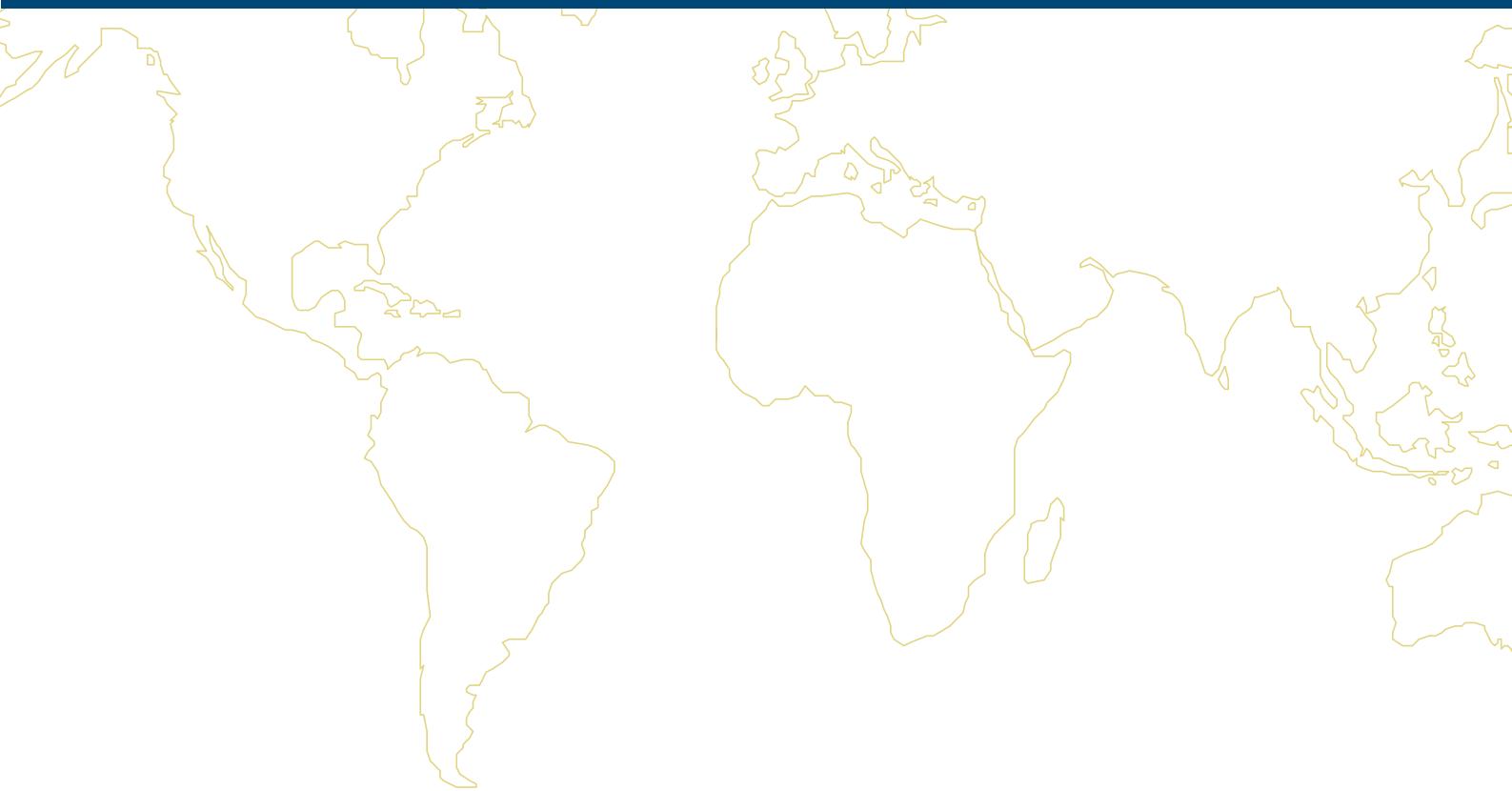




Annual Report 2002



AFRICA BURKINA FASO GHANA JAMAICA MALI TANZANIA UGANDA ZAMBIA BOLIVIA B



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Annual Report 2002



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Chairman's report

Mr Koos Andriessen – Chairman of the Board of Trustees

The year 2002, the first of the new five-year planning period, was a good one for IICD. Aside from the increased financial resources that allowed for more leverage, the collaboration with non-governmental organisations such as Hivos and Cordaid added an extra dimension to IICD's work. With their networks of grassroots organisations, they are valuable intermediaries through which IICD can reach the poorer segments of the populations of the focal countries. It is also a great source of pride that donor agencies in two countries, Switzerland and the United Kingdom, have developed an interest in IICD – a Dutch organisation by origin – and are taking part in a number of our programmes by providing funding and other means of assistance.



Of course, it is not plain sailing all the time. The more one begins to delve into problems, the clearer it becomes why it is so difficult to adapt Information and Communication Technologies (ICTs) to what people actually want. Let me give you an example. Close to Kingston, Jamaica, a town with several thousand inhabitants has suddenly sprung up out of nowhere. There is practically no urban infrastructure, scarcely any transport to and from work, inadequate health care services, too few schools – the list of problems is seemingly endless. During a Roundtable workshop stakeholders from that area made their most urgent needs quite clear. Although opinions were divided on priorities, all the different forms of ICTs could be of service here. However, it is difficult to create a coherent business plan for such a tangled mass of problems while at the same time giving the residents the feeling that they will be helped quickly and in the manner they want. All of this teaches us not to make the framework of a plan too broad; it is difficult enough to focus on just a few issues.

We are also gradually learning to transfer responsibility and to leave things to our local partners – organisations that are active in a particular socio-economic sector, such as education or agriculture. One complication with this, however, is that ICTs can seldom or never be applied in isolation; they have to be applied in an environment that has its own unique characteristics. For example, ICTs can

be used to make the local market for a particular product more transparent, and thereby provide a clear picture of how prices are developing. However, you will quickly discover that the market in turn is part of an even greater entity in which all sorts of imperfections play a role. Moreover, using ICTs demands specific skills as well as knowledge of management techniques and some business acumen. We in the West have only recently learned just how much can go wrong. In short, introducing ICTs into developing countries is just as hard as it is closer to home. We therefore see the likelihood of failure increase, and we still have to learn how to deal with this.

IICD's new approach – encouraging thematic collaboration among the focal countries – offers enormous possibilities. If the local partners can take on board ideas from one another, then the wheel does not have to be reinvented everywhere.

Although it was always IICD's intention not to make the number of focal countries too large, one extra country has been added. After careful research, Ecuador was selected for the ninth Country Programme, and work will begin there in 2003. With this, we will have more or less reached the limits of our current capacity. Yet we intend to go beyond these limits by leaving more to the local partners themselves and by encouraging the process by which they can learn from each other.

Management Report

Mr Jac Stienen – Managing Director

For IICD, 2002 was the first year of implementation of the new five-year strategy, 'Deepening Local Ownership through Partnerships'. We continued the process of mainstreaming existing projects within the eight Country Programmes, and made rapid progress in developing the Thematic Networks. At the end of the year, IICD made the decision to extend its work to a ninth country, Ecuador.



The year 2002 represented a turning point for IICD. We made significant progress in launching our strategy for 2002–2007, the goal of which is to initiate national-level programmes that are self-reliant and self-governing. Therefore, IICD's role will increasingly focus on encouraging knowledge sharing among the partners and the networks they create. Working towards this goal involves efforts that can follow many different paths, depending on the country environment.

Of course, the most crucial elements in any network are the organisations that together make it happen. Throughout 2002 IICD worked extensively with local partners to jointly realise steps to self-reliance and self-governing networks. This has been approached in several ways, including broadening the base of national-level stakeholders from the public, non-profit and private sectors, and increasing the involvement of grassroots organisations. This approach reflects a joint interest in forming real partnerships and in strengthening the focus on the poor end users, particularly the poor in rural areas.

A network can only be effective if it has good information to share. Hence, 2002 was a positive year for catalysing project and programme activities on the ground through Roundtable processes. These processes are increasingly partner-driven and are yielding a broad variety of sector-specific activities. In 2002, activities in the health sector began to evolve more strongly, a trend that will continue in the future. Currently, most of IICD's activities are taking place in the livelihoods sector: around 40 percent of the projects within the Country Programmes explore the potential of ICTs to provide business opportunities and to improve economic standards. Many projects in this sector involve the use of ICTs by agricultural producers.

Country Programmes

Five sectoral Roundtable workshops were held in 2002; on livelihood opportunities in Bolivia, Uganda and Zambia, on health in Mali, and on education in Tanzania. Around 38 new projects were formulated. In addition to direct formulation assistance by IICD staff and local consultants,

better integration of capacity development activities in the formulation phase contributed to faster and higher quality proposal development by local partners. To ensure the quality of the training organisations and the value of their services to end-users, in 2002 we introduced a certification programme for national training partners.

In the area of knowledge sharing, local Information exchange and Networking (IN) activities made an impressive start in linking local partners and raising public awareness of the potential of ICT-enabled development. The IN partners developed and launched several websites providing news of local ICT-based activities, produced newsletters, and organised more than 25 local networking events. Their approaches and strategies were diverse, depending on local needs and circumstances. While the set of 'building blocks' is relatively well-established and accepted, one approach can not fit all countries.

Thematic Networks

The efforts to introduce our second strategic approach – Thematic Networks – took off in 2002. Thematic Networking is the primary tool for deepening knowledge exchange and learning among local partners, IICD and other international stakeholders around priority sectors and themes. The livelihoods theme has been the most active, reflecting the importance of livelihoods-related projects in the Country Programmes. The education Thematic Network supports our many education-related projects, including the Global Teenager Project. Now involving 95 schools in 18 countries, in 2002 record numbers of students participated in this project, and in the first Learning Circles in French. The networking activities were supported by the online discussion platform Dgroups, investments in research, and information dissemination channels such as iConnect.

Partnerships

During 2002 we strengthened existing alliances with our international – public, private and non-profit – partners and formed several new ones. In addition to the strategic partnership with the Swiss Agency for Development and

Cooperation (SDC), we signed a five-year agreement with the Dutch NGO Cordaid. Discussions were held with the Canadian International Development Agency (CIDA) regarding a joint programme, which will lead to a partnership in 2003. IICD also started working with Atos Origin, a private IT company, focusing on cooperation in the area of e-governance.

Internal changes

In early 2002 IICD carried out an internal restructuring to increase the efficiency and effectiveness of its work. The new strategy and the growing number of staff members called for the division of staff into three teams – Country Programmes, Knowledge Sharing & Thematic Networks, and Corporate Services & Partnerships, with a management team consisting of the three team leaders and the Managing Director. These internal changes have led

to improved teamwork and internal communication, and thus have contributed to IICD's performance in general.

New country in 2003

As foreseen in our strategic framework, IICD will extend its work to a ninth country. In response to demands from organisations in Ecuador, and based on staff recommendations, IICD's Board of Trustees approved the choice of Ecuador. The choice was based on a number of criteria, including the existence of local demand for IICD's support, the prevailing level of poverty, opportunities for partnering and co-funding, added value, learning potential, and the enabling environment. The new Country Programme will be launched in 2003 with a Roundtable workshop on livelihoods (agriculture). By the end of the year, it is anticipated that about six projects will be in implementation.

