


UN-ESCWA


UNITED NATIONS - Economic and Social Commission for Western Asia





*Telecentre Leaders' Forum - Arab Mashreq Region
Amman, Jordan, 15-16 July 2009*

Knowledge Networks through ICT Access Points in Disadvantaged Areas

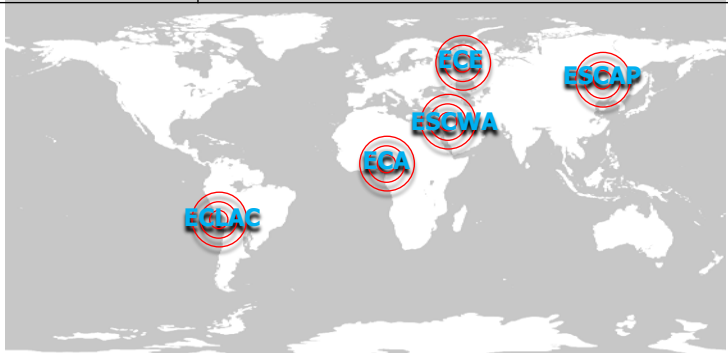
Mansour Farah
Chief, ICT Policies
ICT Division, UN-ESCWA



Background

Project title	Knowledge networks through ICT access points for disadvantaged communities
Implementing partners	ICT Division at all UN Regional Commissions (ECA, ESCAP, ECLAC, ECE and ESCWA)
Lead agency	ESCWA
Duration	36 months
Timeline	September 2006 – March 2010 (6-month extension)
Funding	United Nations Development Account



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Objectives

To empower **poor and disadvantaged communities**, women in particular, through transforming selected existing **ICT access points** into **knowledge hubs** of global **knowledge networks**, providing, developing, organizing, sharing and disseminating knowledge pertinent to these communities.

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Terms and Definitions

Disadvantaged Communities:
Communities in underserved areas, both urban and rural, that include the following target groups:

- Women
- Disabled
- Unemployed
- Poor
- Youth
- Elderly
- Immigrants
- Micro-enterprises




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ICT Access Points:
Centres that provide citizens with access to technology and to the Internet

Telecentres:
Centres that use ICT for community development (i.e. employment, poverty reduction)

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Knowledge Hubs:
ICT access points that acquire, organize and disseminate knowledge directly related to socio-economic development

They also:

- Facilitate the creation and dissemination of knowledge on socio-economic development
- Build a reservoir of knowledge on topics relevant to the community's needs (e.g. agriculture, fishing etc...)
- Provide value added services to the community, beyond communications
- Help people find employment, enhance job efficacy and improve quality of life

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Terms and Definitions

Disadvantaged Communities:

ICT Access Points: reserved areas, urban and rural, that include the following target groups:


Telecentres:

Knowledge Hubs:

- Women
- ICT access points
- Disabled
- Unemployed
- They also:
- Poor
- Youth
- Elderly
- Build a reservoir of knowledge
- Immigrants
- Micro-enterprises
- Provide value added services to the community, beyond communications
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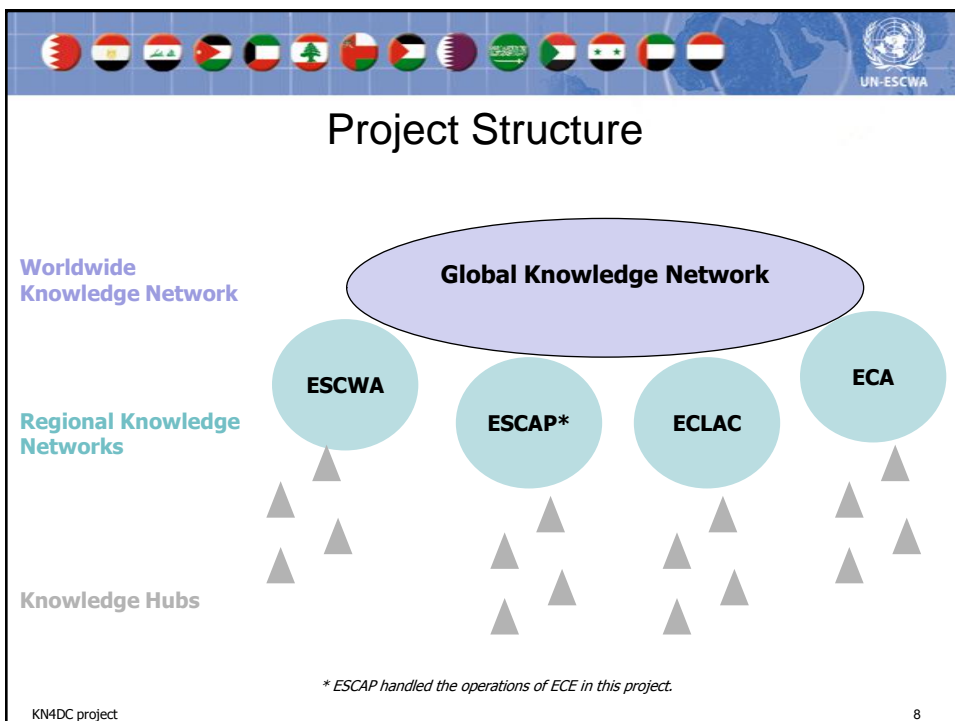
Knowledge Networks: and disseminate knowledge directly related to socio-economic development

