



Asia-Pacific Development Information Programme
January 22, 2003

**UNDP ICT for Development in Asia-Pacific
Programme Officers/Focal Points Workshop**

FINAL REPORT

9-13 December 2002
Kuala Lumpur, Malaysia

Executive Summary

The Asia-Pacific Development Information Programme (APDIP) organized a workshop entitled “UNDP ICT for Development in Asia-Pacific: Programme Officers/Focal Points Workshop”, in Kuala Lumpur between the 9th and 13th of December 2002.

APDIP organized the workshop with financial support from the UNDP ASIA-PAC/South East Asia & Pacific Division. The workshop received in-kind support from the Bureau for Development Policy (BDP), the Regional Bureau for Asia-Pacific (RBAP), UNDP Malaysia, Asia-Pacific SURF offices in Bangkok and Kathmandu, and Regional Information Managers of Asia-Pacific, the UN Economic and Social Commission for Asia and the Pacific (UNESCAP), and the UNDP Special Unit for Technical Cooperation among Developing Countries (TCDC).

Nineteen (19) out of a total of twenty-five (25) UNDP Country Offices within Asia-Pacific participated in the workshop. A total of thirty-nine (39) participants, including ICT focal points from Country Offices, and internal and external resource persons, met for five days and discussed issues and topics relating to UNDP Corporate ICT for Development policies, the ICT for Development Thematic Trust Fund, Country Office level programming and reporting, communications strategies, mechanisms for networking and coordinating information among Country Offices and ICT regional programmes, and a variety of topical ICT for Development trends.

The recommendations and discussions of the workshop are highlighted in this report - please refer to the “Recommendations and Observations” and “Discussions/Highlights” sections of this document for more details. In summary, the key recommendations from the workshop are as follows:

- Given its holistic framework and multi-stakeholder and cross-sectoral approach, the Digital Opportunity Initiative should be the basis for the UNDP Corporate framework for interventions in ICT for Development, with an emphasis on deploying ICT to enhance the achievement of the Millennium Development Goals.
- Since ICT for Development is one of UNDP’s six practice areas, there should be mechanisms for reporting the outcomes of this practice area; we recommend that UNDP HQ review the ways in which ICT for Development is presently reported (SRF/ROAR), and provide Country Offices with ways to elaborate on ICT for Development outcomes and outputs, and how and where to include ICT for Development under other thematic practice areas.
- Synergies between regional programmes (APDIP, SURF, and RIM) should focus on sharing resources and information to optimize effectiveness and prevent redundancies. The result would be a more integrated and cohesive support system for ICT for Development at the Country Office level.
- Given that ICT for Development is an official practice area for UNDP, the workshop recommends that all ICT focal points/programme officers in Country Offices be placed in Programme Units, as opposed to Programme Support or Operations Units to strengthen the inter-linkages and synergies between the different programme areas and to facilitate the development of ICT4D as an effective and critical practice.
- With respect to the ICT programme officer position in Country Offices, the workshop recommends that common Terms of Reference, toolkits, including guidelines for programmatic work, be developed for all ICT programme officers/ focal points.
- The workshop recommends that Country Offices establish a cross-sectoral ICT Task Force, similar to what has been established in UNDP Bangladesh, with an aim to mainstream ICT for Development into UNDP Country Office programming; such a task force should be created by senior management;
- UNDP HQ should provide a short information kit for Resident Representatives to raise their awareness on ICT for Development and to assist with strategic programming for ICT for Development.
- To assist UNDP Country Offices in more effectively taking on the role of donor coordination and resource mobilization in ICT for Development, the workshop recommends that UNDP HQ, through BDP and RBAP, share clear communications

with the donor community at the regional level on what UNDP Country Offices are undertaking to identify gaps and possible areas for collaboration.

- UNDP HQ should review the processes involved in the ICT Thematic Trust Fund, from the application to the selection process, given the experiences from the first two tranches, to improve the management of expectations through the provision of appropriate, accurate, and transparent information;
- Given the importance of ICT for Development, the potential of Open Source to enhance access and deployment of ICT while respecting intellectual property rights, the participants felt that UNDP needs to take a public policy stand on endorsing Open Source software, where feasible, at all levels to meet both its development objectives as well as to support its own internal operations on a cost effective basis;
- It is recommended that the ICT for Development Programme Officers/Focal Points Workshop be organized as an annual event; meanwhile, it is recommended that the mailing list (pow@apdip.net) that was used to facilitate e-discussions among organizers, participants, and resource persons, be maintained to further the dialogue and strengthened the established network of ICT4D focal points and regional programmes. It was recommended that APDIP organize the next possible workshop;

Background

The genesis of the workshop began during an APDIP mission undertaken by Shahid Akhtar (APDIP Programme Coordinator) to Hanoi, in May 2002. The mission was related to plans for UNDP Vietnam to assist the Government with roundtables on ICT for Development policies.

Preliminary brainstorming with the Bureau for Development Policy (BDP) and the ICT for Development Programme Officer of UNDP Vietnam, Lars Bestle, resulted in tentative plans for APDIP to organize a 3-4 day workshop in Kuala Lumpur, similar to the ICT for Development Workshop for UNDP Country Offices for the Arab States Region (5-7 March 2002). The workshop would target ICT for Development programme officers and focal points in UNDP Country Offices in the Asia-Pacific region, focussing on ICT for Development at the country office level, the regional level, and at the UNDP corporate level. APDIP proceeded by drafting a proposal, which was reviewed by BDP, the UNDP Regional Bureau of Asia-Pacific, UNDP Malaysia, SURFBangkok, and SURF Kathmandu. It was finally decided that the workshop would be held near the end of 2002 to accommodate everyone's schedule.

Official letters of invitation were sent, by email, from APDIP on 18th June 2002 to all twenty-five UNDP Country Offices in the Asia-Pacific region. Follow-up invitations/reminders were sent on three other occasions leading up to the workshop.

Nineteen UNDP Country Offices within Asia-Pacific (please refer to **Annex 1 – List of Participants** for details) sent one or more representatives, almost all of whom are primarily responsible for their Country Office's ICT for Development programme. Each UNDP Country Office provided funding for their respective participant(s), covering travel and DSA costs for their participant(s).

The workshop focussed on the challenges faced by UNDP ICT for Development programme officers and focal points within the Asia-Pacific context. APDIP and participants identified the challenges as follows:

- challenges stemming from trying to achieve goals set by global and regional UNDP frameworks while, at the same time, giving priority to local needs and demands;
- challenges stemming from the lack of information available in a field that is itself under development;
- challenges with establishing ICT for Development as a UNDP programme area for UNDP Country Offices;
- challenges in the integration of ICT for Development in non-ICT related UNDP programme areas.

In addressing these challenges, the workshop was designed with the following objectives:

- 1) To facilitate networking so that participants may share experiences, best practices, and lessons learned in assisting with the development of national e-policies and e-strategies. The workshop also aimed to provide UNDP Country Office ICT POs with expert support and advice from regional resource persons on the processes and approaches to assisting with the development of national e-policies and e-strategies.
- 2) To facilitate dialogue and open discussions on global and regional UNDP strategic frameworks for ICT for development, juxtaposed with UNDP Country Office ICT for development strategies and initiatives. Topics for discussions included the Digital Opportunities Initiative strategic framework for action and the ICT Thematic Trust Fund Service Lines, and how UNDP Country Offices may align and streamline their activities according to these frameworks.

