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**CENTRE FOR CO-OPERATION WITH NON-MEMBERS
DEVELOPMENT CO-OPERATION DIRECTORATE
DEVELOPMENT ASSISTANCE COMMITTEE**

OECD Global Forum on Knowledge Economy

JOINT OECD/UN/WORLD BANK GLOBAL FORUM: INTEGRATING ICT IN DEVELOPMENT PROGRAMMES

SUMMARY REPORT

OECD, Paris 4-5 March 2003

This Forum was organised by the Development Assistance Committee (DAC) of the OECD as part of the "Global Forum on the Knowledge Economy" managed by the OECD Centre for Co-operation with Non-Member Countries (CCNM).

This report summarises the main messages from the Joint OECD/UN/World Bank Global Forum: Integrating ICT in Development Programmes. A concise 2 page summary is also available (CCNM/GF/DCD/KE(2003)2).

For further information you can visit our Forum website where all related documents and speakers presentations can be found (www.oecd.org/dac/ict).

A multimedia CD-ROM of the Forum (including video footage, documents and OECD related publications) will also be available shortly.

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SUMMARY RECORD¹

Background

The OECD Directorates – Development Co-operation (DCD) and Science, Technology and Industry (STI) – collaborated with the Centre for Co-operation with Non-Members to organise this Forum jointly with the UN agencies and the World Bank.

The Forum formed part of the OECD response to international calls, such as UN ICT Task Force and G8 DOT Force, and provided a platform for discussion leading up to the World Summit on the Information Society (WSIS).

It addressed in particular the call by the G8 DOT Force to “mainstream” ICT, not only within project planning and design, but within development strategies, both nationally and internationally. The G8 DOT Force Report Card noted that “The OECD’s Development Assistance Committee (DAC) can play a key role in sensitising donors to the catalyst role of ICTs in development and poverty reduction and in mainstreaming ICTs into OECD Members countries’ ODA programs.”

The Forum built on the first event in this series held in March 2001, “Exploiting the Digital Opportunities for Poverty Reduction.” (See www.oecd.org/dac/digitalforum)

It brought together some 200 representatives of governments, civil society and the private sector – from both OECD and developing countries – and of international and regional organisations.

Objectives

1. Better co-ordinate and integrate ICT for development in ODA programmes as a strategic, cross cutting theme in support of countries’ own strategic plans.
2. Improve understanding of the policy challenges and opportunities of ICT for development.
3. Highlight best practices to share the benefits of ICT as a **tool** for development, and link seizing digital opportunities to helping attain development objectives.
4. Clarify the roles of the various stakeholders; including partnerships between them.

¹ The organisers are grateful to Mr. Kerry McNamara who produced this summary record on behalf of the Secretariat.

Welcome and Setting Forum Objectives

1. **Mr. Seiichi Kondo**, OECD Deputy Secretary-General, welcomed the 202 participants, representing 40 countries, 15 international agencies and associations. He began by observing that only international co-operation can shape globalisation in a positive way, and make it equitable for all. He noted the pressure for results, cautioning that development is a long-term process. Three factors in particular account for successful development: ownership of the process by developing countries; effective dialogue between developing and developed countries; and coherent policies in developed countries, in areas such as trade, investment, and agriculture, that will have a maximum positive impact on developing countries. He suggested it was time to “marry” ICTs with development programmes, which could be assisted by drawing on OECD countries’ multi-disciplinary experience on setting the policy framework and designing appropriate measures of results. He wished participants success in shaping and increasing their knowledge and, as importantly, networking to build contacts for future co-ordination and collaboration. Mr. Kondo expressed his appreciation, and that of the OECD, for the collaboration of UN agencies, the World Bank and others in preparing the Forum. He thanked the Governments of Canada, Italy, Japan, Korea, Sweden and Switzerland for their generosity in providing funding support for the Forum. And he offered a special thanks to Alcatel, CIDA, and JICA for their generous support.

2. **Mr. Jean-Claude Faure**, Chairman of the OECD Development Assistance Committee, noted the Forum was a step on the road to the World Summit on the Information Society (WSIS) in Geneva, building on OECD’s contribution to the DOT Force and UN ICT Task Force process through the previous Forum in 2001. Remarking that “Just as ICTs are a key driver of economic growth, so they should be a key driver in development programmes”, he noted that by bringing together all the relevant actors the Forum would help to address the role of ICTs in ODA programmes. He suggested one focus would be to explore how to leverage funding through public-private partnerships (PPPs).

Session I Keynotes

3. **Mr. Jean-Francois Rischard**, World Bank Vice-President for Europe, began by pointing out that integrating ICT in development entailed three levels of effort, namely, integrating ICTs into: a) topical development solutions in sectors; b) development programmes; and c) advanced development thinking. He gave them grades of B, C and D respectively.

4. Topical solutions included public sector management, education, SMEs, health, rural development, environment, social security, remote services, e-learning and e-procurement – the latter offering huge returns on investment, e.g. a \$200m investment across 130 countries could make large savings of \$40bn. Yet despite great progress in the last several years, this effort still deserves a “B” grade for three reasons. Most applications are still confined to aficionados. These applications often under-perform in the absence of national ICT strategies. And most mainstream development experts are still not IT-aware.

5. Development aid is undergoing a “quiet revolution” with smarter aid allocation, a smarter approach to aid, smarter donor interface and smarter prioritisation. ICTs have still too rarely found “a home” in donor programmes and national strategies. Few Poverty Reduction Strategy Papers (PRSPs) have an ICT component, and for most the coverage of ICT issues is weak or incidental. In general, the development community has not been a major force behind national ICT strategies. There are many possible reasons for this, including: old development fallacies such as “phones are a luxury for the poor”; the complacent belief that “the private sector will take care of it”; lack of dedicated ICT resources/teams within bilateral aid agencies; bewilderment in the face of proliferating jargon; and insufficient understanding of the knowledge-based economy paradigm that provides the fundamental underpinning and rationale for ICT for development. Thus, a grade of “C”.

6. Integrating ICT in advanced development thinking requires more than thinking about ICTs; it requires a real change of mindset. Mr. Rischard described the evolution in the development community from the “liberalisation mindset” to the “modernisation mindset” and the still-incomplete move to a “knowledge-based economy mindset”, which focuses on global competitiveness, building opportunities and innovation, and takes a broadly societal view of development. It includes not only economic structures and incentives, but the education system, ICT infrastructure, the innovation system, and the collaboration of government, the private sector and civil society in creating vision, social cohesion, and trust. Because this knowledge-based economy paradigm, which provides the real rationale for ICTs in development, is still relatively scarce in development agencies, the motivation for mainstreaming ICTs is weak. Thus, at this level, the effort to integrate ICTs in development rates a grade of “D”.

7. Mr. Rischard concluded by suggesting that the ICT for development community could best advance its cause by focusing more on these more fundamental issues of the knowledge-based economy, and advancing understanding of the role of ICTs in making that economy a reality.

8. **Ms. Pensri Guntasopatr**, Director of Policy and Planning Division, National Electronics and Computer Technology Centre, Thailand, began by describing the evolution of Thailand’s approach to development. From the early 1960s to the mid-1990s, focus on an input-led model of development and an emphasis on basic infrastructure led to unbalanced development, a widening income gap, and an unequal distribution of development benefits between rural and urban areas as well as among various social groups. The economic crisis that began in 1996 further exacerbated many of these problems. As a result, the Thai government has switched to a people-centred model of development, with a goal of making Thailand a knowledge-based learning society.

9. ICTs are seen as a strategic tool to accomplish this goal, bridge digital and socio-economic divides, and create opportunities for all. Since 1998 a number of key ICT-related laws have been put in place, and an ICT Master Plan has been adopted. A Ministry of Information and Communication Technology was created in October 2002 to lead Thailand’s ICT development. This includes not only hardware, infrastructure, software and content development, but, just as importantly, “people-ware” development. Strong emphasis is being placed on including all in the benefits of ICTs by providing help for the sick and disabled, using ICTs to disseminate cultural information, developing and making available assistive technology, and even providing ICT opportunities for prison inmates. ICTs are also helping to widen access to quality education and global content through initiatives such as SchoolNet Thailand. Through these efforts, combined with political will and leadership and participation of all sectors of society, Thailand is making progress towards its goal of being a knowledge-based learning society.

10. **Ms. Lidia Brito**, Minister of Higher Education, Science and Technology, Mozambique, described how even a very poor country like Mozambique sees the need to address ICTs as a tool in poverty eradication, through an integrated approach. She described the concern of many people in government that there was insufficient synergy between the government’s national development plans and the growing ICT initiatives in the country. A high-level National Commission that began its work in 1998 and culminated in the approval of an implementation strategy in 2002, devised through broad consultation a comprehensive approach to using ICTs as a key tool in the war against poverty in Mozambique by building a knowledge society. This includes: guaranteeing all citizens access to the benefits of global knowledge; improving governance and public administration; making Mozambique a relevant and competitive partner in the global information society; and making Mozambique a producer, not just a consumer, of information and communication technologies and knowledge.

11. Implementation of the strategy – with an integrated approach covering human resources, infrastructure, business, governance, legal framework and content – will take from 2001 to 2005. It requires an integrated approach, encompassing human resources, infrastructure, business, government,

legal and regulatory frameworks, and content/applications, with particular emphasis on synergy among these elements. Achieving the goals of the strategy will require: co-operation among all stakeholders; an implementation programme that covers the whole country; effectively mobilising resources – both human and financial – to ensure timely and successful implementation; and engaging international partners including business partners.

12. **Ms. Maria Cattai**, Secretary General, International Chamber of Commerce, provided a business perspective on the challenges facing ICT for development efforts in the lead-up to the WSIS. From the point of view of the international business community, these efforts must focus on several key goals: creating the fundamental building blocks of the information society, notably infrastructure and education; developing transparent and predictable policies; linking ICT policy clearly to broader economic development; assuring that national strategies include measurable targets; fostering public-private partnerships; and promoting an open policy-making process.

