REPORT OF THE WORKSHOP ON

SUSTAINABLE RURAL TELECENTRES

IN AFRICA

20 pays participants : Afrique du sud, Burkina, Burundi, Guinée, India, Kenya, Uganda, Mali, Niger, Rwanda, Sénégal, Swaziland, Zambie, Netherlands ...

RUUD CRUL (INFOBRIDGE FOUNDATION)

A. KODA TRAORÉ (CTA)

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PART I

WORKSHOP PROCEEDINGS

BACKGROUND

The importance of ICTs in development is no longer debatable. For development practitioners the main challenge is to find the best ways of integrating them in a development context, especially in poor rural areas of developing countries. Thus, the international community has put ICTs amongst the top priorities in the Agendas for development.

POLICY FRAMEWORK

In the last decade international and regional policies have addressed the opportunities and importance of ICT interventions in rural areas in developing countries in general and in Africa specifically:

1. In the Millennium Development Goals (MDGs) ICTs are mentioned as one of the major opportunities for sustainable economic development'. ICTs are mentioned specifically in Goal 8/Target 18, and they will also be vital in achieving the other Goals, notably Goal 1 – the eradication of extreme poverty and hunger.

2. The Plan of Action of the World Summit of the Information Society in Geneva, recognized the role of Telecentres as a key *element in strategies that will bring the information revolution to developing countries in a cost-effective way. This was confirmed by the 2ⁿᵈ WSIS in Tunis 2005, which stressed the role of ICTs as a development enabler": We agree that the financing of ICT for development needs to be placed in the context of the growing importance of the role of ICTs, not only as a medium of communication, but also as a development enabler, and as a tool for the achievement of the internationally agreed development goals and objectives, including the Millennium Development Goals.*

3. In Africa several regional initiatives were started in recent years:

   - **African Information Society Initiative** (AISI): an action framework that has been the basis for information and communication activities in Africa since 1996.
     (http://www.uneca.org/aisi/)

   - **African Regional Action Plan on the Knowledge Economy** (ARAPKE) - ARAPKE was requested through a recommendation of the Second African Regional Preparatory Conference for the WSIS, held in Accra, Ghana from 2-4 February 2005. In addition, the Khartoum Summit of the African Union also urged the continent to develop an Action Plan on the WSIS. The Action Plan is based on the "Accra Commitments for Tunis 2005" and the vision defined by both the *African Information Society Initiative (AISI)* and the *New Partnership for Africa's Development (NEPAD).* The Regional Action Plan was prepared to implement the WSIS recommendations for rolling out the information society in the continent for the next 10 years.

   - **NEPAD** ICT Framework - The new protocol on policy and regulatory framework for NEPAD ICT Broadband Infrastructure Network, known as the Kigali protocol, came into force on 13th February 2008 (http://appablog.wordpress.com/2008/02/19/the-kigali-protocol-for-the-nepad-ict-network-comes-into-force/)

   - **SADC Regional Indicative Strategic Development Plan** (RISDP).

Many Telecentres or community information centre initiatives have been supported by international (e.g. UNESCO, UNDP, FAO, EU) and bilateral donors (IDRC, SDC,USAID) and implemented through projects with (inter)national NGOs in the last 2 decades. These initiatives were set up as pilots with differing methodologies and services.

It is necessary to take stock of results and impacts of these initiatives and provide a framework for upscaling in a learning mode.

THE CONCEPT OF TELECENTRES / COMMUNITY MULTIMEDIA CENTRES

The concept of shared access to information was first launched in Europe and Canada in the early 1980s through the movement of "telecottage". This movement was accelerated in the second half of the 1990s and was especially boosted by the digital revolution and the emerging interest of development organizations and private sectors.

Attempts to define Telecentres are therefore diverse: some see them as information kiosks with a mix of ICT tools such as radio, photocopier, telephone, fax … and Internet connection; other focuses on the nature of services offered such as *telemedicine* or money transfer. But there is no real consensus around this question. As stated in an IDRC report, the concept of Telecentre *«is a phenomenon still in discovery and in the various places where it is created, the local context colours its final form. It is an instrument for development whose adaptation and mutation is far from complete and perhaps not for some time yet. As a result, attempts to classify the currently existing types are still quite unsophisticated ».*

Nevertheless what matters is the development objective of mainly looking for ways of providing the population involved with autonomous instruments that facilitate social and economic exchanges. Telecentres have therefore a double aim: to serve as a platform of exploitation of local knowledge on one hand and to be at the heart of economic and financial transactions of the community on the other.

KEY CHALLENGES

Many countries in Africa as well as other continents are facing similar challenges with respect to the use of ICT to address social and economic concerns in rural areas. These are mainly the following:

CHALLENGING ECONOMIC ENVIRONMENT

- o Poor or no access to connectivity infrastructure, as Internet Service Providers and mobile communication companies are concentrated in urban areas.
- o Limited access of rural population to social and economic information

- o Lack of awareness and access to ICTs resulting in slow penetration, integration and non use or poor application of ICTs by rural people within identified localities

- o Poor delivery of economic and social services from public and private sector institutions to local level institutions

- o Lack of access to business/market information services.

OPERATIONAL CHALLENGES

The above factors are coupled with common problems that affect effective functioning of Telecentres such as:

- Lack of sustainability and consistent revenue to support expenditures for connectivity and other communication services

- Lack of awareness on relevant content and content development

- Technical problems with maintenance of equipment, hardware as well as software. This includes the break down of equipment, virus invasions, LAN and PC maintenance

- Insufficient skills and awareness to optimize the use of ICTs e.g. word-processing, optimal use of Internet.

SUSTAINABILITY

With regard to sustainability, increased impact, and upscaling of Telecentres in Africa, the key challenges seem to be the following:

1. **Identifying appropriate technologies for rural Telecentres** - Low-cost, easy-to-implement technology platforms, affordable and stable Internet connections and suitable energy solutions

2. **Demand–led content development & information services** - Well-packaged, easy-to-replicate community services for Telecentres such as a range of information, communication and business services, computer training, telemedicine, e-learning, e-Government)

3. **Development of a conducive (socio-economic, technical and policy) environment for the Telecentres** through identification of the needs of (different layers of) the main stakeholders, assessment of the local situation and possible settings, capacity building for end-users and service providers, development of suitable business models, innovative social appropriation mechanisms and a supportive ICT policy strategy.

THE WORKSHOP

PURPOSE OF THE WORKSHOP

Contribute to the identification of key factors of success for sustainable rural telecentres in Africa.

EXPECTED RESULTS

At the end of the workshop:

- The participants will have gained insight into the reasons for success and failure of rural Telecentres

- They will have acquired knowledge on solutions contributing to sustainability of Telecentres in Africa.

- A shared web resource on sustainable Telecentres in Southern Africa will be available for all organizations, institutes and companies involved in telecentres initiatives in the region.

EXPECTED OUTPUTS

- Insight into the key factors for sustainable rural Telecentres, based on experiences in the field.

- Web portal on the sustainable Telecentres in Southern Africa

- Video/audio stories on practical experiences of the management of community multimedia rural telecentres

APPROACH

BEFORE THE WORKSHOP

o Conduct studies on Telecentre experiences in Mali, Senegal and Mozambique. The reports of these studies can be found on the Telecentres Africa website. See Workshop Preparatory Documents including studies.

o Use information from the field as basis for Workshop programme next to desk study on existing publications and workshop reports

o Request through mailing and questionnaire (see Report - Part II) already basic information on successes and failures of telecentres from potential participants and other sources

o Bring together a number of telecentre experiences from Practitioners to be used as cases presented during the workshop. Presentations of selected cases and other information on the

telecentre initiatives in which participants are involved will be presented at the Telecentres workshop website.

o   Analyze input from participants and others (all factors influencing telecentre performance) Result will be a 'Telecentre Map' with main factors influencing the performance which will form the basis for initial problem analysis session on Day 1

o   Prepare a video on Multimedia Centre experiences in West Africa.

DURING THE WORKSHOP

A number of cases of the 'Practitioners Group' will serve as the basis for the workshop programme. All participants in the workshop will contribute their experiences in the different workshop sessions with regard to the selected topics of the workshop. Together these cases will bring a range of different guidelines, technologies, and practices that will be discussed in workshop sessions given below and from which the most appropriate solutions will be selected and further elaborated. All sessions of the workshop will be facilitated by a 'facilitation Team' with members in each of the 3 workshop groups.

