ANSA-Africa and Idasa's Economic Governance Programme
ICTs for Governance Public Dialogue Report
9th-10th October, 2009
Holiday Inn, Sandton,
Johannesburg, South Africa

ANSA-Africa and Idasa's Economic Governance Programme
ICT's for Governance Public Dialogue

Introduction

The Affiliated Network for Social Accountability in Africa (ANSA-Africa), hosted by Idasa's Economic Governance Programme held on 9-10th October, 2009 a public dialogue on Information and Communication Technologies (ICTs) for Governance in Africa. The objective of the dialogue was to bring together a variety of stakeholders working to advance good governance and development through utilizing ICTs as a means to an end.

The participants included media professionals, ICT experts, and governance experts from civil society. Government officials were invited but did not attend. The primary objective of the dialogue was:

1. To bring together a range of stakeholders to share lessons and experiences on using ICTs for the advancement of good governance, development and improve government service delivery;
2. To conduct scenario planning on ICTs not to predict the future but to encourage active engagement with the significant changes already underway in the field of ICTs and good governance.

Over the next two days, participants shared their valuable expertise of using ICTs to ensure overall good governance and improve service delivery in their respective contexts and engaged with constructing four scenarios of the possible contributions of ICTs to good governance on the African continent.

Day1: 9th October 2009

Grameenphone: Connecting the Unconnected

The first day opened with a key note address from our South Asian counterparts on their lessons of using ICTs that improves development in Bangladesh. The presentation was made by Mr. Shuvashsih Priya Barau, Head of Corporate Social Responsibility at Grameenphone in Dhaka, Bangladesh.

Grameenphone or Grameen Telecom and its partner Telenor AS have over 98% population coverage and 48% of the mobile market share in the country. The telecommunications industry contributed 8.0% to GDP in 2008. Grameen Telecom, with

assistance from Grameen Bank, operates the Village Phone programme and several other ICT services that cater for the Bangladesh poor.

The Mobile Revolution (1997-2009)	
1997	***2009***
▪ Lack of telecom infrastructure with less than 400,000 people with access to telephones	▪ About 46 million people now have access to affordable telecommunication
▪ Tele-density was less than 0.4%	▪ Tele-density more than 30%
▪ Almost no access for rural people to the telecommunication	▪ Changed lifestyle and business friendly infrastructure
▪ Expensive long distance communication, few business opportunities	▪ Cheap rates; generates direct and indirect employment for more than 675,000 people
▪ Very few internet users (less than 0.1% penetration)	▪ More than 5 million mobile Internet users from urban and rural areas (almost 5% penetration)

The context of the mobile industry changed drastically over the 12 years as noted below. There was key market drivers that ensured the expansion of the industry that includes:

- Low fixed line penetration;
- Change in lifestyle;
- Increase consumer awareness;
- Declining prices of handsets and SIM cards;
- Call charges as low as 1 cent.

Grameenphone is the sister company of Grameen Bank which is well known for a strong focus on social development programmes aimed at assisting the upliftment of the poor. Grameenphone is a profit making company but development is central to the company's vision of investing in the poor to ensure loyalty in order that in the long term when their clients are out of poverty Grameenphone will be their first choice for their ICT needs.

One of the key social development projects of Grameenphone was the Village Phones Project. The Village Phones is based on an owner-operated pay phone system. A member of the Grameen Bank can take a loan to buy a handset and a Grameenphone subscription. The client, who is often female since Grameen Bank receives a better return from female clients as suppose to male clients, is then trained by Grameenphone on how to operate the system. The Village Phone operators then retails the mobile phone service among her fellow villagers which results in her earning an income.
The project has been very successful with over 270,000 Village Phone operators in 50, 000 villages across Bangladesh. The project has been so successful that it has been replicated across the world and won several international awards including the GSMA

Community Award in 2000, the Commonwealth Innovation Award in 2003 and the Petersburg Prize awarded by the Gateway Foundation in 2005.

