

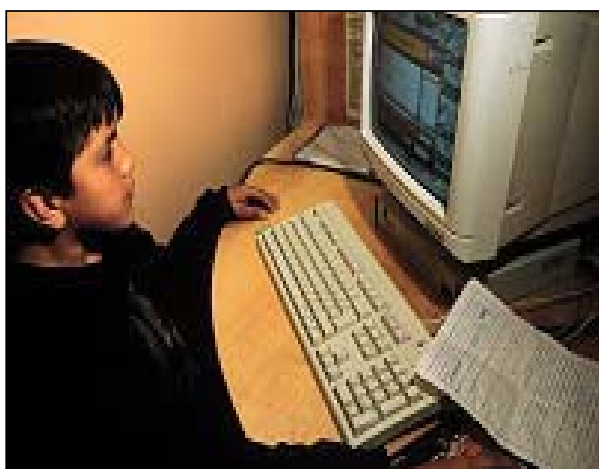
ITC & ITDG INFORMATION & COMMUNICATION TECHNOLOGY CAPABILITY STATEMENT



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ITC & ITDG INFORMATION COMMUNICATION TECHNOLOGIES CAPABILITY STATEMENT

ICT CAPABILITY STATEMENT

INTERNATIONAL STAFF

SELECTED ICT PROJECTS

Information and Communications Technologies



Intermediate Technology Consultants (ITC), the consulting arm of the Intermediate Technology Development Group (ITDG), provides high quality independent and professional advice to governments, NGOs, aid agencies and the private sector. ITDG is an international development NGO, with teams of professionals in eight countries where the Group has permanent offices (Bangladesh, Peru, Kenya, Nepal, Sri Lanka, Sudan, UK, and Zimbabwe) working directly with small scale producers, entrepreneurs and communities, and the institutions that provide them with services, finance and markets.

ITC provides advice, assistance, training and research in two strategic theme areas:

⌘ **Rural and Urban Infrastructure**

Improved access by poor communities to essential basic services (such as ICTs, transport, energy, and housing) through various mechanisms including private sector delivery.

⌘ **Increasing Enterprise Opportunities and Access to Markets**

Enhancing livelihoods by creating opportunities for the use of technology by micro and small enterprise through capacity building, business development services and access to markets.

The objective of ITC's work in all sectors is to improve access of rural people to a broader choice of technology options through developing local capacity for planning, design and implementation. ITC uses participatory methods and works with stakeholders at all levels - community, district and national.



Under our two strategic themes, in **ICTs**, we focus on improved, affordable access by rural people to telecoms, radio, and information for public services such as health, education and access to markets, which may be via information intermediaries with access to the internet.

Intermediate Technology Consultants (ITC) has been working in the field of affordable ICTs for over 5 years. ITC has developed a proven approach to identifying users' needs and opportunities for technology change, managing that change and providing support to local institutions to ensure sustainability. Activities include:



- ≠ Information service demand surveys and market studies
- ≠ feasibility studies covering the technical, social and economic aspects of ICT use
- ≠ technology development and adaptation to local socio-economic contexts
- ≠ policy analysis, institutional development, strategic planning and action plans, legal and regulatory changes
- ≠ training courses in all aspects of ICTs, both general and technology specific
- ≠ specialist technical support for practical project design, implementation and evaluation.

ITC's Approach

ITC focuses on affordable local solutions. The technology approach advocated by ITC is based on the experience that services can be provided as viable business operations in most circumstances, if the technology solution is appropriate to the market to be served. Even modest improvements to ICTs can result in improved livelihoods through better access to information and improved public services and more responsive government.



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Selected ITC and ITDG International Information Communication & Technology Staff

Name	Title	Specialist Area	Regional Office
Ray Holland	Principle Consultant	ICTs, Energy, Community Infrastructure	ITC UK
Abdur Rob	Markets and Livelihoods Team Leader	Development Economist, Enterprise Development, Micro-credit & ICTs	ITDG-Bangladesh
Shazzad Khan	Small Enterprise Unit Co-ordinator	Enterprise Development	ITDG-Bangladesh
Mujibor Rahaman	Programme Development, Monitoring and Evaluation Co-ordinator	Knowledge and Information Management, Monitoring and Evaluation, Impact Assessment, Database Design and Management	ITDG Bangladesh
Hudson Aluvanze	New Technologies Team Leader	ICTs, MIS, Communications, Enterprise Development & Corporate Governance	ITDG-East Africa
Betty Rabar	New Technologies Project Manager	Knowledge Management & Communications for Development	ITDG-East Africa
Miguel Saravia	New Technologies Team Leader	Information Management, Telecoms Policy and ICT's	ITDG-Peru
Doris Mejia	Communications Unit Co-ordinator	Communication for Development, Internal Communication and Advocacy.	ITDG Peru
Gabriela Hidalgo	Information Management Unit – Coordinator	Information for Development, Knowledge Management and Information Services	ITDG Peru
Sithembile Nyoni-Mpofu	New Technologies Team Leader	Knowledge Management, Energy and Environment, Water, Gender, Impact Assessment	ITDG-Southern Africa
Dr Ahmed Hassan Hood	Access to Services Team Leader	Energy and pollution, materials production, income generation	ITDG-Sudan
Madhavi Ariyanbandu	Reducing Vulnerabilities Team Leader	Rural livelihoods, impact assessment, training,	ITDG-Sri Lanka
Ramona Miranda	Communication Team Leader	Communication, Knowledge Management, Gender & Technology, Programme Development	ITDG Sri Lanka
Pramrod Amatya	Access to Services Team Leader	Infrastructure development/planning, urban governance and community development initiatives	ITDG-Nepal
Dr David J. Grimshaw	New Technologies Team Leader	The impacts of technologies on people and organisations. Information systems usability and strategy. Knowledge management. Geographical information systems	ITDG UK