The programme will consist of three main sessions, each with a number of facilitated group discussion sessions using different process tools. This will be followed by plenary sessions to discuss findings of the different working groups. The sessions will comprise:

1. **Problem analysis session** in which main bottlenecks and key issues will be identified based on an initial list of cases brought together by participants before the workshop and complemented with new cases brought in during group discussions.
2. **Brainstorming & Problem solving session** providing the most appropriate and feasible solutions for the identified list of cases and key issues. Elaboration of a selected number of case in predefined format to facilitate comparison and evaluation by participants
3. **Synthesis session** in which key success (& failure) factors, appropriate models, technologies and services for sustainable Telecentres in Africa will be presented using the above elaborated cases.

AFTER THE WORKSHOP

After the workshop information provision on workshop themes will continue with a web portal on Sustainable Telecentres in Africa (www.share4dev.info/telecentres) with information on telecentre initiatives in Africa and other regions of the world.

At the same time a pilot Telecentre project will be launched in Zambia based on the findings and recommendations of the workshop. This will be the first of four sustainable Telecentres in Zambia and one of the pilot telecentre project in Africa supported by CTA.

InfoBridge Foundation and CTA being involved in several ICT4D initiatives in Asia, Africa, Caribbean and Pacific, will share the results of the workshop with their partners and where possible introduce solutions for appropriate technology, services ad sustainability challenges identified in the workshop.

THEMES OF THE WORKSHOP

The following main themes have been discussed in the workshop focusing on the topics given below:

1. **Appropriate technologies for rural Telecentres in Africa**
   a. Low-cost, easy-to-implement technology platforms
   b. Affordable and stable Internet connectivity
   c. Suitable energy solutions

2. **Appropriate demand–led content development & information services**
   a. Need assessment, monitoring client satisfaction, improvement of services
   b. Well-packaged, easy-to-replicate community services
   c. Content development, local knowledge and repackaging of information

3. **Ensuring sustainability**
   a. Assessment of needs and local setting
   b. Capacity building for Telecentre managers
   c. Affordability/accessibility by end users
   d. Appropriate business models
   e. Innovative social appropriation mechanisms
   f. Innovative ICT policy environment.

ORGANIZERS

THE TECHNICAL CENTRE FOR AGRICULTURAL AND RURAL CO-OPERATION (CTA)

For over 25 years, CTA has had a well-deserved reputation for collaboration with ACP governments, public and private sector bodies and civil society representatives in the course of implementing the mandate set out for it under the Cotonou agreement. In this respect, the Centre has successfully developed pragmatic and fruitful working relationships with all the major development agencies operating in the areas of information and communication management (ICM) and agricultural and rural development. Therefore, one of the main Centres' strategies consists in building its intervention on existing initiatives especially those promoting local knowledge and practices.

INFOBRIDGE FOUNDATION (IBF)

InfoBridge foundation (IBF) is a non-profit organization, founded in 2002 in the Netherlands for fostering public-domain information sharing for sustainable development and poverty alleviation. IBF supports the InfoBridge Partnership, a multi-stakeholder framework for sharing information on projects, good practices, experts and partner organisations and manages a web-based repository and interaction tools and provides training to partner organisations and networks. IBF is actively involved in ICT4D initiatives in Africa and Asia to set up information and service centres in rural areas

and is promoting shared open-access information resources that can be used by rural Telecentres , and intermediary organisations to provide multimedia information on questions and requests by local communities that they can to solve problems they face in their livelihoods.

ZAMBIA ASSOCIATION FOR THE ADVANCEMENT OF INFORMATION AND COMMUNICATION TECHNOLOGY (ZAA-ICT) ZAMBIA – (LOCAL ORGANIZING COMMITTEE)

ZAA-ICT is an Zambian NGO aimed at enhancing use of ICT for development especially by fostering sustainable Telecentres and works together with partners in Zambia and outside that are active in the area of ICT and Telecentres. ZAA-ICT also spearheads the thematic group on Rural Access and has carried out several studies on national ICT and Telecentre activities in Zambia.

Other partners

TELECENTRE.ORG

This is a community of people and organizations committed increasing the social and economic impact of telecentres around the world.

They work together to create the resources telecentres need to succeed:
- o Locally relevant content and services
- o Support and learning opportunities
- o Networks that help telecentre activists connect to each other

With these things in hand, tens of thousands of telecentres will be in a better position to enrich the communities they serve. The telecentre.org community includes grassroots activists, national telecentre networks, content and service providers, governments, and organizations which fund telecentre activities. Initial efforts to convene and resource this community were led by a consortium of Canada's International Development Research Centre (IDRC), Microsoft, and the Swiss Agency for Development and Cooperation (SDC). These partners continue to invest in the efforts described above.

INTERNATIONAL INSTITUTE FOR COMMUNICATION AND DEVELOPMENT (IICD)

IICD assists developing countries to realise locally owned sustainable development by harnessing the potential of Information and Communication Technologies (ICTs). IICD realizes its mission through two strategic approaches. First, Country Programmes bring local organizations together and help them to formulate and execute ICT-supported development policies and projects. The approach aims to strengthen local institutional capacities to develop and manage Country Programmes, which are currently being implemented in Bolivia, Burkina Faso, Ecuador, Ghana, Jamaica, Mali, Tanzania, Uganda and Zambia. Second, Thematic Networking links country and international partners working in similar areas, connecting local knowledge with global knowledge and promoting South-South and South-North exchanges. Thematic Networking focuses on sectors like education, health, governance, environment, livelihood opportunities - especially agriculture - and overarching issues such as training and evaluation.

PARTICIPANTS

Some 50 participants (telecentre practitioners, Topic experts and strategic regional partners) were invited for the workshop based on the following criteria:

1. *Practitioners*: Telecentre managers from selected countries in Africa where Telecentre initiatives have been initiated in recent years. Practitioners should be able to present and discuss their own Telecentre set up/management.
2. *Topic experts*: Telecentre and ICT4D specialists dealing with one of more of the themes of the workshop
3. *Key strategic partners*: organizations actively supporting and financing Telecentre initiatives in Africa and elsewhere in the developing countries.

A list of the participants can be found in Annex 1 and in Report Part II.

LANGUAGES

The workshop was in English and French. Simultaneous translation was provided during the workshop.

VENUE AND DATES

The workshop was held in Lusaka, Zambia, from 17 -19 June 2008.

PROGRAMME

The workshop programme for the three days can be found in Annex 2.

RESULTS OF THE WORKSHOP

OPENING CEREMONY

Mr Claes Rosvall of COMESA and Ms Oumy Ndiaye of CTA started the Opening Ceremony respectively with an Introductory Remark and a Welcome Address.

After that the workshop was officially opened by the Minister of Transport and Communication of Zambia, the Honorable Mrs Dora Siliya with an inspiring speech on the challenges of Telecentres in Zambia and the other countries in Africa. The full text of the speech of the Minister can be found in Annex 3

Ms Sola Phosiso of SAFIRE Zimbabwe spoke a Word of Thanks on behalf of the organizers and participants. The presentation of Mr Rosvall can be found on the Telecentre website (www.share4dev.info/telecentres).

SESSION 1   KEY NOTE PRESENTATION ON THE THREE THEMES OF THE WORKSHOP

In the second half of the morning key note presentations were given on the three themes of the workshop after an overview of the workshop agenda presented by Mr Ruud Crul of InfoBridge Foundation.

Mr Dion Jerling of ConnectAfrica (South Africa) presented a key note on Appropriate Technologies for rural telecentres in Africa; Mr Arun Varma of ILFS (India) gave in his presentation an overview of the demand-led Content development and services in India and perspectives for Africa; and Mr Michael Lubowa of INIDO (Uganda) spoke on how to ensure sustainability of rural telecentres in Africa. All three key note presentations are available on the Telecentre workshop website under 'Resources'/ Workshop Documents/Presentations.

After the key notes there was a plenary discussion in which participants could comment on the three key notes.

