ICT4D Webinar

Introduction to CRS ICT4D Project Services

October 2013

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Agenda

- What is ICT4D?
- ICT4D at CRS
- Requesting ICT4D Support
- Completing the Project Definition Sheet
- ICT4D Project Lifecycle
- ICT4D Resources
What is ICT4D?

Information Communication Technologies for Development (ICT4D)

- Use of information and communication technologies in the fields of humanitarian relief, socio-economic development, international development, and human rights

- Aimed at bridging the digital divide in order to stimulate economic development and improve well-being of disadvantaged communities by fostering equitable access to modern information and communications technologies

- Theory: Access to information and services enabled by modern information and communication technologies improves the well-being and livelihoods of poor and vulnerable people and the effectiveness of relief and development organizations in caring out their work
What is an ICT4D solution?

A set of technologies that allow you to do such things as....

<table>
<thead>
<tr>
<th>Mobile Data Collection</th>
<th>• Collect and store project M&amp;E data i.e. beneficiaries registered, services rendered and impacts observed</th>
</tr>
</thead>
<tbody>
<tr>
<td>Analysis and Reporting</td>
<td>• Analyze project data and generate reports to meet donor reporting requirements</td>
</tr>
<tr>
<td>Tracking</td>
<td>• Represent project data in a geographical format to facilitate monitoring and tracking and communication with stakeholders</td>
</tr>
<tr>
<td>Education and Awareness</td>
<td>• Disseminate information as part of a project to partners, field agents, community workers, and beneficiaries to raise awareness and facilitate distance learning</td>
</tr>
<tr>
<td>Communications and Training</td>
<td>• Support two way communication between CRS staff, partner staff, field agents, community workers, and beneficiaries in dispersed locations</td>
</tr>
<tr>
<td>Remote Services</td>
<td>• Provide services to beneficiaries with limited infrastructure e.g. banking, access to market prices, weather data, patient care information, disaster warning and learning programs</td>
</tr>
</tbody>
</table>
What are typical components of an ICT4D Solution?

**End User Devices**
- Basic and Smart Phones
- iPod Touches
- Mini Computers
- Office Laptops/Desktops

**Communications Network**

**Software Services**
Examples include:
- Automated data collection
- Data storage and aggregation
- Statistical analysis
- Geospatial analysis/mapping
- Health records management
- Learning management
- Inventory/supply chain management
- Financial management
- Information access (e.g., market data, weather data)
- Collaboration and knowledge exchange

**End User Software**
- Forms
- E-learning Courseware, Business Planning Tools, etc.

**Telecommunication Services**

Internet Services

**Note:** List is not exhaustive, contains indicative examples.
The rapid growth in access to mobile technology is fueling the growth of ICT4D solutions that make relief and development work more effective.
Why motivates Relief & Development Actors to use ICT4D?

ICT4D Solution Goals and Objectives

- Enhance Stakeholder Interaction
- Improve Efficiency & Decision Making
- Strengthen Institutions
- Extend Services to More People
- Empower Developing Communities
How is ICT4D Being Used?

Here are a few examples of the use of ICT4D in relief and development efforts:

- **Uganda** – helping local farmers improve farming practices and link to markets
- **Central Africa Republic** – managing the distribution of seed to poor farmers
- **India** – introducing pregnant women to lifesaving health practices
- **Sierra Leone** – conducting nation-wide health surveys
- **Haiti** – using mobile banking to increase security
- **Ethiopia** – providing early warnings of impending disasters
- **Palestine** – helping youth find jobs and increase wages
- **Bolivia** – connecting victims of domestic violence
• What is ICT4D?

• ICT4D at CRS

• Requesting ICT4D Support

• Completing the Project Definition Sheet

• ICT4D Project Lifecycle

• ICT4D Resources
ICT4D Usage Evolution

2010:
- Active Projects: 14
- Countries: 20 countries
- Sectors: Agriculture, Health

2013:
- Active Projects: 49
- Countries: 30+ countries
- Sectors: agriculture, health, emergency, water, education, microfinance

Projects by Country (110 Total)
### Some Examples of ICT4D in CRS Programming

<table>
<thead>
<tr>
<th>Program Sector/s</th>
<th>Agriculture</th>
<th>Health</th>
<th>Emergency</th>
<th>Microfinance</th>
<th>Education</th>
<th>Water and Sanitation</th>
<th>Peace Building</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Remote Data Collection</strong></td>
<td>Seed Fairs</td>
<td>Health Survey</td>
<td>Impact resulting from emergency, Early warning</td>
<td>SILC Group Registration</td>
<td>Student and Teacher Information</td>
<td>Water Infrastructure Data</td>
<td>Early Warning/Early Response</td>
</tr>
<tr>
<td><strong>Education &amp; Awareness</strong></td>
<td>Literacy Training, Access to Market Prices</td>
<td>Medical reminders</td>
<td>Early warning systems</td>
<td></td>
<td></td>
<td>Online educational materials</td>
<td>WASH education messages</td>
</tr>
<tr>
<td><strong>Communication &amp; Training</strong></td>
<td>Field Agent Distance Learning Program</td>
<td>Community Health Worker Training Aids</td>
<td>Post distribution evaluation/satisfaction review</td>
<td>Marketing and Financial Management</td>
<td>Teacher training, online educational communities</td>
<td></td>
<td>WASH training</td>
</tr>
<tr>
<td><strong>Analysis &amp; Reporting</strong></td>
<td>Crop Yields, Income Levels</td>
<td>Patient adherence analysis</td>
<td>Threat and risk analysis</td>
<td></td>
<td></td>
<td>School Assessments</td>
<td></td>
</tr>
<tr>
<td><strong>Tracking (e.g., geographic information)</strong></td>
<td>Plant varieties, plant diseases, food distribution</td>
<td>Disease Incidence</td>
<td>Emergency Service Delivery, Supply Chain Distribution</td>
<td>SILC Group Distribution</td>
<td>School locations, distribution of school supplies</td>
<td>Water Infrastructure Mapping</td>
<td>Security Incidents</td>
</tr>
<tr>
<td><strong>Remote Services</strong></td>
<td></td>
<td></td>
<td>Reunification, Job matching</td>
<td>Money transfer, Banking services</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
**General Information**

