SERVICE TRADE PORTAL USER MANUAL

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1. Introduction

This website was designed to support the project of "Strengthening services trade policymaking for Africa's integration into regional value chains in support of the 2030 Agenda" implemented from January 2018 to December 2021. Most importantly, the platform aims to build and maintain a repository of knowledge on measuring services in regional value chains that could be used beyond the duration of the project.

This project includes six countries: Ethiopia and Kenya on transport services, Mali and Gambia on tourism services and Nigeria and Togo on financial services.

The objective of this website is to i) provide information on the project; ii) provide background and training materials on measuring the contribution of services in regional value chains; and iii) to enable stakeholders to interact through a discussion forum and virtual meetings.

1.1.   How to Access

- To access the Service Trade Portal website, open any browser and type in **www.knowledge.uneca.org/stp/** in the address bar.
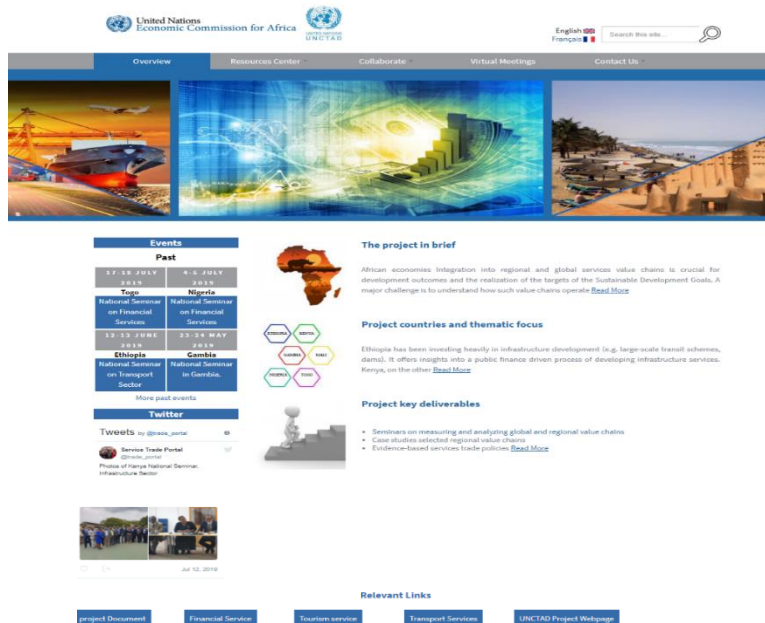- As shown in **Figure 1** below the service trade portal website homepage will be displayed.

Figure 1 Service Trade Portal Homepage

1.2. General overview of the Service Trade Portal Homepage

Figure 2 Service Trade Portal Home page

Section A: This is a search field section where the user can search the site by typing in a word related to what they are searching for.

Section B: This is the navigation menu that will allow the user to navigate through the site. The menus and corresponding submenus are described in detail in the next topic.

Section C: This section contains "Events" block and a "Twitter" block.

> **"Events":** shows the upcoming and past events. The events are mostly national seminars, they will be posted with the title like "National Seminar on Transport Sector", the name of the project country where the seminar will be held and the date of the seminar. Please click on one event to view the detail.

> **"Twitter":** shows the most recent tweet posted about this project on the Service Trade Portal Twitter page.

Section D: This section displays a brief information regarding the project, the specific project countries and the key deliverables of the project. Please click on one of the links to get a more detail view and description.

Section E: This section contains the following links.

> **"Project Document":** this link redirects the user to a page containing the project of "Strengthening services trade policymaking for Africa's integration into regional value chains in support of the 2030 Agenda" whole document in detail.

> **"Financial Service":** this link redirects the user to a page with a description of the importance of financial services in Africa and the project 'objectives specific to the financial services.

> **"Tourism Service":** this link redirects the user to a page with a description of the developmental role of tourism services and the project 'objectives specific to the tourism services.

> **"Transport Service":** this link redirects the user to a page with a description of the importance of financial services for Africa and the project 'objectives specific to the transport services.