- 3) To raise awareness on the trends and topical issues relating to ICT for development, by providing overviews on such potential areas of work as e-government, e-governance, gender and ICT, and ICT in poverty alleviation.
- 4) To facilitate open discussions on and develop mechanisms for effective co-ordination and communication between UNDP COs in Asia-Pacific, SURF offices in Asia-Pacific, APDIP, and the Bureau for Development Policy (ICT for Development), and OIST/RIM.

The workshop brought together thirty-nine participants and resource persons to the Legend Hotel in Kuala Lumpur for four days of presentations, open discussions, and working group deliberations. Participants also attended a full day visit to the Multimedia Super Corridor (MSC) that was hosted the National Information Technology Council (NITC) and the Multimedia Development Corporation (MDC) of Malaysia. Please refer to **Annex 2 – Agenda** details.

The workshop opened with welcoming remarks from Ms. Maxine Olson, Resident Representative of UNDP Malaysia, and Subinay Nandy, Chief of the Regional Bureau for Asia-Pacific.

The agenda was divided into several parts to encompass the following:

- information from UNDP HQ and regional programmes on what constitutes as UNDP corporate policy on ICT for Development;
- presentations by UNDP Country Office participants on the status of ICT for Development programmes in their respective offices – including the challenges, success stories, and future plans;
- discussions on the UNDP ICT Thematic Trust Fund (TTF), with respect to service lines, application processes, and effectiveness of the trust fund, with an overview of the first and second tranches provided by BDP;
- presentations and discussions on ICT for Development as a programme area and as a programme component – issues included information management, e-readiness assessments, south-south cooperation, SRF/ROAR reporting, and where to best position the ICT for Development programme within Country Offices;
- overviews on ICT for Development, including ICT policy development considerations, e-government, e-commerce, ICT for poverty alleviation, ICT and gender issues, Open Source, and e-learning;
- overviews on the roles, responsibilities, and activities of APDIP, SURF, and RIM;
- brainstorming sessions where participants were divided into working groups to discuss identified topics derived from presentations and discussions throughout the week.

As mentioned, the plenary group was asked, throughout the workshop, to identify key topics for further discussions for the fifth and final day. The plenary group was divided into four working groups to brainstorm and highlight key items and recommendations for this final report and for follow-up. There was a great deal of interest in discussing UNDP corporate issues on ICT for Development and the mechanisms for monitoring, evaluating, and reporting ICT activities at the Country Office level. The ICT Thematic Trust Fund also warranted a great deal of discussion for working groups, along with issues pertaining to strategies for resource mobilization and south-south cooperation. There was very little follow-up discussion, at least in formal plenary and working group settings, on ICT trends (e-government, e-commerce, etc); however, there was plenty of interest in discussing Open Source, both at the corporate level (policy and practice) and at the country office level (practice and programme area focus).

The following are brief descriptions of the four working groups:

Group A - UNDP Corporate Issues

- Group A focussed their discussions on the roles and responsibilities of RIM, SURF, and APDIP;
- SRF and ROAR reporting on ICT for Development, and;

- Mechanisms for coordination and communication between Country Offices, regional programmes and HQ.

Group B – ICT for Development as a Practice Area

- Group B focussed their discussions on where to best place ICT for Development at the Country Office – Programme and/or Operations/PSU;
- The Digital Opportunity Initiative (DOI) framework and the UNDP ICT Thematic Trust Fund service lines;
- Areas of ICT for Development that were presented during the week (ICT for poverty alleviation, e-government, e-commerce, e-learning, etc.);
- ICT for Development within the context of Millennium Development Goals, and;
- ICT for Development as it relates to gender issues,

Group C – Open Source

- Group C focussed their discussions on UNDP's position on the Open Source movement, whether Open Source could be a potential niche for UNDP Country Offices within Asia-Pacific working in ICT for Development, and;
- UNDP Corporate stance on Open Source.

Group D – Harmonizing Donor Efforts/Partnerships

- Group D focussed their discussions on suggestions and strategies for resource mobilization and the UNDP ICT Thematic Trust Fund, and;
- Issues relating to South-South cooperation for ICT for Development work in Country Offices.

Recommendations and Observations

The following is a listing of recommendations and observations resulting from the workshop. The recommendations are categorized by topic:

UNDP ICT for Development Corporate Framework

- Questions were raised as to what exactly constitutes as the UNDP framework for ICT for Development – all agreed that the Digital Opportunity Initiative should be the basis for UNDP's framework for interventions in ICT for Development;
- At the global corporate level, ICT for Development should focus on Millennium Development Goals;
- The workshop recommends that an official UNDP framework be developed with ICT viewed as an enabler to development intervention focussed on MDGs and the UNDP ICT TTF, particularly with service line 1 and service line 2 which deals with governance;

SRF and ROAR Reporting

- Participants and resource persons of the workshop agreed that the present Strategic Results Framework (SRF) and Results Oriented Annual Report (ROAR) lack provisions for accurate ICT for Development reporting. In most cases, from Country Office experiences, ICT for Development activities are under-reported.
- There were some discussions on the need for a separate SRF for ICT for Development; not all were in agreement with this, but there was enough support to warrant debate. Some felt that the present SRF/ROAR provides few options in reporting ICT for Development outcomes.
- In the end, all participants agreed that since ICT for Development is one of UNDP's practice area, then there should be mechanisms for reporting the outcomes of this practice area; the final recommendation for UNDP Head Quarters is for it to review the ways in which ICT for Development is reported; and to provide Country Offices with ways to elaborate on ICT for Development outcomes and outputs, and how and where to include ICT for Development under other thematic practice areas;

UNDP Corporate Portal and APDIP's ICT4D in Asia-Pacific Information Portal

- APDIP should continue with its work, with assistance from Country Office ICT for Development focal points, on its ICT for Development (ICT4D) portal, which focuses

on ICT4D issues in the Asia-Pacific region; however, it is recommended that APDIP review what is being done at the corporate level with the UNDP portal, and streamline its efforts with UNDP HQ and the Bureau for Development Policy. The UNDP portal will have a much greater scope, in terms of audience and topic coverage, whereas APDIP's portal will be a useful tool for ICT for Development observers, practitioners, and decision-makers in Asia-Pacific.