**Country:** Central Africa Republic (CAR)  
**Sector:** Agriculture  
**Usage:** Beneficiary Registration & Services Tracking  
**Metrics:** 2,000 Beneficiaries (ICT)  
**Timeline:** Feb – June 2011

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**Background**

CRS uses seed fairs to distribute needed commodities to local farmers and to infuse capital into the local economy by engaging local vendors in the process. Field agents qualify and register farmers before a fair, check them in on the day of the fair and provide them vouchers that they can exchange with vendors for commodities such as seeds. Vendors at the end of the seed fair exchange the vouchers they received for money. Such fairs are very labor intensive processes, requiring a lot of people to coordinate and perform.

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**Project Description**

Field agents traveled to villages equipped with an iPod Touch and a bar code scanner. They registered farmers by capturing information about them and their families (including pictures and signatures), and providing them with a barcoded identification. They used the same devices at the fair to register seed vendors and to check-in the farmers. Farmers were given bar-coded vouchers that allowed CRS to track their usage of vouchers, and to verify the amount due to each vendor. Once the agents were in range of a wireless network, the data they gathered was stored automatically on Zerion’s iForm Builder internet-based platform. After the fairs ended, the project team was able to generate a summary report from each seed fair with statistics such as total beneficiaries registered, total beneficiaries that attended the fair, amount of vouchers distributed, type of Seeds sold, average price, total vendors that attended.

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**Project Outcome**

- Increased the accuracy and timeliness of seed fair results and reduced the risk of fraud
- 75% reduction in the labor needed to run the fair and an 80% reduction in the overall time required to run a fair

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**Technologies Used**

- **Mobile Devices:** iPod Touch (4th generation), Linea-Pro Barcode Scanner
- **Software:** iFormBuilder (data collection), BarTender (barcode technology)

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**Constraints**

- Intermittent power to charge devices
- No internet connectivity

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**Additional Information**

**Niger – Project ABC**

<table>
<thead>
<tr>
<th>General Information</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Countries:</strong> Niger: Zinder &amp; Dosso Regions</td>
</tr>
<tr>
<td><strong>Sector:</strong> Agriculture</td>
</tr>
<tr>
<td><strong>Usage:</strong> Beneficiary Registration &amp; Services Tracking</td>
</tr>
<tr>
<td><strong>Metrics:</strong> 7,000 Beneficiaries</td>
</tr>
<tr>
<td><strong>Timeline:</strong> 2008-2010</td>
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</table>

**Background**
Despite decades of primary education and adult literacy programs in Niger, little evidence exists as to functional literacy improvements for the adult population. Challenges to adult literacy programs include both the diversity of local languages and the lack of functional uses for newly acquired literacy skills. Another problem in rural Niger is the lack of available market information. While market information is broadcast over the radio at least once a week, rural farmers do not always have access to that information.

**Project Description**
CRS participated in the two-year ABC project partially funded by the Blum Center for Poverty Alleviation, the Center for Information Technology Research at UC Berkeley, Tufts University and the Fell Fund at Oxford University. CRS helped equip beneficiaries with SMS-based mobile phones that allowed groups of farmers to participate in an SMS literacy program and to receive up-to-date market information from the Information sur les Marchés Agricoles par Cellulaire (IMAC). The project focused on rural communities in the Dosso and Zinder Regions with a power source to charge the phones and with good cell coverage.

**Project Outcome**
The pilot project showed signs of success for both the literary and economic components.
- Nigerien villagers participating in the mobile literacy program increased their test scores by 10% to 26% and were able to attain a higher level of literacy than those who participated in other literacy programs.
- Following the introduction of IMAC, the price difference between local markets fell an average of 6% and family incomes increased by 5%.

**Technologies Used**
- **Mobile Devices:** SMS enabled cell phones (Nokias)
- **Software:**
  - Java-based phone application
  - IMAC

**Constraints**
- Intermittent power to charge devices
- Phone and credit costs for beneficiaries
- Low literacy levels in rural Niger
- Lack of IT and program staff

**Project Contact**
- Aichatou (Bety) Oumani, Ousseini Sountalma

**Additional Information**
https://global.crs.org/communities/KnowledgeAndInnovation/ICT4D%20Portfolio%20Documentation/ICT4D%20CRS%20Portfolio%20-%20ABC%20Niger%20v0.1.docx
**Background**

After the 2010 earthquake, CRS Haiti initiated a Cash for Work (CfW) project with the goal of furthering relief efforts while also providing Haitian participants with much needed income. Under the CfW scheme, participants worked for fixed periods of either 10 or 20 days. By the end of September 2011, 10,660 workers had served in the CfW program. This project used T-Cash - a phone-based banking service that seeks to provide Haitians that are not currently part of the financial system with means of banking and money transfers.

**Project Description**

CRS Haiti launched a pilot with 377 beneficiaries to test the use of T-Cash as part of their CfW program. The CfW manager submitted a payment request with a list of all beneficiaries and the amounts to be paid to CRS Haiti’s finance department. Once the request would be validated and approved by CRS Finance and the Country Representative (or deputy), the funds would be transferred to CRS’ T-Cash account and credited directly to the phone account of each beneficiary. Beneficiaries would withdraw money by entering a PIN into their phones and presenting their ID to T-Cash agents. These agents were present in every community and were authorized to disperse T-Cash funds to beneficiaries.

**Project Outcome**

- Improvements in the speed, security and cost of CfW payment transfers for CRS. For project participants: improvements in safety, convenience of the payment process, accuracy & timeliness of their payments.
- 26% reduction in costs. Processing payroll was reduced from 10 days to 2 days.
- Only 5% of user traveled over 1 hour to receive benefits, as opposed to 30% of users, under the old system.

