



SOUTHERN AFRICA TELECENTER NETWORK

REPORT ON THE ZAMBIA TELECENTRE DEVELOPMENT WORKSHOP HELD AT ANDREWS MOTEL FROM 14TH TO 17TH DECEMBER 2009



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TABLE OF CONTENTS

Content	Page
1. Background	3
2. Workshop development	4
3. Workshop Objectives	4
4. Target group and attendance	4
5. Facilitating Institutions	4
6. Official opening	5
7. Facilitation topics	5
7.1 Challenges and issues to ICT4 development and rural telecentres	5
7.2 The role of telecentres in ICT awareness and economic development	6
7.3 Implications of knowledge sharing and information exchange among telecenters in Zambia	6
7.4 The role of Zambia Development Agency in rural telecentres in Zambia	7
7.5 The use of Universal Access Fund in the development of rural telecenters	8
8. Exchange of rural ICT practices	8
8.1. National Agricultural Information Service	8
8.2. Telecenters in youth development	8
8.3. LINKNET Multi- purpose Community telecentre Project	8
8.4. Development Organization for Peoples Empowerment	9
9. Interactive sessions	10
10. Workshop out- puts	12

1. Background

Since the liberalization of the telecommunication sector in 1994, Zambia has witnessed significant growth in the ICT sector. The development of ICTs has recorded significant increase in the mobile telecommunications and currently most of the rural districts have coverage. Despite this growth, access to ICT services such as internet and related technologies are more biased to urban population leaving out the rural areas that comprise over 60% of the country's population.

Like any other Sub Saharan country, Zambia is faced with many challenges and includes ICT and energy infrastructure that restrict opportunities for increased private sector investments in rural areas. This means that the cost of access to ICTs is much higher than urban areas. The seclusion of rural communities and underserved areas from ICT resources perpetuates problems associated with socio-economic deprivation including poverty and disease. Many rural communities in Zambia lack access to basic ICT services and are at a risk of being left out

The term "Telecentre" entails a community based ICT infrastructure whose objective is to provide a variety of ICT services such as internet browsing, emailing, photocopying, voice communications, computer/IT training, delivery of private and public information and resource services and other related activities. Telecentres may be established by either a group of persons or an organization seeking to achieve social and economic goals of a particular community through the use of ICTs. A telecentre may also be established by an entrepreneur wanting to establish a source of revenue.

of the information society. To mitigate some of these challenges, rural communities relies on shared ICT infrastructure and services through the use community telecenters and/or internet kiosks.

In line with government ICT policy of 2006, the government and civil society organizations are in the process of exploring ways to implementing policy strategies whose main goals is to mainstream ICTs in major sectors of the Zambian economy. The need to accelerate ICT policy implementation, integrate ICTs and increased support to community based telecenters in becoming more necessary. However existence of community telecenters and their activities have been operating in isolation and

activities are not effectively coordinated. They often do not benefit from each others development experiences or practices. Telecenters are negatively affected by a number of challenges that affect their overall operations. A need to increase management skills, networking and coordination among community based telecenters is therefore necessary to have overall impact on the lives of the local people and development in general.

This report gives an overall detail on the deliberations of the first Zambia Telecentre Development Workshop undertaken at Andrews Motel from 14th to 17th December 2009.

2. Workshop development

With support from the Technical Centre for Agricultural and Rural Cooperation (CTA), an EU Africa Caribbean Pacific organization, Southern Africa Telecentre Network (SATNET), a regional telecenter network organized a national telecenter development workshop from 14th to 17th December 2009 whose theme was *knowledge sharing and telecenter network development* to deliberate on key challenges affecting the Zambian telecentre movement. The workshop was also to identify the way forward for overall integration of ICTs and the Zambian telecentre network development. The workshop was facilitated by John Munsaka of JM Consultants.

3. Workshop objectives

The main objectives of the workshop was to identify key areas for building concrete steps towards building sustainable telecenter network platform with a view to support increased collaboration and knowledge sharing among community based telecenters and pro ICT organizations in Zambia. The workshop was also to explore management issues and development for development of successful community based telecenters and information hubs in Zambia. The event was to identify key challenges in ICT4D and contribute to strengthened role of telecenters in national development and the future of a National telecenter information exchange network.