SESSION 2   IDENTIFICATION OF MAIN CHALLENGES

In the afternoon the first working group session took place after an introduction of Mr Ruud Crul on the approach of the working group sessions, procedures and expected results. The participants were divided into three working groups based on their preference for the respective themes and the groups discussed and identified the main challenges with their own theme using a long-list of telecentre issues. This long-list of telecentre issues was prepared on the basis of existing publications on Telecentres in Africa and the results of the questionnaire that was filled online in 'SurveyMonkey' by the participants before the workshop. The long-lists of the three themes are given in Annex 4.

The three working groups discussed the long-list of telecentre issues and identified most important challenges. The discussions in the groups were summarized and presented by the rapporteurs of the three working groups and discussed in a plenary session at the end of Day 1. Results are given in Annex 5.

The Bulletin of Day 1 was prepared by Mr. Souleymane Ouattara of JADE Production (Burkina Faso) invited by the Steering Committee to cover the workshop. The Bulletin (in French) can be found on the Telecentre website (Bulletins of the Telecentre Workshop).

SESSION 3   FINDING SOLUTIONS OF MAIN CHALLENGES AND PRIORITY SETTING

Day 2 started with a panel discussion on finding solutions to the key constraints identified. The discussions focussed more on analyzing the solutions rather than just listing them. The discussions were introduced by two presentations from Mr. Koda Traoré, CTA and Mr Jean- Ernest Ouédraogo a CTA consultant who has conducted the pilot study in Mali

Based on the result of his study, Mr Ouedraogo estimated that the decision to set up a telecentre should be based on viability study. Managers of telecentres of the telecentres should benefit from training in management and maintenance of equipment. The staff motivation is also crucial, he said. Experience has shown that the staff turn over is inevitable with well trained staff but it is possible to reduce the effects by increasing the number of persons trained and by creating a more favourable working environment for trained staff (fixed salaries, exposure, etc.)

M. Koda Traore insisted on the need for social appropriation as an additional factor for ensuring sustainability. To reach this objective, it is important for telecentre to collect some key indicators which can contribute to increasing the full participation of the rural communities in the setting and management of the telecentres. The efficiency of the telecentre should be based mainly on the following key aspects: (1) improved management including actors involved, access to relevant content, improved channels and process to deliver and share content) and (2) improved partnership: which should take into account the involvement of the rural communities, relevance of the content, training of trainers, geographical coverage and financial inputs.

Describing the current model of telecentre financed by public national or international funds, M. Traore insisted that Telecentre should progressively move to a model where they can position themselves as enterprises capable of generating incomes and at the same time pursuing their social objectives.

After the panel discussion, the working groups met again to identify solutions for identified main challenges using the shortlists of Day 1. This resulted in combined challenges – solutions lists for each of the three themes given in Annex 5.

The short-lists of combined challenges and solutions were presented by the rapporteurs in a plenary session at the end of the morning of Day 2.

The Bulletin of Day 2 was prepared by Mr. Souleymane Ouattara of JADE Production (Burkina Faso) invited by the Steering Committee to cover the workshop. The Bulletin (in French) can be found on the Telecentre website (Bulletins of the Telecentre Workshop).

FIELD VISIT TO THE CHINYUNYU TELECENTRE

In the afternoon a field visit to the Chinyunyu community information and multipurpose Telecentre set up by the GRZ-MCT/UNIDO/GEF project, some 80 km outside Lusaka was visited by the participants.

The telecentre is "*expected to significantly contribute to the improvement of living standards of the targeted communities". The telecentres* different communication services such as public and mobile phones, internet access and a community cinema to the community of Chinyunyu district. Other services include Computer classes and Internet, Printing and Photocopying, Battery and Phone charging.

Though most of the participants were impressed by the facilities available (solar energy panel, satellite internet access etc.), many think that it may be difficult to maintain and sustain this kind of projects and eventually expand it at larger scale without continuous supports from external funds.

SESSION 4   DESCRIBING SOLUTIONS

On Day 3 of the workshop the participants worked again in the working groups to describe solutions that were identified for the main challenges. Each of the working groups was asked to described 2 or 3 solutions. In Annex 6 the solutions that the Working Groups prepared are given.

The Bulletin of Day 3, prepared by Mr. Souleymane Ouattara, (in French) can be found on the Telecentre website (Bulletins of the Telecentre Workshop).

SESSION 5   PRESENTATIONS OF ORGANIZERS AND VIDEOS OF PARTICIPATING ORGANIZATIONS

In this section the organizers presented their activities and tools that can be used by Telecentres in Africa. First Mr Meddie Mayanja of Telecentre.org presented the activities of its global network. Ms Oumy Ndiaye and Mr Koda-Traoré of CTA presented the CTA activities and its web portals for information sharing. Mr Ruud Crul of InfoBridge Foundation informed the participants on the information sharing tools for sustainable development and the Telecentre projects of InfoBridge in Asia (India and Bangladesh) and Africa (Uganda and Kenya). Finally Mr Olaf Erz of IICD talked about the project activities of IICD in Africa and Latin America. All presentations of the organizers are uploaded to the telecentre website.

In the afternoon a session was dedicated to the display of videos brought by some of the participants introducing and presenting their own telecentre activities, approach and success stories.

SESSION 6   REGIONAL, NATIONAL AND INTERNATIONAL COOPERATION AND NETWORKING

This session started with presentations by Ms Animata Maïga, (AfriLinks Mali), Mr Sula Ndaula (Ugabytes, Uganda), Mr Mamy Keita, (ACA, Guinea) and Ms Polly Gaster (CIUEM, University, Mozambique) on regional initiatives and national activities on telecentres. The presentations were followed by a panel discussion on national and regional cooperation.

The set up of the regional telecentre network for Southern Africa (SATNET) was announced by Mr Dean Mulozi of ZAA-ICT. The day after the workshop a meeting was dedicated to the organization of the SATNET.

SESSION 7 - SYNTHESIS AND WORKSHOP RECOMMENDATIONS

For each of the themes the conclusions are summarized below. For additional information see the annexes:

TECHNOLOGY

- Need to identify a suitable location
  - Community approved, accessible location
- Use appropriate equipment
  - Ensure good quality/price relation
- Deploy appropriate energy solutions
  - Grid and off-grid options

CONTENT & SERVICE

- Retention of skilled staff
  - Staff capacities to meet demand and expectations of the community
- Content development & dissemination
  - Deploy content development & dissemination tools
  - Develop staff skills
- E-governance at community level
  - Lobby for integration of e-governance in policy environment
  - Linking with government organisations

ENSURING SUSTAINABILITY (SOCIO-ECONOMIC CONTEXT)

Partnerships:
- Two-way partnerships should be given more thrust: service providers and Service seekers both should be helped to converge at the telecentre level
- Need to develop a repository of services and information through a telecentre network for better efficiency
- Sustainability

Ownership
- Needs a set of guiding principles that may be developed as a mission statement and memorandum of agreement

- Distinction between policy level initiatives and managerial initiatives through a standard operating procedures (SOP)

In addition CTA indicated the next steps that will be implemented in 2008-2009:

OUTPUTS

► Develop a "*Guide*" on how to establish sustainable rural telecentres. The guide will also link to existing resources and experiences

► The Telecentre Africa website (www.share4dev.info/telecentres) will be used and enhanced by the participants to continue discussing identified issues, accessing resources available and sharing their experiences **(individual basis)**.

► The Website is proposed to be used by the up-coming Southern Africa ICT and Telecentre Network (SATNET), and will be linked to Telecentre.org

COLLABORATION

► CTA will continue to support its partners to adopt the telecentres approach and to enhance the Telecentre initiatives in Africa especially in Southern Africa

► InfoBridge expertise and tools will be available through its partnership programme to telecentres, organisations and networks involved in strengthening sustainable development of local communities

► The organising partners agree to contribute towards telecentres initiatives in Africa especially in Southern Africa.

SESSION 8   CLOSURE

Ms Oumy Ndiaye of CTA started the Closing Ceremony on behalf of the organizing committee and Dr Dorethy Okelo of Makerere University of Uganda summarized the main results and recommendations of the workshop on behalf of the participants. Subsequently the Secretary General of the Ministry of Transport and Communication of Zambia, Mr Mbumaye, officially closed the workshop.

Mr Mbumaye reaffirmed the commitment of his government in the telecentre movement as part of the global ICT development agenda. He invited the international partners involved in the workshop to sustain their efforts in supporting the ICTs deployment and adoption in Africa in general and in Southern Africa in particular.

