

# **"Act!ivate"**

## **A project to build the Alliance of Caribbean Telecentres (ACT!)**

### **Project document**

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## 1 Project Objective

Build/set up and initially maintain the core mechanisms of the Caribbean Telecentres (ACT!) as a regional framework for sharing and collaboration among Caribbean telecentres.

## 2 Background

The project concept is based on the outputs of the Caribbean Telecenters workshop, held in Dominican Republic in July 2006 (<http://taigüey.org/CTW/>), with more than 60 telecenter related stakeholders.

Post workshop task force defined the *Alliance of Caribbean Telecentres (ACT!)* and this project aims to put in place the mechanism and organization-ware for its sustainability.

*The Alliance of Caribbean Telecentres (ACT!) has the objective to enable and promote sharing and collaboration among Caribbean telecentres, to strengthen the impact of telecentres initiatives in the communities.*

*This includes objectives*

- *Facilitating knowledge sharing and information exchange*
- *Facilitating the development of collaborative projects*
- *Facilitating technical peer to peer support and/or access to external technical support to telecenters of the region*
- *promoting the digital democracy/inclusion and the right to information and to inform*
- *promoting community empowerment and transformation capacity into the rural and urban marginal communities*

*See full ACT! document at:*

<http://taigüey.org/CTW/doc/CTW-task-force-ACT!-proposal-1-ENG.pdf>

### 3 Expected results:

After 2 years:

- i. ACT! is vibrant, autonomous, self-managed, sustainable community of Caribbean telecentre stakeholders.
- ii. Members interact via virtual space and face to face events, network, share information (general and thematic), learn, access resources, services and tools, collaborate in regional projects, etc..
- iii. It uses a multilingual online platform that supports a helpdesk, services channeling, and multiple sections/discussion channels, and databases.
- iv. A team of alliance members animates thematic discussions, web sections, develops services and tools, and coordinate regional collaborative projects
- v. Telecenter managers and promoters have developed capacities (via peer learning, training workshops, access to services and resources, etc. ) that allows them to strengthen their telecentre operations;
- vi. Collaborative regional projects by members and in benefit of the alliance, have been developed;
- vii. 4 Capacity building events have been implemented.

### 4 Activities

The activities are geared towards

- Developing animation and facilitation activities to strengthen networking and information sharing (general and thematic) among members
- Building an online platform that will support multiple sections/discussion, access to resources, helpdesk, access to services and tools, with sections/channels managed by the members
- Building capacity for telecenter managers and promoters in aspects related to strengthening their telecentre operations;
- Building capacity in a team of alliance members to animate thematic discussions, web sections, develop services and tools, coordinate regional collaborative projects
- Promoting the developing of collaborative regional projects by members and in benefit of the alliance, results/outputs to be presented at the annual capacity building event.

#### 4.1 Platform and tools

- ACT 1. Set up the complex web site with several forums/thematic sections/ mailing list(s), database etc. (the ACT! Web site and its thematic exchanges mechanics and all related tools)

- ACT 2. Develop scripts for multilingual automatic translation of messages and content
- ACT 3. Maintain, and upgrade system as needed (Technical coordination Platform)

#### **4.2 Animation and networking (+ facilitators capacity development)**

- ACT 4. Define ACT! chart have it approved by initial members (CTW workshop participants), Governance aspects -and open and promote the membership
- ACT 5. Facilitate the selection process by membership of the national/task/thematic channel facilitators with their own mandate
- ACT 6. Face to Face Training workshop for facilitators how to use the web, facilitate thematic discussion on line, maintain their thematic section, promote/develop projects, 20 participants. (Governance aspects also be part of this)
- ACT 7. Organize mechanism and facilitate tools for the functioning of the Facilitators committee
- ACT 8. Moderate main mailing list
- ACT 9. Coordination/management of website contents “suppliers”
- ACT 10. Moderation of virtual thematic working groups

#### **4.3 Research and data**

- ACT 11. Survey and research on Caribbean Telecentres (updating and expanding previous on prepared for CTW), permanently monitoring and updating map/listing.
- ACT 12. Design of the database structure, editorial policy, and content acquisition, approval of resources, management