> **"UNCTAD Project Webpage"** this link redirects to the UNCTAD webpage dedicated to this project.

Section F: This section contains photos of the seminars in each country of the project.

2. Navigation menu

The service trade portal website has a navigation menu that includes "Overview", "Resource Centre", "Collaborate", "Virtual Meetings" and "Contact us". The menus are described below in detail.

2.1   Overview

The screen shown in **Figure 2** above is the overview which is the default landing page displayed when the site is accessed. It contains a brief description of the project under the title "The project in brief" when you click on the "Read more" link, the list of the project countries and the thematic focus under the title "Project countries and thematic focus" when you click on the "Read more" link, and the key deliverables of the project under the title "Project key deliverables" when you click on the "Read more" link.

2.2   Resource Center

This menu has submenus that allow you to find resource like Training materials, Publications and National seminars that have been held.

2.2.1 Training Materials

In this submenu you will find the list of training modules aiming at building capacities to measure value chains as shown in **Figure 3**. The training modules are I. Online Course: Services and Trade in Value Added, II. Training for Specific Service Sectors, III. Trade in Value Added (TiVA) and Global Value Chains (GVCs) and IV. E-learning Course on Trade-in-Services Statistics. Please click on one of the modules link to view the related presentation and documentation of the specific module.

Training Materials

Better policymaking in services trade requires capacities to measure the value chains. Here, you can find a series of training modules aiming at building these capacities. Each module begins with a short introduction, which provides an overview of the module and instructions on how to use the materials. This collection of training materials will able you to learn on your own pace, anywhere and anytime.

I. Online Course: Services and Trade in Value Added

This online course aims to equip learners with the tools needed to analyze and understand GVCs and RVCs in Africa, focusing on services, in order for them to develop and use quantitative evidence, develop and implement firm-level questionnaires based on a standardized instrument, write up and present results from the above exercises and finally, draw policy conclusions and formulate advice.

The slides will introduce the basic concepts, theories, and methodologies of measuring trade in value-added. After studying each one of the presentations, learners can use the exercises specifically prepared for this online course to better understand the ideas and practice working with trade in value-added data.

The data used from the exercise comes from the Eora Multi-Region Input-Output Table project. The baseline version of the data Eora26 for 2015. The data identify 26 separate sectors and 179 countries. For more information, please see: https://worldmrio.com/eora26/.The baseline data have been compressed by aggregation. From 179 individual countries, the data as supplied for this project have been summed into 7 aggregate regions (America, Asia, Central Africa, Europe, North Africa, Pacific, and Southern Africa), and 31 individual countries from East and West Africa. For detailed analysis, participants should use the original Eora data, fully disaggregated, as available from the website above. These sample data are compressed due to size restrictions, and the interest in focusing on two African regions.

The files contain the following information:

- Countries: List of countries and regions (index).
- Sectors: List of industries (index).
- GO: gross output (vector).
- FD: final demand (matrix).
- T: intermediate use (matrix).

The TiVA analysis is undertaken using free software namely R. Studio. The data files, as well as the TiVA codes, are respectively recorded in the File "Eora 2015 v2. R "and the file "TiVA Toy Model.R". R.Studio is a set of integrated tools including a console, syntax-highlighting editor that supports direct code execution, and a variety of robust tools for plotting, viewing history, debugging and managing workspace. The R. Studio can be downloaded using the following link: https://cran.r-project.org/bin/windows/base/old/3.5.2/.