4. Target group and attendance

The workshop targeted mainly telecenter practitioners, managers, ICT organizations and government representatives from relevant development sectors selected from mainly rural and peri-urban areas of Zambia. Twenty (25) five participants attended the event and came from Northern, Southern, Copperbelt, Lusaka and Eastern Provinces,

5. Facilitating Institutions

The following organizations were invited and made paper presentations to the workshop:

- ~ Ministry of Communications and Transport
- ~ Zambia Communication Authority of Zambia (ZICTA, formerly CAZ)
- ~ Zambia Association for Advancement of ICTs,
- ~ Southern Africa Telecenter Regional Network,
- ~ Copperbelt University School of Technology
- ~ Zambia Development Agency (ZDA)
- ~ Panos Southern Africa offered apologies.

6.Official opening

The event was officially opened by the Permanent Secretary represented by the Director in the Ministry of Communications and Transport Mr. Lumana Soko. He informed participants that ICTs is a necessary prerequisite for social and economic development as it is a catalyst for development of other sectors. He informed participants that government has classified ICTs as priority sector towards attainment of the Vision 2030. The government is committed to promoting and encouraging complementarity between public and private sector partnerships where government participation is minimized thereby paving way for increased private sector participation. He informed the workshop that governments in its efforts to bridge the digital divide and vision 2030 established Universal Access Fund to facilitate financing deployment of ICTs in underserviced areas. He encouraged participants to discuss critical issues and recommend practical steps that will facilitate provision and increased use of ICTs among the majority of the people particularly in rural areas in conformance with the current Zambian ICT policy. He lauded the workshop organizers for coming out with the workshop as the event will support government programmes and facilitate integration of ICTs in development process.



7.Facilitation topics

Guiding presentations and facilitation were provided from government agencies and civil society organizations that support ICT4D and telecenter development.

The main topics were as follows:

7.1 Challenges and issues on ICT4 development and rural telecenters in Zambia

The paper was presented by a SATNET representative and gave an overview and insights on the development of telecenters with a reference to its worldwide history. Some of the areas in the presentation included the importance of ICTs to development and its potential impact to alleviate social and economic challenges. The paper indicated how ICTs could contribute to increased attainment of GDPs in Zambia. There was a more elaboration on the need for and common basic principles on how to start a community telecenter. The paper generally dwelt on telecenters and development and how the services could improve social and economic development within local communities. Some of the issues raised in the presentation were telecenter model, finance, management, infrastructure, energy, technology and sustainability. Lastly, the presentation explained the importance and value of networks and similar examples from other regions were provided.

7.2 The role of telecentres in ICT awareness and economic development:



CBU Facilitator during presentation

The presentation was done by the Copperbelt University School of Business and explained how telecenters could play a role in providing ICT awareness and education to the local people. The paper made a reference of the research carried out by the University on telecenters in Zambia and established how the Zambian 'Telecentres' could play in Information Communication Technologies (ICTs) awareness and evaluated their economic value.

Furthermore, it was to establish how the Copperbelt University can partner with the existing telecenters and policy makers to come up with more viable, accessible and helpful Community Tele-service Centres. It was discovered in the research that internet was slowly becoming a most popular used service in telecenters as many use telecenters for emailing and web-browsing.

The presentation noted that there is a need to identify telecenter services that best meet the needs of the local communities and affordable ways to deliver services. Telecenters will only become economical sustainable through offering highly targeted and affordable services.

By reducing access costs and more closely aligning local needs to Telecentre services, ICTs can play a much greater role in economic and social development. Wider use of ICTs will help reduce illiteracy, improve public access to information, allow local people to acquire technological, training skills and stimulate development in even among the poorest communities in Zambia.

Among others the research conducted discovered that:

- ~ Mobile phones are used 80% than ground telephones despite the fact that they were introduced a earlier than mobile communications
 - ~ Computers have emerged to be the most used ICT tools and 90% of users are more familiar with them
 - ~ Internet is slowly becoming the most popular used service in telecenters due to emailing and web browsing
 - ~ Regular users of the telecenters are the youths
 - ~ The need for increased training among telecenter operators
- Need for awareness raising among telecenters users

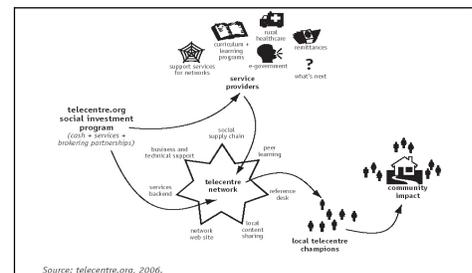
7.3 Implications on knowledge sharing and information exchange among telecenters in Zambia.

