

# MAKING KNOWLEDGE WORK FOR THE POOR

## CAPABILITY STATEMENT



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# MAKING KNOWLEDGE WORK FOR THE POOR CAPABILITY STATEMENT

## Capability Statement

### Our Track Record

Understanding the Systems of the Poor  
Connecting People & Sharing Knowledge  
Providing the Right Kind of Information Services  
Innovating to Bridge the Digital Divide

### International Staff

### Organisation Profiles

ITDG  
ITDG Publishing  
Intermediate Technology Consultants (ITC)



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**MAKING KNOWLEDGE WORK FOR THE POOR**

**CAPABILITY STATEMENT**

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## MAKING KNOWLEDGE WORK FOR THE POOR CAPABILITY STATEMENT

*“The gift of material makes people dependent. The gift of knowledge makes them free.”*

*EF Schumacher – founder of ITDG and author of Small is Beautiful*

The international development sector has become focused in recent years on the need to share knowledge more effectively in support of poverty reduction efforts. Multi and bi-lateral agencies and NGOs are increasingly putting knowledge sharing at the centre of their organisational strategies. And, in the light of the risk of a deepening knowledge divide, they are increasingly addressing the challenge of how to respond to the knowledge needs - or demands - of the poor in developing countries.



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ITDG has established a distinguished track record in understanding and responding to the knowledge needs of people in poverty in developing countries. ITDG's research and development programmes have evolved in response to how people living in poverty obtain and use the information and knowledge they need to survive and improve their livelihoods. Where do they look for information? Do they get what they require, and is it appropriate? How can development agencies fill the knowledge gaps and help to strengthen the knowledge and information systems of the poor?

ITDG has identified four key dimensions to making knowledge work for the poor in which we have a distinguished track record:

- ⌘ Understand the Information Systems of the Poor
- ⌘ Connect People and Sharing Knowledge Through Networks
- ⌘ Provide the Right Kind of Information Services
- ⌘ Innovate to Bridge the Digital Divide

### Understanding Information Systems

Access to knowledge and information is critical if people living in poverty are to make the most effective use of limited assets. There has been growing concern that research and development efforts have failed to have an impact on people's lives because they are driven by a Northern agenda and do not respond to local needs. ITDG's research has focused on exploring the local realities of people living in poverty, understanding their most pressing information needs and how to meet them, and strengthening their knowledge and information systems.

### Connecting People and Sharing Knowledge

The most effective way of assisting learning is to connect people to people. Knowledge networks are increasingly seen as an appropriate form of development communication.



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ITDG's knowledge networks have grown from international partnerships delivering research and development interventions. Enabling partners to create relevant content, the networks support the generation of new knowledge. Networks facilitate debate, foster broader participation and ownership of issues, strengthen partnership and trust. Networks can stimulate ideas, build research capacity and enable knowledge to be harnessed for the benefit of other communities.



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**Social networks are the foremost source of information for the poor. ITDG recognises that the poor themselves are a valuable source of knowledge. Facilitating horizontal exchange of information and knowledge, therefore, has great potential to create and share practical answers to poverty.**

By generating conditions which make it easier for individuals to access information through networks, the community as a whole develops its knowledge capital.

Indigenous knowledge and information services can be strengthened through the use of traditional communication methods such as theatre or audiovisual media as well as exchange visits; and building the capacity of CBOs and key individuals within them. Knowledge is power and the redistribution of power is always contentious. ITDG, however, has demonstrated through its participatory approaches and extensive knowledge networks that barriers can be broken down, connections made and new dialogues begun.

### Providing the Right Kind of Information Services



ITDG provides a suite of information services and products aimed at helping people improve their livelihoods through technology - from websites, CD Roms, TV and radio programmes, to books and manuals in local languages. ITDG creates materials which help people understand how technology can help improve their livelihoods. The key to ITDG's

success is local content creation, which ensures that information products are in the right language and in the format people can access. ITDG also offers demand-led information services, answering queries as they arise and making materials available to people at a regional level. ITDG Publishing has also established a worldwide reputation as a publisher and distributor of books and journals that meet the needs of developing countries.

### Bridging the Digital Divide

In the knowledge economy, information and communication technologies (ICTs) have made it possible for information to be processed and shared with a wide audience more quickly than ever before. But global access to knowledge is unequal and people in the South may suffer from 'information poverty' as their knowledge is not valued and their access to information through ICTs is severely limited.



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ITDG's research and direct experience has demonstrated the potential role of ICTs in knowledge sharing – for example, through telecentres, community databases, community videos, radio and television, information kiosks and service provision. Where communities cannot themselves access information through ICTs, ITDG carried out research in partnership with information intermediaries at grassroots who can help them find solutions. ICTs are also a powerful tool for empowering local people, bringing their voices onto a global stage and raising awareness of their views. ITDG's award-winning Women's ICT project in Kenya, for example, supported women in poor urban and rural communities to document their reality and successfully campaign for change.



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## **MAKING KNOWLEDGE WORK FOR THE POOR**

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## UNDERSTANDING THE SYSTEMS OF THE POOR



© Oliver Wakelin

Making knowledge work to reduce poverty depends on a good understanding of the information sources that people living in poverty access and use. ITDG leads the field in researching local information systems and developing tools to help development practitioners build on these to share knowledge.