Increased role for IICD's international advisers

In 2002 IICD's International Advisory Council was renamed the International Advisory Board (IAB), and its role was changed to allow the members to take a more proactive approach. Ms Irene Albers, manager at the Netherlands Ministry of Economic Affairs, was appointed Chair of the IAB.



How did the role of the IAB change?

'The IAB members advise IICD's Board of Trustees on strategic policy issues and play an 'ambassadorial' role on behalf of IICD in their respective countries and communities. The relationship between the Board of Trustees and the IAB has been strengthened, with more frequent contacts among the members, enabling IICD to make better use of the experience and expertise of all members.'

What are tangible results of these changes?

'Now that we are more closely involved, we can focus on content issues from an international perspective. For instance, the IAB reviewed the annual plan for 2003 before it was submitted to the Board of Trustees. Some IAB members also participated in certain IICD activities, such as workshops and research, thereby contributing to IICD's work in a very direct way.'

Introducing IICD – An international network organisation

IICD is an international network organisation based in The Hague, the Netherlands. Following an internal restructuring in early 2002, IICD is now organised into three teams: Country Programmes, Knowledge Sharing & Thematic Networks, and Corporate Services & Partnerships. The Board of Trustees and the International Advisory Board were involved in strategic and policy issues.

In 2002 IICD's new strategy and the growing number of staff members called for the reorganisation of the staff into three teams – Country Programmes, Knowledge Sharing & Thematic Networks, and Corporate Services & Partnerships. The three team leaders, together with the Managing Director, form the management team. These internal changes have led to improved administrative and management processes, thereby contributing to the efficiency of IICD's performance in general. Across the teams, staff members also work together in 'country teams' to ensure smooth cooperation with local partners. At the end of 2002, IICD employed 31 staff members, seven of whom are foreign nationals.

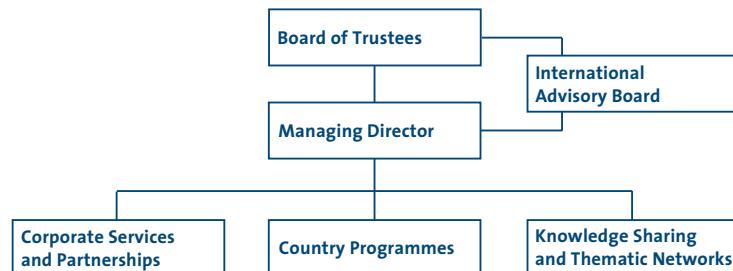
IICD staff

Management team: Mr Jac Stienen (Managing Director), Mr Peter Ballantyne** (Team Leader, KS & TN), Ms Ingrid Hagen (Team Leader, CS & P) and Mr Stijn van der Krog (Team Leader, Country Programmes).

Team Country Programmes: Ms Denise Clarke, Ms Lisette Gast, Ms Saskia Harmsen, Mr Kees Hommes, Mr Arjan de Jager, Mr Francois Laureys, Mr Nic Moens, Mr Willem Roodenburg, Mr Liang Tan* and Mr Deem Vermeulen.

Team Knowledge Sharing and Thematic Networks: Ms Neeltje Blommestein, Mr Nathan Ducastel, Ms Julie Ferguson, Ms Bénédicte Marcilly, Ms Katherine Morrow (joint appointment with Bellanet), Ms Loeki Schaeffers, Ms Judith Veldhuizen and Mr Tjalling Vonk.

Team Corporate Services and Partnerships: Ms Ellien ten Cate, Mr Ben Freeze, Ms Merel van Haastert, Ms Consuelo Krips, Mr Ivan Kulis (joint appointment with ECDPM), Ms Sharita Nandpersad, Ms Millicent Odongo, Ms Annemiek van Schie* and Ms Gerrie Tuijt.



Empowering people through ICT-enabled development

The International Institute for Communication and Development (IICD) assists developing countries to realise locally owned sustainable development by harnessing the potential of information and communication technologies (ICTs). Together with partner organisations in selected countries, IICD helps local stakeholders assess the potential uses of ICTs for development. It also strengthens the capacities of local partners to formulate, implement and manage development policies and projects that make use of ICTs.



Board of Trustees

The Board of Trustees and the Managing Director determine IICD's strategy and policy, based on the recommendations of IICD staff members. Among the important issues addressed by the Board in 2002 were the renewed role of the International Advisory Board, and the choice of a new focal country.

Mr Koos Andriessen – Chairman

Mr Albert de Bie** / Mr Johan Piet* – Secretary/Treasurer

Mr Mart van de Guchte

Mr Paul 't Hoen*

Mr Gerd Junne*

Ms Anneke Krijnen**

Mr Dirk Kruijt**

Mr Bernhard van Oranje

Mr Peter Vervest**

Ms Hella Voûte-Droste*

International Advisory Board

In 2002 IICD's International Advisory Council was renamed the International Advisory Board (IAB), and its role was changed to allow the members to take a more proactive approach. The IAB members advise the Board of Trustees on strategic policy issues and play an 'ambassadorial' role on behalf of IICD in their respective countries and communities. The relationship between the Board of Trustees and the IAB has been strengthened, enabling IICD to make better use of the experience and expertise of all members. In 2002 some IAB members also participated in IICD activities such as workshops and research.

Ms Irene Albers – Chair

Mr Subbiah Arunachalam*

Ms Cynthia Hewitt de Alcántara**

Ms Anne Rachel Inné*

Mr Mike Jensen*

Mr Gerd Junne**

Ms Aida Opoku-Mensah

Mr Steve Mworia**

Mr Luc Soete

Mr Jaap van Till

Mr Arnoldo Ventura

Mr Elisha Wasukira**

Mr Eckart Wintzen**

Mr Henk de Wolf**

Ms Anneke Krijnen*

Mr Johnson Nkuuhe*

* New in 2002 / early 2003

** Left in 2002 / early 2003

To achieve its mission IICD has adopted a strategy with the following goals:

- to empower local organisations and stakeholders to make effective use of ICTs on their own terms; and
- to catalyse lessons learning and knowledge sharing on ICTs by local organisations and the international community.

To ensure that the results are sustainable and address local development needs, IICD follows six guiding principles: ownership, demand responsiveness, multi-stakeholder involvement, capacity development, partnerships, and the principle of learning by doing.

Two strategic approaches

IICD's strategic framework encompasses two approaches: the Country Programmes and Thematic Networking.

The *Country Programmes* involve public, private, NGO and grassroots partners working in specific sectors. In each country, IICD supports projects aimed at enabling local partners to understand and apply ICTs that are appropriate for specific local settings, to share knowledge effectively using ICTs, and to contribute to national dialogues on ICT policies and priorities. Components such as Roundtable workshops, capacity development, local networking, and monitoring and evaluation strengthen the programmes and ensure an integrated countrywide approach.

The *Thematic Networks* link IICD's local partners with experts and counterparts working in similar areas in other countries, thus connecting local and global knowledge, and promoting South-South and South-North exchanges. In sectors such as education or livelihoods, these networks serve both as online resource centres and as interactive

platforms of expertise, bringing together knowledge products and fostering communication and dialogue.

Wide variety of partnerships

At the local, national and international levels, IICD works with a wide variety of partners in the public, non-profit and private sectors. Such collaborative partnerships not only add value to IICD's work, but they also often provide direct benefits to the local partners, and enable us to learn and share knowledge more widely.

IICD is an independent non-profit foundation established in 1997 by the Netherlands Ministry of Foreign Affairs, Directorate General for Development Cooperation (DGIS). Its main sources of core funding are DGIS, the Swiss Agency for Development and Cooperation (SDC), and the UK's Department for International Development (DFID).

Country Programmes

- Bolivia
- Burkina Faso
- Ecuador (as of 2003)
- Ghana
- Jamaica
- Mali
- Tanzania
- Uganda
- Zambia

Sectors

- Education
- Environment
- Governance
- Health
- Livelihoods

COUNTRY PROGRAMMES

ICTs in support of national development priorities

The Country Programmes are the foundation of IICD's work. In eight developing countries, IICD provided an integrated programme of support designed to build institutional and human capacities, and to assist in ICT-enabled development in key sectors.

In 2002, the first year of implementation of the five-year strategy 'Deepening Local Ownership through Partnerships', significant strides were made in broadening the base of IICD's partnerships in each of the Country Programmes. Rapid progress was made in initiating local Information exchange and Networking (IN) activities, which are intended to strengthen the Country Programmes by involving local partners in national knowledge networks focusing on the use of ICTs.

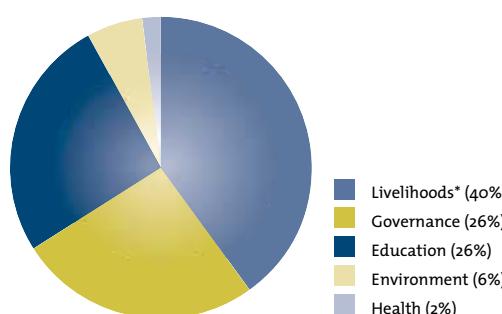
Overview of projects

In IICD's Country Programmes, a total of 49 projects were in the process of implementation in 2002. The projects, which include policy formulation processes as well as concrete applications of ICTs, are identified, owned and implemented by local partners. By applying ICTs as instruments rather than as ends in themselves, the projects seek to address national development priorities in five key sectors – education, the environment, health, governance and livelihoods.

Roundtables: where it all begins

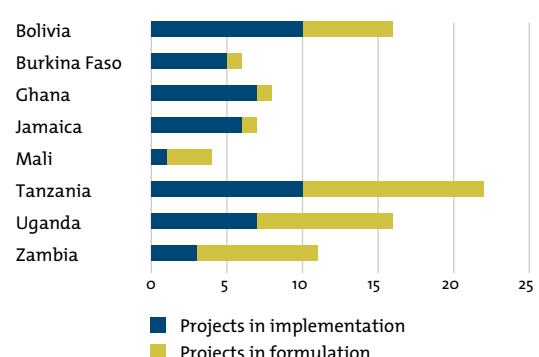
IICD-supported projects and policies arise from Round-table workshops, which are held at regular intervals in the focal countries. These events bring together major stakeholders working in sectors such as education and health, to identify areas where ICTs can provide the most effective leverage in the development of that sector. The Roundtable process culminates in the identification of project ideas, which are later developed into concrete proposals.

Projects by sector



*Livelelihoods projects explore the potential of ICTs to provide business opportunities and to improve individual economic standards. Many projects in this sector involve the use of ICTs by agricultural producers.

Active projects in 2002



Five Roundtable workshops were organised in 2002, based on which a total of 38 new projects in three sectors were being formulated or in implementation by the end of the year.

Building ICT capacity on the ground

The overall objective of IICD's capacity development programme is to contribute to the empowerment of organisations in the focal countries by strengthening their institutional capacities and by enhancing individual technical skills. The approach involves working with national training partners, focusing on the development of local capacities for organising and delivering training in ICT-related skills and knowledge. In 2002 a certification programme was introduced for national training partners, designed to ensure the quality of the institutions and the

value of their services to end users. A large number of Technical Update Seminars were also held; these are public events intended to raise local awareness of specific technical subjects such as open source. In addition, the scope of the capacity development programme was extended to include courses in project management.