- Decentralized structures that promote cooperation between knowledge hubs via a virtual space such an Internet-based portal
- Aim at knowledge sharing
- Bridge local and global knowledge to the community's needs (e.g. agriculture, fishing etc...)
- Are facilitated by knowledge managers

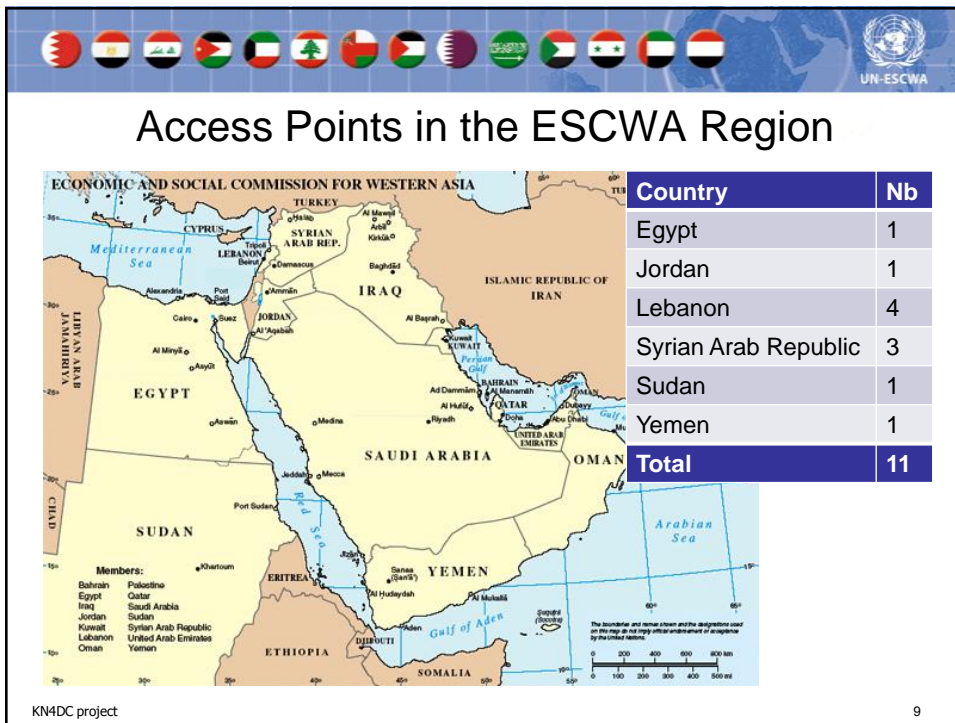


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Relationship to the MDGs (1/2)

- Goal 8 of the MDGs, which includes “accelerated transfer of technology and improved employment opportunities for the growing ranks of young people in the developing world.”
 - Target 8.F “In cooperation with the private sector, make available the benefits of new technologies, especially information and communications.”