In her intervention, Dr Okello drawn the attention of participants on the gender dimension in ICT adoption and pleaded for an increased support to improving rural women access to ICTs as one of the main factor for sustainability.

ANNEXES

1. List of Participants

2. Workshop Programme

3. Speech of the Mrs. Dora Siliya, Minister of Transport and Communication of Zambia

4. Longlists of challenges for working group sessions

5. Reports of working groups - challenges – priority setting (day 1-2)

6. Reports of working groups – Solutions (day 3)

ANNEX 1 – LIST OF PARTICIPANTS

Mr Samuel D. BOK	Department of Research Science and Technology - Botswana
Mr Suthani MAZHANI	Botswana Technology Centre - Botswana
Mr Kishore NARAN	Dept of Information Technology - Botswana
M. Souleymane OUATTARA	JADE Production - Burkina Faso
M. Jean Paul NKURUNZIZA	Burundi Community Telecentre Network or BYTC - Burundi
Mr Meddie MAYANJA	IDRC, Telecentre.org - Canada
Mr Abebe CHEKOL	UNECA, ICT, Science and Technology Division - Ethiopia
Mr Mamy KEITA	Agence pour la Commercialisation Agricole (ACA) - Guinea
Dr Arun VARMA	IL&FS Educ. and Technology Services Ltd, Dep. of Inform. Technology - India
Mr Frederick Ochieng OLUOCH	Kendat - Kenya
M. Jean Ernest OUEDRAOGO	Consultant in Communication - Mali
M. Louka DIARRA	Radio Beldougou Mali
Mme Aminata MAIGA	Afriklinks - Mali
Ms Polly GASTER	Centro de Informatica da Universidade Eduardo Mondlane (CIUEM) - Mozambique
M. YOUSSOUF Mohamed Elmoctar	Réseau des Chambres d'Agriculture (RECA) - Niger
Mr Roméo MBENGOU	Association AZUR Développement - République du Congo
M. Paul BARERA	Rwanda Telecentre Network - Rwanda
M. Abdoulaye DIAKO	Ndoogu Communication - Senegal
Mr Dion JERLING	Connect Africa - South Africa
Mrs Patricia Khanyisile MAKORO	Telecenter Association of South Africa (TASA) - South Africa
Ms Dudu SIHLONGONYANE	Min. of Tourism, Environment and Communication - Swaziland
Mr Martine DEVOTHA	Fadeco Telecentre - Tanzania
Ms Marina CHERBONNIER	CTA - The Netherlands
Mr Ruud - CRUL	InfoBridge Foundation - The Netherlands
Mr Simon André JASPERSE	InfoBridge Foundation - The Netherlands
Mr Olaf - ERZ	IICD - The Netherlands
Ms Oumy K.NDIAYE	CTA - The Netherlands
Mr A. Koda - TRAORE	CTA - The Netherlands
Mr Michael - LUBOWA	MIDWAY CENTRE - Uganda
Mr Sula NDAULA	Ugabytes - Uganda
Mr Peter BALABA	Nakaseke Telecentre - Uganda
Mr Ivan Gaayi KIBIRIGE	Nabweru Community Multimedia Centre - Uganda
Mrs Twanza Berna NGOLOBE	Women of Uganda Network - WOUGNET - Uganda
Dr Dorothy OKELLO	Community Wireless Resource Centre (CWRC) - Uganda
Mr Victor MBUMWAE	Ministry of Communications and Transport
Mr. Austin CHILALA	GRZ-MCT/UNIDO/GEF - Zambia
Mr Dean MULOZI	ZAA-ICT - Zambia
Mr Paul MUWOWO	DOPE - Zambia
Ms Rhoda CHISENGALUMBASE	ZAA-ICT - Zambia
Mr Lee MUZALA	E-Brain Forum of Zambia - Zambia –
Dr Gay NYAKWENDE	One World Africa - Zambia –
Dr Lemba D. NYIRENDA	GRZ-MCT/UNIDO/GEF - Zambia
Mr Chitenda SILUNGWE	Mporokoso Bwafwano central Board - Zambia
Mrs Joyce MUKANDO	Mporokoso Bwafwano Central Board - Zambia
Mr Wamupu NOYOO	ZAA-ICT - Zambia
Mr Mark BENNETT	Africonnect Zambia Ltd Zambia
Ms Anne Johnson	Africonnect Zambia Ltd Zambia
Mr Kalunda - CHOMBA	Translator - Zambia
Mr Changwe – MANDISHI	Translator - Zambia
Dr SOLA PHOSISO	SAFIRE - Zimbabwe
Mr Kundhlande GLADMAN	SAFIRE – Zimbabwe

ANNEX 2 - PROGRAMME OF WORKSHOP

Day 1	Telecentre Challenges		
08:30-09:00	On-site registration		
	Plenary	**OPENING**	
09:00-09:15	Plenary	Introductory remark	Mr Claes Rosvall - Programme Manager of the Regional ICT Support Programme COMESA
09:15-09:30	Plenary	Welcome address	Ms Oumy Ndiaye - Head of Department Communication Channels and Services, CTA
09:30-09:55	Plenary	Official Opening Address	Hon. Dora Siliya - Minister of Transport and Communication
09:55 -10:00	Plenary	Word of Thanks	Dr Sola Phosiso, SAFIRE, Zimbabwe
10:00-10:45	**Coffee break**		
10:45-11:00	Plenary	Overview of the Workshop Agenda	InfoBridge (Ruud Crul)
11:00-11:20	Plenary (Presentation)	Focus: Appropriate Technologies for rural Telecentres in Africa	Dion Jerling (Connect Africa)
11:20-11:40	Plenary (Presentation)	Focus: Demand–Led Content Development and services	Dr Arun Varma (ILFS, India)
11:40-12:00	Plenary (Presentation)	Focus: Ensuring Sustainability	Mr Michael Lubowa (UNIDO, Uganda)
12:00-13:00	**Discussions**		
13:00-14:00	**Logistics and Lunch break**		
14:00-14:15	Plenary	Working group introduction (procedures & expected outputs) - Ruud Crul (InfoBridge)	
14:15-15:45	Working Group sessions	Group 1 : Challenges: identification & priority setting	Group 2: Challenges: identification & priority setting	Group 3: Challenges: identification & priority setting
15:45-16:00	**Tea break**		
16:00-16:45	Plenary	Working group reports	
16:45-17:30	Plenary	Discussions and Priority setting	
Evening	Cocktail		

Day 2		Solutions for Telecentre challenges		
08:30-09:30	Plenary	Short presentations Panel discussions on solutions	Panel members: Dr Lemba Nyirenda (GRZ-MCT/UNIDO/GEF); Dr Dorothy Okello (CWRC, Uganda): Jean-Ouédraogo Consultant, Mali)	
09:30-10:45	Working Group sessions	Group 1 : Appropriate Technology solutions	Group 2: Solutions for demand-led Local content & services	Group 3: Sustainability Solutions
10:45-11:00	**Coffee break**			
11:00-12:15	Working Group sessions	Group 1 : Appropriate Technology solutions	Group 2: Solutions for demand-led Local content & services	Group 3: Sustainability Solutions
12:15-13:00	Plenary	Working reports and discussions		
13:00-14:30	**Lunch break**			
Afternoon	**FIELD VISIT**			
Day 3		Solutions for Telecentre challenges (cont'd) & Networking		
08:30-10:00	Working Group sessions	Describing solutions in working groups		
10:00-11:00	Plenary	Working group reports in plenary		
11:00-11:30	**Coffee break**			
11:30-12.30	Plenary	Presentations: Telecentre.org; CTA; InfoBridge Foundation; IICD (including discussions)		
12:30-13:00	Plenary	Discussions		
	Lunch break			
14:00-15:00	Plenary	Videos of participants		
15:00-16:00	Plenary - Panel (with cases)	Short presentations on regional and national cooperation initiatives in Africa + panel: Animata Maïga, (AfriLinks Mali); Mr Sula Ndaula (Ugabytes, Uganda); Mamy Keita, (ACA, Guinea); Polly Gaster (CIUEM, University, Mozambique)		
16:00-16:30	Plenary	Panel discussion on regional, national and international cooperation (regional: SATNET and national and international Telecentre.org, CTA)		
16:30-17:00	**Coffee break**			
17:00-17:30	Plenary	Synthesis and workshop recommendations		
17:30	**Plenary**	**WORKSHOP CLOSURE**		

