

Capacity development for successful technology applications

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Caroline Figuères, director

cfigueres@iicd.org



What is capacity development?

Capacity development is much more than training and includes the following:

- **Human resource development**, the process of equipping individuals with the understanding, skills and access to information, knowledge and training that enables them to perform effectively.
- **Organizational development**, the elaboration of management structures, processes and procedures, not only within organizations but also the management of relationships between the different organizations and sectors (public, private and community).
- **Institutional and legal framework development**, making legal and regulatory changes to enable organizations, institutions and agencies at all levels and in all sectors to enhance their capacities

We believe

that people can lift out of poverty by taking charge of their own development. And access to the right information makes this possible.



The IICD approach



Technology is not THE solution

- (Information) technology amplifies the intent and capacity of human and institutional stakeholders, but it does not substitute for their deficiencies.
- If you collaborate with a self-confident community or a competent non-profit, things are going well from the start. But, if you work with a corrupt organization or an indifferent group, no amount of well-designed technology will be helpful (no local ownership).
- Ironically, although we look to technology to attain large-scale impact into places where circumstances were most dire, technology by itself is unable to improve situations where well-intentioned competence is absent.

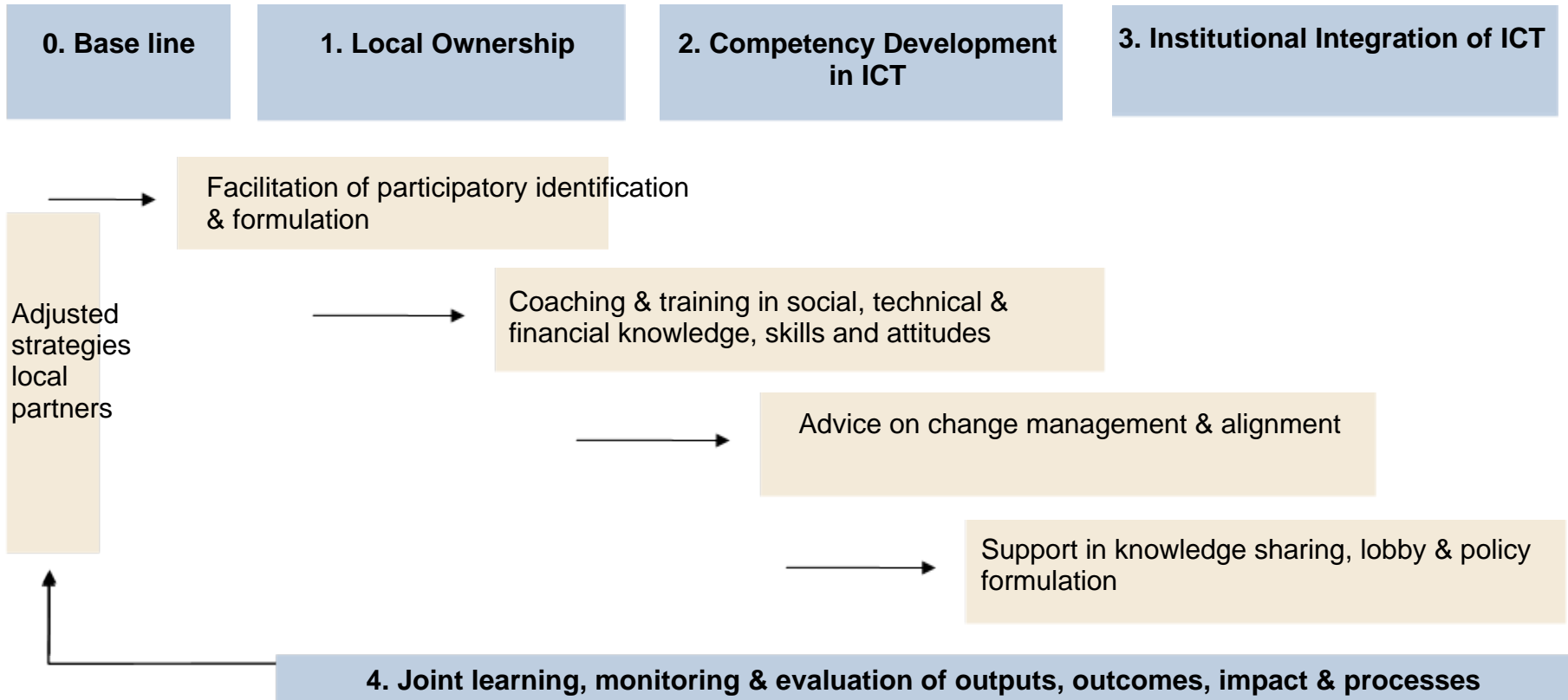
What matters most is individual and institutional intent and capacity.

Capacity development and social innovation

1. Prompts- problem identification
2. Proposals – Formulation
3. Prototypes – Piloting
4. Sustaining – Embedding
5. Scaling – leveraging
6. Systemic change



Capacity building in the social innovation process



Principles to achieve sustainability of actions

-  Demand-responsiveness
-  Local ownership
-  Capacity development & Learning by doing
-  Building partnerships & multi-stakeholder involvement
-  Gender equity

Also needed: demand responsiveness

technology for development activities must respond to local demands and offer opportunities for development that are workable in the local context to increase sustainability of the solutions that have been applied.



Also needed: local ownership

Local ownership

- Local partners should take full ownership of their development challenge and develop, implement and monitor their own ICT-based solutions to increase the sustainability of the ICT for development activity.
- CB organisation has a role of catalyser, broker and facilitator in the process.



Also needed learning by doing

Implementation and piloting of projects should be carried out by local partners.

Need for monitoring and evaluation activities by partners whereby they review their results and draw lessons from what they have achieved so far.



Also needed partnerships and networks

The success of activities lies in creative partnerships such as knowledge alliances to help overcome challenges.

Each sector in the country – public, private and non-profit - has an added value to ensure sustainable development and should be involved from the very beginning.

In particular sustainability at country and sector levels cannot be successful without support from the government.

Financial sustainability is also important and can only be reached through partnerships between local and international actors/donors.

Also needed gender equity

Women's needs should receive special attention when analysing and solving development problems to ensure that the applications contributes to gender equity. Using a gender sensitive approach is fundamental to improve the sustainability of any action.



Conclusions

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Our experience is that people can only make effective use of technologies and in particular ICTs for development purposes when they have the right skills base.

If you collaborate with a self-confident community or a competent non-profit, things are going well from the start. But, if you work with a corrupt organization or an indifferent group, no amount of well-designed technology will be helpful (no local ownership).

Ironically, although we look to technology to attain large-scale impact into places where circumstances were most dire, technology by itself is unable to improve situations where well-intentioned competence is absent.

What matters most is individual and institutional intent and capacity.

Conclusions

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Successful implementation of technology applications has every thing to do with empowering individual and institutional intent and capacity.



Thank you



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