1. Slides: Services and Trade in Value Added: Introduction
2. Slides: Services and Trade in Value Added: Quantitative Methodology
3. Report on Regional Value Chains in Services: Methodologies and Approaches
4. Exercise 1 and the Answer Key
5. Exercise 2 and the Answer Key

   a.Eora 2015 v2.R
   b.TiVA Toy Model.R
   c. wwz_decompr.csv
   d. t_small.csv
   e. fd_small.csv
   f. GO_small.csv
   g. countries.csv

II.Training for Specific Service Sectors

1. **Transport Services Sector**

   ○ Instruction TCD-Model
   ○ TCD-Model Template

2. **Tourism Services Sector**

   ○ Gambia Services Trade Ceesay UNCTAD
   ○ Gambia Services Trade Nyassi MOTC
   ○ Gambia Services Trade Pannech ITC
   ○ Gambia Services Trade Roethlisberger UNCTAD
   ○ Gambia Services Trade Roethlisberger2 UNCTAD
   ○ Gambia Services Trade Touray UNDP
   ○ Gambia Services Trade Yedan UNECA
   ○ Gambia Services Trade Yedan2 UNECA

3. **Financial Services Sector**

   ○ AfCFTA Protocol on Trade in Goods
   ○ Use of Input-Output tables
   ○ Presentation BOI
   ○ Presentation on Measuring Linkages between Financial Services SMEs and Trade
   ○ Understanding Global and Regional Value Chains_A focus on Services Sector
   ○ Vashti
   ○ Cartographie du secteur fiancier au Togo
   ○ Liens secteur financier et autres secteurs
   ○ Comprendre les chaines de valeur
   ○ GVCs Methodology Paper
   ○ Rapport Seminaire National CEA Togo
   ○ Togo_Jour 1 Mesure des chaines de valeur
   ○ Togo_Jour 2 Utilisation du tableau des entrees-sorties TES

III. Trade in Value Added (TiVA) and Global Value Chains (GVCs)

The materials cover basics on Trade in Value Added(TiVA) and Global Value Chains(GVCs), as well as some relevant applications.

1. Slides: WTO-Chair Workshop on Global Value Chains and Trade in Value Added
2. Example of Supply and Use Table

IV. E-learning Course on Trade-in-Services Statistics

This is an online training course designed to raise awareness of Trade-in-Services statistics and concepts, and enhance statisticians' ability to compile these statistics. This course was developed jointly by UNCTAD, World Trade Organization and United Nations Statistical Division, and it covers topics including Importance of Statistics, Data Collection, Data Compilation, Data Dissemination and Analysis. This module is only available upon request to the Statistics and Information Branch of the UNCTAD. For more information, please see here

Figure 3 Training Material Resources Page

2.2.2 Publications

This submenu contains selected publications for each target services sector, for Regional and Global value chains and Other relevant publications. as shown in **Figure 4**.

Figure 4 Publications
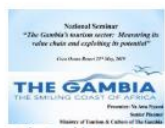
2.2.3 National capacity building seminars

This submenu includes the documentation (e.g. programmes, presentations, news stories) of each National Seminar.

Figure 5 List of National Seminars

2.3 Collaborate

2.3.1 Discussion Forum

This section allows stakeholders, project staffs, policy makers, development partners, practitioners and all those with an interest in this work, to come together and discuss issues of common interest and concern by sharing their knowledge and experiences towards the common objective of strengthening capacities of members states to measure value chains and design services policy in the following sectors: finance, transport and tourism.