The Community Information Center (CIC) was established with the premise of providing rural communities access to ICT services that includes Internet, voice communications, video conferencing and other information services. The CIC is established on an accessible premise and is meant to be operated independently as small businesses by local entrepreneurs. The CIC entrepreneurs are trained and provide with continuous technical support from Grameenphone to ensure the entrepreneurs are able to extend their knowledge and service to their communities. The CIC also provide other Grameenphone services like payphones and electronic recharge for pre-paid and post-paid mobile accounts. Currently there are over 560 Community Information Centers across Bangladesh.

The CellBazaar is an innovative project that provides an electronic marketplace to consumers through their mobiles and the Web. The tool facilitates traders' access to market information and helps their business grow while also assisting potential buyers of goods to have a wider range of offers at hand. The users register via a simple procedure via their mobile or computer and are able to post items for sale. Buyers can search through an SMS or browsing the WAP (Wireless Application Protocol) and the WEB (cellbazaar.com) and this gives access to the listed available items with their respective price and the address of purchase. To date the CellBazaar has over a million subscribers that have access the service with on average 600 new postings and 90,000 hits per day. This innovation won two awards, namely the GSMA Global Mobile Award 2008 for "Best Use of Mobile for Social and Economic Development" and the Telecom Asia Awards for "Asian Telecom Innovation of the Year" in 2008.

The Grameenphone has also developed innovations in the Information Boat Project (similar to CIC mentioned above for riverine rural communities), the National Immunization Day through SMS alerts to all Grameenphone subscribers on sites of vaccinations for children and established a 24 hour medical call center with licensed physicians advising clients over the mobile.

By leveraging the high new social fabric as engineered by the not-for-profit Grameen Bank, Grameenphone was able to launch a completely commercial business in mobile telephony.

Community Information Centres are successful not because of the technology they've used, but rather that a local person is always present to help a user find the information. They have managed to develop and incentive that works for the CIC operator by turning her into a small business owner. This model of human-assisted-technology can be seen across the businesses that the Grameen Group is rolling out including but not limited to Grameenphone/Village phone and the Information Boat Project. It's the presence of the person that translated and facilitated the user's interaction and retrieval of information.

Policy-makers tend to play catch-up and are now starting to help develop a policy framework that will support the activities of the Grameen Group.
The success of the Grameenphone has been through its commitment and investment in ordinary citizens who would be excluded from the traditional business sector. The Grameenphone and Grameen Bank's commitment to serving the people in order for them to have the agency to transform their lives.

Multi-stakeholder ICT Advocacy Strategy: The Kictanet Experience

Kictanet is a national non-profit organisational network in Kenya monitoring and advocating for improved effectiveness in the implementation of ICT policy. It comprises of over 50 organisations and networks engaged in ICT initiatives including private sector, CSOs, media, academia, development partners and government.
The network engages with government on ICT policy and regulation, internet governance, capacity building with parliamentarians and media awareness on ICTs in Kenya. The network has developed a wide range of tools to engage with their stakeholders, including moderated and non-moderated mailing list discussions; face-to-face meetings; training workshops and regional discussions and debates with other stakeholders across the continent.

Thus far the network has been able to distribute information on ICT policy development to all stakeholders across the country to ensure they are able to engage with the thematic issues. At times moderated internet discussions were used to engage the views of a variety of their stakeholders. One of the key lessons of the network is that it needs to remain a loose based platform that could tap into individuals coming from a range of institutions that would not otherwise be corporate members.

The primary lesson from this presentation is that there is no lack of institutional readiness to work in the ICT policy creation space. The weakness though is that they are starting from the wrong place. They are so heavily organizationally and institutionally focused that the user and grassroots developments are completely absent from their deliberations. Innovation will not come from policies or from institutional dialogues. Innovations are created by small entrepreneurs, which are then taken up by users who spread these to other users. No amount of policy is going to spark innovation.

African countries tend to lack a coherent national innovation system which governs the entire innovation value chain to the exclusion of technologies from other countries. Those countries that have managed to emerge in the 21st Century as leaders in technology have for decades pursued various flavours of imitation (China and South Korea) or import substitution (Brazil). These types of policies are now harder to pursue in a world governed by the WTO, but even harder to pursue on a continent of corrupt politicians who are not-so-secretly incentived through bribes to buy technologies from foreign countries.