**Technologies Used**

<table>
<thead>
<tr>
<th>Mobile Devices:</th>
<th>Software:</th>
</tr>
</thead>
<tbody>
<tr>
<td>SMS Cell Phones</td>
<td>T-Cash platform</td>
</tr>
</tbody>
</table>

**Constraints**

- Limited resources and collapsed infrastructure

**Additional Information**


**General Information**

<table>
<thead>
<tr>
<th>Countries:</th>
<th>Sector:</th>
<th>Usage:</th>
<th>Metrics:</th>
<th>Budget:</th>
<th>Timeline:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Haiti</td>
<td>Emergency Response</td>
<td>Mobile Money</td>
<td>377 beneficiaries</td>
<td>$20,000</td>
<td>Aug – Dec 2011</td>
</tr>
</tbody>
</table>

**Project Contact**

- Brian MacDonald
### General Information

<table>
<thead>
<tr>
<th>Countries:</th>
<th>Sector:</th>
<th>Usage:</th>
<th>Metrics:</th>
<th>Budget:</th>
<th>Timeline:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Haiti</td>
<td>Emergency Response</td>
<td>Shelter Recipient Data Collection GIS</td>
<td>5,776 shelters</td>
<td>$22 million</td>
<td>February 2010 - December 2011</td>
</tr>
</tbody>
</table>

### Background

CRS Haiti dramatically increased its relief and development initiatives following the January 10, 2010 earthquake. Contributing to projects as varied as education, food, health, orphans and vulnerable children, and water and sanitation, the country program needed a way to better portray CRS’s relief and development efforts in Haiti and to enable CRS staff to better monitor and track efforts. The objective was to create a reporting system that would make stakeholder communication easier and more effective.

### Project Description

This constituted a very large transitional shelter program, with a total cost of more than US$ 22 million, funded by USAID-OFDA and CRS private resources. CRS built 10,512 shelters in total. Each shelter recipient was registered on paper and then data entered onto Sharepoint. All shelters were mapped for reporting and program monitoring purposes. The map shows the shelters, but also has a drill-in function that provides details for each household.

### Project Outcome

- A total of 5,776 shelters were captured and made available on ArcGIS maps
- Shelters covered approximately 25,000 beneficiaries
- The map facilitated program managers and senior staff to monitor project progress, reduce fraud and enhance accountability and reporting to donors

### Technologies Used

<table>
<thead>
<tr>
<th>Mobile Devices:</th>
</tr>
</thead>
<tbody>
<tr>
<td>iPods</td>
</tr>
<tr>
<td>Garmin GPS handheld</td>
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</tbody>
</table>

<table>
<thead>
<tr>
<th>Software:</th>
</tr>
</thead>
<tbody>
<tr>
<td>ArcGIS</td>
</tr>
<tr>
<td>Sharepoint</td>
</tr>
</tbody>
</table>

### Constraints

- Data standardization
- Recording 100% of GPS coordinates accurately
- Connectivity Outages

### Project Contact

- Niek de Goeij, Sony Belizaire

### Additional Information

http://www.arcgis.com/home/webmap/viewer.html?webmap=109039643cf643c3b820aecd3590003
India – ReMIND Project

Background

CRS partners with Dimagi Inc., Vatsalya, and the local Government to foster sustainable improvements in maternal, newborn and child health through the Reducing Maternal and Newborn Deaths (ReMiND) project implemented in Kaushambi district of Uttar Pradesh (India). The project works with government community health workers (ASHAs) to improve the frequency and quality of their pregnancy, postpartum and young child home visits.

Project Description

Using Dimagi’s CommCare software, ReMiND developed a mobile application for maternal, newborn and child health that includes pregnancy, postpartum/newborn, child and referral modules. The content was developed in consultation with partners, district and state government, ASHAs and the women they serve. ASHAs use basic mobile phones running this CommCare application, which equips them with job aids that use audio and visual prompts to support client assessment, counseling, and early identification, treatment and/or rapid referral of pregnancy, postpartum and newborn complications, and tracking of childhood immunizations. Pregnant women are registered and tracked through pregnancy, delivery and the postpartum period with continued tracking of newborns and young children through their second year of life. Once a birth is reported, SMS reminders repeatedly prompt the ASHA to conduct scheduled postpartum visits until that visit is recorded in the system. The system will also alert ASHA supervisors via SMS if ASHAs miss postpartum home visits.

Project Outcome

• 255 ASHA trained
• 154% increase in clients who ask ASHA questions during home visits
• 52% increase in ASHA who encourage clients to use the next recommended health service
• 74% of project-supported ASHA clients have institutional deliveries compared to 60% in the general population

Technologies Used

Mobile Devices:
• Java-enabled phones
• Samsung Galaxy Tab 2

Software:
• Dimagi CommCare

Constraints

• Local language requirements
• Hardware procurement times

Additional Information

• Presentation
• YouTube video
• Pinterest
Sierra Leone –
Global Fund Malaria Survey

**General Information**

<table>
<thead>
<tr>
<th>Countries:</th>
<th>Sierra Leone</th>
</tr>
</thead>
<tbody>
<tr>
<td>Sector:</td>
<td>Health</td>
</tr>
<tr>
<td>Usage:</td>
<td>Data Collection</td>
</tr>
<tr>
<td></td>
<td>Beneficiary Registration &amp; Services Tracking</td>
</tr>
<tr>
<td>Metrics:</td>
<td>6,614 Households</td>
</tr>
<tr>
<td>Budget:</td>
<td>6.3 million USD</td>
</tr>
<tr>
<td>Timeline:</td>
<td>February 2013</td>
</tr>
</tbody>
</table>

**Background**

CRS is a co-Principal recipient of a Global Fund to fight AIDS, Tuberculosis and Malaria grant. The overall goal of the Global Fund Round 10 Malaria program is to achieve the malaria-related Millennium Development Goals by 2015, not only nationally, but also among the poorest groups across Sierra Leone. This survey was implemented by CRS, the National Program for Malaria Control (NMCP), Statistics Sierra Leone (SSL), University of Sierra Leone College of Medicine and Applied Health Sciences, ICF International, and the World Health Organization.

