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Annual Report

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Information for Development Program





# FOREWORD

Over the last twelve months, *infoDev* has continued to implement the new strategy adopted in early 2002: priority has been granted to knowledge dissemination, partnerships, and the articulation of the grant program around a small number of 'flagships', notably with the start of the Incubator Initiative.

## KNOWLEDGE DISSEMINATION

As described in the first section of this report, the experience gathered through the implementation of *infoDev* projects over the last eight years contains a wealth of knowledge about what works and what does not in the area of ICT for Development. Such knowledge is of significant value to help the international community and decision makers to identify some of the ways in which ICT can contribute to achieving the Millennium Development Goals (MDGs) adopted in 2000. It is also of value when one tries to address critical issues regarding ICT-for-development projects, namely : sustainability, scalability and replicability.

## PARTNERSHIPS

The number of 'knowledge products' generated by *infoDev* last year has been higher than in any previous year of existence of the program. Be it through the strengthening of its iCSF program, the organization of events (such as the Open Source conference) or the publication of reports (including the Global Information Technology Report 2003-04, or other reports on WiFi, Network Security or Open Source Software, and *infoDev's* Case Studies), *infoDev* has granted special importance and priority to the weaving of partnerships. Significant synergies have been generated by cooperation with recognized players such as INSEAD and the World Economic Forum, the International Trade Center (ITC) and the Swiss Secretariat of State for the Economy (SECO), the World Resources Institute (WRI), Orbicom, the Development Gateway Foundation or the Wireless Internet Institute (WII).

## FLAGSHIPS

*infoDev's* Incubator Initiative is implementing its second phase and preparing to launch its third phase. After the successful establishment of the *infoDev* International Support Center (iDISC) in Brazil, a series of regional workshops were to be organized, essentially to allow the new grantees under the second phase of the Initiative to share experiences and best practices from the field. At the beginning of 2004, the initiative will enter its third and ultimate phase, which will focus on bringing such experience to the benefit of new incubators, especially in Africa. Foreseen to take place next year in Mumbai a worldwide meeting (Global Incubators Forum) will take stock of the accumulated experience under the Incubator Initiative and pave the way for future actions in this field.

## OTHER ACTIVITIES

The work on other initiatives such as e-readiness, country gateways and Africa connection has continued at a steady pace. Due to the positive evaluation made last year of ICSF grants (*infoDev* Conference Support Fund), the total volume of such grants increased significantly.

## MANAGEMENT AND GOVERNANCE

As *infoDev* continues to grow in volume and visibility, new possibilities emerge for the program to become a more visible and recognized actor within the World Bank Group, especially when it comes to scaling up and replicating successful projects. By identifying new ways of combining *infoDev*'s activities with mainstream activities of the World Bank Group, additional leverage can certainly be gained which would eventually benefit both *infoDev* beneficiaries and the donor community.

A new Technical Advisory Panel (TAP) has been selected, which will also contribute to offer new ideas and avenues for the future development of *infoDev*.

## THE BIG PICTURE

When it was decided in December 2002 that the *infoDev* Annual Symposium of 2003 would be held in Geneva, in parallel with the first part of the World Summit on the Information Society (WSIS), it was with the hope that this would provide additional visibility to the program, and multiple opportunities to gather feedback, ideas and proposals about how to maximize *infoDev*'s impact and relevance in the future. As international awareness continues to grow about the importance of ICT for development, *infoDev* can legitimately be proud of having contributed to this phenomenon. Much remains to be done, however, and *infoDev* still has a lot to contribute. WSIS and the MDGs offer a valuable framework within which to organize and develop *infoDev*'s future efforts. It is our hope that the international community will continue to make full use of *infoDev*'s brandname, of its convening power, and of its experience in the years to come.

Bruno Lanvin  
Manager,  
*infoDev*

# Lessons Learned from *infoDEV* Projects

In the past eight years, the *infoDev* program has funded more than 400 projects designed to harness the power of information and communication technologies (ICTs) to combat poverty and promote sustainable development. These projects—highly diverse in geographic and thematic focus, as well as in the type of technologies employed—provide a rich store of experience on what does (and does not) work in using ICTs for development. The projects offer a valuable resource to *infoDev* in its growing effort to build and share rigorous, field-tested knowledge on the opportunities that ICTs present and the challenges facing their effective and affordable deployment in developing countries.

In order to begin drawing broader lessons from its experience, *infoDev* recently commissioned a case study analysis of 17 projects funded by it between 1995 and 2003.<sup>1</sup> The goal of the analysis was to learn from past implementation experience of various ICT applications for the benefit of future projects.

## *infoDEV* CASE STUDIES

Over time, quantitative and qualitative analysis have used different research methods. The extent to which these methods have been adopted is influenced by their proven credibility. Case studies have gained especially broad acceptance as a credible research method because they reveal best practices. The concept of best practices is based on finding a number of project implementations that share similar aspects. For example, projects that use the Internet as a teaching tool share a certain comparability, whether the Internet is used to deliver training lessons to people in India or in Kenya, in governmental organizations, in private businesses, or in development projects—regardless of lesson content. The approaches used to apply the Internet for this purpose may, however, differ. Therefore, some practices (“do’s and don’ts”) may be considered “best” under certain circumstances.

The case study method identifies best practices based on a detailed analysis of the structure, obstacles, and outcome of a specific project in a given situation, under specific circumstances, with specific partners, and a given set of resources. Analyzing these specifics generates knowledge about “how to” do things. The case study method does not seek to establish abstract and axiomatic knowledge; rather, it generates “know-how” of the highest practical value for the implementation of concrete projects. The method is helpful to implementers because it offers them knowledge, skills, and tools to deal with the kind of problems they encounter in their day-to-day work. Case studies appeal to development specialists precisely because they have what might be termed “face-value credibility.” That is, they illustrate solutions to problems that readers in a similar situation can readily identify.

For all of these reasons, the case study method was chosen by *infoDev* to analyze ICT-for-development (ICT4D) projects. The 17 projects represented a cross-section of *infoDev*-funded initiatives in terms of time, geography, and type of ICT used to improve the situation of the poor. Since the projects represented a variety of interventions, they provided a basis from which best practices could be drawn.

### **Adopting the Case Study Method as a Tool for Analysis**

Each *infoDev* case study examines the development aims of a project and explores the “who,” “what,” “where,” “when,” and “how” of project activities. The cases use a consistent framework to ensure the comparability needed to identify best practices. The framework was comprised of five basic components: an

overview, impact review, impact analysis, lessons learned analysis, and beneficiary feedback. Field visits and secondary research (often via electronic communication), were conducted to gather needed data. Cooperation with field experts ensured that the data gathered was relevant to case study analysis. To guarantee a feedback loop and verify lessons learned, drafts of the case studies were sent to project leaders for review and comments. Amended drafts were then sent to *infoDev* task managers for similar review.

The authors of the case study analysis conducted a literature review on ICT-for-development issues while they were engaged in field research. This review contributed to both the research framework and the analysis of the case studies in light of the Millennium Development Goals (MDGs). The literature review primarily included information available in print and on the Internet, as well as on various ICT e-mail forums (including Balancing Act, the Development Gateway, bytes for all, and DigAfrica), ICT story sites (including [www.digitalopportunity.org](http://www.digitalopportunity.org), [www.sustainableicts.org](http://www.sustainableicts.org), and [www.iicd.org](http://www.iicd.org)), and recent papers and/or research of major development agencies on the topic.

### ***infoDev* Projects and their Function**

The rationale behind the specific use of ICT in *infoDev* projects is simple: ICT is applied to meet the MDGs. ICT functions as an instrument to increase the capacity of local communities to find work, improve educational standards, influence government policy, or extend the reach of an existing project. The ICT components or standalone ICT projects of the case studies were initiated either through existing structures (involving local communities and key stake-

holders, word-of-mouth advertising, and/or training) or by working with local authorities, communication networks, and/or businesses.

In most projects, the technology chosen to process information and/or enhance communication was selected as the most appropriate intervention for a given situation. As shown in table 1.1, implementation either proved the technology choice appropriate (Voxiva, Future Stations, Food, Cemina), or caused a change or expansion in the types of technologies selected (B2Bpricenow.com, Fantsuam, Rostropovich, SITA).

## THE CONTRIBUTION OF *infoDev* PROJECTS TO THE MILLENNIUM DEVELOPMENT GOALS

This section considers the case studies in the light of the Millennium Development Goals (MDGs) for reducing poverty and creating sustainable development that were adopted by the member states of the United Nations at the Millennium Summit in September 2000. Subsequently reaffirmed by the World Summit on Sustainable Development in Johannesburg, South Africa, in 2002, a growing number of multilateral and bilateral development agencies have subscribed to these goals. The following pages summarize the contributions of *infoDev* case studies to the individual MDGs. The *infoDev* projects have contributed significantly to all of the MDGs except Goal 7 (environmental sustainability), as none of the projects specifically addressed environmental concerns.

### *infoDev* mission statement:

To promote innovative projects that use information and communication technologies for economic and social development, with a special emphasis on the needs of the poor in developing economies.

Table 1.1 Summary of *infoDev* Case Studies

Project	Technology	Description
Abantu (Kenya)	Laptops, personal computers (PCs), Internet	Abantu for Development was established to promote gender awareness. In 1999, it introduced an ICT component that concentrated on training various women's groups in Kenya in basic software and Internet skills. The project also brought together the business community to develop gender-sensitive ICT policy recommendations. While the ICT component began as an individual project ("Gender and ICT"), Abantu subsequently found it more effective to incorporate its ICT work into all of its programmatic areas—Gender and Conflict, Gender and Governance, Gender and Poverty—rather than treat it as a separate program.
B2Bpricenow (Philippines)	PCs, Internet, mobile phones	B2Bpricenow.com is an e-marketplace in the Philippines that allows farmers, fishermen, and small and medium enterprises to access current market prices and trade products. Access can be achieved via the Internet (the project web site) or cell phone.
CDI (Brazil)	PCs and Internet	CDI, the Committee for Democracy in Information Technology, is a non-profit, non-governmental organization that has used information technology since 1995 to promote social inclusion via Information Technology and Citizens Rights Schools. CDI provides equipment (hardware and software), instructor training, and administrative and technical support to the Schools, which are self-managed and self-sustainable, but monitored by regional CDI offices.
Cemina (Brazil)	PCs, software for digital editing, Internet	The primary aim of Cemina (Communication, Education, and Information on Gender) is to strengthen women's leadership in community development in Brazil. Cemina promotes gender education by connecting communities through an Internet/radio link: radio program content is produced locally and then shared with other radio stations via Internet broadband links.
Conexiones (Colombia)	Inter-school network connection for existing PCs	Conexiones began in 1993 as a research project of EAFIT University and the Pontificia Bolivariana University in Medellín, Colombia. Its goal is to develop ICT-supported learning environments to improve the quality and equity of education in Colombia. Since its initial research phase, the program has targeted schools in both rural and urban areas, without prejudice to their socio-economic level. To date, 75 schools in the provinces of Antioquia, Santander, Bolívar, and Valle del Cauca belong to the Conexiones network, which encompasses more than 1,000 educators and 6,000 students between 7 and 16 years of age.
Fantsuam (Nigeria)	PCs with CD ROMs, satellite radio	The Fantsuam Foundation in Kafanchan, Nigeria, is working to give local rural communities access to health and educational resources through the Internet. In the first phase of the project, Fantsuam worked with local communities to establish three community learning centers (telecenters). One of these centers, at the Fantsuam office in Bayan Loco, is already financially self-supporting. Plans to set up a mobile community telecenter, which would visit different communities and offer e-mail access via satellite, were abandoned due to prohibitive cost.
FOOD (India)	Mobile phones	FOOD, based in Chennai, India, began the Inter-City Marketing Network project in April 2001 to help poor women in urban areas increase their incomes. Initially, FOOD worked with some 100 existing women's self-help groups representing between 1,000-2,000 women and their families. An initial survey of these groups indicated that while many women derived a small income from producing goods at home (food products, soap, repackaging food items), they were generally weak at marketing their products and finding customers. Typically, they sold their products to visiting middlemen and made little profit. FOOD provided them training in marketing and the use of "social capital," encouraging the groups to focus on production, or marketing, or both. FOOD then provided each group with a cell phone to facilitate contact between production and marketing groups, and between groups and customers.
Future Stations (Brazil)	PCs & Internet	Future Stations began in March 2002 as part of the Rio de Janeiro shanty town project Viva Rio. Viva Rio is a large and highly respected grassroots project that has been working in the favelas of Rio for over 10 years. Viva Rio works to empower women and decrease poverty and violence within the favelas. Future Stations are multifunctional Internet Cafes offering training in the Internet and major computer software applications; they also function as advice centers for employment and offer many other community services. The Future Centers run interactive learning evening classes for young people who have dropped out of school.
Manobi (Sénégal)	Wireless Application Protocol (WAP) mobile phones, Manobi Server	Manobi initiated an Internet and wireless e-services project to strengthen the livelihood of Sénégalese fisherman in early 2003. The project uses wireless access protocol (WAP) technology via cell phones to provide fishermen with up-to-date weather reports and market price information. In addition, fishermen use interactive technology to input fish stock information for marketing purposes, and to log departures and estimated times of return so that local fishing unions can be alerted if fishing boats fail to return on time. At the time of writing, some 57 individual users had registered for the service (41 buyers and 16 fishermen).

<b>Project</b>	<b>Technology</b>	<b>Description</b>
OAS (Latin America)	Adapted PCs and peripherals	OAS implemented an IT employment program for people with disabilities for 14 months, beginning in June 2000. The project used professional volunteers to train both people with disabilities and organizations working with people with disabilities in computer software and work-related information and technology skills. A total of 13 volunteers trained 338 people, representing 44 organizations in El Salvador, Guatemala, Honduras, and Nicaragua.
PEOPlink (worldwide)	PCs, digital camera, Catgen software	This project supported the development of "Catalogue Generator" software (CatGen, first version) and regional training to enable some 55 artisan producer groups to build, maintain, and update their own web catalogues of craft products for use in business-to-business marketing. While e-commerce is not a panacea for artisan producers, the CatGen system allows users to create online catalogues with minimal computer and web skills. The project has brought significant benefits to producers, especially in the areas of collaborative product development, finding buyers and simple web or email-based marketing.
Rits/ Sampa.org (Brazil)	High-spec server, secure data center, PCs and Internet	This project uses digital information and communication technologies (DICTs) to increase Internet access and use by civil society organizations and their networks in Brazil. Rather than build an experimental center from the ground up, Rits chose to work with the Sampa.org network of telecenters in low-income communities of São Paulo. Sampa currently has 10 telecenters with about 2,500 users in São Paulo shantytowns. Rits provides the centers with technical support, evaluations, and funding.
Rostropovich (Russia)	Primary server, PCs and peripherals, digital microscope, Internet	The Rostropovich Foundation telemedicine healthcare network began in 1999 with the goal of increasing the capacity of pediatric cancer specialists at the First Municipal Hospital of St. Petersburg, Russia. Through the use of the Internet and the power of digital technology, the Foundation linked staff from St. Petersburg with colleagues from the USA and Europe, enabling Russian doctors to send MRI scans and records of their patients to other specialists to improve the care of children with cancer. Within the St. Petersburg area, the network has also improved communication between cancer specialists and primary care physicians.
Satellife (Kenya)	PCs, server, peripherals, generator	The Regional Information Technology Training Center was set up in Nairobi, Kenya, in 1999. The aim of the center was twofold: to train medical staff from across East Africa in basic IT skills and technical support and to sensitize policy makers to the potential value of ICTs in the workplace. Over a one-year period, over 100 people were trained. In Kenya, the foundation for a sustainable business was laid, but institutional factors have led to an uncertain future. Trainees from Uganda, Tanzania, Ethiopia, and Eritrea have gone on to organize ICT training in their countries, contributing to the ongoing training of health professionals throughout East Africa.
SibDev (Russia)	PCs and Internet	The overall goal of this project is to increase the capabilities of small and medium enterprises (SME) in poor areas of Siberia to attract private investors through the Internet. To date, the project has run a number of training workshops, produced a toolkit to promote business marketing via the Internet, and developed a project web site that markets Siberian SMEs.
SITA (India)	PCs and peripherals	SITA trained over 500 low-income women from north Delhi, India, in basic computing in 2000-2001, with the aim of finding them work in local businesses. SITA estimated that as of July 2003, some 70 trainees were directly using their newly acquired PC skills in paid employment. Overall, however, the project underestimated the significant gender barriers faced by low-income women. This shortcoming was partially addressed by modifying the course to include work placements. Although the SITA project has concluded, several staff members are involved in a new women's e-cooperative, Mitra Mandal, which continues to train local low-income women and hopes to sell services to local businesses on a cooperative basis.
Voxiva (Peru)	Pay phone, mobile phones, PCs, Internet, local radio (occasionally)	Voxiva is a private social venture committed to extending the benefits of information technology beyond the digital divide. At the request of local health officials in Peru, they looked for ways to use existing telecommunications infrastructure to strengthen disease and disaster surveillance and response. Their product, ALERTA, is a disease surveillance application that enables health professionals in rural areas to use local telephones to submit reports to healthcare authorities. The reports are then entered into a computer system enabling the Ministry of Health to keep track of disease in a timely manner nationwide. The system also enables rural health professionals to receive information and help through voice mail, again via local telephones. The product has been piloted in 76 health facilities located in the Cafete-Yauyos zone, approximately 140 km south of Lima, and the Chilca-Mala zone, approximately 80 km south of Lima.

Table 1.2 summarizes the contributions of the *infoDev* case studies to the individual MDGs.

### Goal 1. Eradicate Extreme Poverty and Hunger

On the whole, the target groups of the ICT4D projects were located partly in rural areas (Fantsuam and Manobi), and partly in urban areas (Rits/Sampa.org, CDI, and Future Stations). It can be assumed that most project clients began their participation in the projects with incomes of one dollar a day or less. The applied ICT in the *infoDev* projects contributed to the eradication of extreme poverty and hunger by enabling, at the least, the following improvements:

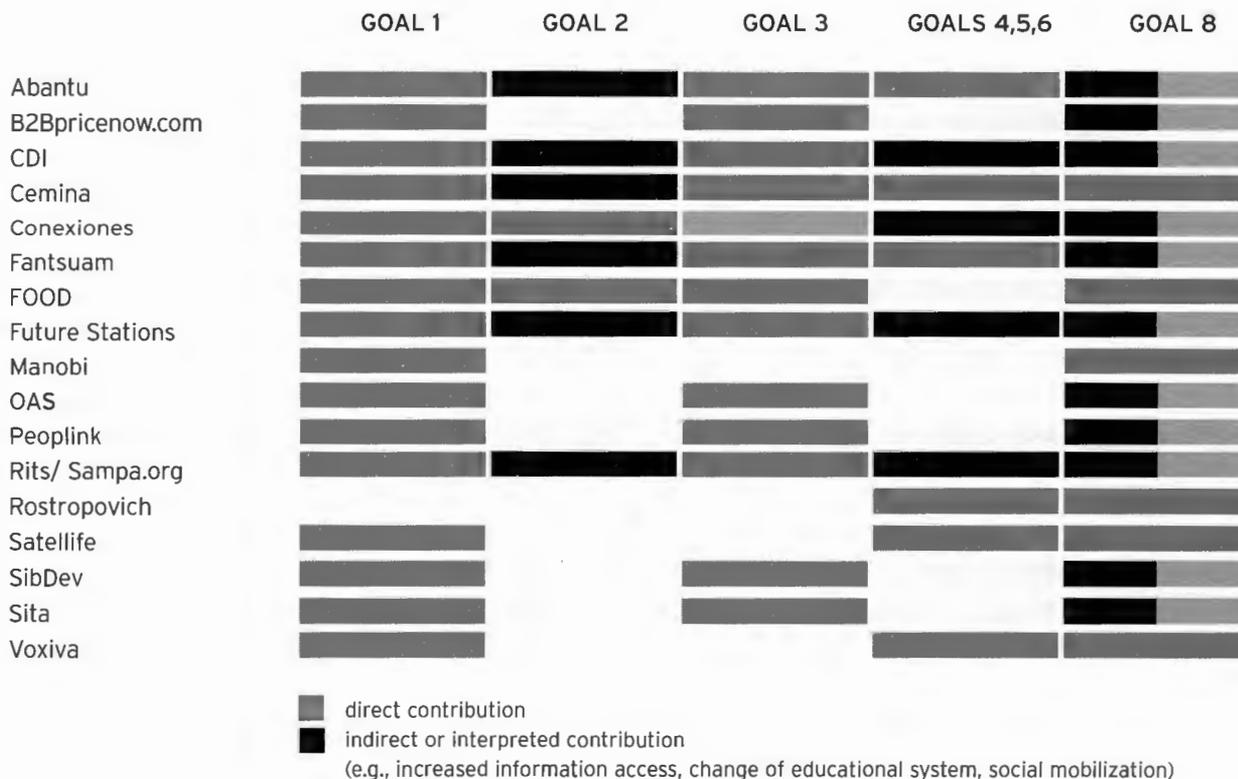
- created new marketing channels for farmers and fisherman, thereby increasing the power of small suppliers (FOOD, B2Bpricenow)
- increased marketable skills of schoolchildren, people with disabilities, and adults in various professions, enabling them to get jobs or apply for

better-paying jobs (OAS, Conexiones, Future Stations, CDI)

- helped change the image of a region by making residents aware of the situation in slum neighborhoods and of possible means to improve the situation (Future Stations)
- provided real-time access to market data to small suppliers, strengthening their negotiating power against the market power of middlemen, thereby helping to increase incomes (Manobi)

All of these improvements contributed to reducing poverty in one of two ways: they enabled target groups to increase their incomes or their access to work. For instance, the FOOD project showed evidence of improved incomes. The project eventually worked with approximately 300 groups, representing approximately 3,000-6,000 households. The average active member of a FOOD network earned a profit of between US\$0.20 to US\$1.30 per day, a sum that represented 10-15 percent of their respective household incomes. In many cases, this income enabled clients to pay school fees for their children, enhancing the income-earning ability of future generations.

Table 1.2 Contributions of *infoDev* Case Study Projects to the MDGs



## **Goal 2. Achieve Universal Primary Education**

Only one of the *infoDev* projects, *Conexiones*, dealt directly with primary education, and it focused on strengthening the pedagogical system. However, the main challenge of universal education is not so much a shortage of schools, but the combined effect of poverty (reducing the financial ability of households to pay school expenses and the corresponding need for children to generate income), culture (gender bias regarding the sex of children sent to school, as well as situation-specific circumstances of exclusion from education and/or employment), and the quality and relevance of educational services.

With respect to poverty and culture as factors that influence education, *FOOD* reported that clients spent the majority of extra income generated by the project on school fees. A number of projects targeted women in order to address gender-specific needs or, in the case of *Abantu*, to effect gender-related redistribution. In the case of *SITA*, IT training enabled only some of the targeted women clients to secure employment. While there are no direct reports on the impact of the *Cemina* radio project, there is every reason to believe that this gender education project contributed to the broader education of its target audience (poor women in Brazil).

With respect to the quality of education, *Conexiones* and *CDI* both worked with teachers to upgrade their skills. These projects place particular emphasis on non-didactic learning methods, such as group projects and problem-solving. Although *CDI* generally works with students of secondary school age, it is possible that the new teaching style could gain momentum and spread to the primary sector via teacher workshops and professional networking. In a different vein, *Abantu* helped to improve the quality of education in Kenya by challenging the linkage of ICT with science, causing the authorities to reconsider a tradition which creates gender barriers to learning ICT.

## **Goal 3. Promote Gender Equality and Empower Women**

A number of *infoDev* projects specifically focused on empowering women through ICT. These projects varied in their specific focus on women (i.e., ratio of

female to male participants), as well as in the specific technology used (from cellular phones to Internet-based applications). In general, various *infoDev* projects can be summarized as promoting gender equality along two dimensions:

- Gender dimension: Focused on women only, or open to both genders. Explicitly addressed the specific needs of woman and/or children.
- ICT dimension: Provided ICT skills training, or used ICT as a technological means to enable participation in other activities, such as enabling access to specific markets and/or resources via ICT.

Using these two dimensions, the various projects dealing with the empowerment of women in developing countries can be shown in a two-by-two matrix (see table 1.3).

## **Goals 4,5,6: Reduce Child Mortality, Improve Maternal Health, and Combat Disease**

Lack of specific health-related data on the *infoDev* projects makes it difficult to analyze their contribution to these MDGs. Absence of health data can be attributed to a general lack of understanding that ICT-related projects required monitoring and evaluation, as well as the comparative newness of several projects and the abundance of external factors that affected their impact. For these reasons, the MDGs that specifically address issues of health (4,5, and 6) have been consolidated.

Despite the lack of empirical data, several *infoDev* case studies that focused on health appear to have positively contributed to the health-related MDGs. *Voxiva*, for example, strengthened the health system in two districts of Peru through an improved disease reporting system. The project offers a model that can be replicated in other countries, with the potential to reduce child mortality and improve maternal health. *Voxiva* specifically enabled a faster response to a measles outbreak in one Peruvian district, thus reducing the impact of the disease (indicator 15 of goal 4).

Although not directly related to the above MDGs, several other *infoDev* projects can be viewed as

making indirect contributions to improved child mortality, maternal health, and combating pandemics. Satellife HealthNet and Fantsuam focused on training health workers in ICT related skills, which can be viewed as strengthening the capacity of the health-care system as a whole. Rostropovich, on the other hand, enhanced the capacity of the Russian health system near St. Petersburg to deal with children's cancer cases, and is already being replicated for other caregivers in northwestern Russia.

### Goal 8. Develop a Global Partnership for Development

To some extent, virtually all *infoDev* projects helped create partnerships for development (see table 1.4). Due to the nature of ICT as a means to connect people on a technological and social level, it can easily be used as a platform to establish formal, informal, and institutional forms of cooperation and partnership. If the *infoDev* case studies are examined through this lens, it becomes evident that the ICT projects all formed partnerships that helped make available the benefits of new technologies to the developing countries. However, the existence, extent, and, especially, scope of these partnerships are difficult to measure directly.

TABLE 1.3 Women Empowerment Project Matrix

Type of Project	Women	Both Genders
<b>Provided ICT Training</b>	<ul style="list-style-type: none"> <li>■ Abantu</li> <li>■ Cemina</li> <li>■ Conexiones</li> <li>■ SITA</li> </ul>	<ul style="list-style-type: none"> <li>■ Fantsuam</li> <li>■ OAS</li> <li>■ RITS</li> </ul>
<b>Used ICT as a Technical Means of Participation</b>	<ul style="list-style-type: none"> <li>■ FOOD</li> <li>■ PEOPLink</li> </ul>	<ul style="list-style-type: none"> <li>■ B2Bpricenow</li> <li>■ CDI</li> <li>■ Future Stations</li> <li>■ SibDev</li> </ul>

## LESSONS LEARNED AND RECOMMENDATIONS

Having examined the contribution of the *infoDev* projects to the MDGs, the following section attempts to identify some of the key lessons learned and elaborates recommended guidelines for future ICT-for-development projects.

### Lessons Learned

**LESSON 1: INVOLVE TARGET GROUPS IN PROJECT DESIGN AND MONITORING.** The design of the FOOD project provides an example of effective interaction with a target group. In this case, the target group of poor women worked with NGO facilitators to articulate what they needed to make a small business successful before the project was designed. FOOD was then able to create a viable marketing system in response to their needs.

In the Future Stations project, it became clear that teenagers from the shanty towns of Rio de Janeiro required IT courses to meet professional rather than entertainment needs. As these courses generated much of the income of the telecenters, it was vital that instruction respond to client demand. Viva Rio is now studying their client base in order to develop courses more in line with client preferences.

Projects also meet the needs of different client groups more accurately if they involve these groups in the project design phase. The Conexiones education project, for example, works with both urban and rural residents, richer and poorer social groups. Educational content for the schools thus had to be designed in such a way that each school could access content most relevant to their students.

Finally, projects have found that client involvement in project design greatly enhances project sensitivity to the social environment, including gender roles and expectations, traditional values, cultural norms, etc.

- **ICT projects should empower local communities to create their own development content.** There appears to be a general development assumption that the supply of information available through ICT global networks is sufficient to enhance the livelihoods of the poor, provided that the poor can

access these networks. However, the *infoDev* case studies show that there is a strong need for content grounded in local realities.

One of the best ways to generate local content is to have members of local communities create it. Building capacity in this area would not only support the sustainability of telecenter and training projects, it would potentially promote local businesses and advocacy efforts in the South. If local content is to be generated, however, ICT projects must incorporate instruction in how to apply creative skills to content development.

- **Research the right partners for the project.** A number of implementing organizations realized that they needed to work with other groups to increase the impact of their projects only after they began operations. Finding organizations and projects that truly complement and/or enhance a project can be difficult. However, most of the case studies demonstrate that this kind of partnership increases the reach and impact of project activities. In all cases, the roles and responsibilities of project stakeholders should be outlined in a specific Memorandum of Understanding. Several case studies encountered institutional problems that derived from the lack of any Memorandum of Understanding, which in turn contributed to lack of transparency and accountability.
- **Incorporate ongoing monitoring into project operations.** The case studies demonstrate that monitoring enabled projects to adapt and tailor services to changing demand and circumstances. For SITA, this meant creating an internship program half-way through the life of the project. For the various telecenter projects, it often meant changing the types and frequency of computer courses.

Monitoring also requires staff training, as heavy workloads often prevent staff from giving this activity priority. In order to address this problem, Viva Rio is now providing Future Stations staff with one-day training on its monitoring system, emphasizing the importance of monitoring to the smooth operation of the project.

LESSON 2: WHEN CHOOSING THE TECHNOLOGY FOR A POVERTY INTERVENTION PROJECT, PAY PARTICULAR ATTENTION TO INFRASTRUCTURE

REQUIREMENTS, LOCAL AVAILABILITY, TRAINING REQUIREMENTS, AND TECHNICAL CHALLENGES. SIMPLER TECHNOLOGY OFTEN PRODUCES BETTER RESULTS. In many of the case studies, lack of reliable infrastructure meant that the technology used in a project (e.g., Internet-based discussion groups of Abantu) limited the number of participants. In other cases, technologies were not sufficiently disbursed in local areas for end-users to apply the skills they gained in training. B2Bpricenow.com, for example, reoriented its technology platform in the Philippines from an Internet website to include mobile phones after it became apparent that farmers did not have reliable access to the Internet, but could access mobile phones.

Technical challenges included unreliable electricity and communications infrastructure that rendered communications networks unreliable and/or inaccessible, as well as physical deterioration of infrastructure, the need for skilled IT support, and the necessity of instituting standard procedures. Theft of copper piping that encased the phone lines in Nigeria, for example, reduced the ability of people to access the Fantsuam health telecenters. In Peru, the remoteness of some health centers meant that Voxiva had to arrange for them to submit reports and access information via radio.

Technical problems experienced across the network of Future Stations telecenters forced the project to bring in permanent IT support, a cost not anticipated in the planning stages, while the Rostropovich project was compelled to quickly create a standard system for information exchange in order for the communications network to operate efficiently.

- **Innovative technology solutions can be used to great advantage in development projects when they respond to user requirements.** Few *infoDev* projects used special technology, although a few piloted innovative system architecture. Rostropovich, for example, used cutting-edge technology to link health imaging equipment to the Internet. In Russia, however, the majority of computers are homemade, which can cause software compatibility and data transfer problems. Rits/Sampa.org and CDI explored a Linux-based architecture based on one high-end server and a network of between 10 to 20 made-to-order basic computers without hard drives. This system archi-

Table 1.4 **MDG 8: Develop a Global Partnership for Development**

<b>infoDev Project</b>	<b>Contribution to MDG</b>
Abantu (Kenya)	Engaged the government and private sector in dialogue about gender issues
B2Bpricenow.com (Philippines)	Project collaborated with the Philippine Rural Reconstruction Movement (an NGO), the Land Bank of the Philippines, and the technology company Unisys to make the e-service and e-commerce website available to fishermen and farmer cooperatives
CDI (Brazil)	Established links with a number of private sector trusts and received funds to make Information Technology and Citizens' Rights Schools available to low-income communities  Over 350,000 children have attended over 770 ICT schools since the project began, laying the foundation for professional skills
Cemina (Brazil)	Established links with a number of private sector trusts and received funds to increase the volume of radio programming available for distribution to rural community radio stations
Conexiones (Colombia)	Facilitated technical support to schools and established partnerships with universities and private sector organizations to increase the reach and content of the project and to raise funds
Fantsuam (Nigeria)	Received support from a number of institutions (both public and private) from around the world to increase the capacity of the project's health and education telecenters
FOOD (India)	Partners within India have provided support for this project
Future Stations (Brazil)	Received funding and support from a number of national and international organizations and institutions
Manobi (Sénégal)	Manobi, an international telecommunications company, works with local fishing unions, international institutions, and local telecommunications companies to provide its e-service
OAS (Latin America)	Works across four countries in Central America to link mainly regional ICT consultants to local organizations that work with the disabled
Peoplink (worldwide)	Catgen System enables local artisans to expand into overseas markets via the Internet; many artisans are members of the International Federation for Alternative Trade
Rits / Sampa.org (Brazil)	Established links with a number national and international organizations, including the International Development Research Center and the Ford Foundation, and received monetary support and support in kind
Rostropovich (Russia)	Linked health professionals from around the world to national staff in order to improve the care of children living with cancer in St. Petersburg
Satellife (Kenya)	Via one participant in the Satellife training course, a training program was begun at the Medical School of the University of Uganda which has trained over 100 medical personnel to date in basic Internet skills
SibDev (Russia)	Created 20 databases on business development and investment opportunities in Siberia, attempting to narrow the divide between regional and international investors and local SMEs
Sita (India)	Partnered with a number of local, national, and international institutions to provide ICT training for low-income women
Voxiva (Peru)	Partnered with the Peruvian Ministry of Health, a local telecommunications company (Fundacion Telefonica), and the Markle Foundation to provide a disease surveillance reporting service to local health professionals

ecture has considerable potential to greatly reduce the cost per seat in telecenters and training institutes.

Open source and commercial software are used in many ICT projects. However, neither the comparative benefits of open source software, nor the cost of commercial software licenses, are well understood by implementers or end-users of ICT projects. End-users appear to prefer to learn Microsoft applications for employment purposes. Yet few of the projects that used such applications appear to have considered the lifetime cost of Microsoft licenses and the implications this cost would have for small businesses in the South.

LESSON 3: EXISTING TECHNOLOGIES—PARTICULARLY THE TELEPHONE, RADIO, AND TELEVISION—CAN OFTEN CONVEY INFORMATION LESS EXPENSIVELY, IN LOCAL LANGUAGES, AND TO LARGER NUMBERS OF PEOPLE THAN CAN NEWER TECHNOLOGIES. IN SOME CASES, THE FORMER CAN ENHANCE THE CAPACITY OF THE LATTER. Cemina is an excellent example of a project that used the Internet to support radio technology. By using Internet links to distribute digital radio content, the project expanded the supply and distribution of educational program content to local community radio stations.

- **Telephones and voice mail systems can add considerable value to the communication systems of poor people in the developing world.** Most target groups of *infoDev* projects cannot afford to buy or even access the technology used in the projects, with the exception of phones. The poor are, moreover, increasingly benefiting from the strategic use of telephone communication: the cases of Voxiva, B2Bpricenow.com, FOOD, and Manobi clearly demonstrate that telephone technology (landline and mobile) can be used effectively to answer the communication, information, and business needs of poor people in developing nations.

Voxiva, for example, chose to establish a health-reporting network in Peru on the basis of standard phone lines, a choice that both increased the reach of the project and decreased its initial setup costs. Because people were already familiar with using telephones, Voxiva had only to provide

training on telephone menu systems to enable health workers to use the reporting system with confidence. An unexpected benefit of the technology was that the workers learned to write more concise reports to relay over the phone, enabling faster analysis of local health and disaster situations by the Ministry of Health. Here, simplicity of technology led to simplicity of the system.

- **Internet technology is not a cost-effective choice for many ICT for development projects. The geographic coverage of mobile phone systems is often broader and expanding more rapidly than Internet availability (particularly in Africa).** In addition to the cost of technology needed to access the Internet (e.g., computers, servers, modems, telephone lines, telephone usage charges), Internet-based projects often require considerable training in computer and Internet use. Such projects also often require literacy, despite high levels of illiteracy among the poor, as well as fluency in English (one of the principal languages of the Internet).

While the case studies suggest that the Internet has a role to play in providing the poor access to global information in Latin America, they also clearly demonstrate the problems associated with Internet use in Africa (Fantsuam, Satellife HealthNet, Abantu). Indeed, recent studies (McKemey et al., 2003) show that Internet access in Africa is not widely available outside capital cities.

- **ICT-for-development projects should consider using television and digital video technology.** None of the *infoDev* case studies used television or digital video technologies as the technical basis of an ICT project, although these technologies offer the potential to reach far greater numbers of the poor.