13. Stressing the need to get into implementation and to “enter the uncomfortable zones of joint action and risk management”, Ms. Cattai articulated several challenges of implementing truly national and effective ICT strategies, including: attracting investment by fostering entrepreneurship; proactively encouraging (not just legislating) competition; engaging the national business community and civil society with clarity of roles and transparency; cutting red tape, investment restrictions and corruption – including via e-government. She cautioned that creating appropriate and flexible legal and regulatory frameworks is crucial but fraught with difficulty. Markets cannot be created by government regulation. Regulation must be based on need, and be co-ordinated carefully across different domains for the sake of coherence and predictability. The scope of regulation must also be tied to the capacity to enforce. Aversion to risk is also an impediment to entrepreneurship in many cultures, where considerable stigma still attaches to failure.

14. Commitments made at WSIS must be measurable and accountable, including an attention to clear and measurable outcomes, benchmarking and progress review. In all these efforts, it must be recognised that the priority is not international intervention but creating the conditions that encourage local entrepreneurship. Especially given the often-weak enabling environment for business and the persistent aversion to risk, creative ways must be found to mitigate and share risk so as to reduce the disincentives to entrepreneurship and business creation.

15. **Mr. Adam Peake**, Executive Research Fellow, Centre for Global Communications, gave a perspective from the NGO community, based on recent consultations with a group of NGOs in the context of the 2nd WSIS PrepCom meeting. He listed several concerns that NGOs have about the donor community, both in the ICT domain and more generally. Donors tend to change their programmes and priorities without notice, and often do not keep their funding commitments (including the commitment to the UN target for official development assistance equivalent to 0.7% of gross national income, a commitment that very few have met or even approached, particularly among the larger donors.) Their priorities tend to be short-term and lack consistency. They are usually not frank about, and thus do not learn from, their failures. They focus on supporting market-led strategies for ICT development and tend to have a poor understanding of the fundamental social importance of the communications environment.

16. NGOs feel that donors need to be more transparent and inclusive in their work, involving NGOs and other civil society partners in policy development. NGOs can be particularly helpful in introducing local needs and concerns into policy debates and in articulating local demand. At the same time, NGOs themselves need to take on the responsibilities that would come with this larger role, and become themselves more open and transparent. They need to assure that they are representative, legitimate and accountable. They need to show concretely how they can add value.

Session II International ICT for Development Initiatives

17. **Mr. Brian Hammond**, Head of Division, Development Co-operation Directorate, OECD, welcomed the participants to the session on behalf of **Mr. Michael Roeskau**, Director, Development Co-operation Directorate, OECD. Mr. Hammond called for a dialogue between donors and all stakeholders and partners in exploring ways to co-operate in harnessing ICTs as tools of development. He explained that this Forum is an important element in developing the OECD's contribution to WSIS and in OECD's overall reflection on how its member states can contribute effectively to international co-operation and joint effort in addressing the challenge of making ICTs an effective tool of poverty reduction and economic growth in all countries.

18. **Mr. Bruno Lanvin**, Program Manager, InfoDEV, World Bank, opened the discussion by pointing out that one distinctive feature of the ICT for development field is that "action has preceded talk". This is why there is now much attention being paid to the need for metrics, measurement, benchmarks as we move from the project and experimentation phase to mainstreaming ICT in development programmes. The focus of ICT for development efforts is not on the technology, but on how technology and knowledge can be used to combat poverty and create opportunity. Thus it is important to link WSIS to other international efforts to create the conditions for global economic growth. "MDG", the initials for the Millennium Development Goals, might also stand for "Monterrey, Doha, Geneva". Linking more explicitly the objectives and strategies of the financing for development, trade, and information society agendas at the global level might help us advance on all fronts.

19. **Mr. Jose Maria Figueres**, Chair of the UN ICT Task Force and Senior Managing Director, World Economic Forum, began by stressing the importance of "staying the course" in fostering ICTs as tools of development now that some of the steam has been taken out of the ICT economy itself. The world we live in now faces many formidable challenges, economic and geopolitical. Economically, there are no clear engines of growth visible at the moment. Geopolitically, the world is a tense and uncertain place. Confrontations over values and culture seem to be intensifying. At the same time, the fundamental challenges of development and poverty remain. Over 1.2 billion people survive on less than \$1 per day. A cow in Europe or Japan earns more a day in subsidies than these countless poor earn in daily income.

20. Both economically and politically, globalisation is proceeding at different speeds in different contexts. Many feel left behind, disenfranchised, excluded both from the economic benefits of globalisation and from the political processes that help to shape that globalisation. At the same time, the "global commons" is weak. Our international institutions are not delivering the goods, which only reinforces the sense that there is a lack of meaningful *polity* at the global level.

21. Faced with such challenges, we need a fresh approach that focuses on commonalities of interest, and on results. We need effective and responsive public institutions, a dynamic private sector, and a proactive but positive civil society. We need new forms of co-operation and global initiative that produce tangible results. Most importantly, we need to *focus*, and the Millennium Development Goals provide a good reference point for that necessary focus. In 2003, we are already halfway along the timeline from the MDG base year of 1990 to their expected attainment by 2015, and as of now we are clearly not on target to reach those goals. We need to measure our progress more clearly and be held accountable for results. The World Economic Forum's Digital Divide Initiative and the United Nations ICT Task Force are two valuable vehicles for focusing co-operative efforts on tangible objectives for realising the full potential of ICTs as tools for addressing these broader challenges represented by the MDGs.

22. **Mr. Richard Simpson**, Director General, Electronic Commerce, Industry Canada, provided insight into the history and objectives of the G8 Digital Opportunity Task Force (DOT Force) and its contribution to the ongoing efforts by the international community to harness ICTs for development. The

DOT Force was launched at the G8 Kyushu-Okinawa Summit in 2000, presented its final report to the Genoa Summit in 2001, and reported on progress implementing their recommendations at the Kananaskis Summit in 2002. The DOT Force fostered greater international public-private co-operation aimed at three fundamental development objectives: (1) creating the right policy frameworks for ICT investment and growth; (2) promoting ICTs as practical tools for development in critical areas like education and health; and, (3) advancing implementation strategies which link ICT development and use to broader economic and social goals, especially in relation to the Millennium Development Goals.

23. The DOT Force operated as a dynamic multi-stakeholder partnership that brought together government, private sector and civil society representatives from G8 countries along with representatives from a group of developing countries and from several major international organisations. Its recommendations, contained in the action-oriented Genoa Plan of Action drafted by the Task Force, were adopted by the G8 leaders in Genoa. Over time this membership was reinforced by a growing informal network of organisations from a wide range of countries who both contributed to the DOT Force's consideration of the issues and brought resources and energy.

24. In the year between the Genoa and Kananaskis Summits, a broad network of DOT Force members and informal partners mobilised to begin the implementation of its recommendations, demonstrating that the DOT Force's recommendations were backed up by real commitments from donors and other partners. For example, Canada has provided resources and expertise, along with several partners, to launch the Canadian e-Policy Resource Centre, the Centre for Connectivity in Africa, the International e-Development Resource Network (*JeDRN*), and *Enablis* (formerly the DOT Force Entrepreneurship Network), all in direct response to elements of the DOT Force Action Plan. At the Kananaskis G8 Summit, the G8 leaders adopted an Africa Action Plan in response to the New Partnership for African Development (NePAD) launched by African leaders, in which the effective use of ICT to combat poverty is identified as a priority.

25. The key elements in making the DOT Force an effective partnership were its multi-stakeholder nature, its strong orientation towards concrete action, its responsiveness to the development needs identified by developing countries themselves, and its emphasis on concrete commitments by all partners. The importance of policy coherence, partnership, political commitment and accountability is an important lesson for other international ICT initiatives.

26. In the light of this experience and discussions which took place within the ICCP Committee on March 3, Mr. Simpson suggested several ways that the OECD can contribute to advancing international efforts to harness ICT for development. First, he suggested OECD can exercise leadership in mainstreaming ICT for development issues and strategies within the Development Assistance Committee (DAC), providing policy leadership and awareness raising, financial targets, and benchmarking. The organization and its members can also provide technical assistance and support for national e-strategies. In the lead-up to the WSIS, OECD can provide vital input in several areas, including: work toward universalising international ground rules for information security, privacy and trust; developing effective frameworks for ICT statistical indicators and benchmarks; and contributing a deeper analysis of the role and value of ICTs in economic and social development.

27. **Ms. Claudia Oglialoro**, Director for Digital Divide and Multilateral Affairs, Office of International Affairs, Minister for Innovation and Technologies, Italy, described the Italian initiative on

e-Government for Development, a major element in Italy's contribution to the objectives identified by the DOT Force. She began by describing the key role that e-government tools and strategies can play in improving the efficiency of government; fostering innovation in public services; promoting transparency, democracy and empowerment; advancing public sector reform and decentralisation; and supporting the development and dissemination of local content and local solutions to challenges faced by governments.

28. The Italian e-Government initiative focuses on government-to-government know-how transfer, particularly on the "Big Picture" of designing and implementing e-government programmes and on how to pull together all the elements of an e-government programme. The five beneficiary countries in the first phase of the programme are Albania, Jordan, Mozambique, Nigeria and Tunisia. The initiative, organised in co-operation with several international partners, takes a three-part approach: pre-assessment of needs, feasibility studies/pilot projects, and implementation of full-scale projects. Areas of intervention include public accounting, government Intranet development, e-government national strategies, land registry, online tax reporting and payment, and statistical systems.

