

Organized on behalf of CIVIC by the

Organizado de parte de CIVIC por el

**Consortio - CarISnet - Consortium
Caribbean Information Society Networking**



Financial support / Apoyo financiero

International Development Research Centre (Canadá)



Caribbean ICT Stakeholders Virtual Community

CIVIC 2.0 Event Report

**Integrating and empowering the Caribbean ICT4D stakeholders.
Unleashing the transformation potential for the region**

Juan Dolio, Dominican Republic
November 11-14, 2008

TABLE OF CONTENTS

1	CONTEXT.....	3
2	THE CIVIC 2.0 EVENT.....	4
2.1	EVENT PREPARATION PROCESS.....	4
2.2	OBJECTIVES	5
2.3	AGENDA.....	5
2.4	PARTICIPANTS.....	5
2.5	MULTILINGUAL SUPPORT	5
3	ICT4D POLICY TRAINING WORKSHOP, NOVEMBER 11-12	6
4	CHANNEL MANAGERS TRAINING, NOVEMBER 12.....	7
4.1	THE PLATFORM	7
4.2	FACILITATION AND MODERATION	8
4.3	CHANNEL MANAGERS CHARTER.....	8
5	CIVIC CONSULTATIONS, NOVEMBER 13-14.....	8
5.1	DAY 1, NOVEMBER 13.....	9
5.2	DAY 2, NOVEMBER 14.....	10
6	UNIBE EVENT, UNIVERSIDAD DE IBEROAMERICANA (UNIBE), NOVEMBER 13	11
7	PARTICIPANTS' EVALUATION	11
8	LESSONS LEARNED (FOR CARISNET TEAM).....	12
8.1	PLANNING	12
8.2	EXECUTION	13
9	CONCLUSION	14
10.	FOLLOW UP.....	15
	ANNEX 1: PARTICIPANT LIST.....	16
	ANNEX 2: PARTICIPANTS' EVALUATION - CONSULTATIONS.....	19

1 Context

The CIVIC Community which was established shortly following the Caribbean ICT Roundtable held in 2002 grew over the period of 6 years from just about 50 members to over 300 in 2008. The community strengthening benefitted from the support of the Institute for Connectivity in the Americas/International Development Research Center (ICA/IDRC) through activities implemented under the CARISNET 1 project (2005-2006), and members have been involved in online exchanges and interaction, the promotion of regional perspectives, actions and collaboration in the field of ICTs for Development. Among the regional contributions have been position papers for WSIS and WGIG, knowledge production in several areas, and integrating the ICT4D stakeholders in the Caribbean.

The CARISNET 2 Project, which commenced in early 2008 with support, again, from ICA/ IDRC, proposed to, among other activities, bring together the membership in the first CIVIC face to face meeting, for the primary purpose of developing a 2-3 year strategic plan. It was felt that the meeting would also be an opportunity to prepare channel managers to use the new CIVIC Platform. Since the meeting was going to be held in the Dominican Republic, an opportunity was provided to increase CIVIC's outreach to the people of the Dominican Republic. The meeting also provided an opportunity to carry out training of members in an area of interest. A survey facilitated the identification of "Policy development for ICT4D" as the preferred topic for training of interested members, and contact was made with the National Commission for the Information Society of the Dominican Republic, to host an evening for Dominican ICT stakeholders to introduce them to CIVIC and regional ICT initiatives.

The activity became known as the CIVIC 2.0 Event and was organized by the CARISNET Consortium* and the CIVIC Event Planning Committee, a group of CIVIC member volunteers. Support was provided for the travel and accommodation of participants by the IDRC through CARISNET 2 project, and logistical arrangements were made by Fundacion Taigüey.

