BUILDING DIGITAL CAPACITIES

Enabling the Drivers of Social Change through ICTs

ANNUAL REPORT 2013

iicd
People - ICT - Development

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"We have benefited a lot here in Kenya, and the project has really assisted me in a way that I cannot do farming now without ICT. The use of computers, especially entering the agricultural websites like Biovision, Infonet, Europlant and Facebook pages like Farming Kenya, has really made me who I am today. Mobile phones use SMS codes asking for prices of the products you want to sell, and we are now getting very good returns, unlike other years in which brokers used to take our products at very low prices and sell them at very high prices. Other ICT tools like video and radio programmes like NAET Ko BOROTET and others on KASS FM International Nairobi Kenya, have really equipped us with skill and knowledge."

Hillary Kiplagat (Farmer at Chepkorio Division, Kenya)

Chairman's Message

International development and the relationships between the Global North and Global South are rapidly changing. The outdated model of northern donor countries sending money to southern benefactor countries has given way to a new model in which social entrepreneurship, innovation and private-public collaboration foster north-south and south-south partnerships to build developing countries' capacities to be the drivers of their own sustainable development. IICD believes that Information and Communication Technology (ICT) – and more importantly the people using it – is a powerful means of plugging into this kind of development.

ICT continues to revolutionize the way people think, live, communicate and work in Africa and Latin America; in the context of ICT for Development (ICT4D), this means increasingly greater opportunities to connect people to information, resources and each other. Mobile and Internet connectivity across developing countries is still rapidly increasing, but a majority of the world remains unconnected or poorly connected. IICD and its partners are working on building bridges to help close this gap.

Current opportunities call for the adoption of new funding models in the international ICT4D landscape. The most entrepreneurial approaches seek to find the best synergy between international and local networks of partners from the public, private and non-profit sectors to invest in, with and for people. In order to meet the growing demand for ICT4D expertise and locally developed ICT-led solutions in the countries where IICD works, we must fully understand and connect with the partners, clients and communities we work with to serve their needs and maximise social and economic outcomes.

Through the sectoralisation of our work, IICD meets its beneficiaries' needs by developing services and solutions that integrate ICT into development interventions in the areas of economic development, health, education and water and climate resilience. Furthermore, in order to be closer to the people we work with and for, IICD has begun a decentralization process. Our Technical Advisers, together with technical supporting partners (such as local ICT businesses, software developers and training institutes) gain access to local expertise, networks and resources to build long-term relationships with communities and local stakeholders. Since Technical Advisers are based in project countries, this also allows IICD to keep up with the growing demand for ICT4Development expertise and be more efficient in delivering assistance. It is our experience in co-designing suitable ICT solutions and inducing change management through our ICT-led social innovation process that has earned us the trust and recognition of the organisations we work with.

With 17 years of experience working in Africa and Latin America, IICD understands the importance of local context and its social and economic dynamics, which has enabled us to go the last mile without failing to cater to the first mile, where it all begins: the needs of our beneficiaries. IICD's knowledge of users' needs in the field plays a crucial role in bringing together all relevant stakeholders and our network of local and international consultants, trainers and monitoring and evaluation experts to advise on ICT-led interventions that can effectively address local issues and bring about social change.

The Board of IICD feels that we are ready for the future, ready to adjust to new challenges, and I want to thank the Managing Director, the staff and especially our staff in the field and our partners, here and abroad, for their loyalty and commitment: we continue to need them in the coming years.

Karel de Beer
Chairman of the Board of Trustees IICD

Director's Message

In 2013, IICD continued to make huge strides towards connecting the unconnected in the Global South. As the leader of the Connect4Change consortium – together with Cordaid, Edukans, ICCO, Akvo and Text to Change as a preferred partner – last year IICD built upon new and existing programmes and projects in Africa and Latin America, reaching poorly connected places where the need for sustainable development is greatest and where ICTs and digital skills can impact most effectively.

Our annual report will take you through the countries we work in and a selection of projects that demonstrate how our ICT-led social innovation process has helped foster behavioural and social change in these communities. The 135,000 small-scale agricultural producers and entrepreneurs, 6 million patients and about 120,000 students that IICD reached in 2013 benefitted not from dumping computers and mobile phones into rural schools and hospitals, but rather from the systematic changes that their communities mobilised around these technologies. These changes produced an estimated increase of 25-50% of total annual turnover (3.4 million euro) of all the farmer organisations participating in our programme and more than 37,000 students with increased learning performance due to ICT-enabled solutions. This job could not have been successfully done without our local ICT4D (private and not-for-profit) partners that we have capacitated for many years. Capacitating local organisations is key for autonomous development and independence.

This extensive ICT4D expertise and IICD's knowledge of local needs led to its being hired for even more consultancies in 2013. In Suriname, the Ministry of Education and Community Development contracted IICD to develop the National Policy and Strategy on ICT in Education. In Zimbabwe, IICD helped develop a performance-based financing system for the improvement of healthcare in rural areas where more than 3.2 million patients will be benefitted.

Our Monitoring and Evaluation assessed the outcomes of our capacity development interventions by measuring the effects of our programmes on partner organisations, intermediary organisations and end users. In 2013, we performed action research and impact studies on telemedicine, maternal and reproductive health projects, and value chain development and the relationship between ICT, youth and agriculture, among others. Results show that ICT-led interventions have an incredible transformative power and that development work cannot be done without ICT.

IICD strives to share these results to increase the effectiveness of its work and that of its partners through knowledge sharing activities. In 2013 IICD shared its insights and those of its practitioners, making use of publications and videos and participating in high-level events like the mHealth Summit, ICT4Ag, mLearning week and eLearning Africa.

In the end whether it is about building capacities of Peruvian rural female entrepreneurs, supporting SMS and radio campaigns in Uganda to combat child and maternal mortality rates, or equipping overburdened and under-resourced Kenyan classrooms with ICT-supported teaching methods, IICD continues to pursue social change through ICTs. By fostering such grassroots entrepreneurialism and innovation, IICD aims to help people take charge of their own development.

Caroline Figuères
Managing Director IICD

KEY RESULTS

IICD SUPPORTED DEVELOPMENT PROGRAMMES IN 14 COUNTRIES

Mali
Burkina Faso
Ghana
Suriname
Congo Brazzaville
Ethiopia
Kenya
Uganda
Tanzania
Malawi
Zambia
Peru
Bolivia
Zimbabwe

THE PEOPLE IICD REACHES

include teachers, students, school managers, civil servants, citizens, NGO staff, policymakers, doctors, nurses, patients, hospital managers, farmers, entrepreneurs, traders, women, youths and indigenous people.

OVER 135,000 SMALL-SCALE PRODUCERS AND ENTREPRENEURS used ICT to access production and market information

6 MILLION PATIENTS benefitted from IICD-supported projects and programmes in the health sector

119,328 STUDENTS AND **4,172 TEACHERS** benefitted from the use of ICT to access and develop effective learning methods and materials

ICT4ECONOMIC DEVELOPMENT

601 PRODUCER ORGANISATIONS were advised on integrating ICT into their daily operations

25-50% INCREASE OF TOTAL ANNUAL TURNOVER of all the farmer organisations participating in the programme

ICT4HEALTH

13,201 HEALTH WORKERS benefitted from IICD-supported projects and programmes in the health sector

747 HEALTH FACILITIES integrated ICT in their daily work through Health Management Information Systems, RBF-MIS and HIS

ICT4EDUCATION

759 SCHOOLS used ICT to access and develop effective learning methods and materials

37,000 STUDENTS increased learning performance due to ICT

ORGANISATION > IICD had **38 EMPLOYEES** (16 nationalities) corresponding to 35.6 full-time equivalents in 2013.

IICD'S TOTAL INCOME > € 9,852,466 IICD spent **93.6%** of its budget on projects, capacity development, knowledge sharing and evaluation. The remaining **6.4%** went to management and administration, fundraising and corporate communications.

KNOWLEDGE SHARING > In each of our focal countries, a national ICT4Development network has been set up with IICD support. These networks promote knowledge sharing, raise awareness, and lobby on behalf of ICT4Development and had a combined membership of more than **3,500 MEMBERS**

C4C > IICD continued to lead the Connect4Change consortium, which consists of ICCO, Cordaid, Edukans and Akvo, with Text to Change as a preferred partner.
99 LOCAL PARTNERS(C4C) **97 PROJECTS**(C4C)

*Results by the end of 2013

ABOUT IICD

The International Institute for Communication and Development (IICD) is a non-profit foundation specialised in the use of Information and Communication Technology (ICT) as a tool and driver for development and change. IICD uses ICT to help build the capacity of people and service providers in developing countries to generate social change in their own communities and take charge of their own development.
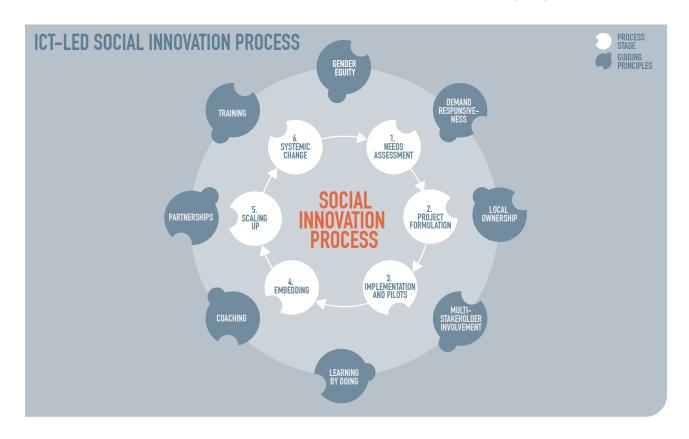
IICD

Just as supplying forks is not the answer to world hunger, simply providing laptops to schools does not improve children's learning and equipping women with mobile phones is not a cure-all for maternal health issues. This is why IICD's ICT-led social innovation process focuses on building local capacities to use ICTs to make sustainable changes.

