



AUDIENCE POLL – QUESTION 1:

TO WHAT DEGREE DO DIGITAL TOOLS BENEFIT CERTAIN ASPECTS OF AID/DEVELOPMENT PROGRAMS?

- Timely data
- Higher quality data
- Improve program accountability
- Improve decision making
- Cost saving

Please answer the pop up survey to your right:





AUDIENCE POLL – QUESTION 2:

WHAT IS YOUR BIGGEST CONCERN WITH ICT4D?

- Information security / data privacy
- Retaining skilled staff
- Resistance to change
- Difficult aligning technology with improved project results
- Return of investment is not compelling

Please answer the pop up survey to your right:





ICT4D WEBINAR SPEAKERS – June 26



Steve Hellen,
Director, ICT4D
& GIS,
Catholic Relief
Services



Maria Berenguer,
Global ICT4D
Advisor,
SOS Children's
Villages
International



Uloma Ogba,
Project & Knowledge
Manager,
United Nations
Capital Development
Fund (UNCDF)



Chetna Chawla,
Technology
Director,
DAI Global
Health



Daniel Coughlin
Deputy Director of
ICT,
International
Rescue Committee

10TH CONFERENCE ON



Information & Communications Technology
for Development



ICT4D Survey: Trends and Insights

CRS commissioned Devex to conduct an online survey to test the development community's perception on ICT4D



Steve Hellen,
Director, ICT4D & GIS,
Catholic Relief Services



> WHO ARE THE SURVEY RESPONDENTS?

The survey respondents work for..



36%
INDEPENDENT
CONSULTANT



19%
NGO



11%
DEVELOPMENT
CONSULTING
FIRM



9%
DONOR AGENCY
OR GOVERNMENT
DEPARTMENT



85%

The majority of respondents are **senior and executive level** development professionals

..and have the most extensive experience in..



PROJECT MANAGEMENT,
FINANCE & OTHER
ADMINISTRATIVE

35%



ECONOMIC
DEVELOPMENT

31%



AGRICULTURE &
FOOD SECURITY

27%



EDUCATION

25%



DEMOCRACY, PUBLIC
SECTOR REFORM &
GOVERNANCE

22%



53%

AFRICA

38%

ASIA

> OVER THE PAST YEAR, WHAT % OF PROGRAMS IN YOUR ORGANIZATION INCLUDE AN ICT4D COMPONENT?