#### **4.4 Regional Collaborative projects**

- ACT 13. Support for project development (technical support for members to put up projects together, develop proposal)
- ACT 14. Phase 1 Small Collaborative Project implementation: projects which outputs are material for the annual event. Projects definition will be promoted by the thematic facilitators/groups.
  - Content /manuals, studies to be used for training workshop at annual event.
  - Feasibility/concept studies for bigger projects to be also presented/discussed/launched at annual event. (project progress will be blogged on the site)
  - develop support services (helpdesk), content and shared services for the telecentres in the region
- ACT 15. Phase 2: bigger collaborative project, build on phase 1 outputs and lessons, to be implemented in a year time frame, and presented 2nd event. (project progress will be blogged on the site)

#### **4.5 Annual ACT! meeting/workshop**

- ACT 16. 4-5 days event that include:
- training workshop for ACT membership (as: multimedia and radio, sustainability strategies, wireless connectivity, open source software, community empowerment methodologies, platforms, services, etc)
  - Present use and diffuse results of collaborative projects of the ACT! projects results: manuals, methods, tools, helpdesk, acces to services, etc
  - Several parallel tracks ( discussions) in all areas for developing projects and services for members,
  - General ACT! assembly

#### **4.6 General coordination and administrations, evaluations**

- ACT 17. Collegiate coordination (consortium members)  
ACT 18. Project Implementation coordination  
ACT 19. Project Administration  
ACT 20. Project Monitoring and evaluation  
ACT 21. Documentation lessons learned of the process

## **5 Milestones**

- Month 2: chart for ACT! virtual network adopted, list opened to new members
- Month 3: web site version 1 is up,
- Month 3: facilitators selected
- Month 4; workshop for facilitators
- Month 9: small phase 1 collaborative projects defined
- Month 9: Start of collaborative projects
- Month 12: main event with all training workshops, etc
- Month 16: second main event: ACT! Next step

## 6 Chronogram

	Permanent activity
	Intense / milestones

Activity / Month	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17
ACT 1. Set up the complex web site																	
ACT 2. scripts for multilingual automatic translation																	
ACT 3. Maintain, and upgrade system - hosting																	
ACT 4. ACT! chart + promote membership																	
ACT 5. selection national/task/thematic channel facilitators																	
ACT 6. workshop for facilitators																	
ACT 7. tools for Facilitators committee																	
ACT 8. Moderation of main mailing list																	
ACT 9. Web content management																	
ACT 10. Moderation / thematic working groups																	
ACT 11. Survey and research																	
ACT 12. Design of the data base structure, editorial policy, and content acquisition, approval of resources, management																	
ACT 13. project development (technical support)																	
ACT 14. Phase 1 Small Collaborative Project implementation:																	
ACT 15. Phase 2: bigger collaborative project																	
ACT 16. Annual event, with workshops, tracks, etc.																	
ACT 17. Collegiate coordination (consortium members)																	
ACT 18. Project Implementation coordination																	
ACT 19. Project Administration																	
ACT 20. Project Monitoring and evaluation																	
ACT 21. Documentation lessons learned of the process																	

## 7 Implementation arrangement

The Act!ivate project implementation will be carried out by the CarISnet consortium who is developing activities since 2004 to strengthen ICT4D actors in the Caribbean (Civic strengthening, ICT4D Caribbean online clearinghouse [www.carisnet.org](http://www.carisnet.org)). This will create positive synergies and integration between integrating Act!ivate and Carisnet-2 project that is definition phase.. The group will also benefit from useful lessons learned on implementing a collaborative regional project, from the Carisnet-1.

Current CarISnet consortium members are JSNDP (Jamaica), Fundación Taigüey (Dominican Republic) and DevNet (Guyana), but membership is expected to change/grow soon when Carisnet2 is launched. Letter of intention are being drafted with ICT4D Jamaica that has an important telecentre related project in Jamaica, and AHTIC of Haiti.