ANNEX 3 – SPEECH BY HON. DORA SILIYA, MP MINISTER OF COMMUNICATIONS AND TRANSPORT PRESENTED AT THE WORKSHOP FOR SUSTAINABLE RURAL TELECENTERS IN AFRICA, 17TH JUNE 2008, CRESTA GOLFVIEW HOTEL, LUSAKA

Mr. David Kema, Acting Permanent Secretary, Ministry of Communications and Transport,
Ms. Oumy Ndiaye, Head of Programmes, CTA, The Netherlands
Mr. Koda Traore, Programme Manager, CTA, The Netherlands
Mr. Ruud Crul, InfoBridge Foundation, The Netherlands
Mr. Claes Rosvall, Programme Manager, COMESA Regional ICT Programme
Mr. Olaf Erz, Country Manager for Zambia, IICD, The Netherlands,
Mr. Meddle Mayanja, Head of Programmes, Telecentre.org, IDRC, Canada
Mr. Dean Mulozi, Chairperson, Zambia Association for Advancement of ICTs, Zambia
Government Leaders Present,
Members of the Press,
Distinguished Invited Guests,
Ladies and Gentlemen,

Firstly, I wish to welcome all our international visitors to Zambia. I am reliably informed that Africa is well represented at this meeting through the regional groupings, that is, North, East, West and Southern Africa. It is my sincere hope that you will find Zambia as one of Africa's mostly friendly countries as well as a prime destination for investment in ICTs.

Allow me to bring congratulations from the Government on your choosing to bring this workshop to Zambia. In the same token, let me assure you of Government support in your endeavour to contribute to development of Africa in the area of ICT. Going by the number of investments in ICTs around Africa, particularly telecommunications, it is befitting that local and international NGOs must come together to shape the destiny for Africa in a world that is now heavily driven by information and knowledge.

Therefore, it is gratifying to note that NGOs and Zambians in particular are forging ahead to respond and take advantage of the development policies made possible by various Governments in Africa.

Ladies and Gentlemen,
I am aware that your workshop is focusing on sustainability of Rural Telecentres in Africa. In line with your workshop, allow me to highlight four areas that my Government is focusing on in relation to Information and Communication Technology (ICT) in Zambia which may be common to Africa in General. These are: (1) Telecommunications Infrastructure (2) Technology (3) Content and (4). Access.

Mr. Chairman,
Telecommunications infrastructure is cardinal to the development of ICTs in Africa. It is for this reason that the African Union is spearheading a number of initiatives such as laying of fibre optic cables to ease and ensure broadband connectivity across the continent.
In Zambia, Government has through policies ensured that fibre optic connectivity brings about the much needed infrastructure for provisioning of various ICT services across the country. In this regard, over 2,250 kilometres of Fibre cable has been laid by various operators. This stretches from Katima Mulilo at the border with Namibia through Livingstone to the Copperbelt en route to Solwezi

up to Lumwana via Chingola. All Copperbelt towns are now connected to the fibre cable stretching over 500 kilometres. The target is to reach about 5,000km by 2010 to ensure coverage across the country.

Ladies & Gentlemen,
This is the basis for bringing ICT products and services through appropriate technologies to communities. While high technologies such as WIMAX seem a pipedream in Africa, you must take a leaf from the impact of mobile phone technologies which has made Africa and other developing countries the highest in terms of new investment and penetration in telecommunication services. Therefore, as you deliberate on the sustainability of Rural Telecentres, do not forget that new technologies may be the real answer to Africa's ICT revolution.
However, for this to happen, Rural Telecentres must be responsive to the needs of Africa's rural population. In this regard, content becomes the key driver to the use of the telecentres. Ironically, this will in turn drive the demand for more advanced yet necessary services such as mobile banking and e-learning.

Invited Guests,
This brings me to the issue of affordable access to ICTs. The mobile phone has succeeded as one of the most accessed device in the world over a very short period of time far more than the TV and Computer. One of the reasons for this is the low cost of the device which has been dropping to levels affordable to rural communities as well.
Therefore, as you plan your strategies, address the core issues of access which owing to the economic levels prevailing in most African countries has caused low uptake of lCTs. This is a serious challenge which requires well thought out strategies, programmes and activities which will stimulate growth in the ICT market on the continent.
In Zambia, my Government is playing a part by developing programmes aimed at the rural communities. In this respect, the Fifth National Development Plan 2006-2010 highlights the need to set-up rural ICT initiatives. To this effect, the Rural JCT Programme for this year has a budget of K800 Million Kwacha. Government is in the process of ensuring that resources to the tune of over K14 Billion under the Rural ICT Fund at Communications Authority is implemented to ensure access to lCTs by the rural population. It is such initiatives which will empower Zambians by unlocking the resources for creation of jobs and wealth as outlined in the Zambia's Vision 2030.

Ladies & Gentlemen,
I leave you with a challenge to answer the needs of the many stakeholders particularly Africans that have made it possible for you to attend this workshop by taking back to them solutions that will address their core issues in your respective societies through the use of ICTs. Lastly but not the least, I wish to thank Zambia Association for the Advancement of ICTs, IICD, ICRD, InfoBridge, COMESA and CTA for this wonderful gesture of bringing together Consultants and practitioners in ICTs as well as operators of telecentres in Africa to this workshop. However, I challenge you to leave an impression in Zambia by working, and ensuring sustainable partnerships with Government, local NGOs and Communities so that ICTs will not be spoken, used and practiced by only a few in workshops like this one without addressing real issues for Africa to join and be an equal player in world affairs including social and economic development.

I thank you.

ANNEX 4 – LONGLISTS OF CHALLENGES FOR WORKING GROUPS

WORKING GROUP 1. TECHNOLOGIES & FACILITIES

1. **Physical Facilities**

   1.1. **Location**
      geographic location
      location within community
      security against theft and other
         disasters
      health and safety
      e-readiness
   1.2. **Access to telecentre**
      For all target groups
      Visibility of telecentre
   1.3. **Housing**
      New building
      Existing building
      Furniture
         Design of rooms/spaces/other
         facilities

2. **Equipment**

   2.1. **Selection of equipment**
   2.2. **PCs & adequate user interfaces**
      Mouse
      keyboard
      Screens
      Hardware maintenance
      Software
         Open source software vs Licensed
         software
   2.3. **Phone (fixed line)**
   2.4. **Mobile Phone(s) Networks**
   2.5. **Radio systems**

   2.6. **Video equipment**
   2.7. **Surge protector(s)**
   2.8. **LAN (wired, wireless)**
   2.9. **Photocopier / scanner**
   2.10. **Binding machine & laminator**

3. **Availability of power/energy**

   3.1. **Electricity supply**
      power grid
      Power cuts
      Maintenance of installation
   3.2. **RE solutions**
      wind
      Solar panels
      Micro-hydro
      Other
   3.3. **Alternatives power supply during
      power cuts**
      Batteries
      Diesel engine

4. **Connectivity**

   4.1. **Awareness /knowledge**
   4.2. **Service providers**
   4.3. **Fixed line**
   4.4. **Dial up**
   4.5. **(A)DSL**
   4.6. **WiFi**
   4.7. **Mobile**
   4.8. **VSAT**

1. (COMMUNITY) SERVICES

1.1. e-Governance services
Legal forms
Land ownership records
Certificates
Licences/permits

1.2. Transactional services

1.2.1. Business services
PC training
Limited PC skills with clients
Literacy & basic education level
Other business courses
Typewriting
business skills
Desktop publishing
Printing
Photography
e-Banking
e-Commerce
Other Web services
Website design/hosting

1.2.2. Communication
Fax
Mobile
Phone
Internet
Internet
Email
FTP

1.3. Informational services

1.3.1. Organisational Model
Understand community's needs and
ICT environment
Local ICT surveys and scans

Needs assessments
Methodology scans/surveys
  PRA
  RRA
Market analysis
  e-Readiness
Disseminate non-customized/
customized content

2. CONTENT

2.1. Non-customized Information

2.1.1. Sector specific info
Market prices
Meteo & weather
Input suppliers
Technologies and good practices
Q&A services
Telemedicine
eLearning
Job opportunities
Early warning systems/info