ICT, Transparency and citizen participation in rural governance: SAFEFOD, Senegal

SAFEFOD is an organisation based in Senegal which aims to assist national and local governments along with grass roots communities to face the major challenges of poverty illiteracy and communication. In order to achieve this, the organisation acts through training, dynamic interaction and development support. SAFEFOD provides both Institutional support for decentralized and devolved structures and technical support to grassroots communities through development projects. and . In a country where access to information is poor, especially in rural areas the efforts of this organisation in promoting access to appropriate technologies of information and communications are crucial.

Senegalese society has minimal access to information and access to technology, especially those in the rural areas. The SAFEFOD embarked on a research and development project to test the use of ICT tools as an effective use in enhancing citizen participation and transparency in rural governance within the framework of decentralization in Senegal. In rural communities, citizens do not have access to key local government information like the developmental plans, municipality budgets and expenditure reports.

SAFEFOD piloted the project by first holding a committee meeting that included local government officials, the community members, civil society and religious leaders. The meeting was able to arrange thematic sub-groups to be involved in the various processes of the project from local government planning and budgeting to implementation and auditing.

The sub-groups were then trained on the following topics:

- Techniques of problem diagnosis;
- Tools of local economic planning
- Techniques of prioritization which included a participatory development of a table for ranking priorities;
- The overall management of the consultation committees and the thematic sub-groups;

The training and the materials was conducted in the national languages of Senegal.

The SAFEFOD then set up computer terminals at the local government offices and at local community centres. These two computers were linked to ensure that government officials and the community could communicate with one another. When the budget documents were finalised and approved by the local municipality the local government was involved in storing the information on the computer while on the other end the

community was able to access the budget documents and analyse them for their lobbying and advocacy. During this period, the citizens and civil society were able to comment and give inputs into the budget process which they were not able to do before. By making available the budget documents to citizens before hand ensured that citizens could participate, analyse, and critique the budget process and documentation of their municipality.

Here is a good example of domestically developed technology to meet a local need. The development took into a account the local context and promoted a constant dialogue with users to ultimately arrive at a technology that facilitated citizen participation in the budgetary process. The subtle issue to grasp from this example is that the incentives for the politicians and bureaucrats who were responsible for developing the final budget included that integration of citizen input

Citizen's engagement in enforcing accountability for the improvement of service in Kenya- John Kippchumba and Phillip Thigo-Social Development Network

The Social Development Network's main aim is to promote and facilitate effective strategic alliances among members and interested groups. As a network, SODNET's mandate is anchored on the need to restore the institutional integrity and civic sovereignty of the social sector. INFONET was an inspired in 2007 based on the need to create convergences on actions that are critical to the development of the human person.

Online Budget Tool
Mobile Tools

ICT enhanced collaborative platform for budget tracking, knowledge sharing, especially of the constituency development funds. The tool provides communities (especially rural and urban poor) with the possibility of monitoring of the central government, parliamentarians and local authorities performance on budget expenditure and disbursements and service delivery to their local community.

For government, parliamentarians and local authorities it offers a feedback avenue on their performance from the citizenry. Citizens can actually give feedback via sms to their local authorities.

Budget tracking tool is useful because:

- Enables citizens to search different projects funds
- Constituency demographic information e.g. popl, schools, hospitals etc.
- Funds type and allocations summaries

- Report a problem to their ward councilor, constituency MP and about the overall project implementation
- Groups can report on anomalies or incidences of corruption and upload photos, text, videos etc

Benefit Mapping:
Currently, the project looks at monitoring the Constituency Development Fund (CDF), Local Authority Transfer Fund (LATF), Youth Enterprise & Development Fund and Economic Stimulus Package (ESP).