Although its development value is questioned, television is a known and accessible technology in many developing nations. Nearly 500 million people in India already have access to television and this is growing rapidly. Of these, at least 150 million people may be considered early literate. And in nearby Cambodia (one of the poorest nations of Asia), a recent study has shown that 5 percent

of households in certain rural areas have televisions (compared to less than 1 percent in 1993). With respect to video, recent changes in technology make it possible for digital video to be filmed by local communities and for local NGOs and government agencies to embed the editing process within their organizations. These changes in technology hold out the potential to develop local educational content on health, agriculture, and employment. In the past, video production has been expensive and video use was restricted by limited delivery channels. In the last 2 years, however, digital video has made video more accessible in terms of distribution (via computer, video player, or television) and cost. This has two key advantages—the cost of video production has fallen dramatically and the editorial process can be performed by development professionals. Video content could, for instance, be delivered through battery-operated cheap digital players carried by health or agricultural extension workers, as well as on personal players or village televisions.

Recent development projects have used digital video for formal training, adult education (particularly for the semi-literate and illiterate), and advocacy purposes. The Christian Industrial Training Institute, an NGO in Kenya, for example, is exploring the utility of digital video to teach such subjects as mechanics and machine-working. Kulika in Uganda is using the technology for agricultural training and the Health Foundation of Ghana (a local NGO) is training local agencies how to make videos that can be used by health clinics.

LESSON 4: ICT PROJECTS THAT REACH OUT TO RURAL AREAS MIGHT CONTRIBUTE MORE TO THE MDGS THAN PROJECTS BASED IN URBAN AREAS. Although the majority of *infoDev* projects targeted low-income communities, most of the 17 case studies were based in urban areas. Given that the majority of the world's poor live in rural areas (e.g., 70 percent of the population of India), a reorientation toward rural projects might reap greater benefits.

LESSON 5: FINANCIAL SUSTAINABILITY IS A CHALLENGE FOR ICT-FOR-DEVELOPMENT INITIATIVES. While many projects include mechanisms for cost-recovery, most find it difficult to generate sufficient income to become financially self-sustaining. The

projects examined in the *infoDev* case studies tended to rely on unproven business models and some form of subsidized start-up funding or operational support. Other projects provided "social goods," the costs of which would be difficult to recoup. In general, many ICT projects appear to generate positive externalities that must be carefully considered when evaluating the social return on donor investments in such initiatives.

Most e-commerce projects, for example, included potential cost-recovery mechanisms, but these mechanisms seemed unlikely to generate enough income to recover start-up costs. PEOPLink sells client subscriptions, B2Bpricenow.com could potentially generate returns through selling advertising space on its web site, and SibDev could generate income by successfully linking investors to SMEs. While each project reported some income, analysis indicates that significant lessons remain to be learned about these business models.

FOOD appears to have achieved greater cost recovery due to the relative cost and ease of use of the technology selected for the project: mobile phones. The added value of the phones prompted women's marketing groups to purchase their own phones in later stages of the project.

The telecenter (CDI, Fantsuam, Future Stations) and training (SITA, OAS) projects could potentially recover ongoing costs by charging fees. SITA, however, found that low-income trainees could not pay the full cost of training and needed to be directly linked to employment opportunities. Other projects—particularly those that were oriented towards social services—were simply not self-financing. Where ICT was used in schools or within a national health service, for example, it would be difficult to introduce viable payment or income-generation schemes.

Even where projects appeared to have suitable mechanisms in place (CDI, Future Stations, Cemina), project reporting on sustainability did not necessarily include replacement costs for equipment.

- **Use existing physical facilities where possible.** Many of the case study projects used existing physical infrastructure to implement the ICT component. Abantu used its existing facilities,

Satellite HealthNet used a hospital as a teaching base, and CDI used existing community centers for its schools. In general, existing facilities appear to be a more efficient choice than creating new buildings (Future Stations).

- ***If a project will entail asset and/or loan repayments, avoid involving participants who do not have a sufficient financial base.*** Consistent with the findings of microfinance, project activities that involve the very poor (those well below the poverty line) risk having participants use project assets (phones or community loans) for purposes of immediate survival.

Projects must be careful to screen participants to avoid indebting the most poor and placing project survival at risk. Certain small artisan groups in the FOOD project had problems paying for their mobile phone usage, while those with a stronger financial base were able to take better advantage of the new network. Similarly, some groups spent the initial Fantsuam community loans on items unrelated to the project, while others were able to pay back the loans in a timely manner.

- ***Significant external funding is required to replicate most ICT projects.*** New projects require startup funds both to cover the cost of community development work and subsidize initial operations. External funding is primarily needed not because ICT components are unique or particularly expensive, but because the projects as a whole are developmental interventions that change existing information and communication systems.

All of the case study projects were financed by *infoDev* (see table 1.5). Other funding was often provided by organizations working in partnership with the implementing organization, with many major contributions taking the form of in-kind contributions such as technical support, accommodations, software, hardware, volunteers, etc. In comparison to community initiatives around the world, however, the projects were all fairly large, with relatively high external financing.

Where developmental finance appears most needed is for the extension work that mobilizes community groups to implement a project. Although FOOD, with its use of mobile phone technology,

appears to offer a solid model for replication, funding would still be required to facilitate similar women's marketing groups.

Similarly, CDI requires core funding to facilitate its telecenter training model. As with many other projects, the program's equipment costs are small in comparison to the overall cost of social mobilization and the initial organization of a telecenter. In fact, the models offered by CDI and Rits/Sampa.org may be more suitable for local and national governments than for self-sustaining private voluntary or community organizations.

Finally, some projects can reduce the need for substantial start-up grants by cementing strategic alliances with the private sector, as was the case with B2Bpricenow.com, Voxiva, and Manobi.

LESSON 6: PROJECTS THAT FOCUS ON ICT TRAINING SHOULD INCLUDE A JOB PLACEMENT COMPONENT. Any project that provides ICT training must 1) ensure that skills training responds to local job market needs, 2) help trainees with job placements, and 3) offer training in pro-active skills for finding jobs. Without such components, ICT training may raise false expectations among target groups.

### **Recommended Guidelines ICT-for-Development Projects**

On the basis of lessons learned from the *infoDev* case studies, the following guidelines are recommended for ICT-for-development projects.

1. View information and communication technology as a tool to enhance current projects, activities, and capacities, not as an end in itself.
2. At the outset of a project, involve the local community in deciding what information needs to be communicated and the most appropriate technology for doing so. Encourage the communities to make these decisions in light of local cultural and social norms.
3. Have the local community discuss how the introduction of technology will affect current power balances in the community. Such discussions should be held over the life of the project, not necessarily at the start, when the community does not understand the capabilities of the technology.

**Table 1.5 Financial Sustainability and Replication of infoDev Case Study Projects**

<b>infoDev Project</b>	<b>Do current activities have the potential to become financially sustainable?</b>	<b>Is the project replicable without a large start-up grant?</b>
Abantu (Kenya)	Yes. Main lesson learned was to integrate ICT into all gender awareness work. In theory, ICT project activities are sustainable without large grants.	Yes. Integrating ICT in day-to-day work is a "normal" institutional expenditure.
B2Bpricenow.com (Philippines)	Yes. Cost recovery could be achieved by delivering services that improve the profit margin of end-users.	Yes, if replicated in strategic partnership with private sector.
CDI (Brazil)	Yes. Schools are purportedly self-sustainable, based on student monthly fees.	No. Set-up costs require benevolent/ grant partnerships.
Cemina (Brazil)	Yes. Commercial advertising generates revenue and shared content minimizes costs.	No. Set-up costs require benevolent/ grant partnerships.
Conexiones (Colombia)	Yes. Program has support from government and educational institution budgets.	No. Set-up costs require benevolent/ grant partnerships.
Fantsuam (Nigeria)	Yes. Certain activities could become sustainable.	No. Set-up costs require benevolent/ grant partnerships.
FOOD (India)	Yes. User groups can sustain use of technology out of profits.	No. Community development workers needed to mobilize women's groups.
Future Stations (Brazil)	Yes. Activities could become sustainable through fees for service.	No. Set-up costs require benevolent/ grant partnerships.
Manobi (Sénégal)	Yes. Activities could become sustainable on the basis of fees for service, if more subscribers are attracted.	Yes, if replicated in strategic partnership with private sector.
OAS (Latin America)	Yes. Activities could become sustainable through training fees.	No. Set-up costs require benevolent/ grant partnerships.
PEOPlink (worldwide)	Yes. Activities could become sustainable through fees for service (paid out of increased profits).	Yes, if replicated in strategic partnership with private sector.
Rits/ Sampa.org (Brazil)	Yes. Activities could become sustainable through fees for services.	No. Set-up costs require benevolent/ grant partnerships.
Rostropovich (Russia)	No. Public good: health service delivery efficiency gains supported by government budgets.	No. Set-up costs require benevolent/ grant partnerships.
Satellife (Kenya)	Yes. Activities sustainable through training fees, although in Kenya, institutional difficulties rendered this impossible.	Yes. Integrating ICT in day-to-day work is a "normal" institutional expenditure.
SibDev (Russia)	Yes. Potential cost recovery through delivery of services that improve the profit margin of end-users (unproven).	Yes, if replicated in strategic partnership with private sector.
SITA (India)	Yes. Activities could become sustainable through training fees and reduced scope of service.	No. Set-up costs require benevolent/ grant partnerships.
Voxiva (Peru)	No. Public good: efficiency gains in health service delivery supported by government budgets. However, the model can be adapted for commercial use—Voxiva sold a similar system to the American Red Cross to monitor blood supplies nationwide.	Yes, if replicated in strategic partnership with private sector, enabling start-up of key back office technology.

4. Involve the community in continuous discussions about how the project is progressing and what adaptations are required.
5. Develop appropriate and timely content for target groups.
6. Utilize locally available technology. Don't be afraid of keeping it simple.
7. Link ICT projects to public and private institutions. Assess potential partners in light of project objectives.
9. Be certain that the infrastructure required by project technology is in place, or in the process of being put in place.
10. Incorporate plans for monitoring, evaluation, and impact assessment into the project.

## CONCLUSION

The study of *infoDev's* experience identified the following practical tasks as potentially useful to project designers, executing agencies and organizations, and evaluators of ICT-for-development projects.

### Project Design

- Consider how a proposed project will contribute to the Millennium Development Goals, with special consideration to urban/rural bias of the project's location and services.
- Conduct a needs assessment with the participation of the local target community.
- Research appropriate partners for the project. Locate all stakeholders who would have a stake in the project's success.
- Where possible, locate partners with existing physical infrastructure to avoid extensive set-up costs.
- Draft a Memorandum of Understanding detailing the project goals, roles, and responsibilities of all stakeholders.
- Develop a monitoring, evaluation, and impact assessment system with the participation of the target community. Train project staff and end-users in monitoring procedures.
- Determine if project growth and/or replication depends on new infrastructure, a supportive policy environment, or government policies. If yes, are advocacy efforts to achieve these goals incorporated into project activities?

### Technology Selection

When developing a technical solution for the needs of the local target community, consider whether:

- adequate infrastructure exists to support the technology selected for the project, including, for example, the availability, accessibility, affordability, and reliability of landline telephones, local power supply, and mobile phone coverage areas
- extensive training would be needed for target community members to use the project technology
- the technology is both accessible and affordable to community members, once they have completed initial training (e.g., whether personal computers and phone lines are accessible for Internet access, a local telephone connection is accessible for a voice-based system)
- the technical solution will require skilled maintenance and troubleshooting. Is the solution technically sustainable? Are spare parts/software updates accessible and affordable? Does the project plan to build local technical capacity to maintain the technology? Are these costs included in the project budget?
- the implications of software selection (commercial or open source) are well understood by the implementer and end-users
- alternative existing technologies (e.g., radio, television, digital video) could, alone or in combination with newer technologies, reach greater numbers of end-users and achieve greater impact
- the technology can be used to build local capacity for content creation.

### Cost Recovery & Financial Sustainability

- Define and distinguish between startup and ongoing operational costs.
- Structure the project to include cost-recovery mechanisms, permitting eventual operational or full financial self-sufficiency.
- If a project involves a public good, such as education or healthcare services, define the actions and financial support needed on the part of local, municipal, and/or national government to ensure project success.
- Once cost-recovery measures have been determined, define criteria for client participation in the project. Would repayment requirements/loans

place an undue burden on the very poor? Do clients need a minimum financial base for the project to be successful?

- Factor the cost of software licenses, software updates, and hardware maintenance and replacement into plans for sustainability.
- Define the extent, requirements, and cost of initial community development and facilitation work needed to replicate the project. Can staff or end-user training develop the institutional capacity to replicate the project in the same country? in other countries?

## Training

If the project contains an ICT training component, or is solely dedicated to ICT training, ensure that the training program:

- responds to local job market needs and requirements
- responds to the demand of the target community
- has a well-developed job placement capability
- has considered gender, age, and subject matter biases present in the educational system and has developed activities to address these biases

Finally, it should be emphasized that ICT for development projects are subject to the same rules and guidelines that govern all development interventions. ICT is not a special case, it is simply a tool that can be used in the broader, complex process of poverty alleviation. Involving participants, creating partnerships, enhancing information and communication through appropriate content, focusing on the root causes of poverty—these are standard steps in the development process. In fact, these “rules” are the key to successful poverty alleviation. The *infoDev* case studies reinforce the view that if innovative use of ICT is to assist the development community achieve the MDGs, then ICT needs to be firmly subject to the wider development process.

## ENDNOTES

- 1 This text is based on the analysis of infoDev case studies conducted by Gamos Ltd. See Batchelor, Simon, et. al, ICT for Development—Contributing to the Millennium Development Goals: Lessons Learned from Seventeen infoDev Projects (Washington, DC: The World Bank, forthcoming 2003). Individual paragraphs and the sections entitled “Lessons Learned and Recommended Guidelines” and “Conclusions” are directly quoted from the Gamos study.
- 2 K. McKemey, N. Scott, D. Souter, T. Afullo, R. Kibombo, and O. Sakyi Dawson, Innovative Demand Models for Telecommunication Services, Final Technical Report (London: U.K. Department for International Development, 2003). Available at [www.teleafrica.org](http://www.teleafrica.org).
- 3 B. Kothari, “Same Language Subtitling: Watch TV and ‘Read,’” Information Technology in Developing Countries (newsletter of the International Federation and Information Processing, Ahmedabad, India), 2001. See [www.iimahd.ernet.in/egov/ifip/aug2001/article2.htm](http://www.iimahd.ernet.in/egov/ifip/aug2001/article2.htm).
- 4 P. Sakhorn, Survey Data for Prey Veng Cambodia (Prey Veng, Cambodia: Ponleu Ney Kdey Sangkum, 2003).
- 5 Christian Industrial Training Centre, Digital Bridges for Vocational and Education Training (London: U.K. Department for International Development, 2003). Unpublished.



# PRODUCTS & SERVICES

## *infoDev* OVERVIEW

Established in 1995, *infoDev* is a multi-donor grant program supported by more than 20 donors, including developed and developing countries and private enterprises. Its mission is to use new information and communication technologies (ICT) for economic and social development, with a special emphasis on the needs of the poor in developing economies.

*infoDev* operates as a “venture fund” for ideas. By mobilizing effective partnerships, it brings together financial and intellectual assets to use ICT for poverty alleviation and social development. *infoDev* offers the following products and services:

- competitive grants to projects that use pioneering approaches to ICT in development
- ICT capacity building in the developing world
- knowledge dissemination via knowledge products, conferences, and seminars. (These activities are explored in detail in section III.)

### **Change in Strategy**

Since 1995, *infoDev* has primarily funded projects under its original Core Program. This program accepted unsolicited grant proposals for ICT-related development projects worldwide, which generally fell into four areas of concentration: consensus building, information infrastructure strategies, telecommunications reform, and demonstration projects. Starting in 2001, however, *infoDev* also began to support larger, multi-country projects on strategic themes called Flagship Initiatives.

In early 2002, *infoDev* shifted gears to focus primarily on the creation and dissemination of knowledge regarding ICT and development. Under the new strategy, *infoDev* will concentrate on special initiatives in a limited number of strategic areas for developing countries. The new focus allows *infoDev* to leverage lessons learned from the Core Program to foster greater—and more efficient—dissemination of accumulated knowledge worldwide on key ICT topics. The Core Program is accordingly being phased out by the end of calendar year 2003 and *infoDev* will award grants solely within the framework of its Flagship Initiatives.

The *infoDev* Conference Scholarship Fund (iCSF), which awards conference and travel grants to professionals in developing countries, will continue to operate as it has previously.

At present, *infoDev* grant-making activities encompass five Flagship Initiatives plus the iCSF:

- **THE INCUBATOR INITIATIVE**  
This initiative fosters entrepreneurship and private sector development in emerging markets. Over an initial three-year period, it will establish a network of incubators to facilitate the emergence and development of small and medium enterprises in developing countries that specialize in information and communication technologies.

#### ■ COUNTRY GATEWAY INITIATIVE

Owing to its established track record and global grants program, *infoDev* became the funding delivery mechanism for Country Gateways, which are the constituent components of the World Bank's Global Development Gateway (GDG). Each Country Gateway is independently owned and operated by partners of the GDG and provides country-level information and resources on social and economic development, with an emphasis on local content.

#### ■ WDR INITIATIVE (WORLD DIALOGUE ON REGULATION FOR NETWORKED ECONOMIES)

This initiative supports the global community of professionals involved in telecommunications regulation and the development of the networked economy. It sponsors an online information center at [www.regulate.org](http://www.regulate.org). (This initiative was originally funded through the Core Program.)

#### ■ E-READINESS INITIATIVE

This initiative encourages countries to seek strategic opportunities for the development of national action plans (or "e-strategies") by identifying prospects and bottlenecks in their respective communications and information technology sectors.

#### ■ AFRICAN CONNECTIONS INITIATIVE

Led and managed by Africans, this region-wide initiative aims to improve telecommunications infrastructure and ICT applications in Africa. The program supports consensus building activities and an action plan for improving telecommunications in rural areas. (This initiative was originally funded through the Core Program.)

#### ■ *infoDev* CONFERENCE SCHOLARSHIP FUND (ICSF)

iCSF builds ICT capacity by making grants to professionals in developing countries to attend and/or organize conferences, workshops, and training programs that foster the use of information technologies for development. These travel grants give individuals critical exposure to global knowledge and international contacts that enable them to advance the development agenda in their home countries. (The iCSF was originally funded through the Core Program.)

### Portfolio Review

Fiscal year 2003 started with 37 active projects in its portfolio. Over the course of the year, *infoDev* funded 48 new projects under the Core Program and the iCSF, and completed 34 previous projects. The total value of these 48 new projects in FY03 was US\$8.5 million, of which *infoDev* funded US\$3.3 million. By the end of FY03, 66 projects, including the Flagship Initiatives, were active, as compared to 37 at the end of FY02. (See annex 1 for a listing of active projects in FY03).

As of June 30, 2003, the total value of the entire *infoDev* grant portfolio since 1995 (excluding the Y2K initiative) had reached US\$104.5 million, of which *infoDev* funded US\$36.5 million. The number of projects funded over the life of the program now totals 444, of which 347 have been completed.

Table 2.1 shows the number of projects funded in fiscal year 2003, broken out by region and initiative, and indicates the percentage of project funding provided by *infoDev*.

## NEWLY FUNDED PROJECTS UNDER THE CORE PROGRAM

A significant number of Core Program projects promote small and medium enterprises, capacity building, social sector goals (e.g., in health and education), the social empowerment of disadvantaged populations, and good governance. A list of total Core Program projects (active and completed), is identified by category and sector in table 2.2. (See annex 2 for a listing of completed Core Program projects.)

### Proposal Evaluation

Because the Core Program is being phased out, fiscal year 2003 was the last year of *infoDev* batch proposals. The deadline for the final batch was September 30, 2002. *infoDev* received a total of 285 proposals; an additional 71 were received after the submission date and were not evaluated. The *infoDev* Review Committee completed its review by November 2002 and selected 31 proposals for consideration by an external panel of experts. Only 24 of these proposals received funding. The average Core Program grant in FY03 was US\$125,000.

TABLE 2.1 PROJECT FUNDING IN FISCAL 2003, BY REGION AND INITIATIVE

Region	Number of Funded Projects						Percentage of Total Funding					
	Core Program	ICSF Grants	Country Gateway	E-Readiness	Incubator Initiative	Total	Core Program	ICSF Grants	Country Gateway	E-Readiness	Incubator Initiative	Total
Sub-Saharan Africa	4	5	0	0	1	10	17	21	0	0	6	12
Latin America and the Caribbean	3	5	0	0	6	14	12.5	21	0	0	33	21
Middle East and North Africa	2	2	0	0	1	5	8	8	0	0	6	7
South Asia	4	1	0	0	2	7	17	4	0	0	11	14
East Asia and Pacific	4	3	0	0	4	11	16.5	13	0	0	22	19
Europe and Central Asia	1	2	0	0	3	6	4	8	0	0	17	10
Global / Multiple Regions	6	6	0	0	1	13	25	25	0	0	5	17
Total	24	24	0	0	18	66	100	100	0	0	100	100

TABLE 2.2 ACTIVE AND COMPLETED infoDEV PROJECTS AS OF JUNE 2003 BY CATEGORY AND MAIN ACTIVITY

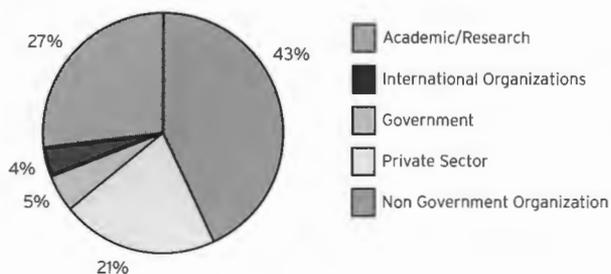
	Telecom	Internet	Education	Health	Environment	Government	E-commerce	Knowledge	Total
Networks and Communities of Interest	1	7	3	1	2	1	1		16
Policy	17	9				1	1	1	29
Capacity Building	19	38	10	3	12	11	5	1	99
Pilot and Demonstration	5	17	18	12	10	6	13	1	82
Total	42	71	31	16	24	19	20	3	226

TABLE 2.3 infoDEV PROPOSALS PROCESSED AS OF JUNE 30, 2003

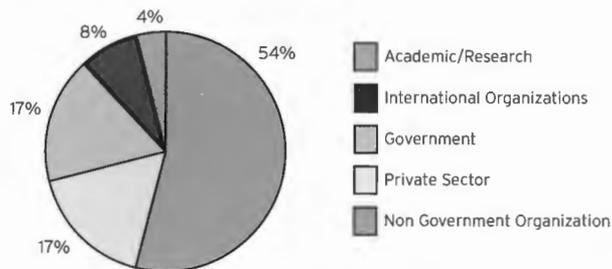
Status	Fiscal Years 1995-2002	Fiscal Year 2003	Total
Proposals Received	1074	356	1430
Proposals not Accepted	821	306	1127
Proposals Funded	179	48	227
Proposals Completed	138	34	172

Note: Includes only core program and ICSF proposals.

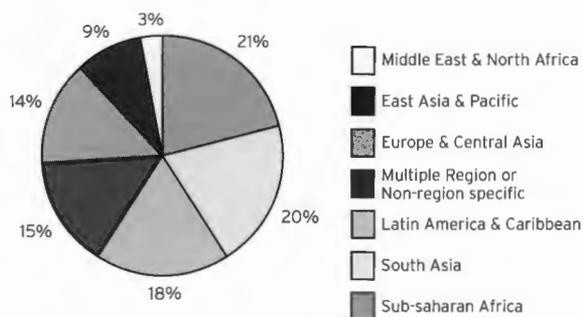
**FIGURE 2.1 Number of *infoDev* Proposals received in FY03 by Proponent Type**



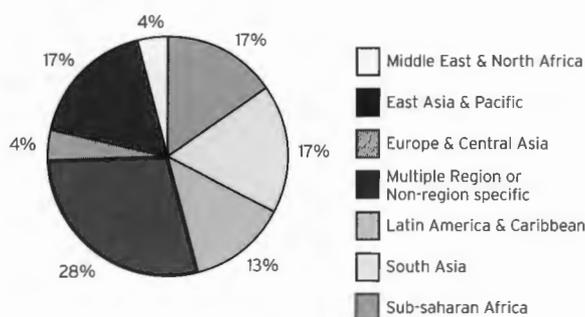
**FIGURE 2.2 Number of *infoDev* Funded Projects in FY03 by Proponent Type**



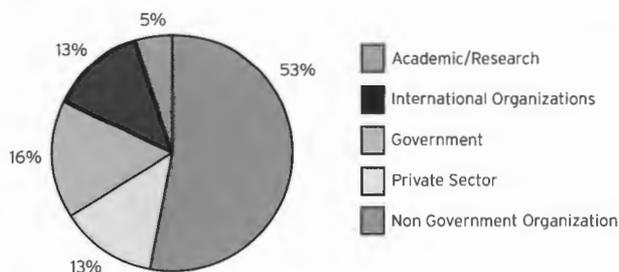
**FIGURE 2.3 Number of *infoDev* Proposals received in FY03 by Region**



**FIGURE 2.4 Number of *infoDev* Funded Projects in FY03 by Region**



**FIGURE 2.5 Level of *infoDev* Funding in FY03 by Proponent Type**



**FIGURE 2.6 Level of *infoDev* Funding in FY03 by Region**

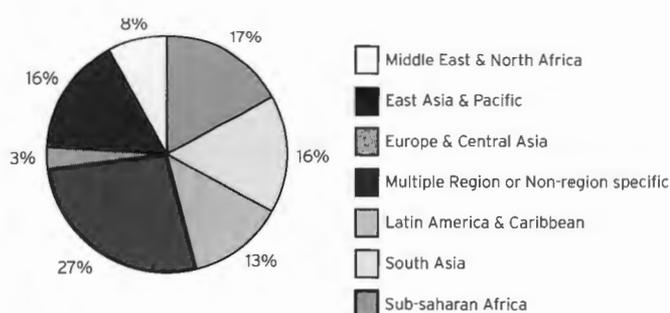


Table 2.3 shows the number of proposals processed in FY03 and comparative numbers for the years 1995-2002. The number of proposals received in FY03 represents almost 33 percent of all proposals received over the previous seven years (FY95 through FY02). The total number of Core Program and iCSF projects funded by *infoDev* in the past fiscal year (48) is also shown in table 2.3.

Figures 2.1-2.6 break down proposals received, projects funded, and level of funding in FY03 (for Core Program and iCSF projects), by proponent institution and geographic distribution. Consistent with *infoDev's* emphasis on meeting the needs of the poor in developing countries, 40 percent of the proposals received in FY03 came from Sub-Saharan Africa and South Asia.

## Africa

### MANOBI (US\$615,000)

Manobi's 'Innovative Internet and wireless e-services for the strengthening of Senegalese fisherman artisans' is a project started in August 2002. This project uses Wireless Application Protocol (WAP) technology via cell phones to provide fishermen with up-to-date weather reports and market price information in real time. In addition, the fishermen are able to use the interactivity of the technology to input fish stock information for marketing purposes. They also log their departures and estimated times of return, so that local fishing unions can be alerted if fishing boats fail to return on time.

The project began with an analysis of the needs of the fishing sector, as well as a financial and technical study for project design and implementation. From this studies, the project was implemented beginning with the extension of the cellular network to the fishing regions. WAP technology was chosen as the network technology because it allowed interactivity and real time information. The fishermen were trained to use the WAP network to retrieve the information they required.

The project has partnered with a number of organizations:

- Sonatel and Alcatel (coporate sector)
- Cap Alpha, CRDI IDRC (civil sector)
- Fenagi peche (fishing union).

Through the MANOBI WAP gateway, the project is able to produce market information in a form readily available to fishermen. In addition to market information, an unintended outcome of the project is that the real time WAP access allowed developing a safety network for the fisherman by delivering information about changing weather conditions.

### IT TRAINING OF HEALTH CARE PROFESSIONALS ETHIOPIA (US\$50,000)

The objective of this project is to enhance the quality of health care delivery in Ethiopia through the application of information and communication technologies in public hospitals.

*infoDev* is funding the pilot phase of a larger National Telemedicine Project, the main objectives of which are to accelerate ICT deployment among health care personnel of public hospitals; ensure sustainability of these technology projects; and achieve increased coverage and enhanced quality of health care services provided to low-income communities. The target end-beneficiaries of the project are underserved communities in urban and rural areas.

The pilot project will consist of the following main activities:

- planning, procurement, and deployment of ICT infrastructure and technical support
- development of medical protocols
- implementation and testing of telemedicine services
- ICT and telemedicine training for health care personnel
- delivery of telemedicine services, including distance medical education, tele-consultation, and remote access to digital medical information
- providing health professionals open access to ICT applications while they perform daily tasks, followed by a comprehensive project evaluation and knowledge dissemination.

These activities will be implemented in Tikur Anbessa Hospital, a major referral and teaching hospital in Addis Ababa, as well as the Mekele Regional Hospital, Boshoftu Hospital in Debra-Zeit, and Adama Hospital in Nazareth. This list may be augmented by additional institutions. The majority of the pilot project will be implemented by existing staff from these hospitals and individuals from other participating organizations. Local community-based practitioners and professionals, such as local technical staff, will also be recruited and trained as part of the project team.

Participating institutions in the project include the Faculty of Medicine of Addis Ababa University and the Ministry of Health of Ethiopia. The International Telecommunication Union (ITU), the United Nations Economic Commission for Africa (UNECA), Educational, Scientific, and Cultural Organization (UNESCO), and the World Health Organization (WHO), will provide co-financing and technical assistance.

### VILLAGE PHONE UGANDA (US\$100,000)

The objective of this project is to replicate the Grameen Foundation Village Phone Program

(Bangladesh) in Uganda. The program intends to establish 800 Village Phone microenterprises by providing cell phones to poor women, enabling them to operate individual businesses and bringing telecommunications services to unreached segments of rural Uganda.

The four major goals of this project are to:

- provide rural communities of Uganda with telecommunication services
- establish a general Village Phone microenterprise model that can be replicated in other countries
- validate, measure, and document the model in a single country, and
- disseminate this learning to the commercial telecommunication sector and the worldwide development community to create a global Village Phone movement.

Eventually, the project intends to scale up to reach all of Uganda, with quantitative targets of 150 Village Phone operators in place by the end of Year 1, and 800 in place by the end of Year 2.

#### BOOKMOBILE UGANDA (US\$150,000)

The main goal of this project is to use mobile print-on-demand technology to address a key educational need in Uganda: distribution of books at all reading levels to the rural population. An Internet Bookmobile will be based at the Public Library in Caesaria and travel to rural villages to produce requested books for children and adults.

In addition, a print-on-demand station will be based at the Caesaria Complex Public Library and a scanning station deployed at the National Library in Kampala. The latter equipment will enable Ugandan materials to be digitized and printed on demand by the bookmobile. One important expected outcome of the project is a plan for nationwide book mobile replication.

The project will consist of the following main activities:

- creation of an action plan that details the design, costs, and procedures for deploying one stationary and one mobile book printing and binding system, plus one book-scanning center, under the auspices of the National Library of Uganda
- preparation for the installation and deployment of the equipment in Uganda, followed by training, initial analysis, and six months of normal operations

- an eventual plan for full deployment throughout the 26 local branches of the Ugandan library system.

## South Asia

#### USING COMPUTERS TO IMPROVE THE EFFECTIVENESS OF PRIMARY EDUCATION FOR POOR CHILDREN IN INDIA (\$150,000)

The project aims at developing computer based supplements for child-centered learning materials and pedagogy that respond to the needs of children from poor rural and urban families, which can be implemented in their schools, in a resource constrained developing country context of India. The Project also aims to generate high quality research evidence about the potential utility of this approach, which would help in the dissemination of results. The project seeks a wide collaborative effort of:

- The Media Lab at the Massachusetts Institute of Technology (MIT)
- The Indian Government
- A number of teachers at 10 urban and 10 rural schools as well as universities in India

The Development Research Network improves learning level in the first language and math in early primary years through the use of computer based exercises that address special needs of children from poor families. The Project allows daily one-hour computer use to each child in the urban slums and village school setting at an annual cost of around \$ 5 per child. The implementation of the computer-aided learning will reach about 600 children. The modules cover 230 hours of learning experience for grade II, and another 230 hours for grade III students during a year. This alone permits wide application of project result within the resource-constrained situation of a developing country like India.

#### APPLICATION OF OPEN SOURCE ITCS TO LINK RURAL SCHOOLS IN GOA (\$9,500)

The goal of this project is to pilot, and fully implement a cost-effective, low-maintenance, open-source networked ICT model, in a rural school in Goa (India) as a demonstration of appropriate technology usage of ICT in a rural third-world school. The Goa

Computers in Schools Project is a global community project that actively supports the provision of free computers for children's education to schools in Goa. Online Productivity Solutions will implement the project with complete IT solutions. It will offer five software solutions already, in addition to a consulting services.

By supporting the GOA Computers in Schools Project and by networking the regional schools on a technological level, the grantee attempts to improve the levels of computer literacy and computer access to students. It promotes the use of the computer facilities in the community for email access, information and IT entrepreneurship development. Imparting computer skills to secondary school students and IT entrepreneurship development are particularly relevant in Goa which, uniquely for India, has the highest drop-out rate at the secondary school level rather than the primary school level.

PUTTING ICT IN THE HANDS OF THE MINORITY WOMEN OF KANPUR AND THE CHIKAN EMBROIDERY WORKERS OF LUCKNOW/ INDIA (US\$150,000)

The mandate of this initiative is to develop and deploy local ICT tools and applications in Hindi to train women from the predominantly Muslim populations of the Kanpur and Lucknow regions of India. The project intends to add value in time and labor, the twin assets of economically disadvantaged women.

Specific ICT applications to be provided by the project are 1) computer-aided design applications and web-based platforms (for marketing) for the Chikan embroidery workers, and 2) basic training in IT skills for unemployed Muslim women of Kanpur.

The technology components of the initiative include:

- developing local-language (Hindi/Urdu) instructional CDs on a wide range of subjects
- developing web-based instruction and training in local languages
- deploying hand-held computers, either PDAs or indigenously developed Simputers, among Chikan embroidery workers
- establishment of a low-cost, multi-point access, wireless Internet infrastructure for both target groups in collaboration with IIT-Delhi.

## East Asia and the Pacific

IMPROVING THE USE OF AGRICULTURAL KNOWLEDGE BASE FOR THAI FARMERS THROUGH INTERNET (\$150,000)

The main objective of this project, implemented by the Thailand National Electronics and Computer Technology Center (NECTEC) in collaboration with the Ministry of Agriculture, is to create and deploy an Agriculture Information Network, in response to the unmet information requirements of the agricultural sector.

The content for the network will include risk assessment, agriculture warning system and agricultural knowledge base, with an aim to improve technology, productivity, income and stability of Thailand agriculture sector. The data warehouse consists of common databases and geo-spatial databases from various departments and organizations in the country and abroad. Farmers are to access to the portal either by themselves or from groups of professional people called Information Brokers, with the infrastructure provided by the government to every sub-district under the National Internet Village Project. This project is designed for two years.

LINKING FARMERS TO CROP PROTECTION NETWORKS IN THE SOLOMON ISLANDS (US\$50,000)

The mandate of this project is to provide remote communities the opportunity to use communications technologies to access information on plant pests in a timely manner. In addition to general advice on crop protection, the project will concentrate on showing how readily available information on major crop pests can be used to improve yields, contribute to food security, and increase household incomes.

The project is a collaborative intervention between:

- Pacific PestNet, an e-mail based service run by volunteers that was created in December 1999 to provide the Pacific Island countries instant information on crop pests and diseases
- Planting Material Network, a non-governmental organization with more than 400 members that was established in 1995 to promote self-reliance and improved food security in rural communities of the Solomon Islands
- Kastom Gaden Association, a Solomon Island-

based non-governmental organization officially established in 2000 that has core competencies in community development and food security

- People First Network (PFNet), a project of the Rural Development Volunteers Association recently set up by the Development Administration for Participatory Planning of the Solomon Islands.

Kastom Gaden Association (KGA) will provide a link between farmers of the Planting Material Network and the Q&A service Pacific PestNet, with messages sent through the People First Network via modified HF radios. A field office in Malaita, Solomon Islands, will be outfitted with radio equipment and serve as a site for KGA community awareness and pest control monitoring. A terminal evaluation will be conducted to share lessons learned.

#### PREPARING THE ASIA-PACIFIC FOR THE DOHA DEVELOPMENT ROUND—STRENGTHENING TELECOMMUNICATIONS AND INFORMATION COMMUNICATION TECHNOLOGIES (ICTS) (US\$150,000)

The primary mandate of this project is to enable countries in the Asia-Pacific region to obtain authoritative information and documentation on the implementation of telecommunications commitments made during the Uruguay Round of the World Trade Organization (WTO) talks.

The project will also assess the impact of extending WTO basic service commitments to cover IP-based services and other ICT applications, facilitating a negotiation strategy by sharing the experiences of both developed and developing countries. The project will consist of the following three principal activities:

- preparation of a research report on the results of the Uruguay Round, specifically, provisions of the General Agreement on Trade and Services (GATS), including modes of delivery, domestic regulation, Most Favored Nation (MFN) status, and other provisions that impact developing countries
- surveying the commitments of WTO members of the Asia-Pacific Telecommunity and examining their implementation problems and achievements. A review will also be conducted of the requirements of the Basic Telecommunications

Agreement and Reference Paper, including national commitments and proposals for new and improved coverage

- organizing national workshops, sub-regional seminars, and informal briefings for telecom service providers, regulators, trade negotiators, enterprises, and experts in the region.