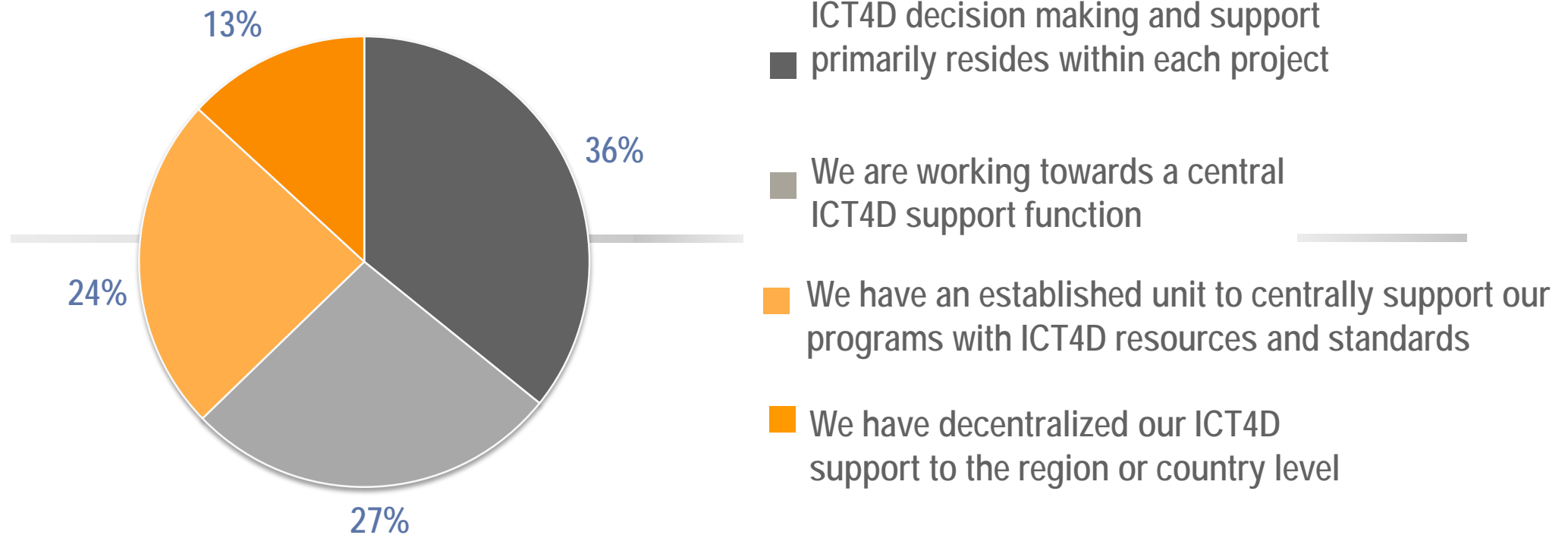


● **64%** of organizations use ICT4D in less than half of their projects

● **36%** of organizations use ICT4D in the majority of their projects

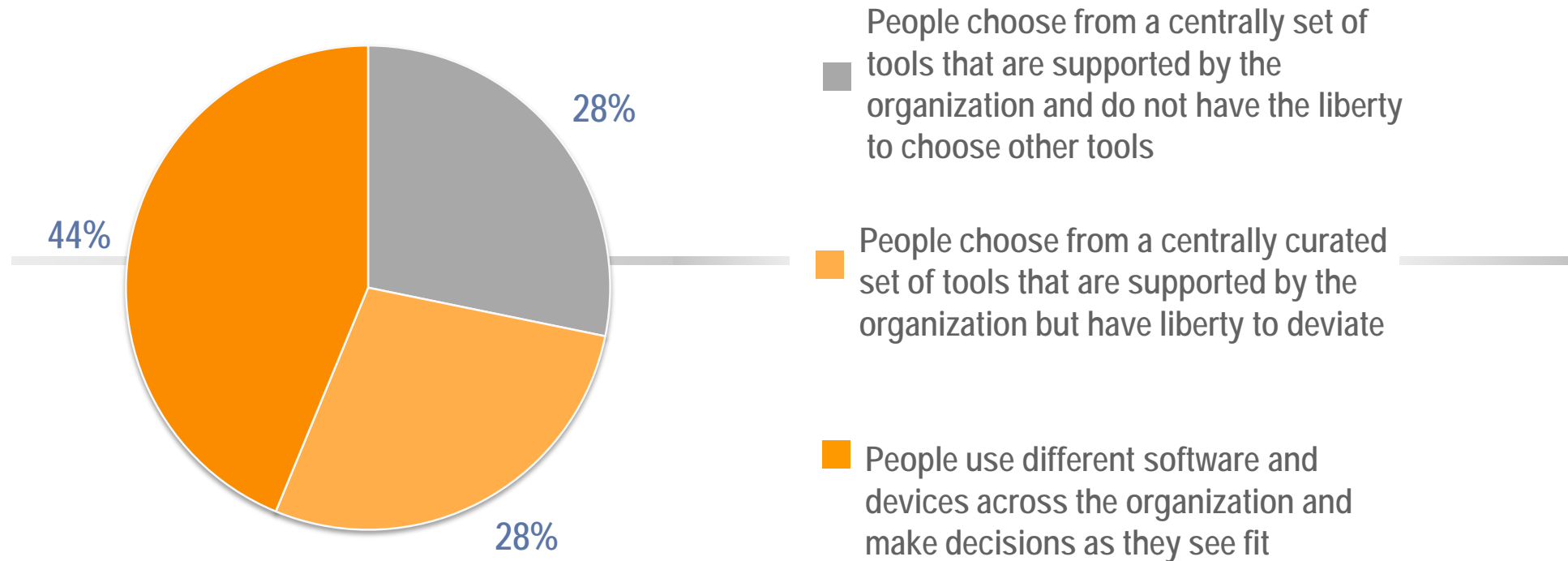