Capacity development events in 2002

Technical Update seminars	22
On-the-Job training workshops	21
National training partner certification programmes	10
LifeLong Learning Skills courses	4
Train-the-Trainer workshops	2
Project management course	1

An impressive start to local networking

IICD's new strategy for 2002–2007 identified local Information exchange and Networking (IN) as a means of deepening the impact of IICD's Country Programmes. Through these IN activities, IICD's partners can learn from each other, reduce their isolation and explore opportunities for synergy. The IN networks are also springboards for sharing project-based experiences more widely within the country or region, and among the international community.

During 2002 the IN partners made an impressive start, with the launch of seven new websites. Four countries

produced regular newsletters reporting on local ICT activities, and more than 25 local networking events were organised across the focal countries.

Local IN websites

Bolivia:	www.ticbolivia.net
Burkina Faso:	www.burkina-ntic.org
Ghana:	www.ginks.org
	www.ICONnectGhana.org
Mali:	www.mali-ntic.com
Uganda:	www.i-network.or.ug
Zambia:	www.ebrain.org.zm

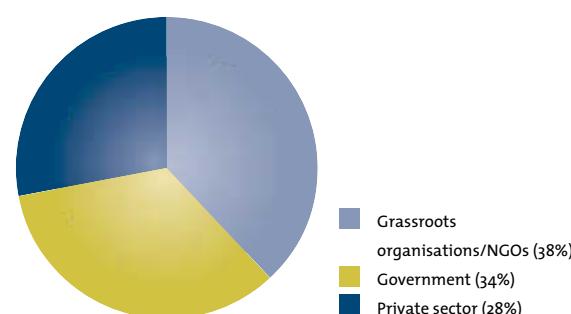
Monitoring and evaluation

Monitoring and evaluation (M&E) is carried out in collaboration with national evaluation partners, using well-established tools such as questionnaires, focus groups and output to purpose reviews. In addition to the ongoing M&E activities, each year IICD conducts in-depth reviews of selected Country Programmes. In 2002 the reviews focused on Bolivia, Ghana and Jamaica.

A new Country Programme in 2003

In response to local requests, and in line with the plans outlined in the five-year strategic framework, in 2003 IICD will initiate a new Country Programme in Ecuador. Discussions are under way with national stakeholders for a Roundtable workshop on livelihoods in agriculture.

Project owners



Roundtable workshops in 2002

Date	Country Programme	Sector	Workshop hosts	New projects in formulation/implementation
February	Tanzania	Education	DiLES Heads Conference, Dar es Salaam Ministry of Education and Culture	11
April	Mali	Health	Ministry of Health Kenya Blown	3
July	Bolivia	Livelihoods (agriculture)	TiCBolivia CEBEM APCOB	10
October	Zambia	Livelihoods	E-Brain Forum ZAMCOM	6
November	Uganda	Livelihoods (e-business)	Ministry of Tourism, Trade and Industry	8

BOLIVIA

Strong local network boosts programme

The Country Programme Bolivia is characterised by firm local ownership, strong institutional backing and a relatively high level of ICT expertise within the projects. So far, the development impact of ICTs has been most evident among information intermediary organisations. In the coming year, partners will focus on extending the benefits of ICTs to end users, especially the rural poor.



Since its launch in 2001, the network TiCBolivia has been a great success, demonstrating the potential of local Information exchange and Networking (IN) to enable partners to speak with a common voice and to influence national policies. Through TiCBolivia, the partners are raising the profile of ICTs, especially for use in the agricultural and education sectors, where IICD together with the Dutch NGOs Hivos and Cordaid, and the Swiss Agency for Development and Cooperation (SDC), are supporting several innovative projects.

By highlighting successes in the field, TiCBolivia is helping to dispel the notion that ICTs are not relevant to rural areas. In 2002 TiCBolivia produced a video demonstrating the development impact of ICTs on rural livelihoods and human rights, using three IICD-supported projects as examples. The network also published a second issue of the booklet Historias TiC, containing six case studies of applications of ICTs for sustainable development.

Information for small farmers

In July, Cordaid and SDC supported a Roundtable on livelihoods, focusing on how ICTs can benefit agricultural producers. Attended by 18 representatives of NGOs, grassroots organisations, the private sector and the government, the workshop generated many new project ideas, eight of which were being formulated and two had begun implementation by the end of 2002. All of the projects aim to enable farmers to access relevant

information, such as on public investment programmes, production methods, and marketing. The new projects will be content-driven, identifying technologies that are appropriate to different settings and combining them in the information chain linking producers and consumers.

In one of the projects that emerged from the July Roundtable, the Ministry of Agriculture is developing an ICT strategy for the sector. The strategy will focus on improving coordination and information exchange among agricultural organisations, especially information that will benefit small farmers. The Ministry will take the lead in bringing together various initiatives, including projects supported by IICD, in a participatory process that will involve regular consultations with relevant ministries, NGOs and producer organisations.

The world of the Ayoréode

Among the education activities supported by IICD is a project owned by the NGO Apoyo para el Campesino Indígena del Oriente Boliviano (APCOB) to produce an interactive multimedia CD-ROM documenting the history and culture of the Ayoréode people of the eastern lowlands. This educational resource is intended to help young Bolivians become more aware of their country's indigenous peoples and their cultural heritage. IICD's enabling partner Cap Gemini Ernst & Young provided strategic and technical advice on the production of the CD-ROM, and a pilot version is now being tested in institutions and schools in the region.

Focus groups assess future challenges

As part of the monitoring and evaluation (M&E) activities, various stakeholders were brought together in two focus group meetings to discuss the programme's successes and future challenges. The focus group format and the informal atmosphere were found to be effective in encouraging mutual support, thus strengthening the network. The participants concluded that capacity development is valued, but must be tailored to meet the specific needs of the projects. Future M&E activities will focus on assessing the development impact of the programme on end users, particularly rural farmers.

Needs-based capacity development

In the area of capacity development, the ICT Training Centre in La Paz, owned by training partner EnBolivia.com, offers customised training for project partners and other clients. In 2002 the Centre significantly enhanced its services, although the focus groups felt that improvements were still needed in some areas. IICD is now in the process of identifying new training partners outside the capital that will be better able to meet the needs of partners in other parts of the country.

For more information on the Country Programme Bolivia, please visit: www.iicd.org/countries/bolivia

Projects in implementation in 2002		
Sector	Project	Owner
Education	Multimedia Systems for Ethnographic Materials	APCOB
	Global Teenager Project/Chaski	IICD/Fundación Ayni
	ICT Training Centre, La Paz	EnBolivia.com
Environment	Strengthening Sustainable Development and Environment Network (REDESMA)	CEBEM
Governance	Information System for Land Rights of Indigenous People	CIDOB
	Ondas Libres – Network of Community Radio Producers	ICO/CAPA, CIPCA, Casa de la Mujer, Radio Alternativa
	ICT Strategy for Agriculture	Ministry of Agriculture
Livelihoods	Information Centres for Agro-ecological Producers	AOPEB
	Agricultural Information and Monitoring Systems in the Valleys of Santa Cruz	ICO
	Small Farmer Innovation and Competitiveness	CEPAC



BURKINA FASO

Strengthening existing activities

In 2002, the project partners within the Burkina Faso Country Programme focused on capacity development in order to strengthen their organisations. One of the highlights this year was a well-attended event in November, at which the network réseau LIEN launched a website, www.burkina-ntic.org.



The projects in Burkina Faso resulted either from the National ICT Roundtable in 1997 or from local partners' own initiatives. In 2002 IICD supported a new project to set up an ICT training centre in Ouagadougou, owned by training partner Zongos Consulting and Productions (ZCP). The centre was opened in November, and hosted two regional training workshops – one on basic ICT skills for Global Teenager Project (GTP) partners, and a Train-the-Trainer workshop for francophone training partners. IICD is now assisting ZCP in formulating a business plan for future exploitation of the centre. The implementation of another education project, 'Tele-education at Burkina's Universities', was delayed due to connectivity problems between the universities of Ouagadougou and Bobo Dioulasso.

For the first time Burkina Faso participated in the GTP Learning Circles: six schools took part in the French Learning Circle in October. The Lycée Nelson Mandela in Ouagadougou, which joined the English Learning Circle in March, was one of the best performing schools, due to the successful integration of computer studies and English. Two other schools will join GTP as soon as they receive equipment from Plan Nederland.

Independent continuation

In collaboration with UNDP, IICD supported a governance project, owned by the Délégation Général à l'Informatique (DELGI), involving the development of 12 websites for various ministries. IICD is no longer involved in the 'Information Boutiques' project, which will continue independently. The final evaluation will be carried out in 2003. In the livelihoods sector, the 'Business Intelligence Trade Points' project, owned by the Fédération Nationale des Industries de l'Agro-Alimentaire et de Transformation du Burkina (FIAB), worked on the design of a website for sales promotion, with assistance from IICD's enabling partner Cap Gemini Ernst & Young.

Together with local partners, IICD started preparations for a new Roundtable on livelihoods – focusing on rural communications – which is expected to generate several new projects.

Sharing knowledge

IICD's local Information exchange and Networking (IN) partners Yam-Pukri and Club @robase initiated and organised a number of activities in 2002. In a relatively short time, they set up a network, réseau LIEN, and

developed a local website which was launched at a well-attended media event in November. An editorial team has been appointed to gather local content and to

Documentary film

With financial support from IICD and UNDP, and with editorial inputs from the IN coordinator, Club @robase began work on a documentary film about ICTs for development in Burkina Faso, which will be broadcast on national television in 2003.

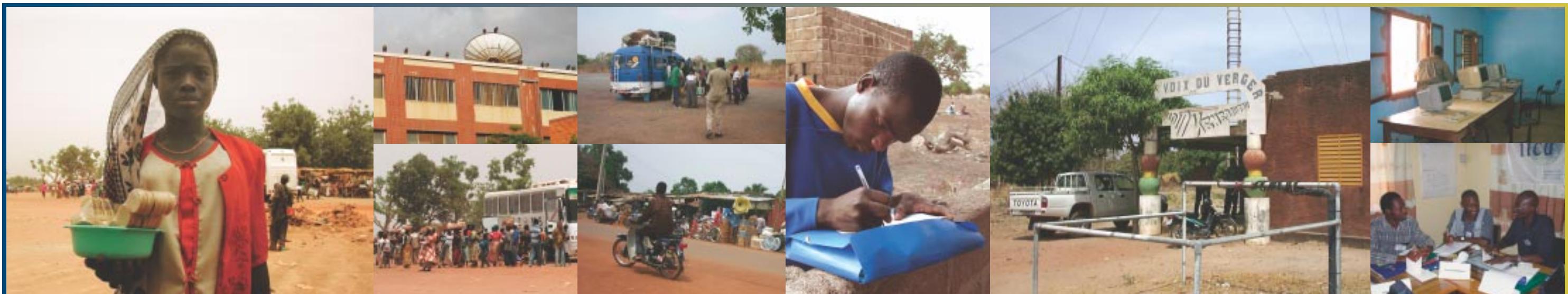
keep the site up to date. Using a more traditional means of knowledge sharing, the network published two issues of the printed newsletter 'réseau LIEN' reporting on the activities of the network and ICTs for development in Burkina Faso.