Below are some examples of projects carried out by ITDG and ITC in this area:

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

**Client** DFID

**Dates** 1999 - 2002

**Country** Peru, Sri Lanka, Zimbabwe, UK

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



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## Understanding the Systems of the Poor Contd.

- š models representing information processes and their potential for strengthening in poor urban communities
- š a review of literature, globally and in each of the three project countries
- š 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.

### Micro Media to the Poor

**Client** DFID  
**Dates** 2001 – 2003  
**Countries** Kenya & Nepal

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.



© Guy Whitmore

### Urban Poverty and Information Systems

**Client** DFID  
**Dates** 2000 – 2002  
**Countries** Peru, Zimbabwe & Sri Lanka

This was an action research project 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.

### Understanding the Systems of the Poor Contd.

The research looked at information providers and noted their shortcomings and the difficulties poor people had in accessing them. It also assessed how the urban poor acquire their livelihood information: it mostly came through their social networks, and sometimes via key informants within or outside the community, mostly using oral communication.

### Civil Society Organisation and the National Programme for Information Society

**Client** IDRC

**Dates** 2002 - 2003

This study looked at the potential for involvement of civil society organisations in the development of ICT applications.



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## CONNECTING PEOPLE & SHARING KNOWLEDGE



© Liz Bates

Knowledge is created dynamically through social interactions between people. In addition to offering information services and products, ITDG hosts and participates in networks that bring people together to share their knowledge and learn from each other, examples of which are illustrated below:

### Global Village Energy Partnership

**Client** World Bank

**Dates** 2004 - 2006

ITDG hosts the technical secretariat of the Global Village Energy Partnership (GVEP), a Type II Partnership launched at the World Summit on Sustainable Development in August 2002. The Secretariat has been transferred from its interim basis at the UNDP/World Bank Energy Sector Management Assistance Program (ESMAP) to ITDG from July 1, 2004. GVEP is a 10-year implementation-based program which seeks to increase energy access to those unserved and underserved in a manner that enhances economic and social development and reduces poverty. A “Partnership of Partnerships”, GVEP brings together developing and industrialized country governments, public and private sector organizations, multilateral development institutions, consumers, and non-government organizations (NGOs).  
<http://www.gvep.org/>

### International Forum for Rural Transport & Development (IFRTD)



**Client** DFID, SDC, SIDA

**Dates** 1995 ongoing

ITDG have hosted the International Forum for Rural Transport and Development since 1995 in London. IFRTD is a global transport network of individuals and representatives from government, academia, multilateral and

## Connecting People & Sharing Knowledge Contd.

bilateral donor agencies, consultancies, technical institutions, national and international NGOs and community organisations. The network is facilitated by a small-decentralised Secretariat based in the UK, Kenya, Peru, Senegal and Sri Lanka.  
<http://ifrtd.gn.apc.org/new/index.htm>



### Sustainable Energy Policy and Research 'Knowledge-Network' (SPARKNET)

**Client** European Commission

**Dates** 2000 ongoing

Sponsored by the European Commissions 5<sup>th</sup> Framework Programme for Research, SPARKNET is a formal knowledge network of leading household energy

organisations, seeking to increase knowledge resources for local, national, regional and EU research and policy-making through the creation of knowledge and the acceleration of the application of that knowledge to economic and social development. It aims to establish an interdisciplinary and interactive Knowledge Network in Southern and East Africa in the field of energy for low-income households in rural areas. [www.sparknet.info](http://www.sparknet.info)

### basin

**Dates** 1988 - ongoing

**basin** was established in 1988 to provide advice and information on appropriate building technology. It has since broadened its scope and membership, creating a global coalition of experts with worldwide expertise in the habitat sector. The network's expertise covers building, housing and services including water, sanitation, waste and energy. **basin** works with, and for, all those involved in serving the poor: government officers, financiers, builders, developers, architects, planners, producers and providers of materials or services. Working directly with people living in poverty, **basin** provides up-to-date information and advice on appropriate technologies and approaches for the decentralised provision of housing and related facilities and services.

See <http://www.gtz.de/basin/>

## Connecting People & Sharing Knowledge Contd.

### **HEDON Household Energy Network**

**Dates** 1992 - ongoing

The HEDON Household Energy Network was set up in 1992 to act as a focal point for those working in household energy. It aims to promote links among the diverse organizations working in Household Energy in developing countries, including NGOs, government agencies, and consultancies. It provides an informal consultative forum dedicated to improving social, economic, and environmental conditions in the South, through promotion of local, national, regional and international initiatives in the household energy sector.



© Nigel Bruce

Currently, HEDON functions in two ways: 1) As an electronic network, which those working in household energy can join, and through which they can exchange ideas, circulate papers for comment, and inform others of conferences and meetings which could be of interest. 2) At the HEDON meeting currently held once a year, members can meet to focus on a particular theme, and discuss topics of mutual interest.

The activities of HEDON and its members are reported in the ITDG journal "Boiling Point" to enable it to reach those who do not have access to computers.