> WHAT BEST CATEGORIZES ICT4D/DIGITAL DEVELOPMENT IN YOUR ORGANIZATION

Chart shows % of responses

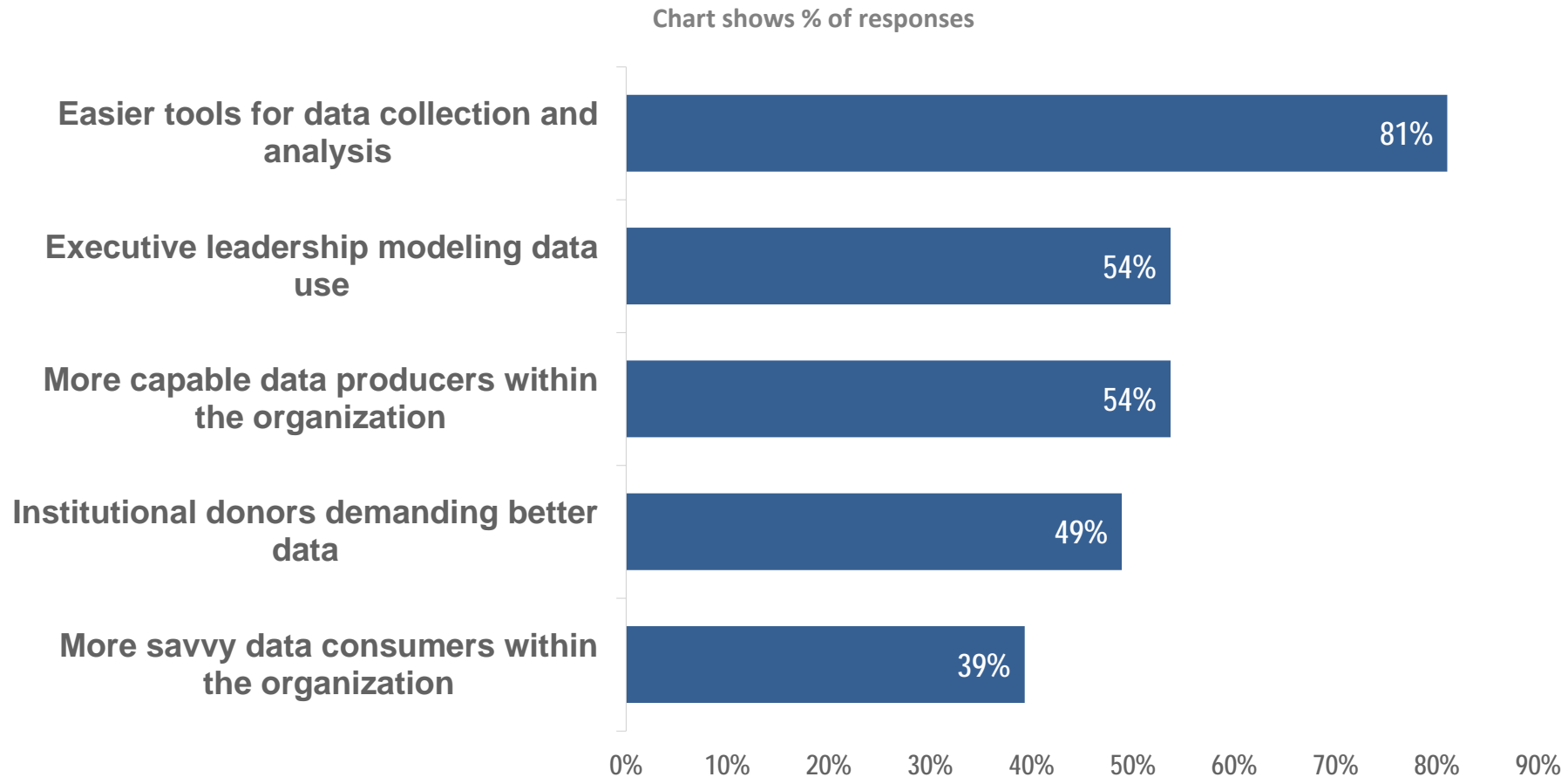


> WHAT BEST CATEGORIZES THE ICT4D TOOLS USED IN YOUR ORGANIZATIONS?