Andrew Scott	Policy & Programmes Director	Technology & Development Policy, Knowledge & Information Services	ITDG UK
Lucky Lowe	Knowledge & Information Services Manager	Knowledge Management & Communications for Development	ITDG UK
Surmaya Talyarkhan	Knowledge Sharing Adviser	ICTs and Knowledge Management for Development, Information Systems	ITDG UK

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MULTI-COUNTRY INFORMATION & COMMUNICATIONS TECHNOLOGY (ICT) PROJECTS



Kenya & Nepal

Micro Media to the Poor

Client DFID

Dates 2001 - 2003

Research was carried out into ICTs in rural areas to ascertain those that are affordable, manageable, accessible, sustainable and contribute to the lives of the poor. The use of traditional media and modern ICTs aimed at rural communities is termed here as micro media. Just as micro renewable energy technology can reach the rural poor, micro media can fuse the traditional and modern. As part of the project a toolkit was developed to aid development organisations. The research also offered an interpretation of the current and potential impact that modern ICTs have on the information systems of isolated and poor rural communities.

International

Enterprise Development Department Research

Client DFID Enterprise Development Department

Dates 2001

This purpose of this study was to inform the strategy of the Enterprise Development Department of DFID on the potential use of ICTs for the promotion of enterprise development. The study showed that the successful adoption and effective use of ICTs by either 'growth' or 'livelihood' enterprises is crucially dependent on the environment in which they are operating. Four key aspects of the external environment for MSMEs require attention: the policy and regulatory framework, the telecommunications (and other)

MULTI-COUNTRY ICT PROJECTS CONTD.

infrastructure, the ICT sector itself, and the promotion and awareness of ICTs and e-commerce.

Kenya, Bangladesh & Zimbabwe

ICTs and Peri-urban Information Sector Enterprises

Client DFID

Dates 2000 - 2003

This project assessed the potential of, and provided replicable models for using Information and Communication Technologies such as telephone, fax and Internet in conjunction with traditional "downstream" media such as print and photocopy. This was in order to provide crucial business information to informal sector enterprises on a cost recoverable and sustainable basis. Initial research in Kenya and Zimbabwe identified the information needs of small peri-urban enterprises. The current phase has introduced a web based, commercially run, business directory of information in Kenya, together with a network of business information in Bangladesh using the extensive mobile phone coverage and operating through indigenous NGOs.

<http://www.itcltd.com/icts> and <http://www.oasis-info.org/home.asp>

Peru, Zimbabwe, Kenya

Womens' Information & Communication Technology (WICT)

Client DFID

Dates 2001 - 2002

The aim of this project was to identify how women living in slums could most effectively influence the public policy debate on poverty; an area where women's voices are seldom heard. The initiative focused mainly on women's groups within the slums of Nairobi, Harare and Lima. One way of exploring how to get women's voices and concerns to the policy makers is through the use of modern information and communication technologies. The Kenya project has won great acclaim, featuring on many TV shows and newspaper articles as well as winning the Bethino Award for Technology and Social Justice. The women in Dzivarasekwa women's group, Harare, Zimbabwe and ITDG SA also did excellent work and they are negotiating with city council officials for tenure security.

MULTI-COUNTRY ICT PROJECTS CONTD.

Peru, Zimbabwe & Sri Lanka

Urban Poverty and Information Systems

Client DFID

Dates 2000 - 2002

This was an action research with the purpose of strengthening the knowledge and information systems required by the urban poor, taking account of the issues that are particularly important to groups and individuals in their own communities.