### **International Network for Technical Information (INTI)**

**Dates** 1998 - ongoing

The International Network for Technical Information (INTI) (<http://www.inti-online.org/>) brings together the combined information resources of development organisations providing an enquiry service. The main objective of the network is to improve the services provided through co-operation and mutual support. INTI is open to all information services focused on development issues. The website lists all the members' contact details, their strengths and their technical briefs.

## Connecting People & Sharing Knowledge Contd.

### Making Knowledge Networks Work to Reduce Poverty

**Client** DFID Infrastructure and Urban Development Department

**Dates** 2002

ITDG has a mission to make knowledge networks work for the poor. This project investigated the feasibility of an international technology and development network. Its conclusions were that many of the information systems that exist to provide information to the poor are not demand-driven, they overlook local knowledge, they do not understand or ignore the role of intermediaries, and they do not monitor usage. This research suggested a potential role for ITDG as a broker of technology information brokers, and a catalyst for better communication and co-ordination within networks and between network members. In 2002, ITDG hosted two workshops, in South Africa and the UK, to debate the role of networks on appropriate technology and how to better communicate such information.



© Neil Cooper

## PROVIDING THE RIGHT KIND OF INFORMATION SERVICES



In many countries unequal access to information is a barrier to sustainable development. ITDG has established an impressive reputation internationally as a source of practical information by providing high quality information products and services that help people to fill their knowledge gaps and solve information problems. By combining diverse media, such as radio, television, internet and more, ITDG aims to bring practical information to a broad international audience.

ITDG provides the following services:

- ⌘ ITDG Publishing
- ⌘ Information Services
- ⌘ International Projects
- ⌘ Websites
- ⌘ Journals, Booklets and Newsletters
- ⌘ Curriculum Development and Support Services

### ⌘ ITDG Publishing

ITDG Publishing, ITDG's subsidiary publishing company, produces and distributes high quality practical and technical books and other publications - training and reference manuals, how-to guides, practitioner journals and magazines, and websites for an international readership. ITDG Publishing builds on the skills and capabilities of people in developing countries through the dissemination of information in all forms in the following ways:





## Providing the Right Kind of Information Services Contd.

- ⌘ Book publishing
- ⌘ Journal publishing
- ⌘ Development Bookshop online
- ⌘ Worldwide Mail-order Service
- ⌘ Book Voucher and Donation Projects

<http://www.itdgpublishing.org.uk/>

## ⌘ Information Services

### International Technical Enquiry Service

**Client** DFID

**Dates** 1968 - ongoing

The International Technical Enquiry Service draws on ITDG's international programme of work to generate and share information with grassroots development workers, community-based organisations, NGOs and other agencies using appropriate technologies in order to implement and promote sustainable development.

Through ITDG's international network of resource centres, the International Technical Enquiry Service is able to call on the expertise of several hundred professionals in technical, economic, and sociological disciplines to help formulate the answers to enquiries - currently it receives and answers in excess of 1200-1500 enquiries a year.

### International Resource Centres



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ITDG's Resource Centres in the UK, Bangladesh, Kenya, Sudan, Sri Lanka, Zimbabwe and Nepal are home to the Technical Information Service. They are open to the public and hold specialist collections of books, reports, journals, pictures and videos on development and appropriate technology.

Subjects covered include participatory development approaches, environmental issues,

### Providing the Right Kind of Information Services Contd.

agriculture, infrastructure services, building materials production and shelter, small enterprise development, energy and water supply. The personalised, face-to-face service enables the people who want to find out how to do something to connect with the people who know how.

Different resource centres meet local need through different services, which include:

- €# Inter-library lending for institutions
- €# Literature search through computer database
- €# Image library and loans
- €# Photocopy service at a nominal fee
- €# Annotated bibliographies on new arrivals
- €# Technical Enquiry Service
- €# Periodicals and newspaper clippings on current topics
- €# Training for partner organisations

The UK Resource Centre is open to the public and holds a distinctive collection of over 20,000 documents on appropriate technology and development literature. An on-line catalogue is presently available on ITDG's intranet, and the resources are used by academics, students and international development practitioners (including ITDG staff) on their visits to the UK.

#### Hands On

**Client** Television Trust for the Environment

**Dates** 1996 - ongoing

Hands On-Earth Report is an award-winning multi-media communications project which combines the strengths of TV, radio, web and printed materials to deliver empowering information and knowledge to a global audience.



Hands On is now into its 5<sup>th</sup> series being broadcast on BBC World. It consists of:

- €# Thematic short TV programmes which raise public awareness of development issues

### Providing the Right Kind of Information Services Contd.

covering a range of subjects from energy to enterprise, agriculture to aquaculture, to shelter, tourism and ICTs which are broadcast to an audience of more than 300 million households in 200 territories.

- €# Audio programmes that can be downloaded from the Oneworld Radio website so that local and national radio stations can reach additional audiences.
- €# Case studies that are produced to provide further information on each programme. These can be downloaded from [www.tve.org/ho](http://www.tve.org/ho).
- €# An enquiry service provided by ITDG to answer questions sent via the Internet, fax or mail.
- €# Resources repurposed to create a video education pack supporting teachers to meet national curriculum targets in Design and Technology (Key Stage 4: 4 – 14 year olds).