* CARISNET Consortium – consists of four organisations from the Caribbean dedicated to promoting the strategic use of ICTs for sustainable human development of the Caribbean. They are [DevNet](#) (Guyana), [Fundación Taigüey](#) (Dominican Republic), [Jamaica Sustainable Development Network](#) – JSDN (Jamaica), [Association Haïtienne pour le Développement des TICs](#) (Haiti)

2 The CIVIC 2.0 Event

2.1 Event preparation process

The planning of the CIVIC 2 Event commenced in late May 2008, when a working group[†] was convened with the task to:

- Review and finalise the Objectives of the CIVIC Event
- Develop the scope of the ICT4D training activity
- Develop an Agenda for the CIVIC Consultations
- Develop selection criteria for attendance at the Event

The group defined the objectives for the consultations and although the initial thinking was to see which sectors (eg health, education, telecoms) should be targeted as a focus in the ICT4D integration training, it was later determined that it would be better to undertake a more general cross-cutting approach to this training rather than focus on particular sectors as emerging preferences were many and varied. It was felt that the use of tools such as wikis, blogs could also be a target for training. It was decided to undertake a survey by which the CIVIC membership could determine which training they would prefer. The survey results showed that 50% of the respondents preferred policy development for ICT4D as the training focus; some 20% preferred development and management of ICT4D projects.

The survey also showed that the role of CIVIC in addressing regional ICT4D challenges were:

- Advocacy for regional and national policy, legislation, e-gov etc. (24% of responses)
- Networking, dialogue, support collaboration, consultative papers (18% of responses)

The group also developed a draft agenda for the Consultations which were to be later refined, and determined that the methodology known as Appreciative Inquiry should be employed in the Consultations. It was also decided that an external facilitator should be used.

A proposal was made to access the services of Beatrice Briggs, Director/Founder of the International Institute of Facilitation and Change (IIFAC) who conducted the Outcome Mapping Methodology (OMM) training with the consortium and interested CIVIC members in Jamaica in March 2008.

Finally the group developed selection criteria by which participants would be selected in the event the number of applicants outnumbered the number of sponsored spaces. A selection panel was also established[‡], with the task to apply the criteria to applicants. In the end, selection was not necessary as there were enough places for all who applied.

[†] Steve Foerster, Hallam Hope, Felipe Noguera, Nancy George, Josanne Leonard, Mustafa Touré, Nigel Carty, Nigel Henry, , Jacqueline Morris, , Bevil Wooding, Gale Archibald, , Kevin Harris, Telojo Onu Yacine Khelladi,, Vidya Kissoon, Stephane Bruno, Valerie Gordon

[‡] Nancy George, Mustafa Toure, Jacqueline Morris and Hallam Hope

The findings of the working group was shared with the general membership by way of a report <http://www.carisnet.org/en/node/27>

A follow-up, 2–day, face-to-face planning meeting was held in September in Santo Domingo with the CARISNET team, two members of the Planning Committee and Beatrice Briggs who had accepted the assignment as facilitator for the Consultations. The meeting resulted in the finalisation of the Agenda for the CIVIC 2 Consultations and identified roles for the various team members during the consultations. Additional changes and fine tuning of the consultation format continued to be made in the period immediately preceding the Event.

2.2 Objectives

The objectives of the event were:

- To identify and elaborate the components of a 2-year strategic plan for CIVIC to address the challenges (advocacy, governance, participation, regional collaboration, knowledge production, capacity, sustainability)
- To launch the new CIVIC web site and facilitate volunteer facilitators' training in the moderation and facilitation of thematic channel/web sub-groups moderation and content management techniques
- To facilitate methodological training in mainstreaming ICT into 3 priority development sectors identified by participants

2.3 Agenda

The CIVIC 2.0 Event was held at the Hotel Costa Caribe, Juan Dolio, Dominican Republic on November 11-14, 2008. It comprised four activities:

- ICT4D Policy Training workshop
- CIVIC Channel Managers' training
- Networking event with Dominican ICT4D stakeholders
- CIVIC Consultations

2.4 Participants

Some 48 persons from 16 countries attended the various events over the 4 days. Comprising the number were 12 consultants, 10 persons from NGOs, 10 Academics, 9 persons from regional organisations, 3 representing donor organisations, 2 from the business sector and 2 government employees. All but 3 were members of CIVIC. See the participants list at <http://www.carisnet.org/en/participants>

2.5 Multilingual support

Interpretation for Spanish/English was provided for both the CIVIC Consultations and the UNIBE Event. The training sessions (ICT4D Policy and Channel Managers) were in English. French interpretation was not provided due to budgetary constraints and to the low number of French-speaking participants. The organisers checked and ascertained

that French speaking registered participants were all able to understand and participate in English. However, documents were translated in the 3 languages.