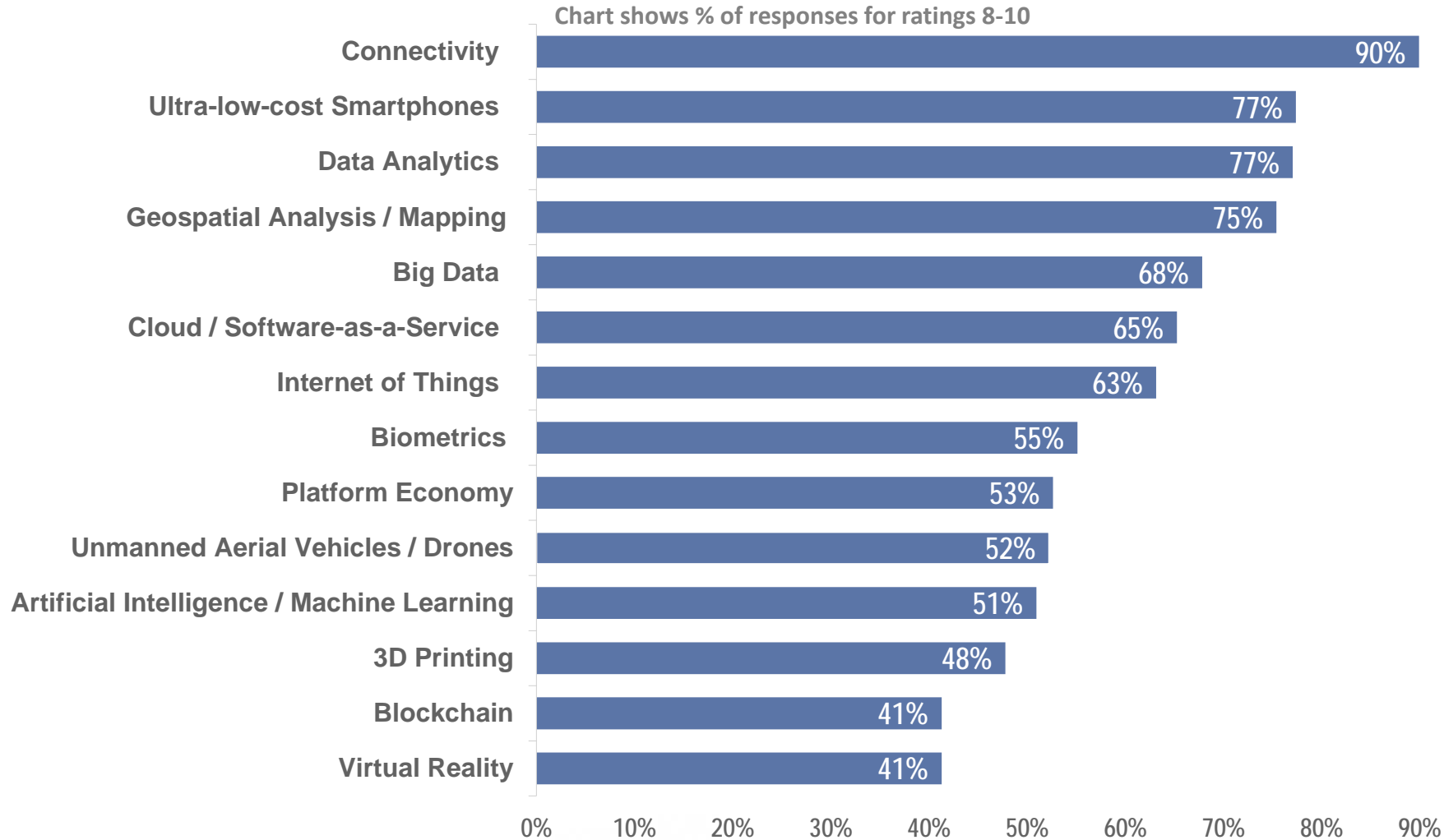
Chart shows % of responses



> WHAT DO YOU SEE AS THE TOP 3 MOST POWERFUL ENABLERS FOR AID/DEVELOPMENT ORGANIZATIONS TO DEEPEN A CULTURE OF DATA USE?



> WHAT ICT TREND WILL POSITIVELY IMPACT THE AID/DEVELOPMENT SECTOR OVER THE NEXT 5 YEARS?



10TH CONFERENCE ON



Information & Communications Technology
for Development



ICT4D Takeaways for Education



Maria Berenguer,
Global ICT4D Advisor,
SOS Children's
Villages International



SOS CHILDREN'S
VILLAGES



ICT4D Takeaways for Education

Key Themes at the Conference:

- Importance and benefit of designing with program participants
- Significant potential to use ICTs in supporting refugees (during migration, in camps and finding employment in host country)
- Importance and complexity of effective monitoring and evaluation (missing strong evidence about contributors to the success of ICT)
- Successful mentorship programs
- Global focus on IT training / digital literacy



ICT4D Takeaways for Education

Lessons learned from the discussion:

- ICT4D interventions are more successful when problem-and-user-centric (not technology first) and designed in collaboration with the user
- Agile needs to be a reality – design, test, evaluate, adapt, re-test...
- Many interventions failed due to weak alignment with context – solutions designed far from local contexts
- Increasing potential negative effects linked to the use of ICTs: cyberbullying, harassment, data illiteracy, digital rights -> get security right!
- We need to work together in real, collaborative partnerships

10TH CONFERENCE ON



Information & Communications Technology
for Development



ICT4D Takeaways for Financial Inclusion



Uloma Ogba,
Project & Knowledge Manager,