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### Image Library

ITDG's Image Library houses more than 40,000 slides. The library staff offer a range of services which include:

- €# Image research and loan / sale of images
- €# Digitisation and storage of photographs and slides
- €# Coordination of exhibitions

A digital image gallery is accessible via the intranet with over 8,000 images available online.

### €# International Projects

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

**Client** World Bank  
**Dates** 1998 - 2000  
**Country** Bangladesh

The purpose of this project was to provide an effective technical inquiry service and other forms of relevant business information to partner Civil Society Organisations (CBOs) and small businesses by using Information Communication Technologies.

### Providing the Right Kind of Information Services Contd.

The project outputs included appropriate business information products being identified and developed to run and manage the Technical Inquiry Service and the service being accessed by partner CSOs, individuals and enterprises at competitive prices, thus enabling them to run their business profitably.

#### **InfoDes – Information System for Rural Development**

**Client** World Bank  
**Dates** 1998 - 2000  
**Country** Peru



This is a project on Information Systems for Rural Development, exploring how ICT's 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/>

#### **Rural Radio Enterprises**

**Client** DFID – Social Development Department  
**Dates** 2000 - 2002  
**Country** Peru

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.

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



## Providing the Right Kind of Information Services Contd.

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.

<http://www.itdg.org.pe/InfoDes/>

### ## Websites

#### [www.itdg.org](http://www.itdg.org)

This website is ITDG's key web presence, showcasing the group's concerns, products and services. This site aims to become a leading online source of information on technology and development, acting as a gateway to knowledge and poverty reduction.

Key audiences are supporters and potential supporters, technology/development thinkers and practitioners, partners, journalists and advocacy targets. The ITDG website receives an average of 1,726 visitors per day.



#### [www.itdg.org.pe](http://www.itdg.org.pe)

ITDG Latin America has its own Spanish-language site which provides detailed information on ITDG's work in Peru, Bolivia and Ecuador.

#### [www.itdgbangladesh.org](http://www.itdgbangladesh.org)

ITDG Bangladesh has its own website, with information on food production, agro-processing, manufacturing, small enterprise development and disaster mitigation.





**Providing the Right Kind of Information Services Contd.**

[www.itcltd.com](http://www.itcltd.com)



This website for Intermediate Technology Consultants (ITC), the consulting arm of ITDG, provides detailed information on ITC and the project work, both ongoing and completed, carried out within this organisation. The website lists all final project reports and publications as well as links to relevant related websites.

[www.developmentbookshop.com](http://www.developmentbookshop.com)

This website is ITDG's Publishing's online shop and also includes selected titles from other publishers.



[www.livelihoodtechnology.org](http://www.livelihoodtechnology.org)

The Sustainable Livelihoods approach is a holistic, people-centred approach to tackling poverty. This site is a showcase for ITDG responses to Sustainable Livelihoods and is intended as a stimulus for other organisations to share their experience - at present there is no single approach within ITDG and the debate continues.

[www.alternative-finance.org.uk/en](http://www.alternative-finance.org.uk/en)

This ITDG site aims to provide articles and information on all aspects of alternative finance. We define alternative finance as sustainable or potentially sustainable financial services whose objective is to redress inequity, to alleviate poverty, to promote livelihoods and to improve services to



### Providing the Right Kind of Information Services Contd.

disadvantaged people. This includes micro-credit, perhaps the best-known aspect of alternative finance; but also covers savings, finance for housing, or consumption, or insurance services. The website is available in Spanish as well as English.

#### ## Journals, Booklets and Newsletters



##### **Boiling Point**

The first Boiling Point was published in 1982 and has, since that time, become recognised as a voice for those working in the household energy field. Boiling Point is a technical journal for those working with household energy and stoves. It deals with technical, social, financial and environmental issues and aims to improve the quality of life for poor communities living in the developing world.



##### **Waterlines**

Waterlines is an important information-sharing forum for policymakers, water practitioners, engineers and fieldworkers involved with providing low-cost water supplies and sanitation facilities in developing countries.

The journal is designed to stimulate topical debate and help everyone keep up with the pace of change. Waterlines is valued by its readers as a source of practical information, news and peer discussion.

Each issue concentrates on a key theme within the water and sanitation sector and in 2004 Waterlines will look at: sustainable livelihoods, urban stormwater drainage, Latin America, and water and sanitation utilities and the poor.



##### **Small Enterprise Development (SED)**

Small Enterprise Development (SED) is an international journal which for nearly twenty years has been providing news and analysis on designing and running small enterprise and micro-finance programmes in developing countries.

<http://www.itdgpublishing.org.uk/content/sedindex.htm>

### Providing the Right Kind of Information Services Contd.



#### basin news

basin news is the international newsletter of the building advisory service and information network. ITDG, along with CEVE, CRATerre, Development Alternatives, EcoSouth, Gate, Pagtambayayong, Shelter Forum and SKAT, are members of the network established in 1988. It provides information and advice, and training for consultancy services on habitat and services. The newsletter provides information on innovative approaches and effective management of local resources in the built environment, creating links between know-how and resources for all those involved in shelter, infrastructure and services.