Furthermore, IICD supported two researches on 'The use of telecentres by the population in Burkina Faso' and on 'Networks using ICTs in Burkina Faso'.

For more information on the Country Programme Burkina Faso, please visit: www.iicd.org/countries/burkinafaso

Projects in implementation in 2002		
Sector	Project	Owner
Education	Tele-education at Burkina's Universities	DELGI/Universities of Ouagadougou and Bobo Dioulasso
	Training Centre	ZCP
	Global Teenager Project	ZCP
Governance	Website Development for Ministries	DELGI
Livelihoods	Business Intelligence Trade Points	FIAB
	Information Boutiques*	SNV

* IICD support for this project ended in 2002.



GHANA

The right information at the right time

In the Country Programme Ghana IICD is supporting partners in various sectors in developing policies and projects aimed at facilitating coordination among local, national and international actors, and improving countrywide access to information. In particular, IICD supports the development of institutions that play a key role as information hubs in their sector.



With 60% of Ghana's workforce involved in subsistence agriculture, it is essential that farmers, researchers, extension services and policymakers are able to access the right information at the right time. The Ghana Agricultural Information Network System (GAINS), part of the Institute for Scientific and Technological Information (INSTI) of the Council for Scientific and Industrial Research (CSIR), aims to respond to this need. In 2002 IICD assisted GAINS in the development of a Local Area Network, a

website and online databases, and provided training in the use of these facilities. IICD will continue to work with GAINS to harness the benefits of its ICT assets by strengthening ownership, validating needs, and developing an action plan to ensure the sustainability of the network and the timely dissemination of relevant information to stakeholders in agriculture in Ghana.

ICT policy in health sector

In 2002, the government adopted a national ICT policy for the health sector, developed by the Ministry of Health with IICD's assistance. The policy aims to improve coordination and thus more effective use of ICTs throughout the sector. IICD is also supporting a research project to encourage rural communities to use digital media to compile and disseminate local health knowledge.

The Ghana Dot Gov action research project, owned by the Ministry of Information and Presidential Affairs, will culminate in the launch of a new portal for the government of Ghana in early 2003. The NGO Rescue Mission Ghana will initiate a range of activities to support the adoption of ICTs in education under the Global Teenager Project.

Linking environmental stakeholders

Established by Ghana's Environmental Protection Agency (EPA), the Environmental Information Network (EIN) has greatly improved the availability of information among environmental stakeholders throughout the country. According to Agnes Adjabeng in the newsletter iConnect Ghana, the creation of the EIN has led to 'a general improvement in environmental management and better decision-making processes'. Support from IICD led to the development of a website and helped electronically linking EPA with its ten regional offices and the Forestry Research Institute.

The project partners attended a successful three-day training course on project management, which will be repeated in other country programmes in 2003.

GINKS

Local Information exchange and Networking (IN) partners established the Ghana Information Networking and

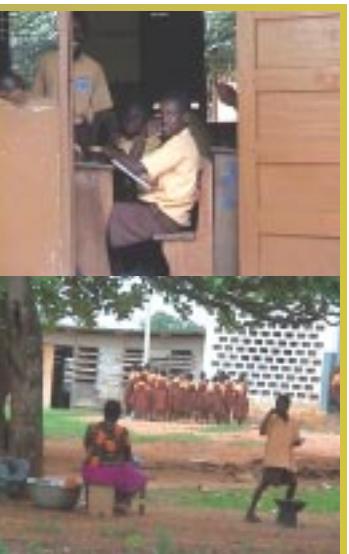
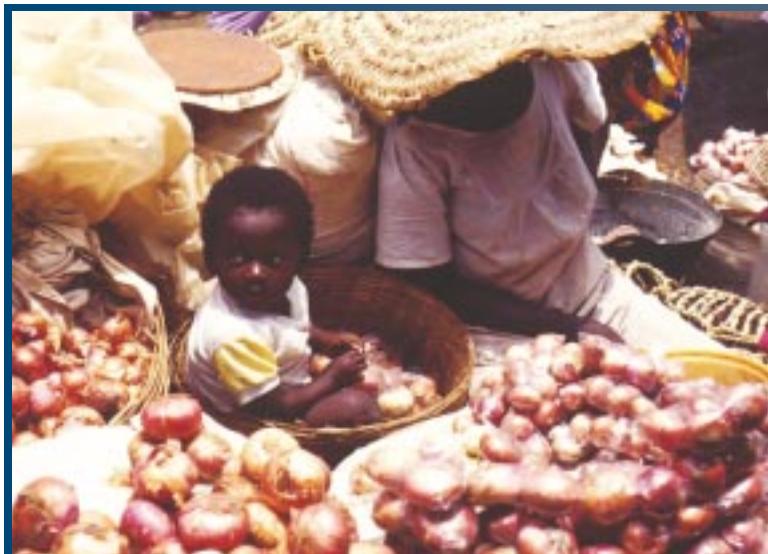
Knowledge Sharing (GINKS) as a platform for information exchange among IICD partners in Ghana. In September GINKS presented the first issue of the printed newsletter iConnect Ghana, and a website.

For more information on the Country Programme Ghana, please visit: www.iicd.org/countries/ghana

Projects in implementation in 2002

Sector	Project	Owner
Education	Centre for ICT Training*	Internet Society of Ghana (ISOC)
	Global Teenager Project	Rescue Mission Ghana
Environment	Environmental Information Network (EIN)	Environmental Protection Agency (EPA)
Governance	National Information Clearing House*	Ministries of Communications and of Education
	Ghana Dot Gov	Ministry of Information and Presidential Affairs
Health	ICT Policy for the Health Sector*	Ministry of Health
Livelihoods	Ghana Agricultural Information Network System (GAINS)	CSIR-INSTI (GAINS)
	E-Commerce for Non-traditional Exports	Ministry of Food and Agriculture

* IICD's support to these projects ended in 2002.



JAMAICA

Finding the key to sustainability

In 2002 the Jamaica Country Programme began a process of consolidation, with a shift in emphasis from developing and implementing projects to increasing collaboration and knowledge sharing. By ensuring that the projects are firmly anchored within national institutions, and in sectoral frameworks and policies, IICD hopes to contribute to the long-term impact of ICTs for development in Jamaica.

During 2002 IICD and the Jamaican partners explored ways to ensure that the projects become financially and politically sustainable. In this process, a continued emphasis on strengthening individual and institutional capacities was considered critical.

Faced with increasing competition in both local and export markets, Jamaican farmers have recognised that they need to collaborate in promoting their produce. Two projects, the 'Agricultural Business Information System' (ABIS) and the 'Central and Satellite Agricultural Information Centres' (CSAIC), therefore started to explore opportunities for collaboration in collecting information from farmers. At an e-business workshop in the Netherlands in November, the two project owners and the Jamaica Promotion Corporation (JAMPRO) agreed on an action research programme to develop the Jamaica Agricultural Marketing Exchange (JAMEX), an agricultural market information and online trading system linking local producers, traders and exporters. During the workshop, IICD's enabling partner Cap Gemini Ernst & Young provided strategic advice on e-business services. A business plan for JAMEX is currently being developed.

IICD ended its support to the Instructional Technology Institute (ITI) in 2002. In the absence of secure long-term funding, the Institute's board of directors decided to close the project. An evaluation is planned for early 2003, in order to identify the lessons learned from the experience with ITI.

The Caribbean website has proven to be an effective medium for promoting Caribbean music. Its online facilities include streaming radio, information on artists and festivals, booking services and CD sales. In order to build on this success, Caribbean is now realigning itself to meet the growing consumer demand for tailor-made products, as well as to take advantage of the opportunities offered by the latest developments in ICTs.

Local Information exchange and Networking (IN) activities in Jamaica gained momentum by the end of the year. A consultative process is ongoing with potential IN partners. IICD supported preparations for a Caribbean regional conference in 2003 on ICTs for national development, in collaboration with the Ministry of Commerce, Science and Technology and other partners.

Institutional development

IICD continued to support the institutional development of its national training partners JCSEF and InfoServ. JCSEF became a training and testing centre for the International Computer Drivers Licence (ICDL) certification programme. InfoServ is developing seminars aimed at mid- to high-level policy and decision-makers in education, agriculture and governance. The aim is to build awareness of the strategic uses of ICTs in these sectors in Jamaica.

For more information on the Country Programme Jamaica, please visit: www.iicd.org/countries/jamaica

Projects in implementation in 2002

Sector	Project	Owner
Education	Global Teenager Project	Jamaica Computer Society Education Foundation (JCSEF)
	Instructional Technology Institute*	Instructional Technology Institute (ITI)
Livelihoods	Agricultural Business Information System (ABIS)	Rural Agricultural Development Authority (RADA)
	Central and Satellite Agricultural Information Centres (CSAIC)	St Elizabeth and Manchester Vegetable Growers' Association
	Caribbean Music Expo*	CME Conventions
	Caribbean	Caribbean Entertainment Ltd

* IICD support to these projects ended in 2002.



MALI

New Roundtable process on health

In 2002, the Country Programme Mali gained momentum with a Roundtable workshop on health. The comprehensive telecentres project continued, but on a smaller scale, and four telecentres were opened. The increased pace of activities had a positive influence on the development of an IN network in the country.

Following a National ICT Roundtable workshop in 2000, Mali embarked on an ambitious project to establish more than 700 community telecentres. IICD assisted the Mali government in developing a strategy for the telecentres. Although this has not yet been officially adopted, IICD and training partner Datatech decided to proceed independently, and drew up business plans for three pilot telecentres. The centres will operate as franchises, and a risk-sharing agreement has been reached with Kondo Jigima, a microfinance institution. In November the telecentres opened in Fana, Kita and Koulikoro – small towns previously without Internet connections – and in December a fourth one in Bamako joined the chain. Datatech provided technical and management training for the telecentre operators and their staff.

Health sector projects

One of the highlights of 2002 was a new Roundtable process on health, from which two new projects emerged. 'IKON', a teleradiology project owned by the National Association of Radiologists of Mali, aims to assist regional hospitals with X-ray facilities but without the expertise to analyse the results. The project will provide the hospitals with equipment to transmit X-ray images to radiologists in Bamako for analysis. The second project, 'Cyberpharma', owned by the National Council of the Order of Pharmacists, will develop a website to facilitate information exchange between pharmacists, doctors and patients.

A third project, 'Réseau Informatique Malien d'Information et de Communication Médicale' (REIMICOM), originally developed by Roundtable host Keneya Blown, will be integrated into the Country Programme. This project will involve the development of a web portal offering online

access to medical training resources, with the aim of improving healthcare services. Implementation of the three projects will start in early 2003.

In the area of capacity development, training partners Keneya Blown (health), Datatech (telecentres) and Afribone organised six workshops, which were attended by a total of 217 participants. The training partners also attended the Train-the-Trainer workshop in Burkina Faso, and several conferences.

IICD and partners have started preparations for a new Roundtable process in 2003 on livelihoods, with the theme of rural communications.

New IN opportunities

The start of new projects in Mali, provided new opportunities for local Information exchange and Networking (IN) activities in Mali. One of the main achievements in 2002 was the launch of a local IN website, developed and maintained by Afribone. As the first Malian site dedicated to ICTs for development, mali-ntic.com was well received, and generated considerable publicity. In November a local consultant was contracted to advise on future IN activities and to build up a network.

