

Organizational capacity assessment (OCA) workshop

SIPPO has created the organizational capacity assessment (OCA) tool to facilitate a participatory and qualitative assessment of the capacity of its partner Business Support Organizations (BSOs) to deliver export promotion services and to showcase SIPPO's contribution to changes in capacity of their partner BSOs.

The tool assesses capacity in the following areas: service delivery; institutional strengthening (strategy and monitoring and results measurement); network and cooperation; digitalization; and sustainability.

The objectives of this workshop are to:

- Introduce the OCA tool and process
- Use the OCA tool to assess Vietrades's current capacity and reflect on SIPPO's contribution to changes in capacity

The expected output of the workshop is an OCA workshop outcome document that records the content and results of the workshop, which will be shared with all participants after the workshop is done.

The workshop will take place over two half days hybrid, on 29 and 30 July 2024 (afternoon Viet Nam time) at Hoa Binh Hotel 27 Ly Thuong Kiet, Hoan Kiem, Ha Noi and Teams/Zoom. It will be attended by representatives from Vietrade and SIPPO.

Day 1

Time	Session
13:30–13:45	Welcome and opening
13:45–14:40	Session 1: Network and cooperation
14:40–14:55	Break
14:55–15:50	Session 2: Monitoring and results measurement
15:50–16:05	Break
16:05–17:00	Session 3: Digitalization
17:00–17:30	Wrap up day 1

Day 2

Time	Session
13:30–13:45	Welcome and recap
13:45–14:40	Session 4: Service delivery
14:40–14:55	Break
14:55–15:50	Session 5: Strategy
15:50–16:05	Break
16:05–17:00	Session 6: Sustainability
17:00–17:30	Wrap up day 2