- To start a discussion, please click on the "Start a Discussion" menu as indicated in
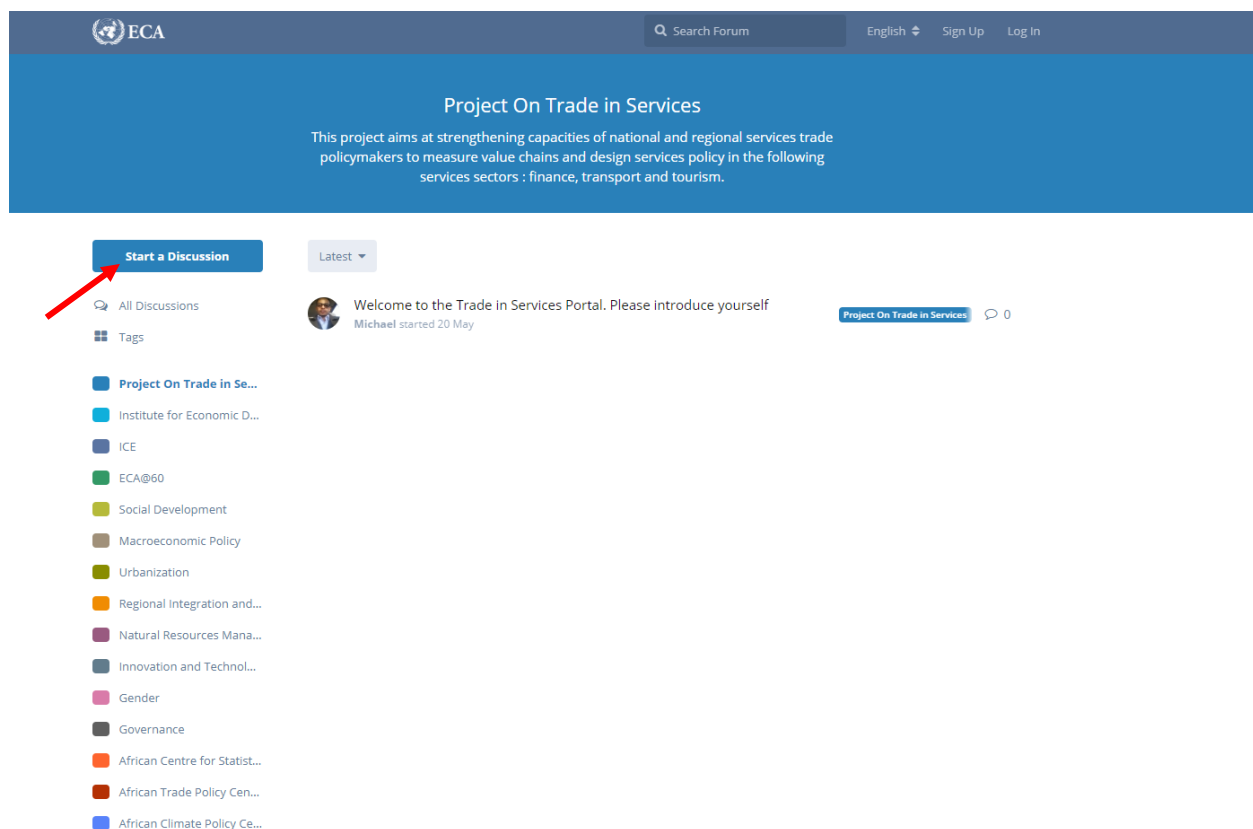
Figure 6 ECA Discourse Communities Page

Figure 6.

- In order to participate in the Discussion Forum or When "Start Discussion" is selected, the user needs to create an account and log in as indicated in **Figure 7** below. Please use your provided credentials to login.

- **If the user does not have yet an account, (s)he must first create an account by clicking on the "Sign Up" menu indicated in Figure 7 below**.

- Once the user has an account (s)he can either start a discussion or add a response to an existing discussion
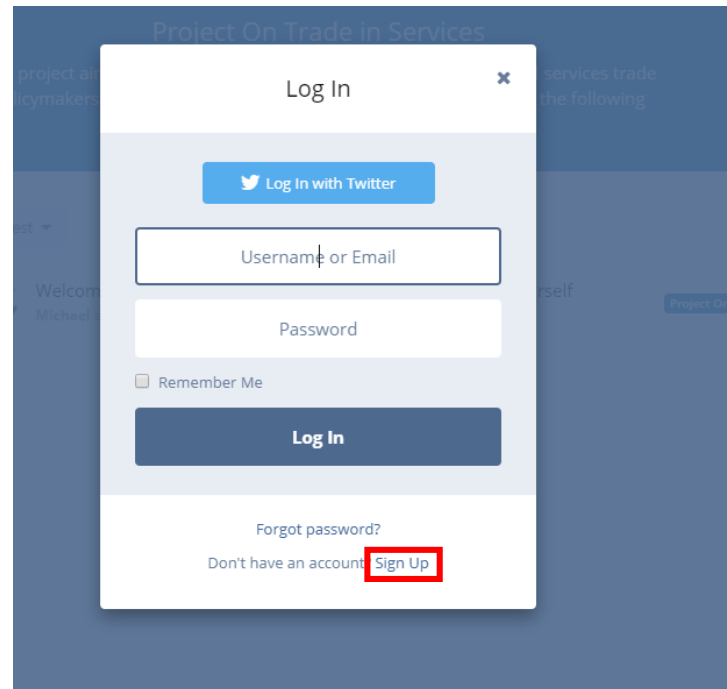
Figure 7 Discourse login page