- It was suggested that a small working group be established, on a voluntary basis, out of the workshop to review the UNDP portal and to make recommendations on how Country Offices could use the corporate portal. For example, there could be a depository for ICT4D project documents within the ICT4D portion of the UNDP portal so that programme officers may share project examples with each other;

Regional Support for ICT for Development in the Asia-Pacific

- Given varying mandates of APDIP, SURF, and RIM, greater synergies should be established to provide a clearer picture for Country Offices as to what support is available in the area of ICT for Development.
- Synergies between regional programmes should focus on sharing resources and information to optimize effectiveness and prevent redundancies. The result would be more integrated and cohesive support system for ICT for Development at the Country Office level – given that APDIP provides ICT4D services, SURF provides services in other practice areas, and RIM provides internal information services and support;

ICT for Development as a Programme Area and Programme Component

- Given that ICT for Development is an official practice area for UNDP, the workshop recommends that all ICT focal points/programme officers in Country Offices be placed in Programme Units, as opposed to Programme Support Units.
- With respect to the ICT programme officer position in Country Offices, the workshop recommends that common Terms of Reference, a toolkit, including guidelines for programmatic work, be developed for all ICT programme officers/ focal points.
- The workshop recommends that Country Offices establish a cross-sectoral ICT Task Force, similar to what has been established in UNDP Bangladesh, with an aim to mainstream ICT for Development into UNDP Country Office programming; such a task force should be created by senior management;
- UNDP HQ should provide a brief information kit for Resident Representatives to raise their awareness on ICT for Development to assist with strategic programming for ICT for Development;
- UNDP Country Office should focus, as a primary activity, on raising awareness on ICT for Development issues for high level government officials;
- UNDP Country Office should identify key ICT for Development champions within the government;

UNDP's Niche in ICT for Development Coordination

- To reduce redundancies in ICT for Development at the country level, the workshop recommends that UNDP Country Offices, where possible, ought to take the lead in donor coordination, leveraging on UNDP's established relationships with national governments and the donor community;
- To assist UNDP Country Offices in taking on the role of donor coordination and resource mobilization in ICT for Development, the workshop recommends that UNDP HQ, through BDP and RBAP, share clear communications with the donor community at the regional level on what UNDP Country Offices are undertaking to identify gaps and possible areas for collaboration;

Partnerships/South-South Cooperation

- UNDP TCDC, with assistance from APDIP, should develop guidelines and modalities to promote South-South cooperation for ICT for Development among UNDP Country Offices in the Asia-Pacific region;

Sharing Knowledge and Communications Strategies

- ICT for Development Programme Officers should use their Country Office website to promote and share inter-Country Office efforts in ICT for Development; APDIP should provide uniform guidelines/templates for constructing web-based information pages on ICT; examples are already available, UNDP Vietnam and UNDP Fiji both have well structured ICT4D sections within their websites, the programme officers from these two offices could assist to review what works and assist APDIP in the formulation of guidelines;
- BDP should facilitate, with assistance from APDIP and Country Office ICT for Development focal points, the gathering of information from Country Office to establish a common database of all ICT for Development RBAP projects, for promoting knowledge sharing and for illustrating UNDP's commitment to ICT for Development – the workshop questionnaire, which addresses ICT for Development at the governmental, donor community, and Country Office levels, could be revised and used as a tool to gather information for this purpose;

Support for UNDP Country Offices

- APDIP could play the role of match maker for Country Offices – based on the model at UNDP Pakistan – by developing a roster/database of ICT4D regional practitioners/experts accessible by UNDP Country Offices;
- APDIP should streamline its response/support mechanism for UNDP Country Offices, by following the SURF research and response model – at the same time, UNDP Country Offices need to be clear in their queries and requests;
- SURF should share with APDIP its codification system for research, publication, and response methods;
- UNDP TCDC should develop, in collaboration with APDIP, guidelines and modalities to promote South-South cooperation for ICT for Development among UNDP Country Offices in the Asia-Pacific region;

UNDP ICT Thematic Trust Fund (TTF)

- There was a great deal of discussion on the ICT TTF. There was debate on whether or not the ICT Thematic Trust Fund actually serves as a trust fund, compared to the other UNDP trust funds, given the scale of the fund, and the selection process and arrangements made with the Government of Japan.
- Participating ICT Programme Officers felt that the managers of the UNDP ICT TTF should provide clearer information on the availability of funds, the realistic allocation for selected projects, and the processes involved in the selection; so that UNDP Country Offices may know how much time to invest in project development and what to expect;
- UNDP HQ should review the processes involved in the ICT Thematic Trust Fund, from the application to the selection process, given the experiences from the first two tranches, to improve the management of expectations through the provision of appropriate, accurate, and transparent information;
- Participants of the workshop recommend that future tranches should still be open to new proposals and not be restricted to the core set of proposals from the first two tranches;
- The e-Grants service line should be revised to accurately reflect the objectives of the service line which are “bottom-up ICT4D initiatives to support civil society and SMMEs” – this was not clear in the case of the allocations of the first two tranches;
- References to Open Source in the UNDP ICT TTF should be made in relation to policy and advocacy, rather than infrastructure;
- Limit ICT TTF proposals to a maximum of 100,000 USD per project, instead of the present 350,000 USD.

Open Source

- UNDP needs to take a public policy stand on endorsing Open Source software at all levels to meet development objectives:
 - the policy must be aligned with UNDP Country Office, regional, and global policies;
 - the policy must be consultative and concerted;

- the policy must consider legal as well as technical frameworks and ramifications;
- UNDP should elaborate on the Open Source segment in the ICT Thematic Trust Fund service line 2, extending it from infrastructure and “content and knowledge resource” to also address policy/advocacy;
- UNDP needs to identify Open Source champions, at the Country Office and at regional and corporate levels:
 - at the national level, the focal point for advocacy should be the ICT focal point, complemented by the Country Office’s strength in partnership with the host government;
 - APDIP should champion regional Open Source initiatives;
 - at the regional level, institutional programmes like APDIP’s proposed Asia-Pacific Open Source Centre (APOSC) should be formed to champion and coordinate efforts;
 - at the corporate level, the Office of the Administrator should champion the benefits and utilization of Open Source software both within UNDP and within other partner institutions
- UNDP should conduct a feasibility study on realigning UNDP’s internal technical architecture to leverage the benefits of Open Source software:
 - financial resource savings from this exercise can then be rephased to address development needs;
 - a corporate level working group should be established to conduct technical and cost benefit analysis to justify/support this exercise;
 - BOM/OIST, and APDIP should assist in this process to provide a technical/development point of view;
 - transition from propriety to open source software should be undertaken in phases with a back office as a possible first level of migration;
 - regional level initiatives should also be considered to support the process.

Specific Follow-up for APDIP

- It is recommended that the ICT for Development Programme Officers/Focal Points Workshop be organized as an annual event; meanwhile, it is recommended that the mailing list (pow@apdip.net) that was used to facilitate e-discussions among organizers, participants, and resource persons, be maintained to further the dialogue and strengthened the established network of ICT4D focal points and regional programmes. It was recommended that APDIP organize the next possible workshop;
- APDIP should further develop its thematic paper on ICT and Gender, incorporating SURF’s white paper on gender equality, and make it available for the Country Offices as a tool for engendering ICT projects and initiatives; APDIP should do the same with its other thematic papers as well, including thematic papers on Open Source, and ICT for Poverty Alleviation;
- APDIP should facilitate and assist in the design of e-readiness assessments and methodology in the context of the DOI framework – this is to be done virtually;

Discussions/Highlights

ICT for Development as a Programme Area

During her presentation, Ms. Maxine Olson, Resident Representative of UNDP Malaysia, asked whether or not ICT was in the participants’ respective Country Office SRF/ROAR? Also, prior to her session on “ICT for Development as a Programme Area and Programme Component”, a short questionnaire was distributed to, and completed by, participants – the questionnaire asked three basic questions: (1) How is ICT integrated in your Country Office SRF? (2) What are you planning to include in your ROAR? (3) Do you find that these tools work well for you?