For more information on the Country Programme Mali, please visit: www.iicd.org/countries/mali

French-speaking teenagers join GTP

Mali joined the Global Teenager project in 2002, and five schools participated in the new French Learning Circles.

Projects in implementation in 2002

Sector	Project	Owner
Livelihoods	Telecentres	Datatech



TANZANIA

Growing capacities and local know-how contribute to sustainability

With more than twenty projects in its portfolio – either in formulation or implementation, the Country Programme Tanzania is IICD's largest. The main sectors are education, governance and livelihoods. In 2002 a Roundtable workshop on education generated a set of new projects.



Since 1998 four Roundtable workshops have been held in Tanzania: a National ICT Roundtable, and one each on livelihoods, good governance (together with Ugandan partners) and education. This last workshop, held in February 2002, resulted in 11 new project ideas, three of which were already in implementation by the end of the year. At an ICT LifeLong Learning Skills workshop in March, the partners developed prototypes of ICT applications for the new projects. Later in the year the partners attended a follow-up training course to improve their ICT skills.

One of the education projects that is already in implementation is 'Pro-computer Training and Maintenance', owned by the Tanzania Computer Literacy for Secondary Schools Trust Fund (TCLSS-TF). The project upgrades second-hand computers to a minimum standard and donates them to secondary schools. The schools pay a fee for training, maintenance and assistance with installing a network. Another ongoing education project

is Global Teenager; in 2002 six schools participated in the Learning Circles. The teachers involved attended an 'on-the-job' training workshop focusing on basic computer skills and maintenance, and a workshop on website development.

Pilot project extended

In the governance sector, the 'Kinondoni District Computerisation' project, supported by the Commission for Science and Technology (COSTECH), is intended to facilitate the process of decentralisation. By improving the availability of information, it is hoped that the introduction of ICTs will lead to better informed, and hence more effective decision making. Following a successful pilot phase, the project will be extended to other districts that have expressed an interest. Although project staff and district officials receive ongoing training, their capacities have already proven to be sufficient to ensure the sustainability of the project.

Projects in implementation in 2002		
Sector	Project	Owner
Education	Distance Learning and Education Services	DILES
	Global Teenager Project / GTP Support and Training Centre	Joyous Computer Training
	Educational Website	TanEdu
	Pro-computer Training and Maintenance	TCLSS-TF
	Teacher Professional Development	Bright Educational Trust
Governance	Kinondoni District Computerisation	COSTECH
	E-networking	TaTEDO
Livelihoods	Community Telecentres	CTC
	Agricultural Business Information Services (ABIS) - Business information component	Business Care Services
	Agricultural Business Information Services (ABIS) - Marketing component	CROMABU

Certification

National training partners – the Dar es Salaam University Computing Centre (UCC) and Soft-Tech Consultants – acquired the status of certified International Computer Driving Licence (ICDL) training and testing centres in 2002. Soft-Tech also organised the annual Train-the-Trainer workshop.

IICD's support to 'E-ThinkTank', an informal group of ICT users working in the public and private sectors, in formulating a national ICT policy, came to fruition in the course of 2002. The Ministry of Communications and Transport established a special ICT task force, and a draft national ICT policy – developed largely by E-ThinkTank – is in the process of being officially approved.

In the livelihoods sector, the 'Community Telecentres' (CTC) project developed the first telecentre in Mwanza, which serves as an Internet cafe and provides training in website development. CTC also initiated an ICT access point and network in a remote rural area, and it launched a community website. The CTC steering committee – representing public and civil society organisations – determines the content, and the Mwanza chapter of the Association of Journalists supplies local news and information.

In addition to project-related capacity development activities, IICD and the local training partners organised a Linux training programme for beginners, as well as three Technical Update seminars on software licensing policies, database-driven websites and open source software.

IN activities relaunched

Although local Information exchange and Networking (IN) activities were started in 2001, they failed to get off the ground. To address this situation, a steering committee was formed in 2002 to articulate and implement an IN strategy for Tanzania. Africa IT Exhibitions and Conferences (AITEC Tanzania) conducted a 'who's who' survey to identify the major players and their activities in the field of ICTs for development. In December the new network initiative was launched at a workshop in Dar es Salaam,

organised by COSTECH. The workshop was attended by 80 participants representing NGOs, the government, the private sector, and research and training institutes, and 46 ICTs for development projects were presented. The IN partners are also developing a website to disseminate information about the network and its activities.

New M&E partner

In October the Institute for Development Studies, University of Dar es Salaam was selected as a new monitoring and evaluation (M&E) partner. The members of the M&E team are experienced in participatory evaluation processes as well as in ICT projects, and have begun gathering data. The first focus group meeting will be held in mid-2003.

For more information on the Country Programme Tanzania, please visit: www.iicd.org/countries/tanzania

The art of making things happen

Together with local partner Business Printers Ltd. and Balancing Act – an organisation that encourages the development of local content for the Internet from and about Africa – IICD organised a workshop in Dar es Salaam on 'ICT and Entrepreneurship: The Art of Making Things Happen'. This one-day workshop was attended by 65 actual and potential entrepreneurs in the areas of the Internet, telecoms and computing. The workshop was part of a series responding to the demand from readers of News Update, Balancing Act's e-mail newsletter. Two local entrepreneurs described their experiences and lessons learned in the process of setting up an ICT business. Further, two speakers representing financial organisations explained how they could assist new ICT businesses – and stressed the importance of repaying loans. In small 'break-out' sessions, the participants discussed a number of business ideas, such as developing Swahili versions of software, and setting up a rural cyber-cafe, a wireless e-mail service for rural areas, and an organisation to assist schools with ICTs. Balancing Act has issued a CD-ROM containing learning materials based on information generated from this series of workshops.



UGANDA

Committed partners create a dynamic Country Programme

Due to the local partners' enthusiastic initiatives and frequent interactions, the Country Programme Uganda flourished in 2002. Most of the existing projects made substantial progress, and a Roundtable workshop on livelihoods resulted in eight new project ideas.



The entrepreneurial and organisational abilities of the local partners are the main reasons for the high level of activities in Uganda. In November the Ministry of Tourism, Trade and Industry (MTI) and IICD co-organised a Roundtable workshop on livelihoods. The participants were brought to the same knowledge level at a preliminary meeting, so that the workshop was very productive. Most of the new project ideas are already being translated into proposals.

Beyond the last mile

Projects that emerged from two previous Roundtables – on education in 2000 and on rural development in 2001 – were further developed in 2002, and two new ones began implementation. First, the livelihoods project 'Agricultural Research and Rural Information Network' (ARRIN), owned by the NGO Ndere Troupe, is using both conventional media and innovative ICTs to disseminate agricultural information to rural communities. The 'media mix' will include radio, popular theatre, newsletters and flyers, as well as e-mail and the Internet, to enable people living 'beyond the last mile' to access the information they need. The second project, 'District Net', owned by the Ministry of Local Government, aims to improve communications between local government offices in four districts.

In the education sector, project partners Kyambogo University and the Principals' Forum of Uganda Technical Colleges are on course with three projects. The national training partner, the Uganda Institute of Information and Communications Technology (UICT), organised several workshops on ICT maintenance. Also in the education

sector, the Global Teenager project (GTP) continued its success in 2002. There was a huge demand to join the English Learning Circles, and two classes took part in the first Learning Circle in French. In August, GTP teachers attended a three-day workshop on computer maintenance. GTP Uganda and SchoolNet Uganda also discussed opportunities for collaboration. It was not all plain sailing, however; the project 'ICT Policy in Education' was discontinued due to the lack of a common vision between IICD and the owner, the Ministry of Education and Sports.

In addition to the workshops mentioned above, IICD and national training partners UICT, Kyambogo University and Rank Consult Ltd were involved in various other capacity development activities, including 'on-the-job-training' in the Linux operating system and three Technical Update Seminars. The training partners also attended a Train-the-Trainer workshop and specialised ICT training courses to extend their expertise.

I-Network Uganda

IICD continued its support to 'I-Network Uganda', an informal network of ICT practitioners working for NGOs, the private sector, education institutes and the government, to encourage knowledge sharing on ICTs for development. I-Network Uganda organised several seminars on ICT-related topics – including open source, rural development, e-business and Internet security – as well as short research studies, a two-day policy workshop for permanent secretaries and, in cooperation with AITEC, a national seminar on rural connectivity. The network also

linked up with several existing projects and networks, and developed a local IN website, www.i-network.or.ug. By the end of 2002, the network consisted of around 120 members representing more than 60 organisations.

Evaluating Uganda

IICD's role and the activities in the Country Programme Uganda were evaluated in 2002. The evaluators concluded that the projects had achieved good results in that most project beneficiaries have acquired ICT knowledge and skills. Other findings of the evaluation were as follows:

- Since all the projects are relatively 'young', their development impact so far is most apparent at the institutional level rather than on the ground.
- The Technical Update Seminars are an excellent means of learning and knowledge sharing, and should be encouraged.

- IICD's role in the Roundtable process was to offer advice, which was commendable given that other organisations usually employ consultants to oversee implementation or take a leading role in project design.

Due to difficulties between the evaluation and project partners, however, a new M&E partner will be selected in 2003.

For more information on the Country Programme Uganda, please visit: www.iicd.org/countries/uganda

Certification

IICD's national training partners UICT and Rank Consult Ltd acquired the status of certified International Computer Driving Licence (ICDL) training and testing centres in 2002.

Projects in implementation in 2002		
Sector	Project	Owner
Education	ICTs in Vocational Education	Principals' Forum of Uganda Technical Colleges
	ICT-based Education Content	Kyambogo University
	ICT Basic Training	Kyambogo University
	Workflow Management	Ministry of Education and Sports
	ICT policy in Education*	Ministry of Education and Sports
	Global Teenager Project	–
Governance	Public Information Centres	Uganda Debt Network
	District Net	Ministry of Local Government
Livelihoods	Agricultural Research and Rural Information Network (ARRIN)	Ndere Troupe

* IICD support to this project ended in 2002.



ZAMBIA

New impetus in education

In 2002, IICD recognised that the Zambia Country Programme was in need of a new stimulus. This was provided by a new Roundtable workshop on livelihoods, and by further efforts to mainstream existing projects.



The project activities in Zambia are based on a National ICT Roundtable in 1998 and a Roundtable on education in 2000. In October 2002, a new Roundtable workshop on livelihoods was attended by representatives of a wide variety of organisations. The workshop resulted in 6 projects that are now in the formulation phase. Preparations are being made for a second workshop on education and a new Roundtable process in a third sector – health.

Improve the quality of education

One of IICD's main partners in the education sector is the Ministry of Education. Over the last two years the Ministry has developed a strategy to improve the quality of education, through a participatory process for civil servants within the ministry. This process raised awareness on the use of ICTs for development and gave a new impetus to existing activities. In particular, the 'ICT Policy in Education' project has been reintroduced, and work will begin in early 2003. Also in the education sector, the Global Teenager project (GTP) is coordinated by Microlink Technologies. Two new schools were able to join the project in 2002 due to a donation from i-Face, a Dutch NGO. Nine schools participated in the Learning Circles – four in March and five in September. GTP teachers attended ICT skills and basic web design courses, and created prototype websites for their schools. Based on GTP, a new project 'ICTs in Zambian Schools' was initiated in 2002.

