

**CARIBBEAN ICT STAKEHOLDERS VIRTUAL COMMUNITY
CIVIC 2.0 EVENT**

ICT4D POLICY WORKSHOP REPORT

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1. Context

The ICT4D Policy workshop was held during November 11-12, 2008, the first two of the five-day CIVIC 2.0 Stakeholders Meeting. Venue was the Hotel Coral Costa Caribe, in Juan Dolio, Dominican Republic.

The Canadian International Development Research Centre (IDRC), which is also active in strengthening development processes in the Caribbean, partnered with CIVIC and provided resource materials to the workshop as part of its support.

ICT4D policy training that has been offered in Jamaica by ICT4D Jamaica, through the Management Institute for National Development (MIND), provided a platform for this workshop.

Workshop leader and main presenter was Dr. Elaine Wallace, ICT policy analyst and lecturer at the University of Technology, Jamaica. Mrs. Elizabeth Terry, Executive Director of ICT4D Jamaica was presenter for the session on 'Jamaica ICT4D Policy development process'.

2. Workshop Objectives and Outputs

This policy workshop was an important element in the process towards crafting a strategic plan to address ICT for development in the Caribbean. It provided training in policy development and policy advocacy as a basis for effectively influencing decision-making on ICT4D policies at the regional level as well as in the respective Caribbean countries. Evidence of the achievement of these objectives was therefore expected to be the identification of major policy issues in the region and recommendations on policy measures and advocacy strategies to address these issues.

3. Workshop Organisation

During the two days the following topics were explored in lecture/discussion plenary format:

- ICT and development
- Public policy frameworks
 - ICT Convergence policy-making
 - ICT policy as cross-cutting: the link with sectoral policy
- Jamaica ICT4D Policy development process

- Policy development and policy advocacy
- Advocacy in practice
- Regional ICT4D issues and Global and regional policy-making networks
- The greater part of the second day of the workshop was dedicated to ‘Policy development and policy advocacy in practice’. These sessions had practical group activity in which participants identified a policy issue, which in their assessment was a regional priority; created the outlines of a policy document and elaborated recommendations on policy measures to address these issues. (See workshop schedule at Appendix III)

The group activity was intended to exercise participants’ understanding and skill in:

- identifying major indicators of development
- engaging in roles in the policy development process
- recognizing current ICT policy issues
- making the link between national ICT policy and sectoral policies in the development process, and
- understanding the main elements in preparing an ICT policy issue document and advocating for policy recommendations.

4. Workshop Outputs and Next Steps

The main regional ICT4D policy issues identified from the policy development and advocacy group exercises were:

- Use of ICT’s for antisocial and unethical purposes against and by children and youth: the need to build responsible digital citizens.
- Provision of affordable and sustainable access (broadband Internet) for the disadvantaged/marginalized.
- Underutilization of ICTs due to lack of awareness about these technologies

4.1. Use of ICT’s for antisocial and unethical purposes against and by children and youth: the need to build responsible digital citizens.

This issue was considered significant because it was seen as a growing global problem, which was becoming a regional problem. There was evidence of this from developments in Suriname, Jamaica and Guyana where children and young people

were making inappropriate use of mobile telephones, video cameras, computers and internet for sexual involvement, and exposing themselves to child pornography by predators. It was reported that Internet encounters had also influenced many young people to commit murder and/or suicide. There were however no polices or regulations to ensure responsible use of ICTs among the region's youth population.

It was recommended that policies should be developed to achieve the following objectives as a basis for building digitally responsible citizens. Note was made that these had to be country specific because of varying cultures and conditions in the region.

- Encouragement of creativity among young people
- Providing a voice for the youth
- ICT access and inclusion for young people
- Building awareness focusing on educational curriculum development
- Digital parenting and parenting that instills social, ethical and moral values
- Requiring accountability from businesses that provide ICT goods and services.
- Offering young people alternatives that are positive instead of imposing negative sanctions.

Advocacy activity around this issue should identify and engage outstanding young persons, such as athlete Usain Bolt and others as champions for these policy recommendations. The Media, organisations such as CIVIC and faith based organizations as well as government ministries, particularly of Justice and Education, should also be mobilized in advocacy campaigns.