On integrating ICT into Country Office SRFs, answers varied from Country Office to Country Office; however, ICT integration in CO SRFs seem to fall under three categories: (1) G2:SGN2: “Access to Technologies”; (2) cross-cutting theme, as outputs in other programme areas; or (3) sitting in other programme areas such as gender or governance.

On what was planned for ROAR, most participants indicated that information on their respective ROARs is not yet available, while others answered with downstream projects/initiatives – ranging from telecentre projects, and information portals.

On whether or not the SRF/ROAR worked well, many answered positively while others felt that it was difficult to reflect the complete ICT for Development picture in the present SRF – in some cases, programme officers felt that ICT for Development was under-reported.

A quick assessment (by show of hands) of where participating programme officers/focal points sit - programme unit or not - followed by a discussion yielded the following comments:

- five out of twenty-three focal points sit outside of the programme unit;
- the programme officer from UNDP Vietnam sits in the Knowledge Unit and feels that mainstreaming ICT into other programme areas is difficult if ICT does not sit within a programme unit;
- UNDP Bangladesh has developed a team approach to ICT for Development – one focal point is from programme and the other is from support;
- UNDP Pakistan tackles mainstreaming of ICT for Development prior to the conceptualization of a new programme;
- the focal point from UNDP India observes very little interaction between programme officers, seldom do people share lessons learned, so the opportunity to mainstream ICT into other programme areas is rare;
- ICT in UNDP Fiji is seen as a technical issue;

In discussing where ICT focal points sit in Country Offices, the participants agree that ICT for Development should be on the programme side; however, all recognize that the recruitment of personnel for ICT for Development varies from office to office, due to varying levels of awareness of ICT for Development, which is often seen as technical and therefore resides in operations.

SRF/ROAR and Reporting in General

A great deal of healthy debate revolved around whether or not UNDP's work in ICT for Development at the Country Office level required a separate SRF. There was a split, between those who were in support of a separate SRF and those who were not; however, all agreed that better reporting on ICT for Development only benefits UNDP, in terms of outreach, fund raising, and management.

On the issue of reporting, Ms. Maxine Olson, offered the following possible ICT for Development outcome:

Open access to information and ICT services by all citizens, in order to provide maximum benefit from ICT development for poverty reduction.

The corresponding outputs for the outcome (above) are as follows:

- **Policy Output:** Policy frameworks in place that support open access to information and ICT services by all citizens, with particular reference to the support for such access by the poor and vulnerable groups.
- **Regulatory Framework for ICT Enterprise Development Output:** Financial capital and business regulatory environment conducive to ICT infrastructure and enterprise growth.
- **Human Capacity Output:** Critical mass of workers available with ICT expertise, as well as related business and entrepreneurial skills.
- **Infrastructure Output:** Resources leveraged among UNDP's partners for network infrastructure development, to support use of ICT for poverty reduction.
- **Application Development Output:** Efficiency and effectiveness of development interventions increased in UNDP's practice areas, through development of appropriate ICT applications.

There was a general consensus that the proposed ICT for Development outcome and outputs, described above, were acceptable and would be useful to encompass reporting on ICT for Development initiatives. Comments from participants were as follows:

- On the “Regulatory Framework for ICT Enterprise Development Output”, keeping in mind forces such as globalization, sometimes the lack of regulation fosters development; or perhaps, we should suggest ‘de-regulation’ or ‘lighter regulation’;
- On the “Human Capacity Output”, professional ICT capacities should also be included into the output statement; training and retraining should be addressed in the statement, to include brain-drain issues; what would be the output indicators for this?
- On the “Application Development Output”, applications have to be affordable and relevant; content should be mentioned in this output statement; perhaps application is too limiting a term, maybe ‘solutions’ would be more applicable, while local content focus is necessary as well;

The suggested outputs follow the DOI framework categories and terminology, and would definitely be useful and appropriate; however, a question was raised as to whether or not we can retain the holistic structure of the DOI framework with this form of reporting. There is no right or wrong, perhaps just a matter of preference; on the one hand, the holistic approach is good in the development context, but for management/reporting purposes, it is very difficult for us to assess what we do and what we have done.

A suggestion was made to have UNDP HQ provide obligatory rules that would require every Country Office to have ICT focal points report on ICT for Development work. Alternatively, participants should take the initiative to report on their work so that ICT for Development activities are at least captured and documented – BDP could facilitate this with assistance from APDIP. **ROAR reporting for the past year yielded less than optimal results in terms of ICT for Development with over reporting on business processes and web site development, and less on actual ICT for Development initiatives. In the end, what is reported in ROAR does not reflect the actual work.**

In some Country Offices where there is no specific project that covers ICT for Development, yet work has been done and is currently being done in the area, there is a tendency not to report outputs so a great deal is lost. **Having a separate SRF, combined with cross-linking ICT for Development activities with other SRFs in other programme areas, would resolve this lack of appropriate mechanisms for reporting ICT for Development.** Or if we do not establish a separate SRF for ICT for Development, then we would have to review and redefine outcome indicators (in governance or in poverty reduction, for example) to reflect ICT for Development components.

UNDP ICT Thematic Trust Fund (TTF)

BDP provided a session on the UNDP ICT TTF, with an overview presentation on the trust fund and the results from the first two tranches, followed by an open question and answer period.

Regarding the service lines, service line 4 (e-Grants) seemed to be unclear and UNDP HQ will be reviewing and perhaps amending this service line early January 2003.

Within the Asia-Pacific context, two UNDP Country Offices (Maldives and Nepal) have been short listed for the second tranche, and were chosen based on their levels of innovation. As a whole, Asia-Pacific has received very little funds from the TTF as compared to other regions. While the second tranche is closed, BDP suggested that Country Offices try tapping on the J-portion of the trust fund (60% of the total contribution, 2.72 million, from the Government of Japan) through resident Japanese embassies and JICA offices. BDP suggested that project proposals submitted to Japanese embassy should focus on multi-lateral initiatives.

Questions, comments and recommendation from participants:

- **Should we call the UNDP ICT TTF a trust fund? Given that a large portion of the funds resides with the Government of Japan, and that the processes have not been very transparent.**
- UNDP HQ should advertise the correct amount of available funds, which is the present amount minus the globally allocated portion.
- Now that UNDP has completed two tranches of the TTF, it may be time to review the processes, from submission to selection, and better manage expectations by

providing better guidelines, starting with lowering the maximum disbursement from 350,000 USD to 100,000 USD.

- A suggestion was made that APDIP manage the ICT TTF to streamline the process; to-date, APDIP has provided, in an ad hoc manner, advice and suggestions for proposals while the mediation role is being played by BDP.

Participants

While planning for the workshop, APDIP had expected at least twelve participating UNDP Country Offices – in the end, **nineteen (19) out of a total of twenty-five (25) UNDP Country Offices within Asia-Pacific, sent at least one participant to the workshop.** This outcome exceeded our expectations, and perhaps the number of participants could have been even higher if not for unforeseen issues – some of which had nothing to do with country office finances, but with the availability of potential participants.