<http://www.gtz.de/basin>



#### Food Chain

The journal Food Chain and its Spanish partner Cadena Alimentaria was first produced by ITDG in 1990. It contains practical information on every aspect of small-scale food processing from ideas, methods and appropriate technologies through to marketing and economics.

#### Bengali Booklets

ITDG Bangladesh has published booklets and pamphlets on small-scale agro processing, small enterprise development, along with a variety of other subjects. These information booklets are sold at a minimum price and are incorporated into the National Curriculum.



#### Civic Society Technology Service Centre Project Newsletter

A quarterly newsletter produced by ITDG Southern Africa, which provides updates on the latest developments of the “Civil Society Technology Service Centre” project. The newsletter also addresses issues concerning ICTs for development in Zimbabwe.

## Providing the Right Kind of Information Services Contd.

### ## Curriculum Development and Support Services



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Sustainable development is about securing an equitable distribution of the world's resources and opportunities for people today without jeopardising the same for future generations. The new awareness among industrialised countries of the global nature of sustainability has led to increased focus on global issues across the

Northern school curriculum. ITDG's award winning Development Education unit offers a range of support services for teachers and young people looking to address sustainable development within their teaching and learning.

The support services provided by ITDG's Development Education Department incorporate the following:

- ## Resources for Schools
- ## Workshops for Schools
- ## Curriculum Development
- ## The Sustainable Technology Education Project
- ## The Sustainable Design Award

### Resources for Schools

ITDG's resources explore powerful examples of alternative technology in use around the world to create awareness-raising and curriculum-focused classroom activities for teachers and their students. As a technology organisation we concentrate particularly on design and technology education, but our resources are also relevant to geography, citizenship, PHSE and other subjects.

We use the first-hand stories of women and men who are working to develop technology which puts people first:



### **Providing the Right Kind of Information Services Contd.**

- €# examples from developing countries, drawn directly from ITDG's anti-poverty projects;
- €# examples from Europe and other developed countries, contributed by our network of friends and contacts in the alternative technology movement.

The UK Government's Department for International Development (DFID) lists ITDG's resources as examples of good practice in development awareness.

ITDG Peru worked in the San Martin region with primary school teachers, training them to develop materials and resources to develop their environmental awareness. In an area where school resources are scarce, children were encouraged to re-use and recycle materials to design and make products useful for their own or other schools. Amongst the products were globes made from gourds and coat hangers and cars from cans. In one town, Pongo, the collection of waste materials by children transformed the locality. It led to a local refuse collection being set up, rivers becoming cleaner, new vegetables grown, malnutrition being reduced, and as the mayor said, "People are now proud to live in Pongo".

### **Workshops for Schools**



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ITDG has a team of specialists who contribute to initial teaching training and continuing professional development courses around the UK. Workshops are tailored to meet the specific needs of teachers at secondary level, focusing on how to integrate sustainable development into design and technology teaching.

### **Curriculum Development**

ITDG works as a key consulting body with national and local education authorities, advising on how to deliver education for sustainable development, particularly within the design and technology curriculum.

One such consultation was carried out by ITDG Sri Lanka who worked in collaboration with ITDG UK and the British Council to help review and revise a Design and Technology curriculum for secondary schools. The objective was to develop a subject area based on

### Providing the Right Kind of Information Services Contd.

active project work, moving away from didactic teaching methods. It also seeks to utilise case studies from ITDG's own projects which show how appropriate technologies can be developed to help communities lift their own standards of living. The project is currently being trialled in 50 schools with a view to it being extended nationally in the future.

### The Sustainable Technology Education Project (STEP)



Developed in association with DFID, the STEP website ([www.stepin.org](http://www.stepin.org)) is an educational resource for key stages 3 and 4 which uses detailed examples of the way people use technology for sustainable development, in both industrialised and developing countries, enabling pupils to recognise the economic and environmental impacts of their own technology choices.

Eight partners from four continents - in the UK, Spain, the Netherlands, Germany, Peru, Kenya, Sudan, Zimbabwe and Sri Lanka - contributed the materials which are easily navigable by students, while teachers can also find a range of downloadable classroom resources.

The website contains a range of case studies drawn from around the world, focusing on practical, sustainable solutions to real problems. The project is ongoing, so more case studies will be added to the site at regular intervals.

STEP was the Winner of the Council of Europe's Worldaware Award for Global Education 1999.

### Sustainable Design Award

This award scheme has been designed to help students explore environmental, economic, social and moral issues in Design and Technology. It is for AS and A2 level students and is integrated into their normal work, giving students an opportunity to work on genuine case studies and product analyses within a variety of northern and southern



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hemisphere contexts, all of which have sustainability issues at their heart.