This paper implied the importance of information exchange and knowledge exchange among urban and rural telecenters. More emphasis was explained on how telecenter network could benefit community based ICTs. There was need to create linkages with networks and regional and international levels to foster increased impact of telecenter development. Exchange of innovative experiences and sharing of information provides a basic route towards achieving a knowledge society in Africa and Zambia in particular. The need to establish a dependable telecenter knowledge platform at community and national level could benefit existing telecenters.

The presentation highlighted value and opportunities of telecenter networks such as the following:

- Facilitation of increased knowledge sharing and networking among telecenters
- Improved flow of information exchange
- Networks provide an axis for learning center
- Sense of belonging
- Facilitates access to resource support
- Facilitates social and economic empowerment
- Networks contributes to stronger bargain to advocacy
- Increased linkages

Example of a telecentre ecosystem:



Source: telecentre.org

7.4 The role of Zambia Development Agency in rural telecentres in Zambia:

The role of ZDA is to facilitate investment development in Zambia. The organization provides opportunities for small scale entrepreneurs such as community telecenters and provides capacity development to small and medium scale enterprises in rural areas. ZDA is currently engaged in five main activities such export promotion and development, micro and small enterprise development, foreign and local investment development and multi economic zones development and privatization of state enterprises. Zambia Development Agency supports community based telecenters through its component for small and medium scale enterprises. ZDA encourages telecenters to register as a member to acquire support from ZDA. The business development voucher programme help businesses in rural areas to access finance in form of loans.

Some of the experiences of ZDA support to SMEs include women groups, educating school leavers and provide training services in computers.

SMEs such as telecenters are encouraged to visit ZDA offices to get relevant information and application forms for any support they may need for their businesses.

7.5 The Zambian Universal Access Fund in development of rural telecenters:

The Universal, Access Fund run by the ZICTA provides funding to telecenters all over the country. Mr Katwambo Mwansa, ZICTA economist on behalf of the organization explained the role of Universal access fund in telecenter development in Zambia. He narrated that ZICTA formerly CAZ started implementing UA in 2008. The organization recognizes the role of the private sector in Universal Access hence the Zambian model adopted a Public Private Partnership concept as regards to its implementation. In recognition of the ICT infrastructure challenge as highlighted in the ICT Policy, ZICTA has come up with Universal Access implementation road map that combines ICT infrastructure development with accessibility as model for deployment of ICTs to rural and un-served areas. To ensure that Universal Access goals and objectives are met, the ZICTA provided for the formation of a Rural ICT Development Fund here referred to as UASF.

UASF is basket funding from licensed operators and other sources designed to subsidize the provision of ICT services in rural and underserved areas. In line with infrastructure development and accessibility of ICTs, CAZ has taken on board the following projects under UA Model

- * Installation of sharable infrastructure i.e. Communication Towers in rural and unserved areas through out the country.
- * Creation of Points of Presence for Internet Connectivity
- * Funding the establishment of Multi-purpose Community Telecentres to cater for basic ICT services for people in rural areas
- * Public- Private Partnerships projects with NPDOs (Non Profit Distribution Organizations) i.e. LinkNet to spearhead the coming up of solutions as regards specific rural ICT needs.

ZICTA support to community telecenters is one of the priority areas in the disbursement of the Universal access fund.

8.Exchange of rural ICT practices

In order to impact on the theme of the workshop, experiences from some of the representatives of rural Zambian projects and organizations were shared among participants as follows:

8.1 Telecentres and agricultural development

The project in Northern region under the National Agricultural Information Services (NAIS), a government agency narrated the use of ICTs in dissemination of agricultural information services to local farmers. Mr. Darlington Kahilu, Agricultural information officer narrated how the project encourages the use of ICT tools such as radio and computers to facilitate provision of agricultural information services to local farmers. Farmer groups are established at

respective centers where they listen to radios and acquire agricultural information services. Currently the project explores ways how telecenters can be integrated to support delivery of agricultural information services to farmers in northern Zambia.