The existing project – 'Information Dispatch' – unfortunately experienced management problems and failed to live up to expectations. Therefore IICD decided to withdraw. Currently, project partners are exploring the possibilities to reintroduce the project in another form.

In addition to GTP-related training, national training partners ZAMCOM and Microlink Technologies organised various capacity development activities. These included a well-attended open day and public seminars addressing issues such as appropriate technologies for the livelihoods sector, the possibilities offered by radio and Internet technologies, and an introduction to open source and Linux. The active involvement of the training partners strengthened their partnership with IICD.

Building a community

In the area of local Information exchange and Networking (IN), IICD continued its support to eBrain Forum, a national platform for discussing ICTs for development for NGOs, the private sector and government. The network organised regular public events to build up the community of members, and launched a quarterly newsletter and a local IN website, www.ebrain.org.zm. eBrain also produced research reports on the ICT sector and on telecentres in Zambia. In order to ensure its future financial sustainability, eBrain now offers various services to other organisations, including implementation of activities and

the production of advisory reports. The network has been invited by several organisations to contribute to discussions on ICTs for development. eBrain received national recognition when the Honorable Lupando Mwape, Minister of Communication and Transport, attended the network's annual congress in December. The network now wishes to extend its outreach beyond Lusaka, and has established chapters in Copperbelt and Livingstone.

For more information on the Country Programme Zambia, please visit: www.iicd.org/countries/zambia

Evaluating Zambia

The discussion about IICD's future approach in Zambia also resulted in an evaluation of the projects. The evaluators found that the projects had increased 'ICT awareness' among stakeholders, and recommended that continued efforts be made to mainstream the existing projects.

Projects in implementation in 2002

Sector	Project	Owner
Education	Global Teenager Project	Microlink Technologies Ltd
Livelihoods	ICT Policy in Education**	Ministry of Education

* IICD support to this project ended in 2002

** reintroduction planned for 2003



Knowledge Sharing and Thematic Networking

Learning locally, sharing globally

Thematic Networking is a major pillar of IICD's strategy, alongside the Country Programmes. It is the primary means by which IICD works to deepen knowledge sharing and learning among local partners and international stakeholders.

Thematic Networks link IICD's Country Programme partners with counterparts in other countries and with experts working in five sectors: education, governance, environment, health and livelihoods, towards ICT-enabled development. Following a multi-stakeholder approach, Thematic Networks involve a wide range of partners in the public, non-profit and private sectors. Local project partners comprise the core of the networking activities, supported by enabling partners, including in 2002 organisations such as Atos Origin, Balancing Act Africa, Bellanet, Bridges.org, Cap Gemini Ernst & Young, DFID/Imfundo, OneWorld International, SchoolNet Africa.

Knowledge sharing encompasses the networking and dissemination activities associated with Thematic Networking as well as local Information exchange Networks (IN - see the Country Programme pages for IN results). These activities are aimed at catalysing the creation and exchange of good practices and lessons learned from IICD local and other partners' experiences, in order to enhance both the quality and the impact of their work in the South. Both these local and sector-based networking activities are supported by the online discussion platform Dgroups, information dissemination channels such as iConnect, and research.

Together with the IN-networks, Thematic Networking is one of the mechanisms used by IICD to deliver a 'Question & Answer' service on ICTs to stakeholders in developing countries and the donor community, including partners in the Building Digital Opportunities (BDO) programme.

Thematic Networks by sector

IICD's Thematic Networking activities in 2002 focused on five sectors – livelihoods, education, e-governance, health and environment.

Livelihoods

The livelihoods Thematic Network (formerly e-business) is currently the most active, reflecting the importance of livelihoods-related projects in the Country Programmes.

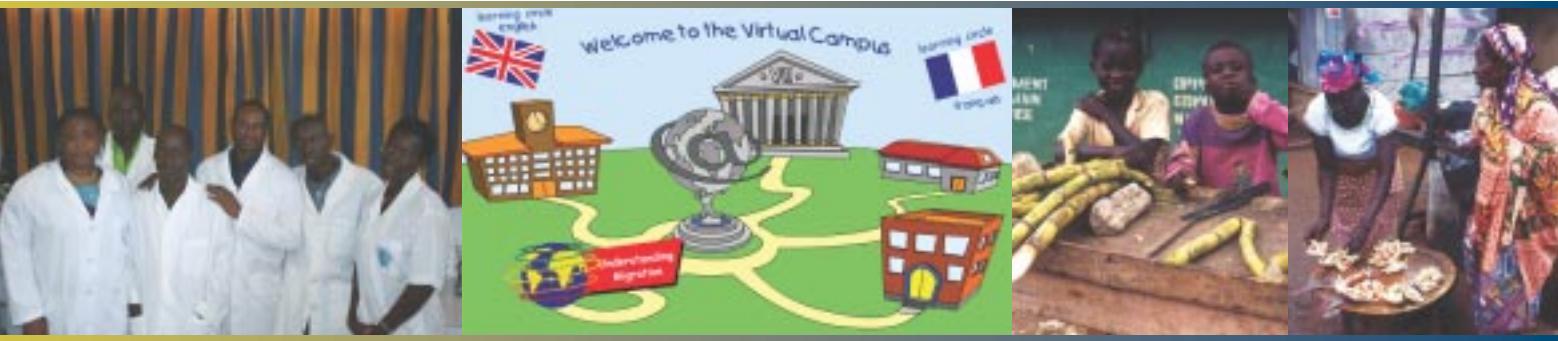
During 2002, numerous partner activities took place in support of livelihoods projects. Amongst others, IICD's enabling partner Cap Gemini Ernst & Young (CGEY) provided advice to various projects, and CGEY and Balancing Act Africa were involved in workshops and developing knowledge products. IICD, IDRC and Hivos supported a travelling workshop in India, organised by the M.S. Swaminathan Research Foundation, allowing practitioners from eleven Southern countries to explore diverse applications of ICTs for improving rural livelihoods. Further, IICD and UNU Initech carried out a joint research project to assess the impacts of ICTs on small and micro-enterprises in Ghana and Kenya.

Education

The education Thematic Network supports the many education-related projects in IICD's Country Programmes, including the Global Teenager Project. In August, IICD signed a partnership agreement with DFID for in-country collaboration and knowledge sharing within the Imfundo programme. Under an agreement with SchoolNet Africa, IICD will support several local research projects and a multi-stakeholder workshop for practitioners and policy-makers on the use of ICTs in education in African schools.

e-Governance

IICD's enabling partner Atos Origin provided advice on ICT policy issues in Bolivia, Tanzania and Zambia. In October 2002 IICD staff made presentations at the NEPAD conference, 'e-Africa: Building e-governance capacity in Africa', and, following a collaborative programme with UNESCO and CAFRAD initiated at this conference, IICD will support a consultative meeting on distance training for local government staff in early 2003. This activity builds on an ongoing research programme in which IICD and eight other organisations in the EU-funded 'EDITOSIA' consortium examine the potential of ICTs to provide distance education for local government staff in Africa. Discussions are ongoing with the University of Manchester's Institute for Development Policy and Management and the Commonwealth Telecommunications Organisation



(CTO) regarding support for the project 'eGovernment for Development Information Exchange' and the web space www.egov4dev.org.

Health

Joint activities with International Network for the Availability of Scientific Publications (INASP) provided excellent networking and learning opportunities for IICD's partners working in the health sector. IICD is supporting INASP's Health Information Forum (HIF-Net), a discussion list for providers and users of healthcare information working in resource-poor settings.

Environment

IICD has a limited number of partners working in the environmental sector, so activities under this theme have so far been modest. In the coming year, however, IICD will

support knowledge sharing activities as part of the Sixth Water Information Summit, which will be hosted by the International Water and Sanitation Centre (IRC) in September 2003.

Crosscutting themes

Beyond the five main sectors described above, IICD is using similar networking approaches to catalyse knowledge sharing and learning on crosscutting themes.

Training

ItrainOnline is a collaborative initiative of IICD, the Association for Progressive Communications (APC), Bellanet, the International Institute for Sustainable Development (IISD), INASP and OneWorld. This multilingual web portal offers access to Internet training resources geared towards users in developing countries, including IICD's national

Global Teenager Project continues to expand

In 2002 record numbers of students participated in the Global Teenager Project (GTP), and in the first Learning Circles in French. In Learning Circles, students discuss global issues with their peers in other countries. Involving 95 schools in 18 countries, GTP figures prominently in the education Thematic Network. In mid 2002, a new strategic framework brought greater emphasis to the educational dimension of the project in addition to the goal of increasing inter-cultural understanding. In line with the new strategy IICD is supporting ICT for Education pilot projects in five countries, aiming to strengthen the application of ICTs in secondary schools.



GLOBAL TEENAGER PROJECT



IICD continues to build new partnerships to ensure that GTP expands in both scope and depth. Together with the Anne Frank Foundation, for example, IICD is developing Learning Circles on the theme 'Respecting Differences'. A partnership with SchoolNet Africa will bring eight new African countries into the project over the next two years, and an agreement with Schools Online will focus on countries in the Middle East and North Africa.



training partners. The project is promoting effective approaches to ICT training, and the joint development of materials using an 'open content' framework.

Evaluation

In partnership with Bellanet, CTA, KIT and others, IICD supports and participates in the Learning and Evaluation Action Program (LEAP) Impact group, a lively community committed to advancing the practice of monitoring and evaluation as it relates to ICT-enabled development. Following a workshop in Amsterdam in 2002, the members of LEAP are compiling a toolkit for evaluating

Research Briefs

- E-business for NGOs
- Negocios electrónicos para ONGs
- The Cultural and Political Environment of ICT Projects in Developing Countries
- From Beedees to CD: Snapshots from a Journey through India's Rural Knowledge Centres
- Helping Producers Make Money from Digital Information

Research Reports

- Collecting and Propagating Local Development Content
- Collecting and Propagating Local Development Content: The case stories
- Sustaining ICT-enabled Development: Practice makes perfect?
- Using ICTs to Generate Development Content
- Strengthening Local Capacities to Create and Adapt Healthcare Information

Advisory Notes

- Internet via Satellite in Africa: An overview of the options available
- Wireless Communication: Overview of possibilities for wireless connections between computers

information products and services such as newsletters and websites.

Research

To find out what works, and why, IICD supports and collaborates in a number of research projects to compile lessons learned and to offer strategic guidance in areas relevant to local partners. The reports are widely disseminated electronically and in print and may be downloaded from the IICD website.

In 2002 IICD and the International Institute of Infonomics carried out a joint research study to identify the socio-cultural factors influencing the adoption of ICTs in Jamaica and Tanzania. A study carried out for DFID, as part of the DOT Force, is examining how developing countries are using ICTs to create, adapt and exchange local content. In the agricultural sector, IICD and ISNAR are working on a study of the factors that will shape future agricultural information systems. IICD is also involved in a study of electronic distance training on sustainability in African local governments.

IICD and Bridges.org are currently collaborating in the compilation of a series of case studies of ICT-enabled development. The aim is to document best practices and identify sustainable models that ground level initiatives can apply in their local context. The case studies are available at www.bridges.org/iicd_casestudies/.