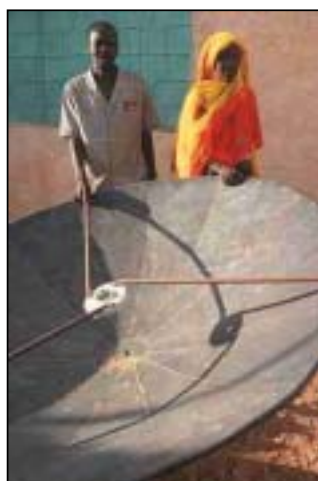
The scheme is run by ITDG in partnership with Loughborough University, the Centre for Alternative Technology and other organisations with acknowledged expertise in the field and is backed by the examination boards (OCR, AQA, Edexcel and WJEC), The Design and Technology Association (DATA), the Development Education Association (DEA) and other significant bodies.

<http://www.sda-uk.org/>



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## INNOVATING TO BRIDGE THE DIGITAL DIVIDE



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The promise of information and communication technologies (ICTs) to democratise access and information has not been fulfilled in developing countries due to high costs and irrelevant content for audiences. ITDG’s ICT projects investigate the regulatory contexts, technologies, business models and partnerships required to support sustainable development and to amplify local voices.

The following projects and research studies are examples of work that has been carried out by ITDG and ITC in the area of information and communication technologies:

### **# International Projects**

#### **Womens’ Information & Communication Technology (WICT)**



© Zui

**Client** DFID  
**Dates** 2001 - 2002  
**Countries** Peru, Zimbabwe & Kenya

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

### Innovating to Bridge the Digital Divide Contd.

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.

#### Kenya, Bangladesh & Zimbabwe ICTs and Peri-urban Information Sector Enterprises

**Client** DFID  
**Dates** 2000 - 2003  
**Countries** Kenya, Bangladesh & Zimbabwe



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

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#### Distance Support and Technical Training for Poor Rural Women

**Client** DFID Knowledge and Research (KAR)  
**Dates** 2001 - 2003  
**Countries** Bangladesh & India

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

## Innovating to Bridge the Digital Divide Contd.

result of the project, women from three villages were trained and produced dissemination material for distance learning and educational TV.

### Rural Telecoms

**Client** World Bank

**Dates** 2003 - 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.

### # Research Studies



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#### Pro-Poor Satellite

**Client** DFID

**Dates** 2002 – 2004

**Countries** Kenya, Uganda, Tanzania & Ethiopia

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.

### 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

## Innovating to Bridge the Digital Divide Contd.

attention: the policy and regulatory framework, the telecommunications (and other) infrastructure, the ICT sector itself, and the promotion and awareness of ICTs and e-commerce.

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### Knowledge Transfer Partnership

**Client** DTI  
**Dates** 2003-5  
**Country** International

This research project was undertaken in collaboration with Cranfield School of Management and looked at how ITDG can use ICTs more effectively to communicate with external audiences. Outputs to date have included market research, an audit of knowledge systems internally and development of a business proposal for a joined-up suite of information services.

### Good Practice in ICT Use for Poverty Reduction

**Client** DFID  
**Dates** 1999 – 2000  
**Country** International

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>

### Development of ICT Strategy

**Client** Inter-American Development Bank/Government of Peru  
**Dates** 2002 - 2003

This project focused on the development of a Strategy for Poverty Reduction in the Information Age.



**MAKING KNOWLEDGE WORK FOR THE POOR**

**CAPABILITY STATEMENT**

**OUR TRACK RECORD**

**INTERNATIONAL STAFF**

**ORGANISATION PROFILES**

### Selected ITDG, ITC & ITDG Publishing International Staff

Name	Title	Specialist Area	Regional Office
Miguel Saravia	New Technologies Team Leader	Information Management, Telecoms Policy and ICT's	ITDG Peru
Betty Rabar	New Technologies Project Manager	Knowledge Management & Communications for Development	ITDG Kenya
Sithembile Nyoni-Mpofu	New Technologies Team Leader	Knowledge Management, Energy and Environment, Water, Gender, Impact Assessment	ITDG Zimbabwe
Mujibor Rahaman	Programme Development, Monitoring and Evaluation Co-ordinator	Knowledge and Information Management, Monitoring and Evaluation, Impact Assessment, Database Design and Management	ITDG Bangladesh
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
Ramona Miranda	Communication Team Leader	Communication, Knowledge Management, Gender & Technology, Programme Development	ITDG Sri Lanka
Surmaya Talyarkhan	Knowledge Sharing Adviser	ICTs and Knowledge Management for Development, Information Systems	ITDG UK
Andrew Scott	Policy & Programmes Director	Technology & Development Policy, Knowledge & Information Services	ITDG UK
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
Sandra Gibson	Resource Centre Manager	Knowledge & Information Services	ITDG UK
Paul O'Dell	Information Technology Manager	ICT's, Systems Analysis, Software design and development.	ITDG UK
Ray Holland	Principal Consultant	ICTs, Energy, Community Infrastructure	ITC UK
Toby Milner	Managing Director, ITDG Publishing	Publishing, Book Production & Marketing, Periodicals	ITDG Publishing UK



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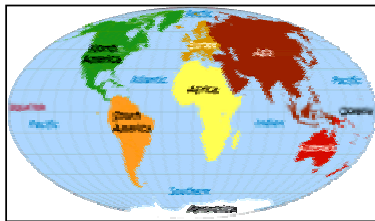
**ORGANISATION PROFILES**

## Intermediate Technology Development Group (ITDG)

*ITDG's vision is of a world free of poverty and injustice in which technology is used to the benefit of all. ITDG aims to help eradicate poverty in developing countries by developing and using technologies, and by demonstrating results, sharing knowledge and influencing others.*

ITDG was founded in 1965 by the radical economist and philosopher, Dr E.F. Schumacher, author of 'Small is Beautiful'. Schumacher wanted to demonstrate that the uptake of more 'appropriate' technologies was an alternative and more effective approach to the 'industrialisation' model (transfer of capital intensive, modern technologies from the West to the developing world) which was being advocated as a way of reducing third world poverty.