29. The first results from the initiative have been encouraging. Further efforts are now underway to orient more of Italy's international co-operation toward e-government issues, to link to and co-ordinate with similar initiatives, and to extend the programme to new beneficiaries in co-operation with a broader range of donors and other partners.

30. **Mr. Adama Samassekou**, Chairman of the WSIS Preparatory Committee, described the key objectives of the upcoming World Summit on the Information Society as addressing the challenge of the digital divide, contributing thereby to meeting the Millennium Development Goals, and at the same time promoting and preserving cultural and linguistic diversity in an increasingly networked world. Three particular challenges face those involved in the preparation of the Summit: reducing the mistrust that sometimes arises among the various stakeholders involved in the Summit preparation; assuring a good continuity between the Geneva and Tunis rounds of the Summit; and making the Summit the springboard of a new model of international co-operation based on *solidarity for development*.

31. The First WSIS PrepCom focused on procedure, but the Second PrepCom was able to focus on substance. A broad consensus already exists on the key role of ICTs in sustainable human development. The challenge now for the international community is to identify concrete actions with measurable results, to measure progress from Geneva to Tunis, to develop more specific national and regional ICT action plans that focus on addressing the Millennium Development Goals, and to assure the full involvement of the private sector in realising these objectives. For the Summit itself, two challenges remain in the months leading up to Geneva: to assure the active participation of all stakeholders both in the preparation and in the Summit itself, and to secure the participation of Heads of State and Government in the Summit.

32. **Mr. David Sawe**, Director, Management Information Systems, President's Office - Civil Service Department, Tanzania, offered a developing country perspective on the challenges facing developing countries and the role that ICTs, and the donor community, can play in addressing those challenges. He began by reminding participants that "ICT for Development" is not about simply giving technology to the poor, for poverty is not just about wealth. The poor face a broad range of challenges and deprivations, beyond the visible lack of material resources, including affronts to their dignity and limits on their opportunities to exercise their human rights and develop their human productive capacity. ICTs, therefore, must be seen as multi-dimensional tools that can be used to help the poor improve their lives in all dimensions.

33. Developing countries face a number of daunting challenges, including resolving the legacies of their own past, sustaining basic survival in the present, and meeting the complex emerging challenges of the future. Addressing these challenges requires action on basic platforms, including: building effective

institutions and legal/regulatory frameworks; empowering political and social initiatives; developing the micro and macro economy; and enhancing cross-border and trade relations. ICTs can help with all these action areas, but only with vision and careful implementation.

34. Tanzania has addressed these challenges, and the role ICTs can play, through its forthcoming National ICT Policy that is centred on supporting Tanzania's "National Vision 2025", which focuses on five priority areas: high quality livelihoods; peace, stability and unity; good governance; a well-educated and learning society; and a strong and competitive economy capable of producing sustainable growth and sharing benefits for all. Partnerships, both internal (such as the e-Think Tank Tanzania) and external, are key to success. Tanzania is particularly eager to see further action on Points 6 and 9 of the DOT Force Action Plan, which call, respectively, for ICT initiatives specifically aimed at least-developed countries and for prioritising and harmonising the application of ICT through official development assistance, thereby enhancing multilateral co-ordination in ICT for development efforts.

35. A number of related issues emerged in the discussion:

- Local actors, local initiatives and networks, and local content are key to the success of ICT for development initiatives. In particular, the role of the local private sector, both in promoting effective use of ICTs and in strengthening local production capacity and creating jobs, deserves special emphasis. Donors should, wherever possible, anchor ICT projects at the local level and harness local capacity, including the private sector and non-governmental organisations.
- Proposals and commitments that emerge from the WSIS process must be backed up by concrete and realistic financial commitments that draw on four complementary sets of resources: local resources, bilateral donors, multilateral donors and private investment. All have to accept a shared responsibility for making realistic commitments and delivering on them. Even in cases where the total amount of assistance provided cannot be increased, greater attention should be paid to maximising synergies among the various resources at hand.
- The challenges facing ICT for development efforts in the lead-up to WSIS are tied to broader challenges of international co-operation and governance. New models of international co-operation and governance can emerge from this process if there is sufficient attention to transparency, accountability, trust-building, and public-private partnership.
- More work is still needed on metrics of progress in addressing the digital divide, so as to enable more effective accountability for international initiatives. In addition, we need to share more effectively examples of success and failure with using ICTs in a broad range of sectors (education, health, environment, etc.)

36. **Mr. Jean-Claude Faure** concluded the session by cautioning that the challenge at hand is even broader than building an information and knowledge economy; it is to build knowledge societies, a longer and more difficult process with implications far beyond economic factors.

Working Lunch (Sponsored by Alcatel)

37. **Ms. Sylvie Richir**, Vice-President Marketing and Business Development, Alcatel, welcomed the participants, and presented Alcatel's corporate policy and strategies on ICT and development.

38. **Mr. Jean-Marie Blanchard**, Business Development Director, Alcatel MAI, presented the Alcatel Digital Bridge Initiative, a programme that promotes the use of ICT as a tool for economic and social development. The programme focuses on the development of locally-tailored ICT applications,

specifically designed to meet the needs of a variety of actors in developing countries: doctors, farmers, fishermen, teachers, business people, citizens etc.

39. **Mr. Abdul Waheed Khan**, Assistant Director-General, UNESCO, using an Indian mythological image, described the power of knowledge and its potential for wealth creation. Mr. Khan noted that ICT facilitate knowledge dissemination and open new opportunities to help achieve the MDGs, particularly universal primary education. To make digital opportunities available throughout the world it is essential to create a holistic situation using appropriate technology – each technology having its own strength; promote the development of indigenous content; and apply a community-based access methodology.

Session III ICT in Donors' Policies, Strategies and Programmes

40. **Mr. Stephen Browne**, Practice Leader, ICT for Development, UNDP, introduced the topic by pointing to two types of challenges that the international community faces in the area of ICT for development. The first is the synergy (or lack thereof) between donor strategies and programmes on ICTs and poverty reduction, on the one hand, and the strategies and programmes of individual developing countries. How can donor strategies more effectively mesh with, and support, demand-driven, country-owned ICT strategies? The second challenge is benchmarking. Only two of the 48 indicators for the Millennium Development Goals are explicitly about ICT access and use. Yet the real challenge is to find ways to use ICTs as effective tools for the other 46, and thus to make ICTs a comprehensive tool in the fight against poverty and the achievement of the MDGs. This requires finding meaningful benchmarks for the increased use and effectiveness of ICTs in all development programmes.

41. **Mr. Clement Dzionou**, President and CEO, International Institute for Information Technology, Ghana, provided an African perspective on donor policies and programmes and how they mesh with the priorities and programmes of developing countries. He began by observing that many African countries have taken steps to liberalise their ICT sector and build regulatory capacity, but they still lag behind international benchmarks in this area. They have, at the same time, pursued regional efforts to harness ICTs as tools of African development, most notably through the African Information Society Initiative, which has moved beyond “proof of concept” to concrete implementation in a number of African countries. In the process, valuable lessons have been learned, including the need for well-coordinated processes of regional co-operation with clear frameworks and objectives, and the need for a strategic focus both on developing the ICT sector and on harnessing ICT as enablers of broader-based development and poverty reduction.

42. There are eight pillars of ICT for development in Africa: human resource development; government administration and service delivery; use of ICTs at the community level; legal frameworks, regulation, and standards; education; private sector development; ICT infrastructure development; and foreign direct investment. In all of these areas, there are a number of critical success factors, including the presence of a high-level champion; a clear vision, mission and strategy; government endorsement; the good will of the public; a proper enabling environment; effective leadership; and institutional capacity. It is important to recognise that harnessing ICT for development is a long and complex process; national plans need to be long-term and flexible. It is equally important to recognise that no two African countries are the same in where they are starting from, where they want to go, how they want to get there, or what they need to do to get there.

43. There are at least three major areas where donors can (and in many cases already do) provide support for African countries in realising their ICT-for-development objectives. These include: support for ICT sector liberalisation, regulation, strategy and policy formulation; support for pilot and small-scale ICT projects (with attention to their scalability and replicability); and ICT for development policy-making, planning and implementation.

44. **Mr. Keith Yeomans**, ICT Advisor, Department for International Development, UK, discussed the challenge of changing mindsets on the role of ICTs in development, and the role that Poverty Reduction Strategy Papers (PRSPs) can play in this process. By embedding ICT strategy in the broader Poverty Reduction Strategy process, donors and developing countries can more effectively chart the potential impact of ICTs across the full range of economic and social challenges these countries face, and thereby show how ICTs can be an effective cross-cutting tool of sustainable development and poverty reduction. Yet, of 21 countries whose PRSPs were recently reviewed, only 4 explicitly mentioned ICTs as a tool in poverty reduction. Furthermore, six others mention ICTs in their national plans but not in their PRSPs. The challenge, then, is to more explicitly tie ICT-for-development strategies to the PRSP process.

45. A related, and equally important, challenge is to take advantage of the “disintermediating” power of new technologies to enable many-to-many knowledge sharing that includes and empowers the voice of the poor, so that donor programmes (both in ICT and more broadly) can be more needs-driven and adapted to local circumstances and constraints.

46. **Mr. Didier Le Bret**, Deputy Director of Cinema and IT, General Directorate of International Co-operation and Development, Ministry of Foreign Affairs, France, began by observing that the Millennium Summit identified ICT access for all as an important priority for the international community. One key implication of this is that it is false to argue that ICTs are not yet relevant in places where poverty is rampant and economic and social development are not far advanced. The international community is increasingly responding to the opportunities that ICTs offer for development, and France is actively engaged on a number of fronts. It has been actively involved in a wide range of international/multilateral efforts on ICT for development, and its bilateral assistance and co-operation programmes have strong ICT dimensions as well. In particular, France actively participated in the DOT Force process, and shares the view that the NePAD is an important and useful context for moving forward on an integrated approach to ICT for development in Africa.