Dissemination

During 2002 IICD collaborated with several partners in the development of a growing range of knowledge products and services:

www.iicd.org: In 2002 the IICD website was completely restructured in order to streamline site management and to improve the accessibility of information about IICD and the activities of its partners. On an average day the IICD corporate website received 95 visitors, each of whom spent over eight minutes on the site.

iConnect: This online information service, printed newsletter and e-mail bulletin features news from the BDO partners and a wide variety of other sources highlighting the ways in which ICTs are contributing to sustainable development. The number of iConnect readers continues to grow; by the end of 2002 almost 2000 individuals had signed up to receive the monthly e-mail bulletin.

iConnect Africa: IICD and the UN Economic Commission for Africa (UNECA) began collaborating on a similar online and printed newsletter and e-mail bulletin for the African development community. iConnect Africa reports on the activities of partners in the Africa Information Society Initiative (AISI) and the BDO programme. Special issues on gender and ICTs and the World Summit on the Information Society were produced in 2002.

ICT Stories: For the fourth consecutive year IICD and the infoDev Program of the World Bank jointly organised the ICT Stories competition, which is intended to capture the learning process that accompanies the introduction and implementation of ICTs for development. The winning entries in 2002 included an account of a project in India to set up a rural intranet, with information kiosks where villagers can access various government services, and the story of two young Kenyan entrepreneurs who used the web to market sandals online. Read the winning stories at www.iicd.org/stories.

Capacity.org: IICD continued to contribute to Capacity.org, a website and a printed newsletter published by the European Centre for Development Policy Management (ECDPM), focusing on capacity building policy and practice within international development cooperation.

INASP Newsletter: Also in 2002 IICD collaborated with INASP on a special issue of the INASP Newsletter, which examined the process of creating and communicating local development content. The issue reported on the results of a DFID-commissioned study of local content

carried out by IICD earlier in the year. This study and related efforts have significantly advanced the development discourse on the importance of local content.

Dgroups

Online collaboration is an integral part of both local and Thematic Networking. In 2002, IICD joined Bellanet, DFID, ICA, OneWorld and UNAIDS to create Dgroups, a digital community-building environment. Dgroups comprises a discussion platform, a mailing list and shared calendar function, and is already proving to be a successful knowledge-sharing platform: after slightly more than a year, Dgroups now hosts more than 300 communities.

Dgroups encourages knowledge sharing among stakeholders in IICD-supported activities (and those of the Dgroup consortium) by providing an online space for participants in IN as well as Thematic Networking activities.

Partnerships – The key to success

The importance of partnerships in all of IICD's work is highlighted in the title of our strategy, 'Deepening Local Ownership through Partnerships'. In 2002, IICD continued to follow a multi-stakeholder approach, involving partners from the public, non-profit and private sectors. As well as strengthening existing relationships, IICD signed new strategic partnership agreements with the Swiss Agency for Development and Cooperation, Cordaid and Atos Origin.



IICD's partners can be grouped into two categories: 'local' and 'enabling' partners. The *local* partners are those who receive support in developing and implementing various activities, including projects, policy formulation, capacity development, monitoring and evaluation, and local Information exchange and Networking. In 2002 IICD continued to work with dozens of local partners spanning the Country Programmes and the Thematic Networks, and also started working with a number of new ones.

IICD's *enabling* partners provide financing, strategic advice and other services, and collaborate in joint efforts to support locally owned initiatives that will help in achieving sustainable development. A feature of IICD is the way it forges partnerships with private, public, and non-profit organisations, bringing these actors to the same table and engaging them in a joint enterprise in each of the countries in which we work.

Expanding the public sector

IICD is actively seeking partnerships with public sector agencies, in order to share their knowledge of and experience in facilitating socio-economic development in the South. Within the framework of the Building Digital Opportunities (BDO) programme, a forum for cooperation and knowledge sharing in the use of ICTs for development, IICD works in partnership with three such agencies; the Netherlands Directorate-General for Development Cooperation (DGIS), the UK's Department for International Development (DFID) and the Swiss Agency for Development and Cooperation (SDC). In 2002 IICD continued to strengthen its relationship with DGIS, with more frequent consultations regarding strategic approaches. IICD and DFID spent time in 2002 addressing how to improve IICD activities under BDO; including better use of the quarterly BDO group meetings as well as securing more demonstration project activities. Under a new agreement signed in 2002, SDC also became a BDO partner, and joined DGIS and DFID as a provider of IICD's core funding.

More than half of the Swiss support goes directly to the Country Programmes and Thematic Networks. Also in 2002, IICD held discussions with the Canadian International Development Agency (CIDA) regarding a joint programme, which will lead to a partnership in 2003.

Reaching the grassroots

Non-profit organisations form another group of stakeholders with whom IICD pursues strategic partnerships, both as a means to introduce ICTs at the grassroots level, and to share the knowledge and lessons learned. During 2002 IICD signed partnership agreements with two Dutch NGOs, Cordaid and Hivos, both of which have their own networks of grassroots organisations in the South. In May, Cordaid became a strategic enabling partner, and the two organisations are working to facilitate ICT-enabled development among Cordaid's

Developing capacities in partnership

In 2002 IICD worked with more than twenty national training partners in the eight focal countries, focusing on developing the human capacities for organising and delivering training in ICT-related skills and knowledge. IICD also continued to provide institutional support to ensure the sustainability of these local training organisations. This support ranged from advice on methodologies, templates and information resources, to Train-the-Trainer workshops and benchmarking to ensure the quality of content of individual training courses. It also included financial support for developing the skills of individual staff members, and for training certification schemes such as the International Computer Driving Licence (ICDL). This year IICD also worked with some partners to help them obtain certification for their internal management processes under the ISO 9001:2000 standard.

NGO networks. The agreement focuses on agriculture and health. Cordaid will support the Country Programmes in Bolivia, Ghana and a third country, yet to be decided. IICD and Hivos negotiated a new three-year partnership agreement, to be formalised in early 2003, under which Hivos will support IICD's Country Programmes in Ecuador and Zambia.

IICD and the Canadian organisation Bellanet continued to strengthen their relationship with the establishment of a joint appointment, and collaboration in ItrainOnline and Dgroups. These two initiatives aim to avoid duplication of efforts and increase knowledge sharing among development partners working with ICTs. Since 1998, IICD and the *infoDev* programme of the World Bank have jointly organised the ICT Stories competition. In June, the four winning ICT Stories writers were invited to the World Bank in Washington, and to the Internet Society's annual conference (INET 2002) to present their personal experiences of 'learning by doing'. IICD and the media organisation OneWorld International collaborated in several projects, including the organisation of an online meeting of experts to discuss their input to the World Summit on the Information Society. OneWorld International, which is also a partner in ItrainOnline and Dgroups, and IICD are working together to find ways to encourage the use of digital media to create local content describing applications of ICTs in a development context. Also in 2002 IICD entered into an agreement with SchoolNet Africa, an African-led, African-based NGO that is promoting learning and teaching through the use of ICTs. Under this agreement IICD will link the Global Teenager Project with the classroom-based initiatives of SchoolNet Africa. IICD will also support collaboration in research on the use of ICTs in education.

In 2002, IICD continued its involvement with the Global Knowledge Partnership (GKP) as a member of its Executive Committee.

Sharing knowledge in private sector

To ensure that the best quality tools are applied at the lowest possible prices, the contribution of private sector partners to ICTs for development is essential. IICD generally works with private sector partners in the context of the Thematic Networks, sharing knowledge on aspects of a particular theme. In late 2002, Atos Origin – an international business and technology integrator – and IICD signed a Memorandum of Understanding under which each year they will identify a number of activities in which they wish to collaborate. In the first year, the focus will be on e-governance, an area of strong mutual interest. IICD continued its successful partnership with the international consulting firm Cap Gemini Ernst & Young (CGEY), and accommodated new activities, including support for IICD's staff development programme. In the context of the Thematic Network on livelihoods, CGEY consultants provided strategic advice and knowledge products to local partners on the implementation of e-business approaches.

For more information on Partnerships, please visit:
www.iicd.org/partnerships

Auditors' report

Introduction
We have audited the annual accounts for the year 2002 of Stichting International Institute for Communication and Development at The Hague. These annual accounts are the responsibility of the entity's management. Our responsibility is to express an opinion on these annual accounts based on our audit.

Scope
We conducted our audit in accordance with auditing standards generally accepted in the Netherlands. Those standards require that we plan and perform the audit to obtain reasonable assurance about whether the annual accounts are free of material misstatement. An audit includes examining, on a test basis, evidence supporting the amounts and disclosures in the annual accounts. An audit also includes assessing the accounting principles used and significant estimates made by the management, as well as evaluating the overall annual accounts presentation. We believe that our audit provides a reasonable basis for our opinion.

Opinion
In our opinion, the annual accounts give a true and fair view of the financial position of the entity as of 31st December 2002 and of the result for the year ended in accordance with accounting principles generally accepted in the Netherlands.

On behalf of the Netherlands Minister of Foreign Affairs we express that the annual accounts give a true and fair view regarding activity number NLo54404 and that the expenditures related to these activities are legitimate, and that all obligations are met in accordance with the agreement.

Rotterdam, May 9th, 2003

Borrie & Co, Auditors

* For the complete annual accounts 2002, including accounting principles and detailed statements, please contact IICD.

Balance sheet

Balance sheet as at 31 december 2002*

	31-12-02	31-12-01
Euro		
ASSETS		
Fixed assets		
Tangible fixed assets	244.820	170.020
Totals	244.820	170.020
Current assets		
Receivables & prepaid expenses	998.063	1.566.748
Cash & bank	366.275	79.209
Work in progress	7.068	-
Totals	1.371.406	1.645.957
Total assets	1.616.226	1.815.977
LIABILITIES		
Equalization account	244.820	170.020
Reserve	17	17
Current liabilities		
Payables & accrued liabilities	1.344.254	1.616.550
Taxes & social security payments	27.135	29.390
Totals	1.371.389	1.645.940
Total liabilities	1.616.226	1.815.977

Statement of operating income and expenses for 2002*

	Actual 2002	Actual 2001
Euro		
SUMMARY		
Income		
Ministry of Foreign Affairs:		
• Activity number NLo54404	4.034.396	-
• Activity number NLo54401	-	3.783.816
• Activity number NLo54402	-	54.294
• Own income	2.087.971	801.858
Total income	6.122.367	4.639.968
Expenses		
Ministry of Foreign Affairs:		
• Personnel expenses	90.769	1.024.386
• Office	421.947	443.937
• Management & Board	67.060	89.275
• Interest etc.	579.776	1.557.598
• Project expenses	(49.524)	(55.457)
- Country Programmes	2.419.046	
- Thematic Networks	1.375.838	
- Seed Funds	1.500.185	
- Corporate services	297.046	
Total expenses	5.592.115	3.137.827
BALANCE	6.122.367	4.639.968

Useful links

Though not a comprehensive listing, some interesting links from partner organisations are mentioned here.