- When successfully authenticated you will be redirected to the "Project on Trade in Services" page as shown in **Figure 8** below.
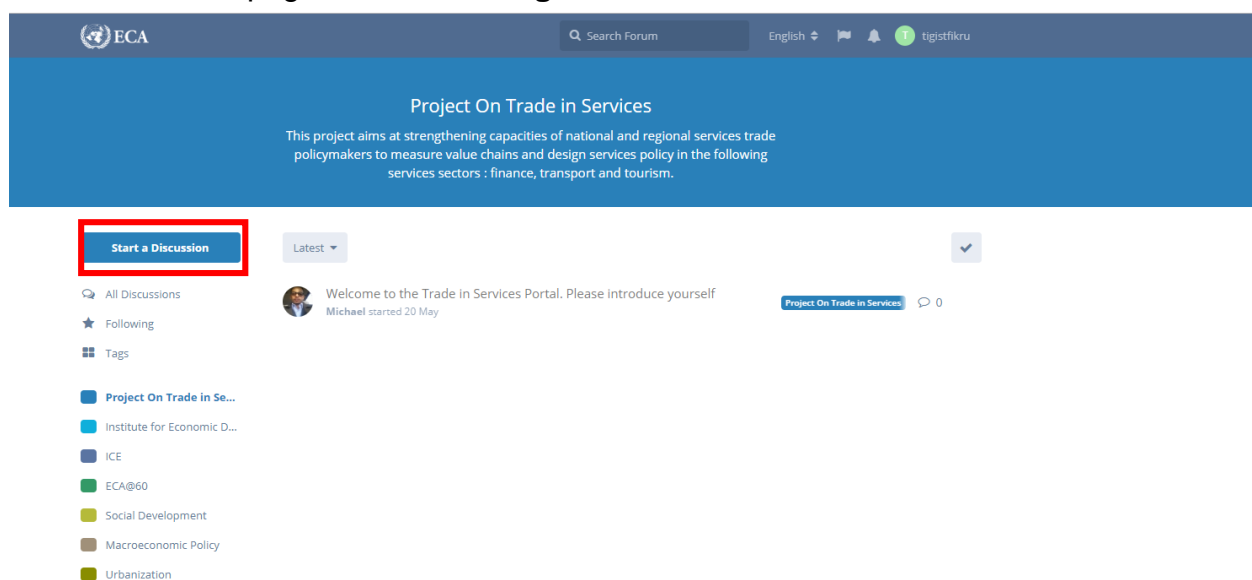
Figure 8 Project on Trade in Services discourse home page