47. There are two aspects of the ICT for development agenda that particularly concern the French Government. The first is the challenge of balancing respect for intellectual property rights (which are vital to the creative process at the heart of the information economy) with the equally important goal of maximising the circulation and diffusion of ideas and content. The second concern is the protection and encouragement of cultural and linguistic diversity within an increasingly global information and cultural environment enabled by ICTs.

48. **Mr. Jun Okayama**, Director, International Policy Division, Ministry of Public Management, Japan, described the Japanese government’s strategy for enhancing access in developing countries. He began by reviewing Japan’s comprehensive co-operation package on ICTs, announced during the G8 Kyushu-Okinawa Summit in July 2000, which consisted of over \$15 billion in non-ODA and ODA over five years, with an emphasis on private sector initiative. The four pillars of Japan’s ODA policy on ICTs are: raising awareness and contributing intellectually to policy and institution-building; developing and training human resources; building infrastructure and providing assistance for networking; and promoting the use of ICTs in development assistance. He provided a number of examples of concrete efforts being undertaken to advance these four pillars, ranging from technical assistance and training programmes to provision of loans and equipment. He then described the Asia Broadband Program which is to be launched soon, whereby Japan and other partners are to work together to develop widespread use of broadband, international broadband networks, digital content for broadband, and human capacity building with a tentative target year of 2010.

49. A number of issues emerged in the discussion.

- The gender dimension of ICT policy and ICT opportunities needs further attention. We must make certain that our ICT for development efforts address the specific needs and challenges of women, and that they are full partners in planning and implementing these efforts.
- It is important to use *all* ICTs in addressing the needs of the poor, including more traditional technologies such as radio, particularly because they can help give the poor voice within the process.
- We have to be attentive to the risk that the spread of ICTs and global networks will only increase the opportunities, reach and power of Northern economic interests, and that ICTs will bring transformations that require rapid changes in society and economy which developing countries are ill-equipped to handle.
- While it is important to mainstream ICTs in all aspects of economy and society, we should not forget that developing countries need help in building their ICT sector and infrastructure as well, and that the private sector alone will not fully meet their needs.
- We need to make a better effort to show the poverty-reducing *results* of ICT dissemination and use; *input* measures are not enough.

50. **Mr. Jose Maria Figueres** pointed to the resource and human constraints facing developing countries as they try to co-ordinate with and respond to a wide array of donors and international partners. He called for better co-ordination among international donors in their approach to ICT for development, and offered the example of the Global Alliance for Vaccines and Immunization, which, with only a small secretariat, serves as the focal point on vaccines and immunisation for 74 countries with per capita income below \$1000 per year. They are already present in over 50 countries, and every donor knows their role. Focal point models of this type, in addition to assuring better co-ordination among donors, also substantially ease the burden of their developing country interlocutors.

51. **Mr. Stephen Browne** summed up the discussion by observing that capacity development is key to many of the challenges just discussed. Capacity building is very individualised, country – and context – specific, and it must build on local strengths and weaknesses. In addition, the efforts of developing countries to mainstream ICTs are complicated by the fact that many of them have three or four different planning exercises, often instigated by the donor community, including PRSPs, sustainable development strategies, national ICT strategies, and in many cases 4 or 5-year plans. At the same time, there are many interlocutors in the donor community, each with its own mandates and interests, but also with its own comparative advantage. Therefore, efforts to identify and leverage these strengths and priorities, such as the Summary Matrix of Donor ICT Strategies prepared by the OECD for this Forum, are most useful.

Session IV ICT in National Development Plans/Poverty Reduction Strategies

52. **Mr. Denis Gilhooly**, Executive Coordinator, WSIS Executive Secretariat, introduced the session by observing that the international community now recognises the strong link that must exist among ICT strategies, PRSPs, and the Millennium Development Goals (MDGs). This is illustrated by the fact that the MDGs are now a central element of the approach of the WSIS.

53. **Mr. Dong-pyo Hong**, Senior Research Fellow, Korea Information Society Development Institute, described the role that ICTs are playing in helping Korea become a knowledge-based economy. He began by describing the transformation of the Korean economy in recent years from an input-based model (which proved unsustainable by the time of the 1997 economic crisis) to a knowledge-based model

where ICTs serve both as an engine of economic growth and as key tools for creating, disseminating and using knowledge in all sectors of society and economy. The ICT sector has provided a vital boost to Korea's economy since 1997, accounting for at least 1/3 of GDP growth in the past five years. The ICT industry's share of GDP has grown from 7.7% in 1997 to 15.6% in 2001, and its share of exports reached 25% by 2001. It has been a major source of job growth as well.

54. The Korean government has played an active role in fostering ICT growth, through a combination of national strategy development, investment, human capacity development, regulatory reform, and creating a favourable environment for high-tech start-ups. At the same time, it has stressed the vital role of the private sector and the importance of active partnership between the government and the private sector. Given its recent substantial progress in the ICT area, Korea has also become an active supporter of ICT-for-development efforts. It has signed a number of bilateral ICT-related agreements, participated actively in APEC and ASEM regional initiatives, and assisted ICT development in a number of developing countries through official development assistance programmes.

55. **Ms. Karima Bounemra ben Soltane**, Director, Development Information Services Division, UN Economic Commission for Africa, described the African ICT agenda and the role of ICTs in African poverty reduction strategies. The challenge for Africa is to create the conditions for wealth and for the welfare of its people through poverty reduction, reduction of illiteracy, access to universal primary education, better health conditions, an improved share of world trade, equal access for all to basic resources, and peace and stability. The Millennium Development Goals provide an essential reference point for these objectives, and ICTs can do much to help Africa reach them. This requires careful co-ordination both at the international level (through mechanisms such as the MDGs and PRSPs) and at the regional level in Africa, through the New Partnership for African Development (NePAD), while at the same time integrating ICTs into national economic and social development plans.

56. The African Information Society Initiative has now been in progress for six years, and there are a number of lessons from its implementation. Greater effort is still needed in a number of sectors to assure the mainstreaming of ICTs as tools of Africa's development, including ICT infrastructure, awareness of the development potential of ICTs, human and institutional capacity, legal and regulatory frameworks, content, financing, and the assessment of programmes and their impact. A need still exists for strong leadership at the national and regional level in pushing the ICT agenda. The transition from plans to action is still a problem in many countries, and the link between national and regional policy is still a challenge in many instances. Financial support for ICT development in Africa remains a major challenge, and there is a pressing need for new and innovative financing mechanisms. Some progress is being made on assessment, but much still needs to be done.

57. The international community is involved in African ICT development in a variety of ways, but there is a need for greater co-operation among initiatives, so as to build on comparative strengths and avoid overlap and duplication. The OECD could play a valuable role in enhancing this co-ordination.

58. **Ms. Adriana Ticau**, Secretary of State, Ministry of Communication, Romania, described the priorities of the Romanian government in guiding Romania's transition to an information society. These include: developing the ICT market in Romania; expanding Romania's ICT infrastructure and digital content; stimulating widespread access to information and electronic services; reducing the costs of ICT services and products; and stimulating the use of ICTs in business. The ICT sector has grown considerably in Romania in recent years and has been an important source of job creation and export growth. Education and training for the ICT economy have expanded considerably, and ICT-related research centres are increasingly participating in international research and development programmes. Romania ranks very high in international rankings for concentrations of skilled ICT professionals, and a 100% income tax exemption for ICT specialists, in force since 2001, is further stimulating the supply of such professionals.

59. Romania has moved forward decisively in putting in place necessary laws and regulations to nurture the ICT economy, and to conform to the EU *acquis communautaire* as part of the broader pre-accession process. The government has also adopted a National Strategy for the Implementation of the Information Society, involving all stakeholders, and a governmental ICT task force is led by the Prime Minister. Romania has made particular progress in the area of e-government with the “e-Govern Romania” programme, designed to foster democratic development, social effectiveness, fiscal discipline and economic competitiveness. A national e-procurement system is being rapidly implemented. After only one year, roughly 800 public institutions and 8000 suppliers are doing business with the government solely through this system, which is making possible significant cost savings (21%). In one example, in a single day, for 219 bids solicited for building sports centres, the government saved 14 million Euros. An e-tax programme is also being implemented. Particular efforts are being made to assure access of all citizens to these services through information kiosks and multimedia centres for the public. Romania is actively co-operating in a range of international efforts to foster the growth of ICTs, and played host to 55 states in a regional conference in November 2002 in preparation for the WSIS.

60. **Mr. Abdularouf Taher**, General Manager, National Fund for Enterprise Support, Jordan, described Jordan’s ICT strategy and the role it plays in Jordan’s broader social and economic transformation programme. The key to Jordan’s approach is to focus on ICT both as an instrument for adapting to change and as a vehicle for instigating change and developing a creativity base to become an ICT development hub of the Middle East. This implies a number of related tasks, including: modernising the ICT base to facilitate adaptation to change; developing the educational and vocational training systems (which have, traditionally, not fostered initiative and creativity); developing regional and international links; encouraging entrepreneurial initiatives; and at the same time retaining and enhancing Jordan’s position as a developer of skilled human resources.

61. Through the INT@J Program, Jordanian private sector ICT firms are co-operating to foster ICT development, facilitate international partnerships and foreign direct investment, assist in human resource development programmes, and serve as a key interlocutor to the public sector in building Jordan’s ICT economy. At the same time, the public sector economic and social transformation programme is working to rationalise public investment (in ICTs and other areas), foster increased private investment and privatisation, re-engineer public sector decision-making and services, create appropriate legal and regulatory frameworks to encourage ICT growth, facilitate access to international support for ICT development, and expand the use of ICTs in government services. Through the Information Technology Emerging Market (ITEM) initiative, Jordan also seeks to increase knowledge-sharing and co-operation among developing market economies on ICT-related issues. By 2005, Jordan hopes to have in place a full array of e-government services; extensive use of e-learning in schools, universities and vocational training; and a full set of legal and regulatory frameworks for the ICT economy.