3 ICT4D Policy Training Workshop, November 11-12

The Workshop was staged in response to request by the CIVIC membership as expressed in a survey undertaken some months before. The ICT4D policy training that has been offered in Jamaica by ICT4D Jamaica, through the Management Institute for National Development (MIND), provided a platform for the workshop, which was led by 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.

Twenty seven (27) participants attended the first day, and nineteen (19) participants on the second day. This was because, as scheduled, some of the participants had to attend the CIVIC Channel Managers training which was held on November 12, the second day of the Policy training.

The first day of the workshop was mainly theoretical in content, and topics covered included:

- ICT and development
- 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

The presentations are located at <http://www.carisnet.org/en/ict4dpolicytraining>

Day 2 was devoted mainly to group work during which three groups had the task of undertaking policy development and policy advocacy in practice each addressing a different policy issue.

The issues dealt with 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

The findings of the groups and the full report on the workshop is found at http://www.carisnet.org/files/ICT4DPolicytrainingreport_0.pdf

The result of the participants' evaluation is appended.

The groups are committed to continuing the discussions beyond the Event so that policy advocacy can be undertaken on the respective positions.

4 Channel Managers Training, November 12

The training session was led by Stéphane Bruno, CARISNET Consortium/AHTIC, and Yacine Khelladi, CARISNET Consortium, Fundacion Taigüey.

The areas covered in the training session were:

- The Channel Web Tools, Presentation of the CIVIC platform
- Automatic translation (how it works, inputs and requirements)
- Facilitation and Moderation tips and techniques
- Developing the Channel Charter, and CIVIC 2 Editorial policies

4.1 The platform

The new CIVIC platform was not complete and so could not be launched as was originally intended. As such the focus was on other areas including:

- Background to the need for platform
- Types of users of the platform
- Feedback on the existing prototype and suggested channel demo page
- Automatic Translation tools
- Description of roles of channel managers

A demonstration of the prototype platform was done, and participants were able to share a number of comments and feedback about the overall look and feel and various details about the layout, the organization and functionalities of the platform.

It was explained that resources placed on the page could be structured according to 3 classifications:

1. A rigid taxonomy system representing the main areas of focus of CIVIC
2. Channels
3. Free tags(tags created freely by users of the platform)

Free tags could be “promoted” to the rigid taxonomy structure and a mechanism for such a “promotion” would be part of the channel managers charter.

An introduction to the automatic translation tools that would be part of the platform was also presented. <http://www.carisnet.org/files/Automatictranslation.ppt>

4.2 Facilitation and moderation

The session focussed on the scope of the Channel Managers work and tips and techniques that would be required to deal with the diversity of members that exists in CIVIC.

As part of an exercise to determined strategies to deal with different personalities in online discussions, participants were asked to identify the personality characteristics of various cartoon characters and propose how best to deal with them. Cartoon characters such as the Seven Dwarfs and Asterix were used as examples. See <http://www.carisnet.org/files/behaviors2.pdf>

Participants also benefitted from moderation tips compiled by Yacine Khelladi during his years as moderator of CIVIC.

4.3 Channel Managers Charter

There was considerable discussion on the Channel Managers' Charter and the process of its development was started. Some of the topics to be addressed within the Charter are:

- Duties and roles of the Channel Manager
- Channel Moderation and Promotion
- Channel facilitation
- Channel management and reporting
- Copyright
- Sharing resources: tags and Taxonomy etc

The work to complete the Charter will be carried out collaboratively on the Channel Managers' discussion list, and inputs will be made by way of the wiki: http://civic2.pbwiki.com/channel-manager-charter-v1#_Toc216358654

A document on specific Channel Management guidelines e.g. how to manage auto translation, how to use tools, facilitation and manage behaviours, etc. is being prepared by Stéphane Bruno, to be completed using the same Channel Managers' discussion list.

