

Information for
Development Program

infoDev
www.infoDev.org



ICT FOR DEVELOPMENT:
LINKING KNOWLEDGE
AND ACTION



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Developing countries are increasingly turning to Information and Communication Technologies (ICTs) as a tool for economic and social advancement. ICTs provide global access to information and channels of communications, narrowing the “information divide” between lesser and more developed countries. In the past decade, there have been immense strides made by the public and private sectors to roll-out of ICTs networks and services in developing countries. Despite this progress, access challenges remain. Also, developing countries continue to grapple with how to use ICTs effectively to address issues such as creating efficient and transparent markets, enhancing education levels and healthcare services, improving governance, and ensuring the security and empowerment of citizens.

In response to these challenges, the Information for Development Program (*infoDev*) helps donors, developing country policy makers, and the broader development community to make wise investments in using ICT to address core development and poverty-reduction goals.



infoDev focuses on three core areas of the ICT for Development (ICT4D) landscape:

+ ACCESS FOR ALL:

Developing effective policy, regulatory, and investment models to facilitate affordable, competitive and sustainable access to ICTs.

+ MAINSTREAMING:

Deploying ICTs as tools for meeting core development goals in health, education, rural livelihoods, public sector reform, and other areas.

+ INNOVATION & ENTREPRENEURSHIP:

Supporting innovation and entrepreneurship as a driver for social and economic development through business incubation and ICT-enabled private sector development.

WHAT IS *infoDev*?

infoDev is a partnership of international development agencies, coordinated and served by an expert secretariat housed at the World Bank, one of its key donors and founders. Its core clients are its donors, policy makers, development practitioners, and the private sector in developing countries.

infoDev acts as a neutral convener of dialogue and a coordinator of joint action among inter-national development agencies and helps the international community and developing countries make sense of the impact of ICTs on development and poverty reduction.

OUR MISSION

To enable effective use of information and communication technologies to promote sustainable development and reduce poverty.

OUR CLIENTS

- + Developing country policy makers and practitioners
- + Sector and country staff in development agencies
- + Donors

HOW *infoDev* CONTRIBUTES TO ICT FOR DEVELOPMENT

infoDev sponsors cutting-edge research and analysis to help identify global best practice in the use of ICT4D. This may be followed by analytical research, surveys, evaluation of past experiences, and/or the initiation of pilot projects designed to yield further knowledge of the field.

infoDev uses the knowledge it gathers to develop workshops, training seminars, toolkits, handbooks, and briefs to support donors, policy makers, and others working in the field of ICT4D who are charged with turning knowledge into action. *infoDev* support helps them in setting policies, designing and implementing programs and projects, undertaking monitoring and evaluation, and building capacity. To strengthen the knowledge/action cycle, *infoDev* incorporates the feedback it receives from such activities to augment the knowledge-base and to identify new research opportunities.

PRODUCTS AND SERVICES

infoDev provides an integrated set of knowledge services to its clients combining global good practice with local experience and cutting-edge research.

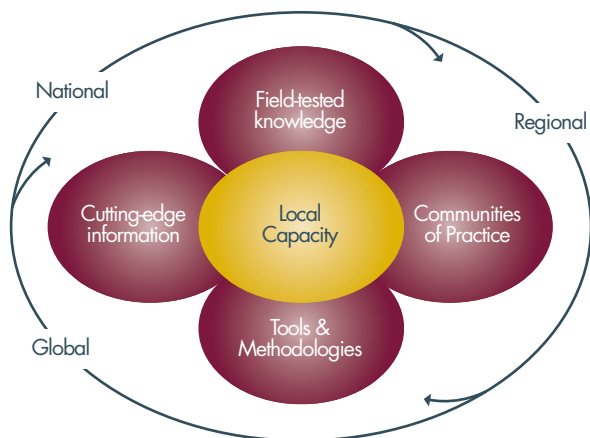
Our core service is to provide our clients with actionable knowledge in ICT4D and to translate knowledge into program design, implementation, monitoring and evaluation, and learning in flexible ways adapted to the particular needs of each client.

APPLIED RESEARCH

Cutting-edge analysis
Pilots of new approaches
Field-tested knowledge
Monitoring and evaluation

CAPACITY BUILDING AND ADVICE

South-South knowledge-sharing
and networking
Toolkits, methodologies and training
Advisory services



OUR APPROACH

STUDYING CUTTING-EDGE ISSUES

Cutting-edge analysis of emerging issues to identify good practices in the use of ICT4D.