2.1.2. Information quality

2.2. Medium
Electronic copies
Printed copies
  IPR
Video clips
Radio
SMS (Gateway)

2.3. Customized information
Local language(s)
illiterate and poorest people
Disabled people

WORKING GROUP 3. ENSURING SUSTAINABILITY (SOCIO-ECONOMIC CONTEXT)

1. SOCIAL CONTEXT

1.1. Public
   Local Government
   National Government
   Regional Government
   (International) Development Aid

1.2. Private
   Internet Service Providers (ISPs)
   Telecom - Liberalization of
      Communication market
   Telecom - Low costs mobiles
      compared with Internet
   Local businesses
   Equipment suppliers
   Investors / (micro) credit banks/
   franchisers

1.3. Civil
   NGOs
   Community based Organisations
      (CBOs) involvement
   Research agencies
   Foundations
   Media
   Pressure Groups

2. INSTITUTIONAL CONTEXT

2.1. Ownership
   stakeholder participation
   Community based Organizations
      involvement
   Partnerships
   Networks
   M&E/Impact assessment

2.2. Equity
   Gender
   Age
   Poorest
   Disabled groups

2.3. ICT Policy & regulations
   Licenses (internet, radio, tv etc)
   Subsidies and taxes
   ISP registration
   WiFi regulation

2.4. Capacity building
   2.4.1. Training
      Technical skills
      Communication skills
      Creative skills
      Business skills
   2.4.2. Organisational Support

3. FINANCIAL CONTEXT

3.1. Business models
   Social enterprise model
   Public service
   Private Enterprise

3.2. Marketing strategy
   Clients
    Advertising/ visibility /awareness
   raising

3.3. Fund-raising

3.4. Public-Private partnerships

3.5 Community Support

ANNEX 5 – REPORTS OF WORKING GROUPS DAY 1-2

WORKING GROUP 1. TECHNOLOGIES & FACILITIES

FACTORS	REMARKS ON CHALLENGES	IMPOR-TANCE
1. PHYSICAL FACILITIES		
1.1. Location		
geographic location	Connectivity, Power, Geographic characteristics, Population distance, Economic activity, Needs assessment, costs, content, competition, interaction technology and location *External factors: Community acceptance, political interference*	1
location within community		
security against theft and other disasters	Security measures, personal security, alarm systems, insurance	
health and safety	Experiences on low voltage (12V) computers in initial setup? Potential solution	
e-readiness	Assessment, Have pivotal persons, benchmark national reports, e-readiness factor 0-1.0, interaction with technology, simple-complication, barefoot college, quality of power supply, voltage spikes etc, balance local and external power supply	
1.2. Access to telecentre		1
For all target groups	Working hours - evening, local needs	
	target group related openings hours, teachers-students, gender issue, social status issues	
	Social reputation, multi-purpose, avoid negative labelling, specialized technology/software for disabled, access for disabled-obstacles	
Visibility of telecentre	Promotion, marketing, languages	
1.3. Housing	*External factor: Approval of local authorities*	3
1.3.1. New building	Meets requirements, environmentally sound.	
	Adapt design.	
	Both existing and new, preferably existing building, (semi)-mobile setup, Container - Motorcycle, licence	
1.3.2. Existing building	Post office, schools	
1.3.3. Furniture	Previous use/reputation	

FACTORS	REMARKS ON CHALLENGES	IMPOR-TANCE
2. EQUIPMENT		2
2.1. Selection of equipment	Locality, content, refurnish existing computers, flexibility, local needs, initial/maintenance costs, complexity -single purpose, price/quality relation	
	100 $ computer? Too small, not sophisticated enough, poor marketing	
2.2. PCs & adequate user interfaces		
Mouse	Quality first	
keyboard	Quality first	
	Quality first	
Screens	Power consumption, location flat screen not dust resistant	
Hardware maintenance	Service level agreements	
Software	Promote open source versus commercial deals	
Open source software vs Licensed software	Open source no support. Microsoft subsidised telecentres, Microsoft certificates wanted in the market. Costs favourable, commercial deals	
2.3. Phone (fixed line)	Call centres	
2.3. Fax	Fax services	
2.4. Mobile Phone(s) Networks	Competition? Economies of scale, remarket big bundles, Botswana 80% reach of mobiles, mobile phones sold in telecentres, business centres	3

FACTORS	REMARKS ON CHALLENGES	IMPOR-TANCE
3. AVAILABILITY OF POWER/ENERGY	**Solar energy**	2
3.1. Electricity supply	**No electricity, no telecentre**	
power grid		
Power cuts		
Maintenance of installation		
3.2. RE solutions		
wind		
Solar panels		
Micro-hydro		
Other		
3.3. Alternatives power supply during power cuts		
Batteries		
Diesel engine		
4. CONNECTIVITY	Flexible choose system according to conditions, stability, fixed x ADSL, modem costs, fibre optics, land lines reputation is poor, data transfer not evident - exchange system, cost implications	3
4.1. Awareness /knowledge	Telecentre can operate without connectivity	
5. HUMAN FACTOR	Skills needed to use and maintain the system	1
5.1 Capacity building	Responsibility for management	
5.2 Awareness	Train computer skills at school	
5.3 Technical skills		

FACTORS	CHALLENGES	EXTERNAL FACTORS/ ASSUMPTIONS	SOLUTIONS	TARGET GROUP
1. Community services		Political will and commitment, vision		
1.1 e-governance services (Pan-Africa; importance high)	Access to information from government	Existence of e-Government policy	Lobby to decentralize	Policy and decision makers
Legal forms		Software dev't for secure access to documents	Engage and sensitize relevant government official	Government PR and Information officers
Land ownership records			Support for the development and operationa-lizing and implementation of national ICT policies	National ICT agencies; community organizations; private sector; CSOs
Certificates			Capacity building	Communities
Tax issues	Added to challenges list			
Government announcements	Added to challenges list			
Voters rolls	Added to challenges list			
Maps	Added to challenges list			
Legal notices	Added to challenges list			

FACTORS	CHALLENGES	EXTERNAL FACTORS/ ASSUMPTIONS	SOLUTIONS	TARGET GROUP
1.2 Transactional services (Pan-Africa; importance high)	Staff, skills, maintenance, meeting the demands, limited focus of staff to usual services (income),	How to motivate the community and how to sustain the services; language and ICT skills of the community;	Integrating telecentres within community organizations; 'stop piloting'; capacity building;	
1.2.1 Business services		Social enterprises	Promoting social entrepreneurship; balancing social and enterprise approaches	Telecentres and staff
PC training		Limited PC skills with clients; Literacy & basic education level; partnership with private sector to gain technical contribution and the telecentre to provide the facilities	Capacity building	Staff; communities
Other business courses			Adapting to changes and keep the dynamism of ICT products and services	Telecentres
eBanking (Importance Medium)	Feasibility of e-Banking but money transfer might be needed	Policy	Mobile banking	Communities
1.2.2 Communication (Pan-Africa; importance high)	Power supply and connectivity	Policy	Low cost power solutions; cost-sharing partnership; broadband infrastructure	Telecentres; partners; private sector partners; National ICT and telecom agencies
VOIP	Added to challenges list			

FACTORS	CHALLENGES	EXTERNAL FACTORS/ ASSUMPTIONS	SOLUTIONS	TARGET GROUP
2. CONTENT	Capacity to package, document and build content relevant to the community		Capacity building; resourcing	Telecentre staff
2.1 Non-customised Information (Pan-Africa; importance high)	Linking with reliable partners to access reliable info sources; language	Availability	Survey of content sources; Database of content sources relevant to communities; building networking	Telecentres; communities
2.1.1. Sector specific info				
Market prices	Timely response and applications that need to be developed		Online monitoring system or database with relevant content sources; SMS services	Communities; partners; vendors
Telemedicine		Currently only pilots; Policy issues need to be addressed		
2.2 Medium				
IPR	Knowledge of IPR and copyright issues		Create linkages with the department of trade and intellectual property organizations, etc.; capacity building; Mechanism for IPR for indigenous knowledge	Telecentres; staff
2.3 Customized information				
Local language(s)	Software Localization		Linking with academic institutions	Private sectors and partners
Illiterate and poorest people				
Translation and repackaging service	Add to challenges' list			
Disabled people	Use of Appropriate technology; voice recognition software both for PC and mobile..		Linking with partners and academic institutions	Private sectors