5 CIVIC Consultations, November 13-14

The objective of the consultations was to develop a 2-3 year strategic plan that will:

- Increase CIVIC inputs and impact on regional and national public policies through enhanced and effective advocacy and participation
- Increase knowledge production, research and dissemination of information in specific thematic ICT4D areas relevant to the Caribbean region
- Increase capacity in conceptualisation, design, implementation and evaluation of ICT4D projects and programmes among Caribbean stakeholders

- Increase regional collaboration in ICT4D research and projects
- Broaden the unique multi-stakeholder membership and increase participation of non-English speaking Caribbean stakeholders.

The structure of the Agenda was such that it allowed for both plenary sessions as well as group sessions. The Appreciative Inquiry approach was the facilitation methodology employed and the sessions were facilitated by Beatrice Briggs of the International Institute for Facilitation and Change (IIFAC).

5.1 Day 1, November 13

On Day 1 the focus was to:

- Build group identity, a sense of belonging, especially for new members and non members;
- Collect memorable concrete stories that exemplify what CIVIC has done well and build on them to envision “the future CIVIC”, setting the stage for next day’s planning.

Highlights were:

CIVIC Timeline - the activities undertaken within, and by CIVIC since its establishment in 2002 were highlighted on a banner-sized timeline and participants were asked to fill in any activities that were found to be missing.

Report on the new CIVIC Platform- An update of the web platform development was provided. The platform was not yet complete but was expected to be finished in a few weeks.

The Best of CIVIC stories- This session required participants working in groups to interview each other and share story about a time when they were really happy or proud to be a member of CIVIC or a time when CIVIC made a difference in their lives or the life of someone else. The stories can be found at:

[http://www.carisnet.org/files/15_arep_Final_CIVIC_faciliaton_report\[1\].pdf](http://www.carisnet.org/files/15_arep_Final_CIVIC_faciliaton_report[1].pdf)

Visions of the future – Participants were asked to write down what they would hope to see in the future of CIVIC. There were a range of responses including: Will to be truly multilingual; Empowerment of channel managers and their teams; CIVIC as a model for successful collaboration; CIVIC is sustainable; Increased recognition in international and regional fora in ICT/ICT4D; An official voice of Caribbean society; CIVIC to use more tools to show the power of ICT4D in the Caribbean etc. The complete list is found at:

[http://www.carisnet.org/files/19_arep_Final_CIVIC_faciliaton_report\[1\].pdf](http://www.carisnet.org/files/19_arep_Final_CIVIC_faciliaton_report[1].pdf)

What gives life to CIVIC – In eight groups, participants identified those characteristics which made CIVIC unique and which areas CIVIC does well. Some of the commonly identified attributes were: Diversity, Networking, Collaboration, Participation, Participative decision-making, Multi-stakeholder engagement, Mobilizing expertise across borders, Transparency, Cooperation. The complete list is found at:

[http://www.carisnet.org/files/19_arep_Final_CIVIC_faciliaton_report\[1\].pdf](http://www.carisnet.org/files/19_arep_Final_CIVIC_faciliaton_report[1].pdf)

Following an evaluation of the day’s activities, the session adjourned.

5.2 Day 2, November 14

The Objective of Day 2 was to

- produce a draft 2009-2011 CIVIC Work Plan that defines strategic priorities;
- Seek consensus on next steps, including future development of collaborative proposals by CIVIC members to implement the strategy

The main activities throughout the day involved participants working in groups to develop proposals for CIVIC's future work plan. The elements which were fleshed out for each proposal were: Activities, Actors and Roles, Sustainability, Other help needed, Potential benefits and Timeline.

The Proposals worked on by the six groups were:

Proposal Title: Engendering Greater youth Participation in CIVIC

Thematic area: Youth

Summary: To increase youth participation and action in CIVIC

[http://www.carisnet.org/files/22_arep_Final_CIVIC_faciliaton_report\[1\].pdf](http://www.carisnet.org/files/22_arep_Final_CIVIC_faciliaton_report[1].pdf)

Proposal Title: CIVIC Structure and Mechanisms

Thematic area: Governance

Summary: Aligning Governance Structure with new thematic requirements

[http://www.carisnet.org/files/23_arep_Final_CIVIC_faciliaton_report\[1\].pdf](http://www.carisnet.org/files/23_arep_Final_CIVIC_faciliaton_report[1].pdf)

Proposal Title: Regional FOSS Movement from Talk to action

Summary: The regional and national ICT agendas have identified FOSS as important.