ROOTING RESEARCH IN PRACTICE

Unique approach to ensuring that our research is field-tested and rooted in practice, creating a virtuous circle with each stage reinforcing and informing the next.

COMBINING GLOBAL, REGIONAL, AND LOCAL PERSPECTIVES

infoDev balances global knowledge products and the provision of targeted advice, training, and pilots at the national and regional levels.

BUILDING COMMUNITIES OF PRACTICE

Communities of practice that bring together people, institutions, and stakeholders to share knowledge and experience and create linkages.



OUR COMPARATIVE ADVANTAGE

- + **infoDev has strong ties to the World Bank Group**, one of our key donors and founders. The Bank's operational experience and global scope provide a natural complement for our developing country partners—governments, non-government organizations, local private sectors, and other key stakeholders and for our donors.
- + **infoDev combines strengths** in applied research, knowledge creation, program design, monitoring and evaluation, and capacity building.
- + Because we are a **multi-donor facility**, *infoDev* serves as a neutral convenor and coordinator for dialogue and joint action, and as a point of contact among partners and initiatives.
- + *infoDev* has been **financing and supervising ICT4D pilot projects in developing countries for ten years**; we have developed a strong network of contacts and partners.
- + *infoDev* engages **developing country experts, decision makers, and stakeholders** in all aspects of its work.
- + *infoDev* **partners with the private sector**, which makes it a catalyst for new approaches to public-private partnerships.

+ ACCESS TO ICT

Access to ICT is optimized in countries with effective, market-friendly regulatory frameworks that support and sustain both ICT investment and diffusion, and thereby benefit consumers.

Experience has confirmed the power of competition to transform the performance of the ICT sector in terms of coverage, functionality, quality, and price. The right policies and regulatory practices can generate new investment and contribute to the effectiveness of other key sectors, such as finance, logistics, manufacturing, education, and health.

Regulators in developing countries face numerous challenges in managing the transition from old to new ICT environments. This raises a wide range of questions in areas such as licensing, competition management, universal access, and radio spectrum allocation.

infoDev's acclaimed ICT Regulation Toolkit, produced in cooperation with the ITU, is intended to assist regulators with the design of effective and enabling regulatory frameworks to harness the latest technological and market advances.

infoDev also undertakes up-to-date analysis of the issues most relevant for increasing access to ICTs. This include policy options for encouraging the development of backbone networks in Sub-Saharan Africa, crucial for maximizing broadband penetration of the continent.

infoDev's web-based toolkit for regulators
www.ictregulationtoolkit.org



This is the single most helpful regulatory tool that I have seen. It has such a tremendous potential to assist all the staff at the INCM.

DR. SALAMÃO MANHIÇA,
CHAIRMAN, INSTITUTO NACIONAL DE
TELECOMUNICAÇÕES DE MOZAMBIQUE
(INCM), MOZAMBIQUE.





ICTs can promote and enable educational reform, motivate learning, and promote greater efficiencies in education systems and practices.

SOURCE: *infoDev KNOWLEDGE MAP OF ICT AND EDUCATION*



infoDev's web-based toolkit for education policy makers www.ictinedtoolkit.org

+ MAINSTREAMING

Through a rigorous program of research, analysis, and capacity building, *infoDev* helps developing countries and their international partners make smart choices about when and how to deploy ICT as tools of their core development goals in health, education, rural livelihoods, public sector reform, and other areas.

HEALTH

ICTs to effectively reach the health sector, improve health outcomes, and extend health services to all.

EDUCATION

New opportunities to expand access to quality education for children, better teacher training, and more innovative educational content through ICTs.

DEVICES

Low-cost computing devices—laptops, mobile phones, and PDAs—offer new opportunities to consumers in developing countries. *infoDev* is helping its partners and clients understand who is doing what, and what the related issues, concerns, and challenges are.

GOVERNANCE

ICTs potential to empower individuals and communities and make governments more efficient, transparent, accountable, and responsive to the needs of their citizens.

RURAL LIVELIHOODS

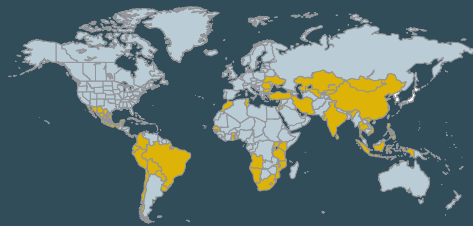
Enhancing the livelihoods of the rural poor through the practical use of ICTs as an enabler of institutional change, capacity building, governmental effectiveness and accountability, and economic growth.