62. There are several keys to success, including: bridging the cultural barriers to change; encouraging parallel public-private sector efforts; creating a viable private sector representative counterpart; using donor support for ICT infrastructure and human resource development; integrating these efforts into a national action plan that sets measurable, scheduled objectives; and creating an environment that supports sustainable growth.

63. **Mr. Nii Quaynor**, Chairman and CEO, Network Computer Systems, Ghana, offered an African private sector perspective. He began by observing that the “time for delivery is past”, that enough time had been spent on building will and ownership, concepts, planning, experiments, capacity and policy. ICTs use a chaos model of growth, and real pioneers solve challenges *as they work*. Policy usually lags behind. So the real challenge is to build institutions and businesses, and measure results by creating jobs. The African private sector, however, faces several challenges in doing this, including: how to keep the indigenous engaged; how to remain practical; how to keep development partners as real partners; how to get capital;

and how to choose the proper footprint for interventions. He described a vision of “eAfrica”, which builds from a learning society based on learning and access through ICTs and institutions, to a knowledge society that develops knowledge products through a culture of innovation, to a wise society that assures quality of life by building a sustainable knowledge economy.

64. Mr. Quaynor stressed the importance of home-grown industries and innovation, and observed that, in Ghana, 67% of all workers are self-employed with no employees. If this group could be helped to grow their businesses so as to hire other workers, they could be a great source of growth and innovation. This requires, among other things, fostering an entrepreneurial spirit, building knowledge resources, and creating the appropriate policy and regulatory regimes.

65. Fostering the development of small and medium enterprises (SMEs) is vital to Africa’s growth, and initiatives such as Enterprise Africa are helping to provide resources to African SMEs in such areas as export promotion/access to global markets, business development services, financing, and ICTs for SMEs. They are also helping the African private sector face a number of challenges, including the need for long-term foreign direct investment, the problem of capital flight, intellectual property issues, fostering indigenous enterprise, and workforce skills development.

66. Two main issues emerged in the discussion:

- Now that many African countries (and other developing countries) have developed national ICT strategies, it is incumbent upon the international donor community to support these plans and help mobilise resources to implement them. It is important, however, that the emphasis be placed on *pro-poor* ICT plans that help to achieve the Millennium Development Goals.
- Access costs remain a particular challenge in Africa, due to a combination of the persistence (in some countries) of telecoms monopolies, inefficient and poorly regulated telecoms sectors, inadequate human capital to implement effective telecoms policy and regulations, and the small size of many national markets in Africa.

Session V The Way Forward

67. **Mr Walter Fust**, Director-General, Swiss Agency for Development and Cooperation (SDC), offered his vision of the way ahead for ICT for development. He observed that the Information Society functions differently, requiring an end to linear thinking; dynamic networking at a global level; genuine multi-stakeholder partnership; demand-driven rather than supply-driven services and content; and a respect for local content and the world beyond the industrial countries, so as not to create new divides. He described several challenges facing ICT for development initiatives. First, there are many such initiatives at the moment, but the challenge remains how to get them to deliver meaningful and sustainable results. Second, the international system has to learn to deal with new forms of multi-stakeholder initiative, which imply new models of partnership and joint action, with a particular emphasis on *demand-driven* partnerships. There remains a strong need for public funding to target poor communities in order to assure that they are full members of the information society.

68. Mr. Fust pointed out that it is important to measure clearly the contribution that ICTs make to the Millennium Development Goals, but this monitoring must measure *impact*, not inputs, and include the human dimension. It should avoid relying on simplistic statistics, such as numbers of computers or connections, which by themselves do not reveal much. To integrate and co-ordinate ICT for development, bilateral donors need to increase awareness of the potential of ICTs within their organisations and foster both sectoral and cross-cutting approaches to integrating ICTs. Multilateral institutions should not settle

for launching initiatives; pilot programmes, follow up, implementation and scaling up are crucial; and planning and implementation should be shared among agencies.

69. The donor community needs to focus on competing for impact, not for volume. It needs to share lessons learned from both success and failure, and instil a culture of learning and knowledge-sharing. Best practice exercises need to focus not simply on what projects have succeeded but on the critical success factors, including demand, cost, capacity and content. At the national level in developing countries, the enabling factors and obstacles for policy implementation and use of ICTs need to be monitored. Both within and across countries, ICTs can be a powerful tool of transparency and accountability. They can help prevent conflict, increase cultural understanding and communication.

70. Mr. Fust observed that multi-stakeholder networks have a vital role to play in fostering the growth and effective use of ICT for development and poverty reduction. He briefly described several opportunities for networking and knowledge-sharing in the coming months, including the annual meeting of the Global Knowledge Partnership and the "ICT4D Platform" exhibition and best practice forum being organised in the context of WSIS in Geneva in December. He ended with a slogan and a plea: Keep ICT Initiatives Simple and Stimulating (KISS).

Parallel Event I: Donors' Roundtable on ICT for Development

Plenary : ICT for Development: Making it Work

71. **Mr. Jean-Claude Faure** began the discussion by observing that a consensus emerged on the first day that ICTs can play a vital role as a tool of development, but only if ICT strategies are effectively linked to the broader challenges of economic and social development. In this context, a number of matters need further attention. A clear action plan is needed for harnessing the power of ICTs and, through them, building vibrant knowledge-based economies. These action plans must be organically linked to poverty reduction strategies, and they require proactive efforts to assure that the poor benefit. Co-ordination and co-operation, not only among donors but among all partners in this effort, are vital, and they should be based on solid data, analysis, and learning from past successes *and failures*. Action plans need to focus not only on ICTs *per se* but also on assuring broad access, creating high-quality and diverse content, and strengthening human resources. The relative roles of public and private investment need to be clear; each has an important contribution to make. Public investment should, as much as possible, be used to catalyse private investment, and this depends heavily on the creation of the proper enabling environment for private investment. Government action in this domain should be characterised by coherence, responsive governance, and transparency.

72. **Mr. Tim Kelly**, Head of the Strategy and Policy Unit, ITU, described the WSIS and how the donor community can both benefit from it and contribute to it. He began by describing the timetable for the Summit and its preparatory activities, and then discussed its objectives. The Summit hopes to articulate a common global vision of the Information Society, and a declaration of principles and action plan in three dimensions: using ICTs to achieve the Millennium Development Goals; creating a secure foundation for the Information Society; and providing an economic stimulus to the ICT sector, so that it in turn can help fuel global economic growth on a broader scale. There are several key issues for the Summit to address. The first is the challenge of harnessing ICTs for development: using ICTs to help attain the Millennium Development Goals, and addressing the injustice of the digital divide. The second is the set of challenges posed by pervasive computing and communications, including new challenges to privacy, security and intellectual property rights, and the threat of digital exclusion (unequal access to ICTs and the ability to use them.) The third is the challenge of good governance in the information age: using ICTs to advance democracy, human rights and justice; making government more efficient and responsive and

information more accessible through e-government; and using ICTs to strengthen the traditional role of the media.

73. Mr. Kelly then offered an update on the state of the digital divide. Despite some apparent signs of progress in ICT access and use, the divide remains real. Between 1995 and 2001 more than 100 million Internet users were added in the developing world, but 4 times more were added in the developed world. In the developed world, 2 out of 5 people have access to the Internet, while in the developing world only 1 in 50 have access. In telephony, there has been a surge in demand for both fixed-line and mobile telephones in developing countries, with mobile phones taking the lead in responding to new demand in these countries. Meanwhile, in developed countries, demand is rather flat, leading to a situation of overcapacity in the developed world and under-supply in the developing world.

74. There are many important contributions that the donor community can make to WSIS. They can bring their knowledge and experience on the development process, and on how to integrate ICTs as effective tools in poverty reduction strategies. They can support the WSIS action plan by aligning existing programmes or creating new ones that address the challenges identified in the action plan. They can provide funding support to specific components of the process, such as the WSIS preparatory process, mapping and measuring the information society, creation of a new (and possibly annual) "ICT for Development Report", or pilot projects that test and demonstrate ways to use ICTs to support the Millennium Development Goals. They can also participate in the ICT4D Platform being organised in parallel with WSIS, a forum for dialogue, sharing lessons and demonstrating projects.

75. In return, there is much that the WSIS can bring to donors. It can help garner broader support for their efforts to mainstream ICTs in development programmes, both by reinforcing the role of ICTs as a strategic cross-cutting theme in sectoral programmes (health, education, job creation, etc.) and as a central component in national poverty reduction strategies. It can help place the Millennium Development Goals at the forefront of the agenda of Heads of government. It can help foster greater donor co-ordination. And it can help kick-start the elaboration of national ICT strategies.

76. **Mr. Markus Kummer**, eEnvoy, Federal Ministry of Foreign Affairs, Switzerland, reported on the OECD-APEC Honolulu Global Forum on the Digital Economy, 15-17 January 2003, and its implications for the OECD's contribution to WSIS. While the Forum focused on a number of issues related to the digital economy, it placed particular emphasis on the "Trust" agenda, on issues of security, consumer protection and privacy. The Forum reflected the emerging international consensus that ICTs remain a key driver of productivity, economic growth and development. WSIS therefore should have a strong economic focus. The OECD can make a particular contribution in documenting the role of ICTs in economic growth and development with analytical evidence. This would correspond to OECD's core competencies and be of great assistance. National ICT strategies should focus on both economic and social dimensions of development, and as a methodology be based on peer review, benchmarking and sharing of best practices, both regionally and globally.