8.2 The role of telecenters in youth development in the rural regions of the copperbelt

Mr. Simon Wandilah also a member of telecenter.org and telecenter practitioner informed participants the value of telecenters in his project by providing education and small enterprise development information services to the youth in schools and out of school. Telecentres are empowering the youths by providing the youth with a variety of opportunities such as online education resources, E-learning courses and social networks on issues of HIV/Aids information. The telecenters are also improving the youth skills through training in ICTs such as in IT/computer basics.

8.3 LINKNET Multi- purpose Community telecentre Project

Macha works, a rural development programme based in Southern region runs a rural telecenter project in Southern and North western region of Zambia whose goal is to contribute to the deployment of rural multi purpose telecentres modeled as Macha Linknet concept as a contribution to the Universal Access of ICT services in Zambia. The main beneficiaries are rural population engaged in social and economic development activities and uses telecentres to access basic information services and resources.

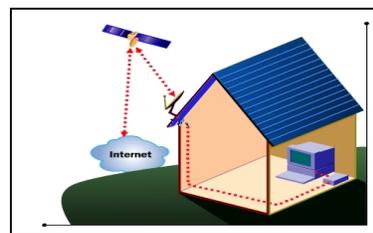


Mr. Fred Mweetwa informed the participants that the model comprises of telecentre infrastructure which is housed in containers. The container is refurbished with ICT equipment and accommodates 10 to 20 internet users at one time. If the targeted site has no internet Points of Presence (PoPs), a VSAT is incorporated to containers for increased bandwidth.

The technology infrastructure comprises of electronic components and VSAT providing communications connectivity in targeted rural areas. The project trains rural people in the implementation maintenance and use of technology and provision of services and ensuring continuity and sustainability.

8.4. Development Organization for Peoples Empowerment (DOPE)

DOPE is a rural based NGO in Mpika rural district of Northern Province and the organization demonstrates its mission to drive social and economic development services through access to ICTs. Its mission is to facilitate development activities through the use of shared ICT



infrastructure. Its model includes connecting the district with wireless network where telecenters and respective organizations can get connected and access internet services. The

The DOPE experiences includes the use of telecenters to access social and economic information services such as health, education, agriculture and small enterprise development. DOPE emphasizes on partnership development with local organizations in the achievements of its goals.

9. Interactive sessions:

The workshop was participative and enabled participants to interact in groups and plenary sessions. Through the use of questionnaires, groups participants responded to the topics as follows:

9.1 Identification of main telecentre challenges:

- ~ Low literacy levels in the use of ICTs especially in rural areas. Local language
- ~ High costs of telecentre set up
- ~ Cost of equipment and software
- ~ Lack of ICT infrastructure in rural areas
- ~ Lack of adequate specific equipment
- ~ Cost of service rates by Internet Service Providers (ISPs) affects service delivery
- ~ Lack of capacity development support services such as management and technical expertise. Limited organizations that support capacity development in ICTs.
- ~ Low capacity by telecentres to deliver services
- ~ Poor or lack of power access especially in rural areas
- ~ Difficulties in content development and access as this affect service delivery to clients
- ~ Recognition of telecentres by government
- ~ Lack of knowledge sharing opportunities among local communities



9.2 Identify economic opportunities telecenters can offer:

- ~ Telecenters are agents of change. Services they offer provide empowerment opportunities to local people.
- ~ Potential avenues for government to deliver services through telecentres
- ~ There is growing market potential for telecenters. Telecenters have huge expansion potential and operate with minimal competition in their respective locations.
- ~ They offer ICT training opportunities and promote greater linkages with resource providers. Telecenters expose their clients to more economic opportunities through resources they receive.
- ~ Creation of job opportunities and career development
- ~ Farmers access market information on production and marketing of their products
- ~ Provision of internet connectivity for easier communication
- ~ Rural population become more informed
- ~ Radios could be important ICT tools in information delivery