Farmers earn more from their crops when they have access to current market prices. Patients receive better treatment if health workers can access accurate medical records. Students learn more when teachers are equipped with up-to-date learning materials and pedagogical skills. With reliable information on water and sanitation, community hygienists can promote behavioural change in sanitation practices. IICD works with local partners to foster these kinds of changes in 14 African and Latin American countries to impact the sectors of economic development,

health, education and water and climate resilience. Gender is a cross-cutting theme engaged with by many of our projects in all areas, and youth is similarly targeted broadly by many IICD programmes.

IICD uses its ICT-led social innovation process to ensure the sustainability of its endeavours in projects and consultancies. Working with the non-profit, public and private sectors, IICD builds on local talents and skills and helps build new capacities in its partners, enabling the behavioural changes that are essential for sustainable social change. By involving ministries of health and nursing schools in mHealth projects or by consulting parent-teacher associations and school administrators on using ICT in the classroom, all stakeholders in local issues take part in a bottom-up participatory process that enhances the likelihood of a project's long-term success and the creation of lasting change in communities.

ICT-LED SOCIAL INNOVATION PROCESS

PROCESS STAGE
GUIDING PRINCIPLES

GENDER EQUITY
TRAINING
DEMAND RESPONSIVE-NESS
LOCAL OWNERSHIP
PARTNERSHIPS
MULTI-STAKEHOLDER INVOLVEMENT
COACHING
LEARNING BY DOING

SOCIAL INNOVATION PROCESS

1. NEEDS ASSESSMENT
2. PROJECT FORMULATION
3. IMPLEMENTATION AND PILOTS
4. EMBEDDING
5. SCALING UP
6. SYSTEMIC CHANGE

ICT4ECONOMIC DEVELOPMENT

The growth of the agriculture sector in developing countries is one of the most effective mechanisms for alleviating poverty. However, smallholder farmers remain underprivileged, lacking access to critical information required to improve the productivity and profitability of their agricultural activities.

ICT4Economic Development

In 2013, IICD strengthened the capacity of farmer organisations and via them smallholder farmers to sustainably work with ICTs. This improved the ability of vulnerable small-scale producers to access markets, expertise, credit, inputs and services. Such access enables them to increase their production, sales volumes and consequently their income.

In 2013, in Burkina Faso, IICD and its partners launched SIM-Agri, a platform giving 3,000 farmers access to vital market information via mobile phones and computers. Market price collectors around the country gather information at various farmers' markets and then send information about the prices and products at those markets to the SIM-Agri platform. For the price of a normal text message, the farmers can ascertain the prices of their crops in various markets and learn when and where they can earn the best price for their produce.

In Peru, IICD supported EcoMercadoPeru, a web-based platform, which mobilises both consumers and entrepreneurs to create and meet the demand for agro-ecological organic products. By connecting 2,951 families of ecological producers from six regions of the country to alternative markets and offering information on organic household production, the platform improves awareness of the availability of organic products, makes trade fairer, provides producers with market access and raises their income and thus ultimately quality of life.
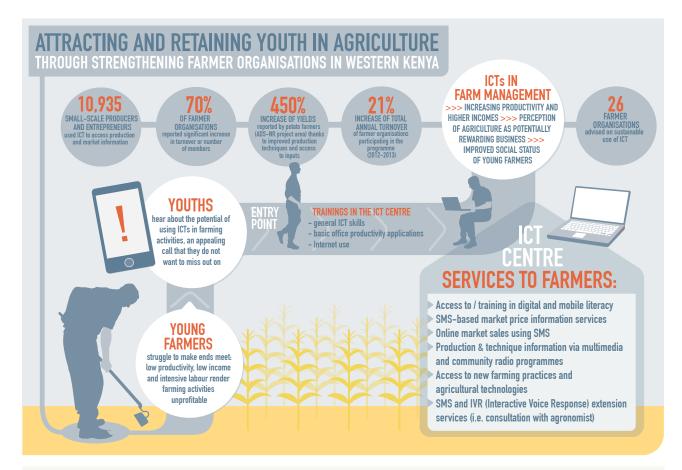
In Mali, IICD and telecom operator Orange Mali successfully piloted the implementation of a market price and agricultural information service. Sènèkèla includes an SMS/USSD information service providing farmers with market price information of locally grown crops, as well as a call centre staffed by agricultural experts who provide information on production techniques for farmers.

In Kenya, five projects successfully expanded implementation of a multi-layered programme integrating access to various types of agricultural information. These projects facilitated farmers' learning of production techniques by using multimedia for participatory recording and screening of agricultural production techniques in the field. An Interactive Voice Response (IVR) system was set up to disseminate knowledge of production techniques, complementing existing agri-business programmes aired via radio. ICTs were used to assist farmers in creating production plans and collecting yields data, as well as for granting access to up-to-date prices through market price information systems. In addition to making agricultural information more accessible for all farmers, the programme specifically investigated into and reported on the strong value of ICTs as an effective mechanism to attract and retain rural youth to agriculture.

Apart from leading the consortium Connect4Change, which represents IICD's biggest ICT4D programme, IICD was involved in implementation of other ICT4Agriculture programmes and activities partnering with private and public international client organisations including CNFA, USAID, World Bank, CTA and Orange.

ATTRACTING AND RETAINING YOUTH IN AGRICULTURE
THROUGH STRENGTHENING FARMER ORGANISATIONS IN WESTERN KENYA

10,935
SMALL-SCALE PRODUCERS AND ENTREPRENEURS used ICT to access production and market information

70%
OF FARMER ORGANISATIONS reported significant increase in turnover or number of members

450%
INCREASE OF YIELDS reported by potato farmers (ADS-NR project area) thanks to improved production techniques and access to inputs

21%
INCREASE OF TOTAL ANNUAL TURNOVER of farmer organisations participating in the programme (2012-2013)

ICTs IN FARM MANAGEMENT >>> INCREASING PRODUCTIVITY AND HIGHER INCOMES >>> PERCEPTION OF AGRICULTURE AS POTENTIALLY REWARDING BUSINESS >>> IMPROVED SOCIAL STATUS OF YOUNG FARMERS

26
FARMER ORGANISATIONS advised on sustainable use of ICT

!

YOUTHS
hear about the potential of using ICTs in farming activities, an appealing call that they do not want to miss out on

ENTRY POINT

TRAININGS IN THE ICT CENTRE
– general ICT skills
– basic office productivity applications
– Internet use

ICT CENTRE

YOUNG FARMERS
struggle to make ends meet: low productivity, low income and intensive labour render farming activities unprofitable

SERVICES TO FARMERS:
> Access to / training in digital and mobile literacy
> SMS-based market price information services
> Online market sales using SMS
> Production & technique information via multimedia and community radio programmes
> Access to new farming practices and agricultural technologies
> SMS and IVR (Interactive Voice Response) extension services (i.e. consultation with agronomist)

IICD's ICT solutions foster inclusion of smallholders at each stage of the agricultural value chain by improving and enhancing the following areas:

• Access to markets and information regarding market price and demand
• Access to extension information, geo-data (weather, soil), and information regarding agricultural inputs (water, seeds)
• Access to finance and financial information
• Management, administration and planning of the farmer organisations

Using ICT to Empower Peruvian Female Entrepreneurs

In the context of the Connect4Change programme, IICD works together with partners ICCO and PROMUC in Peru towards greater financial inclusion of underprivileged female entrepreneurs.

The project uses not only mobile-based applications but also an ICT-enabled programme educating businesswomen on finance and credit. IICD guided PROMUC through the implementation of ICT solutions for credit assessments with seven microfinance institutions. Credit consultations via the Vusion mobile platform allow credit counsellors to work more efficiently by inquiring about and better recording credit history, status of current loans and fee payments of bank members applying for credit. The Vusion platform is developed and supported by Text to Change under the Connect4Change programme.

In order to integrate these ICT solutions in microfinance institutions, IICD's training schemes always follow the methodology of community banking, targeting all credit officers, facilitators and clients. The capacity development programme developed by IICD and PROMUC in 2013 served 21,000 women and aims to reach out to 160,000. The programme aims not only to empower female entrepreneurs in business management but also to improve their household economy and live healthier lives. The project trains them in financial management to minimise the risks of bad spending habits that could lead to bankruptcy. According to Julian Sarria, project manager of PROMUC, the training module 'ICT in my life and work' has changed the way people see and use their mobile phones in these rural areas. "Eighty per cent of our clients only used their mobiles to receive calls", says Julian. "After the training they start using their low-cost devices to send SMSs, set up calendars, agendas, and reminders, and most importantly using these technologies in their work to boost their commercial activities."
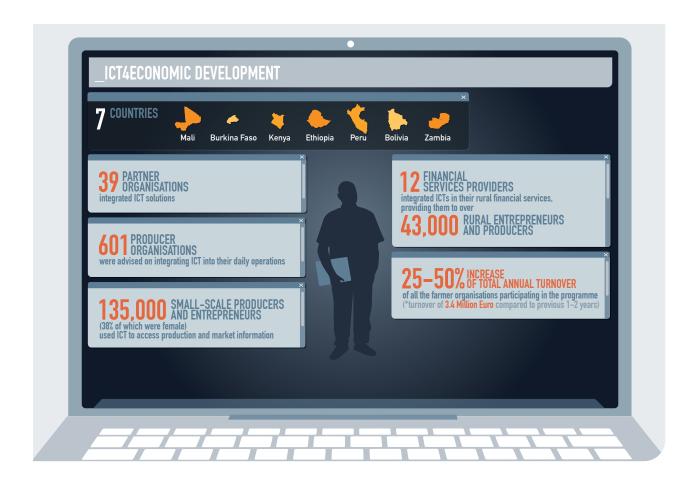
The introduction of ICTs supported by the capacity development programme has also proved effective in increasing the efficiency of the credit officers' work. "In the past a credit officer had to spend about 10 to 20 minutes with a client. Now with the help of ICTs, this only takes five minutes. Also, during the training sessions we used to rely on flip charts and our illiterate clients were not able to understand. With the use of videos this is no longer a problem."