- Citizens can use it for: Contribution on projects, anonymous reporting on corruption, gain information on process towards budget making
- Civil society can use it for: Report on corruption, solidarity, networking and institutional strengthening
- Leaders/Fund Councilors can use it for: Possibility of feedback, dialogue with citizens and lobby groups.
- Researchers can use it for: Analysis on devolution of funds, knowledge and memory on best practices from projects.
- Development partners/investors can use it for: Pertinent information on viable projects;

FrontlineSms:

FrontlineSMS is a laptop or PC-based software application used for sending and receiving group SMS messages. It does not require an internet connection and works with any GSM network. FrontlineSMS requires a computer and a mobile phone or GSM modem. The software is free. Costs incurred are Mobile carrier SMS Cost.
Installing FrontlineSMS is very quick - on Windows machines the process is fully automated and should complete in approximately two minutes.
FrontlineSMS allows NGOs to run awareness raising campaigns, competitions or carry out text-based surveys, or to simply keep in touch with fieldworkers and supporters.

Observations based on experience:

- Ideological choices: Modernize or Westernize? Leverage on existing practices / technology and up-scaling or create from scratch;

- Further political choice Vs political will. If its not illegal, it should be done!

- Emphasis on the common person: encourage empowerment of citizen's to act on their own & improve the universal quality of the human condition.

- Address emerging contradictions on ICTs and its impact on livelihoods

- Ownership, access and control of technology and information e.g. Agricultural knowledge (seeds, seed-banking, farm methods);

- One must consider the following: Affordability, relevance, usability, availability leading to sustainability. All are important in the choice of using ICTs in development. If its not relevant and affordable users will not engage it.

Mobile Communications in Zambia.

Flolics Kasumbalesa – Computer Society of Zambia

In Zambia, the telecommunications market liberalised in the mid 1990s. The Government-owned monopoly of Postal and Telecommunication Corporation (PTC) was divided into ZamTel and ZamPost. There has been an increase in telecommunication competition noted after liberalisation

The increase in competition in ICT sector influenced a need for regulation and thus the Telecommunications Act No.23 of 1994 was reviewed and established the Communications Authority of Zambia (CAZ) as the regulator for telecommunications

Currently the mobile networks include Cell Z, MTN Zambia and Zain Zambia with Zamtel as the fixed line service provider.

The Internet market players include: AfriConnect, BringCom, CopperNet Solutions Limited, Epochal Digital Technology, Microlink Technologies, MTN Zambia, Post Link Limited, Quick Edge, Realtime Zambia Limited, UUNet Zambia, Zain Zambia, ZamNet Communication Systems and ZamTel Online.

Subscribers Involved include

- Projected Mid-Year Population (2008): **12,525,791**

- Mobile subscribers (2008): **3,207,679**

- Fixed line subscribers (2008): **90,600**

- Internet subscribers (dial-up and other accounts) (2008): **18,078**

Policy Environment on ICTs

- Is to provide advice to government on the policy environment of ICTs. The Constitution of Zambia guarantees freedom of expression but has no say on ICT's

- Telecommunications Act provides for nine Regulatory Board members with ***nominee from consumer association***

- The Information and Communications Technologies (ICT) Bill 2009 has addressed ***consumer affairs***

- Telecommunications (Consumer Protection) Regulations by CAZ provide ***consumer protection guidelines***

Where we are?

- Zamtel is Zambia's national telecommunications services provider. It provides a wide range of telecommunications services, including: local, national, long distance and international fixed telephone services; radio telephone, mobile telephone, telex and leased lines services.
- Cell Z Zamtel's subsidiary Mobile telephone provider and MTN Zambia combined number of subscribers is estimated to be at 600,000 subscribers, as at 20-11-08.
- Zain Zambia Plc has a dominant 84 percent market share in Zambia and boasts over 2,000,000 subscribers
- There are massive advertisements by MTN and Zain in particular. There is an increasing trend of competitions by sending SMS messages to all there operators and many customers are sending the SMS with hope of winning prizes

Zambia is currently waiting for a 4th operator.

Among other issues is some mobile operators exploit consumers these are some of the mistakes government should be looking into~

- Mobile Operators have been able to partner with handset manufacturers to make available very low-cost handsets to get masses connected.
- There are a number of services offered by stakeholders like Farmers union who are using the mobile phones to provide Maize market price to farmers so as to assist them determine the actual selling price.
- Africonnect has been providing information using SMS and their internet link to subscribers.
- Celpay provides facilities for payment of goods and services using a handset whilst one bank is offering Mobile banking.

