos to be uploaded which will have the following fields- Name of officer, Internal/External, Department, Location and video type.
4. Tools required: Camera, Camera man, Tripod stand, and access to each officers, Time for the shot, Template for the questions to be asked and outline/narrative for each video.

Mrs. F. Soyinka noted that the video of a person should not remain on the website when the person has grown much older than what he looks like in the video. Mr. Hamidu Jantabo said some of the charts and infographics can be changed quarterly.

Mr. O.B. Anifowose said we need to agree on how long an archival material should last to which Mr. Sadiq Tijani responded that an archive is supposed to be for a lifetime because someone might want to make reference to it.

Mr. Segun Obisesan explained that as the news and articles are being updated, they are arranged in the order, current to oldest from top down. He said that we can still make it archive it and make it searchable but a website shouldn't really do that except it's a portal because part of the thing we plan to do is to have a blog.

Mr. O.B. Anifowose directed the subcommittee on video to give us areas they want us to do the videos between February and March. They are also expected to present to the team the videos that we are going to look at by Tuesday, then we deploy resources towards getting them. And it must speak to what we do, Mrs. Adaora Nwonu remarked. She said that as much as possible, we should keep to videos and images relevant to our organizational functions.

Mr. Hamidu Jantabo said he thought all the contents will be coming for vetting. Mrs F. Soyinka responded saying we should not bring a million irrelevant things for consideration.

- Mrs. Ogonna Chukwuneta who wasn't present in the first meeting was added to the Subcommittee for content
- It was observed that the picture from Night of Appreciation is dull and slanted.
 - Mrs. F. Soyinka told Mr. Segun Obisesan to always have somebody else look at it his...
 - Mr. O.B. Anifowose asked him to get another picture
- Mr. O.B. Anifowose enjoined Mrs. Adaora Nwonu to always inform the team whenever PEBEC wants to do something

CONCLUSION

The meeting ended by 1:50pm with a closing prayer by Mrs. Ogonna Chukwuneta and the next meeting was scheduled to hold on Tuesday 18th February, 2020.