Bolivia

- Local IN website, **TiCBolivia** – www.ticbolivia.net
- **AOPEB** – www.aopeb.org
- **APCOB** – www.enbolivia.com
- **CEPAC** – www.cepacbolivia.org
- **CEBEM** – www.cebem.com
- **CIPCA** – www.cipca.org.bo
- **CIDOB** – www.cidob-bo.org
- **EnBolivia.com** – www.enbolivia.com
- **Stichting Ayni Bolivia** – www.ayni.nl
- **ICA** – www.icamericas.net
- **REDESMA** – www.redesma.org

Burkina Faso

- Local IN website, **Burkina-NTIC** – www.burkina-ntic.org
- **Club @robase** – www.clubarobase.bf
- **DELGI** – www.delgi.gov.bf
- **FIAB** – www.fiab.bf
- **SNV Burkina Faso** – www.snvburkina.org
- **Yam Pukri** – www.yam-pukri.org
- **ZCP** – www.zcp.bf

Ghana

- Local IN website, **GINKS** – www.ginks.org
- **CSIR-INSTI** – www.csir.org.gh/insti.html
- **EPA** – www.epa.gov.gh
- **GAINS** – www.csir.org.gh/gains.html
- **Ghana.gov** – www.ghanagov.gh
- **Health Foundation of Ghana** – www.hfghana.org
- **iConnectGhana** – www.iconnectghana.org
- **ISOC Ghana** – www.isoc.org.gh
- **MOFA** – www.mofa.gov.gh
- **Ministry of Health** – www.ghanagov.gh/governing/ministries/social/health.php
- **Ministry of Information and Presidential Affairs** – www.ghanagov.gh/governing/ministries/governance/information.php

Jamaica

- **ABIS** – www.radajamaica.com.jm/abis.htm
- **CME** – www.cme.com.jm
- **Caribbeat Entertainment Ltd** – www.caribbeat.com.jm
- **JCS-EF** – www.jcesef.org.jm
- **JAMPRO** – www.investjamaica.com
- **Ministry of Commerce, Science and Technology** – www.mct.gov.jm
- **RADA** – www.radajamaica.com.jm

Mali

- Local IN website, **Mali-ntic** – www.afribone.com/ntic/index.html
- **Afribone** – www.afribone.com
- **Datatech** – www.datatech.toolnet.org
- **Kènèya Blown** – www.keneya.org.ml
- **Kondo Jigima** – www.promali.org/caec

Tanzania

- Local IN website, **ICTTanzania** – www.icttanzania.org
- **Business Care Services** – www.businesscareservices.com
- **COSTECH** – www.costech.or.tz
- **DILES** – www.distancelearning-tz.org
- **E-ThinkTank** – www.ethinktanktz.org
- **ICDL IT training and certification centres** – www.icdl.org.za/html/ttcentres.asp
- **MOCT, National ICT Task Force** – www.moct.go.tz/ict/main.html
- **Soft-Tech Consultants** – www.stcl.com
- **TanEdu** – www.tanedu.org
- **TaTEDO** – www.tatedo.org
- **UCC** – www.ucc.co.tz

Uganda

- Local IN website, **I-Network Uganda** – www.i-network.or.ug
- **Kyambogo University** – www.kyambogo.ac.ug
- **MoES** – www.education.go.ug
- **Ministry of Local Government** – www.ugandamolg.org/welcome.html
- **Rank Consult Ltd** – www.rankconsult.co.ug
- **SchoolNet Uganda** – www.schoolnetuganda.sc.ug
- **Uganda Debt Network** – www.udn.or.ug
- **UICT** – www.ucc.co.ug/uci/about.html

Zambia

- Local IN website, **eBrain Forum** – www.ebrain.org.zm
- **CopperNet Solutions** – www.coppernet.zm
- **Information Dispatch** – www.dispatch.co.zm
- **Microlink Technologies Ltd** – www.microlink.zm
- **Ministry of Communication and Transport** – www.communication.gov.zm
- **Ministry of Education** – www.education.gov.zm
- **ZAMCOM** – www.zamnet.zm

Other links

- **AITEC** – www.aitecafrika.com
- **Anne Frank Foundation** – www.annefrank.nl
- **APC** – www.apc.org
- **Atos Origin** – www.atosorigin.com
- **Balancing Act Africa** – www.balancingact-africa.com
- **Bellanet** – <http://home.bellanet.org>
- **Bridges.org** – www.bridges.org
- **BDO** – www.dgroups.org/groups/BDO/
- **CIDA** – www.acdi-cida.gc.ca
- **CGEY** – www.cgey.com
- **Cordaid** – www.cordaid.nl
- **CTO** – www.cto.int
- **GKP** – www.globalknowledge.org
- **DFID** – www.dfid.gov.uk
- **Dgroups** – www.dgroups.org
- **DOT Force** – www.dotforce.org
- **DGIS** – www.minbuza.nl
- **eGovernment for Development Information Exchange project** – www.egov4dev.org
- **ECDPM** – www.ecdpm.org
- **Hivos** – www.hivos.nl
- **iConnect Africa** – www.uneca.org/aisi/iConnectAfrica/
- **iConnect Online** – www.iconnect-online.org
- **i-Face** – www.i-face.com
- **Imfundo programme (DFID)** – <http://imfundo.digitalbrain.com/imfundo/frontpage/home/>
- **infoDev** – www.infodev.org
- **IDRC** – www.idrc.ca
- **Infonomics** – www.infonomics.nl
- **IISD** – www.iisd.org
- **INASP** – www.inasp.info
- **ISNAR** – www.isnar.cgiar.org
- **IRC** – www.irc.nl
- **ItrainOnline** – www.itrainonline.org
- **UNAIDS** – www.unaids.org
- **KIT** – www.kit.nl
- **LEAP** – www.bellanet.org/leap
- **MSSRF** – www.mssrf.org
- **NEPAD** – www.nepad.org
- **OneWorld International** – www.oneworld.org
- **SchoolNet Africa** – www.schoolnetafrica.net
- **Schools Online** – www.schoolsonline.org
- **SDC** – www.deza.admin.ch
- **CTA** – www.cta.int
- **UNECA** – www.uneca.org
- **UNU InTech** – www.intech.unu.edu

List of acronyms

ABIS	Agricultural Business Information Services – Tanzania	IDRC	International Development Research Centre – Canada
ABIS	Agricultural Business Information System – Jamaica	IICD	International Institute for Communication and Development – the Netherlands
AISI	African Information Society Initiative – Ethiopia	IISD	International Institute for Sustainable Development – Canada
AITEC	Africa IT Exhibitions and Conferences	IN	Information exchange and Networking
AOPEB	Asociación de Organizaciones de Productores Ecológicos de Bolivia	INASP	International Network for the Availability of Scientific Publications – UK
APC	Association for Progressive Communications – South Africa	infoDev	Information for Development Program, World Bank – USA
APCOB	Apoyo para el Campesino Indígena del Oriente Boliviano – Bolivia	IRC	International Water and Sanitation Centre – the Netherlands
ARRIN	Agricultural Research and Rural Information Network – Uganda	ISOC	Internet Society of Ghana
BDO	Building Digital Opportunities	ISNAR	International Service for National Agricultural Research – the Netherlands
CEBEM	Centro Boliviano de Estudios Multidisciplinarios – Bolivia	ITI	Instructional Technology Institute – Jamaica
CEPAC	Centro de Promoción Agropecuario Campesina – Bolivia	JAMPRO	Jamaica Promotion Corporation – Jamaica
CGEY	Cap Gemini Ernst & Young – the Netherlands	JCS-EF	Jamaica Computer Society Education Foundation – Jamaica
CIDA	Canadian International Development Agency – Canada	KIT	Koninklijk Instituut voor de Tropen (Royal Tropical Institute) – the Netherlands
CIDOB	Confederación Pueblos Indígenas de Bolivia	KS	Knowledge Sharing
CIPCA	Centro de Investigación y Promoción del Campesinados – Bolivia	LEAP	Learning and Evaluation Action Program (Bellanet) – Canada
CME	Caribbean Music Expo – Jamaica	MoEC	Ministry of Education and Culture – Tanzania
Cordaid	Catholic Organisation for Relief and Development Aid – the Netherlands	MoES	Ministry of Education and Sports – Uganda
COSTECH	Commission for Science and Technology – Tanzania	MSSRF	M.S. Swaminathan Research Foundation – India
CROMABU	Crop Marketing Bureau – Tanzania	MTTI	Ministry of Tourism, Trade and Industry – Uganda
CSAIC	Central and Satellite Agricultural Information Centres – Jamaica	M&E	Monitoring and Evaluation
CSIR-INSTI	Council for Scientific and Industrial Research Institute for Scientific and Technological Information – Ghana	NEPAD	New Partnership for Africa's Development – Africa
CTA	Technical Centre for Agricultural and Rural Cooperation ACP-EU – the Netherlands	NGO	non-governmental organisation
CTC	Community Telecentres project – Tanzania	NTIC	Nouvelles Technologies d'Information et de Communication
CTO	Commonwealth Telecommunications Organisation – UK	RADA	Rural Agricultural Development Authority – Jamaica
DELGI	Délégation Général à l'Informatique – Burkina Faso	REDESMA	Red de Desarrollo Sostenible y Medio Ambiente (Sustainable Development and Environment Network) – Bolivia
DFID	Department for International Development – UK	SDC	Swiss Agency for Development and Cooperation – Switzerland
DGIS	Directorate-General for Development Cooperation – the Netherlands	SMEs	small- and medium-sized enterprises
DILES	Distance Learning and Education Services – Tanzania	SNV	Netherlands Development Organisation – the Netherlands
DOT Force	Digital Opportunities Task Force	TanEdu	Tanzania Education and Information Services – Tanzania
ECDPM	European Centre for Development Policy Management – the Netherlands	TaTEDO	Tanzania Traditional Energy Development and Environment Organization
EIN	Environmental Information Network – Ghana	TCLSS-TF	Tanzania Computer Literacy for Secondary Schools Trust Fund
EPA	Environmental Protection Agency – Ghana	TiCBolivia	Tecnologías de Información y Comunicación para el Desarrollo Sostenible – Bolivia
FIAB	Fédération Nationale des Industries de l'Agro-Alimentaire et de Transformation du Burkina – Burkina Faso	TN	Thematic Network
GAINS	Ghana Agricultural Information Network System – Ghana	UCC	University Computing Centre, University of Dar es Salaam – Tanzania
GINKS	Ghana Information Networking and Knowledge Sharing – Ghana	UDN	Uganda Debt Network – Uganda
GKP	Global Knowledge Partnership	UICT	Uganda Institute of Information and Communications Technology – Uganda
GTP	Global Teenager Project	UNAIDS	Joint United Nations Programme on HIV/AIDS – Switzerland
HIF-Net	Health Information Forum (INASP) – UK	UNDP	United Nations Development Programme – USA
Hivos	Humanistic Institute for Development Cooperation – the Netherlands	UNECA	United Nations Economic Commission for Africa – Ethiopia
IAB	International Advisory Board	UNU Intech	United Nations University Institute for New Technologies – the Netherlands
ICA	Institute for Connectivity in the Americas (ICA) – Canada	XML	extensible markup language
ICDL	International Computer Driving Licence (IT training and certification)	ZAMCOM	Zambia Institute of Mass Communication – Zambia
ICO	Instituto de Capacitación del Oriente – Bolivia	ZCP	Zongos Consulting and Productions – Burkina Faso
ICT	Information and Communication Technologies		
ICT4D	ICTs for development		
IDPM	Institute for Development Policy and Management, University of Manchester – UK		



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