[http://www.carisnet.org/files/25_arep_Final_CIVIC_faciliaton_report\[1\].pdf](http://www.carisnet.org/files/25_arep_Final_CIVIC_faciliaton_report[1].pdf)

Proposal Title: Best Practices for National ICT/ICT4D Policy Development

Thematic area/s: National/Regional Collaboration; ICT & ICT4D, Policy/Capacity-Building; CIVIC Multi-Stakeholder (MS) Governance Model Promotion

Summary: CIVIC to support Research, Identification & Sharing of Best Practices (BP) for National Level Multi-Stakeholder (MS) ICT/ICT4D Engagement, Policy-making and Action. [http://www.carisnet.org/files/26_arep_Final_CIVIC_faciliaton_report\[1\].pdf](http://www.carisnet.org/files/26_arep_Final_CIVIC_faciliaton_report[1].pdf)

Proposal Title: Regional Collaboration

Thematic area: Policy

Summary: Influencing regional policy development through regional and international collaboration [http://www.carisnet.org/files/27_arep_Final_CIVIC_faciliaton_report\[1\].pdf](http://www.carisnet.org/files/27_arep_Final_CIVIC_faciliaton_report[1].pdf)

Proposal Title: CIVIC membership and Participation Strategy

Objectives:

- Attract new membership
- Retain old members
- Increase participation of members

<http://www.carisnet.org/files/CIVIC%20%20outreach.pdf>

Following a plenary session during which the group presentations were delivered, commitments were made for follow up.
http://www.carisnet.org/files/34_arep_Final_CIVIC_faciliaton_report%5B1%5D.pdf

The results of participants' evaluation of the Consultations are appended: and also at
http://www.carisnet.org/files/37_arep_Final_CIVIC_faciliaton_report%5B1%5D.pdf

6 UNIBE Event, Universidad de Iberoamericana (UNIBE), November 13

The objective of the event was to present to Dominican stakeholders the various opportunities for their participation in regional dialogue and actions towards the construction of the Caribbean Information Society. The event was held in Santo Domingo and organized by the Dominican Institute of the Telecommunications INDOTEL, that presides the National Information Society Commission (CNSIC), the Latin American University (UNIBE) and CIVIC within the context of the CIVIC 2 Event.

CIVIC Event participants were transported to the Universidad de Iberoamericana, the venue for the event. Approximately 30 Dominicans were also in attendance. Presentations were made by Ken Sylvester on the Regional Caribbean ICT Steering Committee, Angelica Ospina on the work of the IDRC in ICT for Development, Yacine Khelladi on CIVIC and the CARISNET Project and by Nigel Cassimire on Caribbean Internet Governance and Regional ICT Harmonization and the work of the Caribbean Telecommunications Union. Apologies were tendered on behalf of Minister Rafael Vargas, President of the National Information Society Commission (NISC) and INDOTEL president, who was absent due to illness. Amparo Arango Director of the NISC presided over the event in his absence.

The presentations are at <http://www.carisnet.org/en/unibe>

Following the presentations, there was an opportunity for CIVIC members to meet the Dominicans who were in attendance at the cocktail party hosted by UNIBE. This may have been somewhat restricted owing to the language barrier. Nonetheless, it was felt that the overall objective of introducing the Dominicans to CIVIC and other regional initiatives was achieved. Perhaps more significantly, the activity was strategic in that it raised the awareness of CIVIC and its activities in some regional representatives to which CIVIC had previously had limited access. It is felt that without the invitation issued by Minister Vargas to the UNIBE event, these persons would have likely not attended the CIVIC event.