To promote greater knowledge dissemination, the research report, together with workshop and seminar proceedings, will be distributed to key officials in member countries. *infoDev* will also post the materials on its web site.

#### CHONGQING TENDER SYSTEM (US\$120,000)

The 2002 Annual *infoDev* Symposium in Chongqing, China, with its focus on "Information and Knowledge for Trade and Development," provided the context for this grant. The project will establish an online tender system for the Chongqing municipal government on the basis of its current procurement website.

An ongoing project to which *infoDev* contributed an investment subsidy, the tender system will seek to integrate government procurement information and services on the Internet; realize an optimum organizational structure and work process for the government's General Office; build up an efficient and standardized interactive management and service system; and provide the public with transparent, high-quality, and efficient government procurement management and services.

The above objectives will be realized through the following activities:

- project demand analysis and technical proposal. This step will include user training in research and analysis of online tender systems for government procurement, an analysis of existing demand for such a system in Chongqing, and drafting a demand analysis report. The report will lay the foundation for an open tender (Request for Proposal) for the development of the online tender application system
- assessment of submitted technical proposals to determine the best and most rationally planned project with the most efficient cost-performance ratio
- software development and system hardware bid,

according to the winning technical proposal. Establishment of an overall acceptance check and authentication system

- operational training for procurement management agencies, as well as for suppliers. Launch of a certification drive for suppliers
- deployment of the system after initial acceptance. Acceptance testing will include verification of the security, reliability, and stability of the system, as well as of its back-up and disaster recovery functions
- Final acceptance check and formal operation of system.

The *infoDev* grant is expected to leverage other funding and technical assistance from the World Bank Group, including from the Global Development Learning Network, the Development Gateway, and other programs that support Small and Medium Enterprises (SMEs).

## Europe and Central Asia

### TAJK COMPUTER-BASED EDUCATION FOR SECONDARY SCHOOLS (US\$85,000)

The overall mandate of this project is to create an infrastructure for developing computer-based training (CBT) for secondary education in Tajikistan. The project consists of three principal activities:

- translation into Tajik of a several open source software applications (Mandrake Linux, KDE, Gnome, Mozilla, Open Office)
- training personnel to translate material into Tajik interactive web pages using Unicode. The pilot training and process development will focus on secondary educational materials, with a estimated target of 125 web-based lessons
- utilizing the CBT materials in an educational environment.

Project activities will be conducted in three training facilities, each with 10 computer workstations. Centers in downtown Khujand and Dushanbe are planned to be used for translating the Linux operating system, KDE desktop, and Open Office suite. An orphanage is planned to serve as the center for developing CBT secondary-school educational lessons. Students using the tutorials will provide feedback that will be used to improve and correct the work in progress.

## Latin America and the Caribbean

### PACHAMAMA COFFEE COOPERATIVE (US\$125,000)

This project is aimed at increasing the disposable income of small-scale coffee farmers through developing a web-based application for reducing intermediaries and transaction costs in the coffee value chain. The Pachamama Coffee Cooperative of small-scale coffee producers, recipient of the grant, will undertake a work program to:

- finalize a business plan to develop a scalable, web-based platform that can be easily managed from any location with basic Internet access. The online platform will host member content on their products
- target producer group members, with the goal of meeting a minimum of 25 producer groups representing small-scale coffee farmers in Latin America
- develop content management manuals in Spanish; sign membership agreements with a minimum of five to ten producer groups; train a minimum of two trainers in each producer group to develop, upload, and manage their online content
- visit each member group at least twice during an initial sixth-month period of online operations to provide on-site managerial support, guidance, and oversight
- summarize project results and lessons learned, and conduct an external audit to evaluate different aspects of the work program.

### ICT-ENABLED MULTI-LEARNING CENTERS: PROVIDING SUPPLEMENTAL AND TECHNICAL EDUCATION TO POOR ECUADORIANS PROJECT (US\$100,000)

The mandate of this project is to harness technology-based tools and services to improve the quality of education, thereby helping to retain the attendance of economically disadvantaged and excluded Ecuadorian youth in secondary and technical schools. The project is expected to develop and deploy:

- local content and applications. In collaboration with other participating organizations, including local educational authorities, local technical schools, and private partners, the project will

develop customized training modules and methodologies. These modules will integrate local content and traditional learning materials with multimedia elements.

- create two pilot multi-learning centers. In collaboration with municipalities and other local organizations, two innovative multi-learning centers will be established in the municipalities of Cangahua-Cayambe and Portoviejo, Ecuador. These centers will provide access to training and ongoing support, ICT tools, and a variety of needs-driven learning services to their communities. The estimated direct beneficiaries of the project are 88 schools, 200 teachers, and 6,000 students
- development of a social franchise model. The work program will include the elaboration of an operational social franchise model that addresses local needs and conditions and seeks to engage private partners and other organizations to develop similar centers in other regions in a sustainable manner.

#### NEWS @ WORK: INDIVIDUAL AND COMMUNITY DEVELOPMENT THROUGH AN E-NEWS GENERATION AND DISSEMINATION NETWORK (US\$150,000)

The objectives of this project are to promote community building, enhance community socialization, and support wealth creation among low-income populations in the Brazilian state of Pernambuco through the use of use web-based digital news (journal, radio, and television). These objectives will be realized through the following activities:

- training 150 people from two low-income communities—Pilar and Peixinhos, located in the cities of Recife and Olinda, respectively—on the installation, operation, and maintenance of a digital news network and two news agencies
- installation of two digital news agencies and their operation by community members trained by the project. The two agencies will operate as one network, producing and disseminating digital content from and for the local communities. An inter-agency editorial board comprised of community members will be created to manage the news agencies.

- Creation of a non-governmental organization or small company to run the news agencies and provide subsidiary services to them, with the goal of making the organization sustainable at the end of project funding.

To facilitate knowledge dissemination, project results will be distributed to other low-income communities in Brazil and abroad.

## Middle East and North Africa

### ZAHEDAN INFORMATION AND COMMUNICATION TECHNOLOGIES CENTER (\$110,000)

This pilot project will provide ICTs applications to remote and underdeveloped areas of Iran. It will promote the use of ICT technology in the most deprived province of Iran - Sistan Baluchistan. The Center is to offer intensive ICT training targeting youth (especially women); teachers; government officials; city council members; officials of NGOs; and the business sector. The Center will also create local content for an e-learning program in ICTs and multimedia training modules. The project will target its activities with micro-enterprise and employment generating activities among women and youth, by establishing an e-shop to sell local women's handicrafts internationally and a competitive micro-credit program. All the activities are designed to address the high rates of unemployment among Iranian youth. The Science and Arts Foundation, the implementing institution, has been approached by key stakeholders within the governor's office and several NGOs seeking assistance to

- Implement a SchoolNet project—to train youth in the use of ICT;
- Develop an e-shop where local handicrafts can be sold directly by producers eliminating the need for a middle man; and
- Provide ICT training on a broad level in Sistan and Baluchistan Province—designed to generate employment and a well-trained work force.

## ICT FOR EDUCATION DEVELOPMENT (US\$125,000)

The overall mandate of this project is to improve education outcomes, economic opportunities, and global understanding among youth in Arabic-speaking countries through the use of ICT applications. The project will be implemented first in Jordan and is expected to be deployed in other Middle Eastern countries at a later date. World Links, the grantee for this initiative, will implement the following principal activities:

- adapt and expand its existing teacher professional development program (equivalent to approximately 180 hours) for Arabic-speaking teachers and students
- adapt existing World Links online learning materials and create new Arabic-language electronic educational content that meets the national mandated curriculum of several Middle Eastern countries
- deliver the teacher training program to a total of 450 teachers from 150 Jordanian secondary schools. Each of these teachers will then train two more teachers at their schools, for a total of 1,350 trained teachers. With each teacher reaching at least thirty students, the impact is expected to impact an estimated 40,500 students.

## FLAGSHIP INITIATIVES

As part of its new strategy, *infoDev* is now directing seed funding to promising projects in areas with the potential for high development impact. The Flagship Initiatives build on the unique partnerships, experience, and networks developed by *infoDev* throughout almost a decade of Core Program projects, while allowing it to explore critical areas in greater depth. Several areas of strategic importance, described in the text below, are the focus of its current Flagship Initiatives.

### **The Incubator Initiative**

The Incubator Initiative was launched in FY02. Its main goal is to foster ICT-enabled innovation and greater competitiveness of the private sector in developing countries. Over an initial three-year period, the initiative will promote innovation in business incubators, with the long-term goal of facilitating the emergence and development of highly competitive

ICT-smart small and medium enterprises in sectors crucial to the growth of national economies. The initiative is almost exclusively funded by a grant from the Government of Japan, which has extended initial funding of US\$6.75 million for the period 2002-2003.

The Initiative seeks to:

- improve the performance of existing incubators in developing countries and achieve higher "survival rates," growth, and stability of incubated companies
- promote improved knowledge, networking, and capacity building among incubators
- seize new opportunities offered by advanced use of ICTs within incubators
- foster entrepreneurship in developing countries
- support the analysis and testing of new incubator approaches within challenging private sector environments.

Planned activities include:

- assessment of private sector development and incubator-readiness at the country level via surveys
- development of an ICT business development toolkit
- support of existing incubators in developing countries
- technical assistance and support for new ICT incubators
- monitoring and evaluation.

Grants and technical assistance provided under the initiative will focus on strengthening institutional and networking capabilities; developing intellectual capital, e-learning, and knowledge networking for enterprise management teams; and encouraging the continuous transformation and streamlining of business incubation and enterprise development cycles in developing countries.

## INCUBATOR SUPPORT CENTER (iDISC) (US\$500,000)

The first phase of the Incubator Initiative was announced in July 2002 via a Request for Proposals (RFP) for the creation of the *infoDev* Incubator Support Center (iDISC). The iDISC facilitates the development of *infoDev*-funded incubators by providing technical support and knowledge dissemination. Forty-six applications were received, of which 31 came from 20 developing countries. In October

### BOX 2.1 Costa Rica: Moving from E-Readiness to E-Competitiveness

As a practical example of best practice, the grantee from Costa Rica, Comisión Asesora de Alta Tecnología (CAATEC), has obtained high level visibility with key products from the e-Readiness assessment funded by infoDev. Working as a non-profit foundation, CAATEC successfully secured the strong commitment and support of key public and private institutions. Joining efforts with still other stakeholders, CAATEC launched a series of events aimed at increasing public awareness of the importance of ICT for the country's social and economic development. Digests of the reports were thus released to local media, and several presentations and workshops have been organized to discuss the results and build consensus on priority actions.

In collaboration with several institutions, especially the Embassy of South Korea, a national seminar on "Costa Rica in the Knowledge-based Economy" was held in November 2002 with the participation of infoDev staff. Speakers from Costa Rica and Korea presented their programs, perspectives, and main lessons to an audience of key stakeholders from private and public institutions. The methodology and results of the Global Information Technology Report were also presented, and participants exchanged specific action plans to address the gaps between Costa Rica and more advanced economies of similar income levels. The event was followed by a rich discussion of the assessment reports on public television, in which senior government officials, academics, NGO leaders and private sector entities were featured. As a direct result of the conference and public television presentation, several opportunities for bilateral cooperation are currently being explored with South Korea, particularly on broadband infrastructure and policy, software patenting schemes, and the development of high-tech skills and research centers.

In addition to the expected outcome of the infoDev grant—the e-Readiness assessment—CAATEC recently carried out deeper analysis in critical areas such as education, rural connectivity, e-commerce for SMEs, and human resource development for the knowledge economy. This analysis, in addition to the assessment report and information about e-readiness activities in Costa Rica, is available in both Spanish and English on a special web site: [www.caatec.org/ereadiness](http://www.caatec.org/ereadiness).

2002, an *infoDev* review panel awarded the US\$500,000 contract to a joint proposal from the Association of Science Parks and Business Incubators (ANPROTEC, Brazil) and the International Business Incubator (IBI, USA). The iDISC website is now operational (see [www.iDISC.net](http://www.iDISC.net)) and the research and design of a survey for business incubators has been completed.

#### INCUBATOR GRANTS (US\$5.9 MILLION)

The second phase of the *infoDev* Incubator Initiative was launched with a first Call for Proposals (CFP) for Business Incubators in Developing Countries in January 2003. A total of 80 proposals were received from 40 developing countries, 17 of which were recommended for total funding of US\$5.9 million. Individual grants range from US\$150,000 to US\$500,000 per country.

The geographic distribution of incubator grants is shown below:

TABLE 2.4 Incubator Grants by Region

Region	Countries
Africa and Middle East East and South Asia	Jordan, South Africa China, India, Indonesia, Malaysia, Philippines, Sri Lanka
Eastern Europe and Central Asia	Kazakhstan, Romania, Ukraine
Latin America and Caribbean	Chile, Colombia, Dominican Republic, Panama, Peru, Uruguay

#### INTERNATIONAL WORKSHOPS FOR BUSINESS INCUBATORS

Thirteen grantees from among the selected countries shown above, the iDISC team (ANPROTEC/IBI), and *infoDev* staff attended the 17th International Conference of the National Business Incubators Association (NBIA) in Richmond, Virginia (USA) in May 2003. The Incubators Initiative and the iDISC operational framework were presented to 475 participants, mostly incubator managers, many of which acknowledged the initiative as the first international

effort to support business incubators in developing countries.

*infoDev* staff and the iDISC team met senior officers of incubators, government agencies, business associations, and enterprise development programs from several countries. Contacts were also made with regional business incubator associations and representatives of other incubators in several regions. A series of regional workshops for business incubators is now being explored in partnership with several institutions.

### **Country Gateways**

In September 2000, *infoDev* launched the Country Gateway initiative in partnership with the Development Gateway program of the World Bank. *infoDev* went on to play an instrumental role in the program's inception; leading individual countries through a rigorous planning process to build customized web-based information portals. Since September 2000, *infoDev* has provided a total of US\$3.5 million to the Country Gateway Initiative. By the end of FY02 (June 30, 2002), it had received a total of 104 proposals from 60 countries and subsequently approved 41 planning grants and 7 implementation grants for individual countries. By FY03, 28 of the 41 countries awarded planning grants had completed the planning phase and had moved forward to build out their Gateways.

Country Gateways promote capacity building and knowledge sharing at the local level by increasing the access of developing countries to worldwide information networks, allowing them to share local and global development solutions, encourage business opportunities, and promote growth. Currently, the Development Gateway network consists of 44 independently owned and operated Country Gateways. (See annex 3 for a full listing of gateways as of June 30, 2003). Built on broad-based partnerships, Country Gateways generally consist of a country-level portal, plus a range of online and related offline initiatives that apply information and communication technology (ICT) to poverty reduction.

By bringing information directly into local communities, Country Gateways build the skills of individuals and develop opportunities for economic growth. Access to information also facilitates local participa-

tion in development programs, improving their focus and effectiveness. Country Gateway portals, for example, provide knowledge and tools that are otherwise unavailable to many individuals doing development work in the field. The Gateways also advance institutional capacity building and transparency by bringing together local stakeholders from all social sectors into a collaborative initiative.

For more information on Country Gateways, visit: [www.developmentgateway.org/cg](http://www.developmentgateway.org/cg).

### **e-Readiness**

The e-Readiness initiative helps countries assess their current status, progress, and priorities with regard to the information society and the digital economy. It also assists them to develop the skills and institutional capabilities needed for the sustainable integration of ICT in long-term national action plans. The initiative seeks to prompt countries to move from "e-strategies" to concrete actions that expand ICT acquisition and e-services across sectors, with a special emphasis on promoting creative approaches to reach the poor.

e-Readiness funds are principally directed towards participatory analyses and assessments and the preparation of qualified staff, with an emphasis on promoting institutional and professional leadership for policy, legal, and regulatory reform.

#### **COUNTRY E-READINESS ASSESSMENTS (US\$400,000)**

A total of US\$400,000 was disbursed to ongoing and new grants in fiscal year 2003. Several countries, including Belarus, Bolivia, Costa Rica, Estonia, India, and Kyrgyzstan, completed assessments within this fiscal year, copies of which will be posted on the *infoDev* website.

Presentations of the report on Bolivia were held at the World Bank, the Inter-American Development Bank, and the Organization of American States in April 2003. The grantee, Decadal, S.A., successfully secured institutional support from several ministries and municipalities for a countrywide implementation of geographic information system (GIS)-based assessment methodology.

## BEST PRACTICES

Consistent with the main objectives of the e-Readiness Initiative, several countries have gone beyond the scope of their original grants. Estonia and India, for example, have used the work carried out under their respective e-Readiness grants as a stepping stone toward long-term national action plans. Upon public dissemination of assessment reports, plans for priority areas immediately began to be discussed. Some e-Readiness country teams even began working with sector-specific teams on the development of more comprehensive approaches, with a focus on mainstreaming ICT infrastructure and e-services as integral components of national development plans.

With inputs from *infoDev* and the World Bank, the team in India created strong momentum with support from the Ministry of Information and other government agencies. Such efforts have led to institutional convergence geared towards the development of coherent central and regional action plans.

### ECA E-READINESS GRANTEES ATTEND HELSINKI FORUM

Several grantees of the ECA region participated in the "Implementing Knowledge Economy Strategies Forum" held in Helsinki on March 25-28, 2003. The event was jointly organized by the Government of Finland and the World Bank. It focused on three main areas: life-long learning and distance education, networking and partnerships, and national innovation systems.

Representatives of the e-Readiness Teams of Bulgaria, Estonia, Romania, and Russia presented their experiences and the progress made under their *infoDev* grants. The audience included senior officials of governments, NGOs, and private sector organizations from Eastern Europe, Central Asia, Ireland, and the Nordic countries. Proceedings of the conference are available at: [www.helsinki.ikef.org](http://www.helsinki.ikef.org). As part of a broader e-government initiative, the Romania Team also announced a major development of its website at [www.mcti.ro](http://www.mcti.ro).

### WDR Initiative

*infoDev* initiated the World Dialogue on Regulation for Network Economies (WDR) in 2001. This Flagship

Initiative was designed to expand on the experience gained by *infoDev* through previous Core Program projects in telecom reform and information infrastructure development.

The core activities of the WDR are 1) an interactive Internet dialogue, 2) expert discussion forums—meetings and public forums at which leading experts are invited to discuss information infrastructure developments and relevant regulatory issues, many of which are open to the public, and 3) knowledge dissemination through the publication of research and conference proceedings in the form of discussion papers, working papers, and reports.

The winner of a competitive RFP, LIRNE.NET was awarded US\$250,000 over three years to support the design, start-up, and initial operation of the online colloquium. LIRNE.NET is a strategic collaboration among four leading multidisciplinary university programs that examine issues of institutional reform associated with the dramatically changing roles of information and communication. The four constituent university programs that comprise LIRNE.NET are the Center for Tele-Information of the Technical University of Denmark; the Economics of Infrastructures Section of Delft University of Technology, the Netherlands; the Media@LSE Programme of the London School of Economics (LSE); and the Learning Information Networking Knowledge (LINK) Centre of the University of Witwatersrand, Johannesburg, South Africa.

The WDR online forum—[www.regulateonline.com](http://www.regulateonline.com)—was launched in January 2002 and is administered through a foundation. Its mission is to facilitate an international dialogue that generates and disseminates new knowledge on frontier issues in regulation and governance to support the development of network economies.

WDR aims to become an independent entity by attracting a diverse set of partners. Current members of the foundation that administers the WDR include:

- *infoDev*
- Technical University of Denmark
- Delft University of Technology, The Netherlands
- Telecommunication Development Bureau, International Telecommunication Union (ITU/BDT)
- Media@LSE Programme, London School of

TABLE 2.5 *infoDev* Conference Scholarship Fund: Conferences in Fiscal Year 2003

Conference Title	Field	Dates and Location	Organizer/ Grant Recipient	Total Fellows (% of Women)
Third Asian Conference for Information Technology in Agriculture (AFITA 2002)	Environment	October 26-28, 2002 Beijing, China	Chinese Academy of Agricultural Science	14 (43%)
Policy Frameworks for the Knowledge-based Economy: ICTs, Innovation, and Human Resources	Knowledge-based Economy	September 16-17, 2002 Brasilia, Brazil	OECD	6 (17%)
Grassroots Toy Libraries, Community-based Play, and New Technologies: Activities for Early Childhood Education of the Poorest	Education	December 2-5, 2002 Quito, Ecuador	CIELO	18 (78%)
OECD-IPS Workshop on Promoting Knowledge-based Economies in Asia	Knowledge-based Economy	November 21-22, 2002 Singapore	Institute of Policy Studies	15 (33%)
Third Global Congress on Community Networking in the Digital Era: Democratizing the Information Society—Innovation, Proposals, Action	Internet Infrastructure	October 17-23, 2002 Montreal, Canada	World Forum on Community Networking	16 (50%)
Stockholm Challenge 2002: Final Events	IT Applications	October 7-10, 2002 Stockholm, Sweden	City of Stockholm Economic Development Agency	8 (38%)
Pan-European Regional Conference for the Preparation of the World Summit on the Information Society	Internet Infrastructure	November 7-9, 2002 Bucharest, Romania	Fondation du Devenir	24 (33%)
II Encuentro Regional sobre Telecentros en LAC	Telecom Infrastructure	April 9-11, 2003 Teresina, Brazil	Chasquinet	24 (33%)
Progress Workshop: Strengthening ICT Policy in Africa—Governance, Equity and Institutional Issues	Internet Policy	June 23-25, 2003 Nairobi, Kenya	ATPS	10 (50%)
Searching and Encouraging Synergies for a Stronger Global E-inclusion Movement	Education	December 10-12, 2000 Rome, Italy	Consorzio Gioventù Digitale	10 (60%)
OECD-APEC Global Forum: Policy Frameworks for the Digital Economy	Digital Economy	January 14-17, 2003 Honolulu, Hawaii	OECD	7 (43%)
Sixth Latin American and Caribbean Congress on Health Sciences Information: CRICS 6 and Third Regional Coordination Meeting of the Virtual Health Library	Health	May 5-9, 2003 Puebla, México	The Pan American Health Organization (PAHO)	18 (72%)

Conference Title	Field	Dates and Location	Organizer/ Grant Recipient	Total Fellows (% of Women)
ISSS/LORIS 2003 Conference	Government	March 23-25, 2003 Prague, Czech Republic	Triada Ltd.	32 (41%)
African Telecom Summit 2003	Telecom Infrastructure	March 11-14, 2003 Maputo, Mozambique	Spectrum International Ltd. (Ghana)	14 (21%)
Ministerial Preparatory Regional Conference for Latin America and the Caribbean for the World Summit of the Information Society	Information Society	January 29-31, 2003 Punta Cana, Dominican Republic	INDOTEL	4 (100%)
ICTs in African Schools: A Workshop for Practitioners and Policymakers	Education	April 2-May 2, 2003 Gaberone, Botswana	SchoolNet Africa (SNA)	28 (14%)
Western Asia Preparatory Conference for the World Summit on the Information Society	Information Society	February 4-6, 2003 Beirut, Lebanon	UN-ESCWA	16 (19%)
Reform of the Telecommunications Sector: Policy Lessons and Implementation Issues for Developing Countries	Telecom Infrastructure	June 8-12, 2003 London, England	University of Strathclyde	20 (45%)
Third Annual Baramati Initiative on ICT and Development	Internet Infrastructure	May 30-June 1, 2003 Baramati, India	Digital Partner	11 (27%)
African Network Operators Group Workshop and Conference	Internet Infrastructure	June 8-15, 2003 Kampala, Uganda	AFNOG	21 (22%)
A West Africa-wide Conference on E-governance Training for In-school Adolescents in West Africa	Government	June 18-20, 2003 Lagos, Nigeria	DevNet	19 (68%)
Networked World: Information Technology and Globalization	Internet Infrastructure	April 23-25, 2003 Santa Clara, California	Santa Clara University	7 (0%)
Information Technologies for Sustainable Development	Internet Infrastructure	Part A: June 2-6, 2003 Washington, DC	ISRI, Carnegie Mellon University	10 (30%)
Pan-Arab Regional Conference on World Summit on the Information Society	Knowledge-based Economy	June 16-18, 2003 Cairo, Egypt	MCIT, Cairo	17 (12%)

Economics

- the LINK Centre of Wits University, Johannesburg, and
- the Public Interest Program Unit of the Ministry of Economic Reform (PIPU), Sri Lanka.

### **African Connections Initiative**

The African Connections Initiative was created with the purpose of garnering broad support within Africa for the rapid expansion and improvement of ICT in rural areas, with a special focus on the least-developed countries. The initiative also seeks to enhance African capacity to carry out research and policy analysis on ICT issues, as well as to plan, design, and implement national and cross-border programs and projects in ICT.

The initiative works closely with the African Telecommunication Union (ATU) to ensure that its recommendations are read by as broad an African audience as possible. At present, the African Connection Initiative is engaged in the following activities:

- **21ST CENTURY COMMUNICATIONS (US\$250,000):** This project funded the development of a toolkit on the introduction of GPMCS in Africa by the Global Personal Mobile Communications (GPMCS) by Satellite for Africa. GPMCS for Africa developed the toolkit in collaboration with the African Telecommunication Union, the African Connection (AC), and the ITU. Completed in FY03, the toolkit can be found on the *infoDev* web site.
- **RURAL TELECOMMUNICATIONS (US\$400,000, with support from the U.K. Department for International Development):** This project will build an action plan for improved communication in rural areas in collaboration with political decision makers and other stakeholders in Africa.

One output of this project is the Rural ICT Toolkit, which presents a model of the likely impacts of the Internet on African telecommunications companies and Internet Service Provider revenues. The toolkit was completed in June 2003 and will be published in late 2003. It offers i) models for the cost structure and potential reach of Internet service, ii) data on the extent of Internet develop-

ment in Africa, iii) examples of current Internet use in Africa, and iv) a discussion of policy choices faced by countries that seek to expand Internet use within the context of telecommunications reform and public-private sector partnerships involving universities and NGOs.

- **CONSENSUS BUILDING (US\$200,000, with support from Switzerland):** This project will enable the African Connections Initiative to make the case for African ICT development in the international arena and to foster engagement and decisions among African ICT stakeholders.

## **THE INFODEV CONFERENCE SCHOLARSHIP FUND (iCSF)**

The *infoDev* Conference Scholarship Fund (iCSF) facilitates the participation of professionals from developing countries at key conferences and training events focused on the application of ICT for development. A special effort is made to promote gender balance in iCSF awards. Applications are evaluated on the basis of several criteria, including the relevance of conference content to the *infoDev* mission, the experience of conference organizers, the leverage of the grant, the profiles of proposed conference fellows, the geographic coverage of the conference, and the cost-effectiveness of the events.

Owing to broader visibility of the program, demand from developing countries, and the support of *infoDev* donors, the level of funding for iCSF doubled over the past fiscal year, from US\$298,628 in FY02 to US\$581,700 in FY03.

### **Impact Assessment**

An assessment of the impact of the iCSF was completed during the past year that showed a significant positive impact of the grants on Fellows. "Support for Developing Country Professionals to Attend ICT Events - An Assessment of the Benefits and Impact of the *infoDev* Conference Scholarship Fund (iCSF), 1998-2002" documented that nine out of ten respondents networked with other participants and shared their knowledge with others after the event. On average, respondents shared knowledge over several months; interestingly, women were much less

likely to disseminate knowledge than men.

Four-fifths of respondents provided concrete examples of positive organizational outcomes as the result of their attending an event. Effects included increased technical knowledge and awareness, broader international exchange, initiation of new projects or improvement of existing ones, development of institutional policies and strategies, securing (or applying for) more resources, and among certain organizations, successful fundraising, training, teaching, and knowledge sharing.

In addition to the impact on individual and institutional practices, the assessment report indicates that iCSF has been a vehicle for broader awareness and practices, including the consideration of gender issues when designing an international event. The report, which is available on the *infoDev* website, recommends that the initiative be scaled up.

### Conference Portfolio

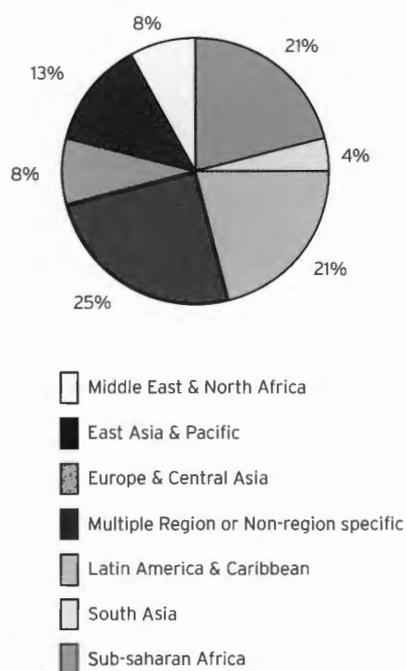
In FY03, iCSF sponsored 24 conferences out of 70 qualifying applications, for total net funding of US\$581,700. See table 2.5 for details of the conferences funded in FY03. The estimated total cost of all events funded was US\$10.6 million, which means that every dollar invested by *infoDev* was matched by nearly US\$20 from other sources. In FY03, iCSF grants allowed 519 professionals from developing countries to attend a selected set of international events on ICT and development issues. Nearly 37 percent of the fellows were women, reflecting a positive trend towards achieving gender balance. Average investment per fellow decreased 14 percent compared to previous year.

Twenty of the 30 conferences funded by iCSF in FY03 had a clear regional focus, with seven regional events concentrating on Asia region, six on Africa, four on Latin America and the Caribbean, three on Eastern Europe, and one on the Middle East. The geographic distribution of conferences highlights a continuous trend towards increased regional integration of ICT and development issues. Five of these 20 conferences were major regional preparatory events for the World Summit on the Information Society (WSIS), to be held in Geneva in December 2003). Two were weeklong regional training workshops on Internet technology held in South Asia and Africa, respectively. Six events focused on policy and regula-

tory issues of international or regional scope, including two in Africa and one each in South Asia and the Pacific. Seven events dealt with ICT in areas such as agriculture, gender, health, e-government, telecenters, and sustainable development.

The distribution of events by location is shown in figure 2.7, which shows a greater number of events taking place in Africa and Asia.

FIGURE 2.7: *infoDev* Conference Scholarship Fund: Conferences in FY03, by Geographic Region







# KNOWLEDGE DISSEMINATION

Since its creation, *infoDev* has generated and collected a significant amount of knowledge on the use of information and communication technologies for development. It shares this knowledge through channels such as the *infoDev* web site ([www.infodev.org](http://www.infodev.org)), printed and electronic publications, and special studies such as the Telecommunications Regulatory Handbook, the e-Government Toolkit, and the Global Information Technology Report 2002 and 2003. *infoDev* also organizes large international events, including its own annual symposium, to promote the application of ICT as a tool for poverty alleviation and social development.

## KNOWLEDGE ACTIVITIES

### DIGITAL DIVIDEND CLEARINGHOUSE (US\$125,000)

This knowledge creation and dissemination project, to be implemented by the World Resources Institute (WRI) with regional and U.S.-based partners, seeks to catalyze large-scale use of information and communication technologies for the creation of social and economic dividends in poor communities of developing countries. To achieve these goals, the project will implement the following specific activities:

- identify, document, and disseminate best practices in the use of ICT for development
- create a database of projects, in-depth case studies of best practices, and a variety of other information products that can be distributed worldwide
- facilitate networking and engage individuals, organizations, and corporations in ways that can directly support in-country ICT-for-development projects.

Regional partners will be responsible for customizing clearinghouse activities in their respective regions (primarily Africa, Latin America, and Asia) to provide more comprehensive coverage of ICT-for-development projects.

### MONITORING DIGITAL AND KNOWLEDGE DIVIDES (US\$90,000)

This project, to be implemented by Orbicom, a Network of UNESCO Chairs in Communications, will design, build, test, and maintain a system for monitoring and forecasting digital and knowledge divides worldwide. Orbicom is an international non-governmental organization (IONG) created in 1994 by convention between UNESCO and the Université du Québec at Montréal.

This knowledge creation and dissemination project will facilitate cooperation and interaction of academics (25 Chairs) and professionals (260 Associates) in projects in all sectors of communications. In Fall 2000, the General Assembly of Orbicom adopted an action plan that focused on ICT for development. The work program funded by *infoDev* will allow Orbicom to quantify the gaps in accessibility and use of the Internet and other ICTs across the world, as well as gaps in the skills required by knowledge-based societies. Principal activities will include:

- qualitative data analysis of up to 75 countries
- four qualitative country analyses
- thematic studies that analyze knowledge divides and the relationship between the digital divide and competitiveness.

#### E-SECURITY IN THE DIGITAL AGE (US\$172,500)

The main goal of this project, to be implemented by Sadowski Associates, is to prepare a handbook on the technical and policy aspects of computer and network security, tentatively entitled *Electronic Security in the Digital Age*. The principal audience for the handbook includes individuals, firms, and governments in developing countries.

The project will consist of the following activities:

- consultative development of the handbook. An initial draft will be prepared and submitted by the grantee to a panel chosen by *infoDev* for review and comment. The grantee will also conduct consultations and exchange views with the *infoDev* review panel in person, via e-mail, and by teleconference.
- preparation of camera-ready copy for both hard copy and CD-ROM publication
- development of a web site using the *infoDev* web server. The handbook will be posted on the web-site, which will also offer a moderated interactive mechanism for posting and disseminating the experiences of developing countries vis-à-vis network security.

The grantee will present the handbook at the *infoDev* Symposium in December 2003 in Geneva, Switzerland.

#### GLOBAL INFORMATION TECHNOLOGY REPORT (GITR) (US\$100,000)

This grant to the World Economic Forum (WEF) will fund the third edition of a comprehensive report on the network readiness of over 75 developing countries. The GITR addresses issues of network readiness through essays written by international experts on IT and development, country profiles, and country network readiness rankings. Assessments and rankings are based on published data and country-level surveys of national business leaders. The World Economic Forum (WEF) verifies data sources and survey results with official data published by the subject countries.

#### INTERNATIONAL TRADE CENTRE (ITC) (US\$300,000)

This grant is intended to strengthen the capacity of

business incubators, other trade support institutions, and the business sector in developing countries. The project will facilitate effective market analysis in support of international business development in selected developing countries and transition economies.

The work program will include benchmarking sectoral trade performance, identifying priority markets for international marketing and trade promotion, assessing bilateral trade potential, analyzing market access barriers, and providing business information for product and market diversification. End-users in project countries will be trained in how to harness these services for more effective trade promotion, export marketing, and international purchasing.

## CONFERENCES

### *infoDev* Symposium 2002

*infoDev* held its seventh annual symposium, "Information and Knowledge for Trade and Development," in Chongqing, China, on December 9-10, 2002. The symposium coincided with the first anniversary of China's accession to the World Trade Organization and was co-hosted by China's Ministry of Finance and the Municipality of Chongqing. Keynote speakers from China included Vice Minister of Finance Jin Liquan, Vice Minister of Science and Technology Ma Songde, Vice Minister of Information Industry Lou Qinjian, and Executive Vice Mayor of Chongqing Huang Qifan.

Panels addressed WTO-related issues, e-government, distance learning, and the role of ICT in fighting poverty. Summaries of the conference sessions can be found on the *infoDev* web site. A special presentation was devoted to the Global Information Technology Report (GITR) 2002-2003. Co-produced by INSEAD, the World Economic Forum and *infoDev*, the GITR provides extensive analysis of the e-readiness (the ability to compete in the networked economy) of 82 countries.

Two signature events closed the conference. Karin Finkelston, China Country Manager for the International Finance Corporation (IFC) of the World Bank Group in China, and Executive Vice Mayor Huang Qifan, signed a Memorandum of Understanding to cooperate in mobilizing private

**BOX 3.1 *infoDev* Symposium 2002  
"Information and Knowledge for Trade and Development"  
December 9-10, 2002 Chongqing, China**

**OPENING SESSION**

Moderators: **Mohsen Khalil**, Director, Global Information and Communication Technologies, The World Bank Group;  
**Bruno Lanvin**, Manager, *infoDev*, Information for Development, The World Bank Group  
Keynote Speakers: **Wu Jianong**, Vice Mayor, Chongqing; **Frannie Leautier**, Vice President, World Bank Institute;  
**Jin Liqun**, Vice Minister, Ministry of Finance, China; **Ma Songde**, Vice Minister, Ministry of Science and Technology, China;  
**Lou Qinjian**, Vice Minister, Ministry of Information Industry, China.