77. There are several issues which have been neglected in the WSIS PrepCom process and where OECD can make a particularly valuable contribution. An enabling policy environment, the link to trade issues and the continued importance of trade liberalisation deserve greater attention, particularly for the growth of global e-business. Mainstreaming ICTs into official development assistance is a key element for fully realising the economic and social benefits of ICTs for the world's poor, and OECD can play an important role in assuring that this mainstreaming is concrete and action-oriented. The contemplated WSIS Action Plan must be clear about who does what, and contain tangible and measurable commitments. Key elements for the success of the Summit will be policy coherence, programme co-ordination, and mechanisms for accountability. In this regard, the structure of WSIS (with a second phase in Tunis in

2005) provides an opportunity to measure progress on the commitments made during the first phase in Geneva in December 2003.

78. **Mr. Hugo Parr**, Chair of the Committee for Information, Computer and Communications Policy (ICCP), OECD, discussed the implications of the conclusions of the Honolulu Forum for the work of the ICCP and OECD in general, and key lessons that governments and other stakeholders should bear in mind in the lead up to the WSIS. It is clear that, despite the dotcom collapse, ICTs remain a key driver of economic growth, and will be so for at least the next decade, as ICT-led business innovation and market transformation accelerate and intensify across all sectors of the economy. Yet ICT-led growth will not come of itself. Governments have an important role to play, particularly in providing pro-competitive policy frameworks and removing national and cross-border obstacles. Failure to take decisive action on key elements of this agenda, such as telecoms liberalisation, can hinder the growth, and widespread benefits, of ICTs, particularly in developing countries. The OECD can continue to play a valuable role in providing data and analysis on these issues, in helping to advance the trust agenda, and in providing guidance on policy reform that creates an environment for ICT growth.

79. A number of issues emerged in the discussion.

- It is important that the OECD's analysis of the growth impact and economic/social benefits of ICTs include attention to the *pro-poor* and poverty-reducing benefits of ICTs in developing countries. Otherwise it will be difficult to make the case for increased ODA support for ICTs.
- Local expertise in developing countries is crucial to making donor aid sustainable. Therefore, one important element of donor ICT programmes should be support for local capacity-building and "centres of excellence".
- The countries of the former Soviet Union have a great deal of expertise on ICTs, which could be of benefit to developing countries, but they would need support from the donor community in order to be useful in this regard.
- One of the reasons why rigorous economic and social analysis of the impact of ICTs is so important is that ICT strategies do not automatically translate into poverty reduction strategies. If one takes the often-cited example of the dramatic growth of the ICT software and services industry in Bangalore, the primary beneficiaries have been those who already had access to English language training; i.e. the middle and upper classes. Proactive strategies are required to assure that the economic and social benefits of ICTs extend to all, and these strategies must include proper attention to enabling conditions and capacity-building, as the Bangalore example demonstrates. In order to reach all sectors of society, furthermore, ICT strategies should not just focus on high-end technologies such as the Internet, but on the full range of ICTs (including, e.g. radio) and on the synergies among them.
- We need more research and analysis on appropriate models for financing ICT growth and access, and the OECD can make a valuable contribution here.
- It is important that the WSIS attract broad and active support in order to be credible and have a positive impact. It is suggested that this year's OECD Ministerial Council Meeting should call on world leaders to engage actively in WSIS and indicate OECD's active involvement in the Summit.

80. **Mr. Jean-Claude Faure** concluded the session by observing that it is clear that the role of the donor community is to help our partners work on *their* strategies for harnessing ICTs for development, that ownership by developing countries is vital. It is also clear that we are entering a phase where the dimension and scale of the challenges facing us, and the financing required to deal with them, is at a level we have not witnessed before. For this reason, public-private partnership is key. We also need to remember to focus on growth, particularly on pro-poor growth.

Breakout Workshops: Summary Reports

Workshop 1: Connectivity and Infrastructure Issues

81. **Mr. Yann Burtin**, Operations Officer, Information and Communications Technologies Department, World Bank, shared their experiences, good practices and lessons learned in the recent document “Information and Communication Technologies: A World Bank Group Strategy” (2002). Their Strategy focuses on three directions: broadening and deepening sector and institutional reforms; improving access to information infrastructure; and, supporting ICT applications. **Mr. Laurent Zenou**, Principal Consultant, Analysys, presented his on-going project “Roadmaps for success in telecoms liberalisation: issues and best practice”, and shared its stage-by-stage implementation framework and related issues. **Ms. Karima Bounemra ben Soltane**, in building upon her previous presentation, presented the recent development of ICT infrastructure in Africa and related initiatives and shared specific challenges into which the donor community should also look. **Ms. Maria Beebe**, USAID Program Advisor and Senior Associate, Washington State University, highlighted key messages delivered by three panellists and briefly introduced USAID initiatives in Africa.

82. **Mr. David O’Connor**, Development Centre, OECD, reported on the discussion in the workshop on connectivity and infrastructure issues. He began by observing that information comes in many forms, and therefore information *access* should be a broad governmental strategy of which ICT infrastructure is one tool but not the only focus. In this context, creating the proper enabling environment is crucial, and this entails not only policy and regulatory measures but efforts to build human capital. Liberalisation and privatisation of telecoms and related information and communications infrastructure and services are not a panacea, but they are important steps. While universal service obligations are often an important tool for assuring access to all, they should not be so burdensome as to be a deterrent to private sector entrants in the first place. In general, technological advances and decreasing costs mean that regulatory obstacles are now in many cases the main impediment to progress on ICT access, so regulatory and policy regimes must be designed carefully. It is especially important to focus on designing *demand driven* approaches to ICT infrastructure rollout and access.

83. A discussant noted that, even in the U.S. and other developed countries, the evolution of telephone service and regulation was complex and went through several phases. In the U.S., the early phase witnessed a proliferation of small local telephone companies, which were eventually merged into the Bell monopoly. This monopoly was then broken up into several parts, some of which have since merged again in a context of broadened competition, both in landlines and in cellular service. The point is that we need to be flexible and context-sensitive in designing telecom regulatory regimes and take account of the fact that the market will take different forms in different times and places. We need to learn from experience, and from mistakes – those made by the market and those made by regulators. Another participant reminded the Forum that the daunting financial challenges of ICT (including telecom) rollout in developing countries means that we need to be even more attentive to the potential offered by creative public-private partnerships.

Workshop 2: Human Resources Development

84. **Mr. Nozomu Goda**, Senior Advisor on Information Processing, JICA, presented JICA's approach to human resources development in the ICT field and related lessons learned. **Ms. Nalan Yuksel**, Policy Advisor, Knowledge for Development Initiative, Policy Branch, CIDA, presented CIDA's approach to capacity building in ICT deployment, or more broadly, in knowledge sharing in the development process, its challenges and lessons learned. **Mr. Manuel Acevedo**, e-Volunteering Unit Co-ordinator, UNV, presented their volunteer programmes and activities including "online volunteering", and shared the importance of networking in the development co-operation.

85. **Mr. David Souter**, Executive Director, Commonwealth Telecommunications Organisation, began his summary of this workshop by pointing out that the term "human resources" is often seen as insufficiently empowering and inclusive. The emphasis needs to be on capacity building, on helping individuals and groups develop and use effectively the full range of knowledge and skills they require for empowerment, choice and opportunity, so as in turn to help them combat poverty. How, then, can OECD members use ICTs to improve capacity building to help fight poverty? The focus on technology might be misleading, since the real issue is information and communication. At the same time, it is important not to ignore information and communications infrastructure and the capacity relating to it.

86. In designing capacity building initiatives related to ICT for development, it is important to pay careful attention to practical implementation that is context-sensitive, and in particular to focus capacity building on *end users* of technology to maximise its empowering potential. At the same time, it is important to build the capacity of those who work in the ICT sector itself, as well as intermediaries such as teachers and trainers. These efforts need to be sustainable in the long term, which points to the importance of engaging the private sector, including the local private sector, as both providers and users of capacity building efforts.

87. In all these efforts, we need to be able to make the case to sceptics in our own agencies that ICTs and related capacity building really make a difference and have an impact. One key element in this is to engage the sectoral specialists themselves both in designing and implementing ICT programmes and in assessing their impact. Health sector specialists, for example, are more likely to convince their fellow health sector specialists of the relevance of ICTs to their work.

Workshop 3: Multi-Dimensional/Multi-Stakeholder Approaches

88. **Ms. Rinalia Abdul Rahim**, Executive Director, Global Knowledge Partnership (GKP) Secretariat, Malaysia, presented GKP's partnership model and shared challenges and lessons learned for a multi-stakeholder approach. **Mr. Fred Tipson**, Executive Director of GDOI, Markle Foundation, shared his perspectives on the complex nature of the issues and the global networks of co-operation in the ICT area.

89. **Mr. Kerry McNamara**, an independent ICT consultant, summarised the conclusions that emerged from the experience of two multi-stakeholder partnerships presented in the workshop – the Global Knowledge Partnership and the Global Digital Opportunity Initiative – and the discussion on partnerships that followed. There is broad consensus that multi-stakeholder partnerships encompassing public sector, private sector and non-governmental partners are a vital tool in advancing access to and effective use of ICTs as tools of economic and social development and poverty reduction. This is true not only because each type of partner can bring distinctive resources and experiences to the effort, but also because the changes and efforts involved in harnessing ICT for development are society-wide, complex and multi-faceted. These types of partnerships, however, have several distinctive characteristics. The first is that they are based not on formal institutional *status* but on *shared objectives and commitments*. This

makes them more flexible and diverse, but it also (as several discussants pointed out) makes their own status in the international community more ambiguous, as reflected in the fact that formal governmental and inter-governmental bodies often do not know how exactly to react to these partnerships. This is also why these partnerships are often relegated to the implementation phase in ICT for development initiatives. As one participant observed, the true sign of progress will be when they are involved in the policy and strategy phase. The second, related distinctive characteristic is that they are built on trust, equality of members, and a mutual commitment to share knowledge and learn from each other, including learning from mistakes.