Organisations and related bodies interested in Consumer Issues of ICTs include:

- Communications Authority of Zambia (CAZ)
- Energy Regulation Board (ERZ)
- National Water and Sanitation Council (NWASCO)
- Computer Society of Zambia (CSZ)

- e-Brain forum
- Zambia Competition Commission (ZCC)
- Zambia Bureau Agency (ZBA)
- Zambia Weights and Measure Agency (ZMWA)

The role of the media

- Media has highlighted issues among others, on network outages, International Gateway, VoIP,
- Media sometimes has limitation in articulating some highly technical ICT issues
- Training for media personnel on ICT related topics is inevitable to enable them to confidently write on ICT matters and consumer protection
- ICT experts must contribute articles to daily papers for publication

Policy and legislative input

- Policy formulation has been consultative and mobile operators has input e.g (adoption of National ICT Policy 2007)
- Mobile operators are consulted through public debates and workshops during and after the draft policy.
- Written submissions and oral contributions
- Representatives from, amongst others, agriculture sector, education sector, youth and bodies involved in gender related issues

Scenario Planning Exercise

The ultimate goal of the scenario planning process will be to shape the primary activities of the ANSA Africa ICT working group which will continue the effort of working towards the desired futures as outlined in the workshops. It will be the task of this core working group to develop the strategy of ANSA's goal of using ICTs for good governance.

Scenario planning activities are undertaken not to predict the future, but rather to encourage active engagement with the significant changes already underway. The scenario creating process will follow three distinct phases.

1. The starting point was the identification of the core research question. The suggested research question for this exercise was: How can ICTs inhibit or enhance good governance in Africa?

2. The participants' first task was to identify key variables that will affect the future on the continent. The intention was to create a forum in which participants can

discuss the digital communications futures of Africa. An important part of the process was for the participants to realize that they have a role to play in creating their desired future, but also consider that in order to achieve great shifts in society, they will need to collaborate with other powerful actors on the continent. Some of the variables identified include:

- Limitations on civil society freedoms
- Energy shortages
- Lack of quality education
- Climate change
- Redefinition of citizenship
- Effects of information availability
- Food insecurity
- Deepening democratization
- Economic growth
- Regional economic integration

3. Secondly, the participants was asked to group these variables into two categories: certain and uncertain.

4. Thirdly, the uncertain variables were then ranked while thinking about their influence on the core research question.

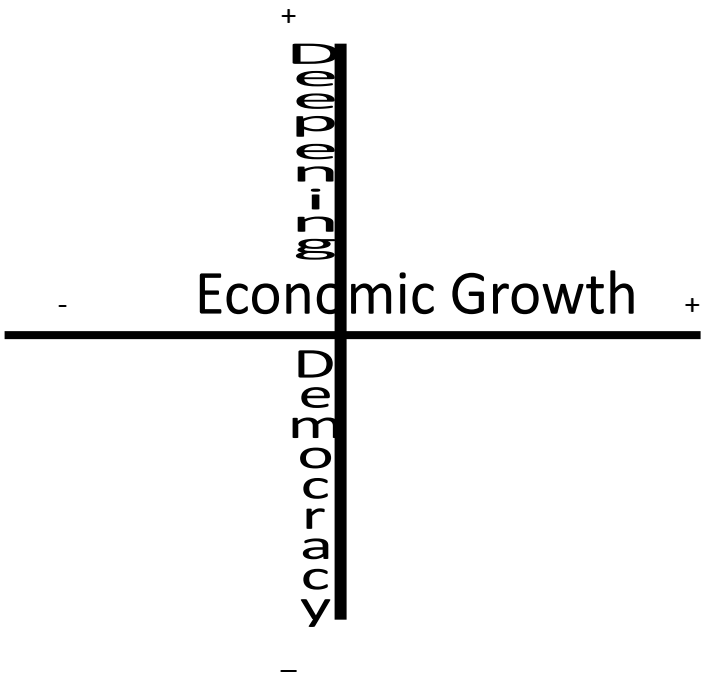
5. All submissions was grouped and analysed. From this point it became possible to identify the storylines and themes for each of the possible future scenarios by weaving through those variables which were identified as having very low uncertainty. The participants were able to examine the threads of Economic Growth and Democracy as seen below according the top two columns which asked them if there is increase democracy and increase economic growth then what would happen or increase democracy and decrease economic growth what would then happen?