- In **Figure 8** above as indicated please click on "Start Discussion" to start a discussion regarding the "Project on Trade in Services" title.
- The screen shown in **Figure 9** below will be displayed which will allow you to create a new discussion. Please provide the "Discussion Title" and type in the main content in the space provided.
- After typing the content click on "Post Discussion", to start the discussion thread.
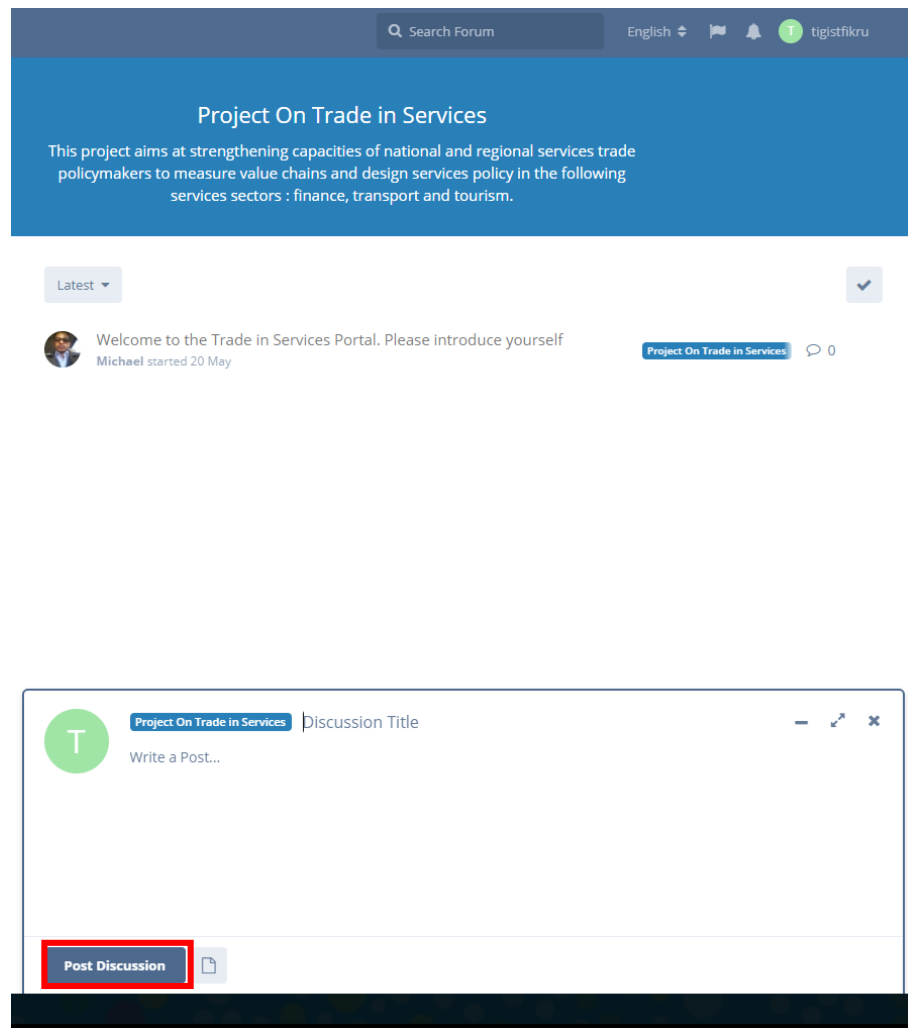
Figure 9 Popup window to create a new discussion

*For further details on how to use the Discussion forum, please follow the link provided here. https://knowledge.uneca.org/sites/default/files/pdf/ECADiscourse.pdf

2.4 UNCTAD-UNECA Team Portal

This menu takes you to the ECA's extranet team's portal. You will be required to login to access the team's portal.
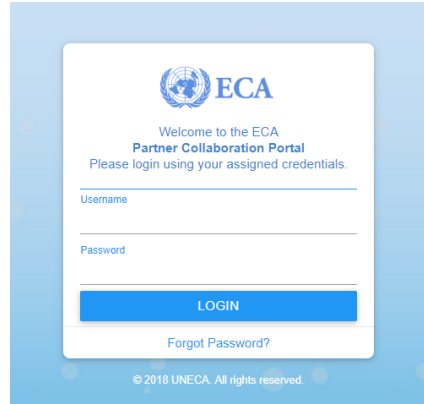
Figure 10 Partner Collaboration Portal Login page