**INAUGURAL SESSION: China & WTO – ICT Opportunities & Challenges**

Moderator: **Howard Peter Williams**, Trade and ICT Coordinator, Global Information and Communication Technologies,  
The World Bank Group  
Keynote Speaker: **Jin Liqun**, Vice Minister, Ministry of Finance, China  
Speakers: **Huang Qifan**, Vice Mayor of Chongqing, China; **Zhang Xiangchen**, WTO General Director, MOFTEC, China;  
**Li Zhongzhou**, Acting Director, Division for Services Infrastructure for Development and Trade Efficiency, United Nations  
Conference on Trade and Development (UNCTAD)

**SESSION 1: Capacity Building**

Moderator: **Bruno Lanvin**, Manager, *infoDev*, The World Bank Group  
Speakers: **Zhao Yuhai**, Director General, China Torch Program High-tech Industry Development Center, Ministry of  
Sciences & Technologies, China; **Friedrich von Kirchbach**, Chief, Market Analysis Section, International Trade Center  
(WTO-UNCTAD); **Richard Taylor**, Co-Director, Institute for Information Policy, Pennsylvania State University, USA;  
**Jose Eduardo Fiates**, Vice President, Anprotec, Brazil

**SESSION 2: ICT for Poverty Reduction**

Moderator: **George Sadowsky**, Executive Director, Global Internet Policy Initiative, USA  
Speakers: **Tran Liu Chuong**, IT Adviser, Ministry of Sciences & Technologies, Vietnam; **George Sciadass**, Chief, Information  
Society Research and Analysis, Statistics Canada/Orbicom, Canada;  
**Michael Minges**, Head Telecom Data & Statistics, International Telecommunication Union (TBC);  
**Michael Best**, Research Scientist, Massachusetts Institute of Technology, USA; **Hu Baogang**, Director, Laboratoire  
Franco-Chinois de Recherche en informatique, automatique et mathématiques appliqués (LIAMA), Institut of Automation,  
Beijing, China

**SESSION 3: ICT for Poverty Reduction**

Moderator: **Amarendra Narayan**, Executive Director, Asia Pacific Telecommunity (APT), Thailand  
Speakers: **Zou Bing Xuan**, General Manager, Chongqing Telecommunications Co., China; **Veronique Prinnet**, Associate  
Professor, Institute of Automation, Chinese Academy of Sciences, China; **Robert Valantin**, Lead Information Officer, The  
World Bank Group; **Pamela Johnson**, Executive Vice President, Voxiva, USA

**SESSION 4: Distance Learning**

Moderator: **Austin Hu**, Deputy Resident Representative in China, The World Bank Group  
Speakers: **Jiping Zhang**, WBI Education Specialist, The World Bank Group; **Susan Ellison McGee**, ICT Specialist, Asian  
Development Bank; **Christopher Spohr**, Project Economist, Asian Development Bank; **Wu Zhongfu**, President, Chongqing  
University, China; **Gopal Rajagopalan**, Executive Chairman, IL&FS Project Development Corporation Limited, India;  
**Sam Carlson**, Executive Director, World Links, USA

**SESSION 5: Private Investment in ICT - Opportunities and Challenges**

Moderator: **Mohsen Khalil**, Director, Global Information and Communication Technologies, The World Bank Group  
Speakers: **Zhao Jun**, Senior Vice President, ChinaVest Limited, China; **Stuart Schonberger**, Managing Director,  
CDH Investments, USA; **Brian Chiang**, General Partner, Walden International, USA; **David Li**, Director, Warburg Pincus,  
Hong Kong, China

**SESSION 6: e-Government, e-Commerce**

Moderator: **Ernest Wilson**, Professor, Government and Politics Department, University of Maryland, USA  
Speakers: **Jun-Cheol Yang**, Director General, Ministry of Information & Commerce, Korea; **Li Zhongzhou**, Acting Director,  
Division for Services Infrastructure for Development and Trade Efficiency, United Nations Conference on Trade and  
Development (UNCTAD); **Edgardo Herbosa**, b2bPricenow, Philippines.

financing and stimulating private sector growth in Chongqing. *infoDev* announced a grant of US\$120,000 to the Municipality of Chongqing in support of a municipal, web-based procurement system.

### Open Source Software Conference

*infoDev*, the Cyberspace Policy Institute of The George Washington University, and the Sustainable Development Networking Programme of the United Nations Development Programme sponsored a joint conference on “Open Source: A Case for e-Government” in Washington, DC, on October 16-18, 2002. The aim of the conference—sessions of which were held at The George Washington University, the World Bank, and the International Finance Corporation—was to raise awareness and foster information sharing on open-source software applications, e-Government, and related fields among policymakers, donors, users/consumers, universities, and industry specialists. The over 400 participants

included representatives from both public and private organizations at local, national, and international levels.

The core sessions of the conference focused on

- open source applications and e-Government in developed and developing countries (how governments and local authorities are benefiting from using Open Source software)
- open source vs. proprietary software (and the proper role of each in e-Government)
- demonstrations of open source applications, including Linux™, OpenOffice, Mozilla™, GNOME, and MySQL
- open source software and the security of critical information infrastructure
- open source software and IT professional training, and the implications for competition, job creation, and the software industry
- business cases that focused on the economics of using open source software.

TABLE 3.1 *infoDev* Seminars in FY03

Speaker	Affiliation	Topic & Date
Daniel Annerose	CEO, Manobi, France	“I Connect, Therefore I Fish; The Use of ICT in Small Businesses in Sénégal” September 19, 2002
Ari Schwartz	Associate Director, Center for Democracy and Technology (CDT)	“Policies or Practices—Which Come First? A Presentation on the E-Government Handbook” September 24, 2002
Judy Brewer	Director, Web Accessibility Initiative(WAI), World Wide Web Consortium (W3C)	“Access for All: ICT, Disabilities, and the Web—Accessibility Initiative” September 25, 2002
Thais Corral	Founder, CEMINA, Brazil	“Connecting Community Radio to the Internet: A Case from Women in Brazil” October 9, 2002
Matthias Köhler	Director, International Strategic Cooperation Department, G&D Group, Germany	“Information Security: Can Smartcards do the Job?” March 4, 2003
Anil K. Gupta	Coordinator, HoneyBee Network and Executive Vice Chair of the National Innovation Foundation	“HoneyBee Grassroots Innovation: Developing Countries and the Knowledge Economy; A Story from Gujarat” April 10, 2003

## INFODEV SEMINAR SERIES

During FY03, *infoDev* hosted 6 seminars concerning ICT for development. These are listed in table 3-1.

## PUBLICATIONS

In June 2003, *infoDev* launched a new series of studies on "ICT for Development." The four new studies detailed below are slated to be finished and posted on the *infoDev* web site by late 2003.

### E-SECURITY NETWORK STUDY

This network security study was commissioned by the Swiss Secretariat for Economic Affairs (SECO) through an *infoDev* grant (US\$172,500). The rapid spread of the personal computer and the Internet to developing countries has brought many benefits to all sectors in these countries. In particular, small and medium enterprises (SMEs) now have the possibility to compete on a global basis through web sites, communicating through the Internet, and engaging in e-commerce transactions. However, the Internet is not necessarily a medium secure from malicious behavior.

Insufficient attention to security can lead to the destruction of valuable data needed to run an enterprise or a government department. Among other consequences, poor network security can cause the destruction of essential records, identity theft, impersonation, and theft of financial resources. These outcomes can not only ruin a company, they can contribute to a reputation for unreliability in an entire industry.

The study will produce a handbook that will assist users, technical managers, and policy makers in developing countries to maximize the benefits of ICTs while minimizing their risks. The handbook will be made available on the web as a dynamic document, updated regularly with new technological developments and user feedback.

### ICTS, POVERTY, AND DEVELOPMENT: LEARNING FROM EXPERIENCE

This study of ICT-for-development projects was commissioned by the Swiss Secretariat for Economic

Affairs (SECO) through *infoDev*. The publication focuses on the current understanding of poverty in the development community, the challenges of development, and how ICTs can help address these challenges.

Starting from the assumption that ICT is a mean and not an end, of development, the report analyzes a number of recent ICT-for-development initiatives. It then elaborates a roadmap for what ICT applications might work and why in specific circumstances. Lack of rigorous evaluation data and incomplete knowledge of ICT initiatives in developing countries preclude exhaustive analysis of "what works" in such projects. Rather, the report considers how to harness ICT for development by subordinating it to broader strategies of poverty reduction. It thus focuses on how to use ICT as a development tool for improving the performance of institutions and markets, the livelihoods of poor people and the vulnerabilities faced by them, and the capacity of individuals and governments—outcomes that contribute to poverty reduction and sustainable development.

### OPEN SOURCE SOFTWARE: PERSPECTIVES FOR DEVELOPMENT

This publication will help information technology decision makers in developing countries understand the dynamics associated with implementing open source software solutions. The toolkit will present information on the forces shaping the open source market, case studies illustrating the benefits and challenges of using open source software, and best practices intended to encourage both discussion and the exchange of information on this important topic.

The primary focus of publication will be the potential use of open source software in developing countries. Where appropriate, reference to open source software use and legislation in G8 countries will support the discussion.

### ICT FOR DEVELOPMENT—CONTRIBUTING TO THE MILLENNIUM DEVELOPMENT GOALS: LESSONS LEARNED FROM SEVENTEEN *infoDev* PROJECTS (US\$65,000)

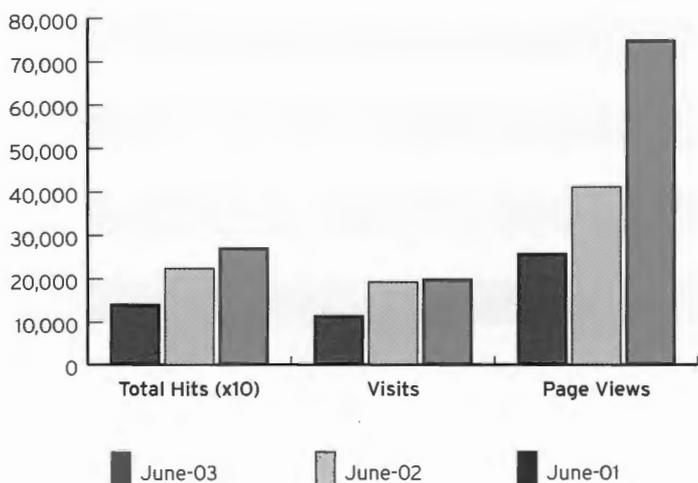
This publication offers detailed descriptions of 17 *infoDev*-funded projects and an analysis of their

impact on poverty reduction. The case studies concentrate on how key elements (e.g., partnerships, target groups, capacity building, technology, and finance) played a role in empowering disadvantaged populations. The analysis examines how the projects contributed to the Millennium Development Goals and elaborates recommended guidelines for future ICT-for-development projects.

## INFODEV ON THE WEB

The *infoDev* web site continued to draw increasing numbers of visitors in fiscal year 2003. Increases in traffic coincided with the annual symposium in December 2002, RFP announcements, and competitions such as the ICT Stories Project.

FIGURE 3.1: INFODEV WEB SITE STATISTICS, FY01-FY03



In the past year, the Incubators Initiative feature was the most visited section of the web site, followed by the e-Readiness Initiative and Country Gateway pages. The Project Reports section continues to be popular and The Telecommunication Regulatory Handbook—now available in 6 languages (English, French, Spanish, Arabic, Russian and Chinese)—is the site's most downloaded report.

Infodev-L, the *infoDev* electronic announcement mailing list, also continues to grow rapidly, expanding from 3,500 members in fiscal 2002 to 5,900 members at the end of fiscal 2003.

## PARTNERSHIPS

Through its grants program and Flagship Initiatives, *infoDev* works with a broad spectrum of development partners, reaching out to implementing organizations ranging from public agencies to civil society organizations, academic institutions, small enterprises, grassroots organizations, and remote communities.

Several *infoDev* initiatives, discussed below, are based on fruitful partnerships between *infoDev* and other development organizations, including donors, NGOs, and research and advocacy organizations.

### Development Marketplace

*infoDev* continues to be a sponsor of the Development Marketplace ([www.developmentmarketplace.org](http://www.developmentmarketplace.org)), a World Bank program that promotes innovative development ideas through seed funding. The program links social entrepreneurs to partners who can provide needed resources. *infoDev* provides technical support to the Development Marketplace by reviewing ICT-related proposals and providing funding for two or three grants in each round of Marketplace awards. The next such awards will be announced by year-end 2003.

### ICT Stories Competition

The ICT Stories Project is a partnership between *infoDev* and the International Institute for Communication and Development (IICD) of the Netherlands. Begun in 1998, the project publicizes innovative examples of ICT for development by holding an annual story competition. Each year, an expert panel of judges from around the world selects stories that best illustrate how ICT can impact development. These accounts are then disseminated with the goal of inspiring others and offering lessons for future ICT initiatives.

The panel of judges for the 2003 competition is staffed by:

- Carlos Braga, Program Manager, Development Gateway
- Fernanda Cabanas, Socia-Gerente, Pandora Box, Lda., Mozambique
- Matthew Meyer, 2002 ICT Stories Winner

- Alfonso Molina, Founder-Director, TechMaPP, University of Edinburgh, Department of Business Studies, United Kingdom
- Rinalia Abdul Rahim, Executive Director, Global Knowledge Partnership (GKP) Secretariat, Kuala Lumpur, Malaysia
- George Sadowsky, Vice-President for Education and former Member, Board of Trustees, The Internet Society (ISOC)

Over the past year, the respective managements of *infoDev* and IICD renamed the ICT Stories Competition the "Tony Zeitoun Awards" in tribute to the late Tony Zeitoun of the Canadian International Development Agency (CIDA). In another new development, the Global Knowledge Partnership (GKP) has partnered with *infoDev* and IICD to support the competition in 2003. Not only will the GKP network expand the input and dissemination of stories, GKP will provide a significant financial prize to the winner—the project deemed to have contributed most to poverty alleviation using ICT.

The deadline for submissions to the 2003 ICT Stories Competition-Tony Zeitoun Awards followed the close of *infoDev*'s fiscal year (June 30, 2003). Stories entered in the competition will appear online in October 2003 ([www.iicd.org/stories](http://www.iicd.org/stories)), at which time finalists will be announced. Winners will be invited to present their stories at the ICT4D Platform of the World Summit on Information Society (WSIS), to be held in Geneva in December 2003.

### **Global Knowledge for Development (GKD)**

Global Knowledge for Development (GKD) is an online forum where thousands of people around the world share knowledge and experience about the role of information technology in sustainable development. In fiscal year 2001, *infoDev* made a US\$100,000 grant to the Education Development Center—the non-profit education and health organization that created Global Knowledge for Development—to create an archiving system for the GKD distribution list.

Since 1997, people have turned to GKD as a free, trusted, and moderated e-mail discussion to learn how others have used IT to improve education, health, and economic development. Now, these valu-

able discussions, including thousands of messages, are readily available and easy to find at [www.GKDknowledge.org](http://www.GKDknowledge.org). The GKD database provides a user-friendly resource of cases, guidelines, and lessons-learned, which can be easily accessed by query.

Examples of the kind of information available from the new GKD resource include:

- ***Villages without electricity or phones learn how to connect to the Internet.*** Fantsuam Foundation of Nigeria explains how they use community telecenters to bring IT to poor, rural communities in Nigeria that lack electricity and telephones.
- ***Entrepreneurs benefit from e-commerce and online training.*** E-Connexions, a Peruvian company, describes how it helps Peruvian businesses use e-commerce and get online training.
- ***How schools in developing countries can obtain computers:*** World Computer Exchange (WCE), a U.S.-based nonprofit organization, has had over 40 responses to one GKD message in which they offered to ship used computers (collected from U.S. companies and outfitted with modern software) to schools in developing countries.
- ***Volunteer opportunities:*** GKD posts messages from the United Nations Volunteers organization, guiding interested volunteers towards opportunities in poor countries.
- ***Information on social struggles with governments and international organizations:*** In the GKD "controversies" section, participants from China talk of their experience of government censorship, and people from Mexico to Malaysia promote "intellectual property rights" that serve the poor.



# GOVERNANCE

*infoDev* is a multi-donor grant program housed and administered by the World Bank Group. The World Bank is both a donor to the program (through its Development Grant Facility) and hosts the program at its offices in Washington, D.C.

A Donors' Committee chaired by Nemat Talaat Shafik, World Bank Vice President for Infrastructure, is the principal governance body of the program (see annex 4 for a list of members). The Donors' Committee works with *infoDev* management, led by Bruno Lanvin, to set strategic goals and approve the program's yearly workplans and budgets. *infoDev* also benefits from the guidance and support of a Technical Advisory Panel (TAP) composed of six independent experts of international renown.

A small professional staff with diverse competencies in ICT and development comprises the *infoDev* Secretariat, which operates as part of the World Bank Global Information and Communication Technology Department.

## DONORS' COMMITTEE

The eighth meeting of the *infoDev* Donors' Committee was held in Chongqing, China, on December 11, 2002, under the Chairmanship of Mr. Mohsen Khalil, Director of the Global Information and Communication Technologies Department of the World Bank. (See annex 5 for a complete summary of the proceedings).

Five donors were able to participate directly in the meeting, which followed the annual *infoDev* Symposium, also held in Chongqing on December 9-10, 2002. *infoDev* management had conducted prior bilateral consultations with a majority of its active donors in November and early December 2002.

In addition to receiving a report from the Technical Advisory Panel and presentations by *infoDev* management on the program's recent achievements and financial situation, the meeting discussed the paper "*infoDev* as a Knowledge Initiative." The discussion adopted the paper as the basis for accelerating the program's current strategy.

The main outcomes of the meeting were:

- Phasing out the Core Program at the end of FY03. There appeared to be a broad consensus on the need to terminate the current, all-purpose approach of the program and replace it with better-targeted thematic initiatives (Flagships Initiatives), which will entail mobilization of adequate physical and human resources. Activities currently undertaken by *infoDev* as part of its Core Program could possibly become the responsibility of other entities, inside or outside the World Bank.
- Re-organizing *infoDev* around a small number of Flagship Initiatives. Such flagship initiatives, to be supported by one or several donors (typically over two to three years), will be developed by *infoDev* management in cooperation with donors and other stakeholders through a process similar to that used for the Incubator Initiative now under implementation. Possible themes/priorities for such initiatives include:

1. Sub-Saharan Africa Connectivity: updating and expanding current regional support provided through the African Connections project
2. e-Government: already established, but requires additional financing
3. WTO-related issues: an initial proposal on this initiative has been prepared in cooperation with the World Bank ICT policy unit
4. Regulatory issues on connectivity: Regulatory Colloquium Initiative already established, but could be expanded with an initial focus on Africa
5. Gender and ICT: a preliminary proposal has been prepared by *infoDev* management

Other possible flagship themes that have been proposed, notably by the Technical Advisory Panel, include Internet pricing and network security.

- Making *infoDev* sustainable. It was noted that, for the past few years, the World Bank has supported most of the program's administrative costs. *infoDev* should aim at balancing its administrative budget by the end of the current fiscal year, which will require passing a significant part of administrative costs from the World Bank budget to the *infoDev* Trust Fund.
- Expanding the knowledge dissemination role of *infoDev*. There appeared to be a consensus among the donors to continue and strengthen dissemination efforts begun in FY02. Appropriate resources from existing and future trust fund agreements with donors will be identified to support these efforts.
- Enhancing *infoDev*'s visibility and relevance. The value of strategic partnerships (such as those established with the ITU for the Telecom Regulation Handbook, and with the World Economic Forum for the Global Information Technology Report) is recognized by *infoDev* Donors. In this context, it was proposed that *infoDev*'s 2003 Symposium be organized as part of the World Summit on Information Society (WSIS), to be held in Geneva in December 2003. Program management was requested to further consult with donors (particularly Switzerland) to evaluate the pros and cons of holding the *infoDev* Symposium 2003 as a side-event of WSIS 2003.

## TECHNICAL ADVISORY PANEL (TAP)

The mandate of the TAP is to advise the Donors' Committee and the *infoDev* Program Manager, with a focus on strategic recommendations. The TAP assesses advances in information and communications technologies relevant to developing countries, identifies new and more efficient paths to reach the objectives of *infoDev*—notably, through Flagship Initiatives—and, at the request of the Donors Committee, evaluates the impact of *infoDev*'s work through post-evaluation of selected activities. Activities to be evaluated by the TAP are selected in consultation with the *infoDev* Program Manager.

The tenure of *infoDev*'s first TAP came to a close at the end of fiscal year 2002, when a new TAP was appointed. The current Technical Advisory Panel is comprised of the following six experts from academia, government, and international organizations:

### **Ernest J. Wilson, III, Coordinator**

Associate Professor  
Center for International Development and Conflict Management  
University of Maryland, USA

### **Nancy Hafkin**

Managing Director, Knowledge Working, USA, and Former Coordinator, African Information Society Initiative, and former Team Leader  
United Nations Economic Commission for Africa (UNECA)

### **Lone Dirckinck-Holmfeld**

Research Professor on ICT and Learning,  
Communication Department  
Aalborg University, Aalborg, Denmark

### **Amarendra Narayan**

Secretary General, Asia-Pacific Telecommunity  
Bangkok, Thailand

### **David Sawe**

Director, Management Information Systems Division,  
Office of the President of Tanzania  
Dar es Salaam, Tanzania

**Raúl Zambrano**

Senior ICT for Development Policy Advisor  
United Nations Development Programme,  
New York, USA

At the annual TAP meeting in July 2002, held in Paris, France, the former and new members of the TAP met with *infoDev* management. The latter presented them with the new *infoDev* strategy, already proposed to *infoDev* donors in February 2002, plus the work program for FY03. In addition to the annual TAP report, the participants also discussed *infoDev*'s positioning vis-à-vis other global ICT-for-development initiatives and within the World Bank Group.

The Paris meeting provided TAP members with an opportunity to discuss the annual TAP report and to define recommendations for *infoDev* activities. The report was begun by the previous members of the TAP (Fernanda Cabanas, K.J. John, Nii Quaynor, Silvio Romero de Lemos Meria, Philippe-Olivier Rousseau, and George Sadowsky). It was submitted to the Donors' Committee in December 2002 after the annual *infoDev* symposium, at which the newly nominated TAP, chaired by Dr. Ernest Wilson, began its three-year mandate.

The annual TAP report recognized *infoDev* as a leader in ICT for development and acknowledged its substantial contribution to sensitizing the world development community to the importance of ICT. In consonance with the new *infoDev* strategy, the report recommended that *infoDev* end its Core Program and develop into "a model of assistance through specific targeted knowledge creation and dissemination activities." In this model, *infoDev* would become "a knowledge creator, organizer, and disseminator, with the goal of providing goods and services that are widely replicable, scalable, and in significant demand on a global basis."

The TAP is now focused on assisting *infoDev*'s transition to a knowledge creation and dissemination program centered around the Flagship Initiatives.

## *infoDev* SECRETARIAT

Bruno Lanvin, *Program Manager*

Ellie Alavi, *Research Assistant*

Samiha Boulos, *Program Assistant*

Henri Bretaudeau, *Donor Relations Administrator*

Louise Chamberlain, *Monitoring and Evaluation Specialist (until July 2, 2003)*

Vivek Chaudhry, *Work Program Administrator (until December 30, 2002)*

Jacqueline Dubow, *Program Coordinator*

Rafael Hernandez-Rios, *Information Management Specialist*

Teri Nachazel, *Program Assistant*  
Shi Heini, *Program Officer*

Pamela Street, *Research Analyst*

Leo Tayamen, *Budget Administrative Assistant (until July 30, 2003)*

Rajesh Vasudevan, *Consultant*



## FINANCES

The start of the implementation of the new *infoDev* strategy in FY03 coincided with important changes in the program's financial situation. The beginning of Flagship Initiatives—most notably the Incubator Initiative—prefigured how *infoDev* expects to evolve over the next few years, and has been accompanied by steady quantitative financial improvements. At the end of fiscal year 2003, *infoDev* had mobilized total cumulative contributions (1995-2003) of close to US\$91.4 million. Of that total, US\$14 million were contributions for the 2003 fiscal year, including a US\$6.75 million contribution from the Government of Japan to fund the Incubator Initiative.

Despite the general support for *infoDev* to effect a strategic change of course from a concentration on small projects to a focus on knowledge generation and dissemination, only a limited number of donors increased their contributions to a level commensurate with the new strategy. While delays in new contributions are mostly due to political uncertainties and/or reorganizations in donor agencies, the program's future remains dependent on a broad base of donor contributions.

Overall contributions to the program increased by US\$6.43 million, over 84 percent, in FY03, and disbursements on projects and knowledge dissemination activities increased by some US\$2 million (35 percent) during the same period. Administrative costs (governance, program management, and project evaluation) were reduced by US\$88,000, building on a reduction of similar costs of US\$46,000 in FY02. At the end of the fiscal year, the cash position in trust funds and resources from the Development Grant Facility (DGF) of the World Bank amounted to US\$9.81 million, vis-à-vis funding commitments of US\$7.19 million. The balance of US\$2.62 million will allow *infoDev* to launch only a limited number of new activities. The continuous successful implementation of the new strategy will thus depend on continued donor support during FY04.

## CONTRIBUTIONS

Contributions made to *infoDev* in FY03 totaled US\$14.069 million (see table 5.1), compared with US\$7.639 million in FY02. Figure 5.1 indicates the category of each contribution, including trust funds and investment income accruing to trust funds of non-World Bank donors, the Development Grant Facility (DGF) of the World Bank, and the World Bank budget contribution. As expected, the World Bank has scaled back its financial support to *infoDev* from well over 50 percent of its yearly budget to arrive at a more even burden-sharing between donors. This reduction is in accordance with the announcement made at the last the Donors' Committee Meeting in December 2001.

Contributions in FY03 included a US\$3 million contribution from the DGF (compared to US\$4 million in FY02) and US\$67,000 from the World Bank's administrative budget to cover certain *infoDev* administrative costs. The Government of Japan (Ministry of Finance) contributed US\$6.55 million to the Incubator Initiative, to which some US\$200,000 from investment income related to this contribution was added. In addition to the Government of Japan and the World Bank, nine other donors made contributions during the year. Notably, the Government of Italy increased its contribution to some €1.5 million.

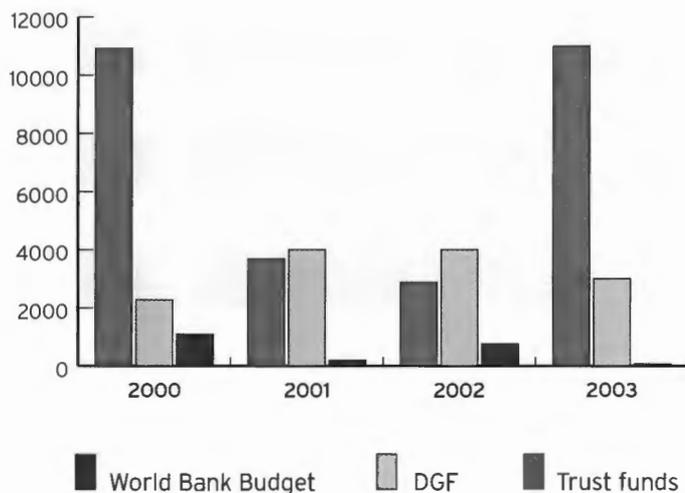
Investment income from assets in the multi-donor trust fund, as well as from the trust funds of Finland and France, contributed US\$96,290 to the US\$14,069 contributions contributed in FY03. In addition to a cash contribution, one part of which was designated for knowledge dissemination, Sweden continued to provide funding to cover the secondment of one *infoDev* staff member.

TABLE 5.1 *infoDev* Donor Contributions by Fiscal Year  
(Thousand of United States dollars)

CONTRIBUTIONS	FY1996-98	FY2000	FY2001	FY2002	FY2003	Total
Australia, Y2K (in-kind)		107.00				107.00
Belgium	511.00					511.00
Brazil	250.00					250.00
Canada	250.00	245.00	244.00	254.00	277.60	1,270.60
Canada, Y2K	742.00	406.00				1,148.00
Cisco			50.00			50.00
Cisco (in-kind)			141.00			141.00
Colombia	240.00					240.00
Denmark	500.00		125.00	122.00	141.15	888.15
El Salvador	100.00					100.00
European Union (in-kind)	80.00					80.00
Finland	753.90	114.97	117.57	17.34	9.22	1,013.00
France	485.72	19.98	8.76	5.40	1.71	521.57
France (in-kind)	210.00	77.00				287.00
France, Y2K		330.00				330.00
Germany*	235.00	38.00	22.00	208.00	605.00	1,108.00
Germany (in-kind)			171.00			171.00
IBM	375.00					375.00
Ireland			171.00			171.00
Italy	441.00	250.00	465.00	922.00	1,638.50	3,716.50
Italy, Y2K		295.00				295.00
Japan				500.00	6,752.13	7,252.13
Luxembourg*	200.00				300.00	500.00
Motorola	200.00					200.00
Motorola (in-kind)			135.00			135.00
The Netherlands	664.00		500.00			1,164.00
The Netherlands, Y2K		5,423.00				5,423.00
Sweden	805.00	351.00	422.00	217.00	426.80	2,221.80
Sweden, Y2K	1,230.00					1,230.00
Sweden (in-kind)			197.00	62.00	78.78	337.78
Switzerland	1,715.00		250.00	100.00	449.95	2,514.95
Switzerland, Y2K			1,024.00			1,024.00
Telecom Italia (in-kind)	100.00	100.00	100.00	100.00		400.00
United Kingdom	289.00	370.00	395.00	227.00	235.97	1,516.97
United Kingdom, Y2K	14,852.00	1,616.00				16,468.00
United States, Y2K	12,000.00					12,000.00
Investment income from multi-donor core fund	288.13	147.75	168.15	145.62	85.37	835.02
World Bank (Budget)	3,717.00	1,087.00	200.00	759.00	67.00	5,830.00
World Bank DGF	6,325.00	2,278.00	4,000.00	4,000.00	3,000.00	19,603.00
<b>TOTAL</b>	<b>47,558.75</b>	<b>14,279.70</b>	<b>7,882.48</b>	<b>7,639.36</b>	<b>14,069.18</b>	<b>91,429.47</b>

\*2003 contribution through the Global Development Gateway Foundation

FIGURE 5.1: Contributions to *infoDev* by Category of Funding, 2000-2002



For the first year since the beginning of the program, *infoDev* did not receive any financial contributions from private sector entities.

The US\$91.42 million mobilized by *infoDev* over the eight years of its existence includes a) cost-recovery fees retained by the World Bank to manage trust funds, b) income from investments and reinvestments of trust funds balances when donors have allowed such investments to accrue to *infoDev* trust funds, and c) funds returned to donors upon the closure of trust funds. Except for the multi-donor trust fund, investment income from individual donor trust funds are counted in table 5.3 as part of that donor's contributions.

TABLE 5.2 *InfoDev* Expenses,\* Fiscal Years 1996-2003 (US\$, 000s)

Category	1996-99 (Cumulative)	2000	2001	2002	2003
Project funding	10,147	3,696	5,161	5,267	6,896
Project evaluation	497	118	179	195	87
Knowledge dissemination	271	303	495	631	1,047
Governance					
of which Donors' Committee	60	52	78	88	87
of which TAP	118	99	66	54	88
Program administration	2,094	642	767	706	693
Special projects	615	207	476	179	0
Total	13,802	5,117	7,222	7,120	8,898

\* Does not include expenses related to the Y2K Initiative which closed in FY 2001

The *infoDev* operating budget consists of unrestricted, restricted, and in-kind contributions. Unrestricted contributions include so-called "core" contributions from public and private donors through trust funds with the World Bank. Such core trust funds can be used to fund any activity supported by *infoDev*. Contributions from the World Bank DGF, which are funded by the net income of the International Bank for Reconstruction and Development, can be used to fund *infoDev* activities. A limited amount of these funds is earmarked to cover a portion of *infoDev* management and administrative costs. Resources from the World Bank budget are used solely to cover administrative costs.

Restricted contributions are earmarked in advance by donors. These contributions must be used in support of specific themes, activities, or regions. They are administered through a trust fund arrangement with the World Bank. In-kind contributions include staff secondments from donors.

## EXPENSES

Total expenses, including project funding, other operational expenses, and administrative costs in FY03 reached US\$8.90 million, compared to US\$7.12 million in FY02. Direct disbursements on projects and knowledge dissemination activities under the *infoDev* main program increased from US\$5.90 million to US\$7.94 million in FY03.

The cost of administering the program decreased significantly during FY03. Direct management and program administration costs, including proposal evaluation, monitoring, general coordination, and financial administration amounted to US\$780,000, or 8.8 percent, of total disbursements. Total administrative costs (including the costs of governance and project evaluation) amounted to US\$950,000, or 10.7 percent of total outlays. The cost of knowledge dissemination, which include the *infoDev* Symposium, increased by 66 percent, in line with the new *infoDev* strategy.

## CASH POSITION

As indicated in table 5.3, cash resources in trust fund accounts controlled by *infoDev* totaled US\$9.34

million as of June 30, 2003. US\$3.60 million of this total were core funds and US\$5.74 million were restricted funds. An additional US\$378,000 from the World Bank's DGF allocation to *infoDev* for FY03 was allowed to be carried over to FY04.

Table 5.3 shows that, from the US\$9.43 million available in cash in trust funds at FY03 year-end, US\$6.80 million were committed to projects and expected to be disbursed during FY04. The amount of US\$378,000 carried over from the FY03 DGF allocation was also fully committed. All resources available from trust funds at the end of the fiscal year were expected to be committed to new projects or activities early the following fiscal year.

TABLE 5.3. Trust Fund Balance by Donor, as of June 30, 2002 (US\$)

Donor	TF #	Balance, FY03 Start	Contributions & Investment Income	Disbursements & Cancellations†	Balance, FY03 End	Commitments§	Funds Available for Commitments
Belgium*	TF024574†	252,884.10	0.00	252,884.10	0.00	0.00	0.00
Canada	TF021844	743,689.78	277,609.66	178,568.00	842,731.44	498,000.00	344,731.44
Denmark	TF024698	230,904.76	141,147.24	91,456.56	280,595.44	135,000.00	145,595.44
Denmark (old)	TF024576†	51,299.12	0.00	0.00	51,299.12	0.00	51,299.12
Finland	TF024573	227,185.92	9,221.71	60,000.00	176,407.63	100,000.00	76,407.63
France	TF024571	41,535.06	1,708.60	40,000.00	3,243.66	0.00	3,243.66
Japan	TF050565	0.00	6,752,128.87	3,430,210.07	3,321,918.80	3,300,000.00	2,1918.80
Netherlands (old)	TF024575†	26,143.00	0.00	26,143.00	0.00	0.00	0.00
Netherlands	TF024044	194,800.00	0.00	115,710.00	79,090.00	79,000.00	90.00
Multi-donors	TF024570	2,138,360.59	2,278,873.97	1,274,073.32	3,143,161.24	1,650,000.00	1,493,161.24
Sweden	TF023173	790,904.61	426,803.24	233,960.00	983,747.85	640,000.00	343,747.85
Sweden (secondment)	TF024118†	100,140.34	13,644.75	109,718.78	4,066.31	4,066.31	0.00
Sweden (secondment)	TF051288†	0.00	65,141.00	48,367.43	16,773.57	16,773.57	0.00
Sweden (old)	TF024577	106,297.31	0.00	36,500.00	69,797.31	69,797.31	0.00
UK	TF024572	580,213.76	235,972.50	353,420.44	462,765.82	315,000.00	147,765.82
Total		5,484,358.35	10,202,251.54	6,251,011.70	9,435,598.19	6,807,637.19	2,627,961.00

\* Belgium ceased to be a donor in FY2003

‡ Includes refunds to trust funds in case of grant cancellation

† Trust fund closed in FY03

§ Represents total contractual obligation before disbursement



Annex

1

# Active *infoDev* Projects in FY03, Core Program Grouped by Millennium Development Goal (in US dollars)

## Summary of Active Projects FY03

Total initial *infoDev* Grants, FY03: \$7,506,271  
Total Project Costs: \$29,171,659  
Total actual Disbursements: \$4,473,535

### MDG 1: ERADICATE EXTREME POVERTY AND HUNGER

#### AFRICA

**Project:** Innovative Internet and Wireless E-services for Strengthening the Livelihoods of Senegalese Fisherman Artisans **Total Project Cost:** \$615,000

**Grantee:** MANOBI **Total infoDev Grant:** \$200,000  
**Region:** Senegal **Disbursed as of June 30, 2003:** \$130,000  
**Sector:** E-commerce **Project Dates:** Aug 02 - Oct 03

**Description:** The main goal of this pilot project is to develop an e-services platform that Senegalese fishing professionals can access via PC, cell phone (using wireless application protocol, or WAP), or Personal Data Assistant (PDA) for commercial-oriented fishing and safety information. The system will enable them to better manage their resources, improve sales, and increase incomes.

**Project:** Village Phone Uganda **Total Project Cost:** \$466,865  
**Grantee:** Grameen Foundation USA: Grameen Technology Center **Total infoDev Grant:** \$100,000  
**Region:** Uganda **Disbursed as of June 30, 2003:** \$75,000  
**Sector:** E-commerce **Project Dates:** Jun 03-Jun 04

**Description:** There are four main goals of this project: 1) to provide the rural communities of Uganda with valuable communications services to enable them to break the cycle of poverty, 2) to establish a general replication model, 3) to validate, measure, and document the model in a single country, and 4) to disseminate this learning to the commercial telecommunications sector and the worldwide development community in order to establish a global Village Phone Movement.