- ~ Telecenters can promote education through e-Library
- ~ Health information services e.g information of HIV/Aids can be integrated in
- ~ Communication through internet is cheaper than mobile phones
- ~ Telecenters can also access local people with news

9.3 How telecenter operational barriers or challenges can be best addressed:

- ~ There is a need to identify community needs when starting-up telecenters. It was noted that telecenters need adequate operational capacity such as human, financial, technical and infrastructure in order to operate successfully.
- ~ Necessity for increased partnerships between government and community based telecenters in information service delivery. Telecenters provide a greater potential avenue for government to release information resources to local population.
- ~ Increased access to funding of telecenters to increase their operations and service delivery capacities
- ~ The need for telecenters to be profitable and sustainable in their operations through review of service charges.
- ~ A need for training of telecentre operators and managers to increase skills
- ~ Increased use of alternative sources of energy such as solar systems to power ICTs and telecentres

Participants also noted that telecenters could offer vast opportunities to local communities through various services mainly in agricultural market information services and telecentres as market axis centres, creation of jobs (employment opportunities), telecentres provide local interaction and access to public and private sector services, telecentres promote education and e-learning opportunities, health information promotion as well as partnership development with the private sector.

9.4 What policies the need be put in place:

- ~ Implementation of the ICT policy should be speeded up
- ~ Awareness on ICT policy documents and enactments
- ~ Review tax regimes on ICT equipment
- ~ Extend tax incentives to ISPs extending their operations in rural areas
- ~ Process of Universal Access Fund applications to telecentres should be speeded up
- ~ The need to regulate ISPs on overcharging of clients
- ~ Preferential licensing for SMEs
- ~ Proactive in the implementation of ICT projects by government
- ~ Increased capacity building to telecenters
- ~ The ministry of Communications and Transport should create more linkages with other government agencies in support to community based telecentres

The workshop recommended that government should provide backbone ICT infrastructure to rural areas to reduce reliance on satellite. They noted that current tax procedures in importation of ICT equipment need to be reviewed and ICT equipment should be zero rated. Internet Service Providers extending their operations in rural areas should be given tax incentives to encourage more private sector investments and establishment of rural telecenters. Participants also observed that the process of accessing to the government Universal Access Fund under ZICTA should be clear and shorter and should encourage promotion of telecenters in Zambia. Special preference on the issue of licensing and registration of telecenters should be given to facilitate speed access to ICTs. It was recommended that the current ICT policy implementation should be speeded to ensure effective coverage of ICTs to rural areas.

10. workshop out- puts

10.1 Telecentre development

- ~ Start conduct exchange visits between rural and urban telecenters
- ~ Resolved to review and improve on data base for telecentres in Zambia
- ~ Identification of sustainability business models for telecentres
- ~ Increased capacity support in terms of technical skills, training and equipment maintenance support to telecenters
- ~ There is increased need for content development support to telecentres
- ~ Mobilization of funding resource support to telecenter development
- ~ Increased exchange of information among telecenters
- ~ Resource publications to increase information resources to local population

10.2 Telecenter network development

It was strongly recommended that there is a need to establish a national telecenter network through which to resolve various challenges, sharing of experiences and increased knowledge exchange among telecenters. The network will also be a capacity development center for telecenters in the country. It was recommended that the national network should create a platform to contribute to strengthened role of telecentres in national development. Participants recommended areas of concentrated for the national telecentre network to be effective:

- ~ Establish clear operational structure
- ~ Increased collaboration among telecentres
- ~ Select leaders for the network
- ~ Creation of the Online group, Start a help desk
- ~ Scheduled contact meetings (quarterly and annual meetings)
- ~ Local and international telecentre exchange visits
- ~ Establish Linkages to national, regional and international agencies
- ~ Financial resource mobilization

10.3 Policy support

The workshop recommended that government should provide backbone ICT infrastructure to rural areas to reduce reliance on satellite communications. The current tax procedures in importation of ICT equipment need to be reviewed and ICT equipment should be zero rated. Internet Service Providers extending their operations in rural areas should be given tax incentives to encourage more private sector investments and establishment of rural telecenters. Participants also observed that the process of accessing to the government Universal Access Fund under ZICTA should be clear and shorter and should encourage promotion of telecenters in Zambia. Special preference on the issue of licensing and registration of telecenters should be given to facilitate speed access to ICTs to rural areas.