- Once you are logged in, you can manage your calendar, activities, files and tasks. Moreover, the team members can collaborate on project documentations and start discussions on selected topics. The portal enables also to easily see which document library items site members have been working on. If you do not have an account, please contact your system administrator.
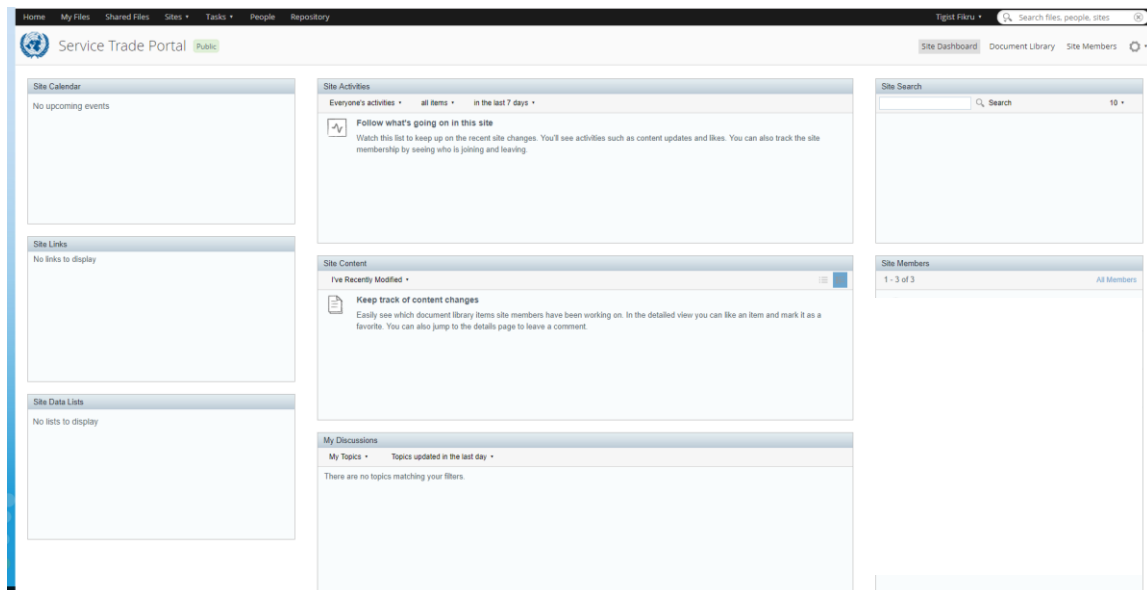
Figure 11 Partner collaboration portal dashboard

* For further details on UNCTAD-UNECA Team Portal, please follow the link provided here. https://knowledge.uneca.org/sites/default/files/pdf/teamsmanualv1.pdf

2.5   Virtual Meetings

This menu allows you to initiate a virtual meeting (Audio/Video) with your team members. As shown in **Figure 12** below you have to login using your name. This function is

Figure 12 Virtual meetings login page

limited to within country calls.

- Please type in your name and click on "Login" to start the virtual meeting.
- You will be asked to give access permission for audio/video by the browser. Please click on "Allow". The browser will have audio access and video transmission to start your virtual meeting with your colleagues.
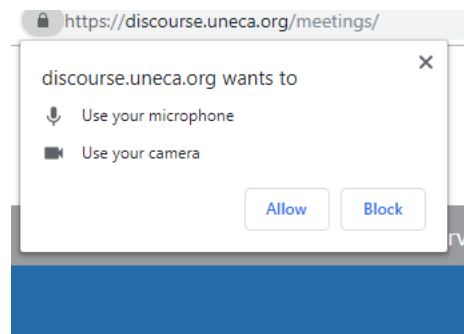
Figure 13 Virtual meeting audio/video access permission

- The next step is to wait for your colleagues to login and join the virtual meeting.

* **For further details on how initiate and use virtual meetings, please follow the link provided here**.https://knowledge.uneca.org/sites/default/files/pdf/ecameetingroom.pdf

2.6   Contact Us

If you need any additional information or if you have any questions, you can contact the UNECA-UNCTAD project team and/or specific project country's assigned personnel using their address under this menu.

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Figure 14 Contact Address for each country

3. Conclusion

The project team hopes that this User Guide helps you, the user of the website www.knowledge.uneca.org/stp, navigate through the website and find exactly what you are looking for. We are very happy to help get more familiar with the website as well as the project.