Activity	*Description*	2018												2019												2020												2021											
		1	2	3	4	5	6	7	8	9	10	11	12	1	2	3	4	5	6	7	8	9	10	11	12	1	2	3	4	5	6	7	8	9	10	11	12	1	2	3	4	5	6	7	8	9	10	11	12
RESULT 0 -	Inception Phase Activities																																															
Activity 0.1	Set up project teams and project offices in Ankara and the field																																															
Activity 0.2	Conduct inception meetings with İŞKUR to agree on the work plan and make any necessary updates																																															
Activity 0.3	Contracting and service requests of the first actions																																															
RESULT 1 -	İŞKUR's capacity and digital maturity assessment completed and two roadmaps for capacity development and digital transformation prepared																																															
Activity 1	*Assessments and Roadmaps for Capacity Development and Digital Transformation of İŞKUR*																																															
Activity 1.1.1	Agreement on the scope of the assessment																																															
Activity 1.1.2	Agreement on the institutional units to be involved in the exercise and proposed working modality																																															
Activity 1.1.3	Working Group to be established																																															
Activity 1.1.4	Capacity and needs assessment including digital transformation																																															
Activity 1.2	Prepare Capacity Development and Digital Transformation Roadmap for İŞKUR's strengthened employment service delivery																																															
Activity 1.2.1	Identify the gap between the planned and existing capacities																																															
Activity 1.2.2	Prepare two roadmaps for the capacity development and digital transformation of İŞKUR employment services																																															
Activity 1.3	Presentation of fully fledged Roadmaps to İŞKUR and agreement on the priority actions																																															
Activity 1.3.1	Identify the list of actions categorized in line with the agreement reached with İŞKUR																																															
Activity 1.3.2	Organizing a Workshop for the dissemination of the assessment results																																															
Activity 1.3.3	Agreement on the capacity development and digital transformation interventions																																															
RESULT 2 -	Capacities of selected pilot İŞKUR offices developed for better active labor market service delivery																																															
Activity 2	*Design and implementation of Capacity Development Interventions including digital transformation*																																															
Activity 2.1	Development of Process optimization/improvement interventions in selected key functions of İŞKUR Services																																															
Activity 2.2	Design and development of Digital Transformation interventions of İŞKUR Services																																															
Activity 2.3	Design of detailed training programs coupled w/ other complementary means for capacity development (technical study visits etc.) of both İŞKUR HQ's and local offices																																															
Activity 2.4	Conducting trainings and other capacity building activities to the relevant staff to be providing services to the Syrians under temporary protection and host community members to introduce the new digital İŞKUR Services																																															
Activity 3	*Develop physical capacities of İŞKUR ofices*																																															
Activity 3.1	Identify the physical infrastructure needs of İŞKUR offices based on the assessments																																															
Activity 3.2	Support local İŞKUR offices through provision of physical infrastructure																																															
Activity 4	*Develop IT capacities of İŞKUR offices*																																															
Activity 4.1	Identify the IT infrastructure needs of İŞKUR offices based on the assessments																																															
Activity 4.2	Support İŞKUR offices through provision of IT infrastructure																																															
Activity 5	*Design and implementation of Pilot Projects in five provinces*																																															
Activity 5.1	Development of pilot projects to improve the livelihoods of Syrians under Temporary Protection and host community members in five provinces in line with the identified needs																																															
Activity 5.2	Project Teams to be set up in the İŞKUR local offices																																															
Activity 5.3	Facilitation of integration of new İŞKUR services in five provinces through pilot projects																																															
Activity 6	*Outreach, advocacy and visibility activities*																																															
Activity 6.1	Prepare a Communication Strategy to support the İŞKUR services and dissemination of Pilot Projects																																															
Activity 6.2	Implementation of the outreach and visibility activities																																															

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