#### EUROPE AND CENTRAL ASIA

**Project:** Siberian Development Net: Russian Regional Approach to Stimulating Economic Growth **Total Project Cost:** \$82,237

**Grantee:** Cryptos, Russia **Total infoDev Grant:** \$67,640  
**Region:** Russia **Disbursed as of June 30, 2003:** \$37,640  
**Sector:** Internet **Project Dates:** Jun 02-Jun 03

**Description:** The overall goal of this project is to increase the capabilities of small and medium enterprises (SME) in poor areas of Siberia, Russia, to attract investments for the growth and sustainability of their businesses. The project will attain this goal by increasing the capacity of local SME support organizations to attract private investment on the Internet. The project will make specific efforts to promote equal investment opportunities for enterprises started by poor people, women,

and individuals with disabilities. Russian municipalities provide support for small and medium enterprises through local business centers. Although a number of these centers have the technical capacity to use the Internet, in practice they rarely use it due to communications problems or lack of knowledge. By building the capacity of the local business centers to use the Internet and providing them knowledge and a technical platform for Internet marketing, this project seeks to attract investments to Siberian SMEs.

## LATIN AMERICA AND THE CARIBBEAN

<i>Project:</i>	CDI International Expansion	<i>Total Project Cost:</i>	\$447,000
<i>Grantee:</i>	Comitê para Democratização da Informática (CDI), Brazil	<i>Total infoDev Grant:</i>	\$150,000
<i>Region:</i>	Latin America (Chile, Colombia, Mexico, Uruguay)	<i>Disbursed as of June 30, 2003:</i>	\$50,000
<i>Sector:</i>	Internet	<i>Project Dates:</i>	Jun 02-Jun 03

*Description:* CDI is a Brazil-based non-profit organization that promotes IT training programs that target low-income communities in several Latin American countries. Its business model is known as a "social franchise package," in which the grant recipient provides the following to local implementation organizations: installation of hardware and software, volunteers to train local instructors, administrative and technical support, and the educational methodologies required to develop programs and curricula customized for the local community.

<i>Project:</i>	Design and Implementation of Community Telecenters of Information and Communication	<i>Total Project Cost:</i>	\$1,939,395
<i>Grantee:</i>	Ministry of Transports and Telecommunications, Government of Chile	<i>Total infoDev Grant:</i>	\$205,000
<i>Region:</i>	Chile	<i>Disbursed as of June 30, 2003:</i>	\$109,140
<i>Sector:</i>	Internet	<i>Project Dates:</i>	Jun 01 - Dec 02

*Description:* This project will support the expansion of telecommunications infrastructure and valued-added services in low-income communities in remote rural and urban areas of southern Chile. The project is part of a national government program that competitively allocates subsidies from the Telecommunications Development Fund to leverage private investments that bring telecom infrastructure to remote areas. The pilot infrastructure includes five community telecenters.

<i>Project:</i>	Future Stations - Stimulating Economic Integration of Low-Income Populations via the Internet	<i>Total Project Cost:</i>	\$1,028,600
<i>Grantee:</i>	Viva Rio, Brazil	<i>Total infoDev Grant:</i>	\$246,500
<i>Region:</i>	Brazil	<i>Disbursed as of June 30, 2003:</i>	\$112,167
<i>Sector:</i>	E-commerce	<i>Project Dates:</i>	Mar 02 -Mar 03

*Description:* Viva Rio is a project supported by the National Bank for Economic and Social Development, the Inter-American Development Bank, FININVEST, and the Rio de Janeiro Municipal Labor Secretariat. Implemented in Brazilian shantytowns (favelas), it supports the creation of "Future Stations," i.e., local centers with Internet access. The Internet portal ([www.vivafavela.com](http://www.vivafavela.com)) will stimulate e-commerce partnerships with established businesses at the city, state, national, and international levels. Local economic cooperation networks will also be established.

## SOUTH ASIA

<i>Project:</i>	Putting ICT in the Hands of the Minority Women of Kanpur and the "Chikan" Embroidery Workers of Lucknow	<i>Total Project Cost:</i>	\$500,000
<i>Grantee:</i>	Datamation Foundation	<i>Total infoDev Grant:</i>	\$150,000
<i>Region:</i>	India	<i>Disbursed as of June 30, 2003:</i>	\$75,000
<i>Sector:</i>	E-commerce	<i>Project Dates:</i>	Jun 03 - Feb 05

*Description:* The main goal of this project is to use innovative ICT tools in local languages to train Muslim women from the Kanpur-Lucknow region of India in the use of ICT and how to apply this technologies to their daily work. ICT will be deployed among the "Chikan" embroidery workers of Lucknow (CAD tools for product design and Internet tools for marketing) and the unemployed Muslim women of Kanpur (basic IT skills to enhance employment opportunities).

<i>Project:</i>	Village PDA (Sri Lanka)	<i>Total Project Cost:</i>	\$212,000
<i>Grantee:</i>	Worldview International Foundation	<i>Total infoDev Grant:</i>	\$170,000
<i>Region:</i>	Sri Lanka	<i>Disbursed as of June 30, 2003:</i>	\$110,000
<i>Sector:</i>	Internet	<i>Project Dates:</i>	Oct 02 - Oct 03

*Description:* This project demonstrates how access to appropriate technology for accessing information and communicating with the outside world can accelerate socio-economic development among disadvantaged rural communities in Sri Lanka. The project will achieve this goal by providing a rural population with cost-effective access to Internet-based information.

## MDG 2: ACHIEVE UNIVERSAL PRIMARY EDUCATION

### AFRICA

<i>Project:</i>	Book Mobile Uganda	<i>Total Project Cost:</i>	\$210,977
<i>Grantee:</i>	Anywhere Books	<i>Total infoDev Grant:</i>	\$150,000
<i>Region:</i>	Uganda	<i>Disbursed as of June 30, 2003:</i>	\$80,000
<i>Sector:</i>	Internet	<i>Project Dates:</i>	Jun 03-Jun 04

*Description:* This project will use mobile print-on-demand technology to address a key need of Uganda: the dissemination of books at all reading levels to the rural population. The only materials to be reproduced under this project are materials in the public domain, or, if not in public domain, materials for which written permission to copy, reproduce, and distribute them in another medium has been obtained from copyright holder, such permission being free of royalty or other payments.

<i>Project:</i>	Open School: A Collaboration Platform for Educational Content Development Using Open Source Principles	<i>Total Project Cost:</i>	\$347,440
<i>Grantee:</i>	Council for Scientific and Industrial Research (CSIR), South Africa	<i>Total infoDev Grant:</i>	\$100,000
<i>Region:</i>	South Africa	<i>Disbursed as of June 30, 2003:</i>	\$50,000
<i>Sector:</i>	Education	<i>Project Dates:</i>	Jun 02-Jun 03

*Description:* CSIR is a community- and industry-based research and development organization in Africa. It performs research and development to support developing communities with technology solutions and information that improve their quality of life. In addition to research, development, and implementation services, CSIR provides links to the global science and technology communities, specialized technical and information consulting services, software development and products, and education and training. The aim of this project is to create local educational content for Southern Africa using Open Source software to engage South Africans from disadvantaged backgrounds in the Information Society, thus contributing to an improved understanding of Open Source software in a development context.

### EUROPE AND CENTRAL ASIA

<i>Project:</i>	Tajik Computer-Based Education for Secondary Schools	<i>Total Project Cost:</i>	\$105,620
<i>Grantee:</i>	Khujand Computer Technologies, Inc.	<i>Total infoDev Grant:</i>	\$85,000
<i>Region:</i>	Tajikistan	<i>Disbursed as of June 30, 2003:</i>	\$45,000
<i>Sector:</i>	Education	<i>Project Dates:</i>	Jun 03 - Dec 04

*Description:* This project will use ICT solutions to enhance the educational system of Tajikistan by translating Linux into Tajik (Farsi), producing educational materials in Farsi, and reaching out to orphanages.

## LATIN AMERICA AND THE CARIBBEAN

<i>Project:</i>	ICT-enabled Multi-learning Centers: Providing Supplemental and Technical Education to Poor Ecuadorians	<i>Total Project Cost:</i>	\$431,000
<i>Grantee:</i>	E.dúcate	<i>Total infoDev Grant:</i>	\$100,000
<i>Region:</i>	Ecuador	<i>Disbursed as of June 30, 2003:</i>	\$50,000
<i>Sector:</i>	Education	<i>Project Dates:</i>	Jun 03-Sep04

*Description:* This project will harness technology-based tools and services to improve the quality of education with the goal of keeping poor and excluded Ecuadorian youth in schools. The project seeks to enhance the quality of education, improve learning outcomes, and increase years of schooling among students from low-income families. It will also provide vocational and technical training and career guidance to low-income youth who have left school, seeking to track them toward high school learning. Special outreach will be made to women from socially excluded indigenous and black communities.

## MIDDLE EAST AND NORTH AFRICA

<i>Project:</i>	ICT for Education Development in Arabic-speaking Countries: World Links in Jordan	<i>Total Project Cost:</i>	\$259,705
<i>Grantee:</i>	World Links	<i>Total infoDev Grant:</i>	\$125,000
<i>Region:</i>	Jordan	<i>Disbursed as of June 30, 2003:</i>	\$60,000
<i>Sector:</i>	Education	<i>Project Dates:</i>	Jun 03-Jun 05

*Description:* The overall goal of the proposed project is to improve the educational outcomes, economic opportunities, and global understanding of youth in Arabic-speaking countries through the use of ICT. The grant recipient proposes to adapt and expand its existing program—designed to empower teachers and students to use ICT for improved teaching and learning—for Arabic-speaking countries. The adaptation requires the customization of all four sequences of the World Links professional teacher development program (equivalent to approximately 180 lesson hours) for Arabic-speaking teachers and students.

<i>Project:</i>	Zahedan ICT Center: Promoting Access, Training, and Entrepreneurship for Iranian Youth	<i>Total Project Cost:</i>	\$502,680
<i>Grantee:</i>	The Science and Arts Foundation	<i>Total infoDev Grant:</i>	\$110,000
<i>Region:</i>	Iran	<i>Disbursed as of June 30, 2003:</i>	\$60,000
<i>Sector:</i>	Education	<i>Project Dates:</i>	Aug 02 - Aug 04

*Description:* This project will equip the Zahedan ICT Center with the tools needed to promote the use of ICT technology in the Zahedan province. The ICT center will include ICT training on a broad scale; an e-learning platform, and an e-shop.

## SOUTH ASIA

<i>Project:</i>	Using Open Source ICT to Link Rural Schools in Goa, India	<i>Total Project Cost:</i>	\$9,458
<i>Grantee:</i>	Online Productivity Solutions	<i>Total infoDev Grant:</i>	\$9,458
<i>Region:</i>	India	<i>Disbursed as of June 30, 2003:</i>	\$9,458
<i>Sector:</i>	Education	<i>Project Dates:</i>	Aug 02 -Feb 03

*Description:* This project will set up, document, and fully implement a cost-effective, low-maintenance, open-source ICT network in a rural school in Goa, India, to demonstrate appropriate ICT usage in a rural, third-world school.

<b>Project:</b>	Using Computers to Improve Effectiveness of Primary Education for Poor Children	<b>Total Project Cost:</b>	\$342,100
<b>Grantee:</b>	Development Research Network	<b>Total infoDev Grant:</b>	\$150,000
<b>Region:</b>	India	<b>Disbursed as of June 30, 2003:</b>	\$50,000
<b>Sector:</b>	Education	<b>Project Dates:</b>	Mar 03 - Mar 04

**Description:** This project is aimed at developing computer-based supplements for child-centered learning and pedagogy for children from poor rural and urban families. The educational content will be implemented in schools in a resource-constrained developing country (India). The project also aims to generate high-quality research on the potential utility of this approach, thus helping to disseminate project results.

**MDG 3: PROMOTE GENDER EQUALITY AND EMPOWER WOMEN**  
**MDG 4: REDUCE CHILD MORTALITY**  
**MDG 5: IMPROVE MATERIAL HEALTH**  
**MDG 6: COMBAT HIV-AIDS, MALARIA, AND OTHER DISEASES**

**AFRICA**

<b>Project:</b>	IT Training of Health-care Professionals within a Major Teaching and Referral Hospital in Addis Ababa, Ethiopia, to Ensure IT Acceptance and Implementation	<b>Total Project Cost:</b>	\$143,000
<b>Grantee:</b>	Ethiopian Telecommunication Company	<b>Total infoDev Grant:</b>	\$50,000
<b>Region:</b>	Ethiopia	<b>Disbursed as of June 30, 2003:</b>	\$30,000
<b>Sector:</b>	Health	<b>Project Dates:</b>	Jun 03-Jun 04

**Description:** The overall goal of this project—a pilot phase of a larger National Telemedicine Project—is to enhance the quality of health-care delivery in Ethiopia through the application of ICT in public hospitals. The main objectives include: accelerating the appropriation of ICT among health-care personnel of public hospitals, ensuring the sustainability of project technology, and achieving increased coverage and enhanced quality of health-care services provided to low-income communities.

**EUROPE AND CENTRAL ASIA**

<b>Project:</b>	The U.S.-Russia Child Healthcare Telemedicine Network	<b>Total Project Cost:</b>	\$3,750,000
<b>Grantee:</b>	Vishnevskaya-Rostropovich Foundation, USA	<b>Total infoDev Grant:</b>	\$250,000
<b>Region:</b>	Russia	<b>Disbursed as of June 30, 2003:</b>	\$225,000
<b>Sector:</b>	Health	<b>Project Dates:</b>	Jan 99 - Nov 02

**Description:** This project will create an international tele-health care network to provide Russian pediatric medical personnel in St. Petersburg with the education, clinical training, and communication capacity to effectively manage the care of children with cancer. The tele-healthcare network will be created at the First Municipal Children's Hospital in St. Petersburg, the largest children's hospital in the city and the main source of tertiary care for children with leukemia in the northwest region of Russia.

**LATIN AMERICA AND THE CARIBBEAN**

<b>Project:</b>	A Voice Portal for Health	<b>Total Project Cost:</b>	\$723,000
<b>Grantee:</b>	Voxiva LLC, USA	<b>Total infoDev Grant:</b>	\$249,630
<b>Region:</b>	Peru	<b>Disbursed as of June 30, 2003:</b>	\$149,630
<b>Sector:</b>	Health	<b>Project Dates:</b>	Dec 01 - Dec 02

**Description:** This project will test and evaluate a pilot voice portal promoting public health in Peru—a practical, sustainable means for communicating with and gathering critical information from remote and dispersed health-care profession-

als and populations. The project thus serves to strengthen maternal health, immunization, and other public health programs. The portal integrates telephony with web-based IT systems. By making services accessible from any telephone and piggybacking on a rapidly expanding telecom infrastructure, the technology can reach a much wider group of users than a system based either solely on the Internet alone or on current IT systems.

<i>Project:</i>	EHAS Program (2002-2003) Hispano American Health Link	<i>Total Project Cost:</i>	\$2,085,659
<i>Grantee:</i>	Ingenieria Sin Fronteras, Spain	<i>Total infoDev Grant:</i>	\$250,000
<i>Region:</i>	Latin America	<i>Disbursed as of June 30, 2003:</i>	\$125,000
<i>Sector:</i>	Health	<i>Project Dates:</i>	Jun 02-Jun 03

*Description:* This project aims at improving public health assistance in rural areas of Latin America by applying ICT. It will implement adequate ICT infrastructure and related services that 1) match the current information and communication needs of rural health personnel and 2) perform successfully in rural areas. The component funded by infoDev aims to establish telecommunications facilities in public health units located in remote rural areas of Colombia and Peru; to provide distance education services and online health information systems to rural health workers located in those units; and to provide access to telematic facilities to enhance existing health information systems and epidemiological surveillance systems.

<i>Project:</i>	Strengthening Women's Leadership in Community Development through Radio Internet in Brazil	<i>Total Project Cost:</i>	\$425,593
<i>Grantee:</i>	CEMINA, Brazil	<i>Total infoDev Grant:</i>	\$245,593
<i>Region:</i>	Brazil	<i>Disbursed as of June 30, 2003:</i>	\$50,000
<i>Sector:</i>	Education	<i>Project Dates:</i>	Mar 02 -Mar 03

*Description:* The main goal of this project is to improve education on gender by strengthening the use of community radio by low-income women in Brazil. The grant recipient (CEMINA) broadcasts to a network of 350 women's radio programs throughout Brazil. In 1998, CEMINA began to integrate the Women's Radio Network (WRN) with the Internet. In this project, community radio is seen as an alternative to telecenters.

## SOUTH ASIA

<i>Project:</i>	India Health-care Project: The Use of Information Technology to Deliver Quality Health Care to the Rural Population	<i>Total Project Cost:</i>	\$375,000
<i>Grantee:</i>	CMC Limited, India	<i>Total infoDev Grant:</i>	\$250,000
<i>Region:</i>	India	<i>Disbursed as of June 30, 2003:</i>	\$187,500
<i>Sector:</i>	Health	<i>Project Dates:</i>	Jun 00 - Nov 02

*Description:* This project will help reduce or eliminate redundant entry of data prevalent in paper registers, automatically generate Auxiliary Nurse Midwife (ANM) monthly reports, and make data electronically available for further analysis and compilation at higher levels of the health care system. The project will be implemented in the Nalgonda district of the Indian state of Andhra Pradesh.

## MDG 7: ENSURE ENVIRONMENTAL SUSTAINABILITY

### EAST ASIA AND THE PACIFIC

<i>Project:</i>	Data Fusion for Flood Analysis & Decision Support (ANFAS)	<i>Total Project Cost:</i>	\$4,190,000
<i>Grantee:</i>	International Department, Ministry of Finances (Institute of Automation, Chinese Academy of Sciences), PRC	<i>Total infoDev Grant:</i>	\$245,000
<i>Region:</i>	China	<i>Disbursed as of June 30, 2003:</i>	\$205,000

**Sector:** Environment **Project Dates:** Mar 01 - Mar 03  
**Description:** This project will test a prototype software information system, the goal being to find a solution for flood prevention and protection. The ANFAS project involves 13 partners from several European countries and is supported by the European Commission and the Chinese Ministry of Science and Technology.

**Project:** Linking Farmers to Crop Protection Networks (Solomon Islands) **Total Project Cost:** \$105,086  
**Grantee:** Pacific PestNet **Total infoDev Grant:** \$50,000  
**Region:** Solomon Islands **Disbursed as of June 30, 2003:** \$30,000  
**Sector:** Environment **Project Dates:** Jun 03-Jun 04  
**Description:** PestNet will provide remote communities the opportunity to use current communications technologies to access information on plant pests in a timely manner. In addition to general advice on crop protection, it will target major pests of staple crops to show how readily available information can be used to improve yields, enhance food security, and increase household incomes. In these ways, the project will help reinforce the self-reliance that, until recently, under-pinned subsistence food production.

## MDG 8: DEVELOP A GLOBAL PARTNERSHIP FOR DEVELOPMENT

### AFRICA

**Project:** African Connection (AC) - Consensus Building and Awareness Raising **Total Project Cost:** \$200,000  
**Grantee:** Development Bank of South Africa **Total infoDev Grant:** \$200,000  
**Region:** South Africa **Disbursed as of June 30, 2003:** \$75,000  
**Sector:** Telecommunications **Project Dates:** Jan 02-Jan 04  
**Description:** This project supports processes that will 1) allow the African Connection to make the case for African ICT development in the international arena and 2) foster engagement and decisions among African ICT stakeholders.

**Project:** African Connection - Rural Telecoms **Total Project Cost:** \$400,000  
**Grantee:** Development Bank of South Africa **Total infoDev Grant:** \$400,000  
**Region:** South Africa **Disbursed as of June 30, 2003:** \$160,000  
**Sector:** Telecommunications **Project Dates:** Oct 01 - Oct 03  
**Description:** This project aims to prepare and help implement concrete programs and projects designed to attract broad support within Africa for the rapid expansion and improvement of ICT in rural areas of the continent. Programs and projects will be based on the results of an initial evaluation of existing African and global experience prepared on behalf of the African Connection with World Bank/DFID funding. The evaluation will be presented for consideration by African decision makers, development partners, and the private sector. Project activities will be designed to support and enhance African and Africa-based capacity to conduct research, analysis, and policy advice on ICT, as well as to plan, design, and implement national and cross-border ICT programs.

**Project:** Implementation of OHADA.COM—A Legal and Economic Internet Portal for Africa **Total Project Cost:** \$1,000,000  
**Grantee:** African Association for a Unified System of Business Laws (UNIDA), France **Total infoDev Grant:** \$150,000  
**Region:** Sub-Saharan Africa **Disbursed as of June 30, 2003:** \$75,000  
**Sector:** Government **Project Dates:** Mar 02 -Mar 03  
**Description:** The Organization for the Harmonization of Business Law in Africa (OHADA) was established to help harmonize the business laws of its 16 member countries. In furtherance of its general mandate, OHADA established a website (www.OHADA.com). This site will become the basis of an Internet portal that will become the primary online source for legal and economic information relating to OHADA member countries. The portal—consisting of the main website, plus national sub-portals in each member country—will provide greater transparency and efficiency to member countries and their governments and encourage users to actively use portal information resources.

## EAST ASIA AND THE PACIFIC

**Project:** Chongqing Tender System **Total Project Cost:** \$120,000  
**Grantee:** Chongqing Municipality **Total infoDev Grant:** \$120,000  
**Region:** China **Disbursed as of June 30, 2003:** \$60,000  
**Sector:** E-government **Project Dates:** Mar 03 - Sep 04  
**Description:** The project will implement an online tender system for the General Office of the Chongqing Municipal People's Government on the basis of the current procurement website of the municipal government.

**Project:** Electronic Bulletin Board for Farmers (Development Marketplace) **Total Project Cost:** \$850,039  
**Grantee:** b2bpricenow.com, Philippines **Total infoDev Grant:** \$50,000  
**Region:** Philippines **Disbursed as of June 30, 2003:** \$50,000  
**Sector:** E-commerce **Project Dates:** Jun 02-Jun 03  
**Description:** The goal of this project is to use an electronic marketplace, B2Bpricenow.com, to educate and train farmers in the Philippines to use ICT in their day-to-day transactions. The project will benefit rural farmers by putting information about prices, volumes, and the identity of buyers and sellers at their fingertips—allowing them to negotiate and attain competitive prices for their products and purchasing requirements. The project creates a positive investment climate by reducing intermediation costs, increasing efficiencies, making information accessible and available, and facilitating ease of communication.

**Project:** Exploring Adequate Reform Models for the Telecom Sector **Total Project Cost:** \$250,000  
**Grantee:** Ministry of Information Industry, PRC **Total infoDev Grant:** \$150,000  
**Region:** China **Disbursed as of June 30, 2003:** \$80,000  
**Sector:** Telecom/Regulatory **Project Dates:** Mar 01 - Oct 03  
**Description:** This project will assist the Chinese government in its efforts to build consensus on and raise awareness of options for a new communications/ICT sector policy that will introduce greater competition and encourage private participation in investment and service provision, especially in e-commerce. A reform agenda will be elaborated through a careful review of the current e-readiness situation in China.

**Project:** Improving the Use of the Agricultural Knowledge of Thai Farmers through the Internet **Total Project Cost:** \$2,000,000  
**Grantee:** NSTDA **Total infoDev Grant:** \$150,000  
**Region:** Thailand **Disbursed as of June 30, 2003:** \$80,000  
**Sector:** Environment **Project Dates:** Mar 03 - Mar 04  
**Description:** The main goals of this project is to develop and pilot one of the key systems of the Agricultural Information Network in Thailand, thereby improving knowledge of information technology among rural communities. The project is one component of a larger national initiative that addresses the information needs of the agricultural sector nationwide. It also complements a broader national connectivity initiative entitled the Internet Village Project.

**Project:** Preparing the Asia-Pacific for the Doha Development Round: Strengthening Telecommunications and ICT **Total Project Cost:** \$254,100  
**Grantee:** Asia Pacific Telecommunity **Total infoDev Grant:** \$150,000  
**Region:** Global **Disbursed as of June 30, 2003:** \$80,000  
**Sector:** Telecommunications **Project Dates:** Jun 03 - Feb 05  
**Description:** This project will enable countries in the Asia-Pacific region to 1) obtain authoritative information and documentation on the implementation of Uruguay Round telecommunications commitments, 2) assess the impact of extending WTO basic-service commitments to cover IP-based services and other ICT applications, and 3) facilitate a negotiation strategy and collaborative initiatives through sharing the experiences of developed and developing countries.

## LATIN AMERICA AND THE CARIBBEAN

<i>Project:</i>	Connecting Small-scale Coffee Farmers and End-consumers via the Internet	<i>Total Project Cost:</i>	\$363,450
<i>Grantee:</i>	Pachamama Coffee Co-op	<i>Total infoDev Grant:</i>	\$125,000
<i>Region:</i>	Costa Rica	<i>Disbursed as of June 30, 2003:</i>	\$75,000
<i>Sector:</i>	E-commerce	<i>Project Dates:</i>	Jun 03-Feb 05

*Description:* This project is aimed at increasing the income levels of small-scale coffee farmers by creating a direct Internet connection between coffee producers and end-consumers, cutting out international and local middlemen. The project will lead to opportunities for local coffee farmers to retain more profits from the sale of their products.

<i>Project:</i>	Guatemala Micronet	<i>Total Project Cost:</i>	\$127,000
<i>Grantee:</i>	La Fundacion Guatemala 2020, Guatemala	<i>Total infoDev Grant:</i>	\$50,000
<i>Region:</i>	Guatemala	<i>Disbursed as of June 30, 2003:</i>	\$40,000
<i>Sector:</i>	E-Commerce	<i>Project Dates:</i>	May 00 - Nov 02

*Description:* The MicroTech Services Preparation Plan of March 2000 aims to design, prototype, and market test MicroTech services, one of three service lines of a proposed network of community business centers. MicroTech will provide personal computer (PC) tools, side-by-side client coaching, and a client orientation course on information technology to increase the competitiveness and market outreach of small businesses.

<i>Project:</i>	News@Work: Individual and Community Development through E-news Generation and Dissemination	<i>Total Project Cost:</i>	\$463,180
<i>Grantee:</i>	Núcleo de Gestão do Porto Digital	<i>Total infoDev Grant:</i>	\$150,000
<i>Region:</i>	Brazil	<i>Disbursed as of June 30, 2003:</i>	\$80,000
<i>Sector:</i>	Education	<i>Project Dates:</i>	Jun 03 - Feb 05

*Description:* This project will enhance the organizational capabilities of low-income communities in Brazil by establishing local infrastructure and capacity to use ICT. The project will explore a news agency incubation model, using a self-expanding platform to improve organizational performance and promote local innovation in addressing community development needs.

<i>Project:</i>	VITA-CONNECT	<i>Total Project Cost:</i>	\$560,000
<i>Grantee:</i>	Volunteers in Technical Assistance, USA	<i>Total infoDev Grant:</i>	\$115,000
<i>Region:</i>	Worldwide	<i>Disbursed as of June 30, 2003:</i>	\$65,000
<i>Sector:</i>	Telecommunications	<i>Project Dates:</i>	Nov 01 - Nov 02

*Description:* The overall goal of this project is to help expand access to Internet access and useful information resources of organizations and individuals working at the grassroots level in developing countries, particularly in underserved areas. The grant recipient will develop and deploy a satellite-based telecommunications solution that provides affordable access to digital information resources in remote areas. The VITA-Connect solution includes connectivity to a telecommunications network (VITAsat), a satellite-based "store-and-forward" e-mail application and service (VITAmail), and access to a series of specialized Web-based information services (VITAinfo).

## MIDDLE EAST AND NORTH AFRICA

<i>Project:</i>	E-Readiness Egypt	<i>Total Project Cost:</i>	\$100,000
<i>Grantee:</i>	Ministry of Communication, Information & Technology, Egypt	<i>Total infoDev Grant:</i>	\$80,000
<i>Region:</i>	Egypt	<i>Disbursed as of June 30, 2003:</i>	\$50,000
<i>Sector:</i>	Government	<i>Project Dates:</i>	Feb 02 - Feb 03

*Description:* The objective of this project is to conduct an e-readiness assessment of Egyptian SMEs working in the ICT sector and of Technology Access Community Centers in Egypt to determine if they are prepared to participate in the networked world. After bottlenecks and strengths have been identified at the local level, a model to address these issues will be defined and a pilot project implemented. A final project evaluation report will include a replication plan.

## SOUTH ASIA

<i>Project:</i>	Empowerment Incubator	<i>Total Project Cost:</i>	\$125,000
<i>Grantee:</i>	Earth Conscience, India	<i>Total infoDev Grant:</i>	\$11,500
<i>Region:</i>	India	<i>Disbursed as of June 30, 2003:</i>	\$11,500
<i>Sector:</i>	Environment	<i>Project Dates:</i>	Mar 02 -Mar 03

*Description:* The goal of this project is to promote sustainable development via broader utilization of information technology within the NGO community of the Northeastern Region of India. The project seeks to establish an online service and to deliver IT training to enhance the capabilities of civil society and advance their development agenda. The training will expose participants to ICT resources available through the Internet and is expected to guide participants through a planning process for effectively introducing and utilizing the Internet into their respective institutional settings.

<i>Project:</i>	INDEV: India's Development Information Network	<i>Total Project Cost:</i>	\$374,000
<i>Grantee:</i>	The British Council, New Delhi, India	<i>Total infoDev Grant:</i>	\$188,000
<i>Region:</i>	India	<i>Disbursed as of June 30, 2003:</i>	\$111,000
<i>Sector:</i>	Government	<i>Project Dates:</i>	May 00 - Nov 02

*Description:* This project aims to create four major databases (an NGO directory, a project database, a documents database, and a statistics database) to hold and disseminate different forms of information using Internet and Web technology. Database content will come from partner organizations, including government departments. To reach target audiences with different levels of information access, there will be six types of project output: the INDEV Web site, e-mail digests, printed reports, exhibitions, CD-ROMs, and discussion lists.

<i>Project:</i>	Knowledge Network for Augmenting Grassroots Innovations I	<i>Total Project Cost:</i>	\$385,000
<i>Grantee:</i>	Indian Institute of Management, India	<i>Total infoDev Grant:</i>	\$75,000
<i>Region:</i>	India	<i>Disbursed as of June 30, 2003:</i>	\$60,000
<i>Sector:</i>	Internet	<i>Project Dates:</i>	Apr 00 - Nov 02

*Description:* The Knowledge Network (KN) will establish an experimental wide area network of farmers, rural extension workers, and researchers in agricultural institutions in the state of Gujarat to share results of field experiments with improved seeds, tools, and other innovations. The new network will also be accessible to neighboring regions. In addition to specialists from the agricultural sector, the network will be made available to scientists, investors, entrepreneurs, and consumers. Information will be transmitted by sound or picture files to reduce language barriers and facilitate communication with farmers who are illiterate.

<i>Project:</i>	Knowledge Network For Augmenting Grassroots Innovations II	<i>Total Project Cost:</i>	\$385,000
<i>Grantee:</i>	Society for Research and Initiatives for Sustainable Technologies and Institutions, Ahmedabad (SRISTI), India	<i>Total infoDev Grant:</i>	\$155,000
<i>Region:</i>	India	<i>Disbursed as of June 30, 2003:</i>	\$145,000
<i>Sector:</i>	Internet	<i>Project Dates:</i>	Apr 00 - Nov 02
<i>Description:</i>	see entry above.		

## GLOBAL

<b>Project:</b>	Creating a Global Information Network on Distance Education	<b>Total Project Cost:</b>	\$529,613
<b>Grantee:</b>	Commonwealth of Learning, Canada	<b>Total infoDev Grant:</b>	\$245,450
<b>Region:</b>	Worldwide	<b>Disbursed as of June 30, 2003:</b>	\$155,000
<b>Sector:</b>	Education	<b>Project Dates:</b>	Jun 01 - Dec 02

**Description:** This project is designed to develop and disseminate best practice in the design and delivery of distance education programs. It will support Global DistEdNet partner institutions in their efforts to forge a global chain of interconnected information management sites, each with the capacity to gather carefully selected information of proven value for decisionmakers and practitioners in the developing countries in a given region, as well as to disseminate such information worldwide.

<b>Project:</b>	Digital Dividend Clearing House	<b>Total Project Cost:</b>	\$450,000
<b>Grantee:</b>	World Resources Institute	<b>Total infoDev Grant:</b>	\$125,000
<b>Region:</b>	Global	<b>Disbursed as of June 30, 2003:</b>	\$60,000
<b>Sector:</b>		<b>Project Dates:</b>	Feb 03 - Feb 05

**Description:** The Digital Dividend Clearinghouse Project seeks to catalyze large-scale use of information and communication technology (ICT) for the creation of social and economic benefits in poor communities of developing countries by identifying, documenting, and disseminating best practices through a database of projects, in-depth case studies of best practices, and a variety of other information products.

<b>Project:</b>	E-Security in the Digital Age	<b>Total Project Cost:</b>	\$172,500
<b>Grantee:</b>	Sadowsky Associates	<b>Total infoDev Grant:</b>	\$172,500
<b>Region:</b>	Global	<b>Disbursed as of June 30, 2003:</b>	\$95,000
<b>Sector:</b>	Internet	<b>Project Dates:</b>	Jun 03 - Jun 04

**Description:** This project will produce a handbook, tentatively entitled Electronic Security in the Digital Age, that focuses on the technical and policy aspects of computer and network security. The principal audiences for the handbook are individuals, firms, and governments in developing countries.

<b>Project:</b>	Global Knowledge for Development (GKD) Online Forum	<b>Total Project Cost:</b>	\$617,464
<b>Grantee:</b>	Education Development Center, Inc., USA	<b>Total infoDev Grant:</b>	\$100,000
<b>Region:</b>	Worldwide	<b>Disbursed as of June 30, 2003:</b>	\$80,000
<b>Sector:</b>	Internet	<b>Project Dates:</b>	May 01 - Nov 02

**Description:** The GKD is an e-mail discussion group focusing on the use of ICT for sustainable development by individuals, NGOs, universities, companies, and government agencies around the world. The open discussion list has been active since March 1997 and has received over 5,000 messages to date. This project seeks to create a comprehensive system to index and build a web-based interface to a message database. Particular attention will be given to collecting the development knowledge and experience of developing countries.

<b>Project:</b>	Incubator Initiative	<b>Total Project Cost:</b>	\$300,000
<b>Grantee:</b>	International Trade Center (ITC)	<b>Total infoDev Grant:</b>	\$300,000
<b>Region:</b>	Global	<b>Disbursed as of June 30, 2003:</b>	\$250,000
<b>Sector:</b>	Internet	<b>Project Dates:</b>	Jun 03 - Jun 05

**Description:** This project will strengthen the capacity of business incubators, other trade support institutions, and the business sector in developing countries to undertake effective market analysis. The project will build capacity in the areas of benchmarking sectoral trade performance, identifying priority markets for international marketing and trade promotion, assessing bilateral trade potential, analyzing market access barriers, and providing business information on product and market diversification. End-users in project countries will be trained how to harness these services to conduct more effective trade promotion, export marketing, and international purchasing.

<i>Project:</i>	<i>infoDev Case Studies</i>	<i>Total Project Cost:</i>	\$65,000
<i>Grantee:</i>	Gamos Ltd.	<i>Total infoDev Grant:</i>	\$65,000
<i>Region:</i>	Global	<i>Disbursed as of June 30, 2003:</i>	\$33,000
<i>Sector:</i>	Internet	<i>Project Dates:</i>	Jun 03-Jun 04

*Description:* The main goal of this project is to write 17 case studies of *infoDev*-funded projects. The case studies are intended to provide brief, detailed descriptions of *infoDev*-funded projects and their impact on poverty reduction. The studies will analyze projects using a consistent framework that details key elements, including the policy environment and whether project objectives were realized. The case studies will also assesses the development impact ICT in poverty reduction, examining how financing, partnership, sustainability, replicability, and scaling-up contribute to project outcomes and to empowering disadvantaged populations.

<i>Project:</i>	Information Infrastructure Indicators, 1990-2010	<i>Total Project Cost:</i>	\$100,000
<i>Grantee:</i>	Pyramid Research, USA	<i>Total infoDev Grant:</i>	\$100,000
<i>Region:</i>	Worldwide	<i>Disbursed as of June 30, 2003:</i>	\$100,000
<i>Sector:</i>	Telecom/Regulatory	<i>Project Dates:</i>	Jun 99 - Jun 10

*Description:* Pyramid Research will develop a set of indicators, design a methodology, and define empirical data to assess the worldwide information infrastructure. The project will be worldwide in scope, with special emphasis on developing countries. Indicators will be based on actual data and include projections for total investment, revenue, infrastructure, and telecommunications traffic for the period 1990-2010.