A total of twenty-three (23) ICT for Development focal points represented the nineteen participating country offices. A participant from the UNDP HIV/AIDS regional programme REACH also joined the workshop, and was the only non-country office participant in the workshop. **Of all the ICT focal points, only seven belong to an ‘ICT for Development’ programme area in their respective country offices. Most participants belong to other programme units, such as Governance;** while other participants belonged in operations/support units. **Participants with ICT or technical backgrounds were in the minority;** however, all agreed that ICT for Development is less of a technical practice area and more of a cross-cutting area requiring multi-disciplinary focal points to effectively address ICT for Development.

The general cross section of participant profiles and where they presently sit (programme and/or support) is indicative of the ad hoc approach to ICT for Development for UNDP Country Offices. Workshop participants agreed to recommend that there should be follow-up development for a common, yet flexible, Terms of Reference for ICT for Development personnel.

One of the chief objectives of the workshop was to network programme officers/focal points. From the organizers’ perspective, the workshop provided opportunities during formal and informal settings for group and one-on-one dialogue. Participants were able to share with each other details about their work and the challenges they face, their successes, and the lessons learned. Several lunch and offline meetings allowed participants to table issues and discuss ongoing and in-the-pipeline projects.

Please see **Annex 1 – List of Participants** for a complete list of participants and resource persons.

Participatory Approach

APDIP applied a participatory approach to the workshop by providing participants and resource persons with opportunities to cater the workshop to suit their needs.

To promote pre-workshop participation, APDIP set-up an electronic forum for discussions ranging from logistics, the agenda, to the exact issues for discussion during the workshop. This forum can be found on the workshop website (www.pow.apdip.net). Due to slow connection capacities in some UNDP Country Offices, the forum was shut down and the dialogue continued through an email list (pow@apdip.net), which participants agree should be maintained beyond the workshop for further discussions and information sharing. The lesson here is that sometimes the simplest of technologies may be the best.

APDIP also sent out registration forms, via email, which were also made available on the workshop website, requesting participants to identify, according to the objectives of the workshop, the top three issues they would like to have addressed during working, under the following categories:

- Mechanisms of Coordination and Cooperation
- UNDP Framework for ICT for Development

- ICT for Development Areas

The results from this registration (see **Annex 3 – Registration Feedback**) served as the basis for the final agenda (see **Annex 2 – Workshop Agenda**). These results provide a quick snapshot of the issues that ICT programme officers/focal points in UNDP Country Offices in Asia-Pacific are most concerned with.

ICT for Development Questionnaire

To gather more detailed information, APDIP designed a questionnaire that was also made available on the workshop website for participants to complete online or download. **The questionnaire was designed for UNDP Country Offices to provide some data on the state of ICT for Development at three levels - the Government, the donor community, and the UNDP Country Office.** Although some of the Country Offices have yet to complete the questionnaire, all agreed that the questionnaire is a useful tool for Country Office to start taking stock of the ICT for Development activities at the national level. At their request, APDIP has agreed to provide the questionnaire template to BDP and is prepared to assist BDP in modifying the questionnaire to gather ICT for Development data from Country Offices in other regions. From a regional perspective, this surveying exercise could result in a UNDP ICT for Development data-bank and would assist APDIP in its work and BDP in reporting on what has been achieved, and what is planned for the Asia-Pacific region.

In the interest of achieve

ICT for Poverty Alleviation Framework

Prior to the workshop, APDIP commissioned Dr. Roger Harris to develop a general framework for the role of ICT in poverty alleviation, based on and borrowed from his extensive research on telecentres. The framework includes theories, the application of theories, and case studies for the effective adoption of ICT in projects focussed on poverty alleviation.

Dr. Harris prepared a draft of the framework, which he shared and presented at the workshop. In his presentation, Dr. Harris covered the general principles in ICT adoption and diffusion; strategies for poverty alleviation with ICT; the lessons learned; and an overview of his ICT for Poverty Alleviation Framework. The framework focuses on the marginalized poor, starting with pro-poor ICT Policy at the top level and encompassing development strategies working towards access, government and institutions, services, information infrastructures, and local participatory methodologies to engage the poor and promote ownership.

The aim was to have participants provide input on the framework for Dr. Harris to finalize and submit to APDIP two weeks after the workshop. APDIP shall make the final paper available to all participants and shall examine, together with participants, how to incorporate the research in a broader ICT for Development framework for Country Offices.

Website (www.pow.apdip.net)

Prior to the workshop, **APDIP created a dedicated website for participants and resource persons to access information on and relating to the workshop:**

URL: www.pow.apdip.net

Login: pow

Password: dec2002

APDIP will maintain the website so that users may access the resources, presentations, and links available on the site. For a snapshot of the workshop website, please see **Annex 5 – Workshop Website (Main Page)**.

The website was a useful tool for updating participants on logistics, and for centralizing all information relating to the workshop. APDIP also used the tool to interact with participants prior to the workshop by making available registration forms and the workshop questionnaire. There were technical glitches, but for the most part the website served its purpose of building a virtual community among participants, resource persons, UNDP HQ, and the APDIP team.

Presentations/Documents

www.pow.apdip.net/presentations.asp

All workshop presentations and related documents (DOI, UNDP ICT TTF guidelines, ICT and Poverty Alleviation Framework, etc) are available online at the workshop website. Presentations are in PowerPoint format and were provided by participating UNDP Country Offices, external resource persons, UNDP Malaysia, SURF, RIM, and the APDIP Team.

Each participating Country Office made a five-minute presentation, highlighting the state of ICT in their respective country, and the ICT for Development initiatives of the Country Office. From the presentations alone, **it is clear that UNDP is active in both upstream and downstream ICT for Development projects** – ranging from ICT for Development roundtables in Vietnam, an upcoming e-Government initiative in Bangladesh, to support for the coding standard of Nepali language character set.

External experts from UNESCAP and the University of Hong Kong provided presentations and information on e-commerce and a basic framework for appropriately applying ICT to poverty alleviation.

From UNDP Malaysia, the Resident Representative, Ms. Maxine Olson, gave a presentation and led a discussion on “ICT for Development as a Programme Area and a Programme Component” within the Country Office context. Ms. Claudine Gonsalves provided participants with information on the work by UNDP Technical Cooperation among Developing Countries special unit, and how to integrate South-South cooperation principles in ICT for Development programming.

The APDIP Policy Advisor, Victor Banning, provided advice on policy development approaches that are in-line with the DOI framework; while other APDIP colleagues provided overviews on topical ICT for Development issues, such as e-government, e-readiness assessments, and ICT and gender. APDIP also gave a presentation and led in a discussion on information portals for ICT for Development in the Asia-Pacific context, and addressed the way forward with respect to information sharing among Country Offices.

SURF, RIM, and APDIP presented on the scope of work for their respective programmes and led in a discussion on how to better deliver services to Country Offices. It is suggested that SURF, RIM, and APDIP build synergies and linkages, and focus on clear delineation of roles and responsibilities to effectively address Country Office needs.

Evaluation

A formal evaluation was distributed to participants near the end of the workshop. Participants were asked to evaluate the workshop on aspects such as the content, logistics, and individual presentations. The feedback from the evaluation was, by and large, positive. Each presentation and discussion session received above average ratings, while the general feedback on the overall organization of the workshop showed that participants were very satisfied with the workshop.