**Project Description**

CRS used iFormBuilder software on iPhones to collect data about demographic characteristics, net ownership and utilization, access to and uptake of preventive treatment amongst pregnant women, access to and utilization of malaria treatment amongst children under five, use of anti-malarial medications in the general population, the prevalence of malaria and anemia among children age 6 months to 5 years, and the knowledge, attitudes and practices of malaria in the general population. Data gathered in the mobile devices was stored in a SQL database, which was used for data quality and validation. Google Docs were used to report data and ArcGIS Online was used for GIS depiction.

**Project Outcome**

- In 4 weeks of data collection 36,839 Individuals Household members were registered (17,566 females, and 19,273 males). A total of 6,614 Households were interviewed and 5,807 Children were given Hemoglobin and Malaria tests.
- Previous surveys required more than a year to have consolidated survey results. A full data set was available from this survey in less than a month, and the final data cleaning exercise was completed in three months.

**Technologies Used**

- **Mobile Devices:** iPhones
- **Software:**
  - iFormBuilder
  - MS SQL Database
  - ArcGIS

**Constraints**

- Intermittent power to charge devices
- No internet connectivity
- Unable to access Google Docs from Sierra Leone
- Management of data output by external consultant

**Additional Information**

What have We Learned?

- **Understand Impact on People and Business Processes**
  - Benefits and impacts on each stakeholder group
  - How the solution will affect current practices
  - Local context - environment, politics, and culture in which the solution must operate

- **Match technology to context**
  - Low investment in IT staff and infrastructure (other than end user devices),
  - Easily configured and operated by end users
  - Appropriate to the complexity of user’s data needs,
  - Work in occasionally connected environments with intermittent access to power
  - Work across a range of user devices.

- **Articulate the true cost of the solution**
  - Procurement, deployment, maintenance, and support over the life of the solution
  - Cost of working with and without the support of ICT solutions

- **Develop deployment and support strategy upfront**
  - Consider full life cycle of project and beyond

- **Implement a formal behavior change management program**
What Have We Learned?

Partnerships

- Poor & Vulnerable Communities
- Private Sector Enterprises
- Public Sector Institutions
- Non-Profits

Shared Value

Sustainability
## CRS’ ICT4D Portfolio

<table>
<thead>
<tr>
<th>Technology</th>
<th>Survey Set-up</th>
<th>Data Collection Devices</th>
<th>Data Representation &amp; Analysis</th>
<th>Projects</th>
</tr>
</thead>
</table>
| [Image of FARM BOOK] | [Image of Microsoft Excel] | [Images of Netbook Computers, Tablets] | [Images of Data Representation & Analysis Tools] | • FARM – Asia  
• Emergency Capacity Building  
• C-MIS - Malawi |
| [Image of DataWinners] | [Images of Online Survey Set-up Tools] | [Images of SMS Phones] | [Images of Data Analysis Tools] | • Food Monitoring – Madagascar  
• Ethiopia JEOP |
| [Image of dimagi] | [Images of SMS & Android Devices] | [Images of SMS & Android Devices] | [Images of Data Analysis Tools] | • India ReMind  
• MAWA – Zambia  
• MIP – Malawi  
• DFAP - Zimbabwe |
| [Image of iForm] | [Images of IPod, iPad, Android Devices] | [Images of IPod, iPad, Android Devices] | [Images of Data Analysis Tools] | • CAR Seed Fare  
• SL MIS Malaria Survey  
• FAO Agricultural Fairs  
• Haiti Education  
• EARO M&E |
CRS Strategy
FY2014 – FY2018

Deepen Expertise in Information and Communications Technology for Development

Strategic Initiatives
- ICT4D Curriculum
- M&E Data Management System
- ICT4D Solutions for Signature Program Areas

By 2018, Catholic Relief Services aspires to increase the number of poor and vulnerable people we serve worldwide to 150 million, while inspiring 10 million Catholics in the United States to put their faith into action. To do this, we will:

- Achieve leadership in 3 signature program areas:
  - Emergency Response & Recovery
  - Agricultural Livelihoods
  - Health

- Deepen expertise in 5 core competencies:
  - Partner Collaboration & Support
  - Peacebuilding, Governance and Gender Integration
  - Monitoring & Evaluation, Accountability and Learning
  - Information and Communications Technology for Development
  - Global Brand Management

- Strengthen engagement with the Global Catholic Church to:
  - Promote integral human development and global solidarity
  - Deepen collaborative relationships and build networks
  - Inspire and engage Catholics in the United States to confront global poverty

- Reinforce a high-performance culture characterized by:
  - Maintaining a one-agency perspective of our identity, mission and work
  - Operational excellence
  - Staff development & engagement
  - Accountability for outcomes

Resource mobilization: These strategic priorities will be supported by maximizing and optimizing our financial resources to meet agency needs.

Giving hope to a world of need
Agenda

• What is ICT4D?

• ICT4D at CRS

• Requesting ICT4D Support
  • Completing the Project Definition Sheet

• ICT4D Project Lifecycle

• ICT4D Resources
A walkthrough of how to complete a project definition sheet is covered later in the presentation.

Detailed process can be found in slides 19 & 20.
The ICT4D Team provides support to projects in 4 simple steps:

1. **Initiation**
   - Project team member submits a Project Definition Sheet (PDS) (ideally, when writing a proposal)

2. **Clarification**
   - 1 hour discussion to clarify purpose and scope (project team, GKIM and sector technical advisor)

3. **Business Process**
   - Up to 3 hours to understand business process to be automated (project team, GKIM and sector technical advisor)

4. **Recommendation & High-level Design**
   - Up to 3 days of effort to research and craft recommendations (GKIM, with review by sector technical advisor and project team)
Types of Recommendations

Recommendations typically take one of the following forms:

1. A solution that can be adapted from our current portfolio including an approximate cost, high level schedule, and support plan. When further GKIM support is needed, it will also include time required to secure/free up the resources to support its implementation before work could start (may be CRS staff, vendor staff, or a combination).