United Nations Capital
Development Fund (UNCDF)





ICT4D Takeaways for Financial Inclusion

Key Themes at the Conference: |

- **Digital financial services could be a significant driver of financial inclusion for women globally** (especially in areas where it is more difficult for them to access loans and/or traditional banking facilities)
- **User-centred design for DFI solutions is critical to success of products** (esp. considering women, people in rural areas, or groups with low (digital) literacy)
- **Extending financial services to refugees** (leveraging partnerships could result in cost savings for all actors and reducing waiting times of refugees)
- **Role of FinTech in increasing digital financial inclusion**
- **Increased collaboration with the regulators** (e.g. *Smart Zambia*) to improve access to services in previously unserved/underserved areas



ICT4D Takeaways for Financial Inclusion

Lessons learned from the discussion:

- Digital solutions to financial inclusion can have a bigger, faster, and more cost-effective impact if there is collaboration from key actors and if design is user and problem focused
 - > *Who are your customers and their specific challenges?*
 - > *What problems are we trying to solve?*
- Enabling women: tools are being developed but ecosystem should be more enabling
 - > more training, education and empowerment is needed on a larger scale
- Important to train users (esp. in rural areas or from marginalized groups) on how to use a digital wallet
- Need for more collaboration with organizations and partners in other sectors (education, agriculture, health) -> *don't look at solutions in silos*
- Start early conversations with the regulators and governments, get their input and approval early