- **41,000** small-scale farmers and entrepreneurs reached with innovative rural finance services

- **21,000** female entrepreneurs served by the integral capacity development programme

- **Up to 400%** achieved increase in efficiency of work of credit officers (measured in time spent per client)

Youth Employment

IICD works with young people in rural areas to equip them with market-relevant skills and increase their employability and entrepreneurship skills. Youth participating in IICD programmes receive practical, job-oriented technology training combined with vocational, business and soft skills. The technology training is closely linked with local market opportunities. To increase employability rates among trained youth, IICD strengthens ICT use in vocational training and experiments with entrepreneurship support activities and youth-led social business ventures and collaborates with local private sectors.

_ICT4ECONOMIC DEVELOPMENT

7 COUNTRIES

Mali · Burkina Faso · Kenya · Ethiopia · Peru · Bolivia · Zambia

39 PARTNER ORGANISATIONS
integrated ICT solutions

601 PRODUCER ORGANISATIONS
were advised on integrating ICT into their daily operations

135,000 SMALL-SCALE PRODUCERS AND ENTREPRENEURS
(38% of which were female)
used ICT to access production and market information

12 FINANCIAL SERVICES PROVIDERS
integrated ICTs in their rural financial services, providing them to over

43,000 RURAL ENTREPRENEURS AND PRODUCERS

25–50% INCREASE OF TOTAL ANNUAL TURNOVER
of all the farmer organisations participating in the programme
(*turnover of 3.4 Million Euro compared to previous 1–2 years)

Knowledge Sharing

In 2013, IICD continued to share insights and lessons generated from its programmes with relevant national and international networks. Above all, IICD was invited by CTA to co-organise the international flagship conference on ICT for Agriculture, 'ICT4Ag', held in Rwanda in November 2013. The ICT4Ag conference brought together key players in the ICT4Agriculture field. Building on 16 years of experience in social innovation and capacity development in ICT4Agriculture, IICD shared its expertise through coordinating the 'Capacity Strengthening and Stakeholder Empowerment' stream.

Additionally, IICD played an active role in expertise sharing at the numerous international ICT4Economic Development fora, such as Changing Lives Through Mobile (United Nations), EMRC AgriBusiness Forum (IFDC), MAgri Seminar (Orange) and Mobiles for Human Development (UNDP, Motorola Solutions), as well as sharing its insights in various online platforms including ICT Update and e-agriculture. org, and hosting Expert Exchange Sessions on ICT4Agriculture (e.g. with Agri-ProFocus).

ICT4Economic Development 2013 Publications

• ICT4D Effects: Youth, ICTs and Agriculture
• Mobile on the Move
• The IICD Approach: From need to sustainability

Partners in ICT4Economic Developmnet — ICCO · akvo.org Bee it happen · TEXT TO CHANGE · care · orange · GSMA · CTA · CNFA · Oxfam Novib · SNV · AGRI PRO FOCUS · FAO · THE WORLD BANK

ICT4HEALTH

Enhancing access to and quality of healthcare is one of the greatest challenges facing developing countries, especially in remote areas where disease burden is highest, health facilities are scarce, and reliable health information and quality services are not consistently available.

ICT4Health

These problems are exacerbated not only by infrastructural issues like lack of equipment and instruments for registering and managing patient and hospital data, but also capacity-related issues like shortages of qualified health staff and the lack or poor quality of continuous medical training and access to new medical knowledge.

Access to higher quality healthcare and health information is a crucial means of empowering people in developing countries to improve their own health and quality of life. IICD's primary goal in ICT4Health is to expand the effectiveness, efficiency and equity of healthcare systems, especially as pertains to women and girls. Working with local partners ranging from hospitals to community-based organisations, IICD integrates ICT tools into health services and community health programmes to improve access to and quality of healthcare and health information.

IICD's preventative healthcare projects primarily support local organisations in improving health in communities. Many of these interventions are mobile phone driven and make use of

targeted SMS campaigns related to Sexual and Reproductive Health and Rights (SRHR) themes and family planning issues. One of the most successful projects is run by Health Child in Uganda (see highlight story below).

In Zimbabwe, IICD together with Cordaid implemented a health system strengthening project using a performance-based financing system to encourage clinics to look critically at how they could improve their own performance. This project is discussed in the Consultancy Highlight later in this report.

Though IICD's support to health monitoring and surveillance projects is not as robust as other areas in health, the activities it has developed so far together with local organisations in Ghana and Mali have proven to be successful. Mobile technology is being used to more efficiently collect and send data. In Ghana, IICD and SEND Foundation collect data among families of farmers in rural areas to evaluate to what extent they benefit from the National Health Insurance System and use this data for lobbying and advocacy activities.

IICD is active in the following areas of intervention in the health sector:

- Preventative healthcare
- Remote diagnosis
- Health system strengthening
- Health monitoring and surveillance
- Continuous professional development

ICT Solutions Improve Maternal and Child Health Before and After Birth

Maternal and child health is a top priority in Uganda. The country's fertility rate of seven children per woman, alongside child and maternal mortality rates at 130 per 1,000 live births and 420 per 100,000 women, respectively, are among the highest in the world.

Many of these deaths can be prevented by improving health promotion, but the outreach services of the health facilities are inadequate, particularly in Eastern Uganda.

Under the Connect4Change programme, IICD together with Health Child Uganda used various ICT tools like SMS campaigns and village radio to educate parents in the Jinja, Wakiso, Apac and Lira districts on the importance and availability of antenatal and postnatal care. The SMS campaigns, supported by Text to Change, target both mothers and fathers with text messages about prenatal and postpartum care and HIV/AIDS, telling women how they can protect themselves and their unborn children against diseases and reminding families of the importance of going to health clinics for

check-ups during pregnancy. Eighty-six Village Health Teams have been trained in the use of ICT to increase their knowledge of health-related issues and for reaching out to pregnant women and young families in Jinja. Nine health centres collaborate directly with Health Child to further strengthen the Health Child activities.
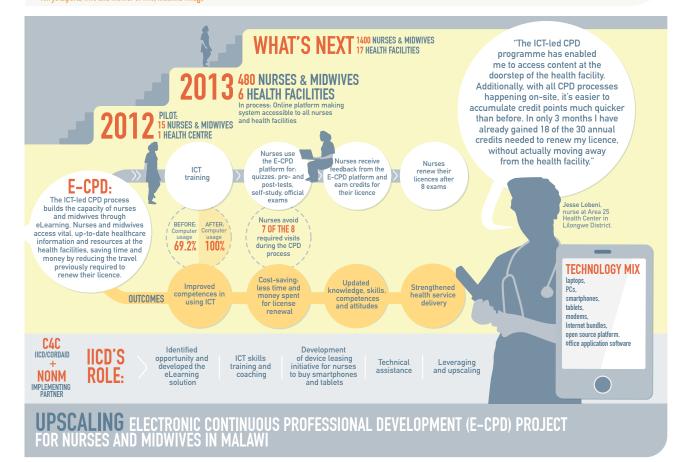
As a result of these initiatives in 2013, 703 of the 777 women (90.5%) that delivered gave birth in a health centre, compared to the national average of 59%, and 62% of the pregnant women made four or more antenatal care visits, compared to the national average of 47.6%. Currently, a pilot is being developed to allow women to save up for vouchers entitling them to materials needed during delivery and for postnatal care.

SMS Campaign

140,000 text messages sent to mothers and mothers-to-be so far

"I used to give birth every year and [...] this was very stressful for me. [...] I was tired all the time because of the household chores and taking care of children who are [roughly all] the same age. However, this all changed after the information I received on family planning through a member of the Village Health Team who enrolled me under the Health Child mothers' cohort. I received information [...] on methods [and] advantages of family planning. I was also receiving text messages on my mobile phone with different aspects of health that included information on antenatal care, care of a newborn baby and after birth I started receiving messages on family planning. I have actually noticed that my last child is much healthier than others were at that age. I think it's because I am not pregnant and therefore giving her attention and more care."

Kiirya Zipora, wife and mother of five, Musima village

WHAT'S NEXT 1400 NURSES & MIDWIVES 17 HEALTH FACILITIES

2013 480 NURSES & MIDWIVES 6 HEALTH FACILITIES
In process: Online platform making system accessible to all nurses and health facilities

2012 PILOT: 15 NURSES & MIDWIVES 1 HEALTH CENTRE

"The ICT-led CPD programme has enabled me to access content at the doorstep of the health facility. Additionally, with all CPD processes happening on-site, it's easier to accumulate credit points much quicker than before. In only 3 months I have already gained 18 of the 30 annual credits needed to renew my licence, without actually moving away from the health facility."

Jesse Lobeni, nurse at Area 25 Health Center in Lilongwe District.

E-CPD:
The ICT-led CPD process builds the capacity of nurses and midwives through eLearning. Nurses and midwives access vital, up-to-date healthcare information and resources at the health facilities, saving time and money by reducing the travel previously required to renew their licence.