Nearly 40 years on, ITDG continues to prove that appropriate technology has the potential to help millions of people in their daily struggle to survive. Appropriate technologies can increase productivity, incomes and employment, improve the quality of goods and services, improve access to services, knowledge and information, reduce vulnerability to natural disasters, stimulate better livelihood options and empower poor men and women.



### Global Programmes & Local Action

ITDG's 300+ local staff in Bangladesh, Nepal, Sri Lanka, Sudan, Kenya, Zimbabwe and Peru implement practical field and research work directly in Latin America, East Africa, Southern Africa and South Asia. On a daily basis, ITDG works with some of the world's poorest communities. Its approach, and the breadth of this work provides a unique advantage, allowing the demonstrated impact from its practical work to produce evidence and the foundations for its national and international lobbying and advocacy programmes.

ITDG's 2003-7 group strategy – *Knowledge, Impact, Influence* – recognises that the world is being transformed by economic globalisation and rapid developments in new and revolutionary technologies. It sets out the need for ITDG to continue demonstrating 'practical answers to poverty' that inform its policy and advocacy activities. It highlights the way forward to enable ITDG to become the leading international authority on the use of technology to reduce poverty. This will be achieved by focusing our efforts and resources around four *International Aims*:

<p><b>International Aim 1</b>  <b>Reducing vulnerability</b>          To strengthen the ability of poor women and men to use technology to cope with threats to their livelihoods from natural disasters, environmental degradation and civil conflict.</p>	<p><b>International Aim 2:</b>  <b>Making markets work for poor people</b>          To enable poor women and men to use technologies effectively in systems of production, processing and marketing to build secure livelihoods.</p>
<p><b>International Aim 3</b>  <b>Improving access to infrastructure services</b>          To improve the access of poor women and men to locally managed infrastructure services.</p>	<p><b>International Aim 4:</b>  <b>Responding to new technologies</b>          To enable poor women and men to assess and respond to the challenges of new technologies and to develop and adopt applications that improve their livelihoods.</p>

The knowledge creation, information sharing and dissemination undertaken by ITDG and its subsidiaries is based on the international programmes of action research, development activities, the dialogues and learning supported by long-standing partnerships and extensive networks. The scope and impact of ITDG's work is broadened through its national and international communications, fundraising, knowledge management, development education and policy research activities, and its two subsidiary companies, Intermediate Technology Consultants (ITC) and ITDG Publishing.



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### **The ITDG Approach**

ITDG believes in practicing the following approaches in order to achieve its mission objectives.

#### **€# Working in partnerships**

ITDG work directly with some of the world's poorest communities, giving particular attention to the inclusion of women and marginalised groups. The impact of our work is increased through partnerships with government and non-governmental organisations internationally.

### # Demonstrating practical answers

ITDG's geographical programmes research, test and demonstrate how technology impacts positively on poverty. The demonstrated impact from our practical fieldwork produces evidence and lays the foundations for our national and international lobbying and advocacy programmes.

### # Scaling up success and increasing impact



© Emma Judge

Alongside our partnerships, ITDG maximise the impact and support the uptake of best practice by sharing knowledge and information. We build on and disseminate information through local, national and international networks. The scope and impact of ITDG's work is further broadened through our two subsidiaries, ITC (Intermediate Technology Consultants) and ITDG Publishing.

### # Raising awareness and pushing for change

ITDG use our credibility and experience to influence the policies and practices of others, from school children and their teachers to international policy making bodies. Building the capacity of the poor to advocate for change in local, national and international policy debates is an integral component of our approach.

## ITDG Services

In line with these, ITDG offers the following services to make knowledge work for the poor:

### # Project Design and Management

Monitoring and evaluation of complex knowledge projects with international multi-disciplinary teams.

### # Training and Capacity Building

Conducting training, designing training manuals, training trainers.



© Lucy Stevens

### # Policy and Strategy Development and Policy Guidelines

Working with stakeholders to improve access to information for the poorest.

### # **Market Analysis and Participatory Approaches**

Local studies to identify information needs and opportunities for information service provision.

### # **Content Creation and Dissemination**

Developing and distributing materials in a variety of media that are appropriate for use by a local audience.



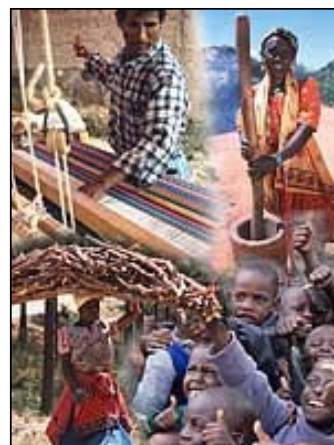
© Annie Bungeroth



## ITDG Publishing

ITDG Publishing is the not-for-profit publishing subsidiary company of ITDG. Established in 1974, the company has developed an international reputation for publishing and distributing practical reference publications for development practitioners, particularly in the area of technology and sustainable development.