10TH CONFERENCE ON



Information & Communications Technology
for Development



ICT4D Takeaways for Health & Nutrition



Chetna Chawla,
Technology
Director,
DAI Global Health





ICT4D Takeaways for Health & Nutrition

Key Themes at the Conference:

- Digital health to address non-communicable diseases
- Integrated health data and the challenge of data ownership
- Data privacy and ethics in health programs
- New innovations in the use of AI and machine learning for health (biometric identify, use of WhatsApp and Social media data)



ICT4D Takeaways for Health & Nutrition

Lessons learned from the discussion: |

- Trend of scaling up is finally happening: transition from pilots to first large scale/ nationwide ICT supported health programs
- Data use and culture is most important -> ensuring that people are actually using the data for decision making in a timely manner
- Human/user-centered design -> Put people first, not technology!

10TH CONFERENCE ON



Information & Communications Technology
for Development



ICT4D Takeaways for Humanitarian Response



Daniel Coughlin,
Deputy Director of ICT,
International Rescue Committee





ICT4D Takeaways for Humanitarian Response

Key Themes at the Conference:

- Data privacy vs data as a public good; focus on GDPR principles and guidelines
- Developing Plug & Play technology stacks for the humanitarian sector
- Importance of mapping people (Mapping people after Haiti earthquake helped in fighting cholera outbreak few months later)
- mMoney and digital cash transfers (importance of staff training and community awareness)



ICT4D Takeaways for Humanitarian Response

Lessons Learned from the Discussion:

- Choosing the right technology is challenging and often too time consuming (too many services, lack of standards, not enough time to test solutions) -> *better exchange and collaboration of the HR community needed*
- ICT4D for humanitarian response needs to be agile to help adept to the ever-changing environment (applications and implemented features are constantly changing)
- Support services are as important as technology design (availability of support is often overlooked)
- Data protection and ethics are key, esp. as there seems to be a decrease in public trust



ICT4D WEBINAR SPEAKERS – June 26



Steve Hellen,
Director, ICT4D
& GIS,
Catholic Relief
Services



Maria Berenguer,
Global ICT4D
Advisor,
SOS Children's
Villages
International



Uloma Ogba,
Project & Knowledge
Manager,
United Nations
Capital Development
Fund (UNCDF)



Chetna Chawla,
Technology
Director,
DAI Global
Health



Daniel Coughlin
Deputy Director of
ICT,
International
Rescue Committee

Post your Questions in the Chat window ->



AUDIENCE POLL – QUESTION 1:

TO WHAT DEGREE DO DIGITAL TOOLS BENEFIT CERTAIN ASPECTS OF AID/DEVELOPMENT PROGRAMS?