ICT training

Nurses use the E-CPD platform for: quizzes, pre- and post-tests, self-study, official exams

Nurses receive feedback from the E-CPD platform and earn credits for their licence

Nurses renew their licences after 8 exams

BEFORE: Computer usage 69.2%

AFTER: Computer usage 100%

Nurses avoid **7 OF THE 8** required visits during the CPD process

TECHNOLOGY MIX
laptops, PCs, smartphones, tablets, modems, Internet bundles, open source platform, office application software

OUTCOMES

Improved competences in using ICT

Cost-saving: less time and money spent for license renewal

Updated knowledge, skills, competences and attitudes

Strengthened health service delivery

C4C IICD/CORDAID + **NONM** IMPLEMENTING PARTNER

IICD'S ROLE:

Identified opportunity and developed the eLearning solution

ICT skills training and coaching

Development of device leasing initiative for nurses to buy smartphones and tablets

Technical assistance

Leveraging and upscaling

UPSCALING ELECTRONIC CONTINUOUS PROFESSIONAL DEVELOPMENT (E-CPD) PROJECT FOR NURSES AND MIDWIVES IN MALAWI

_ICT4HEALTH

8 COUNTRIES

Congo Brazzaville · Ghana · Malawi · Mali · Tanzania · Uganda · Zambia · Zimbabwe

21 PARTNER ORGANISATIONS
strengthened in the use and integration of ICT within the C4C consortium

26 PROJECTS
in health sector (C4C)
4 were supported by funds from other parties such as World Bank, SDC and Norad

13,201 HEALTH WORKERS
benefitted from IICD-supported projects and programmes

6 MILLION PATIENTS
benefitted from IICD-supported projects and programmes

3.2 MILLION
patients benefitting from ICT-based interventions in Zimbabwe PBF

747 HEALTH FACILITIES
integrated ICT in their daily work through Health Management Information Systems, RBF-MIS and HIS

Knowledge Sharing

To share locally relevant experiences and insights in international ICT4D fora, IICD participated in the mHealth Summit 2013, the largest event of its kind, in Washington, D.C., with the presentation 'Making health monitoring easier and more effective'. IICD was also invited for a high-level panel discussion on 'digital health for global development' at the Global Digital Innovation and Investment Initiative, an official event in the 68th UN General Assembly in September 2013. Other events included the presentation of the results of IICD's NONM eLearning project in Malawi at eLearning Africa 2013, MedTel 2013 in Luxembourg and the EuroAfrica Conference 2013 in Ethiopia.

ICT4Health 2013 Publications

• Mobile on the Move

• The IICD Approach: From need to sustainability

Partners in ICT4Health · Cordaid · akvo.org See it happen · TEXT TO CHANGE · mHealth Alliance · Vodafone Netherlands Foundation · Ministry of Foreign Affairs of the Netherlands · THE WORLD BANK

ICT4EDUCATION

While universal primary education is an important goal, giving children the chance to attend school is not enough; children in developing countries suffer from overcrowded classrooms, poorly qualified and overburdened teachers and a lack of appropriate and culturally relevant learning materials.

ICT4Education

Active Learning Methods

Professionalisation of teachers is a strong theme in IICD's ICT4Education programme. In 2013, IICD and local partners improved teacher competences through training in active learning methods in three countries, reaching 119 schools, and 2,205 primary and secondary school teachers participated in ICT training activities. Of these teachers, 2,147 access and develop effective learning methods and materials.

IICD's ICT-led social innovation approach promotes positive attitudes towards ICT in education. Working with local implementing partners and participating schools, IICD helped build the capacity of local organisations to identify, design, implement, maintain and sustain ICT solutions in order to enhance the capacity of teachers and school administrators so they can further professionalise their work and save time and resources that can be better used in improving the teaching experience. IICD's ICT4Education programme helped teachers create stimulating and relevant digital learning content for their students, helped parents become more involved in their children's education, and overall significantly improved the quality and reach of basic education. With these ICT capacity-building initiatives, communities are empowered to reach their goals in education, bringing developing countries nearer to the second Millennium Development Goal of universal access to education.

Through digital school management systems, 263 schools increased the efficiency and effectiveness of their school management in 8 countries. While 172 of these schools improved simple administration tools, 91 rolled out more advanced school management information systems in Ethiopia and Kenya.

Within the Connect4Change programme, IICD and partners trained 40 teachers in 10 schools in the use of XO laptops, interactive whiteboards and other ICTs for intercultural and bilingual education in the region of Cusco, Peru, enhancing the teaching-learning process in Spanish and Quechua. Local partner CESIP, with the active participation of teachers and support from IICD and Edukans, validated the implementation, application and educational use of interactive whiteboards in the classroom. The training enabled teachers to increase their use of locally relevant interactive materials, empowering students in the use of this inexpensive digital tool to improve active learning.

In Bolivia, IICD and local partner CEPAC supported Educando, an online content-sharing resource which includes digital educational material used by teachers, students and community ICT centre operators. After monitoring and identifying areas of need in the classroom and of students individually, local partners and teachers developed digital lessons and made them available in Educando. The website has so far registered more than 203,000 visits.

IICD supported its partners with ICT solutions to involve parents in education and support teachers in Bolivia, Ghana, Kenya, Malawi, Uganda and Zambia. In total nearly 17,000 people were reached with more than 439,000 text messages and more than 50,000 voice messages, and more were reached by traditional media like radio. In Uganda, IICD supported partners with the use of SMS and radio services to sensitise parents and the community to their roles in supporting the education of their children. Parents received messages by SMS and radio and gave feedback by replying via SMS and participating in parent-teacher meetings, where they discussed concerns such as teachers' absenteeism or damaged school facilities.

In 2013, IICD focused on five specific intervention areas in ICT4Education:

- Efficiency and effectiveness of school management
- ICT in the classroom for enhanced quality of teaching and learning methods
- Improved quality of digital and locally relevant teaching materials
- Greater participation of parents in planning and the monitoring of teaching and learning
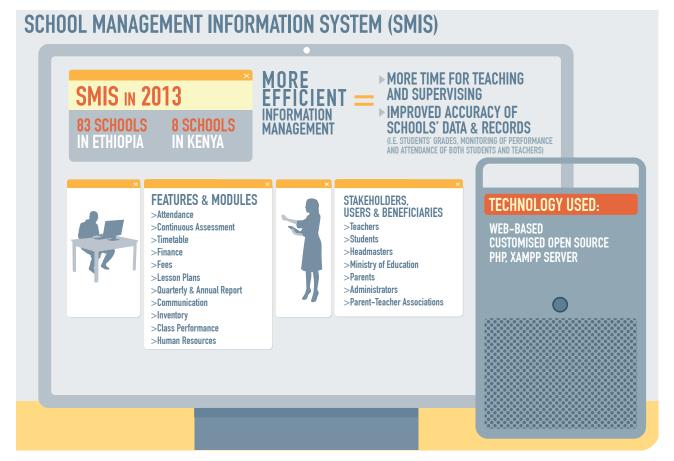- ICT in education policy development

ICT4Education Consultancy

Development of the National Policy and Strategy on ICT in Education in Suriname

In 2013, IICD was contracted by the Ministry of Education and Community Development (MOECD) in Suriname for a consultancy assignment to develop the National Policy and Strategy on ICT in Education. Funded by the Inter-American Development Bank, the team included 'free man management consultancy', Edukans and Projekta. A survey of 50% of the primary schools in Suriname was carried out regarding the current use of ICT in schools, revealing that only 48% of schools had access to computers and that, even at schools with computers, as few as 6% of teachers are sufficiently trained in ICT skills.

During the assignment a set of reports were produced, and the National Policy and Strategy on ICT in Education together with an implementation plan were presented to the Ministry. Education quality improvements are to be focused on enabling students to effectively learn the knowledge, skills and attitudes formulated in the new Surinamese national curriculum framework. The objective of the National Policy and Strategy on ICT in Education is "to use ICT in such a way that all children in Suriname get equal opportunities to develop their own individual talents based on the most effective methodology".

The report, launched in early 2014, was met with positive reception by the government and national media.

SCHOOL MANAGEMENT INFORMATION SYSTEM (SMIS)

SMIS IN 2013

83 SCHOOLS IN ETHIOPIA   **8 SCHOOLS IN KENYA**

MORE EFFICIENT INFORMATION MANAGEMENT **=**

▸ **MORE TIME FOR TEACHING AND SUPERVISING**
▸ **IMPROVED ACCURACY OF SCHOOLS' DATA & RECORDS**
(I.E. STUDENTS' GRADES, MONITORING OF PERFORMANCE AND ATTENDANCE OF BOTH STUDENTS AND TEACHERS)

FEATURES & MODULES
>Attendance
>Continuous Assessment
>Timetable
>Finance
>Fees
>Lesson Plans
>Quarterly & Annual Report
>Communication
>Inventory
>Class Performance
>Human Resources

STAKEHOLDERS, USERS & BENEFICIARIES
>Teachers
>Students
>Headmasters
>Ministry of Education
>Parents
>Administrators
>Parent-Teacher Associations

TECHNOLOGY USED:

WEB-BASED CUSTOMISED OPEN SOURCE PHP, XAMPP SERVER

Vocational Training

Improving vocational training through ICT was implemented in Ethiopia, Ghana, Kenya, Malawi and Zambia. In 43 schools and institutes, the programme helped 1,396 teachers of vocational institutes to increase their capacity to use ICT to access and develop effective learning methods and materials.

Affordable Interactive Whiteboards for Priceless Classroom Learning

In Kenya, IICD is currently collaborating with three local partners to implement affordable interactive whiteboards in school classrooms.

Overcrowded classrooms and outdated or unavailable textbooks are common challenges faced by Kenyan teachers, and there are scarce funds for purchasing these and other resources, but these cost-effective whiteboards help teachers address several of the obstacles they face daily in the classroom.

While many interactive whiteboard technologies include expensive equipment and projectors, the Projector Pal is simply a small, inexpensive device that attaches to a computer to transform any projected screen into an interactive whiteboard, using a normal projector to project onto essentially any white surface in the classroom. IICD's project trains teachers in using these tools in the classroom to engage in stimulating and innovative teaching methods, encouraging teachers to search for fresh educational material online or develop their own digital learning materials, like short informative films about Kenyan pastoralist tribes or online demonstrations of science experiments that cannot be performed in the classroom. When engaged with such content, students are able not only to see new digital materials but also to draw on or annotate images or edit other students' writing on the interactive board. The teaching methods enabled by the whiteboards address the challenging scarcity of textbooks and other materials while also making teaching to large groups easier and more engaging for the students.

