


UN-ESCWA

UNITED NATIONS - Economic and Social Commission for Western Asia


*Workshop on the Management and Sustainability of Knowledge Hubs
in the ESCWA Region*



11-14 January 2010, Khartoum, the Sudan



Knowledge Networks through ICT Access Points in Disadvantaged Areas

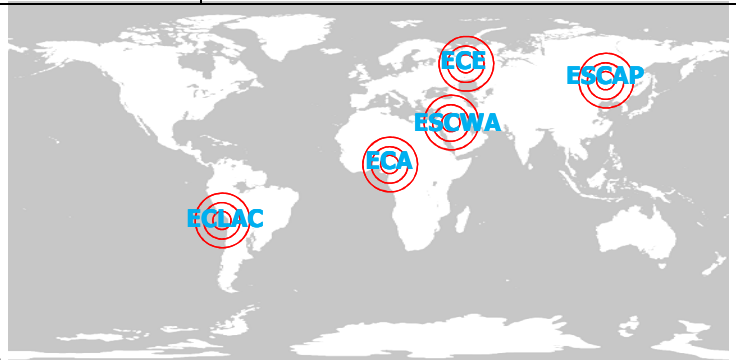
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Chief, ICT Policies Section
ICT Division, UN-ESCWA



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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Predecessor projects

- Multipurpose Technology Community Centre (MTCC):
 - Telecentre in rural/disadvantaged area
 - Partnership with NGOs and local municipalities
 - North Lebanon (Akkar) and Yemen (Taiz)
- Smart Community Project (SCP):
 - Coupling of MTCC and an agro-food processing unit (dairy products, coffee processing, etc.)
 - Iraq (Altun Kopri in the north and Sayid Dikhil in the south), Syria (Qusaybeh in the south west), Yemen (Hadrar, Bani Matar)