Each participant was asked to identify the top three issues/recommendations to include in this final report; most of the recommendations contained in the evaluation forms are reflected in this report. Please see **Annex 5 – Top Issues/Recommendations: Evaluation Forms** for a complete list.

ANNEX 1 – List of Participants

Name	Designation	CO/ORG	Email	Tel
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RESOURCE PERSONS				
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Hezlina Abdul Halim		MDC		
Lawrence Sebastian	Executive, Corporate Events	MIMOS		
Najat Marzuki	Senior Manager	MDC		
UNDP/APDIP				
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ANNEX 2 – Workshop Agenda

Day 1 - Monday, 9 December	
Time	Session
8:30 - 9:00	Registration
9:00 - 9:15	Welcoming Address Maxine Olson, Resident Representative, UNDP Malaysia
9:15 - 9:30	Perspectives from the Regional Bureau for Asia Pacific (RBAP) Subinay Nandy, Chief, Regional Programmes, RBAP- UNDP
9:30 - 9:40	Logistics and Daily Announcements, APDIP Team
9:40 - 10:30	Participant Self-Introduction
10:30 - 10:45	Break
10:45 - 11:00	ICT for Development Workshop for UNDP COs in the Arab States: Outcomes Phet Sayo, Programme Specialist, APDIP
11:00 - 11:30	Creating a Development Dynamic: UNDP ICT for Development Thematic Thrust and the Digital Opportunities Initiative Framework, with a focus on Multi-stakeholder Involvement Radhika Lal, BDP, UNDP, NY
11:30 - 12:30	Discussion (Issues to note for final recommendations/report)
12:30 - 14:00	Lunch
14:00 - 15:00	UNDP ICT Programme Officers Presentations with Q & A Presentations by POs on respective country's ICT4D needs and priorities, and UNDP CO's activities, highlighting best practices, strategic frameworks, and lessons learned; POs should present insights that have not been captured in reference materials provided for the workshop and highlight 1-2 critical issues they would like RBAP to follow-up Moderator: Shahid Akhtar
15:00 - 15:30	Break
15:30 - 16:30	UNDP ICT Programme Officers Presentations with Q & A (Continued)
16:30 - 17:00	Discussion on possible topics for workgroup sessions on Friday and issues to note for final recommendations/report
19:30	Welcome Dinner at the Natural Cuisine Restaurant on the 9th floor of the Legend Hotel Hosted by Maxine Olson, Resident Representative, UNDP Malaysia
Day 2 - Tuesday, 10 December	
Time	Session
9:00 - 9:05	Logistics and daily announcements, APDIP Team
9:05 - 9:30	Smart Information Management Practices for Successful ICT Strategy Implementation at the CO Level Larry Maramis, UNDP/ASIA-PAC/SEAPD
9:30 - 10:00	UNDP ICT Thematic Trust Fund : Service Lines and Experiences To-date Atsushi Yamanaka, BDP, UNDP, NY
10:00 - 10:30	Discussion on Larry/Atsushi Presentations
10:30 - 11:00	Break
11:00 - 11:30	South-South Cooperation (15 minute presentation followed by discussion) Claudine Gonsalves, Regional Coordinator, UNDP TCDC, Kuala Lumpur
11:30 - 12:00	e-Learning for Life (15 minute presentation followed by discussion)

	Zait Isa, National Project Coordinator, APDIP
12:00 - 13:30	Lunch
13:30 - 14:15	ICT and Poverty : A Proposed Framework, with Q & A Roger Harris, Consultant
14:15 - 15:00	e-Commerce, with Q & A Will Keenan, UNESCAP
15:00 - 15:30	ICT for Development as a Programme Area and Programme Component Maxine Olson, Resident Representative, UNDP Malaysia
15:30 - 15:45	Break
15:45 - 17:00	Discussion on: (1) ICT for Development as a Programme Area and Programme Component (2) UNDP ICT for Development Framework : National e-Strategies to Realize Digital Opportunity & Enhance Human Development Resource Persons: Maxine Olson, Subinay Nandy, Radhika Lal, Atsushi Yamanaka, Larry Maramis, and Shahid Akhtar

Day 3 - Wednesday, 11 December	
Time	Field Trip
8:55 - 9:00	Assemble at Ground Floor of the Legend Hotel
9:00 - 9:45	Coach departs Legend Hotel for Putra Jaya (Malaysian Government Administrative Capital)
9:45 - 10:05	Arrive at Putra Jaya: This is a drive through tour with a 15 minute stopover. Participants may exit coach to take photographs at the Putra Jaya Square, and also visit the Putra Jaya mosque.
10:05 - 10:30	Depart Putra Jaya for Multimedia Development Corporation (MDC) in Cyberjaya
10:30 - 12:00	MDC Presentation (Video) including Q&A Session Ms. Tan Mei Ling
12:00 - 13:00	Lunch provided by MDC at the Cyberview Lodge Hotel
13:30 - 14:00	Depart for MIMOS in the Technology Park of Malaysia
14:00 - 14:45	Tour of e-World
14:45 - 16:00	MIMOS Presentation including Q&A Mr. Laurence Sebastian
16:00 - 16:30	Depart MIMOS for a visit to the APDIP office
17:00 - 17:20	Return to the Legend Hotel

Day 4 - Thursday, 12 December	
Time	Session
9:00 - 9:05	Logistics and daily announcements, APDIP Team
9:05 - 9:25	Policy Development and Dialogue Victor Banning, Policy Advisor, APDIP
9:25 - 9:45	Access in Asia-Pacific, with a Focus on Gender and Empowerment Isa Seow, Programme Specialist, APDIP
9:45 - 10:05	e-Readiness Assessments Phet Sayo, Programme Specialist, APDIP
10:05 - 10:25	e-Government: Overview Shahid Akhtar, Programme Coordinator, APDIP
10:25 - 11:00	Break
11:00 - 12:00	Discussion on morning sessions
12:00 - 13:30	Lunch

13:30 - 13:50	The Role of the Asia-Pacific Development Information Programme (APDIP) Shahid Akhtar, Programme Coordinator, APDIP
13:50 - 14:20	The Role of the Sub-regional Resource Facilities (SURF) Johan Arvling, Research Officer, SURF Bangkok Sangeeta Pandey, Communication Officer, SURF Kathmandu
14:20 - 14:40	The Role of Regional Information Managers Rizwan Rashid, UNDP Regional Information Manager
14:40 - 15:00	Break
15:00 - 16:00	Discussion on afternoon sessions on "The Role of ..."
16:00 - 16:20	APDIP's ICT for Development in Asia-Pacific Information Portal Razlan Isa, Portal Coordinator, APDIP
16:20 - 17:00	Brainstorming Session on information sharing, networking, linkages, synergies ... How to Continue the Dialogue... Annual Workshop? Moderators: Razlan Isa and Phet Sayo

Day 5 - Friday, 13 December	
Time	Session
9:00 – 10:30	3-4 Working Groups on Topics Identified by Workshop Participants
10:30 - 10:45	Break
10:45 - 12:30	Working Group Presentations and Discussions – The Way Forward Moderators: Shahid Akhtar and Radhika Lal
12:30 - 13:30	Lunch
13:30 – 15:30	Free time for one-on-one discussions
15:30 – 15:40	Closing