As one teacher said after a workshop on the interactive whiteboards, "You can see now more pupils are looking for these chances, the schools equipped with ICT tools. A Projector Pal has attracted and retained students in schools because it is more interactive and they enjoy learning." Another teacher at a primary school said, "The most exciting bit for me was the simplification of Kiswahili lessons. I've been teaching for more than 5 years but with the idea of designing a lesson together with my colleagues, we were able to simplify a very complex topic in only two hours and present it in a very logical way to the pupils and in a much shorter time than the past."

This project will be scaled up in 2014 to reach more schools and users.

"ICT has changed my way of teaching. I get more interactive with students, because I can access more information for them. I interact more with them and they get motivated because I bring a variety of teaching methods by using a projector, and the students can access the computer so they get motivated and interested in learning. They want to learn that 'new' thing, and in learning that they get more knowledge and they can interact with others and learn a lot."

Faith Kashu – Assistant Teacher (Ilkerin Primary Boarding School)

_ICT4EDUCATION

9 COUNTRIES

Bolivia Ethiopia Ghana Kenya Malawi Peru Suriname Uganda Zambia

39 PARTNER ORGANISATIONS
within the C4C consortium

119,328 STUDENTS
given access to effective learning methods and materials because of ICT

759 SCHOOLS
used ICT to access and develop effective learning methods and materials

4,172 TEACHERS
in primary, secondary, vocational and teacher training colleges applied ICT in their daily teaching practice in a sustainable way

641 SCHOOL ADMINISTRATORS AND GOVERNMENT OFFICIALS
used and accessed ICT for educational management

MORE THAN **37,000** STUDENTS
increased learning performance due to ICT

91 SCHOOLS
used School Management Information Systems

204 GRASSROOTS ORGANISATIONS
used ICT for monitoring of education indicators

Knowledge Sharing

IICD presented its ICT4Education programme in the UNESCO mLearning week and at eLearning Africa. Invited by UNICEF, IICD's managing director moderated a debate about ICT4Kids and the impact of development, digital innovation and children (video link: http://bit.ly/U6NIaN).

ICT4Education 2013 Publications

• ICT for education: five years of learning
• Mobile on the Move
• The IICD Approach: From need to sustainability

Partners in ICT4Education edukans akvo.org See it happen TEXT TO CHANGE Vodafone Netherlands Foundation IDB New American Development Bank Liberty REPUBLIEK SURINAME MINISTERIE VAN ONDERWIJS & VOLKSONTWIKKELING

ICT4WATER AND CLIMATE RESILIENCE

Today, approximately one fifth of the world's population is affected by water scarcity, and forty per cent more people will be put at risk of chronic or absolute water scarcity due to changes in rainfall and evaporation that result from climate change. Clearly, climate change and water scarcity are inextricably linked.

ICT4Water and Climate Resilience

Mindful of the massive challenge that water scarcity and climate change presents to developing countries in the 21st century, IICD decided to make ICT4Water and Climate Resilience—an area already addressed by many of our projects—a separate priority theme.

IICD's goal is to use ICT to empower individuals, organisations and government bodies to effectively alleviate some of the chronic global challenges relating to water management, water sanitation and hygiene (WASH) and climate resilience.

Results in 2013

In 2013, IICD linked up with local, national and international organisations and private sector companies that were already working in this field, such as UNICEF, UNESCO-IHE, CAWST, Seeds of Hope, SNV, DACOM, eLeaf, Wageningen University, Akvo, Aqua4All and Hydrologic. IICD worked in close collaboration with these and other organisations from the water sector to develop joint initiatives, planting the seeds for a number of interventions for multi-year activities in 2014 and beyond in Bolivia, Ethiopia, Peru and Zambia. These activities range from upscaling an existing online platform for farmers to include information about climate resilience, to identifying smart ways to deliver information about and increase

the outreach of the WASH message with ICT, to helping farmers and pastoralists to improve their chances of withstanding events like water shortages and flooding.

IICD also began working on solutions to address some of the information and communication challenges faced by water utility companies and local government offices that are responsible for water provision, many of which still use outdated, paper-based systems. Improving this aspect of their work will lead to more effective service delivery and transparency in the sector.

> Some of the potential intervention areas that IICD identified in 2013 included real-time weather alerts, improving data collection, getting reliable information about the nearest water points and/or water-harvesting techniques, improving water delivery services, and improving the clarity and outreach of the WASH message.

Knowledge Sharing

In May 2013, IICD gave the keynote speech at a high-level panel at the symposium on "capacity development: key for achieving a water related SDG" at the UNESCO-IHE Delft Symposium for Capacity Development in the Water Sector, and IICD also co-facilitated a workshop together with Akvo at the same symposium. As a direct result of the workshop, IICD linked up with CAWST and Seeds of Hope in Zambia and subsequently hosted a roundtable workshop on ICT for Water, Sanitation and Hygiene in Lusaka in November

2013. As a result of this workshop, the foundations have also been laid for a joint WASH initiative in Zambia in 2014. Other activities carried out in 2013 included a keynote address at the launch of the Dutch Geodata for Agriculture and Water Programme, a WebEx presentation by IICD about ICT to UNICEF's global community of WASH specialists, attendance at the World Water Week in the Netherlands and joining the Dutch-Benin Water Technical Advisory Platform as the representative for the NGO sector.

> ### ICT4Water and Climate Resilience 2013 Publications
>
> • IICD – Water and Climate Resilience Sector (Brochure)
> • The IICD Approach: From need to sustainability

PARTNERSHIPS, CONSULTANCY SERVICES AND INVESTORS

In today's increasingly complex and interwoven world and ICT4Development field, the unique competitive advantages brought by partnerships are crucial for achieving sustainable development. IICD collaborates with a range of local, national and international partners from the public, private and non-profit sectors, working intensively with a network of implementing and supporting partners in programme countries, as well as on implementation and knowledge sharing activities, contributing not only to its own programmes but to ICT4D practices at large. Due to these strengthened networks and relationships with client and funding organisations, IICD has been able to expand its interventions in 2013.

International Partners

Our largest programme, Connect4Change, operates in 11 countries in Latin America and Africa and is carried out in collaboration with an alliance consisting of the four Dutch NGOs ICCO, Akvo, Cordaid, and Edukans, working with Text to Change as a preferred partner. In 2013, IICD partnered with a range of international partners including SNV, Oxfam, RAES, World of Difference Campaign, Dance4Life, Vodafone, InterAccess, CNFA and Orange. IICD worked closely with international organisations on several knowledge sharing initiatives like the ICT4Ag conference in Kigali, the World Bank SMART Rwanda Initiative and others in collaboration with multiple international partners.

Local Partners

IICD works with technical and supporting partners to gain access to local expertise, networks and resources and to build long-term relationships with communities and local stakeholders. Technical supporting partners—such as local ICT businesses, software developers and training institutes—are based in project countries and allow IICD to keep up with the growing demand for ICT4Development expertise and to be more efficient in delivering assistance.

Building local expertise in its technical partners contributes to the rise of a private ICT sector in the countries where IICD works, building capacities to meet the growing demand for locally developed tools and techniques. IICD's project partners—including organisations like national NGOs, doctors' and nurses' associations, farmer organisations and government ministries—are responsible for implementing IICD-supported projects.

Consultancy Services

IICD increasingly offers a variety of consultancy services for client organisations related to ICT4D strategy development and implementation. IICD did long-term consultancies on the implementation of a performance-based financing (PBF) system for the World Bank (assigned by Cordaid) and a number of short-term assignments such as an inventory of Farm Information Systems for smallholder farmers for UTZ Certified or solution design, project strategy and planning for using technology in advocacy and awareness-raising activities in the field of SRHR for Dance4Life. IICD also contributed to a peer review of a World Bank survey leading to a publication on ICT for data collection and monitoring and evaluation for forestry and agriculture sectors. Other client organisations that made use of IICD's services in 2013 included ICCO, ESA, Cordaid, SDC, Motorola, Terrafina, SNV and the Ministry of Education and Community Development (MOECD) of Suriname.

Under the C4C programme, IICD worked with 43 technical support partners and 99 local supporting partners in Africa and Latin America in 2013.

CONSULTANCY HIGHLIGHT

Enhancing Healthcare Efficiency through Performance-Based Financing Systems

In Zimbabwe, one project used a performance-based financing (PBF) system to encourage clinics to look critically at how they could improve their own performance. Three hundred ninety-two clinics and healthcare centres in 16 districts receive money based on their performance in a number of agreed-upon activities, such as the number of births being supervised by a qualified health worker or the number of children being vaccinated. The better the quality and quantity of care, the more the clinics earn. More earnings allow the clinics to invest in improving their infrastructure, management and level of care, ultimately encouraging greater efficiency in healthcare delivery.

This is the first PBF programme in Zimbabwe and it responds to a need to increase financing and strengthening of the health services. In Zimbabwe, health facilities could gain sustainably by improving the quality of data. The novelty of the Performance Based Financing (PBF) programme in Zimbabwe is its scalability and speed of development. The PBF database delivered by IICD uses the same software system and links in to the official data collection cycle at district level, reinforcing national efforts for strengthening monitoring and evaluation (M&E) and allowing scaling up of the PBF to a national level.

With the World Bank as funder, the Ministry of Health and Child Welfare in Zimbabwe as beneficiary, and Cordaid as main contractor, IICD was sub-contracted as a technical advisor to assist with and advise on feasibility, functional and technical development of the system itself and to support local competence development. Based on IICD's experience building and implementing PBF systems in Tanzania, the core of the assignment in Zimbabwe was to build a database to collect the monthly and quarterly score of the indicators of the health facilities and to generate invoice data. Furthermore, in order to minimise fraud and increase operational efficiency, IICD also designed a digital voucher management system (eVouchers) in combination with HMIS.