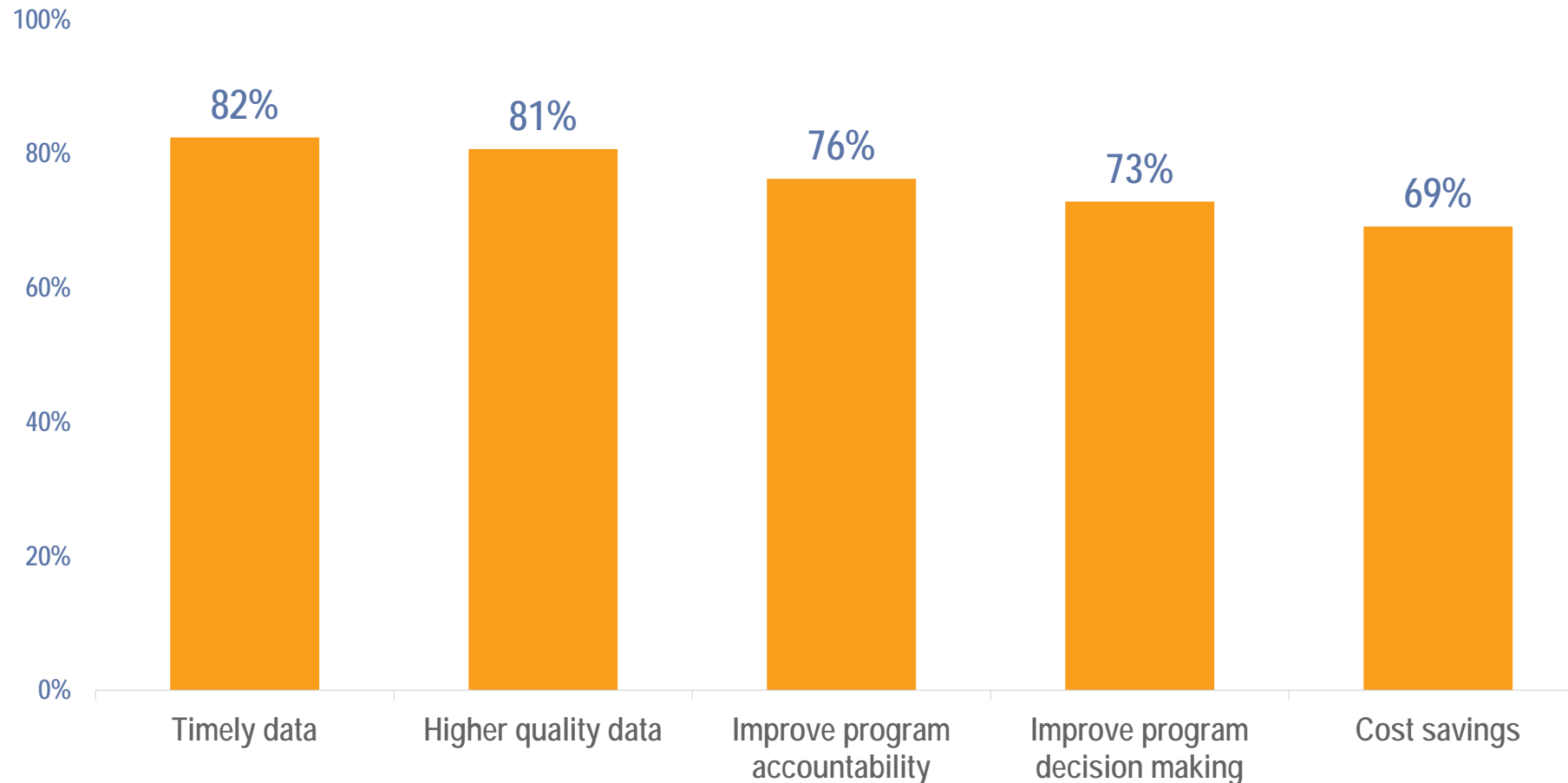
- Timely data
- Higher quality data
- Improve program accountability
- Improve decision making
- Cost saving

Please answer the pop up survey to your right:



> TO WHAT DEGREE DO DIGITAL TOOLS BENEFIT CERTAIN ASPECTS OF AID/DEVELOPMENT PROGRAMS?

Chart shows % of responses for ratings 8-10





AUDIENCE POLL – QUESTION 2:

WHAT IS YOUR BIGGEST CONCERN WITH ICT4D?