4.2. Providing affordable and sustainable access (broadband Internet) for the disadvantaged/marginalized.

This issue was considered significant because of the evident lack of sustainability of community access points, in conditions where marginalized and disadvantaged communities could benefit from but could afford broadband access for education and training purposes. This problem had its source mainly in the lack of access to public infrastructure; the absence of effective competition in the provision of Internet services and the underperformance of some arrangements made by governments (e.g. the Universal Access Fund in Jamaica). The outcome of this situation was that there was often exclusion of those with the greatest need.

Policies were therefore urgently necessary to bring ICTs into the service of social and economic development of disadvantaged communities, thereby harnessing the full potential of a country's human capital for national regional development. Potential solutions to the significant underutilization of ICT4D processes for development were suggested as follows:

- Establish a Universal Access Fund where none exists
- Introduce and enforce existing regulations relating to ICT penetration and coverage
- Access international funding for MDGs to finance ICT deployment and appropriation
- Employ new technologies and lower costs

This group undertook to continue its discussion of the issue and to forward policy recommendations to CIVIC.

4.3 Underutilization of ICTs due to lack of awareness about these technologies

The significance of this issue was noted in the fact that underutilization of ICTs in development processes limited the scope for improving the social and economic conditions and for cultural development in the region. This situation was said to be the consequence of:

- Uncoordinated initiatives and efforts
 - Problems of affordability and availability of services
 - Inappropriate curricula in schools (especially at secondary school level)
 - The strength and quality of human resources
 - E-phobia
 - Limited or inappropriate ICT policies and regulatory framework
 - Inadequate funding.
 - Narrow ICT education
 - Limited innovation
 - Lack of effective use of ICT Services
 - Lack of integration and mainstreaming of ICT
-
- This group which dealt with this issue proposed development and implementation of public policy relating to ICT to achieve the following:
 - Expansion of the scope of ICT within the education system
 - Use of ICT in educational instruction
 - Education of the general public and decision makers

- Expanded delivery of government services through ICTs
- Sensitization of the private sector to the value of ICTs and the need to integrate ICTs in business processes.

5. Workshop Evaluation

Participation of on both days of the workshop was good. Each participant made at least one intervention and there were many who were quite discursive. Some of the French-speaking participants were among those who spoke least in the plenary sessions. They were however more engaged in the discussions in the groups. The result of the involvement of all participants was a very rich exchange of experiences and views both in the plenary sessions and in groups.

Twenty-nine of the 34 participants completed workshop evaluation forms¹. The aspects of the workshop which received the most favourable assessment were the participatory elements and practical exercise on policy development and advocacy; the workshop methodology; the range of knowledge and experience represented among the participants and the opportunity for networking; the extensive information and content delivered and the example that the ICT sector plan from the 'Jamaica 20/30 National Plan' provided. The session that was most highly rated was the presentation on the Policy Development Process. The workshop facilities were also highly rated by participants. A majority of the participants were of the view that the workshop objectives were met and all but three indicated that they would recommend the workshop to others.

On the negative side, the main concerns were the number of presentations without group/practical activity on the first day and the need for more time (including a proposal for an additional day) for the training. A related observation was that more time should have been given to practical activity in development of policy documents. Some participants were also of the view that workshop materials should have been made available some time (for one person, as much as two weeks) before the event. There were also a few persons who expressed dissatisfaction with other aspects: tangential discussion in groups; style of the main presenter; discomfort in the room.

The time for participatory activity was definitely restricted by the decision to reorganise the workshop programme to include both policy development and advocacy on the first day. This was to accommodate persons who would be attending the channel managers' session

¹ Evaluation forms completed by participants and tables with selected responses are appended.

on the second day, but were interested in participating in the advocacy sessions. Originally, the first day was to have focused on policy development and the second on advocacy, with practical/group activities on both days. In this regard, the suggestion for a three-day workshop could be considered to give more time to the training in ICT4D policy development.