<i>Project:</i>	Information Strategy Tool Kit (ISTRA)	<i>Total Project Cost:</i>	\$125,000
<i>Grantee:</i>	UNITAR, Switzerland	<i>Total infoDev Grant:</i>	\$55,000
<i>Region:</i>	Worldwide	<i>Disbursed as of June 30, 2003:</i>	\$35,000
<i>Sector:</i>	Internet	<i>Project Dates:</i>	Mar 00 - Sep 02

*Description:* This project will produce a technical toolkit on Internet-related issues such as technology, regulation, development, strategic issues, software, and legal aspects of e-trade. The principal audience for the toolkit will be decisionmakers and network administrators in developing countries. Produced in CD-ROM form, it will contain 200 documents created by 100 of the most prominent authors of the Internet community.

<i>Project:</i>	Monitoring Digital and Knowledge Divides	<i>Total Project Cost:</i>	\$310,000
<i>Grantee:</i>	ORBICOM	<i>Total infoDev Grant:</i>	\$90,000
<i>Region:</i>	Global	<i>Disbursed as of June 30, 2003:</i>	\$60,000
<i>Sector:</i>	Internet	<i>Project Dates:</i>	Jan 03 - Nov 03

*Description:* This project will develop an instrument to adequately measure and monitor digital and knowledge divides as part of a multi-country e-readiness and e-potential assessment. The project will design, build, test, maintain, and publish a report on a system for monitoring and forecasting digital and knowledge divides.

<i>Project:</i>	Regulatory Colloquium	<i>Total Project Cost:</i>	\$250,000
<i>Grantee:</i>	Lirne.net, Denmark	<i>Total infoDev Grant:</i>	\$250,000
<i>Region:</i>	Worldwide	<i>Disbursed as of June 30, 2003:</i>	\$187,500
<i>Sector:</i>	Telecom/Regulatory	<i>Project Dates:</i>	Jun 01 - Mar 04

*Description:* This project will fund a virtual World Regulatory to discuss, research, and disseminate information on policy and regulatory issues of telecommunications, broadcasting, new media, publishing, information services, and other activities related to the rapid growth of the Internet. The Colloquium will provide the global community of professionals involved in this expanding field with a pre-eminent forum in which to explore ideas, share experiences, find best practices, and locate guidance.

<i>Project:</i>	World Economic Forum: Global Network Readiness Report (GNRR)	<i>Total Project Cost:</i>	\$100,000
<i>Grantee:</i>	World Economic Forum	<i>Total infoDev Grant:</i>	\$100,000
<i>Region:</i>	Global	<i>Disbursed as of June 30, 2003:</i>	\$75,000
<i>Sector:</i>	Internet	<i>Project Dates:</i>	Jun 03 - Dec 03

*Description:* This project will conduct a systematic and comprehensive assessment of the network readiness of developing countries, to be published as The Global Network Readiness Report (GNRR). The report will analyze the adoption and use of information technology in approximately 75 countries, offering essays written by internationally renowned experts on IT and development, country profiles, and country network readiness rankings.

Annex

2

## Completed *infoDev* Projects by Region, Core Program as of June 30, 2003

(in US dollars)

<b>Summary of Completed Projects (June 30, 2003)</b>	Total initial <i>infoDev</i> Grants:	\$17,177,503
	Total Project Costs:	\$61,938,260
	Total actual <i>infoDev</i> Disbursements:	\$16,847,326

### AFRICA

<b>Project:</b>	African Empowerment Network in Information Technologies	<b>Total Project Cost:</b>	\$550,000
<b>Grantee:</b>	Fondation du Devenir, Switzerland	<b>Total <i>infoDev</i> Grant:</b>	\$250,000
<b>Region:</b>	Sub-Saharan Africa	<b>Disbursed as of June 30, 2003:</b>	\$250,000
<b>Sector:</b>	Internet	<b>Project Dates:</b>	Jun 98 - Sep 00
<b>Description:</b>	This project addressed two major shortcomings in the development of information technologies in Africa: 1) the negative impact of "soft constraints" that hamper the efficiency of IT investments made via development assistance and by the private sector; and 2) the risk that IT programs will never become self-sufficient because of the lack of empowerment of local actors, especially among those population groups and areas most in need of IT for development.		

<b>Project:</b>	Africa Global Connectivity Conference	<b>Total Project Cost:</b>	\$600,000
<b>Grantee:</b>	BMP International, Ltd., UK	<b>Total <i>infoDev</i> Grant:</b>	\$250,000
<b>Region:</b>	Ethiopia	<b>Disbursed as of June 30, 2003:</b>	\$201,400
<b>Sector:</b>	Internet	<b>Project Dates:</b>	Jan 98 - Jun 98
<b>Description:</b>	The conference goal was to improve communications between African countries and the rest of the world by bringing together the promoters/operators of existing and proposed satellite- and cable-based communications facilities with decision makers in Africa at the policymaking, regulatory, and operational levels.		

<b>Project:</b>	African Virtual University	<b>Total Project Cost:</b>	\$990,000
<b>Grantee:</b>	The World Bank (headquarters: USA)	<b>Total <i>infoDev</i> Grant:</b>	\$250,000
<b>Region:</b>	Africa	<b>Disbursed as of June 30, 2003:</b>	\$248,000
<b>Sector:</b>	Education	<b>Project Dates:</b>	Mar 96 - Mar 97
<b>Description:</b>	The goal of this project was to conduct a feasibility study for the African Virtual University. The study involved defining an organization model that would serve as the basis for a business plan. The study covered such topics as choosing technology options for delivering instruction, partnering with institutions on both the supply and demand sides, structuring study programs for the start-up phase, negotiating prices and contractual arrangements with suppliers (including agreements on intellectual property rights), and establishing agreements with African countries and institutions.		

<b>Project:</b>	Assistance for Emerging Economies to Participate in the WTO Telecommunications Market Liberalization: Telecom Forum of Africa--WTO Program	<b>Total Project Cost:</b>	\$124,121
<b>Grantee:</b>	BMI-TechKnowledge Africa Ltd./Telecom Forum Africa	<b>Total <i>infoDev</i> Grant:</b>	\$124,121
<b>Region:</b>	Sub-Saharan Africa	<b>Disbursed as of June 30, 2003:</b>	\$124,121

**Sector:** Telecom/Regulatory **Project Dates:** Jun 98 - Jun 99  
**Description:** This grant enabled BMI-TechKnowledge Africa Ltd. and Telecom Forum Africa to provide assistance to countries in the Africa Region. The project was split into four grants to regional organizations.  
*Note: Original grant was for \$107,996.*

**Project:** Autonomous System for Interactive Electronic Commerce (ASIEC): Phase 1 - Computerized Mobile Bank (CMB) **Total Project Cost:** \$600,000  
**Grantee:** AEDAR Corporation, USA **Total infoDev Grant:** \$250,000  
**Region:** Ghana **Disbursed as of June 30, 2003:** \$150,000  
**Sector:** E-commerce **Project Dates:** May 99 - Dec 01  
**Description:** This project designed, deployed, and operated a Computerized Mobile Bank (CMB) that provided banking services to Susu operators and small-to-medium enterprises (SMEs) in Ghana over a period of 18 months. The objective of the project was to determine the extent to which a CMB could expand the outreach of formal banking institutions and reduce the transaction costs of providing complete banking services to informal bankers and SMEs.

**Project:** Business Plan Development for Telecommunication/ Information Centers in Ghana. **Total Project Cost:** \$86,000  
**Grantee:** Info/Mart Foundation, Inc., USA **Total infoDev Grant:** \$55,000  
**Region:** Ghana **Disbursed as of June 30, 2003:** \$55,000  
**Sector:** Internet **Project Dates:** June 98 - Dec 00  
**Description:** This project developed a business plan for the establishment and operation of for-profit information service centers, demonstrating that such "Info/Marts" are an economical way to provide telecommunications and information services to unserved and underserved communities in Ghana. The business plan included lists of demand factors, costs, technical requirements, potential business partners, and other parameters.

**Project:** Buy South Africa Online (Development Market Place) **Total Project Cost:** \$1,155,591  
**Grantee:** Triple Trust Investments, South Africa **Total infoDev Grant:** \$50,000  
**Region:** South Africa **Disbursed as of June 30, 2003:** \$50,000  
**Sector:** E-commerce **Project Dates:** Jun 02-Jun 03  
**Description:** The goal of this project was to provide small South African businesses with access to global markets through a low-cost export system. The project anticipated taking e-commerce to a new level, opening up new ways for international trade to take place, and providing a complete, decentralized, fulfillment logistics service.

**Project:** Connectivity Information & Training Center for the Internet (Internet CITI Cameroon) **Total Project Cost:** \$174,652  
**Grantee:** UNITAR, Switzerland **Total infoDev Grant:** \$120,152  
**Region:** Cameroon **Disbursed as of June 30, 2003:** \$120,152  
**Sector:** Internet **Project Dates:** Mar 97 - Oct 99  
**Description:** The main purpose of this project was to instill a solid Internet awareness in the higher education apparatus of Cameroon. The project encouraged the introduction of the Internet into university programs relating to computer science and other subjects, the development of permanent training activities for companies and administrations, and the stabilization of a sustainable and financially autonomous structure in charge of permanent training and advice.

**Project:** Development of an Information Infrastructure **Total Project Cost:** \$247,000  
**Grantee:** Makerere University, Institute of Computer Science, Uganda **Total infoDev Grant:** \$230,000  
**Region:** Uganda **Disbursed as of June 30, 2003:** \$207,000  
**Sector:** Telecom/Regulatory **Project Dates:** Feb 00 - Aug 01  
**Description:** This project assisted in the development of an information infrastructure agenda for Uganda, consisting of both policy and program elements. Related objectives were to raise awareness of the potential for information infrastructure initiatives to contribute to Uganda's development, and to help build constituencies for specific initiatives.

**Project:** Connectivity & Commerce: Accelerating E-Commerce **Total Project Cost:** \$500,000  
**Grantee:** PERWIT International Management Consultants, Canada **Total infoDev Grant:** \$249,500  
**Region:** Uganda & Tanzania **Disbursed as of June 30, 2003:** \$224,500  
**Sector:** E-commerce **Project Dates:** Feb 00 - Oct 01  
**Description:** This project implemented e-commerce pilot projects in Uganda and Tanzania, including twinning local African enterprises with counterparts in North America and Europe, mentoring, technical support, and targeted financial assistance.

**Project:** Cyberschool Africa **Total Project Cost:** \$125,970  
**Grantee:** Cyberschool Africa, South Africa (CSA) **Total infoDev Grant:** \$70,910  
**Region:** South Africa **Disbursed as of June 30, 2003:** \$70,910  
**Sector:** Education **Project Dates:** Mar 98 - Sep 99  
**Description:** This grant enabled CSA to offer a range of Internet-based educational services. These services included revision tutorials, an online question-and-answer forum, a test facility to assess student performance, educational games, an interactive chat room, and training courses.

**Project:** Economic Toolkit and Workshops for Internet Connectivity in Africa **Total Project Cost:** \$211,300  
**Grantee:** Africa Internet Forum (AIF), Ethiopia **Total infoDev Grant:** \$193,300  
**Region:** Cameroon and Ethiopia **Disbursed as of June 30, 2003:** \$192,899  
**Sector:** Internet **Project Dates:** Sep 97 - Sep 98  
**Description:** This grant assisted the United Nations Economic Commission for Africa (UNECA) to create a toolkit for policymakers in Africa to determine and demonstrate the benefits of liberalizing value-added Internet services.

**Project:** Establishment of Cyber Cafes at the Sixth Annual Conference on Telecommunications, Informatics, and Broadcasting **Total Project Cost:** \$25,000  
**Grantee:** AFCOM International Inc., USA **Total infoDev Grant:** \$25,000  
**Region:** Swaziland **Disbursed as of June 30, 2003:** \$25,000  
**Sector:** Telecom/Regulatory **Project Dates:** May 97 - Oct 97  
**Description:** infoDev funds established an "Internet Café" during the sixth annual AFCOM conference held May 19-23, in Mbabane, Swaziland. The Internet Café served as a forum for ministerial level policy discussions regarding Internet proliferation in Africa. It also provided "hands-on" experience for ministerial delegates to further their understanding the Internet's potential for accelerating economic and social development. Specifically, the grant was used to lease computers and dedicate data lines and to hire 1) technical experts to configure and administer the resulting Internet node and 2) knowledgeable Internet trainers.

<i>Project:</i>	From Accounting to Accountability: Managing Accounting Records as a Strategic Resource	<i>Total Project Cost:</i>	\$274,806
<i>Grantee:</i>	International Records Management Trust (IRMT), UK	<i>Total infoDev Grant:</i>	\$245,749
<i>Region:</i>	Namibia & Zimbabwe	<i>Disbursed as of June 30, 2003:</i>	\$245,749
<i>Sector:</i>	Government	<i>Project Dates:</i>	Jun 99 - Dec 00

*Description:* This project was designed to improve government financial accountability in Namibia and Zimbabwe. It focused on strengthening accountability and public-sector financial management by improving the quality of records required by government accounting systems. The project reviewed the special requirements of accounting systems needed for effective decentralization of government, providing donors and administrators with a framework for implementing effective records management. A final goal was to produce measurable performance indicators for evaluating the effectiveness of record-keeping systems in supporting financial management.

<i>Project:</i>	Improving Healthcare and Education through Shared ICT Resources	<i>Total Project Cost:</i>	\$190,542
<i>Grantee:</i>	Fantsuam Foundation, Nigeria	<i>Total infoDev Grant:</i>	\$97,500
<i>Region:</i>	Nigeria	<i>Disbursed as of June 30, 2003:</i>	\$84,475
<i>Sector:</i>	Health	<i>Project Dates:</i>	Jan 01 - Feb 03

*Description:* The goal of this project was to increase access, particularly for women, to ICT facilities in southern Nigeria. It achieved this goal through IT training and equipment upgrades in Central Community Learning Centers (CCLCs) and Mobile Community Telecenters (MCTs) located in rural communities in the southern Kaduna area of Nigeria. Culturally relevant health information was made available through a variety of media: the Internet, intranets, radio, and reference textbooks in libraries. Alternative power sources were provided for computers and rural communities were supported to set up their own CCLCs.

<i>Project:</i>	infoDev Health Information Training Center	<i>Total Project Cost:</i>	\$317,504
<i>Grantee:</i>	SatelLife, USA	<i>Total infoDev Grant:</i>	\$250,000
<i>Region:</i>	Sub-Saharan Africa	<i>Disbursed as of June 30, 2003:</i>	\$250,000
<i>Sector:</i>	Health	<i>Project Dates:</i>	May 98 - Sep 00

*Description:* infoDev funds helped establish a pilot East African Regional Information Technology Training Centre (RITTC) in Nairobi, Kenya. The center offered two courses for individuals recruited from health-related institutions and organizations in Eritrea, Ethiopia, Kenya, Tanzania, and Uganda. The first was a three-day introduction to information technology and its health applications. The second was a one-week training course designed to create a cadre of information-technology trainers (ITTs), that is, a group of health professionals skilled not only in the use of information technology, but also in training other health professionals in their home countries. The RITTC was administered by SatelLife with assistance from the network management team of HealthNet Kenya (HNK).

<i>Project:</i>	Informatisation du Système d'Information à des fins de Gestion (SIG) du Ministère de la Santé Publique et de l'Action Sociale (MSPAS) de la République de Sénégal	<i>Total Project Cost:</i>	\$3,300,000
<i>Grantee:</i>	Ministère de la Santé Publique et de l'Action Sociale, Sénégal	<i>Total infoDev Grant:</i>	\$250,000
<i>Region:</i>	Sénégal	<i>Disbursed as of June 30, 2003:</i>	\$175,000
<i>Sector:</i>	Health	<i>Project Dates:</i>	Mar 98 - Dec 01

*Description:* This project assisted the Ministry of Health (MOH) to develop of a computerized network supporting the Sénégal Health Management Information System (MIS). The project provided software programming, materials, core logistics, word processing equipment, procedural manuals, and training of MSPAS staff.

*Project:* Kenya Rural Telecommunications Field Trial and Commercialization Pilot *Total Project Cost:* \$775,000  
*Grantee:* Kenya Posts and Telecommunications Corporation (KPTC), Kenya *Total infoDev Grant:* \$250,000  
*Region:* Kenya *Disbursed as of June 30, 2003:* \$100,000  
*Sector:* Telecom/Regulatory *Project Dates:* Aug 97 - Jun 2000  
*Description:* This project involved the installation, field trial, and evaluation of rural telephony systems in two geographic areas of Kenya over a 12-month period. Private telephone operators were chosen to operate rural telecommunications systems comprising at least 100 lines. During the trial period, each system chosen was evaluated. If the system proved suitable for commercial services, it was considered for expansion to at least 500 lines and approved for further market deployment in Kenya over the subsequent three years.

*Project:* Promotion and Development of Telematics in the Public Sector *Total Project Cost:* \$342,800  
*Grantee:* UNESCO, France *Total infoDev Grant:* \$250,000  
*Region:* Ghana *Disbursed as of June 30, 2003:* \$225,000  
*Sector:* Government *Project Dates:* Jun 98 - Sep 01  
*Description:* This project helped empower public sector user institutions in Ghana to consolidate their demand for national and international telematics services, as well as to define and develop appropriate and local access infrastructures. The project was a prototype for planned telematics assistance to African countries under the United Nations System-wide Special Initiative on Africa.

*Project:* Solidarity Information System (SOLARIS) *Total Project Cost:* \$750,000  
*Grantee:* Solagral Montpellier, France *Total infoDev Grant:* \$250,000  
*Region:* Sub-Saharan Africa *Disbursed as of June 30, 2003:* \$250,000  
*Sector:* Education *Project Dates:* Jun 99 - Mar 01  
*Description:* This information delivery system project was designed to raise awareness and build consensus on issues related to 1) access to natural resources and 2) the equitable sharing of their benefits so as to preserve the environment and exploit the resources in a sustainable manner.

*Project:* Strengthening Electronic Communications Capacities of Women's Organizations in Africa *Total Project Cost:* \$500,000  
*Grantee:* ABANTU for Development, Kenya *Total infoDev Grant:* \$250,000  
*Region:* Kenya *Disbursed as of June 30, 2003:* \$187,500  
*Sector:* Education *Project Dates:* Jun 99 - Sep 02  
*Description:* This project aimed to develop a strong and focused core group of women across Africa for the following purposes: 1) to define and guide African priorities on electronic communications development and use; 2) to establish a cross-sectoral, inter-disciplinary African women's information network; 3) to set up and maintain other African list serves and information networks to build information and data banks within Africa; 4) to stimulate dialogue and the cross-fertilization of ideas between women across Africa; 5) to enable women to use the Internet as an advocacy and information sharing tool on international issues; and 6) to develop strategies for influencing information and communication policies from a gender perspective.

**Project:** Support to International Telecommunication Operations in Emerging Economies to Make Adjustments Necessitated by the Inevitable Reduction in International Telecommunication Settlement Revenues **Total Project Cost:** \$70,000

**Grantee:** Commonwealth Telecommunications Organization, UK **Total infoDev Grant:** \$70,000  
**Region:** Uganda and Sri Lanka **Disbursed as of June 30, 2003:** \$70,000  
**Sector:** Telecom/Regulatory **Project Dates:** Feb 98 - May 98

**Description:** This activity helped two countries (Uganda and Sri Lanka) make the adjustments necessary to cope with lower revenues resulting from inevitable changes in traditional international telecommunication settlements.

**Project:** 21st Century Communications **Total Project Cost:** \$806,340  
**Grantee:** Development Bank of Southern Africa **Total infoDev Grant:** \$250,000  
**Region:** South Africa **Disbursed as of June 30, 2003:** \$225,000  
**Sector:** Telecom/Regulatory **Project Dates:** Jun 99 - Nov 02

**Description:** This project developed a regulatory framework (including a responsible licensing process) for Global Mobile Personal Communications by Satellite (GMPCS) in Africa, addressing such issues as spectrum management, user terminal authorization, service partnership development, and service authorization.

**Project:** Tuition-Free Telecommunications Training **Total Project Cost:** \$4,500,000  
**Grantee:** United States Telecommunications Training Institute (USTTI), USA **Total infoDev Grant:** \$100,000  
**Region:** Sub-Saharan Africa **Disbursed as of June 30, 2003:** \$80,000  
**Sector:** Education **Project Dates:** Feb 01 - Feb 02

**Description:** This capacity-building project targeted regulators and policymakers in the telecommunications sector in Africa. With the liberalization of the sector, the introduction of privatization and competition, and the pressures of developing advanced communications services, African policymakers and nascent regulators are faced with thorny legal, regulatory, economic, and technology issues. The project provided funding to defray certain expenses incurred in connection with USTTI training.

**Project:** Wise-Dev (Web Integrated System for Environment & Development) **Total Project Cost:** \$2,200,000  
**Grantee:** Institut de recherche pour le developpement (IRD), France **Total infoDev Grant:** \$228,600  
**Region:** Sub-Saharan Africa **Disbursed as of June 30, 2003:** \$228,600  
**Sector:** Environment **Project Dates:** Dec 1997 - May 01

**Description:** This funded the research, design and implementation of the Web-integrated System for Environment and Development (WISE-DEV) software tool. When used on an Internet platform, the tool is suitable for multimedia data acquisition and processing, knowledge representation, and dissemination, with a focus on environmental matters in West Africa.

**Project:** UNECA/CISCO Training of Women Entrepreneurs. **Total Project Cost:** \$669,595  
**Grantee:** United Nations Economic Commission for Africa (UNECA), Ethiopia **Total infoDev Grant:** \$249,000  
**Region:** Sub-Saharan Africa (Ethiopia) **Disbursed as of June 30, 2003:** \$187,000  
**Sector:** Education **Project Dates:** Mar 01 - Mar 03

**Description:** In partnership with Cisco Systems, Inc. and UNECA, this project established a training course for African women in Internet networking technology at the Information Technology Centre for Africa (ITCA). The center is located in the United Nations Conference Centre (UNCC) in Addis Ababa, Ethiopia. The training course follows the established curriculum of the Cisco Networking Academy Program, a global program presently operating in sixty-one countries. The UNECA-Cisco

training program includes two six-month courses covering 280 instructional hours over a two-year period. Twenty-five women were trained each year for a total of 50 trainees over two years.

<i>Project:</i>	Using Satellite Technology to Disseminate Critical Knowledge throughout Africa	<i>Total Project Cost:</i>	\$261,140
<i>Grantee:</i>	WorldSpace Foundation, USA	<i>Total infoDev Grant:</i>	\$131,880
<i>Region:</i>	Sub-Saharan Africa	<i>Disbursed as of June 30, 2003:</i>	\$65,940
<i>Sector:</i>	Education	<i>Project Dates:</i>	Dec 01 - Dec 02

*Description:* This Africa-focused project established a communications model for disseminating multimedia information to large audiences. The project sought to use digital satellite technology to assist target organizations such as medical libraries, schools, and community-based organizations. It developed user-friendly manuals and guidelines for digital content development and formatting; trained a core group of "proponent trainers;" and developed a framework for selecting and evaluating content.

#### EUROPE AND CENTRAL ASIA

<i>Project:</i>	Assistance for Emerging Economies to Participate in the WTO Telecommunications Market Liberalization: Wissenschaftliches Inst.	<i>Total Project Cost:</i>	\$86,500
<i>Grantee:</i>	Wissenschaftliches Institut fuer Kommunikationsdienste (WIK) GmbH, Germany	<i>Total infoDev Grant:</i>	\$86,500
<i>Region:</i>	Europe and Central Asia	<i>Disbursed as of June 30, 2003:</i>	\$86,500
<i>Sector:</i>	Telecom/Regulatory	<i>Project Dates:</i>	Mar 98 - Jun 01

*Description:* This project enabled the Wissenschaftliches Institut fuer Kommunikationsdienste (WIK) GmbH to provide technical assistance to countries in Latin America, the Caribbean, Eastern Europe, and Central Asia to improve their capacity to participate in WTO negotiations and to meet their WTO commitments to liberalize telecommunications markets. The project was split into four grants to regional organizations.

<i>Project:</i>	Conducting a Series of Demonstration Project/Workshops in Georgia	<i>Total Project Cost:</i>	\$61,707
<i>Grantee:</i>	ITIC (International Telecommunications and Information Center), Georgia	<i>Total infoDev Grant:</i>	\$44,727
<i>Region:</i>	Georgia	<i>Disbursed as of June 30, 2003:</i>	\$44,727
<i>Sector:</i>	Internet	<i>Project Dates:</i>	Feb 00 - Mar 01

*Description:* This project trained the staff of Georgian NGOs, private businesses, and other organizations in basic computer techniques including e-mail/Internet use, web site creation and design, electronic/CD-ROM/desktop publication, information and data management, and distance education programs. The project also provided free e-mail and Internet access to the under-served Georgian NGO community, created a comprehensive database of Georgian NGOs, and started a monthly NGO Internet bulletin. Throughout, ITIC staff researched demand for telecommunications infrastructure and facilities.

<i>Project:</i>	Enhancing Transparency in Local Government: Management Information System for the Municipality of Sofia	<i>Total Project Cost:</i>	\$344,010
<i>Grantee:</i>	Applied Research and Communications Fund (ARC Fund), Bulgaria	<i>Total infoDev Grant:</i>	\$250,000
<i>Region:</i>	Bulgaria	<i>Disbursed as of June 30, 2003:</i>	\$225,000
<i>Sector:</i>	Government	<i>Project Dates:</i>	Mar 00 - Dec 01

*Description:* This project prepared a feasibility study and implementation plan for a Municipal Government Management Information System (MGMIS) for the city of Sofia. (The MGMIS is part of a wider administrative modernization program and a primary catalyst for decentralizing government and improving municipal management.) An MGMIS pilot was installed and tested at the headquarters of the municipality.

<i>Project:</i>	Stories Exchange Net	<i>Total Project Cost:</i>	\$332,350
<i>Grantee:</i>	The Fund for New Performance/Video, New York, and Institute of East-West Studies, Prague, Czech Republic	<i>Total infoDev Grant:</i>	\$245,295
<i>Region:</i>	Czech Republic	<i>Disbursed as of June 30, 2003:</i>	\$225,000
<i>Sector:</i>	Internet	<i>Project Dates:</i>	Dec 99 - Dec 01

*Description:* This project, launched in 1994 in Central Europe, was a creative experiment that used storytelling and performance as a tool for inter-ethnic communication and positive self-expression. The project sought to use capacity-building to reduce the social and economic exclusion of people of Roma (Gypsy) descent in the Czech Republic. Participants collected and evaluated accounts of interaction between ethnic communities, then developed performances and other public presentations derived from these stories.

<i>Project:</i>	The Baltic Sea Information Society Project Startup Northwest Russia	<i>Total Project Cost:</i>	\$250,000
<i>Grantee:</i>	Eurofacts Oy, Finland	<i>Total infoDev Grant:</i>	\$250,000
<i>Region:</i>	Russia	<i>Disbursed as of June 30, 2003:</i>	\$250,000
<i>Sector:</i>	Internet	<i>Project Dates:</i>	Mar 98 - Oct 99

*Description:* This project fostered the development of an "Information Society" program in the St. Petersburg Region of Russia. The first step was to form a broadly-based, independent project organization (including private and public sector representatives) that would consult on creating an Information Society strategy for St. Petersburg. On the basis of this strategy, a concrete Information Society program was formed. The knowledge and experience of the Finnish government's Information Society Strategy and the European Union's Information Society program were used as references.

<i>Project:</i>	The Y2K Public Awareness and Preparedness Campaign	<i>Total Project Cost:</i>	\$720,253
<i>Grantee:</i>	Committee 2000 Foundation, Russia	<i>Total infoDev Grant:</i>	\$150,000
<i>Region:</i>	Russia	<i>Disbursed as of June 30, 2003:</i>	\$150,000
<i>Sector:</i>	Y2K Non-Government	<i>Project Dates:</i>	Jun 99 - Mar 00

*Description:* The Y2K Public Awareness and Preparedness Campaign project complemented the Russian government's action plan, "Project 2000." The infoDev-funded project involved 1) preparing audio-visual and printed materials for the media to inform the Russian population on the progress of "Problem 2000;" 2) distributing these materials via the media; and 3) monitoring and analyzing public opinion.

<i>Project:</i>	Tobacco-Control Training and Communications Program (Czech Republic)	<i>Total Project Cost:</i>	\$924,029
<i>Grantee:</i>	Center for Communications, Health and the Environment (CECHE), USA	<i>Total infoDev Grant:</i>	\$249,879
<i>Region:</i>	Czech Republic	<i>Disbursed as of June 30, 2003:</i>	\$249,879
<i>Sector:</i>	Health	<i>Project Dates:</i>	Apr 99 - Dec 00

*Description:* This project used an Internet-based Czech Tobacco-Control Training and Communications Program (TOB-CCP) to support an 18-month demonstration on health issues related to tobacco use, especially among women and children. The TOB-CCP, located at the Institute of Clinical and Experimental Medicine (IKEM), trains health professionals from district-level district hygiene stations (DITs) in the Czech Republic, as well as other public health professionals and NGOs in how to use modern information technology for health-related issues.

<i>Project:</i>	Toward a National Informatics and Telecommunications Policy for Russia	<i>Total Project Cost:</i>	\$370,000
<i>Grantee:</i>	The Freedom Channel, Russia	<i>Total infoDev Grant:</i>	\$250,000
<i>Region:</i>	Russia	<i>Disbursed as of June 30, 2003:</i>	\$250,000
<i>Sector:</i>	Telecom/Regulatory	<i>Project Dates:</i>	Mar 97 - Sep 98

*Description:* The goal of this project was to review alternatives for a national telecommunications and informatics policy to help propel the Russian economy into the information age and integrate Russia into the open, global information society.

## EAST ASIA AND THE PACIFIC

<i>Project:</i>	APT Conference Thailand (East Asia)	<i>Total Project Cost:</i>	\$152,000
<i>Grantee:</i>	Asia Pacific Telecommunity, Thailand	<i>Total infoDev Grant:</i>	\$30,000
<i>Region:</i>	Thailand	<i>Disbursed as of June 30, 2003:</i>	\$53,000
<i>Sector:</i>	Telecom/Regulatory	<i>Project Dates:</i>	\$37,316

*Description:* This grant supported the organization of a Regional Forum on Telecommunications Regulation in the Asia-Pacific region and the publication of papers presented at this forum. Undertaken with the participation of the WTO, the event facilitated the exchange of information and experience between international experts and telecommunications regulators in the Asia-Pacific region.

<i>Project:</i>	Assistance for Emerging Economies to Participate in the WTO Telecommunications Market Liberalization: Asia Pacific Telecom	<i>Total Project Cost:</i>	\$72,600
<i>Grantee:</i>	Asia Pacific Telecommunity (APT), Thailand	<i>Total infoDev Grant:</i>	\$72,600
<i>Region:</i>	Asia Pacific	<i>Disbursed as of June 30, 2003:</i>	\$72,600
<i>Sector:</i>	Telecom/Regulatory	<i>Project Dates:</i>	May 98 - Mar 00

*Description:* This project supported the efforts of the Asia Pacific Telecommunity (APT) to provide provide technical assistance to Asian countries to improve their capacity to participate in WTO negotiations and to meet their WTO commitments to liberalize telecommunications markets. The project was split into four grants to regional organizations.

<i>Project:</i>	China's Industrial Pollution Projection System (CIPPS)	<i>Total Project Cost:</i>	\$412,900
<i>Grantee:</i>	National Environmental Protection Agency of China (NEPA), PRC	<i>Total infoDev Grant:</i>	\$249,900
<i>Region:</i>	China	<i>Disbursed as of June 30, 2003:</i>	\$249,900
<i>Sector:</i>	Environment	<i>Project Dates:</i>	Jan 99 - Mar 01

*Description:* In early 1999, the World Bank and the Chinese State Environmental Protection Administration (SEPA) signed a project contract to develop and implement an information tool (CIPPS, an air and water pollution control modeling system) to support China's environmental regulatory agencies. Major components included constructing air and water pollution discharge models, ambient environmental quality models, pollution damage models, and pollution abatement cost models; data collection; model estimation; development of a GIS-based software system; manual preparation; training; policy analyses; a workshop; and documentation.

<i>Project:</i>	Demonstrating a Generalizable Model for Introducing Technologies to Expand and Strengthen National Reproductive Health Training and Service Delivery Systems	<i>Total Project Cost:</i>	\$3,055,614
<i>Grantee:</i>	Johns Hopkins Program for International Education in Reproductive Health (JHPIEGO), USA	<i>Total infoDev Grant:</i>	\$248,572

*Region:* Indonesia *Disbursed as of June 30, 2003:* \$248,572  
*Sector:* Health *Project Dates:* Jun 98 - Nov 99  
*Description:* The purpose of this project was to refine and demonstrate solutions (components of the ReproSystem™) for strengthening national, competency-based training and service delivery systems in reproductive health. It used computer and communications technologies to address constraints to information flows in such training networks, featuring the ModCal™ solution of the ReproSystem™.

*Project:* Increasing Electronic Connectivity between Strategic Allies in the HIV/AIDS Field in Southeast Asia *Total Project Cost:* \$224,000  
*Grantee:* UNAIDS, Switzerland *Total infoDev Grant:* \$224,000  
*Region:* Southeast Asia *Disbursed as of June 30, 2003:* \$224,000  
*Sector:* Health *Project Dates:* Nov 97 - Sep 00  
*Description:* This project helped the UNAIDS Asia Pacific Inter-Country Team (APICT) increase e-mail connectivity between governments and NGOs working on HIV/AIDS in Southeast Asia.

*Project:* The Internet Society 1997 Workshop on Network Technology for Countries in the Early Stages of Internetworking *Total Project Cost:* \$182,000  
*Grantee:* McGill University, Canada *Total infoDev Grant:* \$50,000  
*Region:* Malaysia *Disbursed as of June 30, 2003:* \$50,000  
*Sector:* Internet *Project Dates:* Jun 97 - Apr 98  
*Description:* Held in Kuala Lumpur, Malaysia, in June 1997, this workshop focused on assisting countries that are either not yet connected to the Internet or are currently developing and enhancing a national Internet backbone. The workshop was sponsored and run by the Internet Society. Funding was provided by a variety of public and private donors. Leading practitioners provided training in basic and advanced national networking, network navigation and network services, and national network management. All workshop participants engaged in extensive hands-on training, setting up prototype networks and using actual Internet resources.

*Project:* The Establishment of a Technical, Operational, and Legal Framework for the Management of Geographic Information *Total Project Cost:* \$168,800  
*Grantee:* National Mapping & Resource Information Authority (NAMRIA), Philippines *Total infoDev Grant:* \$88,000  
*Region:* Philippines *Disbursed as of June 30, 2003:* \$66,600  
*Sector:* Environment *Project Dates:* Apr 99 - Oct 01  
*Description:* This project provided technical and financial support for the activities of the Inter-Agency Task Force on Geographic Information (IATFGI).

## LATIN AMERICA AND THE CARIBBEAN

*Project:* Assistance for Emerging Economies to Participate in the WTO Telecommunications Market Liberalization: Caribbean Telecommunications Union *Total Project Cost:* \$70,360  
*Grantee:* Caribbean Telecommunications Union (CTU), Trinidad & Tobago *Total infoDev Grant:* \$70,360  
*Region:* Latin America & Caribbean *Disbursed as of June 30, 2003:* \$63,443  
*Sector:* Telecom/Regulatory *Project Dates:* Dec 97 - Jun 98  
*Description:* This project was a follow-up to the Program to Enhance the Participation of Emerging Economies in World

Trade Organization (WTO) Telecommunications Negotiations. That program assisted 26 developing countries to understand and participate in the WTO Negotiations on Services which concluded in February 1997. Assistance was provided under two tracks to emerging economies taking part in the WTO telecommunications market liberalization process. Track I included assistance to countries making telecommunications commitments under the GATS (explain acronym). Track II involved a detailed work plan acceptable to the World Bank that outlined issues, strategy, tactics, and recommendations for helping countries committed to instituting reform. The project was split into four grants to regional organizations.

<i>Project:</i>	Developing User-friendly Data Products for Sale and Distribution to Agricultural Data Users	<i>Total Project Cost:</i>	\$1,008,478
<i>Grantee:</i>	Centro Internacional de Agricultura Tropical (CIAT), Colombia	<i>Total infoDev Grant:</i>	\$241,489
<i>Region:</i>	Central America & the Caribbean	<i>Disbursed as of June 30, 2003:</i>	\$241,489
<i>Sector:</i>	Environment	<i>Project Dates:</i>	Apr 99 - Mar 01

*Description:* The purpose of this project was to help governmental providers of agricultural data to 1) create geographically referenced data products and 2) develop networks with the data user community. Participating countries in the region linked their census and statistical data sets to digital administrative boundary maps in a geographic information system (GIS) for the agricultural sector. Participants then developed methods and human resources to implement and maintain these agricultural information systems.

<i>Project:</i>	Empowering People with Disabilities	<i>Total Project Cost:</i>	\$227,000
<i>Grantee:</i>	Organization of American States (OAS), Trust for the Americas	<i>Total infoDev Grant:</i>	\$50,000
<i>Region:</i>	Guatemala, El Salvador, Nicaragua	<i>Disbursed as of June 30, 2003:</i>	\$45,000
<i>Sector:</i>	Education	<i>Project Dates:</i>	May 00 - Dec 01

*Description:* This project trained people with disabilities in Guatemala, El Salvador, and Nicaragua in the use of ICT to improve their employment opportunities.