See <http://www.itdg.org/html/shelter/kis>

Peru, Sri Lanka, Zimbabwe, UK

Strengthening the Knowledge and Information Systems of the Urban Poor (KIS)

Client DFID

Dates 1999 - 2002

This project investigated how the urban poor access the information and technologies they need to improve their livelihoods, and how to strengthen their knowledge and information systems. The project aimed to assess the information resources and knowledge of poor women and men in urban informal settlements and to consider how poor people can be better informed about the results of these projects through building on the prevalent ways they access information and gain knowledge. The output components included:

- surveys of knowledge and information sources and access of two selected poor urban communities in each of three countries - Peru, Sri Lanka and Zimbabwe
- an email conference on pertinent issues related to strengthening poor people's knowledge and information systems
- models representing information processes and their potential for strengthening in poor urban communities
- a review of literature, globally and in each of the three project countries
- two case studies were produced from each of the project countries and five global case studies on interesting, innovative or successful interventions in strengthening poor people's knowledge and information systems.

MULTI-COUNTRY ICT PROJECTS CONTD.

International

Good Practice in ICT use for Poverty Reduction

Client DFID

Dates 1999 - 2000

Research was conducted in collaboration with the Agricultural Extension and Rural Development Department, University of Reading, to identify priorities for further research, and practical work. The study focused on the link between ICTs and the existing information systems of small-scale producers. The study was the first stage in determining good practice and informing policy for the application of modern ICTs in poverty reduction.

See <http://www.rdg.ac.uk/AcaDepts/ea/AERDD/ICTs.home.htm>

REGIONAL ICT PROJECTS – AFRICA



Kenya, Uganda, Tanzania & Ethiopia Pro-Poor Satellite

Client DFID

Dates 2002 - 2004

This action research project was designed to assess the impact and potential of modern satellite broadcasting technologies to improve access to relevant information for poor people in isolated locations. The research analyses satellite broadcast information content and tracks its accessibility to rural development

workers and the poor communities that they serve. The research also looks at the associated regulatory environments in each country.

Southern Africa

AT Resource Centre

Dates 1999 - 2000

This project involved the establishment of a resource centre which makes appropriate use of modern ICTs for information search and retrieval for the generation and dissemination of information to key audiences and serves small and medium scale enterprises, educational and training institutes and others in the Southern African region.

ICT PROJECTS – PERU



Rural Telecoms

Client World Bank

Dates 2002-2004

This project involved the development of specific proposals, including changes to legislation for the telecoms regulating authority in Peru (OSIPTEL) and the Ministry of Transport and Communications, to provide incentives for the private sector to provide telecoms services in remote rural towns and in peri-urban areas.

Civil Society Organisation and the National Programme for Information Society

Client IDRC

Dates 2002 - 2003

Study of response of potential for involvement of civil society organisations in development of ICT applications.

Development of ICT Strategy

Client Inter-American Development Bank / Government of Peru

Dates 2002 - 2003

Development of a Strategy for Poverty Reduction in the Information Age.

Rural Broadcasting Enterprises

Client DFID

Dates 2000 - 2001

The objective of this project was to develop a sustainable model of rural radio broadcasting enterprises, aiming to strengthen the livelihoods and the agricultural capacity of rural farmers in Andean communities, thereby reducing their poverty and isolation. The radio programmes were produced by the local communities themselves. The participation of the whole population was encouraged by means of innovative feedback systems.

ICT PROJECTS - PERU CONTD.

Rural radios allow local people to share information about animal breeding, pesticides, common problems, local emergencies, and even local anecdotes, traditions and history.

This project is related to the rural information telecentres, which are components of the InfoDes project (a joint initiative of ITDG and the World Bank) to implement joined-up rural information systems in communities in Cajamarca.

See <http://www.infodes.org.pe/infodes/>

InfoDes – Information System for Rural Development

Client World Bank

Dates 1998 - 2000

A project on Information Systems for Rural Development, exploring how ITCs can help to reduce isolation and to improve the communication between urban and rural areas. This pilot project in Peru designed and installed an information system for two rural provinces in Cajamarca Department, in order to provide relevant information to rural producers and local government. The system collects, organises and delivers information on technical, economic and legal matters through a central co-ordination centre in Cajamarca and decentralised access points, one of which is mobile thereby creating access for isolated communities.

See <http://www.infodes.org.pe/infodes/>

REGIONAL ICT PROJECTS - BANGLADESH



Distance Support and Technical Training for Poor Rural Women

Client DFID Knowledge and Research (KAR)

Dates 2001 - 2003

This project established an effective training and support mechanism for women in rural areas, which enabled them to develop technological capacity within their villages. The project was interactive and based on issues of local concern. As a result of the project, women from three villages were trained and produced dissemination material for distance learning and educational TV.

Sustainable Technical Enquiry Services (TIS) for Micro and Small Business Development

Client World Bank

Dates 1998 - 2000

The purpose of the project was to provide an effective technical inquiry service and other forms of relevant business information to the partner CSOs and small businesses by using Information Communication Technology (ICT).

Outputs of the project were:

Output 1: Appropriate business information products identified and developed to run and manage Technical Inquiry Service (TIS).

Output 2: TIS accessed by partner CSOs, individuals and enterprises at competitive price to run their business profitably.