Reclaiming ICT4D

Material in **lime** was delivered by panellists; material in **cantaloupe** was added from comments from workshop participants

Alex Wong, World Economic Forum: The Power of Partnership

- Partnerships essential because ICT4D is multidimensional and cross-sectoral
  - nneds a business model to ensure sustainability
- Hugely challenging: 7th billion population segment has only $2.25/month to spend on communication
  - evolution of ICTs has become a cash cow for governments

D4ICT not ICT4D

Bushra Hassan, University of Sussex: The Wisdom of Marginalised Women

- Poor and marginalised women have immense knowledge - how do we build on and foster this?
- Need to give voice to the marginalised, and need to encourage elites to listen - really problematic
- Importance of intermediaries - between providers and users
  - an area where security becomes an issue

Charlotte Smart, DFID: The Delivery of Donors

- "Doing development in a digital world" - inequality, risks and context shaped by digital factors
- Donors targeting actions focused on inclusion - ensuring inequalities in access do not extend inequality
- Donor staff are also being encouraged to understand beyond just the technical
- Need to be cautious about potential increase in inequality
- DFID sees accountability issues as being crucial
- Accountability issue
  - Not all countries behave as others would like
    - Freedoms
    - Internet being shut down on elections
- DFID will be using more ICTs in programmes
- Sutopic

Torbjörn Fredriksson, UNCTAD: The Energy of Entrepreneurship and e-Commerce

- Evolving e-commerce offers opportunities and challenges; winners and losers
- Doing things differently in supporting poorer countries through e-trade

Nigel Hickson, ICANN: The Design of the Domain Name System

- Choice and innovation in domain name system can help inclusion
- International Domain Names (IDNs) foster multilingualism (SDG10)
- Evolution of DNS must recognise that next billion are young and not from US and EU

Michael Kende, Analysis Mason: The Trust in Technology

- Cyberattacks increasingly impact attitudes of online users
- ICTs can enable many SDGs, but these often need personal information which requires trust
  - Important relationship between skills and trust
    - Trust hurdle - we don't know what is being done with our data
    - Impacts may not be as great as we think
    - Need to build a trust environment
  - How does lack of trust influence digital economy?
    - Privacy and security issues
    - People who have been breached once are much more careful afterwards

So little D in ICT4D before

- lack of engagement theoretically by academics and practitioners
  - especially political economy critiques
  - Development is often seen purely as being economic growth
  - Need to focus also on public value and social value
- Overly technologically focused
  - It is about people
    - Some donors are definitely aware of this
    - Problems are fundamentally human
  - Although some is definitely technological
    - Potential of Internet of Things
  - Not just consumption - we need also to look a production
- Need for good evidence-based research for policy
- even with this, large numbers of Africans will not be able to afford it
  - Poor people do not have the technologies
  - How do we get low-cost services out there
  - 5G sharing model is fundamentally concerned with this
  - Given our spectrum to communities who could use it beneficially

Future opportunities

Let's remember to be positive

- Media innovation and digital cities
- Internet for All - four barriers - cost in Uganda Rwanda, South Sudan and Kenya - to add 25 million additional users would be $64 per new user (the three factors would reduce to $49 - which is feasible!)
  - spectrum sharing
  - removing of smartphone taxes
  - infrastructure sharing
- Content
  - Cabo Verde ADB initiative
    - Centre for content development and entrepreneurs
  - entertainment and social media initial drivers
    - not easy for donors to support this
    - Using government services as a driver
      - Estonian example is fascinating in terms of public services - decrease in cost permitting people to get on line
  - Infrastructure emphasis
    - We know how to do this
    - Much more difficult with content
      - How do we develop a content industry in our countries?

Education - of major importance

- whole skills agenda is fundamental
  - Survey on Trust on the Internet (CIGI-IPSOS)
    - Next billion will be least knowledgeable and therefore most vulnerable
      - Implications for cybersecurity
  - Are we turning humans into robots?
    - Soft skills will be more important
    - We need a combination between people and machines
- IGOs are meant to be helpful
  - UNESCO should provide insights from other countries
  - Use IGOs to help
- Governments have a central role
  - Civil society can ensure they are responsible

Role of WSIS

- Action Lines might not be the best way
- Perhaps focus on SDGs and bring key players together to discuss solutions
  - lessons learnt from different places

Needs a holistic cross-government willingness

World Economic Forum partnership "Internet for All"

Donors have a role to contribute: DFID's good practices in technology and education

- Technology does not reach the poorest
  - Often does not reach those who need it most
  - Need for political will
    - ... and cross-government approach
  - Service providers often have a monopoly
    - Regulators have a key role to play