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Terms and Definitions (1/4)

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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Terms and Definitions (2/4)

Disadvantaged Communities:

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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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Terms and Definitions (3/4)

Disadvantaged Communities:

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

Telecentres:

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- Disabled
- Unemployed
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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 (4/4)

Disadvantaged Communities:


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

Telecentres:

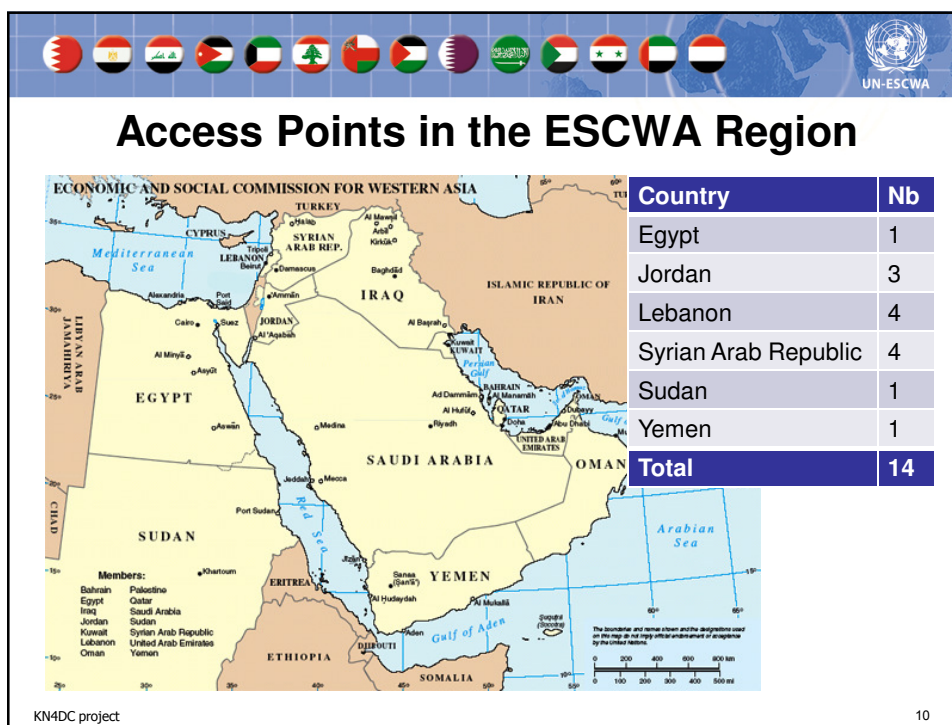
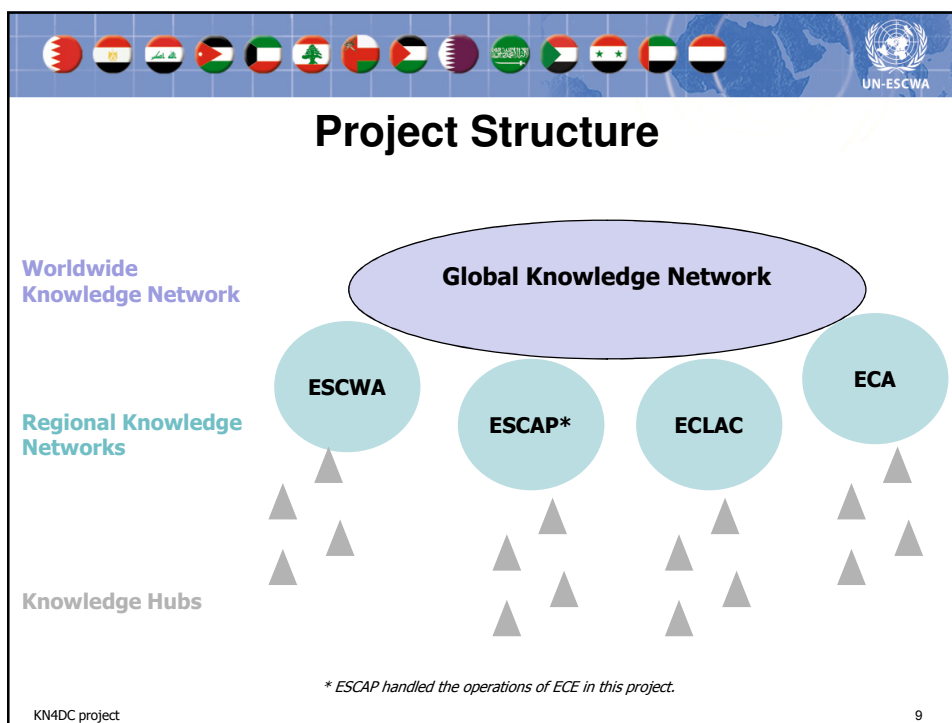
Knowledge Hubs:

Knowledge Networks:

- Decentralized structures that promote cooperation between knowledge hubs via a virtual space such as an Internet-based portal
- Facilitate the creation and dissemination of knowledge on socio-economic development
- Aim at knowledge sharing
- Bridge local and global knowledge
- 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.”

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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

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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



Strategy – Community Level

Revitalizing and enriching selected ICT access points by enhancing their services and knowledge management capabilities

Networking selected ICT access points to share experiences and best practices

Activating and promoting the engagement of beneficiaries at the community level in the services offered by the established knowledge hubs

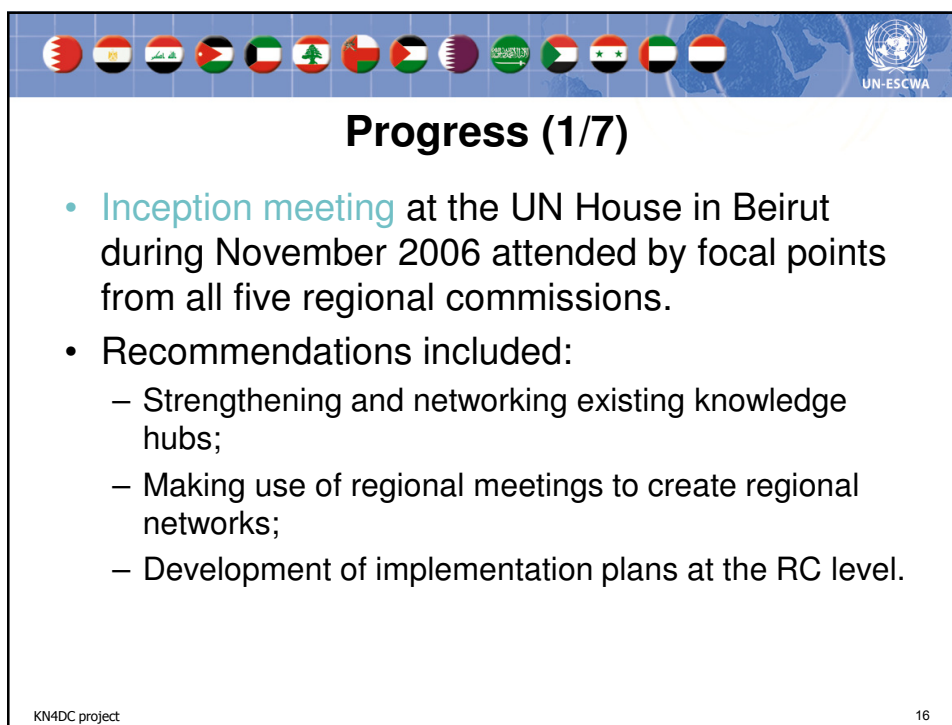
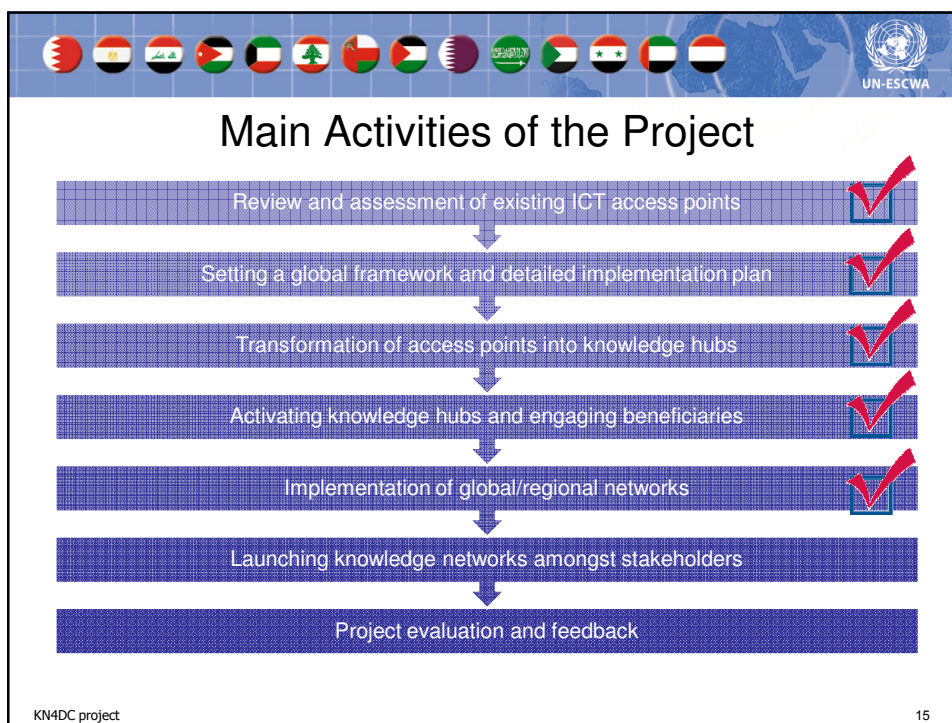


Promoting the engagement of knowledge hubs with partners from their respective communities, such as schools, hospitals and entrepreneurship

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

Compiling and publishing success stories on project Websites



The slide is titled 'Progress (1/7)' and lists the initial steps of the project. It features the same header of flags and UN-ESCWA logo as the previous slide.

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

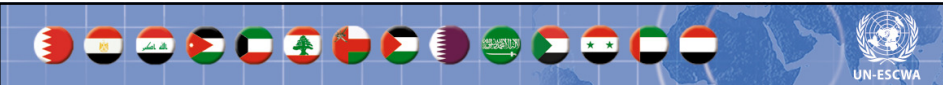
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Progress (3/7)

- 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

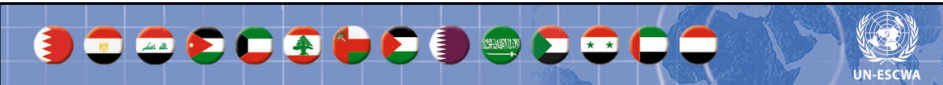
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Progress (5/7)

- **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 allows:
 - 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)

- Four workshops on knowledge sharing and networking that cover:
 - Regional knowledge strategy and its implementation;
 - Training of participants on knowledge management and marketing for serving the community;
 - Training of participants on using the portal;
 - Managing the knowledge hub as a small business;
 - Knowledge hubs for the disabled;
 - Networking and sharing knowledge at the regional and global levels.

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Next Steps

2009
Implementation of regional and global networks

2010
Project evaluation

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Thank you!

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