The participants were then divided into four groups and were asked to examine the future considering their ranked variables and what this future will look like and what role will ICTs play in this future of Africa.
Scenario Groups:

1. Increase Democracy + Increase Economic Growth
2. Increase Democracy + Decrease Economic Growth
3. Decrease Democracy + Increase Economic Growth
4. Decrease Democracy + Decrease Economic Growth

Findings

Economic Growth and Democracy ranked as the 2 most important variables.
4 key scenarios identified illustrated by the diagram below.



Scenarios:

1) Increase Democracy + Increase Economic Growth
2) Increase Democracy + Decrease Economic Growth
3) Decrease Democracy + Increase Economic Growth
4) Decrease Democracy + Decrease Economic Growth

Scenario 4: Jehanamu

Decreasing economic growth + lessening democracy

The economy has collapsed. The country depends largely on remittances from citizens living abroad and this has led to widespread use of innovative mobile money transfer applications. There are some bright spots of interesting innovation for survival where people have developed novel coping networks and mechanisms. On the other hand,

tribalism has intensified. Media are used as a tool to deny information. It is very difficult to get a phone line, SIM-card or mobile phone. People have to give fingerprints and iris readings when they eventually receive a phone card. Communication is intercepted and monitored by government so people are reluctant to speak their minds, even in private. Technology is available, but since any technology that can lead to freedoms is banned, it is trafficked by mafias and criminal networks.

Government budgets are limited so it has been unable to maintain computer networks. This means information has become more difficult to access. Official documents are hard to get and people have to bribe officials to get basic documents. Identity theft and fraud is widespread.

The international economy is highly technology-based so this has left our population even further behind and made the skills gap even worse.

Education standards have been dropping for years, and school leavers and even graduates don't have the skills the modern economy needs -- so there is widespread unemployment. This in turn has led to a rise in crime. Unstable government has led to repression. The government uses what technology it has as a means of control -- monitoring people's movements and invading privacy. New technology has made this much easier to do.

The balance of payments is terrible. The demise of the USA and rise of China, Korea and India has led to economic colonisation by these countries. Our mineral wealth has been stripped and royalties have disappeared into the hands of corrupt leaders. War threatens in parts of the country, as militia groups fight as proxies of foreign business interests.

Migration: There has been a massive brain drain. The best and brightest have left. We lack professionals in key areas. Manufacturing industry is declining. All of this has mean the government is the biggest employer so has a lot of power over people. Men have left so there is a skewed gender balance. Women are bearing the burden of running households.

Corruption is rife. Cronyism is at a peak. From citizens' perspective, there is low trust in government. Tax evasion is widespread, further depleting the coffers. Since citizens are not willing to comply with laws, this has lead to countervailing authoritarianism and harsh security measures.

Development of survival tactics and coping mechanisms. The informal sector is huge and there is widespread innovation and adaptation of technology by street entrepreneurs outside of official circles. HIV/Aids has increased again and is rampant. There are other pandemics that have also ravaged the population. Drugs are out of stock in clinics and hospitals.

For people still in the country, kinship and friendship networks have strengthened, with people clubbing together to pool resources and help one another.

There are some key civil society organisations that have begun to use underground technologies and open source solutions to bypass government firewalls and information blockages.

Scenario 3: The rise of the Phoenix

Decrease Democracy + Increase Economic Growth

The use of ICTs will only benefit the elites or middle class and will not enhance governance. The economy will have sustained economic growth but the gains from the economy will be felt mostly by the elites and not make major differences in lives of the poor. This will result in citizens having a lack of trust in their government and state institutions. The economic growth will result in technological innovation in ICTs in many sectors but again this will not result in any benefits for the poor in terms of ICTs contributing to improved service delivery. ICTs will be used to share information but there will be limitations on information freedoms. The government will provide basic services and thus be responsive to citizens' needs but will not be accountable to citizens. Basic services will be there but not of a good quality. Most government services like energy provision will be outsourced but some basic services will still be delivered by government.