+ INNOVATION & ENTREPRENEURSHIP

Developing countries are increasingly embracing innovation and entrepreneurship as keys to their social and economic development. As a result, many of these countries are experimenting with various initiatives to support this agenda, including business incubators and technology parks. Through our direct financial and technical support to more than 70 business incubators in over 50 developing countries and our research, which covers business incubation models and policies, as well as technology parks and emerging sectors such as IT-enabled services, *infoDev* develops practical tools to help developing countries and their partners promote innovation.

infoDev's Business Incubator Initiative has demonstrated that incubators can help entrepreneurs and SMEs to leverage ICTs in a global marketplace where information and networks are important competitive assets for spurring innovation. Drawing lessons from the Incubator Initiative, *infoDev* has developed policy frameworks for promoting national business incubation initiatives as well as tools to assist in designing and implementing sustainable incubator models based on global experience.

infoDev also examines the role of ICTs in promoting competitiveness and broader economic and social development. Emerging sectors such as IT-enabled services present significant employment opportunities but require globally competitive infrastructure and human resources. *infoDev's* work in this area aims to help developing countries and their partners to not only assess emerging market opportunities but also to provide policy tools to help convert a market opportunity into employment and wealth generation.



It is through ICTs that we can develop business and expand business to create jobs for our youth. I thank *infoDev* for supporting this initiative in Africa. Your participation is significant—a major turning point for sharing ideas and developing new strategies to propel innovation.

DR. BENJAMIN AGREY-NTIM,
MINISTER OF COMMUNICATION GHANA
AT THE *infoDev* AFRICAN INCUBATOR
WORKSHOP, ACCRA JULY, 2007



infoDev's web-based tool for
incubator managers www.idisc.net

SEEING RESULTS

SUPPORTING TECHNOLOGY ENTREPRENEURS IN THE CARIBBEAN

The European Commission is drawing on advice and guidance from *infoDev* in designing a US\$15-million project to establish three business incubators, which provide support to technology entrepreneurs, in the Eastern Caribbean. The project will assist the region's efforts to shift economic reliance away from export crops towards ICT-related industries. Based on this work, *infoDev* is developing a handbook for business incubation in Small Island Developing States (SIDS).

PROMOTING NEW BUSINESS INCUBATION IN VIETNAM

infoDev provided a US\$50,000 grant to Vietnam's Center of Research and Consulting on Management (CRC), at the Hanoi University of Technology. This enabled the Center to develop a business plan for a business incubator and begin operations. CRC has leveraged *infoDev*'s initial support to raise over US\$1.5 million from the private sector, including Microsoft, Qualcomm and Hewlett-Packard and international donors, including the US Agency for International Development (USAID), to provide ICT training and incubation services to underserved communities across Vietnam.



SUPPORTING ICT-ENABLED GROWTH IN GHANA

A US\$40-million World Bank lending project in Ghana, approved by the World Bank's Board in August 2006, will help the government of Ghana stimulate growth of an ICT-enabled services (ITES) industry. This project was designed in large part using the results of an infoDev study on the opportunities and constraints facing Ghana in the ICT sector. This work is informing the design of a framework to help developing countries and donors evaluate opportunities in the ITES industry. *infoDev* is developing this framework in partnership with the World Bank.

SURVEY OF ICT AND EDUCATION IN AFRICA

This comprehensive survey gathers in a single resource the most relevant and useful Information on ICT in education activities in Africa. The report answers key questions such as: how are ICTs currently being used in the education sector in Africa, what are the strategies and policies related to their use, and what are the common challenges and constraints faced by African countries in this area?

ICT IN EDUCATION: POLICY PLANNING

Education development succeeds or fails on the basis of the nature and quality of educational policies and strategies and sound implementation practices. In this context, ICTs have great potential for facilitating the fulfillment of educational objectives and for enhancing solutions of educational problems. The ICT in Education Toolkit, jointly developed by *infoDev* and UNESCO, is a web-based tool for policy makers, planners, and practitioners to help them formulate, plan, and evaluate education development programs enhanced by ICTs.

ENHANCING LIVELIHOODS OF THE RURAL POOR

infoDev, in partnership with the Overseas Development Institute and the Institute for Development Studies, has compiled a “knowledge map” on the contribution made by ICTs to the livelihoods of the rural poor. The knowledge map is meant to address information needs of policy makers, donors, and practitioners and will provide syntheses on the main topics and access to key resources on the subjects identified as most pressing by contributors.



For more information see
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