2. A technology provider we recommend that you go to directly to identify or implement a solution. Recommendation will set expectations about roles when working with technology partners.

3. A recommendation not to proceed (not enough lead time, not a good fit for automation, not something that would ever fit within your budget constraints).
Types of ICT4D Support

**ICT4D Requests**

**Proposal**
- Project is at proposal development stage to secure grant / funding

**Service**
- Project funding secured
- Support required to roll-out an ICT4D component to be developed by an external vendor

**Project**
- Project funding secured
- Support required to develop and roll-out of a complete ICT4D system (i.e. software, devices, back-end hardware)

**Description**

**Support provided**

- **Proposal**
  - Provide inputs on ICT4D solutions that can be used on the project
  - Provide estimates to ensure sufficient budget is allocated for ICT4D
  - Provide actual examples and metrics of use of ICT4D

- **Service**
  - Provide vendor recommendations
  - Review and provide input into the Statement of Work (SoW)
  - Provide input into the high-level design
  - Act as technical advisors during implementation

- **Project**
  - Project Management Support
  - Creation of high-level design, Development/configuration
  - Device & software procurement
  - Provide training to build capacity of local IT staff
  - Provide technical expertise and support

**Examples**

- **Proposal**
  - Child labor and labor rights – DR
  - CONTI Project – Ghana

- **Service**
  - Feed the Future project – Zambia
  - Accessing Testing for Child Health - Benin

- **Project**
  - M&E Pilot - EARO
  - Global Fund Malaria Survey – Sierra Leone
  - Animal/Seed Fair - Rwanda
## Key Considerations

### Key things to consider when raising an ICT4D support request:

<table>
<thead>
<tr>
<th>Considerations</th>
<th>Questions to ask yourself</th>
<th>Importance</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Objectives</strong></td>
<td>• What is the overarching objective of the field project?</td>
<td>• Ensure clear understanding and alignment to overall project objective</td>
</tr>
<tr>
<td></td>
<td>• How do you envision the ICT4D component supporting the objectives of the overarching field project?</td>
<td></td>
</tr>
<tr>
<td><strong>Outcomes &amp; Impact</strong></td>
<td>• What difference will the ICT4D component make to your project?</td>
<td>• Provides business case for investment on ICT4D</td>
</tr>
<tr>
<td></td>
<td>• What are the issues / difficulties faced if the ICT4D component is not in place?</td>
<td></td>
</tr>
<tr>
<td><strong>Timeline</strong></td>
<td>• For proposal support requests, when is the proposal due for submission, and when is the ICT4D input is required by?</td>
<td>• Ensure system can be delivered in a timely manner</td>
</tr>
<tr>
<td></td>
<td>• For services and projects, when must the ICT4D system be rolled out in order for it to effectively support execution of the field project? What other milestones (i.e. training) must be met?</td>
<td>• Consider that GKIM will be managing many requests hence it is important to buffer adequate time from request being made to the time the support needs to be delivered</td>
</tr>
<tr>
<td><strong>Budget</strong></td>
<td>• How much budget are you able to allocate to implement the ICT4D system / component?</td>
<td>• Ensure clear understanding of budget constraints</td>
</tr>
</tbody>
</table>
### Key Considerations

<table>
<thead>
<tr>
<th>Considerations</th>
<th>Questions to ask yourself</th>
<th>Importance</th>
</tr>
</thead>
<tbody>
<tr>
<td>Stakeholder</td>
<td>- Who is the business owner? Who will champion and provide support for the implementation of the ICT4D system / component?</td>
<td>- Ensure necessary buy-in from stakeholders can be obtained</td>
</tr>
<tr>
<td></td>
<td>- Who will use the ICT4D system? Are they CRS staff or partner staff?</td>
<td>- Ensure budget sufficiently covers the number of users involved</td>
</tr>
<tr>
<td>Limitations</td>
<td>- What are the factors restricting / limiting the usage of the ICT4D system / component that will need to be considered? Consider both the environment (limited connectivity) and people (limited IT knowledge) aspects.</td>
<td>- Ensure the appropriate ICT4D technologies can be selected</td>
</tr>
<tr>
<td></td>
<td></td>
<td>- Know the boundaries which limit the choice of technology and other regulations and restrictions</td>
</tr>
</tbody>
</table>
• What is ICT4D?

• ICT4D at CRS

• Requesting ICT4D Support

• Completing the Project Definition Sheet

• ICT4D Project Lifecycle

• ICT4D Resources
Long term objective of the OVC project is to increase child mortality rates in the region. In order to do so, a baseline survey needs to be conducted to assess the current conditions for OVC in the area.

Utilizing technology for the survey will streamline the process and expedite identification of key areas to address.

Without the use of technology, a paper based data collection will take a longer time and will require more volunteers. By reducing the number of volunteers working on the survey, these volunteers can be utilized for medicine distribution.

Important to specify how technology will be used to meet the programming objective and not just the programming objective.

Describe the outcomes and impacts of using the technology on the project and NOT outcomes of the OVC project.

An urgent priority should be exceptional. Projects should always raise a request in advance so that a request is never urgent, unless due to unforeseen circumstances.
Project Kick-Off: 1st March
Training: 8th of March
Survey Kick-off: 15th March
Baseline Data Ready: 30th April

Capture project milestones that are dependent on the technology being in place. If possible, provide a specific date.

Based on the grant funding of USD2 Million, USD10,000 has been allocated for implementation of systems to support the project.

If a technology budget has been included in the grant proposal, please specify. Else, specify the amount of budget that the project can allocate to technology.

Key CRS staff involved in the project are: A, B, C, D, E and will need to be involved in the data collection preparation. The local IT staff and/or the M&E Managers can participate in the design and development of the system.

Specify key project members that will need to be within the communication loop of this request. Specify whether project staff can be involved in the implementation of the technology.
It is important to specify the business owner who is sponsoring the project. Also, it would be good to specify the users of the technology as this will influence the technology recommendation.