WORKING GROUP 3. ENSURING SUSTAINABILITY (SOCIO-ECONOMIC CONTEXT)

FACTORS	CHALLENGES
1. SOCIAL CONTEXT	
1.1. Public	
Local Government	• Low awareness for the usefulness of the ICTs • Limited income base by the local govts to support tc initiatives
National Government	• Govt remittances for consumed services come in late
Regional Government	• Lack of documentation of govt waiver licenses eg; radio licenses • Prohibitive taxes on the raw materials and equips • Lack of subsidises to support ICT extension in disadvantage; communities • Govt tax exemption is so narrow
(International) Development Aid	• Limited information and access to info; on donor support services and funds • Donor dictation on the trend of support eg: research and policy but not implementation • Language limitations • Support is oriented towards consultancy not telecentre workers
1.2. Private	
Internet Service Providers (ISPs)	High connectivity and subscription fees that vary from ISP to ISP
Telecom - Liberalization of Communication market	Charging for unused bandwidth
Telecom - Low costs mobile compared with Internet	Lack of skills and how to identify motivation to engage the private sector support
Local businesses	unfair competition between the private and subsidized telecentres;
1.3. Civil	
NGOs	NGOs hesitant to fund community radios eg; that law does not allow
Community- based Organisations involvement	User services of telecentres but very hesitant to make financial contributions
Research agencies	Low feedback from researchers doing work on tcs; low usefulness of research = most research is not applied

Factors	Challenges
2. INSTITUTIONAL CONTEXT	
2.1. Ownership	Ambiguous ownership bringing about unclear Governance and management structure problems
Community based Organisations involvement	Lack of clarity of the motivation to engage in telecentre works
Partnerships	Criteria setting for groups interested in partnership; regulatory fund reduces private sector involvement in the telecentre works
M&E/Impact assessment	Ensuring that the M and E are is incorporated in the telecentre works right from the beginning
2.2. Equity	
Gender	e.g. unequal access for women to ICT; Limited content addressing specific gender interest, low relevance; illiteracy; cultural limitations to public access and time of exposure;
Age	e.g. Illiteracy and use of ICT
Poorest groups	
Disabled groups	Low sharing of good examples addressing the groups;
2.3. ICT Policy & regulations	
2.4. Capacity building	
2.4.1. Training	
Technical skills	High turnover and keeping a continuous cycle of training
Communication skills	Costs of sustaining the training eg are they free, who gives, what quality and who pays
Creative skills	
Business skills	
2.4.2. Organisational Support	e.g. Limited sharing of successful projects/initiatives
	e.g. No/limited sharing of failures

Factors	Challenges
3. FINANCIAL CONTEXT	
3.1. Business models	
Social enterprise model	How to attract profit to invest in non-profit enterprise
Public service	
Private Enterprise	
3.2. Marketing strategy	
Clients	lack of strategy to reach clients
	lack of knowledge of who are the clients
	Limited income of rural customers
	Willingness to pay for services
Advertising/ visibility /awareness raising	e.g. Poor publicity
3.3. Fund-raising	e.g. Limited capital/financial resources
3.4. Public-Private partnerships	
3.5. Community Support	e.g. poor social investments

WORKING GROUP 1. TECHNOLOGIES & FACILITIES

DEFINITION OF TELECENTRES: Public-access location where people can access and share knowledge and information through ICT

TITLE   **HOW TO IDENTIFY A SUITABLE LOCATION?**

Issues to consider when choosing a location

Ownership /target groups	Population size
Government	Politics / Services
Private	Private / Services
NGO/Community based	Members / target groups / Services
	Demand driven / Supply driven / create markets
Power Infrastructure	Infrastructure Budget
Housing-Buildings	Use existing buildings, Post offices
	School by day, telecentre by night?
Demand	Needs assessment
Security	
Connectivity / Telecom infrastructure	we can have telecentre without connectivity
Competition	
Local government support /Regulations	Multiple levels, Regional District Chiefs, Facilitation
Population size	Inhabitants x setup

Challenges	If the location is not appropriate, then sustainability is in danger
	Energy availability
	Distance between telecentre and target group
	Security
	Sustainability
Lessons learned	Do not put the telecentre near to official institutes, fear of authorities will keep people away
	Keep it impartial, avoid "contamination" with authorities/ institutes. Anonymity is important, visitors do not want to be traced

TITLE: **APPROPRIATE EQUIPMENT**

Summary   Equipment based on purpose of the centre
Should be not too costly
consider tax regulations
Connectivity
Durability
Skills to determine appropriate technology
Easy maintenance / support
Quality-price relation

Challenges   inverse above

lessons learned   Be aware of "crooked" suppliers, fake brands, guarantee
Be aware of "Crooked" maintenance parties

TITLE: **ENERGY**

NO ENERGY, NO TELECENTRE

Summary   Interaction with location
equipment chosen, alternatives
consider the alternatives
Costs initial x recurring costs
Services needed
define the energy requirement (energy audit)
environmentally sound
human skills
quality of power

problems   Initial costs solar energy very high
Operating costs of generator is high

Lessons learned   Consult a specialist

1　　　**Staff capacities in telecentres to meet demand and expectation of the community – participation in the design (service – skills, staff availability…)**

Title (solution):　　Staff Capacity

Challenge:　　Limited, inadequate and lack of staff capacity to meet the demand of the community

Solution:　　staff retention

Methodology:　　capacity building; integration of telecentres within existing community organizations

Lessons learned:　　Telecentres established in public libraries in Ethiopia Integrated telecentre in agro-marketing association in Zimbabwe

2　　　**Capacity to generate, package and disseminate or exchange information**

Title (solution):　　content development capacity

Challenge:　　staff skills in content development; facilities in telecentres for content production, storage and dissemination; relevance of content for the services

Solutions:　　to develop skills of staff on content development; resource telecentres with appropriate content development tools and mechanisms; adapt participatory methodology (participation of rural community) in content development

Method:　　preparing training manuals; practical hands on training – such as developing training modules on content (web design), networking skills, technical skills (audio, video and IT skills on content development);

Lessons learned:　　Nabweru

3　　　**Access to government information**

Title:　　e-governance services for community

Challenge:　　access to birth registration, school results, university forms, public service information

Solutions:　　develop e-governance policies; linking with government organizations

Method:　　lobby for integration of e-governance in policy environment; sensitization of government partners; telecentre to record birth registration and other essential community information; sensitization of communities to demand for the services

WORKING GROUP 3. ENSURING SUSTAINABILITY (SOCIO-ECONOMIC CONTEXT)

The group 3 considered three main areas that can affect durably the sustainability: partnership, social appropriation and capacity building.

Regarding partnership, the group recommended to define a common framework enabling partners at local, national and international levels to exchange and valorize their experiences. They highly recommended to CTA and its partners to share key reference documents on existing partnership successful models.

For social appropriation, it is clear that most of the telecentres have been set up by governments or donors funds. It is therefore important to promote communities participation in the project management and to clearly define the responsibilities. This is possible through a small management committee that could be in charge of defining the orientations and the management of the telecentres thus limiting the potential conflict of interest.

Finally, capacity building should consist of updating regularly the community with the latest information on opportunities that could affect positively their daily lives. Training is an important component of this capacity building especially on content access and production, and/or maintenance of equipment.

PART II

SUPPORTING DOCUMENTS AND CONTRIBUTIONS BY PARTICIPANTS

INTRODUCTION

This part of the report gives access to the supporting documents to the workshop and all contributions by Participants: all reports, studies, videos for the workshop, and the contributions (presentations, reports) by the participants in the workshop and the reporting/coverage of the workshop itself (reports, video, photos, bulletins).

LIST OF DOCUMENTS

1. **Studies of Telecentre experiences in Mali, Senegal and Mozambique**

   a. **Study on CMC in Mali (French)**
   This study, commissioned by CTA, gives an overview of the current status of the CMC experiences in Mali. It identified the major constraints with regard to technologies, content and services provided and socioeconomic factors that may affect the sustainability of the centres. The study also proposed a framework of actions for CTA.

   Download links: http://www.anancy.net/uploads/file_fr/Rapport-CMC-Mali-final.pdf

   b. **Etude d'avant projet sur les centres multimédias communautaires : cas des CMC au Sénégal (French)**
   This study, commissioned by CTA, gives an overview of the current status of the CMC experiences in Senegal. It identified the major constraints with regard to technologies, content and services provided and socioeconomic factors that may affect the sustainability of the centres.