Civil society and citizens will be fragmented and find it hard to mobilise to hold government accountable due to the lack of social capital. Private sector will have a stronger voice as opposed to citizens and civil society due to their dominance and influence in the economy. The government will have taken a deliberate choice to prioritise economic growth over deepening democracy. The government will also give priority to the formal economy and not the informal economy. The informal economy will continue to be marginalised by government which constitutes the majority of the poor, especially women and youth. Government will try to include the informal economy into the formal economy but this will be a slow and difficult process as this sector is fragmented with various stakeholders and interests.

The citizens and civil society will take some action on government's lack of accountability but due to these actors' fragmentation this will not have major gains. There will be a point where citizens and civil society will not continue to accept government's unaccountability and will protest against government and state institutions. During this phase, the use of ICTs will be used in mobilising citizens and sharing information and experiences on protests movements, service delivery deficits, and how to hold officials accountable.

Scenario 2: The One-Click Dolphin

Deepening Democratisation + High Economic Growth

Africa has become a knowledge-based society with active citizens (from activists to lobbyists) who consider themselves to be citizens 'of the world'. Development partners from government, civil society and the private sector will have distinct but equally strong roles. There will be high levels of trust between all development partners. This results in greater controls on mismanagement of resources emanating from all development partners. Secondly, there is greater transparency in all political and economic activity producing greater political stability. Individual citizens will all play an active role and hence there is no need for 'organised' civil society. Individuals will be responsible citizens who pay their taxes and empathise with the most vulnerable members of society and countries;

Economic growth will be sustainable whilst coping with climate change and food insecurity and wealth is shared creating a more equal society. African countries will develop economic partnerships with all countries of the world so as to make global growth sustainable and equal.

Societies will be based on freedom of choice. Poverty and inequality will be eradicated. Wars will cease to exist. Societies will enjoy high levels of quality of life, and long life expectancy. The population will be well educated and informed. People will be able to control ICTs by using their everyday language.

ICTs will play a facilitating role while individuals will have the freedom to choose the medium they feel most comfortable with and decide how and for what purpose they will use the technology. ICTs will be used by the population as part of the necessary feedback mechanisms between all development actors in order to maintain the system and regularly review how the aims of this system are achieved.

The Future and way forward:

Key question: How doe we reach the Utopian scenario?

Suggestions:

- Involve all stakeholders in the planning and implementing process.
- Initiate public-private partnerships to influence policy. Also work with communities

- Creating a groundswell of use by seeding technologies with user groups with emphasis on a 'bottom up approach'. Starting with citizens upwards.
- Giving people what they want and want to use
- Any strategy would need to take the specific context within the scenario into consideration before affording a solution.
- Must develop business models behind the technologies and work our incentives for users and facilitators
- The goal should be that good governance should be aligned to effective and ethical use of resources.
- Once the technologies are in use, they are very difficult for regulators and authorities to shut down such as M-Pesa in Kenya
- People need to realize that the have a say in the running of the country – Inform and educate.
- What technologies are already in use that can be supported and developed for further uptake?
- At the end of the day people get the government they choose.
- Make government aware of the benefits of informing citizens. eg. Taxes.
- Consider the climate within government and then act in accordance with the situation.
- Empower officials and citizens on ICTs

