Investing in Global Knowledge on the use of Information and Communication Technologies for Development (ICT4D)

Defining ICTs

The term "Information and Communication Technologies" (ICTs) refers to the broad range of hardware, software, network infrastructure and media that enable the processing, storage and sharing of information, and communication both among humans and computers, locally and globally. It includes more established technologies such as radios, telephone networks and computers as well as newer technologies such as mobile phones and global networks such as the Internet.

Investing in ICT for Development

The advent of the knowledge economy and society and the availability of cost-effective technologies offers developing countries the chance for fundamental transformation. Empowerment and opportunity come from access to relevant information and from a reinforcement of the individual’s ability to communicate with the people around them. Information and communications technology (ICT) is, per se, a conduit for this empowerment and opportunity creation. infoDev has been a pioneer in promoting innovative uses of information and communication technologies (ICTs) as tools of poverty reduction and sustainable development. After more than a decade in the ICT for development (ICT4D) arena infoDev possesses the depth of experience to equip donors, development agencies, policymakers, and developing countries with the knowledge, tools, and best practices to understand more deeply the inextricable link between ICT and development.

infoDev AT A GLANCE

- Over 400 small-scale pilot projects have been funded since 1995 with a total value of grant funding of approximately $36.5 million.
- infoDev supports a Global network of established relationships with 130 business ICT-enabled incubators in 70 countries, reaching 1,800+ small enterprises.
- Established solid working linkages with network of experts, clients and partnerships including UNESCO, GeSCI, Commonwealth of Learning, and ITU.
- infoDev is supported by the following donors: Finland, Germany, India, Ireland, Japan, Korea, Sweden, Switzerland, and the United Kingdom. infoDev is also supported by the European Union, the World Bank, and the International Finance
infoDev provides an integrated set of knowledge services to its clients, combining global good practice with local experience and cutting-edge research. infoDev’s core service is to provide its clients with actionable knowledge in ICT4D and to translate that knowledge into program design, implementation, monitoring and evaluation, and learning in flexible ways adapted to the particular needs of each client. infoDev leverages its proximity to the global presence and deep expertise of the World Bank Group (WBG) to advise on the integration of ICT in key sectors such as in health, education, and public administration.

- **Applied Research**— Research typically begins with a “mapping” exercise to understand “what we know and do not know” in a particular field (Knowledge Map) that helps identify global best practice in the use of ICT4D. Other research products and activities include toolkits, handbooks, and pilot projects.

- **Capacity Building**— 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.

- **Monitoring & Evaluation** — infoDev is devoting increasing efforts to sponsoring the development of monitoring and evaluation strategies and tools both for its own programs and for broader use by the international development community.

- **Coordination & Knowledge Sharing**— infoDev also supports many ICT communities around the world - regulators who manage telecom markets, advocates who push for open access to networks, incubators who nurture the next generation of SME market leaders, or community activists who seek to give the poor and underserved access to information, so as to facilitate the sharing of knowledge and experience

### infoDev Key Products

<table>
<thead>
<tr>
<th>Applied Research</th>
<th>Capacity Building</th>
<th>Monitoring &amp; Evaluation</th>
<th>Coordination &amp; Knowledge Sharing</th>
<th>Advisory Services</th>
</tr>
</thead>
<tbody>
<tr>
<td>Knowledge Maps</td>
<td>Workshops</td>
<td>Assessments of lessons learned</td>
<td>Consensus building and network facilitation</td>
<td>Technical Assistance</td>
</tr>
<tr>
<td>Analytical Studies</td>
<td>Training seminars</td>
<td>Evaluation methodologies and handbooks</td>
<td>Supporting Social Networks</td>
<td>Program / Project Design</td>
</tr>
<tr>
<td>Pilot Projects</td>
<td>Toolkits / Handbooks</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
INFODev AT WORK:
INFORMATION & COMMUNICATIONS TECHNOLOGY FOR SUSTAINABLE DEVELOPMENT

SUPPORTING INFORMED PLANNING FOR TECHNOLOGY USE IN EDUCATION

The ICT in Education Toolkit, jointly developed by infoDev, UNESCO, and other partners, is a web-based tool for policy makers, planners, and practitioners to help them formulate, plan, and evaluate education development programs enhanced ICTs. The toolkit has been used successfully by Ministries of Education in over twenty countries as part of their strategic planning processes.

A comprehensive report of ICT and Education resources “Survey of ICT and education in Africa” gathers in a single resource the most relevant and useful information on ICT and education activities in Africa. The report answer 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.

To learn more visit www.infodev.org/education.

DEVELOPING EFFECTIVE POLICY, REGULATORY, TECHNICAL, AND INVESTMENT MODELS TO FACILITATE AFFORDABLE, COMPETITIVE, AND SUSTAINABLE ACCESS TO ICT FOR ALL

The ICT Regulation Toolkit is a hands-on, web-based update and expansion of infoDev’s successful Telecommunications Regulation Handbook (2000). The Toolkit, developed in collaboration in cooperation with the International Telecommunication Union (ITU) is intended to assist regulators with the design of effective and enabling regulatory frameworks to harness the latest technological and market advances. The toolkit has become a trusted resource for policy-makers, regulators and the telecom industry, providing practical advice on issues than range from the role of competition to next generation networks.

To learn more about the toolkit or to access the modules, visit www.ictregulationtoolkit.org.

ICT-ENABLED INNOVATION AND ENTREPRENEURSHIP

PROMOTING NEW BUSINESS INCUBATION IN VIETNAM

infoDev provided a US$50,000 grant to Vietnam’s Center of Research and Consulting on Management (CRC) which enabled it 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 006, 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 and the ICT sector. This work is informing the design of a framework to help developing countries and donors evaluation opportunities in the ITES industry.

What do they say about us?

“I really congratulate all of you for the ICT toolkit. Perhaps the majority will never tell you, but it is excellent for both professional and academic research. I believe it is the perfect example of sharing, and having a global view with the examples you include. I remain at your call for any feedback and others”


“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
International Good Practice for Establishment of Sustainable IT Parks – Review of experiences in select countries (Vietnam, Russia, and Jordan)
www.infodev.org/itparks

Survey of ICT and Education in Africa – Summary Report & 53 Country Reports
www.infodev.org/ict4edu-africa

Financing Technology Entrepreneurs & SMEs in Developing Countries
An infoDev study on the funding challenges and opportunities facing technology SMEs in developing countries.
www.infodev.org/financing

Improving Business Competitiveness and Increasing Economic Growth in Uganda: The Role of Information and Communication Technologies
www.infodev.org/uganda

ICT, Innovation, and Economic Growth in Transition Economies: A multi-country study of Poland, Russia, and the Baltic Countries
A Study on the ICT dynamics in transition economies.

Broadband for Africa: Policy for Promoting the Development of Backbone Networks
A report that focuses on the lack of high-capacity backbone networks in Africa.