7 Participants' evaluation

Participants' evaluations were undertaken for both the ICT4D Policy training and the CIVIC Consultations. The ICT4D training was highly anticipated and the evaluation reflected that the material provided was found to be valuable by the participants. Perhaps the biggest weakness of the training course was the fact that the material was not ready ahead of time, and that the first day was overloaded with theoretical information. Notwithstanding this, some 90% of participants agreed[§] that the objectives

[§] Corresponds to a rating of 3-5, where 5 is the highest rating ie "strongly agree"

of the training were met. The objectives to **Understand the process and roles in policy development**, **Recognise and understand ICT policy issues** and **Link ICT policies and sectoral policies** garnered approval ratings of 93% whereas the objectives - **Identify main indicators of development**, and **Understand main elements in preparing ICT policy issue document and advocating for recommendations** were achieved according to 86% of participants.

An average of 91% of participants agreed** that the objectives of the Consultations were met. However, whereas 99% agreed that the objective to **Strengthen CIVIC through face to face meeting** was met; 97% agreed that the objective of **Defining strategic priorities** was met and 76% felt that the objective to **Draft a 2009-2011 work plan** was achieved. The general feeling was that the time was too short for the third objective to be fully met.

Other critiques were that there too many activities squeezed into the short time, and more time was needed especially for the strategic planning; the need for some persons to miss the second day of the policy training in order to attend the Channel Managers training; the UNIBE event was too long and there was no information on with the Dominican experience.

Overall appreciation was expressed for the Facilitator methods and management of the process, and also for the Event Planning committee.

8 Lessons learned (for CarlSnet team)

The Event represented the first time that the CARISNET Consortium was undertaking a conference of any kind, and as such the planning and execution of the activities were a significant learning experience.

8.1 Planning

- The establishment of working group early in the process was effective as it allowed the ideas and inputs of a range of people into the development of content and overall planning for the event. Notwithstanding the fact that only half of those who volunteered for the working group participated actively in the discussions, the deliberations were extremely valuable in shaping the content of the training sessions and the tone of the consultations.
- The discussions identified a range of possible subjects for ICT4D training, and culminated with the development and administration of a survey which determined what persons wanted training in. The establishment of a selection committee on which members were willing to serve was also an achievement, although in the end there was as did not have to undertake screening of participants, it was beneficial to have it established so as to ensure the transparent and fair selection should, that have been necessary.
- The face to face September meeting which included the CARISNET team, two members from the Event Planning working group and facilitator Beatrice Briggs, was

** Corresponds to a rating of 3-5, where 5 is the highest rating ie”strongly agree”

critical in finalising issues such as the agenda for each activity, background documentation, technical logistics, accommodation and budget allocation. The presence of Ms Briggs as facilitator was invaluable in helping to document the multitude of ideas, compile a comprehensive “follow up activity list, work through various logistical details, and further the discussion on the agenda for the Consultations.

- While a complete agenda for the Consultations was not final at the end of that meeting, additional discussions between the group, Ms Briggs and Ms Ospina (IDRC) over the following weeks helped us to arrive at a satisfactory format for the Consultations. The synthesising and redrafting skills of Ms Briggs were again invaluable in this process, as other members of the group were by now involved in other tasks such as preparing background documents, sending invitations, compiling participant lists, and making final arrangements with for the travel and accommodation of participants.
- The strategic decision to have the Dominican NISC host the UNIBE Event and send invitations under the name of Minister Raphael Vargas was an excellent one as this was probably the main factor that convinced some high level ICT players in the region to attend the Event. It is felt that their presence provided an opportunity for us to broaden their awareness of CIVIC and the community’s potential to positively impact ICTs in the region.

8.2 Execution

- Of great value to the Consultations, were the services of an experienced facilitator who, although external to CIVIC, had a very good grasp of the CIVIC process owing to previous involvement with the CARISNET team. Her participation in the face to face planning meeting, adept application of the Appreciative Inquiry methodology, and leadership of the sessions served the Consultations well.
- There was a need to better balance responsibilities in the run up to the Event. It became apparent at the Event that Yacine was over extended as he was in charge of logistical arrangements re accommodation, local transportation; hiring interpreters; presenting the CIVIC Timeline during the Consultations and co-presenting at the Channel Managers training; planning the UNIBE event; and planning the “Side event”.
- All documents should be prepared and compiled at least 2 days in advance of any event. This will mitigate against delays caused by power cuts, equipment breakdown, supplies difficulties etc. For this Event, the compilation of the conference background documents into a package was carried out too close to the start of the first activity. As such, the Participants’ packages were incomplete on the first day of the Event. In addition, the training material for the ICT4D Policy training was only made available for reproduction on the first morning of the training session. Participants therefore did not have the benefit of the material for much of the first training day.