Coverage: 392 health facilities

Goals:
-Improve healthcare qualitatively and quantitatively for 3.2 million people, mainly in
 Zimbabwe's rural areas.
-Reduce mortality among mothers and children.

LEARNING, IMPACT AND KNOWLEDGE SHARING

Increased focus on measurement of IICD's added value

In order to better understand and improve the functioning and results of its own interventions, IICD's Monitoring and Evaluation (M&E) measures the outcomes of its capacity development interventions, as well as the effects of partner organisations' interventions in schools, hospitals and farmer organisations.

Monitoring and Evaluation

Through its three-level M&E framework set up in 2013, IICD aims to uncover the underlying processes and prove the claim that these processes eventually result in development impact.

IICD's three-level M&E framework:
1. Effects of IICD's capacity building on (capacities of) partner organisations
2. Effects of ICT4D interventions on intermediary organisations: e.g. hospitals, schools, farmer organisations
3. Effects of ICT4D interventions on end users: e.g. nurses/doctors, teachers, farmers

Evaluations

IICD is a member of the Joint Evaluation Trust on behalf of C4C that assigned WOTRO to implement external, independent evaluations. For Connect4Change, two countries (Ethiopia and Uganda) and eight projects were (randomly) selected. The evaluation is ongoing and a second and last round of data collection and measurements will be conducted in 2014.

Action Research

Action research is research carried out during the implementation phase of a project and intended for immediate reflection and problem-solving. Action research helps different stakeholders in a project or programme to build a shared understanding of the change IICD is pursuing, as well as the effectiveness of IICD's efforts toward fostering those changes. It generates valuable information about what works and/or does not work. This information is crucial when piloting innovations that may later be upscaled, because it informs us about enabling conditions and approaches that have proved to work well.

In 2013, IICD began pursuing action research with education and health partners in Uganda and Kenya. In Uganda, examples of research questions were: 'does the use of sensitisation SMSs improve community involvement in the education process of their children in schools?', 'If lesson preparation, content development and delivery are enhanced by ICT, does it save time?', and 'Does community radio increase access to maternal and child health information for pregnant women, men and the village health teams?'

ACTION RESEARCH

"You learn to see the difference between what you think is needed to realise your goal, and what is actually needed to realise it. Being challenged to think twice, especially in the development sector, can only be a very valuable asset, as it allows for a more informed and sustained change."

Solomon Ogurumo, Monitoring and Evaluation Officer at Health Need Uganda

IMPACT STUDIES

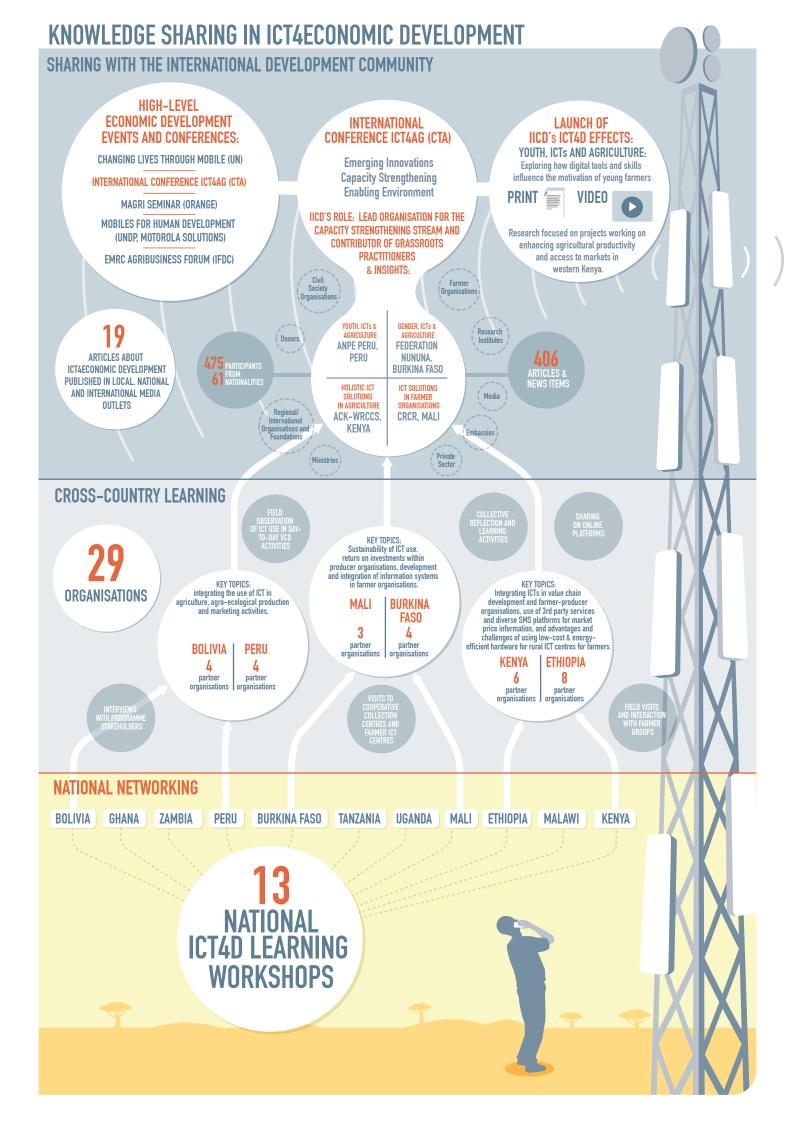IICD IN COLLABORATION WITH INDEPENDENT RESEARCH INSTITUTES CARRIED OUT IMPACT STUDIES:

RELATIONSHIP BETWEEN ICT, YOUTH AND AGRICULTURE

VALUE CHAIN DEVELOPMENT — KENYA

IMPACT ON TEACHING SKILLS AND STUDENT PERFORMANCE

TEACHER TRAINING AND SMIS — GHANA ZAMBIA

IMPACT ON CAPACITY OF HEALTH WORKERS AND ON QUALITY OF HEALTHCARE

TELEMEDICINE — MALI

MATERNAL AND REPRODUCTIVE HEALTH, HEALTH INSURANCE

MOBILE HEALTH SENSITISATION — GHANA

IMPACT ON HEALTHCARE AND MANAGEMENT

HMIS: COST–BENEFIT ANALYSIS — MALAWI

KNOWLEDGE SHARING IN ICT4ECONOMIC DEVELOPMENT

SHARING WITH THE INTERNATIONAL DEVELOPMENT COMMUNITY

HIGH-LEVEL ECONOMIC DEVELOPMENT EVENTS AND CONFERENCES:

CHANGING LIVES THROUGH MOBILE (UN)

INTERNATIONAL CONFERENCE ICT4AG (CTA)

MAGRI SEMINAR (ORANGE)

MOBILES FOR HUMAN DEVELOPMENT (UNDP, MOTOROLA SOLUTIONS)

EMRC AGRIBUSINESS FORUM (IFDC)

INTERNATIONAL CONFERENCE ICT4AG (CTA)

Emerging Innovations
Capacity Strengthening
Enabling Environment

IICD'S ROLE: LEAD ORGANISATION FOR THE CAPACITY STRENGTHENING STREAM AND CONTRIBUTOR OF GRASSROOTS PRACTITIONERS & INSIGHTS:

LAUNCH OF IICD's ICT4D EFFECTS:
YOUTH, ICTs AND AGRICULTURE: Exploring how digital tools and skills influence the motivation of young farmers

PRINT   VIDEO

Research focused on projects working on enhancing agricultural productivity and access to markets in western Kenya.

19 ARTICLES ABOUT ICT4ECONOMIC DEVELOPMENT PUBLISHED IN LOCAL, NATIONAL AND INTERNATIONAL MEDIA OUTLETS

475 PARTICIPANTS
61 FROM NATIONALITIES

Civil Society Organisations

Donors

YOUTH, ICTs & AGRICULTURE
ANPE PERU, PERU

GENDER, ICTs & AGRICULTURE
FEDERATION NUNUNA, BURKINA FASO

HOLISTIC ICT SOLUTIONS IN AGRICULTURE
ACK-WRCCS, KENYA

ICT SOLUTIONS IN FARMER ORGANISATIONS
CRCR, MALI

Farmer Organisations

Research Institutes

Media

Embassies

Regional/ International Organisations and Foundations

Ministries

Private Sector

406 ARTICLES & NEWS ITEMS

CROSS-COUNTRY LEARNING

29 ORGANISATIONS

FIELD OBSERVATION OF ICT USE IN DAY-TO-DAY VCD ACTIVITIES

COLLECTIVE REFLECTION AND LEARNING ACTIVITIES

SHARING ON ONLINE PLATFORMS

KEY TOPICS: integrating the use of ICT in agriculture, agro-ecological production and marketing activities.

BOLIVIA
4 partner organisations

PERU
4 partner organisations

KEY TOPICS: Sustainability of ICT use, return on investments within producer organisations, development and integration of information systems in farmer organisations.

MALI
3 partner organisations

BURKINA FASO
4 partner organisations

KEY TOPICS: Integrating ICTs in value chain development and farmer-producer organisations, use of 3rd party services and diverse SMS platforms for market price information, and advantages and challenges of using low-cost & energy-efficient hardware for rural ICT centres for farmers.