6. Conclusions and recommendations

The overall assessment of the workshop was that it was quite successful. Feedback from participants, their high level of engagement on the topics and their general enthusiasm with the practical sessions confirmed the value the training, as well as the timeliness of CIVIC's decision to offer this training opportunity.

Recommendations

1. CIVIC should include training workshops in ICT policy development among its annual activities. Although it is a regional organisation, CIVIC should consider collaborating with national organisations in holding country specific policy development training events.
2. In view of the cost of hosting such activities, training modules in ICT4D policy development as well as other ICT subjects could be prepared and delivered in on-line modules. These could even become an income stream for CIVIC.
3. The training workshops should have a leader and a co-facilitator.
4. Dedicated time should be allotted to the training workshop. Where there are parallel activities participants attending an event should be asked to choose. This way a workshop can be designed based on the numbers and interests of persons who would be there for the full programme.

APPENDIX 1: LIST OF PARTICIPANTS

DAY ONE

1. Adam Siegel
2. Nadia Corbin
3. Hope, Hallam
4. Inmaculada Madera
5. Kevin Harris,
6. Mustafa Toure'
7. Javier Pinzon
8. MalisaRichards
9. Patrick Attie
10. Zelris Lawrence
11. Ayanna Samuels
12. Jacqueline Morris
13. Elizabeth Terry
14. Elaine Wallace
15. Dorienne Rowan-Campbell
16. Armelle Chatelier
17. Deirdre Williams
18. Telojo Onu
19. Reina Raveles
20. Nigel Cassimire
21. Gaspard Taylor
22. Virginia Gia
23. Stephane Michel Bruno
24. Valerie Gordon,
25. Vidyaratha Kissoon
26. Rudi Daniel
27. Beatrice Briggs

DAY TWO

1. Reina Raveles
2. Nadia Corbin
3. Jennifer Britton
4. Adam Siegel
5. Nigel Cassimire
6. Max Larson Henry
7. Lenandlar Singh
8. Andrew Mancey
9. Blaise Arbouet
10. Amacia Mussenden
11. Elizabeth Terry
12. Malisa Richards
13. Lance Hinds
14. Zelris Lawrence
15. Carlton Samuels
16. Patrick Attie
17. Ayanna Samuels
18. Dorienne Rowan-Campbell
19. Inmaculada Madera Soriano (as observer in final session)

APPENDIX 2: READING RESOURCES

Global/general ICT issues and policy

Visit Websites

<http://ictlogy.net>

<http://www.iicd.org/about/publications/#Research>

World Bank (2006) Information and Communication for Development 2006: Global Trends and Policies (World Information and Communication for Development Report). Washington: available at www.worldbank.org/ict4d

World Information Society Summit Tunis Agenda November 2005 www.itu.int
Warschauer, M. (2002) Reconceptualizing the Digital Divide. First Monday Volume 7, Number 7 - July 1st 2002. accessible at http://www.firstmonday.org/issues/issue7_7/index.html

ICT Policy/policy issues in the Caribbean and Latin America

Levy, C. M. (2007). Information society and public ICT policies in the Caribbean: a review of advances and challenges, policy instruments and country experiences. New York, NY: United Nations Publication. Read Part II sections 1 – 5. Available at <http://www.cepal.org/publicaciones/xml/2/32162/W155.pdf>

Mallalieu K. and Roche S. (2004). Selecting Sustainable ICT Solutions for Pro-poor Intervention. In Digital Poverty, Latin American and Caribbean Perspectives. Chapter 6. Available online at www.dirsi.net/files/finals/070216--mallalieu.pdf

Policy-making

Making the Policy-Research Connection for Development: Using Research-Based Evidence to Improve Policy, Programs and Practice
A Workshop for Canadian International Development Agency Policy Analysts, June 5 and 6, 2006. IDRC, Ottawa, Canada
<http://www.odi.org.uk/rapid/Events/CIDA/background.html>
PowerPoint: http://www.odi.org.uk/rapid/Events/CIDA/docs/CIDA_June_06_web.ppt

Advocacy

Voluntary Sector Public Policy Toolbox, Part IV: Government relations and advocacy available at <http://www.ginsler.com/html/partiv.htm>