ANNEX 3 – Registration Feedback

Mechanisms for Co-ordination and Co-operation

FIRST RANKING
CO and NEX Projects
Networking private, public, and civil sector actors – How do we harness the resources and capabilities of these stakeholders to jointly develop a national ICT strategy?
Before talking about co-operations, I would like to hear what is UNDP's mandate for ICT development and what is UNDP's competitiveness in providing assistance to the government or people.
Explore the role that ICT should appropriately play in developing National Aid Coordination and Cooperation Strategies?
Formation of ICT task forces to include NGOs, Academia and Private sector.
Sharing of experiences, lessons learned and best practices among ICT Programme Officers and Focal Points.
Integration of ICT into national development priorities of the Pacific Islands Countries context: e-governance, rural development, environment, poverty reduction). Best practices.
Practical mechanisms of implementing e-policies at the national level
How are other Asia and Pacific Countries working on strategic areas to assist the development of national e-policies and e-strategies?
Discussions on how to design multi-stakeholder/national consultation processes/forums, etc. on national e-policies and e-strategies
Content: in terms of policy
SECOND RANKING
Inter Agency Cooperation
How do we develop and sustain a partnership of government, private and civil sectors, to develop and implement ICT for poverty reduction?
Assuming that Laos is behind from other countries in terms of both overall ICT development and UNDP's support for it, I am very curious about other UNDP office' good practices with the governments.
How does UNDP best help bring countries such as Timor Leste, DPRK, Myanmar and Lao PDR and Cambodia into the networked age?
And integration of ICT into key national development priorities, obtaining government commitment (experiences of success with uncommitted government)
Sharing of expertise, knowledge and advise between ICT Focal Points and ICT experts from Regional and Headquarters.
How the UNDP Country Office can be a successful partner in ICT development with the host government. Best practices, communication framework.
Legal frameworks and institutional capacities in the Asia and Pacific Countries to foster widespread adoption and of ICT or to attract the national and international investment for infrastructure, enterprise, services and capacity development?
Examples of products that support multi-stakeholder processes such as websites, e-discussion fora, discussion papers, workshops, LFA's etc.
Institutionalization mechanisms
THIRD RANKING
CO and Government Cooperation
How do we identify champions in ICT for development among government, private and civil sector in the perspective of use of ICT for poverty reduction?
I am interested in other UNDP offices' experiences in donor co-ordination in this field, as well as the name of major donors in each country.

What examples can these countries refer to and how do we best make use of alternative regional experiences?

Local level ICT policy

Sharing of experiences, best practices and lessons learned among ICT for Development projects and partners.

How to re-use best practices in the Country Office: inter Country Office communication on ICT4DEV, BDP/RBAP/APDIP-Country Office Communication

Other UNDP country offices' experience in increasing local capacity and connectivity through ICT for development, and the strategic deployment of network infrastructure to address last mile connectivity issues. Best practices in participatory approach by involving the participation of key ICT institutions and development stakeholders from all sectors.

Discussion on how to create business/private sector partnerships in relation to national e-strategies and multistakeholder processes

Management Arrangement Mechanisms

UNDP Framework for ICT for Development

FIRST RANKING

Minimising Digital Divide (Software Support for Local Languages)

ICT thematic trust funds in relevance to support for ICT interventions within UNDP supported programmes in other practice areas.

Backstopping service as well as the role of APDIP

Rather than CO's aligning their activities with the Digital Opportunities Initiative strategic Framework of Action and the ICT Thematic Trust Fund Service Lines -- how does the later align themselves and streamline their modalities to corresponding activities in the UNDP CO's -- not vice verse

TTFs

Digital Opportunities Initiative Strategic Framework.

A framework for how to apply ICT4DEV as a cross-cutting development theme in the UNDP Country Office.

Practical e-government strategies for developing countries

How UNDP Global and Regional UNDP corporate ICT strategy, and UNDP country office realities in developing and implementing ICT for development initiatives can be incorporated in the processes to assisting with the development of national e-policies and e-strategies?

Discussion and clarification of the meaning of five different TTF service lines - examples of projects/initiatives

e-Governance

SECOND RANKING

Capacity Building of NGOs' in IT

There is a need for information needs assessment of target groups prior to implementation of an ICT project particularly in development of community telecenters and Websites. If it is a large target group, more resources are required. Is there a possibility for funding such an information needs assessment?

The status of collaboration with the Cisco Network Academy

Exploring better orientation on customer demand and tailored made ICT services.

Support for financing the effective participation of less developing countries

ICT TTF

Coordination and Co-operation resulting in concrete results between APDIP, the UNDP Fiji Multi Country Office, and RBAP/BDP ICT for Development, ITU-Bangkok and UNDESA-SIDSnet in the Pacific.

Importance of e-governance in the developing countries.

UNDP's major role in assisting countries in leveraging national and international expertise and resources to foster ICT for development. In addition, I would like to understand better the public-private partnership related to the UNDP Digital Opportunity Initiative.

Ideas and examples of how to mainstream with the other practice areas and program and project initiatives of the CO - Governance, Poverty, HIV/AIDS, Environment, Crisis Prevention, etc

e-Government

THIRD RANKING

Awareness and Advocacy for Development

Outline of ICT Thematic Trust Fund

South-south cooperation and networking in the area of ICT

UNDP's role in public-private partnerships towards ICT for Development.

How to elaborate and make use of strategic framework for ICT4DEV interventions for the UNDP Country Office. Link to CCA,UNDAF,etc.

Practical ICT's role in poverty alleviation

I would like to learn more about the service lines of the ICT Thematic Trust Funds and how to apply them to the national development priorities?

Discussions on how to use the DOI report in practice

e-Strategies

ICT for Development Areas

FIRST RANKING

ICT for Poverty Alleviation

Content and application development with a focus on poverty reduction: The development organizations produce a lot of information that is relevant for the poor. As UNDP partners with many development organizations in the country, there is a potential for collaboration to produce content and applications in relevant and accessible formats for the poor

Economic Development: How ICT can help the county's economic development, in particular, trade, investment and tourism? To what extent has ICT created new businesses in the developing countries?

How can the appropriate use of ICT for development enhance UNDP's practice culture and how do we make better use of ICT tools when helping CO's develop Knowledge Management strategies. How do we address the question of "KM for what" in different economic and cultural context in the region; and how do we use KM as a tool for improving service delivery.

E-governance issues: policies, service delivery quality, connectivity, approaches and experiences.

ICT for poverty reduction (with focus on education and indigenous people).

e-government/e-governance including telecommunication sector reform (telecom monopolies and their consequence for ICT Development).

Strategies in promoting national stakeholder campaigns and road shows in ICT partnership for development?

e-Government

Poverty alleviation through ICT initiatives

SECOND RANKING

e-Governance

e-government and e-governance.

Public Service: How ICT can contribute to the better public service such as dissemination and efficient public administration?

Better clarify the notion at CO level that ICT is much broader than just the technical IT parts. In light of this, how do we then better increase understanding of what ICT for Development is and how it is best integrate into Programming?

E-commerce: policies, connectivity, approaches and experiences.

ICT for governance.

ICT and Poverty Alleviation – Projects with concrete results.