It was agreed that government should increase implementation of the current ICT policy to ensure effective coverage of ICTs to rural areas. The workshop resolved to conduct advocacy activities in the area of ICT4 development and in particular telecenters.

By the end of the workshop, a national network steering committee was elected comprising of 9 steering committee members and headed by a female as a national network chairperson.

11. Closing

With a positive supportive environment from government, civil society and international community, the impact of the Zambian workshop will have a long term effect on the operations of telecenters and future of Information Communication technologies in Zambia.

Closing remarks were given by Mr. Dean Mulozi and John Munsaka. It was finally and officially closed by ms Mwika Kapasa, the newly elected Chairperson for the Zambian Telecenter Network. She informed the workshop that participants should now take advantage of the resolutions made in the workshop and ensure adequate follow ups are made. She thanked all the participants who responded to the invitation. She promised to put in her best to ensure that network succeeds.



ZAA-ICT & SOUTHERN AFRICA TELECENTER NETWORK
LIST OF PARTICIPANTS FOR NATIONAL TELECENTER DEVELOPMENT WORKSHOP
HELD AT ANDREWS MOTEL FROM 14TH TO 16 DECEMBER, 2009

	NAME	ORGANISATION	POSITION
1	NALUMINO MOOLA	ZAMBIA DEVELOPMENT AGENCY	ICT MANAGER
2	FRED MWEETWA	MACHAWORKS	OPERATIONS OFFICER
3	MUMBI MATHEWS M	AMERICAN CENTER	PUBLIC AFFAIRS SPECIALIST
4	CHISANGA CHINTU	CHAWAMA YOUTH PROJECT	INSTRUCTOR
5	RECHEAL MUCHENJE	MUNALI ICT RESOURCE CENTER	RESOURCE MANAGER
6	MWIKA KAPASA	MUNALI GIRLS HIGH SCHOOL	RESOURCE MANAGER
7	DARINGSTON KAHILU	MACO NAIS	AGRIC OFFICER
8	DICKSON MANOAH	CHELSTON RESOURCE CENTER	RESOURCE MANAGER
9	JOYCE MUKANDO	MPOROKOSO BWAFWANO	EX-SECRETARY
10	CHITENDA SILUNGWE	MPOROKOSO BWAFWANO	ACCOUNTANT
11	PAUL MUWOWO	DOPE MPIKA	DIRECTOR
12	OTZBERT KASOKOLA	MACHA WORKS	UNIT DIRECTOR
13	JAMES CHENDA	ICONNECT NAMWALA	TECHNICAN
14	ISAAC CHANDA	NDOLA RESOURCE CENTER	EXECUTIVE DIRECTOR
15	SHUKO TEMBO	TIGWILIZANE CHIPATA	TELECENRE MANAGER
16	CYRIL SIMWEMBA	TIGWILIZANE CHIPATA	ACCOUNTANT
17	LLOYD KABLWEBULWE	KABLWEBULWE CENTER	FIELD TECHNICAN
18	JUDITH LEMBELA	NAIS PRODUCER BEMBA	PRODUCER
19	MWENGE YAMANDA	NAIS KASAMA	SEN. AGRIC OFFICER
20	JONATHAN MWAMBA	NAIS KASAMA	SEN. AGRIC OFFICER
21	SIMON WANDILA	YOUTH SKILLS KITWE	COORDINATOR
22	ANGELA LUNGU	CONNECT AFRICA	SUPPORT OFFICER
23	JOHN MUBITA	KANYAMA	MANAGER
24	MUNALULA SITALI	KABLWONGA	MANAGER
25	KALOBWE CHANSA	ZAMBIA DEVELOPMENT AGENCY	MANAGER ED
	RESOURCE PERSONS		
26	JOHN MUNSAKA	JS BUSINESS CONSULTANTS	
27	EBEN SIBBUKU	ZAMBIA DEVELOPMENT AGENCY	
28	SERAH MBEWE	COPPERBELT UNIVERSITY	
29	KATWAMBO MWANSA	ZICTA	
30	VICTOR NYAMBE	MEDIA	
31	DEAN MULOZI	SATNET & ZAA-ICT	