   Download Links: http://www.anancy.net/uploads/file_fr/Rapport_Senegal.pdf

   c. **Telecentres in Mozambique: staying online (English)**
   This study, commissioned by CTA, gives an overview of the current status of the Telecentres/CMC experiences in Mozambique. It identified the major constraints with regard to technologies, content and services provided and socioeconomic factors that may affect the sustainability of the centres. The study also proposed a framework of actions for CTA.

   Download link:
   http://www.anancy.net/uploads/file_en/Telecenters_Mozambique_final.pdf

2. Pre-workshop questionnaire for the participants of the workshop

a. **Results of questionnaire**. Pre-workshop questionnaire, sent to all participants before the workshop , using the online SurveyMonkey tool (www.surveymonkey.com)

Link to results Questionnaire:
http://www.share4dev.info/telecentres/index.php?option=com_docman&task=doc_download&gid=55&Itemid=58

3. Videos of Telecentre experiences in Burkina Faso

a. **Centre ADEN de Kombissiri: le défi économique (Video – French)**
Kombissiri, localité réputée pour sa patate douce, est en passe de détenir un autre record : celui de l'acharnement thérapeutique pour garder en vie un centre Centre Multimédia Communautaire au Burkina Faso: le défi technique communautaire, acquis grâce à la Coopération française. Une initiative de promotion des TIC en zone rurale, dénommée projet d'Appui pour le désenclavement numérique, en abrégé ADEN, dont bénéficie la paroisse de Kombissiri, au Burkina Faso.

Kombissiri, town famous for its sweet potatoes, is on the way to hold another record: their eagerness to keep a Community Multimedia Center alive, set up with French Development Cooperation funding. An initiative to promote ICT in rural areas, in French called as ADEN, from which the town of Kombissiri, Burkina Faso, is profiting.

Link to view video:
http://www.share4dev.info/telecentres/index.php?option=com_seyret&Itemid=85&task=videodirectlink&id=25

b. **Centre Multimédia Communautaire au Burkina Faso: le défi technique (Video – French)**
Tension, surtension, connexion, déconnexion, engouement, découragement…
Techniquement parlant, les centres multimédias communautaires jouent avec les nerfs des usagers.

Power, power surge, connection, disconnection, excitement, frustration ... Technically speaking, the CMC play with the nerves of users.

Link to view video:
http://www.share4dev.info/telecentres/index.php?option=com_seyret&Itemid=85&task=videodirectlink&id=23

c. **Ces images qui parlent aux paysans (Video – French - …min)**
Yoro, un village du sud du Burkina Faso. Ici, on célèbre les grands hommes de leur vivant. Et incontestablement, Gabriel Zoupula est un grand homme. Ce cultivateur hors pair exploite une dizaine d'ha de maïs, de niébé, de soja et d'igname et de sorgho.

Yoro, a village in southern Burkina Faso. Here we celebrate the great men in their lifetime. And undoubtedly, Gabriel Zoupula is a great man. This outstanding farmer operates ten hectares of maize, cowpea, soybean and maize and sorghum.

Link to view video:
http://www.share4dev.info/telecentres/index.php?option=com_seyret&Itemid=85&task=videodirectlink&id=22

4. Presentations and other contributions by the participants during the workshop

a. Key Note Presentations (Day 1)

i. **Appropriate Technologies for rural telecentres in Africa** by Mr Dion Jerling of ConnectAfrica (South Africa)

   Link to presentation:
   http://www.share4dev.info/telecentres/index.php?option=com_docman&task=doc_download&gid=28&Itemid=58

ii. **Overview of the demand-led Content development and services in India and perspectives for Africa** by Mr Arun Varma, ILFS (India)

   Link to presentation:
   http://www.share4dev.info/telecentres/index.php?option=com_docman&task=doc_download&gid=43&Itemid=58

iii. **How to ensure sustainability of rural telecentres in Africa** by Mr Michael Lubowa of INIDO (Uganda)

   Link to presentation:
   http://www.share4dev.info/telecentres/index.php?option=com_docman&task=doc_download&gid=39&Itemid=58

b. Panel Discussion Day 2

i. **CTA: Overview of Telecentre project** by Mr Koda Traoré (CTA, the Netherlands)

   Link to presentation:
   http://www.share4dev.info/telecentres/index.php?option=com_docman&task=doc_download&gid=47&Itemid=58

ii. **Community Wireless Resource Centre (CWRC), Uganda: Affordable and equitable access to the Internet** by Ms Dorothy Okello (Makerere University, Uganda)

   Link to presentation:
   http://www.share4dev.info/telecentres/index.php?option=com_docman&task=doc_download&gid=22&Itemid=58

c. **Presentation by the organizers of the workshop (Day 3)**

    i. **Activities of the Telecentre.org network** by Mr Meddie Mayanja of Telecentre.org

        Link to presentation:
        http://www.share4dev.info/telecentres/index.php?option=com_docman&task=doc
        _download&gid=46&Itemid=58

    ii. **CTA: Mandate, objectives, programmes** by Mr Koda-Traoré of CTA

        Link to presentation:
        http://www.share4dev.info/telecentres/index.php?option=com_docman&task=doc
        _download&gid=54&Itemid=58

    iii. **Information sharing tools for sustainable development and the Telecentre projects – cases from Asia (India and Bangladesh) and Africa (Uganda and Kenya)** by Mr Ruud Crul, InfoBridge Foundation, the Netherlands

        Link to presentation:
        http://www.share4dev.info/telecentres/index.php?option=com_docman&task=doc
        _download&gid=56&Itemid=58

    iv. **Telecentre activities of IICD in Africa and Latin America** by Mr Olaf Erz, IICD, The Netherlands

        Link to presentation:
        http://www.share4dev.info/telecentres/index.php?option=com_docman&task=doc
        _download&gid=57&Itemid=58

d. **Panel discussion Regional, National and International Cooperation and Networking (Day 3)**

    i. **Agence Commercialisation Agricole** by Mr Mamy Keita, (ACA, Guinea)

        Link to presentation:
        http://www.share4dev.info/telecentres/index.php?option=com_docman&task=doc_
        download&gid=23&Itemid=58

e. **Workshop synthesis and recommendations**

    i. **Conclusions of workshop by** Mrs Dr Dorothy Okello (Makerere University, Uganda)

        Link to presentation:
        http://www.share4dev.info/telecentres/index.php?option=com_docman&task=doc
        _download&gid=58&Itemid=58

5. Workshop Bulletins by (in French)

a. Télécentre Infos No 1 – 17-6-2008
Bulletin 1 on Day 1 of Workshop Sustainable Telecentres in Africa by Mr Souleymane Ouattara. The day was notably marked by the speech of the Honorary Minister of transport and communication of Zambia.

Link to Bulletin 1: http://www.anancy.net/uploads/file_fr/telecentre_info_no1.pdf

b. Télécentre Infos No 2 – 18-6-2008
Bulletin 2 on Day 2 of Workshop Sustainable Telecentres in Africa by Mr Souleymane Ouattara.

Link to bulletin 2: http://www.anancy.net/uploads/file_fr/telecentre_info_no2.pdf

c. Télécentre Infos No 3 – 19-6-2008
Bulletin 3 on Day3 of Workshop Sustainable Telecentres in Africa by Mr Souleymane Ouattara.

Link to Bulletin 3: http://www.anancy.net/uploads/file_fr/telecentre_info_no3.pdf

d. Trombinoscope
List of participants of Workshop Sustainable Telecentres in Africa by Mr Souleymane Ouattara.

Link to Trombinoscope:
http://www.share4dev.info/telecentres/index.php?option=com_docman&task=cat_view&gid=52&Itemid=58

6. Other links

a. Telecentre Repository (with Telecentre documents, videos and links to other web resources on telecentres)

Link to TelecentresAfrica repository: http://www.infobridge.org/telecentres

b. Telecentre Videos

Link to videos:
http://www.share4dev.info/telecentres/index.php?option=com_seyret&Itemid=85

c. Information on other Telecentre initiatives in Africa

Link to information of participants:
http://www.share4dev.info/telecentres/index.php?option=com_docman&task=cat_view&gid=44&Itemid=58