In a meeting held in Santo Domingo (nov 30-Dec 2 2006) the CarISnet Consortium agreed to:

- Engage into the Act!ivate project implementation
- have Fundación Taigüey (Dominican Republic) as project leader, and operates in similar mode that CarISnet-1 was implemented, adding to it the lessons from the process of implementing a collaborative, region wide, project.
- The following provisional implementation responsibilities.

<i>Partner</i>	<i>Implementations responsibilities:</i>
TAIGUEY	<ul style="list-style-type: none"> <li>• General project coordination and administration</li> <li>• Main moderation and facilitation aspects / meetings</li> <li>• Organizations of the event if in DR</li> </ul>
AHTIC (RDDH)	<ul style="list-style-type: none"> <li>• Organizations of the event if in HT</li> <li>• Technical coordination Platform</li> </ul>
ICT4D	<ul style="list-style-type: none"> <li>• Some research activities</li> <li>• Support for project development</li> <li>• Monitoring and evaluation, Documentation lessons learned of the process</li> <li>• Organizations of the event if in JA</li> </ul>
DevNet	<ul style="list-style-type: none"> <li>• Some research activities in technical areas</li> <li>• Support for project development</li> <li>• Content and database.</li> <li>• Organizations of the event if in GY</li> </ul>

Activity	Total	Taigüey and partners	Support from telcentre.org	Additional Funding needed	
<b>ACT web platform</b>	<b>16,000.00</b>	<b>5,000.00</b>	<b>11,000.00</b>	<b>.00</b>	
Set up the web site, mailings, channels	5,000.00	2,000.00	3,000.00	.00	
scripts for multilingual automatic translation	5,000.00	2,000.00	3,000.00	.00	
Maintenance, and upgrade system + hosting costs	6,000.00	1,000.00	5,000.00	.00	
Web content management	.Done by content and training officer				
Design of the data base structure, editorial policy, and content acquisition, approval of resources, management	Done by content and training officer				
<b>Membership, network animation and facilitations</b>	<b>30,000.00</b>	<b>4,500.00</b>	<b>18,500.00</b>	<b>7,000.00</b>	
ACT! chart + promote membership, selection national/task/thematic facilitators, Moderation of main mailing list	8,000.00	2,500.00	5,500.00	.00	Done by Coordinator, plus facilitators working groups
workshop for channell facilitators	14,000.00	.00	7,000.00	7,000.00	second workshop needed
Moderation / thematic working groups	.00	.00	.00	.00	Done by volunteers
Survey and research	8,000.00	2,000.00	6,000.00	.00	
<b>TC training workshops</b>	<b>29,000.00</b>	<b>.00</b>	<b>9,000.00</b>	<b>15,000.00</b>	
Telecentre training curriculum dev	Done by content and training officer				
Telecentre managers workshops	24,000.00	.00	9,000.00	15,000.00	Workshops costs need to be paid
<b>Small Projects dev support</b>	<b>118,000.00</b>	<b>.00</b>	<b>10,000.00</b>	<b>98,000.00</b>	
project development (technical support)	10,000.00	.00	.00	.00	Done by content and training officer
Phase 1 Small Collaborative Project implementation:	30,000.00	.00	10,000.00	20,000.00	need other donors to support collaborative regional projects
Phase 2: bigger collaborative project	78,000.00	.00	.00	78,000.00	
<b>events</b>	<b>140,000.00</b>	<b>10,000.00</b>	<b>10,000.00</b>	<b>120,000.00</b>	
1 Annual event, with workshops, tracks, etc.	80,000.00	10,000.00	10,000.00	60,000.00	annual ACT event need to be funded
<b>Coordination staff evaluations and administration</b>					
Translations for documents	covered by telecentre.org funding, consortium partners and Fundación Taigüey counterparts				
Collegiate coordination (consortium members)					
Project Implementation General Coordination (4 days / month)					
Content and Training officer (part time)					
Project Monitoring and evaluation					
Documentation lessons learned of the process					

Coordination meetings	
Indirect expenses (admin, call etc)	