Some approaches and substantial experience in encouraging women and the hard poor to participate ICT initiatives and programme related to poverty alleviation;

ICT in poverty alleviation

Efficient government-citizen transactions using ICTs

THIRD RANKING

Gender and ICT

cyber-security: There are lot many cases of credit card frauds and other e-security issues in Indonesia. This may be the case in other countries as well. The citizens have lost trust on e-commerce and other ICT applications due to these security concerns. Has UNDP in any of the country offices address this? If so, how?

Education: How ICT is a good tool for the better education for college students?

ICT for disabled and handicapped - experiences

ICT for gender.

ICT Infrastructure Development, Multi-purpose Telecenters

Best practices of e-government and e-governance. Are there quantitative studies to demonstrate the efficiency of such ICT applications?

ICT for health

Monitoring and Evaluation of projects and programmes using ICTs

ANNEX 4 – Top Issues/Recommendations: Evaluation Forms

Top Issues from Evaluation Forms for the Final Report
FIRST RANKING
Inter-Country and regional networking and cooperation to be facilitated and coordinated through APDIP
Development strategy with ICT mainstreamed
UNDP to establish a matrix identifying a baseline assessment for e-readiness. This matrix could present options for actions to be taken according to several scenarios.
Resolutions, agreements and time frame to implement the ICT for Development strategy in Country Offices.
Amalgamated/combined role of RIM/APDIP/SURF in Asia-Pacific
Outcomes/outputs of group work.
ICT policy notes should clearly reflect a pro-poor focus. It should bring out the focus on information-communication.
ICT pro-actice area guideline note to go out from Zeph Diabre/ ICT4D practice area on situating ICT4 - the outline and approach to the practice area (to be done).
Moving the portal forward.
Recommendations from (APDIP, RIM) for the direction low rated countries should take; and in this I am referring to UNDP as a development partner being a strong advocator of ICT4D as an enabler to developing countries.
POW is an excellent beginning! ICT4D being an emerging area, there should be emphasis on the need for training, and needs assessment of ICT POs and recommend efforts towards their learning/training, etc.
UNDP has to make a corporate decision where ICT should be in the Country Office (Programme/Operation)
SRF - ICT4D should not be reported separated as its own SRF; although can report specifically in ROAR narrative.
What is meant by ICT in the UNDP context and how UNDP is positioning itself toward ICT for development.
Redefine the mechanisms of the ICT Thematic Trust Fund and its implementation process.
South-South cooperation (both supply and demand) of various countries should be addressed).
Innovative ways of outreaching information and services.
Reporting on ICT within the SRF/ROAR framework.
ICT for Development in all practice areas of UNDP
Recommendations to Resident Representatives to improve mainstreaming and move forward with ICT for Development as a practice area.
SECOND RANKING
Guidelines to mainstream ICT into other practice areas to be developed and shared.
Partnership/ Resource mobilization
Coordination between APDIP, SURF, HQ and Country Office focal points.
Emphese the need for TOR/Guideline for ICT focal points.
Outcomes/outputs of discussion sessions.
ICT and gender should emerge out as a key focus area within ICT.
ICT practice area strategy note (in progress).
ICT and Gender.

South-south assistance: government to government, and also Country Office to Country Office to be emphasized; should look at areas where one government has excelled to assist other governments. Example, sharing ideas and software between governments.

ICT and MDGs.

South-South cooperation - how this modality can be used more effectively.

Harmonizing donor effort. BDP and RBAP to keep Country Offices up-to-date on their activities: should not have to come to POW to learn about TTF problems as reported by Atsushi.

ICT focal points need further training and guidelines to improve service delivery.

ICT portal for Asia-Pacific: APICT4D.

Resource mobilization (donor alignment with UNDP - not as a leader but as a catalyst for aligning a donor platform.

Incorporating HIV/AIDS, gender empowerment as a crucial ICT for development area within the UNDP ICT for development framework.

Practical considerations of how to adapt the TTF/ICT to the correct funding situation.

Guidelines for relevant issues discussed (How to mainstream in the Country Office Level)

Create corporate UNDP vision for ICT for Development (separated from TTF) for increased resource mobilization.

THIRD RANKING

Gender - responsive policies and plans to be developed and implemented at regional and national levels

Produce areas with ICT4D as an umbrella for the MDGs implementations

Documentation of best practices and lessons learned.

Echo suggestions to Resident Representatives for more proactive role in ICT focal points.

Outcomes in general.

ICT should be considered as a separate proactive area in the SRF.

Collaboration on policy guidelines notes developing and deepening areas of work.

Coordination/communication mechanism between SURF/RIM/APDIP.

Strong involvement of Resident Representatives in the participation of ICT4D related issues. These are focal points when it comes to interaction with the government.

ICT and SRF/ROAR.

APDIP portal should have a hyperlink to UNDP portal.

Second tranche of TTF (in 2003) to be opened up to Country Office for new proposals as some Country Offices just started ICT as a practice area.

APDIP should emerge from this with a clearer focus on how to share experiences and on how to better respond to demand from Country Offices.

APDIP to facilitate the preparation of AP countries' ICT profile (each country, one profile) then update every half-year or annually.

ICT for gender.

Identifying details, technical support, helping to secure TTF funds and mobilizing funds.

Recommendations on CO-level organization of programming.

Resource mobilization and partnership.

Continue dialogue and find ways to increase cooperation within UNDP on ICT4D

ANNEX 5 – Workshop Website (Main Page)

Asia-Pacific Development Info. Programme - Microsoft Internet Explorer

Address <http://www.pow.apdp.net/Background.asp>

UNDP Asia-Pacific Development Information Programme

UNDP ICT for Development in Asia-Pacific: Programme Officers/Focal Points Workshop

Date: 9-13 December, 2002
Duration: 5 days including a full day field trip
Venue: Kuala Lumpur, Malaysia
Organizer: Asia-Pacific Development Information Programme

Background

At the global level, through its contribution and participation in the G-8 Digital Opportunity Task Force (Dot Force) and the UN ICT Task Force, UNDP has played an important role in bringing recognition to Information and Communication Technology (ICT) as a crucial enabler to development. In doing so, UNDP has adopted "ICT for Development" as one of its six key thematic areas of work.

Information and Communication Technology is a thematic area that cuts across all other UNDP development interventions and thematic areas and is, therefore, emerging as a prominent programme area for UNDP Country Offices all over the world.

In the Asia-Pacific region, at least eighteen out of twenty-five UNDP Country Offices have dedicated ICT programme officers or focal points tasked with developing ICT for development strategies, assisting national institutions with a wide array of ICT for development initiatives that impact on multiple levels of government, the economy, and society.

The Challenges for UNDP Country Offices

In pursuing their tasks, ICT Programme Officers are faced with challenges that are nationally and regionally inherent and distinct:

- Challenges stemming from trying to achieve goals set by global and regional UNDP frameworks - while, at the same time, giving priority to local needs and demands;
- Challenges stemming from the lack of information available in a field that is in itself under development;
- Challenges stemming from the application of ICT for Development in non-ICT related UNDP programme areas.

In addition, there are the in-house country office information technology needs of programme management and administration.

Background
Themes
Objectives
Logistics
Agenda
Participants
Presentations
Registration
Forum
Questionnaire
Resources/Links
FeedBack I
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Visa & KL

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