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
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

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

..and have the most extensive experience in..

- **35%** Project Management, Finance & Other Administrative
- **31%** Economic Development
- **27%** Agriculture & Food Security
- **25%** Education
- **22%** Democracy, Public Sector Reform & Governance

**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

- **36%**
  - We are working towards a central ICT4D support function

- **27%**
  - We have an established unit to centrally support our programs with ICT4D resources and standards

- **24%**
  - We have decentralized our ICT4D support to the region or country level

- **13%**
  - ICT4D decision making and support primarily resides within each project
WHAT BEST CATEGORIZES THE ICT4D TOOLS USED IN YOUR ORGANIZATIONS?

Chart shows % of responses

- People choose from a centrally set of tools that are supported by the organization and do not have the liberty to choose other tools (44%)
- People choose from a centrally curated set of tools that are supported by the organization but have liberty to deviate (28%)
- People use different software and devices across the organization and make decisions as they see fit (28%)
WHAT DO YOU SEE AS THE TOP 3 MOST POWERFUL ENABLERS FOR AID/DEVELOPMENT ORGANIZATIONS TO DEEPEN A CULTURE OF DATA USE?

- Easier tools for data collection and analysis: 81%
- Executive leadership modeling data use: 54%
- More capable data producers within the organization: 54%
- Institutional donors demanding better data: 49%
- More savvy data consumers within the organization: 39%
WHAT ICT TREND WILL POSITIVELY IMPACT THE AID/DEVELOPMENT SECTOR OVER THE NEXT 5 YEARS?

- Connectivity: 90%
- Ultra-low-cost Smartphones: 77%
- Data Analytics: 77%
- Geospatial Analysis / Mapping: 75%
- Big Data: 68%
- Cloud / Software-as-a-Service: 65%
- Internet of Things: 63%
- Biometrics: 55%
- Platform Economy: 53%
- Unmanned Aerial Vehicles / Drones: 52%
- Artificial Intelligence / Machine Learning: 51%
- 3D Printing: 48%
- Blockchain: 41%
- Virtual Reality: 41%
ICT4D Takeaways for Education

Maria Berenguer,
Global ICT4D Advisor,
SOS Children's
Villages International
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.
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
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!
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
Steve Hellen, Director, ICT4D & GIS, Catholic Relief Services

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

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

Chart shows % of responses for ratings 8-10

- Timely data: 82%
- Higher quality data: 81%
- Improve program accountability: 76%
- Improve program decision making: 73%
- Cost savings: 69%
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

- Information security / data privacy: 72%
- Retaining skilled staff: 64%
- Resistance to change: 59%
- Difficulty aligning technology with improved project results: 57%
- Return on investment is not compelling: 54%
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](http://www.ict4dconference.org)