

WHY A NEW DEAL HELPDESK?

Implementing the New Deal presents opportunities and challenges, and many questions may arise during the implementation process. The New Deal helpdesk seeks to provide a space where questions can be asked, experiences and information can be shared and answers will be provided.

WHAT IS THE NEW DEAL HELPDESK?

The New Deal helpdesk is a support facility accessible to the g7+ group, International Network on Conflict and Fragility (INCAF) members, the Civil Society Platform, private sector actors, emerging donors, and non-member countries.

Its two main functions are to **answer questions on New Deal implementation** and **serve as a central repository of information and knowledge sharing**.

Core Services

- **Rapid Response Research:** Answers to clear, short and specific questions which can feasibly be researched within 2-5 days. Questions can, for example, relate to quick information, basic research on progress in specific countries, document searches, expertise/relevant stakeholder identification and literature reviews.
- **Topic Guides (2-5 pages):** Guidance notes on how to implement the New Deal based on available evidence and research. The guides will be enriched with information, lessons learned and experiences from the on-going implementation processes.
- **Expert Database:** A database of experts who support the implementation of the New Deal will be compiled and maintained.
- **Information Library:** A collection of documents on New Deal implementation, responses to FAQs and relevant, searchable and downloadable documents will be made available.

The helpdesk will manage a **website** where its products, updates and news on progress in g7+ countries, core documents and important links can be found.

HOW IT WORKS

All requests will be received by the helpdesk manager within the International Dialogue Secretariat. An external think tank will support the helpdesk through inputs from technical experts and research of existing literature and initiatives. The helpdesk manager will advise on whether a request meets the criteria and then allocate tasks to the external organisation or provide a direct response. All requests will be dealt with in the shortest possible timeframe – depending on the type and complexity.

CONTACT

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What is the New Deal?

The New Deal is a **key agreement** between fragile states and partners to **change policy and practice in fragile and conflict affected countries**. Such change is deemed essential to help countries' transition out of conflict and fragility.

Five Peacebuilding and Statebuilding Goals (PSGs) were established to guide national and international efforts and resources. The New Deal further sets out new terms of engagement to support country-owned and country-led transitions out of fragility (FOCUS), and outlines a series of commitments to achieve better results (TRUST) through strong partnerships and mutual trust.

