

**Workshop on the Enhancement of the Networking
Capacities of Knowledge Hubs, UN-ESCWA**

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Knowledge Networks and Community Development in Public Policies

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knowledge means

Force for development of disadvantaged communities



**What do we need for the promotion of our communities
and the transformation into Knowledge Hubs?**

Countries in ESCWA Region should formulate and implement policies and plans that create an enabling environment for knowledge hubs in the service of disadvantaged communities.

▫ **Knowledge Management**

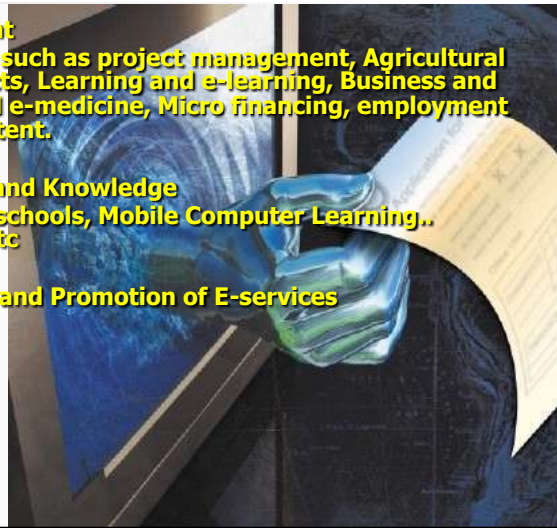
Contains many activities such as project management, Agricultural and e-Agricultural projects, Learning and e-learning, Business and e-business, Medicine and e-medicine, Micro financing, employment and supporting local content.

▫ **Access to Information and Knowledge**

Telecentres, Interactive schools, Mobile Computer Learning.. Schools net, Café net .. etc

▫ **Knowledge Application and Promotion of E-services**

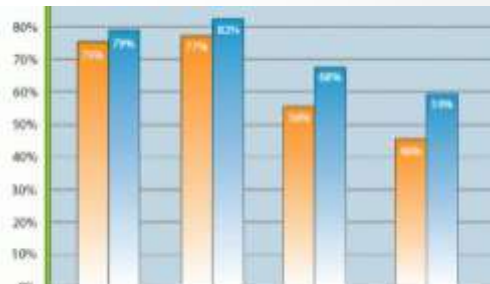
e-Government
e-Commerce
e-Industry
e-Education
e-Society
e-Agriculture



What about e-government in MENA Region in 2010 ?

MENA region faces common barriers in e-government initiatives

- Lack of government workers with the necessary IT skills for successful e-government development and project management.
- Low PC ownership and usage.
- Lack of IT infrastructure and funding shortages.
- Lack of proper legislative frameworks, and government instability.



Monitoring progress of a country's E-Government Development

Source: United Nations E-Government Development Knowledge Base, <http://www.unpan.org/egovkb>

| Country | E-Government 2010 | Rank 2010 | Rank 2008 | Rank Change |
|---------|-------------------|-----------|-----------|-------------|
| | 0.7363 | 13 | 42 | 29 |
| | 0.5349 | 49 | 32 | -17 |
| | 0.529 | 50 | 57 | 7 |
| Jordan | 0.5278 | 51 | 50 | -1 |
| | 0.5142 | 58 | 70 | 12 |
| | 0.4928 | 62 | 53 | -9 |
| | 0.4826 | 66 | 124 | 58 |
| | 0.4576 | 82 | 84 | 2 |
| Egypt | 0.4518 | 86 | 79 | -7 |
| Lebanon | 0.4388 | 93 | 74 | -19 |
| | 0.3799 | 114 | 120 | 6 |
| | 0.3287 | 126 | 140 | 14 |
| | 0.3181 | 131 | 121 | -10 |
| Syria | 0.3103 | 133 | 119 | -14 |
| | 0.2996 | 136 | 151 | 15 |
| Sudan | 0.2542 | 154 | 161 | 7 |
| Yemen | 0.2154 | 164 | 164 | -- |
| | 0 | 184 | 183 | -1 |

Countries in the ESCWA region should incorporate knowledge hubs into their national management plan
Ministries, Cooperation between countries and UNDP, EC, UNESCO, Other Organizations..