KENYA
6 partner organisations

ETHIOPIA
8 partner organisations

INTERVIEWS WITH PROGRAMME STAKEHOLDERS

VISITS TO COOPERATIVE COLLECTION CENTRES AND FARMER ICT CENTRES

FIELD VISITS AND INTERACTION WITH FARMER GROUPS

NATIONAL NETWORKING

BOLIVIA   GHANA   ZAMBIA   PERU   BURKINA FASO   TANZANIA   UGANDA   MALI   ETHIOPIA   MALAWI   KENYA

13 NATIONAL ICT4D LEARNING WORKSHOPS

OTHER IICD PUBLICATIONS

– ICT for education: five years of learning
– The IICD Approach: from need to sustainability
– 'An ICT-enabled journey into profitable farming' (video)
– Mobile on the move: opportunities in mobile learning
– IICD Water and Climate Resilience Sector (brochure)

ONLINE PLATFORMS & SOCIAL MEDIA

35

ARTICLES PUBLISHED IN LOCAL, NATIONAL AND INTERNATIONAL MEDIA OUTLETS

f FROM 1,072 LIKES (2012) TO MORE THAN 2,300 (2013)

t FROM 3,353 FOLLOWERS (2012) TO MORE THAN 4,500 (2013)

IICD Participation in International ICT4D Fora in 2013

ICT4Economic Development	- ICT4Ag conference, Kigali, Rwanda (CTA) - Changing Lives Through Mobile, New York, USA (UN) - EMRC AgriBusiness Forum, Kigali, Rwanda (IFDC) - MAgri Seminar, Barcelona, Spain (Orange) - Mobiles for Human Development, Kigali, Rwanda (UNDP, Motorola Solutions)
ICT4Education	- mLearning week, Paris, France (UNESCO) - eLearning Africa, Windhoek, Namibia (ICWE Africa) - The Debate: Development, digital innovation and children (UNICEF Innocenti)
ICT4Health	- mHealth Summit, Washington, D.C., USA - Med-e-Tel, Luxembourg City, Luxembourg (ISfTeH) - 6th Africa-EU Cooperation Forum on ICT, Addis Abba, Ethiopia (EuroAfrica) - Digital Health for Global Development (UN General Assembly) - 'Global Digital Innovation and Investment' Summit, New York, USA (UN General Assembly)
ICT4Water and Climate Resilience	- Symposium for Capacity Development in the Water Sector in Delft, Netherlands (UNESCO IHE) - International Water Week in the Netherlands
ICT4D	In 2013, IICD contributed to several other events: - Roundtable discussion: mobile technologies and sustainable development at WSIS + 10 Review in Paris, France - Global thematic consultation on population dynamics in Geneva, Switzerland (UN) - Speech at high-level SMART Rwanda workshop (World Bank) - Sharing insights about the role of ICTs in urban development at the high-level Windsor Dialogue on 'Innovation for Urban Development' - Workshop 'Easing the Burden: ICT for data collection and monitoring and evaluation' (World Bank) - Towards a Generation of e-Literacy for All (GKPF)

Knowledge Sharing

IICD's learning and knowledge-related activities aim to increase the effectiveness of its work and that of its partners, improve ICT4D practice and inform the efforts of the larger international development community.

• National knowledge sharing and learning mechanisms include face-to-face ICT4D Learning Workshops, online networking and lobby and advocacy activities with key sector decision-makers at the national level.
• Cross-country knowledge sharing and learning exchanges bring together the people who design and implement ICT-enabled social change initiatives from different countries, providing opportunities for exchanging experiences and contributing new insights to the available body of knowledge.
• Learning, good practice and impact insights derived from IICD and its partner organisations' on-the-ground experiences contribute to the regional and global understanding of the benefits of ICT4D through publishing in relevant practitioner- and policy-oriented online communities as well as through leading international events.

Every year, IICD selects a particular focus sector for its cross-country and international learning activities. In 2013, emphasis was on learning from the experiences generated by the IICD-led Connect4Change ICT4Economic Development programmes and sharing them through national and international fora.

The 2013 knowledge sharing and learning process culminated in the co-organisation of the key international event on ICTs in Agriculture: the CTA-organised conference ICT4Ag: Creating the Digital Springboard for 21st Century Agriculture in Kigali, Rwanda, where the insights from the national and cross-country learning activities were shared. IICD put forward a select group of partners to share their practice-based insights on specialised panels and discuss the factors, approaches and activities that have been critical for the success of their instructive initiatives. Practitioners from IICD-facilitated programmes played a key role in informing ICT4Agriculture support organisations, policy makers and technologists of workable approaches with demonstrated impact, as well as ideas to solve remaining impediments to positive change.

EuroAfrica ICT:

IICD together with the EuroAfricaICT partners implemented the final year of the Euro-Africa P8 support programme, which aimed at strengthening ICT research and policy links under the Africa-EU Strategic Partnership. Highlights from 2013 include:
• the eHealth Expert Consultation, in which a group of 30 African and European experts from the ICT4Health field came together in The Hague to identify and propose priority areas for eHealth research informing the European Commission and African Union Commission regarding future ICT cooperation mechanisms and ICT research priorities, and
• the 2013 Africa-EU Cooperation Forum on ICT which took place in Ethiopia as part of a series of events organised to celebrate the 50th anniversary of the formation of the AUC. The Forum was attended by more than 200 key stakeholders from all over Europe and Africa including European Commission (EC) and AUC officials, institutions, NGOs, national and international companies, SMEs, academia and research institutes.

ORGANISATION

HUMAN RESOURCES

38 STAFF MEMBERS OF **16** NATIONALITIES (33 direct staff plus 'World of Difference' staff and one intern: 35.6 FTE) by the end of 2013

The Hague

7 DECENTRALISED TECHNICAL ADVISERS:

Mali
Burkina Faso
Ghana
Uganda
Peru
Zambia
Bolivia

43 TECHNICAL SUPPORTING PARTNERS

2022.5 HOURS OF IICD STAFF TRAINING / STAFF DEVELOPMENT
THIS RESULTS IN 7 DAYS TRAINING PER YEAR PER STAFF MEMBER (internal seminars, individual and group trainings)

Fundraising

Resources for IICD's activities are provided by partners in the public, private and non-profit sectors. IICD's funding primarily originates from institutional and private sector donors. In 2013 IICD's activities were funded by the Dutch Directorate General for International Cooperation (DGIS), USAID, the European Union, World Bank, InterAccess, GSM-Association (GSMA), Liberty Foundation, Swiss Development Cooperation (SDC), Vodafone Foundation and the Mhealth Alliance/UN. Most of IICD's funding for long-term programmes comes from the Directorate

General for International Cooperation (DGIS) of the Dutch Ministry of Foreign Affairs. IICD's income originating from offering advisory services is rapidly increasing. In 2013 over 25% of IICD's non-DGIS resources originated from consultancy assignments in Health, Economic Development and Education sectors for Institutional and non profit client organisations.

More information about IICD's funding partners is provided in the Finance Overview.

Quality and Accountability

In 2013, IICD renewed its ISO 9001:2008 certification and received the Central Bureau of Fundraising (CBF) 'declaration of no objection', a statement affirming IICD's status as a non-profit organisation of high quality and allowing us to more easily conduct fundraising activities in the Netherlands. IICD was also declared by the Dutch Tax Administration to be a 'public benefit organisation' (Algemeen Nut Beogende Instelling), making donations to IICD deductible from taxable income.

FINANCE OVERVIEW

This annual report is based on the full annual accounts IICD 2013 as formally determined on 24 April, 2014.

BALANCE SHEET AS AT 31 DECEMBER 2013
(after profit appropriation)

ASSETS	31-12-13 €	31-12-12 €
FIXED ASSETS		
Tangible fixed assets	26,070	36,813
Totals	**26,070**	**36,813**
CURRENT ASSETS		
Receivables & prepaid expenses	396,249	187,031
Cash & bank	1,191,753	980,334
Totals	1,588,001	1,167,365
TOTAL ASSETS	**1,614,071**	**1,204,178**

LIABILITIES	31-12-13 €	31-12-12 €
RESERVES & FUNDS		
Continuity reserve	207,987	207,987
Earmarked reserve	446,789	98,326
	654,776	306,313
SHORT TERM LIABILITIES	959,295	897,865
TOTAL LIABILITIES	**1,614,071**	**1,204,178**

STATEMENT OF INCOME AND EXPENDITURE FOR 2013

		Actual 2013 €	Budget 2013 €	Actual 2012 €	Budget 2014 €
INCOME					
	Own fundraising	562,691	860,000	225,494	783,000
	Third party	-	-	-	-
	Government grants	9,265,882	8,168,000	8,565,927	9,033,200
	Financial income	23,893	50,000	24,835	520,000
TOTAL INCOME IICD		**9,852,466**	**9,078,000**	**8,816,256**	**10,336,200**
EXPENDITURE					
Objective					
	Country Programmes	7,804,379	7,262,850	7,189,305	8,326,700
	Thematic Network	980,817	554,050	507,570	556,500
	Seed Funds	83,177	50,000	212,466	224,500
	Corporate Services	350,205	837,550	485,393	926,000
		9,218,578	**8,704,450**	**8,394,734**	**10,033,700**
Fundraising					
	Own Fundraising	33,900	60,150	36,544	37,500
	Government grants	135,598	155,450	146,174	146,000
		169,498	**215,600**	**182,718**	**183,500**
	Management & Administration	115,927	157,950	140,478	119,000
TOTAL EXPENDITURE IICD		**9,504,003**	**9,078,000**	**8,717,930**	**10,336,200**
SUM OF INCOME AND EXPENDITURE		348,463	-	98,326	-
APPROPRIATION OF SUM OF INCOME AND EXPENDITURE					
RESERVES AND FUNDS					
Continuity reserve		0	0	0	0
Earmarked reserve		348,463	0	98,326	0
TOTAL APPROPRIATION		**348,463**	**0**	**98,326**	**0**

SPECIFICATION AND ON-CHARGE EXPENSES TO DESTINATION

Destination	Objectives				Income Fundraising		Management & Administration	Total 2013	Budget 2013	Total 2012	Budget 2014
	Country Programmes	Thematic Network	Seed Funds	Corporate Services	Own Fundraising	Grants					
Expenses											
Direct costs											
Grants and contributions	802,683	689,692	83,177	82,063				1,657,615	1,555,000	1,397,007	1,936,800
Outsourced activities C4C	5,086,400							5,086,400	4,624,000	4,624,000	5,126,400
Publicity and communication	-	-	-	-	3,255	13,019	-	16,274	25,000	4,242	25,000
										-	-
Support costs											
Personnel	1,603,581	243,744	-	224,501	25,657	102,629	83,386	2,283,499	2,418,000	2,179,841	2,588,000
Housing expenses	118,625	18,031	-	16,608	1,898	7,592	6,169	168,922	172,500	173,129	175,000
Office and general expenses	193,090	29,350	-	27,033	3,089	12,358	10,041	274,961	268,500	324,166	470,000
Depreciation charges	-	-	-	-	-	-	16,332	16,332	15,000	15,545	15,000
Total expenses	7,804,379	980,817	83,177	350,205	33,900	135,598	115,926	9,504,003	9,078,000	8,717,930	10,336,200

OBJECTIVES & FUNDRAISING COSTS:

All expenses and hours directly related to Objectives & Fundraising are taken up in the above stated specification.