- A register of participants should be prepared for all activities, so that follow up contact can be made with them. Unfortunately for the UNIBE event, no register was taken and this limits our ability to contact the Dominicans who were present.

9 Conclusion

The Event generally went smoothly, and the consensus was that the logistical arrangements were well executed, the training sessions were valuable and the Consultations achieved its objectives to a significant extent. Specifically the Event:

- Facilitated discussions and networking among CIVIC members. Although just over 10% of members were present at the Event, the Event represented the first occasion that face to face interaction within CIVIC has taken place since its establishment following the Barbados Roundtable in 2002.
- Resulted in the articulation of 7 draft proposals and work plans that can form the basis of a 2-3 year strategic plan for CIVIC.
- Provided a long awaited capacity building opportunity for CIVIC members. It has been recognised for some time that where were capacity issues within the membership of CIVIC, and being able to address capacity building in an area which is of significant interest to CIVIC members is an achievement. It is also noteworthy that according to surveys results, members feel that Policy advocacy in ICT4D is an important role for CIVIC.

Although the feeling has been expressed that the link between the Policy training and the Consultations was not adequate, it is apparent from the draft work plans developed that participants carried over some of their policy discussions from the training session into their strategic planning deliberations. For example, two groups which developed proposals Best Practices for National ICT/ICT4D Policy Development, and Regional Collaboration, respectively had policy development and advocacy as a central theme of their work plans.

- Started the process of preparation of the channel managers to undertake their tasks. These persons will, in the future, be largely responsible for the quality of discussions on various topics, and the actions arising from those discussions. As such, establishing a framework within which they will operate is critical. While the training was not as effective as it would have been had the platform been more complete, it was valuable in that it introduced some of the tools that they will have at their disposal, and provided insights on tips and techniques that could be used for managing their discussions.
The training also facilitated significant work on the Channel Managers Charter.
- Resulted in members being re- energised and willing to participate more. This is evident from as can be seen from the increase in the rate of emails exchanged since the Event.

10. Follow up

The activities below are to be undertaken as a follow up to the Event

ACTIVITY	DEADLINE
CIVIC 2 Event Report completed	End November
Channel Managers- Charter draft completed	Dec 2008
CIVIC web platform completed	End December
CM Charter completed and approved by CIVIC	March 2009
Strategic Plan finalised	February 2009
Moderation	ongoing

Annex 1: Participant List

LAST NAME	FIRST NAME	INSTITUTION
Abdesselam	Rafik	Web Consultant for Fundacion Taiguey
Arango	Amparo	Instituto Dominicano de las Telecomunicaciones (INDOTEL) y Comision Nacional para la Sociedad de la Informac ion
Arbouet	Blaise	Compassion
Attié	Patrick	ESIH
August	Freya	Ministry of the Public Service Governance Improvement and Electons and Boundaries
Briggs	Beatrice	International Institute for Facilitation and Change
Britton	Jennifer	Caribbean Community (CARICOM) Secretariat
Bruno	Michel Stéphane	AHTIC
Caicedo	Silvia	IDRC
Cassimire	Nigel	Caribbean Telecommunications Union (CTU)
Chatelier	Armelle	Development Consultants Network
Corbin	Nadia	CARICOM Regional Organisation for Standards and Quality (CROSQ)
Daniel	Rudolph	Private Sector
Garro-Strauss	Dominique	IDRC
Gaspard Taylor	Gia Virginia	International Education and Resource Network Trinidad and Tobago (iEARNTnT)
Gordon	Valerie	Jamaica Sustainable Development Network
Harris	Kevin	Quality Information Systems Engineering
Henry	Max Larson	Faculte des Sciences
Henry	Nigel	Jamaica Computer Society
Hinds	Lance	DevNet