Specify factors related to the environment where the project is run that will need to be considered when selecting a technology (people, connectivity etc).

Include any other additional useful information to be considered e.g. scale of data collection, dependencies, specific support needed from GKIM, if any other local vendors have been contracted etc.
Indicate “Yes” if you require GKIM support for the implementation of your project. Indicate “No” if you are implementing this project either on your own or with the help of a vendor, but want GKIM to be aware that the project is taking place.

Select ICT4D System from the Project Category
Specify whether this is a project or Proposal
• What is ICT4D?

• ICT4D at CRS

• Requesting ICT4D Support

• Completing the Project Definition Sheet

• ICT4D Project Lifecycle

• ICT4D Resources
GKIM has a project lifecycle methodology in place to ensure consistent and high quality delivery of all IT projects including ICT4D projects. As a requestor, you will actively be involved in the various stages of the project.

<table>
<thead>
<tr>
<th>Initiate</th>
<th>Analyze Requirements</th>
<th>Architect &amp; Design</th>
<th>Implement &amp; Test</th>
<th>Deploy</th>
<th>Operate &amp; Maintain</th>
</tr>
</thead>
<tbody>
<tr>
<td>Define scope of the project</td>
<td>Identify business processes that the system will support</td>
<td>Develop overall system architecture</td>
<td>Development and integration of each component based on the design</td>
<td>Establish support structure for system both centrally and locally (helpdesk)</td>
<td>Maintain and provide support to end users of the system</td>
</tr>
<tr>
<td>Develop high-level solution recommendation</td>
<td>Identify data that will be managed by the system</td>
<td>Develop high-level and low-level design of each component (e.g. database, UI etc) to meet defined requirements</td>
<td>Comprehensive testing of the developed system</td>
<td>Conduct training to stakeholders</td>
<td>Provide fixes for system issues</td>
</tr>
<tr>
<td>Plan the project</td>
<td>Identify and document detailed functional and technical requirements</td>
<td></td>
<td></td>
<td>Configuration and roll-out of devices</td>
<td>Enhance and tweak the system</td>
</tr>
</tbody>
</table>

**Key Activities**
- Define scope of the project
- Develop high-level solution recommendation
- Plan the project
- Identify business processes that the system will support
- Identify data that will be managed by the system
- Identify and document detailed functional and technical requirements
- Develop overall system architecture
- Develop high-level and low-level design of each component (e.g. database, UI etc) to meet defined requirements
- Development and integration of each component based on the design
- Comprehensive testing of the developed system
- Establish support structure for system both centrally and locally (helpdesk)
- Conduct training to stakeholders
- Configuration and roll-out of devices
- Maintain and provide support to end users of the system
- Provide fixes for system issues
- Enhance and tweak the system

**Your involvement**
- Raise request
- Provide high-level requirements
- Verify timeline
- Verify solution
- Identification and prioritization of requirements
  - Functionalities
  - Performance & Security
  - Provide sign-off on requirements
- Review and validation of design
- Participation in and/or identification of participants for user acceptance testing (UAT)
- Participation and/or identification of participants for training
- Management of user turnover i.e. passwords etc.
- Raise help desk tickets for incidents
- Plan and raise change requests for system enhancements
Major Activities of an ICT4D Project

<table>
<thead>
<tr>
<th>Initiate</th>
<th>Analyze Requirements</th>
<th>Architect &amp; Design</th>
<th>Implement &amp; Test</th>
<th>Deploy/Training</th>
<th>Operate &amp; Maintain</th>
</tr>
</thead>
<tbody>
<tr>
<td>Project Team</td>
<td>Project Definition Sheet</td>
<td>SMILER Forms</td>
<td>Initial Discussion</td>
<td>Requirements &amp; Constraints</td>
<td>Decision to proceed!</td>
</tr>
<tr>
<td>ICT4D Cross-Divisional Team</td>
<td>Design &amp; Recommendation</td>
<td>Perform Trade-off &amp; Calculate Estimates</td>
<td>Document Business Processes</td>
<td>Development (re-use) of forms &amp; configuration of other required technology</td>
<td>Train Users</td>
</tr>
<tr>
<td></td>
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<td></td>
<td></td>
<td>Project Execution</td>
</tr>
<tr>
<td></td>
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<td></td>
<td>Lessons Learned, Additional Knowledge Transfer &amp; Handover to Project Team, Metrics &amp; Project Summary</td>
<td></td>
</tr>
</tbody>
</table>
Detailed ICT4D Support Process

ICT4D – Project Support Process (As-Is)

Project Team
- Complete Project Definition Sheet (PDS)
- First Meeting: Discuss PDS
- Provide Recommendation to Project
- Prioritize Project & Complete ICT4D Technology Questionnaire
- Candidate for ICT4D?
  - Yes
  - No
- External Vendor Required?
  - Yes
  - No
- Complete Project Design & Recommendation
- Document Business Process
- Review Initial Vendor Proposal
- Implement ICT4D?
  - Yes
  - Required External Vendor?
    - Yes
    - No
  - No
- Solicit SoW
- Complete Configuration Template
- Test ICT4D Application
- Develop Training Materials & Train Users
- Pilot Application
- Develop ICT4D Application (joint effort)
- Unit Test ICT4D Application
- Implement Enhancements & Deploy Application
- Handover Support / Capture Lessons Learnt
- Fix Issues & Retest
- End
- End
- Combined Effort

ICT4D Team
- Complete Budget
- Request Estimate from Vendor & Complete Budget
- Hold ICT4D Project Review
- Update Project Design & Recommendation
- Separate process followed for vendor implementation
- Sign-off SoW
- Review SoW

End
Agenda

- What is ICT4D?
- ICT4D at CRS
- Requesting ICT4D Support
- Completing the Project Definition Sheet
- ICT4D Project Lifecycle
  - ICT4D Resources
ICT4D Service Desk Team

ICT Experts
- Portfolio manager
- Solution architects
- Overseas service delivery unit

