

ICT4D Multi-stakeholder partnerships: how to use them better for poverty reduction (29 people)

What mechanisms can be used to ensure trust, honesty, openness, mutual understanding and respect?

- So, we used the chat facility within WebEx
- Audio quality was not good enough
- Technology is not the crucial bit of the equation
- And feel good about using them
- People need the basic e-skills
- Not many people joined this topic! Does not have an immediate rapport - so used our virtual (virtuous) group to do this!
- Non-ICT point - organisations need to take time to get to know each other before they leap into heavy investment in technology
- Individuals need self-esteem to exhibit these traits - if we are using ICT, we need to have the confidence in our skills to use the technology
- Collaboration tools - Web 2.4.5.6

- Clarity of message
- Watching people carefully - can you trust them?
- Use of video is really helpful
- All these things happen over time - technology can help you trace how the relationships have evolved over time. Traceability
- There is a flip side
- ICTs make it harder to manipulate information
- Others can learn from media prepared for another purpose
- ICTs can help us learn from other cultures and help us develop mutual understanding and respect



How to ensure that intended development outcomes are addressed

- Need not just to establish development outcomes from beginning, but build in mechanism to check them throughout
- Start with problems (rather than opportunities) as the reasons for partners to come together - this would help establish strong outcomes
- Need to think about different partners and responsibility in terms of - do some have more responsibility for intended and unintended outcomes?
- Different degrees of reliability of partners
- In an ideal world there would be more resources to enable things to be done more systematically - baseline studies, asking local people what they really need
- Need for partners to have the same objective - so there is consistency
- Not being so outcome oriented is not so inherently 'bad' - projects that are 'outcome' oriented may not actually deliver outcomes - linked to allocating resources - building capacity for its own sake, where should you allocate resources

- Language and standards of review
- Raising awareness of these is important
- Importance of external review panels involving civil society, business, academia, governments - to ensure participants are responsive.
- Importance of people as key carriers of trust - people as sources of reliability, complex relationships between people and institutions

How can we best ensure that local communities and interests are involved in partnership implementation?

- From bottom to the top
- People in the community actually prepare the project in terms of their necessities
- Leadership in the local community is important - and involving them
- Recognising diversity in the community
 - Women
 - Children
 - Disabilities
 - Wealth
- showing examples
- You have to stimulate their creativity
- Helping people imagine what may be the use of ICTs - how they can integrate this into their practices, awareness is very important
- Enabling people to develop their own creativity
- It's two ways: we think we know what people require, but what do people really need from their own perspective. Are people maximising what they really have. We need to understand what they require - and then match it with the technology.
- Why don't we spend time finding out what people really need?

- allows local language to be used - because private sector is not interested in the small markets
- allows customisation and changing functionality - tailored tools for local contexts
- Involving local IT sector

- Ethnography and design - understanding local communities and developing solutions alongside these
- ICTs should not be the end goal - need to be careful of solving everything with ICTs.
- Through committees, groups, conferences, task forces
- Financial plan from government - opening up to NGO to bid for.
- Politicians are not to be trusted - so civil society are watchdogs, both civil society and government claim they are looking out for welfare for the masses
- From a donor perspective - but such projects may not actually be in the interests of people. Spend money for NGOs. Donors could fund both the government and civil society in the same projects.

- Governments need to engage more with NGOs. NGOs have experience of working on the ground. We need to find a way to build better relationships
- important for governments to listen, and then put their ideas into decision making procedures - and then the private sector can follow
- Private sector has its own interests - bit I can work with civil society which does not have business interests.
- central government can then play a role in sharing information and experiences from other countries.

- Governments play a key role - they shape policy
- Working at a local community level - because people know each other better at this scale, and involving good monitoring and evaluation
- Use ICT to be practical
 - social networking
 - crowd sourcing



How to build sustainability and scalability into ICT4D partnerships from the very beginning?

- Recognise the importance of ICT in development - it tends to be forgotten
- Identify and define the measurable impact of ICT4D - so you have an argument for different actors to be involved
- Network of learning communities to feed into ongoing practice - NETWORK is a key word
- At least one partner with strong financial capacity
- Korean example - government with FDI building infrastructure - and then have different partners doing applications, working with inter-regional networks
- Cost sharing in partnerships from the beginning
- Multi-sector partnerships - beyond ICT as a sector to get sustainable and scalable
- Long term plans by big agencies with targets
- Government policy to make sure everyone is going in the right direction
- Scorecard for measuring progress throughout

- Dynamic scorecard - that can be regularly updated - including failures. Partnerships that work and have not worked. Open government data. Accountability to everyone.
- How do we measure the intangibles - always allowing them as a key resource?
 - Individual resources
 - Linkage to local levels is important here
- We should pay more attention to failure - everyone has a vested interest in success
 - Planning for alternatives