Public Policy Advocacy: A Grassroots Guide (2004) available at <http://www.hcbs.org/moreInfo.php/doc/654>

See the advocacy policy of *Concern*, a voluntary non-governmental organization that is devoted to the relief, assistance and advancement of peoples in need in less developed areas of the world. Available at <http://www.concern.net/docs/AdvocacyPolicy.pdf>

APPENDIX 3: WORKSHOP PROGRAMME

Time	Tuesday, November 11, 2008
8.30 – 9.00 am	Welcome and Opening activities – CIVIC Stakeholders Meeting – Ms. Valerie Gordon, CIVIC 2.0 Coordinator
9.00 – 10.30 am	<ul style="list-style-type: none"> • Workshop opening – Dr. Elaine Wallace, Workshop Leader • ICT and development
10.30 – 10.45 am	<u>BREAK</u>
10.45 am - 12.25pm	Public policy frameworks <ul style="list-style-type: none"> ○ ICT Convergence policy-making ○ ICT policy as cross-cutting: the link with sectoral policy
12.30 – 1.00pm	Jamaica ICT4D Policy development process – Mrs. Elizabeth Terry
1.00 – 2.30pm	<u>LUNCH</u>
2.30pm – 3.45pm	Policy development and policy advocacy
3.45 - 4.00 pm	<u>BREAK</u>
4.00 – 5.30pm	<ul style="list-style-type: none"> • Advocacy in practice (Overnight Assignment: Developing the policy issues document)

Time	<u>Wednesday</u> <u>November 12, 2008</u>
10.30 – 10.45 am	<u>BREAK</u>
10.45 am - 12.45pm	Policy development and policy advocacy in practice (Breakout sessions)
12.45 – 2.15pm	<u>LUNCH</u>
2.30pm – 3.45pm	Policy development and policy advocacy in practice (Breakout sessions continue/conclude)
3.45 - 4.00 pm	<u>BREAK</u>
4.00 – 5.30pm	<ul style="list-style-type: none"> • The next steps (Policy recommendations and advocacy strategies) • Evaluation • Closing remarks

APPENDIX 4: SELECTED PARTICIPANT EVALUATION RESPONSES

Table 1: Ques. 3 - Rating of sessions

Session	Rating					
	No R/ponse	1	2	3	4	5
	Per Cent					
ICT4D – Defining the concept	10.3	3.4	3.4	20.7	44.8	17.2
ICT4D – Public Policy Frameworks	10.3		0	27.5	37.9	20.7
ICT4D – Policy Development Process	6.8	0	0	20.7	44.8	27.5
ICT4D – Policy Development & Policy Advocacy	6.8	0	6.8	20.7	38.0	27.5
Advocacy in practice	10.3	0	6.8	34.4	34.4	13.7
Global & Regional policy networks	0	0	3.4	13.7	31.0	20.7
Policy Development & Advocacy group exercise	31.0	0	6.8	13.7	24.1	24.1

Table 2: Ques. 4 Rating Workshop attributes

Attribute	Rating					
	No R/ponse	1	2	3	4	5
	Per Cent					
Workshop methodology	0	6.8	3.4	17.2	55.1	17.2
Opportunities for participation	0	6.8	10.3	3-4	27.5	51.7
Opportunities for networking	0	3.4	6.8	3.4	42.3	37.9
Resource materials	0	6.8	0	17.2	62.0	13.7
Workshop facilities	3.4	3.4	0	10.3	55.1	27.5
Participant/group composition	3.4	0	0	10.3	55.1	31.0

Table 3: Ques. 5- Rating extent to which workshop objectives met

Objectives	No R/ponse	Rating				
		1	2	3	4	5
		Per Cent				
Identify main indicators of development	0	0	13.7	20.6	44.8	20.6
Understand the process and roles in policy development	0	0	6.8	10.3	51.7	31.0
Recognise and understand ICT policy issues	0	6.8	0	24.1	48.2	20.6
Link ICT policies and sectoral policies	0	6.8	0	31.0	51.7	10.3
Understand main elements in preparing ICT policy issue document and advocating for recommendations	3.4	0	10.3	17.2	41.4	27.6