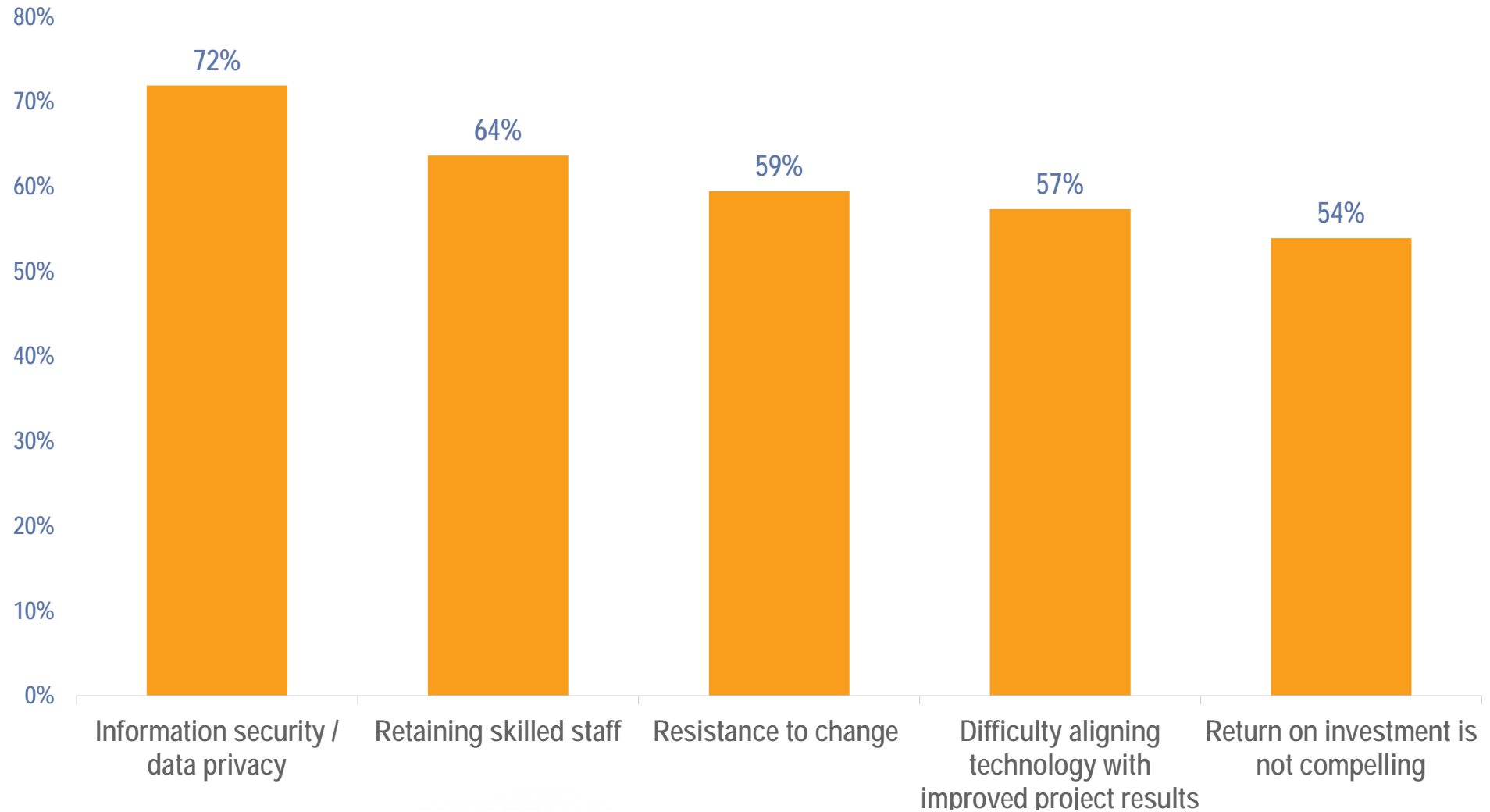
- Information security / data privacy
- Retaining skilled staff
- Resistance to change
- Difficult aligning technology with improved project results
- Return on investment is not compelling

Please answer the pop up survey to your right:



> WHAT IS YOUR BIGGEST CONCERN WITH ICT4D?

Chart shows % of responses for ratings 8-10



THANK YOU!



See you at the next ICT4D Webinar:

September 11, 7-8am PT, 10-11am ET, 3-4pm GMT: **ICT4D at Scale**

SAVE THE DATE:

11th ICT4D Conference, April 30 to May 3, 2019 – Kampala, Uganda



www.ict4dconference.org