Management & Administration costs:

The on-charge of people and department which fall under management & administration are: Managing Director (20%), Human Resources (20%) and Central services (20%), in accordance with the time spent. This on-charge is in line with the guideline from VFI.

				2013	2012
Total income	€ 9,852,466	% costs Own Fundraising		6.0%	16.2%
Income own fundraising	€ 562,691	% costs Obtaining Grants		1.5%	1.7%
Costs for Objectives	€ 9,218,578	% costs Objectives (income)		93.6%	95.2%
Costs for Fundraising	€ 169,498	% costs Objectives (expenditure)		97.0%	96.3%
Costs Management & Administration	€ 115,927	% costs Management & Administration		1.2%	1.6%

Total number of FTE in 2013 = 35,6

The % cost own fundraising in 2013 are reduced with almost 10% because more income is generated.

Available for Objectives in 2013= 32,3 FTE

Available for own Fund raising in 2013= 0,4 FTE

Available for Grants in 2013= 1,6 FTE

Available for Management & Administration in 2013= 1,3 FTE

ACCOUNTING PRINCIPLES

General

The annual accounts are arranged according to "Guideline 650 Fundraising Institutions". The objective of this directive is to give a better insight into the costs of the organisation and expenditure of the resources in relation to the objective for which these funds were brought together. In addition, the revised guideline has a more transparent layout than the old version and has to be used uniformly by every fundraising institution. The financial statements have been prepared in accordance with the statutory provisions of Part 9, Book 2 of the Dutch Civil Code and the firm pronouncements in the Guidelines for Annual Reporting in the Netherlands as issued by the Dutch Accounting Standards Board. The accounting policies have been consistently applied to all the years presented.
In general, assets and liabilities are stated at the amounts at which they were acquired or incurred, or current value. If not specifically stated otherwise, they are recognised at the amounts at which they were acquired or incurred. The balance sheet and income statement include references to the notes.

Comparative figures

The accounting policies have been consistently applied to all the years presented.

ACCOUNTING POLICIES FOR THE BALANCE SHEET

Estimates

The preparation of financial statements in conformity with the relevant rules requires the use of certain critical accounting estimates. It also requires management to exercise its judgement in the process of applying the accounting policies. If necessary for the purposes of providing the view required under Section 362, subsection 1, Book 2 of the Dutch Civil Code, the nature of these estimates and judgements, including the related assumptions, is disclosed in the notes to the financial statement item in question.

Tangible fixed assets

Tangible fixed assets are valued at purchase price minus depreciation, determined on estimations of their economic life span. Tangible fixed assets which are applied as part of the objective are depreciated in full. In the notes to the tangible fixed assets this is, as far as it is relevant, additionally clarified. Equipment is depreciated over its estimated useful life as from the inception of its use. Future depreciation and amortisation is adjusted if there is a change in estimated future useful life.

Reserves and Funds

The equity of the foundation is in place in order for the organisation to achieve its objectives. The equity is divided into reserves and funds. Reserves are earmarked by IICDs Board of Trustees, whereas funds are earmarked by third parties, like private individuals and/or corporate sponsors. The reserves within IICD consist of a continuity reserve and an earmarked reserve. The reserves are at the free disposal of IICD.

Receivables

Receivables are recognised initially at fair value and subsequently measured at amortised cost. If payment of the receivable is postponed under an extended payment deadline, fair value is measured on the basis of the discounted value of the expected revenues. When a receivable is uncollectible, it is written off against the allowance account for receivables.

Cash and cash equivalents

Cash and cash equivalents include cash in hand, bank balances and deposits held at call with maturities of less than 12 months. Bank overdrafts are shown in current liabilities on the balance sheet. Cash and cash equivalents are stated at face value.

Employee benefits

Salaries, wages and social security contributions are taken to the terms of employment, where they are due to employees.
IICD has applied the liability method for pension plans. The premiums payable for the financial year are charged to the result. Changes in the pension provision are also charged to the result. The amount in the pension provision is the best estimate of the unfunded obligations as at balance sheet date.

Other assets and liabilities

The other assets and liabilities are valued at par value. The valuation of accounts receivable is made by deduction of a provision because of irrecoverability based on the individual valuation of the accounts receivable. IICD assesses at each balance sheet date whether there is objective evidence that a financial asset or a group of financial assets is impaired. If any such evidence exists, the impairment loss is determined and recognised in the income statement. All liabilities are short term and therefore less than 12 months.

Foreign currencies

On the balance sheet amounts in foreign currencies have been converted to euros at the exchange rate prevailing on the balance sheet date. Currency differences arising from changes in exchange rates at the balance sheet date are dealt within the statement of operating income and expenses. The financial statement is presented in euro, which is the functional and presentation currency of IICD. Foreign currency transactions in the reporting period are translated into the functional currency using the exchange rates prevailing at the dates of the transactions.
Foreign currency transactions in the reporting period are translated into the functional currency using the exchange rates prevailing at the dates of the transactions.
Monetary assets and liabilities denominated in foreign currencies are translated into the functional currency at the rate of exchange prevailing at the balance sheet date. Foreign exchange gains and losses resulting from the settlement of such transactions and from the translation at year-end exchange rates are recognised in the income statement.
Exchange differences arising upon the settlement or conversion of monetary items are recognised in the income statement in the period that they arise.

ACCOUNTING POLICIES FOR THE INCOME STATEMENT

Income

The income consists of the proceeds from own fundraising, contributions, donations, grants and other income which are ascribed to the financial year concerned. Donations are accounted for in the year in which these were granted. Losses are taken into account if they originate in the financial year in question and as soon as these are anticipated.

Gifts in kind

During the year IICD entered into agreements with a number of ICT consultancy organisations whereby these organisations provided their services at a reduced hourly rate or in some cases free of charge. These gifts in kind are valued against fair value in The Netherlands. This difference between their commercial rate and the rate charged to IICD has been included as income under own fundraising. Processing gifts in kind does not affect the result and the equity, but only the volume of income and expenses. The income is accounted for under the income from own fundraising. The expenses are accounted for where they are usually accounted for.

Amortisation and depreciation

Intangible assets are depreciated over their estimated useful lives as from the inception of their use. Future depreciation and amortisation is adjusted if there is a change in estimated future useful life.

Result

Profit or loss is determined as the difference between the realisable value of the goods delivered and services rendered, and the costs and other charges for the year. Revenues on transactions are recognised in the year in which they are realised.

Selling expenses and general and administrative expenses

Selling expenses and general and administrative expenses comprise costs chargeable to the year that are not directly attributable to the cost of the goods and services sold.

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Independent auditor's report

To: the Board of Stichting International Institute for Communication and Development

The accompanying summary financial statements, which comprise the summary balance sheet as at 31 December 2013, the summary statement of income and expenditure for the year then ended, and related notes, are derived from the audited financial statements of Stichting International Institute for Communication and Development for the year 2013. We expressed an unqualified audit opinion on those financial statements in our report dated 24 April 2014. Those financial statements, and the summary financial statements, do not reflect the effects of events that occurred subsequent to the date of our report on those financial statements.

The summary financial statements do not contain all the disclosures required by the Guideline for annual reporting 650 "Charity organisations" of the Dutch Accounting Standards Board. Reading the summary financial statements, therefore, is not a substitute for reading the audited financial statements of Stichting International Institute for Communication and Development.

Management board's responsibility
The management board is responsible for the preparation of a summary of the audited financial statements in accordance with the accounting principles as described in the notes.

Auditor's responsibility
Our responsibility is to express an opinion on the condensed financial statements and the related explanatory notes based on our procedures, which we conducted in accordance with Dutch Law, including the Dutch Standard 810 "Engagements to report on summary financial statements".

Opinion
In our opinion, the summary financial statements derived from the audited financial statements of Stichting International Institute for Communication and Development for the year 2013 are consistent, in all material respects, with those financial statements, in accordance with the accounting principles as described in the notes.

Rotterdam, 13 June 2014
PricewaterhouseCoopers Accountants N.V.

Original has been signed by: M. van Ginkel RA

IICD's vision is a world in which people are fully able to use information and technology to better their own future and that of their society.

IICD's mission is to enable 15 million low-income people in developing countries to access and use ICTs to address the challenges that they face, understanding that ICT offers opportunities for increased well-being and sustainable economic development in all sectors.

@iicd   facebook.com/iicd.org

information@iicd.org
www.iicd.org

iicd
People - ICT - Development

CBF
VERKLARING VAN
GEEN BEZWAAR
VOOR GOEDE DOELEN

*Algemeen Nut
Beogende Instelling*
ANBI