Annexure "A": ICTs for Governance Public Dialogue Programme

	9th October, 2009	
Time	**Topic**	**Facilitator**
09:00-09:15	**Welcome Address** *Russell Wildeman-ANSA-Africa Director/EGP Programme Manager*	
09:15-09:45	**Key Note Speaker** Mr. Shuvashish Priya Barua, Head of Corporate Social Responsibility, Grameenphone, Bangladesh	Russell Wildeman
09:45-10:05	Discussion	
10:05-10:25	Multi-stakeholder ICT Advocacy Strategy: the Kictanet Experience *Muriuki Mureithi-Kictanet, Kenya*	Russell Wildeman
10:25-10:45	ICT, transparency and citizen participation in rural governance *Prof. Yéro Sylla, SAFEFOD, Senegal*	Russell Wildeman
10:45-11:05	Discussion	
11:05:11:30	*Tea Break*	
11:30-13:00	Group Work: Identifying, listing and ranking key variables	Graunt Kruger
13:00-14:00	*Lunch*	
14:00-14:20	Citizen's engagement in enforcing accountability for the improvement of service delivery *John Kippchumba & Philip Thigo, Social Development Network, Kenya*	Carmen Alpin
14:20-14:35	Discussion	
14:35-16:00	Group Work: Grouping variables into categories and rankings	Graunt Kruger
16:00	Close for the Day	
	10th October, 2009	
08:30	*Arrival and Refreshments*	
09:00-09:10	*Recap of Day One*	Mario Claasen
09:10-09:25	Empowering Mobile Subscribers towards value-added services in the ICT Sector *Flolics Kasumbalesa, Computer Society of Zambia, Zambia*	Mario Claasen and Hakima Haithar
09:25-09:45	Discussion	
09:45-10:30	Group Presentation on the 4 Scenarios	
10:30-11:00	Discussion	
11:00-11:30	*Tea Break*	
11:30-12:30	Potential Future Avenues on ICTs for Governance in Africa	Mario Claasen and Hakima Haithar
12:30	Close of the Public Dialogue	
12:30	*Lunch*	

Digital Vision 2020: Methodology & Research Questions

Scenario planning activities are undertaken not to predict the future, but rather to encourage active engagement with the significant changes already underway. The scenario creating process will follow three distinct phases.

6. The starting point is the identification of the core research question. The suggested research question for this exercise is: How can ICTs inhibit or enhance good governance in Africa?

7. Experts across Africa from various segments of society will be invited to attend a session in Johannesburg. Their first task will be to identify key variables that will affect the future. The intention is to create a forum in which prominent leaders and thinkers can discuss the digital communications futures of Africa. An important part of the process is for the participants to realize that they have a role to play in creating their desired future, but also consider that in order to achieve great shifts in society, they will need to collaborate with other powerful actors on the continent.

8. Secondly, they will be asked to group these variables into two categories: certain and uncertain.

9. Thirdly, the uncertain variables are then ranked while thinking about their influence on the core research question.

10. All submissions will be grouped and analysed. From here it becomes possible to identify the storylines and themes for each of the possible future scenarios by weaving through those variables which were identified as having very low uncertainty.

11. The first draft of four scenarios will be created based on these identified variables.

The ultimate goal of the scenario planning process will be to shape the primary activities of the ANSA Africa ICT working group which will continue the effort of working towards the desired futures as outlined in the workshops. It will be the task of this core working group to develop the strategy of ANSA's goal of using ICTs for good governance.

Annexure "B": List of Participants of the ICTs for Governance Public Dialogue

Gaborone-Botswana	
	Contact Person
1	Bob Libert Muchabaiwa
2	Ndesanjo Macha
Dakar Senegal	
	Contact Person
3	Prof. Yero Sylla
Lesotho-Jhb-Capetown	
	Contact Person
4	Mandlenkosi Mbongeni Hadebe
Cape Town-South Africa	
	Contact Person
5	Bradley Daniels
7	Brett Davidson
9	Sharivan Moodley
10	Lucky Gabonewe Ronald Menoe
12	Munyaradzi Makoni
13	Linda Cilliers
Lusaka-Zambia	
	Contact Person
15	Flolics Kasumbalesa
16	Mwambula Mayaka
Dar-es Salam-Tanzania	
	Contact Person
17	Rose Haji Mwalimu
Nairobi-Kenya	
	Contact Person
18	Muruiki Mureithi
19	Daudi Were
20	Rebecca Wanjiku
21	John Kipchumba
22	Philip Thigo
Pretoria-South Africa	
	Contact Person
26	Hakima Haithar
27	Akeel Hajat

28	Natasha Francis
29	Mario Claasen
30	Carmen Alpin
31	Russell Wildeman
Johannesburg-South Africa	
	Contact Person
32	Thabo Malebadi
34	Graunt Kruger