<i>Project:</i>	Experimentation and Application of Adequate ICT to Contribute to Internet Access for Third-Sector Organizations	<i>Total Project Cost:</i>	\$532,139
<i>Grantee:</i>	Rede de Informações para o Terceiro Setor (RITS), Brazil	<i>Total infoDev Grant:</i>	\$250,000
<i>Region:</i>	Brazil	<i>Disbursed as of June 30, 2003:</i>	\$125,000
<i>Sector:</i>	Internet	<i>Project Dates:</i>	Jan 01 - Jan 02

*Description:* This project focused on third-sector organizations, i.e., NGOs and civil society, with the goal of democratizing access to ICT in Brazil. The three objectives of the project were to provide 1) extensive, affordable and well-distributed access to the Internet, 2) training and information dissemination in the use of the medium, particularly with respect to knowledge management and dissemination, and 3) awareness-raising to influence ICT policymaking.

<i>Project:</i>	Forward - A Project to Foster a Wide and Rational Development of Telecommunication Infrastructures	<i>Total Project Cost:</i>	\$612,500
<i>Grantee:</i>	Telecom Italia LAB S.p.A., Italy	<i>Total infoDev Grant:</i>	\$400,000
<i>Region:</i>	Latin America	<i>Disbursed as of June 30, 2003:</i>	\$400,000
<i>Sector:</i>	Telecom/Regulatory	<i>Project Dates:</i>	Jun 99 - Mar 01

*Description:* This project updated the skills and knowledge of key telecommunications personnel in Latin American to better meet the challenge of developing local information infrastructures and connecting to the global information infrastructure. Participants investigated issues such as investment strategies, economic management of different architecture and technical options (particularly those related to access for residential and business customers), business development, and self-sustaining development plans.

**Project:** Information Systems for Rural Development (A Demonstration Project in Cajamarca Department, Peru) **Total Project Cost:** \$367,775

**Grantee:** Intermediate Technology Development Group (ITDG), Peru **Total infoDev Grant:** \$247,885

**Region:** Peru **Disbursed as of June 30, 2003:** \$208,223

**Sector:** Internet **Project Dates:** May 98 - Dec 01

**Description:** This project worked to reduce poverty and isolation, enhance productive activities, and make local government more efficient in two provinces of Cajamarca (San Marcos and the Jequetepeque Basin). To achieve these goals, an information system was designed and implemented with the support of the local producers' association and two local governments.

**Project:** Jamaica: Partnership for Technology in Basic Education **Total Project Cost:** \$1,500,000

**Grantee:** Jamaica Computer Society Education Foundation, Jamaica **Total infoDev Grant:** \$450,000

**Region:** Jamaica **Disbursed as of June 30, 2003:** \$450,000

**Sector:** Education **Project Dates:** Apr 96 - Dec 99

**Description:** This project supported the Jamaica 2000 and EDTECH 20/20 programs, which work to improve the quality of education in Jamaica's schools through the introduction of computers. The infoDev grant was geared toward 1) exploring how computational and communication technologies can best contribute to literacy learning in primary and secondary schools, and 2) evaluating the outcomes for replication on a larger scale.

**Project:** Kidlink Houses and Families in Brazil **Total Project Cost:** \$1,512,000

**Grantee:** Projeto Kidlink no Brasil-Fundacao Pe Leonel Franca/PUC-Rio, Brazil **Total infoDev Grant:** \$134,000

**Region:** Brazil **Disbursed as of June 30, 2003:** \$134,000

**Sector:** Internet **Project Dates:** Jan 01 - Jun 02

**Description:** This project addressed the need for appropriate care of a large number of poor Brazilian children, as well as the lack of attention to elderly Brazilians. It fostered the development of "virtual families" wherein elders act as family members for children and tell them about their learning experiences.

**Project:** MetaBase de Datos: Improving Public Access to Central America's Bibliographic Resources via the Internet **Total Project Cost:** \$282,000

**Grantee:** Fundación Acceso, USA **Total infoDev Grant:** \$250,000

**Region:** Central America (Costa Rica) **Disbursed as of June 30, 2003:** \$250,000

**Sector:** Telecom/Regulatory **Project Dates:** Mar 01 - Jun 02

**Description:** This project created a regional pilot database ("MetaBase de Datos") containing bibliographic references on development and environmental protection issues from information centers throughout Central America. The searchable web site was designed to facilitate public access to the region's wealth of information resources and to promote the exchange of materials and experience among centers, with an emphasis on centers focused on development and environmental protection. The project supported the self-sufficiency of the information centers by introducing a practical application of new technology and providing the centers the opportunity to reach a wider audience.

**Project:** Physician-based Sentinel Surveillance System for Emerging Health and Disease Problems in the Caribbean **Total Project Cost:** \$433,357

**Grantee:** PAHO/WHO Caribbean Epidemiology Centre (CAREC), Trinidad & Tobago **Total infoDev Grant:** \$248,407

**Region:** Latin America & Caribbean **Disbursed as of June 30, 2003:** \$248,407

**Sector:** Health **Project Dates:** Jun 98 - Apr 01

*Description:* Using current and new information and communication technologies, the project developed national capability in Caribbean countries to monitor trends and promptly detect, investigate, and control emerging health and disease problems (e.g., cholera) as well as re-emerging ones (e.g., measles, food-borne outbreaks in hotels). An electronic information system for the real-time surveillance of these problems was established at physician's offices in Trinidad & Tobago, Jamaica, and St. Lucia.

<i>Project:</i>	Proyecto Conexiones	<i>Total Project Cost:</i>	\$1,320,494
<i>Grantee:</i>	Universidad EAFIT, Colombia	<i>Total infoDev Grant:</i>	\$250,000
<i>Region:</i>	Colombia	<i>Disbursed as of June 30, 2003:</i>	\$250,000
<i>Sector:</i>	Education	<i>Project Dates:</i>	May 98 - Oct 99

*Description:* Conexiones was a project to research, develop, and evaluate new learning environments in basic education. Conexiones aimed to foster the use of new pedagogical methodologies based on: 1) a flexible, adaptable curriculum, 2) encouraging individual capabilities by achieving group goals, 3) teacher training, and 4) community involvement. To accomplish this, Conexiones deployed a pilot communications network linking public and private schools in urban and rural areas of Medellin, Colombia.

<i>Project:</i>	Regional Journalist Y2K Awareness Seminar	<i>Total Project Cost:</i>	\$211,057
<i>Grantee:</i>	Dante B. Fascell North-South Center, University of Miami, USA	<i>Total infoDev Grant:</i>	\$100,000
<i>Region:</i>	Latin America	<i>Disbursed as of June 30, 2003:</i>	\$100,000
<i>Sector:</i>	Y2K Non-Government	<i>Project Dates:</i>	Jun 99

*Description:* The Dante B. Fascell North-South Center, in conjunction with the Inter-American Press Association, convened four seminars for journalists and public information officials in Argentina, Brazil, the United States, and Venezuela on "Covering the Y2K Bug and its Local Impact in the Americas."

<i>Project:</i>	The National Information Infrastructure of Mexico: The Environmental Link	<i>Total Project Cost:</i>	\$347,000
<i>Grantee:</i>	Consortium for International Earth Science Information Network (CIESIN), Mexico	<i>Total infoDev Grant:</i>	\$250,000
<i>Region:</i>	Mexico	<i>Disbursed as of June 30, 2003:</i>	\$250,000
<i>Sector:</i>	Environment	<i>Project Dates:</i>	Apr 97 - Mar 98

*Description:* In cooperation with CICEANA, UNAM, and ITESM, CIESIN conducted a one-year program to train and support personnel in Mexico to post information on the Internet and to conduct Internet user training courses. The objective was to provide public and private organizations in Mexico the ability to post environmental, social, economic, and other data online and to familiarize a large number of users with the contributions that information available on the Internet can make toward planning and social and economic development.

<i>Project:</i>	The Environment and Information: Building Capacity (Mexico)	<i>Total Project Cost:</i>	\$347,000
<i>Grantee:</i>	Consortium for International Earth Science Information Network (CIESIN), Mexico	<i>Total infoDev Grant:</i>	\$177,000
<i>Region:</i>	Mexico	<i>Disbursed as of June 30, 2003:</i>	\$177,000
<i>Sector:</i>	Environment	<i>Project Dates:</i>	Apr 99 - Sep 00

*Description:* This project coordinated the efforts of several government agencies and NGOs to disseminate environmental data and information in Mexico by providing continuous training for data providers and users, establishing an Environmental Information Cooperative in Mexico, and developing an electronically distributed catalogue of data and information.

<i>Project:</i>	The National Graduate Registry in Panama—Partners for Employment	<i>Total Project Cost:</i>	\$309,800
<i>Grantee:</i>	EDUC-INTER, Quebec, Canada	<i>Total infoDev Grant:</i>	\$210,800
<i>Region:</i>	Panama	<i>Disbursed as of June 30, 2003:</i>	\$189,720
<i>Sector:</i>	Telecom/Regulatory	<i>Project Dates:</i>	Mar 00 - Dec 01
<i>Description:</i>	This project aimed to deliver a national web-based employment system in Panama by introducing an expanded version of the National Graduate Registry (NGR), an employment creation tool used by the Canadian Government (through Industry Canada) to bring university and college graduates together with prospective employers.		

## MIDDLE EAST AND NORTH AFRICA

<i>Project:</i>	Regional Distance Learning Networks for Information Technology	<i>Total Project Cost:</i>	\$330,000
<i>Grantee:</i>	Regional Information Technology and Software Engineering Center - RITSEC, Egypt	<i>Total infoDev Grant:</i>	\$250,000
<i>Region:</i>	Egypt	<i>Disbursed as of June 30, 2003:</i>	\$250,000
<i>Sector:</i>	Education	<i>Project Dates:</i>	May 98 - Apr 99
<i>Description:</i>	This project established a distance learning network for information technology in seven Arab countries. In the first phase, the project conducted an assessment of the data communication infrastructures in the region, as well as the need and potential for remote learning facilities. This survey was carried out by experts from the region and served as the basis for a distance learning master plan. A pilot implementation was conducted in Egypt, Tunisia, and Jordan to connect three training centers in these countries.		

## SOUTH ASIA REGION:

<i>Project:</i>	Conference on Global Electronic Commerce	<i>Total Project Cost:</i>	\$191,500
<i>Grantee:</i>	Infrastructure Leasing and Financial Services (IL&FS) and the Confederation of Indian Industry (CII)	<i>Total infoDev Grant:</i>	\$88,500
<i>Region:</i>	India	<i>Disbursed as of June 30, 2003:</i>	\$88,500
<i>Sector:</i>	E-commerce	<i>Project Dates:</i>	Jun 99 - Dec 99
<i>Description:</i>	This project implemented a survey, commissioned a white paper, and organized workshops. The goal was to provide a rich source of data about current needs and future technological trends, thus providing timely and anticipatory information to e-commerce practitioners in India and worldwide.		

<i>Project:</i>	Interactive Workshop and Conference on "Emerging Global Electronic Distance Education"	<i>Total Project Cost:</i>	\$250,000
<i>Grantee:</i>	University of Tampere, Finland	<i>Total infoDev Grant:</i>	\$100,000
<i>Region:</i>	India	<i>Disbursed as of June 30, 2003:</i>	\$100,000
<i>Sector:</i>	Education	<i>Project Dates:</i>	Jun 98 - Dec 99
<i>Description:</i>	This project brought together decision makers from under-served countries to discuss practical ways to implement affordable global electronic distance education across national boundaries. The conference goals were to promote accessible, affordable global distance education; increase mutual understanding of different cultural conditions, values, and needs; emphasize the values of sustainability and equality; link enthusiasts with decision makers and funding resources; identify pilot projects that would lead to full-scale distance education; and discuss the standardization of courses, credits, and accreditation.		

**Project:** Inter-city Marketing Network for Women  
Micro-Entrepreneurs

**Grantee:** Foundation of Occupational Development (FOOD), India

**Region:** India

**Sector:** E-commerce

**Description:** This project established a closed group communication network for community-based women organizations to promote inter-city direct sales of products made by artisans and skilled workers in the state of Tamilnadu. Direct sales will be effected by providing the community-based organizations with cellular phones to enable them to market their products.

**Total Project Cost:** \$172,900

**Total infoDev Grant:** \$147,900

**Disbursed as of June 30, 2003:** \$127,000

**Project Dates:** Apr 01 - Nov 02

**Project:** SITA (Study of Information Technology Applications)

**Grantee:** Committee on Science & Technology in Developing Countries (COSTED), India

**Region:** India

**Sector:** Education

**Description:** Computer Skills Training for Low-Income Women. This project empowered low-income women from rural, suburban, and urban areas through computer training customized to meet the demands of both the public and private sectors.

**Total Project Cost:** \$220,000

**Total infoDev Grant:** \$120,000

**Disbursed as of June 30, 2003:** \$114,000

**Project Dates:** Jun 99 - Nov 02

## GLOBAL

**Project:** Demonstration Project with the Global Environment Facility (GEF) to Create an International Waters Learning Exchange and Research Network (IW LEARN)

**Grantee:** The Tides Center, USA

**Region:** Worldwide

**Sector:** Environment

**Description:** The purpose of this project was to set up a global distance learning program for transboundary international waters projects. *infoDev* funds supported four "proof-of-concept" activities: 1) establishing a set of innovative financing packages for student aid, 2) setting up interactive Web links between at least 7-8 developing country waters projects, and 3) covering two major scientific meetings; and 4) developing Web-based curriculum modules for coastal secondary schools.

**Total Project Cost:** \$600,000

**Total infoDev Grant:** \$140,000

**Disbursed as of June 30, 2003:** \$140,000

**Project Dates:** Dec 98 - Mar 00

**Project:** Development of Web Site and Online Services for ITU Regulatory Colloquium

**Grantee:** Analysys Ltd., UK

**Region:** Worldwide

**Sector:** Telecom/Regulatory

**Description:** This project supported a program to electronically distribute the information resources of the ITU Regulatory Colloquium and to facilitate interaction with key audiences for these materials. This goal was achieved by developing, marketing, and managing a web site and related online services in a manner that integrated with and furthered the objectives of the Colloquium's information dissemination program. The potential exists for the Colloquium to become the pre-eminent reference point for people trying to understand the fundamentals of telecoms regulation in a liberalizing environment.

**Total Project Cost:** \$155,805

**Total infoDev Grant:** \$101,065

**Disbursed as of June 30, 2003:** \$101,065

**Project Dates:** Jun 98 - Dec 99

**Project:** Information Dissemination for Sustainable Development of Industrial Minerals Resources and Environmental Constraints **Total Project Cost:** \$90,000

**Grantee:** British Geological Survey, UK **Total infoDev Grant:** \$88,780

**Region:** Worldwide **Disbursed as of June 30, 2003:** \$88,780

**Sector:** Environment **Project Dates:** Mar 98 - Jul 99

**Description:** The purpose of this project was to organize regional workshops to provide specialists from government and the mining and consuming industries in developing countries with an appreciation of 1) evaluation techniques for industrial minerals, 2) creating effective databases of the resulting information, and 3) use of the information to formulate effective, responsible, long-term strategies for resource management and land-use planning. Three workshops were planned in three regional centers.

**Project:** E-Government Toolkit **Total Project Cost:** \$60,000

**Grantee:** Center for Democracy, USA **Total infoDev Grant:** \$60,000

**Region:** Worldwide **Disbursed as of June 30, 2003:** \$30,000

**Sector:** Government **Project Dates:** Jul 01 - Oct 02

**Description:** This project created web-friendly, online and hard-copy versions of an e-government toolkit for use by national policymakers and government information technology leaders seeking to implement citizen-focused e-government programs. The toolkit includes a diagnostic tool that permits developing countries to systematically examine e-government readiness indicators in order to better scale and plan their own e-government initiatives. In addition, the toolkit contains concrete suggestions for 1) strategic frameworks for cross-sector partnerships, 2) evaluations of existing policy and regulatory frameworks or obstacles, and 3) strategies for securing the long-term sustainability of citizen-focused e-government initiatives. This project also created and facilitated an e-Government Toolkit Advisory Group.

**Project:** Seventh ITU Regulatory Colloquium, ITU Headquarters, Geneva **Total Project Cost:** \$8,140

**Grantee:** Friedrich Ebert Stiftung, Switzerland **Total infoDev Grant:** \$8,140

**Region:** Worldwide **Disbursed as of June 30, 2003:** \$8,140

**Sector:** Telecom/Regulatory **Project Dates:** Dec 97

**Description:** The Seventh ITU Colloquium dealt with one of the most pressing issues of international telecommunications—one that vitally concerns many developing countries: the current crisis in the international system by which countries compensate each other for international telecommunications services (the so-called “accounting rate” issue). The Colloquium examined this crisis, considered specific changes that could be made to present arrangements, identified alternatives to the current system, and considered transition schemes needed to get from the current to a new system.

**Project:** Linking Poor Producers to Global Markets **Total Project Cost:** \$261,600

**Grantee:** Peoplink, USA **Total infoDev Grant:** \$158,400

**Region:** Asia, Africa, Latin America **Disbursed as of June 30, 2003:** \$158,400

**Sector:** E-commerce **Project Dates:** Apr 97 - Sep 98

**Description:** With infoDev support, PEOPLink developed a set of equipment, software and procedures that enabled poor artisans to take the first steps into the world of electronic communications for product design and sales.

**Project:** Program to Enhance Participation of Emerging Economies in WTO Telecommunications Negotiations **Total Project Cost:** \$293,000

**Grantee:** International Institute of Communications, UK **Total infoDev Grant:** \$233,000

**Region:** Worldwide **Disbursed as of June 30, 2003:** \$201,400

**Sector:** Telecom/Regulatory **Project Dates:** Nov 96 - Feb 97

*Description:* This program developed along two parallel tracks. The first track conducted six regional workshops to: 1) raise awareness and disseminate information on the WTO process and how to participate in this process, 2) examine how existing telecommunications reforms can be accommodated in forthcoming General Agreement on Trade in Services (GATS) commitments, and 3) highlight how reforms complemented by GATS commitments will benefit economic and social development and help build an information infrastructure. The second track provided technical assistance to about 10 countries selected according to two criteria: expressed government interest and whether the kind of reforms (in place or planned) could form the basis for a GATS offer by the deadline of the negotiations. Emphasis was placed on preparing, assessing, and improving offers and conducting negotiations.

<i>Project:</i>	Second Annual BALLERINA Meeting: Support FOR CIS and CEE Participation	<i>Total Project Cost:</i>	\$147,000
<i>Grantee:</i>	UNEP/GRID-Arendal, Sweden	<i>Total infoDev Grant:</i>	\$36,750
<i>Region:</i>	Worldwide	<i>Disbursed as of June 30, 2003:</i>	\$36,750
<i>Sector:</i>	Internet	<i>Project Dates:</i>	Mar 98 - Sep 98

*Description:* This project supported BALLERINA, a network for sharing regional information on the environment and sustainable development; it also links users to relevant information in the Baltic region. The institutional network comprises a wide range of institutions, including inter-governmental and non-governmental organizations located in all fourteen Baltic countries and other countries around the world.

<i>Project:</i>	Sixth ITU Regulatory Colloquium	<i>Total Project Cost:</i>	\$507,000
<i>Grantee:</i>	Latham & Watkins, USA	<i>Total infoDev Grant:</i>	\$145,000
<i>Region:</i>	Worldwide	<i>Disbursed as of June 30, 2003:</i>	\$145,000
<i>Sector:</i>	Telecom/Regulatory	<i>Project Dates:</i>	Mar 96 - Dec 97

*Description:* The Sixth ITU Regulatory Colloquium, "The Changing Role of Government in an Era of Telecom Deregulation," was held at International Telecommunication Union (ITU) headquarters in Geneva, December 11-13, 1996. About one-third of the invited participants were from transitional and emerging economies in Asia, Africa, Latin America, and Europe. The *infoDev*-funded component of the project produced and published two reports translated by the ITU into French, Spanish, and Arabic, which were widely distributed to policymakers, regulators, and others concerned with telecommunications reform.

<i>Project:</i>	InfoCaffé	<i>Total Project Cost:</i>	\$676,996
<i>Grantee:</i>	The Foundation for the Future of Youth (FFY), USA	<i>Total infoDev Grant:</i>	\$249,535
<i>Region:</i>	Ecuador, Senegal, and India	<i>Disbursed as of June 30, 2003:</i>	\$175,000
<i>Sector:</i>	Internet	<i>Project Dates:</i>	Dec 98 - Sep 02

*Description:* NGO youth groups in Senegal, Ecuador, and India participated in pilot, nation-based youth sites by developing and operating "cyber-café" that provided Internet connectivity in a user-friendly environment. The cyber-café provided 1) e-mail and web access (where available) for partner youth environmental organizations, other local NGO groups, and the community at large; and 2) training in hardware and software operations for local people in the community.

<i>Project:</i>	Implementing a Global e-Commerce Network of Artisan Groups	<i>Total Project Cost:</i>	\$429,840
<i>Grantee:</i>	Peoplink, USA	<i>Total infoDev Grant:</i>	\$125,000
<i>Region:</i>	Worldwide	<i>Disbursed as of June 30, 2003:</i>	\$70,000
<i>Sector:</i>	Education	<i>Project Dates:</i>	Feb 00 - Oct 01

*Description:* This project sought to make operational a globally distributed network of digitally-capable grassroots organizations to promote and market a wide range of crafts and agricultural goods produced by marginalized producers.

**Project:** Information for Collaborative Planning: Global Knowledge-Activity Information Management System (GK-AIMS) **Total Project Cost:** \$341,000

**Grantee:** Bellanet International Secretariat, Canada **Total infoDev Grant:** \$250,000

**Region:** Worldwide **Disbursed as of June 30, 2003:** \$250,000

**Sector:** Government **Project Dates:** Jun 98 - Mar 01

**Description:** This project supported greater communication, broader and more meaningful program/project information sharing, and increased collaboration among development agencies working in the area of ICT. It achieved these goals through three sets of interrelated activities: 1) development, operation, and maintenance of prototype information-sharing tools, 2) research into and incorporation of relevant evolving technical solutions for shared online activities; and 3) animation of inter-agency dialogues around the sustainability of collaboration and information sharing.

**Project:** infoDev Motorola Visiting Fellowship Program **Total Project Cost:** \$235,000

**Grantee:** Motorola University, USA **Total infoDev Grant:** \$100,000

**Region:** Worldwide **Disbursed as of June 30, 2003:** \$90,000

**Sector:** Education **Project Dates:** Aug 00 - Dec 01

**Description:** This project was designed 1) to establish or strengthen university-level educational curricula focused on communications technologies and Internet-Protocol-based (IP-based) networks, and 2) to create a "Virtual Curriculum Managers Network." Visiting Scholars received state-of-the-art training and knowledge that allowed them to better teach engineering students.

**Project:** IYCC-Health Sector Coordinator **Total Project Cost:** \$260,306

**Grantee:** IHSD Ltd. (Institute for Health Sector Development), UK **Total infoDev Grant:** \$120,700

**Region:** Worldwide **Disbursed as of June 30, 2003:** \$100,700

**Sector:** Health **Project Dates:** Aug 99 - Dec 00

**Description:** The goal of this project was to minimize the adverse effects of the Year 2000 "millennium bug" within the global health sector by providing technical expertise, global coordination, and promotion of good practice among participating countries.

**Project:** Networking for Innovation in Technology and Teacher Training **Total Project Cost:** \$406,000

**Grantee:** Institute for International Education (IIE), USA **Total infoDev Grant:** \$250,000

**Region:** Worldwide **Disbursed as of June 30, 2003:** \$250,000

**Sector:** Education **Project Dates:** Jun 98 - Dec 01

**Description:** This project established an international network of countries engaged in innovative approaches to training teachers in the use of technology, and/or are training teachers to use computers and the Internet as tools to enhance student learning. Case studies were conducted in each participating country of the efficacy of these approaches in various conditions and contexts.

**Project:** Network Readiness Assessment **Total Project Cost:** \$250,000

**Grantee:** World Economic Forum, Switzerland **Total infoDev Grant:** \$250,000

**Region:** Worldwide **Disbursed as of June 30, 2003:** \$250,000

**Sector:** Internet **Project Dates:** Nov 01- Dec 01

**Description:** This grant supported 1) an assessment of the network readiness of developing countries and 2) the prepara-

tion of a Global Network Readiness Report (GNRR), which analyzed the adoption and use of information technology in approximately 75 countries. The GNRR addressed issues of network readiness through essays written by internationally renowned experts on IT and development, as well as through country profiles and country rankings.

<i>Project:</i>	Online ICT Resource Center for the Global Development Community	<i>Total Project Cost:</i>	\$353,700
<i>Grantee:</i>	Association for Progressive Communications (APC), South Africa	<i>Total infoDev Grant:</i>	\$248,710
<i>Region:</i>	Worldwide	<i>Disbursed as of June 30, 2003:</i>	\$210,000
<i>Sector:</i>	Education	<i>Project Dates:</i>	Jan 01 - Nov 02

*Description:* The Association for Progressive Communications (APC) built a pilot version of an interactive, global "clearinghouse" web site of ICT training materials and support resources that can be reproduced in local versions to meet local interests, language needs, and regional/thematic concerns. The clearinghouse deals with issues of information infrastructure, education, and ICT training materials, and networking processes. It is geared towards the general public and, specifically, civil society organizations. Organizations and individuals are able to exchange methodology, advice, FAQs, and best practices on applying Internet technology to the work of civil society.

<i>Project:</i>	PlaNet University Information System	<i>Total Project Cost:</i>	\$418,000
<i>Grantee:</i>	PlaNet University, France	<i>Total infoDev Grant:</i>	\$250,000
<i>Region:</i>	Worldwide	<i>Disbursed as of June 30, 2003:</i>	\$212,500
<i>Sector:</i>	Education	<i>Project Dates:</i>	Mar 01 - Oct 01

*Description:* This grant helped fund PlaNet University, an international non-governmental institution that supports the microfinance sector and microfinance institutions through web-based services. The PlaNet Information System provides a cost-effective platform for providing financial services (loans and grants to microfinance institutions), training services (online seminars and university degrees), and information rating services (evaluation databases).

<i>Project:</i>	Preparation of a Practical Handbook for Telecommunications Regulators	<i>Total Project Cost:</i>	\$334,410
<i>Grantee:</i>	McCarthy Tetrault, Canada	<i>Total infoDev Grant:</i>	\$245,000
<i>Region:</i>	Worldwide	<i>Disbursed as of June 30, 2003:</i>	\$245,000
<i>Sector:</i>	Telecom/Regulatory	<i>Project Dates:</i>	Jun 98 - Dec 00

*Description:* This project produced a handbook to provide telecommunications regulators a reference source on telecommunications regulatory practices and procedures currently used around the world. It focused on best practices for implementing the clear and effective regulatory reform required for competition, privatization, and more efficient telecom markets in emerging and industrialized economies.

<i>Project:</i>	Reference Model for Government Treasury Systems	<i>Total Project Cost:</i>	\$250,000
<i>Grantee:</i>	Crossings Development Corporation, USA	<i>Total infoDev Grant:</i>	\$250,000
<i>Region:</i>	Worldwide	<i>Disbursed as of June 30, 2003:</i>	\$250,000
<i>Sector:</i>	Government	<i>Project Dates:</i>	Jan 99 - Mar 00

*Description:* This project developed a reference model for government treasury systems to help them increase efficiency, accountability, and transparency in financial management.

<i>Project:</i>	Report for the Eighth ITU Regulatory Colloquium, "Regulatory Issues for e-Commerce"	<i>Total Project Cost:</i>	\$50,000
<i>Grantee:</i>	David N. Townsend & Associates, USA	<i>Total infoDev Grant:</i>	\$50,000
<i>Region:</i>	Worldwide	<i>Disbursed as of June 30, 2003:</i>	\$50,000
<i>Sector:</i>	E-commerce	<i>Project Dates:</i>	Dec 98

*Description:* This project prepared the Briefing Report for the Eighth ITU Regulatory Colloquium, "Regulatory Issues for Electronic Commerce," held in Geneva in December 1998. The Briefing Report addressed the many policy and regulatory issues raised by the rapid advance of electronic commerce in recent years.

<i>Project:</i>	RFP/Analysys	<i>Total Project Cost:</i>	\$150,000
<i>Grantee:</i>	Analysys Ltd, UK	<i>Total infoDev Grant:</i>	\$150,000
<i>Region:</i>	Worldwide	<i>Disbursed as of June 30, 2003:</i>	\$150,000
<i>Sector:</i>	Internet	<i>Project Dates:</i>	Jun 98 - Dec 99

*Description:* This project demonstrated how the networking revolution can lead to an extreme range of potential outcomes, including any of several possible intermediate scenarios, and addressed why this is happening so rapidly and what can be done to steer the revolution towards a favorable outcome without distorting market mechanisms.

<i>Project:</i>	Toolkit for Addressing the Y2K Problem in Developing Countries	<i>Total Project Cost:</i>	\$250,000
<i>Grantee:</i>	Consiel, Italy	<i>Total infoDev Grant:</i>	\$243,000
<i>Region:</i>	Worldwide	<i>Disbursed as of June 30, 2003:</i>	\$218,700
<i>Sector:</i>	Y2K Non-Government	<i>Project Dates:</i>	Sep 97 - Jun 99

*Description:* This activity generated a toolkit and operated a web-based dissemination campaign to raise awareness among governments and industry of the Y2K problem for developing countries. The toolkit provided information on the nature of the Y2K problem, helped government officials assess problems, and provided guidelines on how to select a contractor and evaluate their work. The toolkit was disseminated electronically as well as through conventional media. Finally, a strategy was developed to hold seminars to raise awareness of the Y2K problems in several key cities worldwide using the toolkit to generate interest and concern.

<i>Project:</i>	Trade Information Network (TIN) of the Chambers of Commerce and Industry and Assimilated Institutions of the Group of 77 and China, UN as an Integral Part of IBCC-NET	<i>Total Project Cost:</i>	\$684,488
<i>Grantee:</i>	Global Management Center, USA	<i>Total infoDev Grant:</i>	\$250,000
<i>Region:</i>	Worldwide	<i>Disbursed as of June 30, 2003:</i>	\$225,000
<i>Sector:</i>	E-commerce	<i>Project Dates:</i>	Jun 99 - Mar 00

*Description:* This project developed and implemented five technical workshops on electronic commerce targeting chambers of commerce from developing countries. Using a training-of-trainers methodology, selected participants learned how to use and apply information and communication technology to enhance trade competitiveness for small- and medium-size enterprises. The project focused on capacity building to help chambers of commerce re-invent their role as information brokers and to roll out their acquired Internet proficiency to local business communities. The activity also developed an educational toolkit for public use.

<i>Project:</i>	UrbanDataLink	<i>Total Project Cost:</i>	\$467,750
<i>Grantee:</i>	UN Center for Human Settlements (Habitat), The Global Urban Observatory, Kenya	<i>Total infoDev Grant:</i>	\$249,750
<i>Region:</i>	Worldwide	<i>Disbursed as of June 30, 2003:</i>	\$124,875
<i>Sector:</i>	Government	<i>Project Dates:</i>	Jun 98 - Dec 01

*Government:* The Urban Data Link was a prototype, ready-for-testing, stand-alone application designed to facilitate the collection, dissemination, visualization, and simple analysis of urban indicator data collected by local observers. The key objective of the Urban Data Link (UDL) project was to create a software package for generating and linking data sets on local urban indicators.

<i>Project:</i>	Y2K and GPS Bug Web Site	<i>Total Project Cost:</i>	\$120,000
<i>Grantee:</i>	Grand River Informatics Inc. (GRI), USA	<i>Total infoDev Grant:</i>	\$68,000
<i>Region:</i>	Worldwide	<i>Disbursed as of June 30, 2003:</i>	\$68,000
<i>Sector:</i>	Y2K Non-Government	<i>Project Dates:</i>	Jun 99 - Mar 00

*Description:* This project improved an already partially built web site, adding and resources for solving Y2K and Global Positioning System Satellites End-of-Week (GPS EOW) problems in an easily accessible and usable form.

Annex

# 3

# List of Country Gateways

(June 2003)

## Country / Region

## Organization

### AFRICA

Mauritania	Association Portail Mauritanien du Développement (APMD)
Mozambique	SISLOG (Sistemas e Tecnologias de Informacao e Comunicacao, Lda)
Namibia	NITA (Namibia Technology Information Association)
Tanzania	Economic and Social Research Foundation (ESRF)
Uganda	Makerere University

### EUROPE AND CENTRAL ASIA

Armenia	E-Armenia Foundation
Azerbaijan	State Students Admission Commission
Bulgaria	Applied Research and Communications (ARC) Fund
Croatia	Center for Information Technology Gateway
Georgia	Georgia Development Gateway Union
Kazakhstan	Kazakhstan Association of IT Market Participants
Kyrgyz Republic	E-Development Public Foundation
Moldova	Moldova Digital Development Foundation
Poland	EMCom, Ltd.
Romania	eRomania Gateway Association
Russia	Institute of the Information Society
Tajikistan	Association of Communication Operators of Tajikistan
Ukraine	Ukraine E-Development Association
Uzbekistan	Center for Economic Research

### LATIN AMERICAN AND CARIBBEAN

Argentina	Asociación CONCIENCIA
Colombia	AVANZA, a partnership between Confederación Colombiana de ONGs and COLNODO
Costa Rica	Asociación ANDAR
Dominican Republic	Alianza ONG
El Salvador	Asociación Infocentros
Guatemala	Guatemalan Chamber of Commerce
Jamaica	Central Information Technology Office
Nicaragua	Cámara de Industrias de Nicaragua (CADIN)
Peru	Asociación Red Científica Peruana
Venezuela	Consorcio Apalancar
Uruguay	Centro Internacional de Investigación e Información para la Paz (CIIP)

### MIDDLE EAST AND NORTH AFRICA

Morocco	Morocco Trade and Development Services (MTDS)
West Bank & Gaza Strip	Palestine Development Gateway Association

### EAST ASIA

China	China Development Gateway Union
Indonesia	Indonesia Country Gateway Foundation
Mongolia	Mongolia Development Gateway Foundation
Vietnam	Vietnam Data Communication Company (VDCI)

### SOUTH ASIA

Australia	NetReturn
Bangladesh	Bangladesh Development Gateway Foundation
India	Ministry of Information Technology
Pakistan	Pakistan Development Gateway Foundation
Sri Lanka	Ceylon Chamber of Commerce

Annex

# 4

# infoDev Donor Committee

(as of June 30, 2003)

## DONOR AGENCY MEMBERS

### **Brazil\***

Ministry of Science and Technology  
Esplanada dos Ministerios, Bloco  
"E"-2o andar  
Brasilia DF-70067-900  
Brazil

### **Canada**

Canadian International  
Development Agency (CIDA)  
200 Promenade du Portage  
Hull  
Quebec K1A 0G4  
Canada

### **Colombia\***

COLCIENCIAS  
Transveral 9A Bis#132-28  
Santafe de Bogota, DC  
Colombia

### **Denmark**

Royal Danish Ministry of Foreign  
Affairs  
2, Asiatisk Plads  
DK-1448 Copenhagen K  
Denmark

### **El Salvador\***

Ministerio de Economia  
Centro de Gobierno  
Edificio C 1  
San Salvador  
El Salvador

### **European Union**

DG-DEV  
European Commission  
12, rue de Genève 07/111  
B-1140 Brussels  
Belgium

### **Finland**

Ministry of Trade and Industry  
Ratakatu 3 - 2nd Floor  
SF-00171 Helsinki  
Finland

### **France**

Ministère des Affaires Etrangères  
244 Bd. Saint Germain  
75700 Paris 07 SP  
France

### **Germany\***

Federal Ministry for Economic  
Cooperation and Development  
(BMZ)  
Friedrich-Ebert-Allee 40  
D-53113 Bonn  
Germany

### **Ireland\***

Irish Aid  
Department of Foreign Affairs  
76-78 Harcourt Street  
Dublin 2  
Ireland

### **Italy\***

Directorate General for  
Development Cooperation  
Ministry of Foreign Affairs  
Piazzale della Farnesina, 1  
00194 Rome  
Italy

### **Japan**

Ministry of Finance  
3-1-1 Kasumigaseki  
Chiyoda-Ku  
Tokyo  
100-8940  
Japan

### **Luxembourg\***

Ministère des Finances  
L-2931 Luxembourg  
Grand-Duché du Luxembourg

### **The Netherlands**

Ministry of Foreign Affairs  
Bezuidenhoutseweg 67  
2594 AC The Hague  
The Netherlands

### **World Bank**

The World Bank  
1818 H Street, NW  
Washington, DC 20433  
United States

## PRIVATE SECTOR DONORS

### **Cisco Systems\***

Cisco Systems  
170 West Tasman Drive  
San Jose, CA 95134-1706  
United States

### **IBM\***

IBM  
6710 Rockledge Drive  
Bethesda, MD 20817  
United States

### **Motorola\***

Motorola, Inc.  
1303 E. Algonquin Road  
Schaumburg, IL 60196  
United States

### **Telecom Italia\***

Telecom Italia  
Corso d'Italia 41  
00187 Rome  
Italy

\* Contributor to infoDev Core Fund.