90. These multi-stakeholder partnerships raise interesting issues about participation and governance in international decisions and initiatives in ICT for development, but they also face participation and governance challenges themselves. Because of their frequently informal and diverse membership format, it is sometimes ambiguous who they represent or where they draw their legitimacy. In international multi-stakeholder partnerships, these questions are also reflected at the national level, raising the challenge of engaging the full range of stakeholders *within* each country on behalf of a national ICT for development strategy.

Because these new types of partnerships are action-oriented, the final proof of their legitimacy and value is the results they produce and the impact they have, both for their members and for their beneficiaries. This focus on results also helps provide the glue for these partnerships, since they are largely voluntary in nature, and members will only remain involved if the partnership adds value to their own efforts and furthers their objectives. There was broad consensus in the group that these new forms of partnership are a very promising development, that they mirror in interesting ways the broader social changes being wrought by ICTs themselves, and that their involvement in all phases of the international ICT for development effort should be encouraged. At the same time, the challenging questions about their role, status and capacity to represent a broader range of stakeholders need continued attention, with a focus on what *difference* they can make in the collective effort to harness ICTs to fight poverty.

Closing remarks

91. **Mr Jean-Claude Faure** suggested that, subject to demand, OECD could assist its members in their preparations for WSIS by organising dialogue amongst the OECD development, ICT and trade communities to consult and prepare any OECD inputs to WSIS.

92. **Mr Brian Hammond** thanked delegates for their rich contributions to the Forum. He advised them that the first day's proceedings had been Webcast on the Internet and recorded. They would be put on CD-ROM in order to make the discussion widely available and for use in awareness raising and training. The Forum Website (www.oecd.org/dac/ict) would have all the materials and presentations from the Forum and continue to be used as a means of assembling information relevant to ICT for Development. This would include updating the matrix of bilateral and multilateral programmes to improve information exchange. The Secretariat would draw on this matrix to produce broad measures of the inputs to ICT for development and would include ICT aspects in ongoing work to develop measures of aid effectiveness. A short (2-page) summary of the meeting and a longer record would be sent to participants and put on the Website. The Secretariat would produce an *OECD Policy Brief* in time for WSIS PrepCom3 to share the main messages of the Forum with a wider policy community.

93. He advised that President Figueres had kindly invited the OECD-DAC/DCD to join the UN ICT Task Force. OECD-DAC/DCD would also link up with the work of the ICT Task Force of the UN Millennium Project, which is conducting research to better define the role of ICTs in economic and social development to attain the Millennium Development Goals.

Parallel Event II: Sharing Results of Major Work in ICT

Session 1: Economic Impact

94. **Mr. Jan Schuijjer**, CCNM, on behalf of Ms. Marilyn Yakowitz, CCNM, welcomed the participants and briefly introduced OECD outreach activities. **Mr. Dirk Pilat**, Directorate for Science, Technology and Industry, OECD, presented the key messages from the OECD Growth Study and introduced the current work on micro-drivers for growth and productivity. **Mr. Roberto Zachmann**, ICT Focal Point, ILO, presented the issues and challenges related to the digital divide from the world of work. **Mr. Randy Spence**, Senior Program Specialist/Economics, IDRC, Canada, presented an overview on how ICT diffusion impacts on development and poverty reduction, and explained it with some country cases.

95. The following related issues emerged in the discussion.

- Continued development of policy-related quantitative indicators and statistical systems (especially international comparable ones) is needed in order to help the policy formulation and monitoring process.
- A clearer and more comprehensive understanding of the economic impact of ICTs is crucial in making the case to decision-makers in developing countries. A key element in this is understanding the leading role of *private* investment --which represents the bulk of ICT investment in OECD countries -- and thus the importance of creating favourable conditions for private investment, both domestic and foreign.
- Even when the macro-level impact of ICT investment is understood, more must be done to understand in detail the ways that ICT deployment benefits different sectors of economy and society, in order to help developing country governments set priorities in their ICT-for-development policies and programmes.

Session 2: ICT Applications

1. E-Commerce for Development

96. **Mr. John Dryden**, Deputy Director, Directorate for Science, Technology and Industry, OECD, briefly introduced the overall picture of OECD's approach to e-commerce in the framework of the knowledge-based economy and in the context of international initiatives. **Mr. Zhongzhou Li**, Acting Director, Division for Services Infrastructure and Trade Efficiency, UNCTAD, presented UNCTAD's experience on e-commerce for development with country cases and key lessons learned through its programmes, and introduced its related initiative. **Ms. Jody Westby**, President, the Work-IT Group, USA, presented her work "Policy Reform Toolkit for E-Commerce & ICT Development", its framework, use and benefits.

2. E-Government for Development

97. **Mr. Edwin Lau**, Public Governance and Territorial Development Directorate, OECD, presented the key messages and findings of OECD's E-Government Project with reference to the recently published brochure "OECD E-Government Project Initial Findings: The E-Government Imperative". **Mr. Ciro Maddaloni**, Technical Unit e-Government for Development, Ministry of Innovation and Technology, Italy, presented the implementation structure of e-Government projects in pilot countries and shared lessons learned in the field.

3. ICT Deployment in other Sectors

98. **Mr. Philippe Quéau**, Director, Information Society Division, UNESCO, presented UNESCO's programmes and activities concerning distance learning through the use of ICT with its impact on development, especially in the field of education. **Mr. Michael Scholtz**, Special Representative of the Secretary General, WHO, discussed ICT applications in health, focusing on impact and practical examples.

99. The following related issue emerged in the discussion.

- More needs to be learned about, and from, existing experience with ICT applications in developing countries. Yet it is already clear that effective ICT deployment in areas such as governance and procurement, commerce, education, health and others can have a pronounced impact in developing countries. In all these programmes, transparency and accountability are crucial elements.

Session 3: Understanding the Digital Divide

100. **Mr. John Dryden** presented OECD's work on the digital divide – differences in access, diffusion and use of ICT – and implications for policy and measurement issues. **Mr. George Sciadas**, Statistics Canada, presented the status quo of the Orbicom/CIDA Project on Monitoring the Digital Divide, and its challenges, especially the difficulty of creating comparable indicators. **Mr. Soumitra Dutta**, The Roland Berger Chaired Professor of Business and Technology and Dean of Executive Education, INSEAD, presented the approach taken in "The Global Information Technology Report 2002-2003" project, a joint work by INSEAD, the World Economic Forum and the World Bank (infoDev). Mr. Dutta discussed the Networked Readiness Index, its usefulness and limits, and future research challenges.

101. The following related issues emerged in the discussion.

- The digital divide has both within-country and between-country aspects and both need to be addressed.
- Measuring and understanding the digital divide remains a difficult challenge. The focus should be on assessing the social and economic impact of ICTs on people's lives and livelihoods in developing countries, and thus on the implications of the digital divide, not just on raw statistics. This requires a highly contextual approach that assesses how ICTs add value in different economic, social and institutional contexts.
- The need for more effective co-ordination and data sharing is a common theme, but co-ordination requires significant effort and resources, and thus a significant commitment from all parties, if it is to be comprehensive and effective.

Session 4: Information Security and Trust

102. **Mr. Taizo Nakatomi**, **Mr. Michael Donohue** and **Ms. Anne Carblanc**, Directorate for Science, Technology and Industry, OECD, discussed the Trust Agenda in the information society. Mr. Nakatomi introduced "OECD Guidelines for the Security of Information Systems and Networks – Towards a Culture of Security (2002)", and explained the key components and the challenges of implementation of the Guidelines. Mr. Donohue introduced the "OECD Guidelines for Consumer Protection in Electronic Commerce (1999)", and explained issues and challenges of cross-border consumer protection. Ms. Carblanc introduced "OECD 1980 Privacy Guidelines" and the follow-up process within OECD, and explained the "Multi-Door" approach to privacy online.

103. The following related issue emerged in the discussion.

- Information security and trust mechanisms are crucial to the deployment and use of ICTs as economic and social tools. Developing countries must make a substantial effort -- with help from international partners -- to create the mechanisms for, and public confidence in, secure information exchange and online transactions, or they will be left behind in the global ICT-enabled economy.

This will be organised as part of NGOs side-events in the margins of PrepCom 2 for the WSIS, Geneva, 17-28 February 2003.

Monday, 3 March, 2003 **Dinner** (for funded participants and heads of delegations)

20:00 at Arts et Metiers, 9 bis av. Iena, Paris 16e

Keynote by **Mr José-María Figueres**

TUESDAY, 4 MARCH, 2003

Key Theme: “Time for Delivery”

08:30 Registration

09:30 Welcome and Setting Forum Objectives

Mr. Seiichi Kondo, Deputy Secretary General, OECD

Forum Co-Chairs

10:00 Session I: Keynote

Highlights the main issues of the Forum from stakeholders’ perspectives.

Setting the Scene:

Mr Jean-François Rischard, Vice-President, World Bank

Further perspectives:

Ms Pensri Guntasopatr, Director, Policy and Planning Division, National Electronics and Computer Technology Center (NECTEC), Thailand

Ms Lídia Brito, Minister of Higher Education, Science and Technology, Mozambique

Ms María Cattai, Secretary General, International Chamber of Commerce (ICC), including outcome of Business Forum

Mr Adam Peake, Executive Research Fellow, Centre for Global Communications, International University of Japan (GLOCOM), Japan, including outcome of “Public Voice” Meeting

11:10-11:30 Coffee

11:30 Session II: International ICT for Development Initiatives

Review international efforts in ICT for development agenda. General discussion with an overview of initiatives and their challenges or “missing links.”