Countries should consider the registration of all access centers and internet cafes within Knowledge Hubs

The country coordinators can access a list of all access point centres and encourage all to register within a Knowledge Hub (For Example: ReefNet, Syria – Knowledge Stations, Jordan ICT Club, Egypt ..

Governments should be reminded of their national level commitments to MDGs, WSIS Plan of Action, and other national commitments where telecentres play significant roles.

Contribute to Goal 8 of the MDGs:

MDG1: Eradicate extreme poverty and hunger

MDG2: Achieve universal primary education

MDG3 : Promote gender equality and empower women

Countries should collect case studies on best practice models
Summaries of good practices and research made available to all e-Services.

Best Practice Models for e-Learning, e-Health, e- Government , etc...

For Example: <http://www.epractice.eu>

The screenshot shows the epractice.eu website interface. At the top, there is a search bar and navigation links for 'Meet', 'Share', and 'Learn'. Below this is a main navigation menu with links for 'Home', 'Cases', 'News', 'Events', 'Library', 'Factsheets', 'People', 'Workshops', 'TV', 'Blog', and 'Communities'. The 'People' link is highlighted. The main content area displays a public profile for 'Nabil Eid'. The profile includes a small photo of a man, a '95 % Completed profile' badge, and a '638 kudos' badge. The profile details list the organization as 'Rural Knowledge Network & SCHR Organization', the country as 'Asia', and the language as 'English'. It also mentions 'ICT4D development' and 'Disabilities'. A 'Professional Profile' section follows, with a bio stating 'Working in ICTs field for development rural communities.' and a list of participants, including a workshop on knowledge sharing and networking in the ESCWA region, Beirut, Lebanon from 17 to 19 November 2009. On the right side of the profile, there is a section for '4th European eGovernment Awards WINNERS' and a note about sending messages, requiring registration and earning more than 150 kudos. A link to 'View users with similar interests' is also present.

Countries should follow success stories on Public Private Partnership (PPP)

Gedaref Digital City Organisation, Success story

GDCO in Sudan gets maximum utilization of PPP to develop Gedaref community through ICT.

The PPP becomes active where the government is responsible for legislations, logistic support, laws.. etc



Challenges to establishing Knowledge Hubs

- **Start up phase**

Understanding the socio-economic and cultural context, Identifying the right mix of services and products, selection of the right model, ensuring financial and social sustainability.

Rural e- Commerce with DRISHTEE, INDIA



<http://www.drishtee.com>

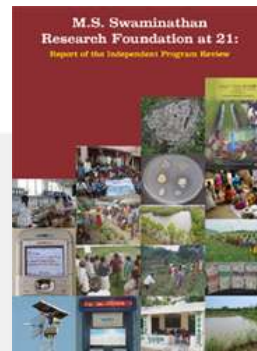
Success Stories in developing countries

BusyInternet success model of
sustainable development to the world



<http://www.busyinternet.com/>

M. S. Swaminathan Research Foundation, MSSRF



<http://www.mssrf.org/>

Nenasala/ Sri Lanka



<http://www.fishinglanka.com>



Fishing with ICT

Challenges to establishing Knowledge Hubs

- **Content**

Products and services, getting the right information, local relevance, customization and sharing with other communities.

- **Knowledge centre operations and operators**

Identifying the right target groups (Women, Youth, Disabled...)

Awareness and problems of community mobilization for a common purpose, accessing a common platform for knowledge sharing with other Knowledge Centre operators.

- **Innovations**

Enhancing income opportunities and improving outreach to the community.

- **Evaluation**

Maintaining a system of continuous monitoring and evaluation to improve the scope of Knowledge Centres

Why do we need Knowledge Hubs?

Increase participation and impact.

Exchange experience, knowledge, best practices, assistance.

Increased resource and knowledge base.

Competition, enthusiasm and work together to serve our communities

Define visibility and access to donors.

Regional integration opportunities as a network and community building through open dialogue.

Support a policy-improving environment for the telecentre movement and influencing government to support it from all levels, including disadvantaged communities.

Why do we need Knowledge Hubs?

Open innovations to all interested in using an ICT4D for social improvement.

Raising standards of telecentre , especially poorly funded communities.

Strengthening e-government efforts and transparency, for example increasing the base knowledge from which governments gather information.



Thank you for your attention

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