Subject Matter Experts
- Agro-enterprise
- M&E
- Health
- Emergency
- Distance learning / HR
- BDT

ICT4D Team
- Meet weekly
- Review portfolio
- Review proposals
- Provide support
The following resources are available on CRS.org for your further reference:

<table>
<thead>
<tr>
<th>Resource</th>
<th>Description</th>
<th>Link</th>
</tr>
</thead>
<tbody>
<tr>
<td>Knowledge and Innovation Site</td>
<td>Generic ICT4D documents, articles, news and updates, ICT4D Calendar.</td>
<td>K&amp;I Site</td>
</tr>
<tr>
<td>ICT4D Portfolio Site</td>
<td>Contains detailed examples of completed ICT4D projects, including the description of the project, the constraints, technologies used, outcome, and lessons learned.</td>
<td>ICT4D Detailed Portfolio Entries</td>
</tr>
<tr>
<td>CRS ICT4D Capacity Statement</td>
<td>Information about the ICT4D Portfolio, our capacity, and ICT4D at CRS in different sectors.</td>
<td>ICT4D Capacity Statement</td>
</tr>
<tr>
<td>Project Support Request Form</td>
<td>Online form for submitting your ICT4D project request</td>
<td>Project Definition Sheet</td>
</tr>
<tr>
<td>Device Catalog</td>
<td>Suggested technologies for ICT4D work listed in one place with updated prices and specifications</td>
<td>Device catalog</td>
</tr>
<tr>
<td>Technology Overviews</td>
<td>Contains a list of available software technologies, recommended type of use, pros, cons, and list of CRS projects using them</td>
<td>ICT4D Technology Overviews</td>
</tr>
<tr>
<td>ICT4D Conference Presentations</td>
<td>Presentations from this year’s ICT4D Conference in Ghana</td>
<td>ICT4D Presentations 2013</td>
</tr>
<tr>
<td>iFormBuilder Training Materials</td>
<td>Information about iFormBuilder – one of the tools we use to develop electronic data collection forms</td>
<td>iForm Builder Basics, iFormBuilder Set-up</td>
</tr>
</tbody>
</table>


ICT4D Projects can use a mix of resources, which include M&E staff, ICT4D experts, and IT staff. For example, for the EARO pilot in particular, roles were defined as follows:

<table>
<thead>
<tr>
<th>Activity Description</th>
<th>Project M&amp;E</th>
<th>CP M&amp;E</th>
<th>RTA M&amp;E</th>
<th>Global M&amp;E / ICT</th>
<th>CP - IT</th>
<th>Regional ICT</th>
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</thead>
<tbody>
<tr>
<td><strong>General</strong></td>
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<tr>
<td>Coordinate the rollout of CRS standard MEAL / ICT platform to ensure high quality,</td>
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<td>complete and timely data for higher efficiency, effectiveness, transparency and</td>
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<tr>
<td>accountability in compliance with CRS overall strategic directions.</td>
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<tr>
<td><strong>Devices</strong></td>
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<tr>
<td>Assist projects to determine device needs and lead budgeting for purchase</td>
<td>✔</td>
<td>✔</td>
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<tr>
<td>Ongoing support of devices to identify required improvements in the system and test</td>
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<td>when appropriate</td>
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<tr>
<td>Facilitate the IT and procurement departments to ensure devices are purchased,</td>
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<tr>
<td>registered, updated, allocated and stored properly, warranted and fixed when</td>
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<tr>
<td>damaged</td>
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<tr>
<td>Carry out the purchase, registering, configuration, updating, allocation, storage,</td>
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<tr>
<td>warranty and fixing when damaged and track all devices for the region</td>
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<tr>
<td><strong>Forms</strong></td>
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<tr>
<td>Apply for and manage form licenses, user profiles, allocation and identify any</td>
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<td>changes if required</td>
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<tr>
<td>Provide assistance to country program staff to search library, identify any gaps</td>
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<td>✔</td>
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<tr>
<td>based on SMILER needs and identify correct forms to use and custom form</td>
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<td>✔</td>
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<tr>
<td>requirements</td>
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<tr>
<td>Develop customized forms</td>
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<tr>
<td>Provide suggestions, feedback and corrections to forms in global library, database</td>
<td>✔</td>
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<tr>
<td>and reports based on field use in SWA/CWA CPs</td>
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<tr>
<td>Manage SMS system to report data collection schedules and deadlines</td>
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<tr>
<td>Manage SMS SWA/CWA CP’s account and assist projects to use SMS for project M&amp;E</td>
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<tr>
<td>Assist projects to set up accounts for iForm, DataWinners, Klipfolio and ArcGIS</td>
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<td>✔</td>
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<td>online</td>
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</tbody>
</table>
## ICT4D Project Roles & Responsibilities

<table>
<thead>
<tr>
<th>Activity Description</th>
<th>Project M&amp;E</th>
<th>CP M&amp;E</th>
<th>RTA M&amp;E</th>
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<th>Regional ICT</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Database</strong></td>
<td></td>
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</tr>
<tr>
<td>Review data constantly to identify inconsistencies and report to program managers</td>
<td>✔</td>
<td>✔</td>
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<tr>
<td>Lead data cleaning process to ensure that all data is of highest quality</td>
<td>✔</td>
<td>✔</td>
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</tr>
<tr>
<td>Ensure data collection is carried out and data is input in to system on time and complete</td>
<td>✔</td>
<td>✔</td>
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<tr>
<td>Provide protocol for data audit to program managers and ensure it is conducted and documented properly</td>
<td>✔</td>
<td>✔</td>
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</tr>
<tr>
<td>Ongoing support of database to identify and report glitches, for GKIM to make adjustment when needed</td>
<td>✔</td>
<td>✔</td>
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<tr>
<td><strong>Web-based Reports and GIS</strong></td>
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<tr>
<td>Manage reports and dashboards to ensure they are displaying up to date, accurate and correct information and function properly</td>
<td>✔</td>
<td>✔</td>
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</tr>
<tr>
<td>Support M&amp;E staff to ensure reports, dashboards and GIS are displaying up to date, accurate and correct information and function properly and to identify and report glitches</td>
<td>✔</td>
<td>✔</td>
<td></td>
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<tr>
<td>Help programs identify report needs and facilitate building of tabular reports and dashboard tabs with existing klips from library and custom Klips</td>
<td>✔</td>
<td>✔</td>
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<tr>
<td>Facilitate the setting up of dashboard tabs with existing klips from library and build custom Klips for projects</td>
<td>✔</td>
<td>✔</td>
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<tr>
<td>Identify GIS data layers required for new projects and acquisition and apply such layers</td>
<td>✔</td>
<td>✔</td>
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<tr>
<td>Provide support to acquire GIS data layers required for new projects and backstopping technical support to ArcGIS desktop users</td>
<td>✔</td>
<td>✔</td>
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<tr>
<td>Ensure that data points, line and polygons are added to ArcGIS for required data in all projects</td>
<td>✔</td>
<td>✔</td>
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</tr>
<tr>
<td>Ongoing support of web-based reporting and GIS system to identify and report glitches, and make adjustments when needed</td>
<td>✔</td>
<td>✔</td>
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</tbody>
</table>
## ICT4D Project Roles & Responsibilities