Annex

# 5

*infoDev* Donors'  
Committee  
Meeting

**ANNUAL MEETING**

**DECEMBER 11, 200**

**Chongqing, China**

## Summary Proceedings

In the absence of Ms. Shafik, unable to participate in the meeting for family reasons, the annual Donors' Committee meeting of the Information for Development Program (*infoDev*) was chaired by Mr. Mohsen Khalil, Director of the Global Information and Communication Technologies of the World Bank Group.

The Chairman welcomed the participants to the meeting and thanked the donors for their support to *infoDev* during the past year. He noted that the time had come for *infoDev* to take a fresh look at its strategic direction. This was the most important item to be discussed during this year Donor's Committee meeting. The Chairman then invited Prof. George Sadowsky, the Coordinator of the Technical Advisory Panel (TAP), to present the report from the TAP.

### TAP AND EXTERNAL REVIEW PANEL REPORTS

Prof. Sadowsky remarked that, from the TAP's perspective the donor community had reason to feel satisfied with *infoDev*. Many good things have been done as a result of *infoDev* interventions. During his six-year tenure on the TAP, the management of the Program had been very cooperative, open and willing to engage in fruitful discussions with the TAP. Professor Sadowsky his presentation was about the report of the outgoing TAP but that report benefited from extensive discussions at a joint meeting with the incoming TAP in July 2002. Prof. Ernest Wilson, who started heading the new TAP after the Donors' Committee meeting, was introduced to the meeting.

Professor Sadowsky indicated that the TAP report was an assessment of what the TAP believed *infoDev* is, had been, and should be. Looking at the ICT sector as the generator of the tools used by *infoDev*, professor Sadowsky noted that the industry had undergone a global major setback in the last year, continuing the trend started in 2000. There were however indications that the sector was starting to recover. The recent ICT industry setback had hurt developing country government and discouraged them to further privatize and open their telecom sector. However, technological progress had not stopped, or even slowed down, although some good new ideas are facing increased difficulties to find the capital to make them real. He noted that technological progress was accumulating and likely to generate dividends in *infoDev* work in the years to come.

Professor Sadowsky remarked that ICT for Development had become a common theme for many organizations, thus reducing the prominence of *infoDev*'s position in the field. There was now a strong competition to make unique and effective contribution in ICT for development, and this was important for the evolution of *infoDev*'s strategy.

The TAP report took stock of past recommendations, some of them had been accepted, for example concerning the peer panel review of projects, the incubator initiative, open source or African connectivity. Among those which had not been acted upon yet, Professor Sadowsky singled out issues of Internet pricing and electronic network security in developing countries. The TAP also recommended to use the *infoDev* annual Symposium more effectively for program exploration and for extracting lessons learned from past projects.

The TAP estimated that *infoDev* mission remained relevant and that the Program benefited from a mature management and excellent staff for the current small grant program. However, project proposals submitted to *infoDev* seemed to be of declining quality. This was a reason for concern and one reason—although not

the main reason—to shift the emphasis from demand driven projects to flagships and management initiated projects.

Looking back at past projects, the TAP noted that most projects had been discouragingly local. They had significant local benefits but only rarely were they apt for an easy generalization or replication on any kind of wide-spread scale. In any case, if they were capable for such generalization, it did not happen. These individual projects had not been globally significant.

Another issue that seemed to have plagued the Program—as well as other development programs—concerned the way project are evaluated and ranked as successful. It should not be enough to look at the positive outputs of a project. One should also consider whether the same or a better result could have been achieved more efficiently through a different approach.

The TAP recommended that *infoDev* be able to support projects that are unique, feasible, important and effective on a wide-spread basis, and consistent with *infoDev* mandate. For the TAP, this implied that *infoDev* radically reduces or abandons demand driven projects. The environment was different from seven years ago, when there was a need to raise awareness in the development community about the effective use of ICT for development. Over the last seven years, *infoDev* did that well, notably by being a grant organization. But with other organizations now taking up that role, *infoDev* runs the risk of losing its uniqueness, visibility and effectiveness.

For the future, the TAP suggested that *infoDev* moves more forcefully towards creating and disseminating knowledge important to the development community, on the model of what *infoDev* already did with the Y2K toolkit which had been widely used by many countries, or with the Telecommunication Regulation Handbook. Both were timely, relevant and useful for a large number of countries. As possible future topics *infoDev* could tackle in the coming years, Professor Sadowsky mentioned an open source handbook—with a dispassionate analysis of the issues, building upon the successful conference organized in 2002—and a Developing Countries Electronic Network Security Handbook. These were

products which would have universal applicability, for which there was currently a void not being filled by any other organization, and where *infoDev* can make an enormous difference.

The TAP estimated that there was an organizational issue regarding the relationship between *infoDev* and the Global Development Gateway. When the Development Gateway started three years ago, the TAP was skeptical about it for a number of reasons. The TAP believed that the majority of these reasons still exist, although they may be less alarming than they used to be. The Development Gateway had morphed in various ways during the last three years. At one point it looked much like *infoDev*. The TAP had a strong opinion that *infoDev* should stay independent from the Global Development Gateway. The TAP report, said Prof. Sadowsky, gave good reasons to do so.

Concerning the private sector, the TAP remarked that *infoDev* started with three private sector members, and then a fourth was added. For the last six years there had been a concern to bring in more private sector partners. The TAP was now of the opinion that no more effort should be spent on this. *infoDev* should continue to welcome private sector companies which want to join, but stop consider this an important issue.

Concluding his presentation, Prof. Sadowsky remarked that during the first phase of *infoDev* the demand-driven model served well, but was not going to serve well in the future. The past approach should continue only very selectively if at all. The TAP recommended that *infoDev* move towards identifying knowledge really needed, finding a way to produce that knowledge and disseminate it usefully on a near global basis.

Professor Ernest Wilson, coordinator of the incoming TAP, and a member of an external panel which reviewed *infoDev* in 2002 referred to the joint meeting between the outgoing TAP and the incoming TAP in July 2002, and thanked the outgoing TAP and the management of *infoDev* for their introduction to the work of *infoDev* on that occasion. He noted that the outgoing TAP had been very conscientious and hard working, and that the new TAP was keen to follow in their steps. He then introduced the new TAP mem-

bers, including Dr. Narayan who also participated in the meeting.

Talking as a member of the external review panel, Prof. Wilson noted that *infoDev* had been very successful in convincing a skeptical development community--and an even more skeptical ICT community--that ICT and development had something to do with one another. He also noted that anyone seriously thinking about ICT and development had to think about *infoDev*, which had created a brand viewed as high quality, highly professional, and having been highly innovative around the world. The symposium in Chongqing, he estimated, was a further evidence of this fact. But the conclusion of the external review panel was that *infoDev* needed to overcome its past successes to move on.

The external review panel fully supported the TAP conclusion that *infoDev* should move towards creating and disseminating knowledge. That was what the development community--particularly developing countries--as well as the private sector needed. They need to know what works and what does not, and they are even ready to spend some of their own money on it, along with donors' money. Thus, *infoDev* should first focus on capturing best practices from the projects it funded. If it does not change its focus, *infoDev* will be facing a slow decline into irrelevance. If *infoDev* continues to emphasize small grants, it will be competing with many other organizations. Prof. Wilson estimated that *infoDev* had been successful in convincing others to do small grants and should stop doing it itself. He added that if *infoDev* made a substantial and radical change towards knowledge creation and dissemination, really changed its purpose, and by implication its structure and its staff, then *infoDev* would really have a chance to add value for the development community.

Prof. Wilson also estimated that *infoDev* should reduce the distinction between flagships and small core projects to be able to capture the intellectual added value required in phase 2 of *infoDev*. *infoDev* should also be more aggressive in articulating its new purposes and reconfigure its skills, staff and management organization to reflect its new focus. Several donors commended the TAP and the External Review panel for the quality of their

reports. They also noted the continued relevance of the TAP in *infoDev* governance arrangements. The Chairman commented that the two previous speakers had presented very consistent views, and offered to look at another dimension of the issue facing *infoDev*: that of *infoDev* business model.

## MANAGEMENT REPORT

The Manager of *infoDev*, Mr. Bruno Lanvin, then introduced Messrs. Vivek Chaudhry, work program administrator, and Henri Bretaudeau, donor relations administrator, who presented *infoDev* operational activities and financial situation in 2002.

### *infoDev* Operations

Mr. Chaudhry indicated that it had been an average year for *infoDev* core program in term of new projects, with 19 new projects for a total of about \$2.5 million in grant funding, compared to 15 to 20 projects per year in the past, not including the *infoDev* Conference Scholarship Facility (iCSF), through which another 15 grants were approved. Cumulatively, since 1996, *infoDev* had funded 120 core projects and supported 58 conferences for a total of about \$18.4 million by the end of fiscal year 2002.

Through special initiatives, *infoDev* also provided grants for 16 country gateway projects with a contribution from the Development Grant Facility (DGF) of the World. Up to June 30, 2002, *infoDev* has provided 22 grants for e-readiness--of which 18 in fiscal year 2002-- including one for the establishment of an e-readiness facilitation center, in Canada, that is developing a toolkit for e-readiness assessments.

Areas where *infoDev* activities were being conducted included the building of networks or community of interest, addressing ICT policy dimension, capacity building, and a few pure pilot or demonstrations projects across various sectors.

Concerning *infoDev* process to appraise proposals, the Program had moved to a batch system at the end of the previous fiscal year. After a first call for proposals, early in the fiscal year, *infoDev* received 130 proposals, out of which 50 were short-listed by

*infoDev* staff, based on a set of screening criteria. After a panel reviewed the 50 proposals, 12 were funded. Following a second call for proposals, 255 proposals were received of which 29 proposals were short-listed and seven eventually funded. The criteria used for selecting projects included a focus on poverty reduction, the ICT component of the proposal, its innovativeness, its emphasis on knowledge creation and dissemination, the capacity of the proponent, the sustainability of the project, the quality of its budget and counterpart funding, and its overall suitability for *infoDev* funding.

Mr. Chaudhry noted that *infoDev* was facing some difficulties in finalizing funding because of ambiguous policies concerning the type of activities it may fund, intellectual property rights and ownership over equipment it paid for. He suggested that donors discuss such issues to clarify the policies *infoDev* should follow.

Concerning the evaluation and monitoring of activities, Mr. Chaudhry stated that it had remained *infoDev's* objective to provide evidence on the relevance of ICT applications, drawing lessons from past project experience, and identifying opportunities for scaling up projects. A framework had been developed and used which included business indicators, mid-term and final evaluations, and ex-post evaluations. Evaluation and monitoring activities were embedded into every project and there was an ongoing process to structure grants so that *infoDev* could capture lessons better.

### ***infoDev* Finance**

Mr. Bretaudeau indicated that *infoDev* welcomed the government of Japan as a new donor in 2002. Japan first supported the DOT Force Secretariat through *infoDev*, along with Canada, Italy and the United Kingdom, before supporting the *infoDev* Incubator Initiative, starting in fiscal year 2003. The Commission of the European Union, present as an observer at the meeting, was also about to become a donor to *infoDev*.

With respect to funding, Mr. Bretaudeau estimated that the situation had better than stabilized in 2002. During its first few years and until 2001, *infoDev* received some \$4 million to \$5 million a year from

donors for its core program. In 2002, *infoDev* received over \$7.5 million in new contributions and it was expected that, with the start of the Incubator Initiative, *infoDev* will record well over \$10 million in contribution per year in 2003 and 2004. However, there was a disturbing situation with respect to the burden sharing between donors. For the last two years in particular, the World Bank—either through the Development Grant Facility (DGF) or through direct budget allocations—provided well over 50% of all *infoDev* resources. Clearly, this situation did not appear sustainable and there was a need to re-establish a more balanced and diverse donor base. *infoDev* seemed to be on the right track to do so, but this needed to be confirmed by donors.

Concerning the use of resources, by the end of fiscal year 2002—excluding the Y2K Initiative—*infoDev* had received some \$46 million, of which \$16 million from the DGF. Some \$2 million available for project funding at the end of FY02 had been allocated in early FY03.

Grant disbursements on projects stabilized in 2002 around \$5.2 million. The cost of project evaluation increased slightly, because of the high number of proposals received and evaluated during the year, even though the cost of project evaluation per project decreased. Governance costs were stable, but because of the overlapping incoming and outgoing TAPs such costs were expected to increase in 2003. Program administration costs were well under control. In line with its forthcoming new strategy, *infoDev* had increased considerably its knowledge dissemination disbursements, with already some new highly visible products like the GICT report or the e-readiness toolkit.

Mr. Lanvin then summarized the main orientations proposed for *infoDev* by its management for future years. He stressed the remarkable convergence between what had been heard from donors during individual consultations, what was heard from the TAP and what was heard from the World Bank, the host of the Program, on what needed to be done about *infoDev*.

Mr. Lanvin stated that there was an opportunity to implement a series of radical changes because of *infoDev* successes. He remarked that usually radical changes come after a crisis and are difficult to

implement. *infoDev* should take advantage of a window of opportunity created by its success to accelerate the implementation of the new strategy endorsed by donors at the last Donors' Committee meeting in December 2001 and refined through the proposed Action Plan circulated in February 2002. The acceleration now proposed was summarized in the confidential note circulated to donors: "*infoDev* as a Knowledge Initiative".

Mr. Lanvin remarked that since its creation, *infoDev* had received over 1,300 project proposals, funded some 180 projects, of which 140 were completed, thus building a basis of experience with no equivalent. The challenge ahead, as remarked before, was to build on that basis.

There were four main elements in the accelerated strategy proposed for *infoDev* described by Mr. Lanvin. The first was to phase out the core program and the small demand-driven projects which had been *infoDev* trademark. The second was to increase knowledge creation and knowledge dissemination activities, so that they become the real "soul" of the Program. A crucial consideration in this respect was how to leverage these activities through better synergies with other knowledge initiatives within the World Bank Group and outside. The third element, was the counterpoint of the first, with the development of a limited number of flagship initiatives; several of which were already in place, including the Incubator Initiative. The fourth strategic element was to make it better known that there was a new *infoDev*.

Mr. Lanvin added that without changing *infoDev* would become unmanageable. It would be flooded with new proposals it could not fund. This might be called it a business model problem, or the price of success, but the ratio of the number of projects proposals *infoDev* received to the number of projects it funded kept increasing, without a proportional increase in the quality of the project funded. That ratio would continue to increase if nothing changes. The challenged was to make an important effort to let people know and explain that there was a new *infoDev*. There was a need to increase *infoDev*'s visibility, in combination with other world-wide efforts such as the ICT task force and the World Summit on Information Society (WSIS).

The support of *infoDev* donors would be crucial to implement the new strategy, added Mr. Lanvin. There would be obstacles, including some house keeping issues alluded to by Mr. Chaudhry (on procurement, intellectual property rights or tax issues), and also staffing issues which would have to be dealt with very quickly, new profiles and qualifications defined, and use of human resources to be confirmed.

Another key question raised by Mr. Lanvin related to the kind of support to expect from donors about flagships. As mentioned before, there were several ongoing flagships. One of them, the Incubator Initiative had been developed with and was supported by Japan. All other flagships had been initiated by the management, using available funds to demonstrate what flagships could be. That was the case for the telecommunications regulatory handbook or for the GICT report. The hope of *infoDev* management was that on the basis of what had been done some fledgling flagships we could be upgraded and developed into full-fledged flagships.

## GENERAL DISCUSSION

The *infoDev* business model, relationship with the Global Development Gateway, implementation of the new strategy and new flagships, donor supports and participation in *infoDev*, and the organization of the next *infoDev* symposium in connection with the WSIS, were discussed during the general discussion.

### ***infoDev* Business Model and Support to *infoDev***

Mr. Khalil, speaking as the representative of the World Bank, expressed concern about the sustainability of *infoDev* business model. He remarked that the figures presented so far did not show the full picture of the support that *infoDev* had received from the World Bank Group, notably some free access to World Bank Group expertise. He also remarked that in the past few years the World Bank had been by far the main contributor to *infoDev*, notably with budget resources available from the Global ICT Department. He noted that such budget support could not be sustained and that *infoDev* should become sustainable on its own. He stated that donors must recognize

that *infoDev* is a program expensive to run, because it made relatively small grants, and because it must cover the costs of its governance, the cost of events such as the Symposium, etc.. He called on donors to understand that their participation in covering such costs was critical. He also stated that the same message had been communicated or will be communicated to all donors in order to achieve full transparency on the issue of *infoDev* sustainability. Mr. Khalil also noted that experience suggested that the more successful a program like *infoDev* was, the more likely it was to attract projects of questionable quality, thus making it increasingly costly to run, particularly because expectations from proponents are often unreasonably high.

Mr. Max Schnellmann, from Switzerland, expressed his understanding of the need for a sustainable business model for *infoDev*. He agreed that the World Bank could not continue to subsidize the Program in the long run to the level provided in recent years. He noted however that it was often difficult for bilateral donors to contribute to the general budget of a program like *infoDev*. It was important to present a very strong case to convince donors. He added that administrative costs should be transparent with detailed ex ante budget as well as detailed ex post reports. Mr. Schnellmann also remarked that the way fees on contributions were perceived by the World Bank to cover administrative costs was not the most transparent, and that there might be a need to earmark some of the contribution funds to cover directly *infoDev* administration costs. In any event, to achieve sustainability it is very important that the World Bank continues to support *infoDev* with a significant contribution.

The Chairman remarked that every donors had specific requirements to be met with respect to contributions. It was important that *infoDev* remained attentive to those requirement. Guidance from donors will be important to achieve sustainability.

Mr. Lanvin indicated that the message from the World Bank on not accepting a budget overrun in fiscal year 2003 was very clear. He indicated that for the previous fiscal year the overrun—covered by the World Bank—amounted to \$750,000. He also expressed the full support from the management of the Program to the position of the World Bank, and

recognized the need to be transparent with donors on this issue. He also noted that *infoDev* needed to improve its ratio of administrative expenses compared to project disbursements, but also needed from donors an additional degree of flexibility in the way *infoDev* was authorized to use donor resources. Mr. Lanvin added that the first annex to the note “*infoDev* as a Knowledge Initiative” was a first attempt at providing an ex-ante budget.

Mr. Bretaudeau explained the principle of fees used by the World Bank in association with trust funds. He indicated that indeed for certain trust fund arrangements with donors there was already enough flexibility to operate and allocate funds efficiently, including to cover administrative costs. However for many donor trust funds there was no flexibility at all, which was a real constraint, not only to cover administrative costs but to fund essential *infoDev* activities in an efficient way. He mentioned as a model the arrangement with Japan over the Incubator Initiative where a limited percentage of the funds received from the donor was set aside to cover administrative costs associated with running the initiative, over and above the fee normally perceived by the World Bank.

Mr. David Satola, *infoDev* Legal Counsel, observed that restrictions on the use of funds by any donor are usually included in the documents surrounding the donation. Existing restrictions are usually required by the donors. To the extent that donors are supportive of the flagship concept, and of *infoDev* having greater flexibility to determine what the flagships are it would be helpful to reflect such principles in trust fund arrangements. There are different ways to achieve this.

Mr. Bretaudeau added that several donors, such as Germany and Switzerland, contributed to an unrestricted multi-donor core fund. This already gave *infoDev* the possibility to fund small projects as well as flagships. *infoDev* could continue with this arrangement to support flagships. For others, whose contribution were more targeted and restricted it might be necessary to work out something different.

Mr. Peter Davies, from the Department for International Development (DFID) of the United Kingdom observed that *infoDev* was effectively moving from a donor club model, where everyone contributed

to a pot, to an outcome based model. It suggested to consider a model which had proven successful recently as it was used by the DOT Force: that was a model implying the participation of obvious stakeholders (either governments, private sector, NGOs, civil society or international institutions) in a time-bound project with a well defined budget. This approach which could benefit from the support of a variety of constituencies, was driven by its outputs. In such an approach the management and the donors would agree on the nature of flagships, but specific outputs expected under the flagships would drive the budgetary inputs and the participation from various stakeholders to achieve these outputs.

Mr. Lanvin concurred that the so-called tripartite approach was the one envisaged for flagships, with the outcome driving the financing. There might be some common rules for flagships, but each flagships would have its own mechanisms, depending on the results to be achieved. He also indicated that *infoDev* would expect donors to make multi-year commitments on flagship—on the model of the agreement with Japan for the Incubator Initiative—even though actual contributions would be year by year.

Mr. Amos Tincani, representing the European Commission, endorsed the suggestion to bring additional partners through flagships, particularly NGOs, in order to broaden intellectual participation in *infoDev* to contribute to reaching the Millennium Development Goals (MDGs).

Both Mr. Khalil and Mr. Lanvin stated that although decisions had yet to be made within the World Bank, there were clear signals that the World Bank intended to remain a significant donor to *infoDev*.

Mr. Davies recognized that fiscal year 2003 was one of transition for *infoDev* and that during that transition he would recommend that DFID continued to contribute core resources to the Program. Beyond this fiscal year, he anticipated that the flagship approach was probably the one DFID would favor, but this would need to be confirmed after a reorganization of DFID's policy department had taken place. He mentioned that a more detailed business plan would be necessary before any decision was made. Mr. von Richter, representing the Federal Ministry for

Development Cooperation of Germany, confirmed that for calendar year 2003 and 2004 Germany would provide a contribution of US\$500,000 per year of core unrestricted funds. Germany would like this contribution to be used to develop new flagships and initiatives during this transition period. In subsequent years Germany will consider associating itself with any particular flagship initiative.

Mr. Schnellmann indicated that the Swiss Agency for Development Cooperation will support the new strategy and indicated that a new contribution to *infoDev* core funds was being finalized.

### **Relations with the Global Development Gateway**

The Chairman agreed with remarks from the TAP and donors that there should be clarity about the respective roles of *infoDev* and the Global Development Gateway. There had been confusion at one point in time because of a dual role of the manager of *infoDev*, also then in charge of the Development Gateway. This had been clarified with the appointment of Mr. Lanvin, which was also an opportunity for the World Bank to reaffirm its interest in and commitment to *infoDev*. The respective role of *infoDev* and the Development Gateway should be further clarified during the coming year, following recent discussions, including a possible transfer of the former core program to the Development Gateway.

### **Implementation of the New Strategy—New Flagships**

Mr. Khalil expressed support to an evolution of *infoDev* towards the creation and dissemination of knowledge around flagships, to generate best practices. He suggested that *infoDev* focuses on deliverables and organizes workshops around specific themes relevant to developing countries. While *infoDev* would certainly be ready to participate in large event to help shape agendas, he expressed the view that *infoDev* should not spend too much resources in organizing large events.

Mr. Tincani, looking at ICT for development from a donor's perspective, reviewed issues needing clarification before assessing *infoDev*'s role, comparative

advantage and new strategy:

- The need for benchmarking, which has now started with the publication of the GICT report;
- The need to disseminate lessons learned;
- The need to support local non-governmental organizations community initiatives in ICT. Although *infoDev* may not have a comparative advantage in this field it was not clear that anyone else was fulfilling it;
- The need to keep track of public donors activities in ICT for development to avoid repetition and inefficiencies; this possibly being a role for the OECD Development Assistance Committee;
- The need to work better with recipient governments and their agencies, through a coordination mechanism for ICT programs similar to the one put in place for structural adjustment programs in Africa;
- The need to better integrate ICT into sector approach for education, health, agriculture, etc.
- The need for sector guidelines on the model of the e-government toolkit recently released by *infoDev*, similar toolkit could be prepared for education, health, agriculture, or other sectors;
- The need to evaluate recommendations likely to come out of global forums like the WSIS, in terms of setting up new instruments to promote ICT for development.

Concerning the involvement of local NGO and more generally the civil society, Mr. Lanvin, remarked that it was true that many past *infoDev* grantees happened to be NGOs. It was also true that there was an increasing demand to better involve the civil society in the debate over ICT for development as an essential element of sustainability. There was one instrument that *infoDev* had been using with success to address this issue, that was the *infoDev* Conference Scholarship Fund (iCSF) which supports the participation of NGOs in international meetings and workshops. This instrument had its own limitations but it could be upgraded.

Mr. Davies indicated that the messages from the TAP report and from the External Evaluation report were very much in line with assessments recently made at (DFID) about DFID's own development programs. Indeed, DFID had similarly moved away from funding small projects, excellent in themselves but with limited strategic and policy value. He estimated that

*infoDev* needed also to consider the strategic impact of the activities it funds. The overall value of the Program, he added, was not necessarily the most important. As important were the availability of intellectual inputs necessary to tackle key issues, the proximity of *infoDev* to the World Bank and the leverage it provided. He stressed that in DFID's satisfaction with its association with *infoDev*, the location of the Program within the World Bank was an important element: it helped attract attention and generate interest on issues raised or tackled by *infoDev*. Consequently, DFID did see the need for a strategic change of direction indicated by the TAP and the external evaluators.

Mr. Davies also stressed that for DFID as for many other donors, it was essential for *infoDev* to identify strongly with the MDGs. Future support to *infoDev* will undoubtedly be conditioned by this condition and the MDGs should be kept at the forefront of *infoDev* strategy. Similarly, *infoDev* should be careful not to pursue the development of the ICT sector per se, but only as a cross-cutting enabling tool supporting a broad spectrum of development efforts in health, education, governance, livelihood creation and poverty alleviation, etc.

He added that by waiting for proposals, *infoDev* had in the past played a rather passive role. The Program now needed to be more proactive. *infoDev* needed to take the initiative in tackling key issues facing developing countries such as access to mobile communication systems; issues of costs of software or hardware; issues surrounding international accounting rates for telecommunications; issues of intellectual property rights on software development, etc. He welcomed the open-source way of thinking as one approach. *infoDev* also needed to engage in a better dialogue with government and regulatory authorities. And *infoDev* should not forget Africa.

Mr. Keith Yeomans, also from the United Kingdom, insisted that the MDGs approach is fundamental and was surprised that the TAP did not mention the MDGs. He remarked that *infoDev* should not contend itself by focusing on wealth creation as a sufficient condition for poverty reduction. The MDGs paradigm implies many other aspects which have to do with empowerment, primary education, access, environmental management, etc. In this respect *infoDev*

should better explain how its projects and initiative contribute to poverty reduction. Mr. Yeomans expressed concern about the shifting focus on knowledge. Knowledge economy, he estimated, had recently become one of the "motherhood" concept. *infoDev* should be careful not to consider knowledge as something the West possessed and should distribute to poorer people.

In response to Mr. Yeomans, the Chairman agreed that *infoDev* should not be fanatic about the knowledge economy. The intent should be to establish best practices in ICT for development and summarize experience to which everyone could have access. Following up on this item, Mr. Lanvin remarked that he understood the recommendations from the TAP and the External Evaluators to focus more on knowledge as a call to better codify *infoDev*'s knowledge and put it in an analytical framework so that it could be used more easily in other projects. It was clear, he added, that *infoDev* should not be repeating what the World Bank Institute, or WorldLinks or others are doing. *infoDev* should be looking at its own knowledge and find better ways to share it, as well as accumulate best practices, from wherever they are, and share them as widely as possible, said Mr. Lanvin.

Concerning the MDGs, Mr. Lanvin drew attention to the first chapter of the *infoDev* Annual Report 2002 which addressed exactly the linkage between *infoDev* projects and the MDGs. He confirmed that for *infoDev*, the MDGs served as a reference framework and he indicated that *infoDev* will continue to use these universally adopted goals.

Mr. von Richter welcomed the shift in *infoDev* strategy and expressed support for *infoDev* taking the initiative in delineating areas of particular interest. He concurred that what the last seven years an assessment of the lessons learned from past projects had been lacking. He also noted his disappointment that the *infoDev* Symposium did not offer better opportunities to exchange with other participants and discuss experience in other ICT programs, possibly through smaller more restricted and more focused events. To have a true global impact, *infoDev* should avoid fragmentation and focus on specific important themes, he added.

Mr. Khalil agreed that in most cases it was more productive to have small, focused workshops, possibly around regional issues or application issues, than large events covering a broad array of issues. Flagships should also center on a limited number of generic issues as well as on regional problems. He noted that what needed to be done to improve access in Africa warranted some very serious thinking. He noted that an initiative was being developed and would need further consultations.

Mr. Schnellmann remarked that at the creation of *infoDev* Switzerland had decided to support the Program because it proposed an innovative approach and an effort to explore areas that nobody else wanted to touch. For the same reasons, Switzerland was willing to support the new strategic direction that *infoDev* should take to remain at the forefront of development efforts with strong strategic partners. He also agreed that there was a need for more active discussions during the Symposium and commended Mr. Khalil for the organization and high interactivity of the panel he chaired during the 2002 Symposium.

Mr. Schnellmann noted that, in addition to its costs, there was another compelling reason for *infoDev* to move away from small isolated projects: *infoDev* could not handle the demand for isolated projects with a small dedicated team. The size of the team was an important factor for its efficiency, and *infoDev* would need to review its skill mix to deliver on the new strategy.

### **Donor Participation in *infoDev***

The Chairman suggested that for the new *infoDev* a different type of relations with donors be set up. He called for a closer partnership with donors engaging *infoDev* to deliver clearly identified tasks for which the Program has a comparative advantage. A minimum number of donors would be required. Concerning the World Bank participation he confirmed that it continued to support *infoDev* and to give the Program access to relevant expertise within the World Bank Group, in addition to cash contributions from the DGF.

Concerning private sector participation, Mr. Ticani wondered whether *infoDev* should not try to build partnerships with private sectors, on specific issues like training. Mr. Lanvin indicated that this approach had been tried with some success by *infoDev* in the past, notably with the Motorola University, but lost steam as the IT sector was facing difficulties. More generally on private sector participation, Mr. Lanvin observed that there was a general feeling of failure with respect to private sector participation in *infoDev*. In the new strategy the management of *infoDev* proposed to focus on partnerships with organizations where the private sector was already a participant, and where *infoDev* could influence actions by the private sector. Commenting on the successful participation of the private sector in the DOT force, Mr. Lanvin observed that the private sector was not asked to contribute money and private sector organization were given high visibility. *infoDev* can follow the same track as long as there is a need for an intellectual contribution from the private sector in shaping the ITC for development agenda.

Mr. Davies indicated that DFID was not overly concerned with the participation of the private sector in *infoDev*. He remarked that private sector companies would participate only if they saw an immediate benefit. He also remarked that private companies are usually unwilling to provide training which increases the capacity of their competitors.

Mr. Schnellmann regretted that only four donors participated in the meeting in Chongqing and noted that *infoDev* should make sure that the position of those not present be taken into account. He expressed his satisfaction that *infoDev* continued to be associated with the World Bank, benefiting from the World Bank infrastructure, its competence and experience. It was important not only for the content of the Program but also for its cost-effectiveness. There was also a need for increased visibility for donors to *infoDev*. This was particularly important if donors were to contribute to the sustainability of the Program. Mr. Schnellmann proposed that donors become real sponsors of flagship, thus increasing their visibility in the Program, and participate more actively in designing future activities, helping identify new areas and proposing new innovative

approaches, as well as helping implement these approaches. He noted that because of the WSIS, Switzerland could possibly be more generous to *infoDev* in the coming year. Mr. Schnellmann remarked that there seemed to be a consensus on not spending more effort on trying to attract more private donors to *infoDev*. However, he noted that the involvement of the private sector in ITC was essential in a pro-growth approach to poverty reduction. Therefore all links with the private sector should be preserved.

The Chairman concurred and regretted the low participation of donors in Chongqing as *infoDev* was at a crossroad and important decisions were to be made. Concerning donors participation in the annual meeting, Mr. Lanvin remarked that it was a perennial problem, including when the meeting was organized in Washington. This was why, before each meeting, *infoDev* management made a point of visiting a majority of donors to ensure that most donors are informed directly about the achievement and proposed strategic changes. Visits to donors allowed the management to gather clear signals from donors which translated in clear and strong support to the new orientations proposed by the TAP, the External Review panel and the management. Mr. Lanvin indicated that, after the meeting, a short note summarizing the main outcome of the meeting would be circulated to all donors (see Summary of Conclusions, January 13, 2003-Annex 3). Based on comments to be received from all donors *infoDev* management would prepare a more detailed summary of the discussions which would form the basis for *infoDev*'s work over the next twelve months.

The Chairman indicated that there might be a need to discuss further the financial arrangements to make *infoDev* sustainable. If there was a demand from donors, the Chairman said that the organization of an interim Donors' Committee meeting in the Spring of 2003 would be considered.

To help understand the conditions for *infoDev* strategic change, Mr. Davies proposed to prepare a short note outlining DFID initial thought, after consulting with colleagues at DFID.

## 2003 *infoDev* Symposium and WSIS

Mr. Lanvin pointed out that it was crucial to determine the real agenda of the international community on ICT for development. He also expressed the conviction that *infoDev* had a role to play in shaping that agenda and that the World Summit on Information Society (WSIS) to be held in Geneva, Switzerland in December 2003 and in Tunis, Tunisia in 2005 provided a golden opportunity to do so by bringing to the fore eight years of experience of ICT for development. Practically, *infoDev* could organize its 2003 Symposium in connection to the WSIS, thus getting the visibility the Program needs as it change course. He reminded that the direct association with the Summit was important as recent experience with UN summits demonstrated that important advances happened in side events. However, there would be a cost to *infoDev*, and *infoDev* management hoped that donor would provide the necessary support to cover these costs.

Mr. Schnellmann noted that with respect to the WSIS, the needs of Switzerland to have a successful summit seemed to coincide with the needs of *infoDev* to advance its ICT for development agenda in an efficient way. What was important was to work on a realistic action plan. From Switzerland's point of view, *infoDev* would be an excellent strategic partner to this aim. Mr. Schnellmann agreed that organizing the next *infoDev* Symposium in connection with the WSIS would serve *infoDev*'s effort to become more proactive in disseminating lessons learned and publicize *infoDev* new strategy.

Mr. Tincani encouraged *infoDev* to hold its next symposium in conjunction with the WSIS, not only because of the greater visibility, but more importantly as a reality check for the discussions to happen at the WSIS and to bring its practical experience into these discussions. He indicated that the EC may be in a position to support it financially, but would need an order of magnitude of the costs to *infoDev* before this could be confirmed.

Mr. von Richter saw benefits for *infoDev* to combine its symposium with the WSIS and become a significant player there, particularly as most important players would be present; he also foresaw a risk of too much competition with other events happening at the same time.

Mr. Davies agreed that there was a risk of too much competition and wondered whether it would be more effective to hold the *infoDev* Symposium well in advance of the Summit, thus facilitating the participation from donors which may already be burdened preparing the summit.

Mr. Lanvin recognized that the risk of competition was real but he estimated that it could be prevented with assurance from the organizers and the host country that the *infoDev* Symposium would be given the necessary high profile and would not be competing with other events. Considering the possibility of organizing the Symposium a few months in advance he estimated that past experience showed that it would be almost impossible to have a serious impact on the Summit. He noted that he was personally involved in preparing the agenda for the Summit which could not only help influence the agenda but also help ensure that the Symposium would be a significant event. He also observed that if the next Symposium was to be organized in Geneva just before the Summit, it would be different from a Symposium in Washington, with a cost likely to be higher in Geneva.

Mr. Schnellmann reiterated the view that the *infoDev* Symposium could be a practical contribution to the success of the Summit. He indicated that he was looking forward to more than a general political declaration as an outcome of the Summit, and that practical initiatives could be announced as part of the *infoDev* event. He also indicated that Switzerland would look favorably into helping *infoDev* shoulder additional costs. He suggested that the management of *infoDev* explore in depth the possibility of organizing the next *infoDev* Symposium in Geneva in December 2003 and make a practical proposal to the Summit organizers, the host country and *infoDev* donors.

## CONCLUSIONS

The Chairman observed that the various assessment of *infoDev* from the TAP, the external evaluators and donors were consistent and called for a new orientation and an evolution of the Program to better shape and deliver the agenda of ICT for development.

The Chairman noted that the objective of the meeting was to get an endorsement of the new strategic directions proposed by the management. Taking into account the consultations which had taken place before the Donors' Committee meeting he estimated that there was such an endorsement. Based on that endorsement, *infoDev* management should work on the details of an action plan, capitalizing on what *infoDev* had already achieved to make the Program more effective. Therefore, *infoDev* will phase out its small-grant activities and put emphasis on raising, exploring, researching and disseminating information, knowledge and best practices on relevant and important issues for developing countries. Flagships would be the preferred tools to be used by *infoDev*.

Concerning the business model for *infoDev*, Mr. Khalil observed that there was a desire for *infoDev* to be self-sustainable, lean and efficient. The administrative budget of *infoDev* should be an integral part of the Program. He also noted that some arrangements with *infoDev* donors provide enough flexibility, but it was desirable for such flexibility and transparency be the rule. He observed that the funds contributed by donors would continue to be used for the same development and poverty reduction objectives but through activities notably different from *infoDev* past activities.

Concerning the next *infoDev* Symposium and its organization in conjunction with the WSIS, the Chairman indicated that *infoDev* management will explore different scenarios in consultation with the host country and report back to donors.



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