LAST NAME	FIRST NAME	INSTITUTION
Hope	Hallam	CARITEL
Khelladi	Yacine	Fundación Taigüey
Kissoon	Vidyaratha	DevNet
Lawrence	Zelris	JSDN
Macklingam	Ryan	Caribbean Export Development Agency
Madera Soriano	Luz Inmaculada	SOCINFO
Majo	Ernesto	LACNIC
Mancey	Andrew Dennis	DevNet
Miranda Levy	Carlos Miguel	SocInfo.com
Morris	Jacqueline	University of Trinidad and Tobago
Musseden	Amicia	Ministry of Sustainable Development
Darwin	Muñoz	UNIBE
Ogando	Paulino	Fundación Taigüey
Onu	Telojo	CAFAN
Osepa	Shernon	ICANN
Ospina	Angelica	IDRC
Pinzon	Javier	
Raveles	Reina	Chawila Consulting
Richards	Malisa	Kuru Kuru Co-operative College
Rowan-Campbell	Dorienne A	Networked Intelligence for Development/Jamaica Organic Agriculture Movement (JOAM)
Samuels	Ayanna	Self-employed
Samuels	Carlton	The University of the West Indies

LAST NAME	FIRST NAME	INSTITUTION
Siegel	Adam	Trust for the Americas/OAS
Singh	Lenandlar	University of Guyana
Sylvester	Ken	CKLN
Terry	Elizabeth	ICT4D Jamaica/HEART Trust NTA
Toure'	K. Mustafa	K. M. Toure' Associates
Wallace	Elaine	University of Technology, Jamaica
Williams	Deirdre	Sir Arthur Lewis Community College

Annex 2: Participants' evaluation - Consultations

1. Event objectives

To what extent have the Consultation objectives been fulfilled:

For each objective circle the number that most closely represents your view about the extent to which the event objectives have been achieved					
	Strongly Disagree	Disagree	Agree	Strongly Agree	
	5	4	3	2	1
Objective 1: Strengthen CIVIC community through face-to-face meeting	62	32	5	0	0
Objective 2: Define strategic priorities	16	57	24	0	0
Objective 3: Draft 2009-2011 work plan				0	0

Any additional comments related to the objectives?

2. Logistics

For each objective circle the number that most closely represents your view about the quality of the logistical aspects of the event.					
	Excellent				Poor
Pre-event communication	5	4	3	2	1
Venue (Hotel Costa Caribe)	5	4	3	2	1
Food	5	4	3	2	1

Any additional comments related to the logistics?

3. Event program

Please give your appreciation of each session.					
Day 1	Excellent				Poor
CIVIC timeline	5	4	3	2	1
New website launch	5	4	3	2	1
Best of CIVIC stories	5	4	3	2	1
Visioning exercise	5	4	3	2	1
Reception in Santo Domingo	5	4	3	2	1

Any additional comments related to Day 1?

Day 2	Excellent				Poor
Overall process for developing strategic priorities	5	4	3	2	1
Final plenary	5	4	3	2	1

Any additional comments related to Day 2?

What was most valuable or effective about this event for you?

What aspects of the event would you change?

4. Facilitator: Beatrice Briggs

Mark the statement that most closely represents your view about the facilitator's performance?			
Was responsive to needs of the group	Strongly Agree	Somewhat Agree	Strongly Disagree
Managed time well	Strongly Agree	Somewhat Agree	Strongly Disagree
Created a space with trust and safety	Strongly Agree	Somewhat Agree	Strongly Disagree
Maintained group focus	Strongly Agree	Somewhat Agree	Strongly Disagree
Animated and balanced participation	Strongly Agree	Somewhat Agree	Strongly Disagree
Effectively managed decision-making process	Strongly Agree	Somewhat Agree	Strongly Disagree

Do you have any other feedback for Beatrice?

5. Overall remarks and assessment

Overall how do you rate this event?

Very Good				Poor
5	4	3	2	1

Do you have any other suggestions or remarks you would like to share with the event planning committee?