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</thead>
<tbody>
<tr>
<td><strong>Training and Support</strong></td>
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</tr>
<tr>
<td>Act as a tier I help desk support agent for M&amp;E and Liaise with ICT staff to ensure any technical issues are resolved.</td>
<td></td>
<td>✔️</td>
<td>✔️</td>
<td></td>
<td>✔️</td>
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</tr>
<tr>
<td>Act as Tier II level technical support for any M&amp;E/ICT platform issues sent to the help desk</td>
<td></td>
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<td>✔️</td>
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<td>✔️</td>
</tr>
<tr>
<td>Provide training on all relevant components of the M&amp;E/ICT platform to program staff, partners and enumerators</td>
<td>✔️</td>
<td>✔️</td>
<td>✔️</td>
<td>✔️</td>
<td>✔️</td>
<td>✔️</td>
</tr>
<tr>
<td>Train all CP IT staff to configure, update, allocate, store, track and fix all devices</td>
<td></td>
<td></td>
<td>✔️</td>
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</tr>
<tr>
<td>Mentor field enumerators for proper use of platform and data collection.</td>
<td>✔️</td>
<td>✔️</td>
<td>✔️</td>
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</tr>
<tr>
<td>Work with program managers to ensure they know how to use the web based reporting system for program management, decision making and reporting</td>
<td>✔️</td>
<td>✔️</td>
<td>✔️</td>
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</tr>
<tr>
<td>Lead beneficiary feedback surveys and reporting</td>
<td>✔️</td>
<td>✔️</td>
<td>✔️</td>
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</tr>
<tr>
<td>Mentor and train associate M&amp;E/ICT staff.</td>
<td>✔️</td>
<td>✔️</td>
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<tr>
<td><strong>Knowledge Management</strong></td>
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</tr>
<tr>
<td>Document lessons learnt and good practices on the use of M&amp;E/ICT platform and share them with the broader organization through the M&amp;E/ICT portal.</td>
<td>✔️</td>
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<td>Disseminate and promote key research and case studies both internally and to the external world via the M&amp;E/ICT portal and other means.</td>
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ICT4D Support Example – Proposal
ICT & Radio for Gender Equity in Agriculture

Overview

• The long term objective of the project is to promote gender equity in access, control and use of community and household resources and assets (natural, income, information etc.) for agricultural production and income generation.
• This is to be achieved by a shorter term objective deploying radio and ICT to provide women in particular with enhanced and equitable access to all kinds information (agriculture, nutrition, advocacy).

ICT4D Components

• ICT platform for interactive radio program to disseminate information
• Data collection solution to survey progress of project
• Devices for additional audio and visual training

Support provided by GKIM

• Recommend technology solutions for each ICT4D component required
• Provide cost estimates for each technology solution
**Overview**

- CRS is a recipient of a Global Fund grant to achieve the malaria related objectives of the Millennium Development Goals in the poorest parts of Sierra Leone and tasked with several impact and outcome indicators.
- As part of the project, a national survey will be conducted to capture data from 8000 households over a period of 45 days by 96 enumerators.

**ICT4D Components**

- iPod Touch devices
- iForm Builder

**Support provided by GKIM**

- Supported business case development to secure funding
- Completion of enumerator training manual with the finalized KAP tool
- Feedback and assistance with iForm development
- Feedback on database design and output of the iForms to ensure compatibility with statistical processing software
- Assistance with actual enumerator training / field test
- Assistance in finalizing tools based on experience of trainees
- Assistance collecting and responding to actual data collection experience for the first week of three weeks of data collection
Overview

- The objective of the project is to establish the ability to monitor the many on-going projects across different sectors in the East Africa region
- It is envisioned that the system will support planning of future projects and enhance visibility and accountability to stakeholders
- The project is currently at the end of the requirements gathering phase with design already on-going

<table>
<thead>
<tr>
<th>ICT4D Components</th>
<th>Support provided by GKIM</th>
</tr>
</thead>
<tbody>
<tr>
<td>iPod Touch devices</td>
<td>Development of business process flows for standard data collection across projects</td>
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<tr>
<td>iForm Builder</td>
<td>Digitization of data collection forms</td>
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<td>Common data repository</td>
<td>Establishment of a common data repository to store all project data</td>
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<tr>
<td>ArcGIS application for GIS mapping</td>
<td>Integration of data repository with Arc GIS application to enable GIS mapping of information</td>
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<td>Reports</td>
<td>Coordination with Blue Raster (external vendor) to implement the GIS map</td>
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<td>Hosting solution</td>
<td>Development of reporting capability to enable aggregation and analysis of data</td>
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<td>Provide support for pilot in 4 identified projects, one being the Ethiopia MYAP</td>
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</tbody>
</table>
End of Presentation
Thank You for Participating!