Panel Discussion (50 min)

Introduction by **Mr Michael Roeskau**, Director, Development Co-operation Directorate, OECD

Moderator: **Mr Bruno Lanvin**, Program Manager, infoDev, World Bank

Panel: **Mr José-María Figueres**; Initiatives and prospects of the United Nations ICT Task Force

Mr Richard Simpson, Director General, Industry Canada: Outcome and remaining agenda of G8 DOT Force

Italy: **Ms Claudia Oglialoro**, Director for Digital Divide and Multilateral Affairs, International Affairs Office of the Minister for Innovation and Technology, E-Government for Development Initiative

Mr Adama Samassekou, President of WSIS PrepCom: World Summit on the Information Society (WSIS) and its challenges

Mr David Sawe, Director, President's Office, Tanzania (member G8 DOT Force): Developing country perspective

General Discussion (40 min)

Past and on-going initiatives (G8 DOT Force, UN ICT Task Force, etc.)

- What are their goals? Did they achieve their goals?
- What were the outcomes?
- What happened? Why?
- What is next?

13:00-14:30 Working Lunch (Sponsored by Alcatel)

Guest Speakers: **Ms Sylvie Richir**, Vice-President Marketing & Business Development, Alcatel
Mr Jean-Marie Blanchard, Business Development Director, Alcatel MAI
Mr Abdul Khan, Assistant Director-General, UNESCO

14:30 Session III: ICT in Donors' Policies, Strategies and/or Programmes

The status quo of donor's policies, strategies and/or programmes and their challenges.

Panel Discussion (40 min)

Moderator: **Mr Stephen Browne**, Practice Leader, ICT for Development, UNDP

Panel: **Mr Keith Yeomans**, ICT Advisor, UK: Challenges of linkage with poverty reduction strategies

Mr Didier Le Bret, Deputy Director of Cinema and ICT, General Directorate of the International Co-operation and Development, Ministry of Foreign Affairs, France: Challenge of co-operation and collaboration

the **Mr Jun Okayama**, Director of the International Policy Division, Ministry of Public Management, Japan: Follow up to Comprehensive Cooperation Package to Address International Digital Divide

Mr Clement Dzidonu, President and CEO, International Institute for Information Technology (INIIT), Ghana: Developing country perspective

General Discussion (40 min)

- Linkage with Millennium Development Goals (MDGs) and PRSP
- What is the position of ICT in donors' policy, strategies and/or programmes?
- Is it necessary for donors to mention ICT in these documents? Why?
- How to get funding?
- What are the obstacles or challenges?

15:50-16:10 Coffee

16:10 Session IV: ICT in National Development Plans/Poverty Reduction Strategies

The challenges that the developing countries face to position ICT in national development plans and the role of donors.

Panel Discussion (40 min)

Moderator: **Mr Denis Gilhooly**, Executive Co-ordinator, Executive Secretariat for WSIS

Panel: **Mr Dong-pyo Hong**, Senior Research Fellow, Korean Information Society Development Institute (KISDI): Enhancing IT towards a Knowledge Economy

Ms Karima Bounemra, Director, Development Information Services Division (DISD), UNECA: African ICT agenda

Ms Adriana Ticau, Secretary of State, Ministry of Communication, Romania: East European experience

Mr Abdulraouf Taher, General Manager, National Fund for Enterprise Support, Jordan: Middle East experience

Mr Nii Quaynor, Chairman and CEO, Network Computer Systems, Ghana: Private sector perspective

General Discussion (40 min)

- Why partners have difficulties to position ICT in their National Development Plans?
- What are the obstacles or challenges? Inertia? Infrastructure?
- What is the role of the donors?
- Do donors help or hinder the initiatives?

17:30 Session V The Way Forward

The session will highlight the key points and discuss the future agenda. Where do we go from here?

Mr Jean-Claude Faure, Chair of the Development Assistance Committee.

Mr José-María Figueres, Chair of the United Nations ICT Task Force and Senior Managing Director, World Economic Forum

Mr Walter Fust, Director-General, Swiss Agency for Development and Cooperation (SDC) and Chair of the Executive Committee, Global Knowledge Partnership (GKP)

18:00 Close

WEDNESDAY, 5 MARCH, 2003

There will be two parallel events:

Event I: Donors' Roundtable on ICT for Development

Event II: Sharing Results of Major Work in ICT

PARALLEL EVENT I: DONORS' ROUNDTABLE ON ICT FOR DEVELOPMENT
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Key Theme: "What's needed now?"

Opportunity for networking just of donor practitioners to learn from each other, build a network and co-ordinate.

Chair: Mr Jean-Claude Faure Chair of the Development Assistance Committee

09:30 Session I ICT for Development: Making It Work

1. Plenary Discussion on Collaborative Work in the WSIS Process

Mr Tim Kelly, Head, Strategy and Policy Unit, ITU: The World Summit and its process

Mr Markus Kummer, eEnvoy, Federal Ministry of Foreign Affairs, Switzerland: Report of the Honolulu Global Forum

Mr Hugo Parr, Chair of the Committee for Information, Computer and Communications Policy (ICCP): Report on the role and activities of OECD/ICCP

10:30-12:00

2. Break-out Workshops

Workshop 1: Connectivity and Infrastructure Issues

Moderator: **Mr David O'Connor**, Development Centre, OECD

Panel: **Mr Yann Burtin**, Operations Officer, Information and Communications Technologies Department, World Bank: Best practice and lessons learned from strategy paper.

Mr Laurent Zenou, Principal Consultant, Analysys: Roadmaps for Success in Telecom Sector Liberalisation, issues and best practice

Ms Karima Bounemra, Director, DISD, UNECA: African infrastructure issues

Commentator: **Ms Maria Beebe**, USAID Program Advisor and Senior Associate, Washington State University

Workshop 2: Human Resources Development

Moderator: **Mr David Souter**, Executive Director, Commonwealth Telecommunications Organisation

Panel: **Mr Nozomu Goda**, Senior Advisor on Information Processing, JICA, Japan: Experience and lessons learned through technical co-operation

Ms Nalan Yuksel, Policy Branch, CIDA, Canada: Challenge of capacity building in ICT deployment

Mr Manuel Acevedo, e-Volunteering Unit Coordinator, United Nations Volunteers: UNV experience and lessons learned

Workshop 3: Multi-Dimensional/Multi-Stakeholder Approaches

Moderator: **Mr Kerry McNamara**, independent consultant and ex-staff of World Bank

Panel: **Ms Rinalia Abdul Rahim**, Executive Director, GKP Secretariat, Global Knowledge Partnership (GKP), Malaysia: Global Knowledge Partnership and challenges

its

Mr Fred Tipson, Executive Director of GDOI, Markle Foundation: UNDP/Markle Foundation Global Digital Opportunity Initiatives

12:00-13:00

3. Plenary: Workshop Reports and Wrap-up

14:30 Session II Down to Business

Networking sessions to allow practitioners to consult and co-ordinate their short- and medium-term strategies.

17:30 Close

13:00-14:30 Lunchtime Showcase (all participants)

Opportunity to visit the exhibition of initiatives and projects demonstrating how governments, civil society, and the private sector are working together with imaginative use of ICT to improve the lives and livelihoods of the people.

PARALLEL EVENT II: SHARING RESULTS OF MAJOR WORK IN ICT

Opportunity for the Forum participants to learn from work done by OECD, other organisations, and each other.

09:30 Session 1 Economic Impact

Introductory remarks by **Ms Marilyn Yakowitz**, CCNM, OECD on outreach activities

- **Mr Dirk Pilat**, Directorate for Science, Technology and Industry (DSTI), OECD : Outcome of OECD Growth Study and future agenda
- **Mr Roberto Zachmann**, ICT Focal Point, ILO: The Digital Divide from the world of work
- **Mr Randy Spence**, Senior Program Specialist, Economics, IDRC, Canada: Work on ICT and Poverty

10:30 Session 2 ICT Applications

1. E-Commerce for Development

- **Mr John Dryden**, Deputy Director, DSTI, OECD: OECD Approach to E-Commerce
- **Mr Zhongzhou Li**, Acting Director, Division for Services Infrastructure for Development and Trade Efficiency, UNCTAD: UNCTAD Experience and lessons learned
- **Ms Jody Westby**, President, The Work-IT Group, USA: Toolkit for Policy Reform for E-Commerce & Development

2. E-Government for Development

- **Mr Edwin Lau**, Public Governance and Territorial Development Directorate, OECD: OECD E-Government Project
- **Mr Ciro Maddaloni**, Project Manager, E-Government for Development Technical Unit, Italy: E-Government for Development

3. ICT Deployment in Other Sectors

- **Mr Philippe Quéau**, Director, Information Society Division, UNESCO: E-learning for development
- **Mr Michael Scholtz**, Special Representative of the Secretary General, WHO: ICT in Health – more than an application?

13:00-14:30 Lunchtime Showcase

14:30 Session 3 Understanding the Digital Divide

- **Mr John Dryden**, Deputy Director, DSTI, OECD: Understanding the Digital Divide
- **Mr George Sciadas**, Scientific Director of Project, Orbicom, Canada: “Orbicom/CIDA Project on Monitoring the Digital Divide” and its comparable indicators
- **Mr Soumitra Dutta**, Roland Berger Professor of Business and Technology and Dean of Executive Education, INSEAD: Approach taken in “The Global Information Technology Report”

15:30 Session 4 Information Security and Trust

- **Mr Taizo Nakatomi**, DSTI, OECD: Security Guidelines
- **Mr Michael Donohue**, DSTI, OECD: Consumer protection
- **Ms Anne Carblanc**, DSTI, OECD: Privacy

16:30 Session 5 Networking

Networking sessions to allow participants to consult and co-ordinate future contacts and collaboration.

17:30 Close