- Goal 1**
Eradicate Extreme Hunger and Poverty
- Goal 2**
Achieve Universal Primary Education
- Goal 3**
Promote Gender Equality and Empower Women
- Goal 4**
Reduce Child Mortality
- Goal 5**
Improve Maternal Health
- Goal 6**
Combat HIV/AIDS, Malaria and other diseases
- Goal 7**
Ensure Environmental Sustainability
- Goal 8**
Develop a Global Partnership for Development

Goal 8 of the MDGs is the central focus of this slide, highlighting the importance of technology transfer and employment opportunities for young people in the developing world. The slide also lists the other eight MDGs for context.

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Relationship to the MDGs (2/2)

MDG 1

• Promoting employability, job creation and entrepreneurship

MDG 2

• Dissemination and use of e-learning applications

MDG 3

• Access to education, health services, jobs and political participation

MILLENNIUM DEVELOPMENT GOALS

End Poverty and Hunger

Universal Education

Gender Equality

Child Health

Maternal Health

Combat HIV/AIDS

Environmental Sustainability

Global Partnership

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Strategy - Global/Regional Level

- **Promoting bilateral, regional and international cooperation** in the areas of ICT access centres and community development by establishing a network of activists, actors and policymakers
- **Creating global/regional knowledge platforms** for learning, sharing experiences, and exchanging best practices

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Developing and promoting value-added services of ICT access points to better serve local communities

Providing, developing, organizing, sharing and disseminating knowledge pertinent to communities

Promoting the engagement of knowledge hubs with partners from their respective communities, such as schools, hospitals and entrepreneurship

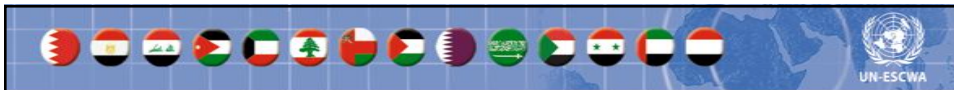
Compiling and publishing success stories on project Websites



100%

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Progress (1/7)

- **Inception meeting** at the UN House in Beirut during November 2006 attended by focal points from all five regional commissions.
- Recommendations included:
 - Strengthening and networking existing knowledge hubs;
 - Making use of regional meetings to create regional networks;
 - Development of implementation plans at the RC level.

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Progress (2/7)

- **Regional reviews and assessments** that:
 - Assessed existing community ICT access points and the communities they serve
 - Indicated priority areas of service while highlighting best practices for each priority area
 - Identified operational models for sustainability and required resources as well as the role of governments and potential partners
 - Investigated the relationship between ICT and socio-economic development in the region
 - Described successful multi-stakeholder partnerships and governance schemes for ICT access points and proposed business models
 - Suggested priority areas where telecentres may have strongest local impact


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Progress (3/7)

- **Global review and assessment** that:
 - Consolidated the five regional assessment reports into one global report
 - Narrowed down the choices pinpointed by regional reviews and singled out recommendations that would be most feasible for the successful implementation and sustainability of regional and global knowledge networks

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Progress (4/7)

- **Regional stakeholders meetings** that:
 - Brought together the selected ICT access points
 - Made them aware of the purpose of the project and various activities and responsibilities
 - Discussed knowledge network strategies, possible mechanisms and tools for their implementation
 - Identified common concerns, activities and partnerships
 - Defined the role and tasks of the regional manager
 - Recommended the creation of a portal for networking

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Progress (5/7)

- A global knowledge manager and four regional knowledge managers who:
 - Developed regional and global strategies for knowledge networking
 - Drafted strategies for upgrading ICT access points to knowledge hubs and networking them at the regional level
 - Prepared elements of regional plans of action for discussion with stakeholders, adoption and implementation


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Progress (6/7)

- A portal that will allow:
 - Telecentres to create Websites and disseminate information about their activities, locally, regionally and globally
 - The networking of knowledge hubs/access points at the regional and global levels
 - The creation of specialized discussion forums and communities of practice at the local, national, regional and global levels

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Progress (7/7)

- Workshop on knowledge sharing and networking that covered the:
 - Regional knowledge strategy and its implementation;
 - Training of participants on knowledge management and marketing;
 - Training of participants on using the portal.

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Next Steps

2009
Implementation of regional and global networks

2010
Project evaluation

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Thank you