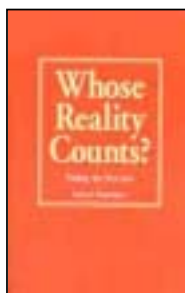
Until recently ITDG Publishing was based in central London but has now moved to the ITDG Head Office in Warwickshire where it is actively developing its publishing operations to include a wider range of publications and the establishment of improved electronic sales channels.



### Products and Services

#### Books

With a total of some 500 published book titles, ITDG Publishing can rightly claim to have been a pioneer in publishing books for international development workers, produced and published to a high professional standard. With over 350 titles in print and new titles produced at the rate of some 20 titles per year, ITDG Publishing continues to be amongst the leaders in book publishers with a specialism in international development. ITDG Publishing has a network of distribution agents around the world, co-publishing partnerships and book donation projects that enable books to be supplied either free or at local prices to customers in many Southern countries.



A full mail-order service is available worldwide and a catalogue 'ITDG Publishing's Books for Development' has been specifically set up to make development books widely available across the globe. Each year, we dispatch over 20,000 books to over 100 countries.

#### Periodicals

For over 20 years, ITDG Publishing has published *Waterlines* magazine quarterly. The only magazine of its kind supplied on a paid for subscription basis, *Waterlines* is viewed as 'must

have' reading for anyone working in the water and sanitation sector.

The Small Enterprise Development journal (SED) has also been published quarterly for over 12 years. With a focus on microfinance and business development, SED is the leader in its field and is read by academic, policymakers and practitioners alike.

### **Websites**

<http://www.itdgpublishing.org.uk/> provides information on ITDG Publishing and links into ITDG's development online bookshop, [www.developmentbookshelf.com](http://www.developmentbookshelf.com). This website offers customers an up-to-date selection of key development-related titles from around the world from different publishers.

In partnership with Ford Foundation, ITDG Publishing has provided a free to use internet source of documents, links, and other information of interest to the microfinance for development community. <http://www.alternative-finance.org.uk/en/>

### **Distribution**

ITDG Publishing provide distribution services for a small number of other publishers keen to access ITDG Publishing's markets via the distributor network where the publications complement ITDG Publishing's own output. Current clients include IDRC (Canada), SKAT (Switzerland), WEDC (UK), INTRAC (UK), NRI (UK), and IRC (Netherlands).

### **Contracting Capacity**

ITDG Publishing are experienced in contract publishing and are willing to take on project management tasks for institutions and individuals. Our experience and contacts in publishing work often means that considerable savings may be achieved by working though ITDG Publishing when compared with other options.

ITDG Publishing also advises and offers clients facilities for the storage and distribution of publications in partnership with its warehouse NBN International in Plymouth (UK) and Stylus Publishing (USA).



## Intermediate Technology Consultants

### Who we are, how we work

Intermediate Technology Consultants (ITC), the consulting arm of the ITDG, provides high quality independent and professional advice to governments, NGOs, aid agencies and the private sector. ITC extends the geographic scope of ITDG activities, with on-going work in South-East Asia, Polynesia and West Africa. ITC provides a commercial consultancy service to all the major international development agencies (World Bank, IADB, ADB, the European Commission, DFID and other bilaterals) and to national governments, drawing on staff from across ITDG's offices and a pool of expert consultants in a wide range of international development fields. Our consultants include 200 professionals in eight country offices, working in *two strategic theme areas*:

#### 1) Rural and Urban Infrastructure

To improve access of communities to essential basic services (such as transport, energy, waste, communications and housing) through various mechanisms including private sector delivery.



© Oliver Wakelin

#### 2) Increasing Enterprise Opportunities and Access to Markets

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

Our core competencies are in improving access of enterprises and communities to a broader choice of technology options through developing local capacity. ITC staff use participatory methods and work with stakeholders at all levels. Under our two strategic themes we specialise in:

## **Enterprise Development**, we work with Small and Medium Enterprises (SMEs), helping to stimulate innovation, improve productivity and support business development across all sectors. We facilitate private sector involvement in a variety of urban and rural sectors such as transport, waste and energy.

€# **Energy and Environment**, we focus on decentralised electrification, renewable energy services, energy from biomass, energy efficiency of small enterprises and energy usage and demand surveys as well as water supply, transport and low cost construction.

ITC provide the following services:

- €# **Project Design and Management - monitoring and evaluation of** complex projects with international multi-disciplinary teams.
- €# **Institutional Development** and organisational development to provide efficient, customer and client-focused support and services.
- €# **Training and Capacity-building** – conducting training, designing training manuals, training trainers.
- €# **Policy and Strategy development and Policy Guidelines** to improve infrastructure service for the poorest.
- €# **Market Analysis and Participatory Approaches** - studies to identify needs and opportunities for technology change for sustainable production.



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