



## ITU Asia-Pacific Centre of Excellence For Rural ICT Development

30 March to April 1, 2010  
Penang, Malaysia

### *Training workshop On Improving Rural Development Through Telecentres: Key Success Factors*

#### Draft Agenda

*Description:*

Telecentres have always been envisaged as an important means to improve ICT access in rural areas. There have been a number of successful pilot projects that have significantly improved the ICT accessibility to underserved or unserved individuals and communities. Countries have leveraged on innovative means to embark on national initiatives. However, the sustainability of these centres, structuring of partnerships and key success factors have been a matter of serious debate and discussion amongst the stakeholders.

This three-day executive training on “*Improving Rural Development through Telecentres: Key Success Factors*” is focused on imparting knowledge and developing skills in designing a successful Telecentres project. The training workshop would also discuss detailed cases from countries where pilot projects have been scaled up to nationwide initiatives.

The draft agenda is as follows:

30 March (Tuesday)	
8.00 - 9.00	Registration
9.00 - 9.30	<i>Opening Ceremony</i> - UUM - ITU - Malaysia
9:30 - 10:00	<i>Session 1: Theme Presentation</i> Improving Rural Development through Telecentres: International Experiences, lessons and challenges.
10.00 - 10.30	<i>Coffee Break</i>

10:30 - 12:00	<p><b><i>Session 2: Government Policy and Telecentres</i></b></p> <p>Government policies play a major role in establishment, success and development of Telecentres. These policies include those related to rural development, ICT, USO, Broadband and the regulations inter-alia This session aims to discuss those elements that have strong linkage with the success of the initiative.</p>
12.00 - 13:30	<i>Lunch Break</i>
13:30 - 15:00	<p><b><i>Session 3: Telecentres Program Design Framework</i></b></p> <p>This session introduces a framework for designing Telecentres programs and deals with ownership models, information provision and broad design factors.</p>
15.00 - 15:30	<i>Coffee Break</i>
15.30 - 16.30	<p><b><i>Session 4: From pilot to national initiative: Case Study I</i></b></p> <p>This session outlines some of the considerations taken into account when scaling up from pilot implementations to a national programme.</p>
16:30 - 17:00	<b><i>Briefing on case study and group formation</i></b>
20.00 - 22.00	<i>Welcome Dinner</i>

### 31 March (Wednesday)

9:00 - 10:30	<p><b><i>Session 5: Technologies for Rural ICT Telecentres</i></b></p> <p>The choice of technology is an important and critical factor in service delivery. The session details the technological options for the equipment that is required to build Telecentres based on real world experiences.</p>
10.30 - 11.00	<i>Coffee Break</i>
11:00 - 12:30	<p><b><i>Session 6: Structuring Public Private Partnerships for Telecentres Projects</i></b></p> <p>Worldwide, the deployment of Telecentres has leveraged on PPP initiatives involving various stakeholders including Governments, Donors, NGOs, Academia and Entrepreneurs. This session details the various elements with a focus on how PPPs are structured in this context? What are the roles of the various stakeholders? What are the key success factors for PPS?</p>
12.30 - 13:30	<i>Lunch Break</i>

13:30 - 15:00	<b><i>Session 7: From pilot to national initiative: Case Study II</i></b> This session outlines some of the considerations taken into account when scaling up from pilot implementations to a national programme.
15.00 - 15:30	<i>Coffee Break</i>
15.30 - 16.30	<b><i>Session 8: Group work</i></b>

<b>1 April (Thursday)</b>	
9:00 - 10:30	<b><i>Session 9: Operating and maintaining Telecentres</i></b> All Telecentres require staffing, maintenance and marketing. This session discusses these functional aspects drawing on the lessons learnt from various Telecentres projects.
10.30 - 11.00	<i>Coffee Break</i>
11:00 - 12:30	<b><i>Session 10: Sustainability of Telecentres</i></b> One of the key concerns of Telecentres projects is their long terms sustainability. This is closely linked with the issue of formulating business plans and examining financing sources (internal or external) wherever necessary. The aim of this session is to detail these aspects based on best practices.
12.30 - 13:30	<i>Lunch Break</i>
13:30 - 15:00	<b><i>Session 11: Evaluating Telecentres</i></b> The aim of this session is to detail the evaluation framework for Telecentres projects and discuss the way forward.
15.00 - 15:30	<i>Coffee Break</i>
15.30 - 16.30	<b><i>Session 12: Group work presentation</i></b>

#### **Training Workshop Speakers**

- Dr. Roger W. Harris, *Independent Consultant, Roger Harris Associates, Hong Kong China*
- Mr. Basheerhamad Shadrach, *Executive Director Telecentre.org, India*
- Mr. John Tarawe, *e-Barrio Project Manager*
- Ms. Maria Teresa M. Camba, *Director for Field Operations, National Computer Center-Commission on ICT, Philippines*
- Mr. Mukesh Hajela, *CEO Network for Information Computer Technology (NICT), India*
- Speakers from Malaysia [TBD]

For updated agenda and experts, please visit <http://www.itu.int/itu-d/asp>