ICT AND DEVELOPMENT

EXAMPLES OF SUCCESSFUL PARTNERSHIPS AMONG STAKEHOLDERS IN DEVELOPING COUNTRIES

European Internet Forum

Political Leadership for Network Society

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About this publication and the European Internet Forum – EIF

The purpose of this publication is to showcase concrete examples of the kind of work currently being undertaken by some EIF Business and Associate members in the area of ICT and development. Far from being a compendium of all such activities, we offer a sample of successful partnerships among stakeholders in developing countries. In 2007 EIF published its first booklet of this kind, 'ICT and Development - Examples of Successful Partnerships among Stakeholders in Developing Countries' (pdf download).

The contents of this booklet do not represent the views or endorsement of EIF.

EIF is a parliamentary forum founded by Members of the European Parliament in the year 2000 as a non-profit association. (In 2014 we changed our name to 'European Internet Forum' to better reflect our 'raison d'être'.)

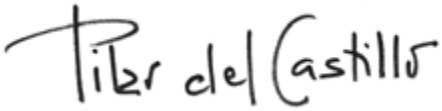
EIF serves as a unique, independent, politically-led platform for the analysis and debate of issues and policies bearing on Europe's digital future. EIF is a member-driven organisation in which our political, business and associate members collaborate to create our programme agenda, and organise and conduct individual events. We also benefit from the committed participation of the European Commission, and a growing number of EU member-state permanent representations. Our membership brings an exceptionally wide range of experience, interests and extended networks of their own.

EIF maintains a strong cooperative relationship with the United States Congressional Internet Caucus and the Transatlantic Policy Network (TPN) with whom we partner for the annual TPN Transatlantic Week in Washington. More recently we have sought to establish working relationships with organisations in EU member-state capitals sharing the same governance principles. This has resulted so far in Memoranda of Understanding with the Digital Policy Alliance in the UK and iPoort in The Netherlands. We also have established an antenna in Asia to keep us posted on digital developments.

EIF has regularly conducted study-tours for our political members to digital-technology centers in Europe (Sophia Antipolis, France; Berlin, Germany; Milan, Italy) and beyond (United States, various locations including Silicon Valley; Asia-Pacific region, Hong Kong; Shenzhen, PRC and Seoul, South Korea).

We are also regularly present at major digital-policy events around the world, including all annual meetings of the UN Internet Governance Forum, the annual State of the Net Conference hosted by the Advisory Committee to the US Congressional Internet Caucus, and the Mobile World Congress in Barcelona.

Pilar del Castillo, MEP and EIF Chair



Adina Valean, Vice President, European Parliament

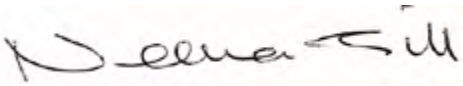
Julie Ward MEP

Brando Benifei MEP

Lambert van Nistelrooij MEP

Morten Helveg Petersen

Neena Gill MEP



Sabine Verheyen MEP

Vicky Ford MEP

Günther Oettinger,
Commissioner for Digital Economy and Society, European Commission

2015 is the European Year for Development, in which we focus on development issues, and it is the year that the Sustainable Development Goals (SDG) will be set to integrate economically, socially and environmentally sustainable development.

The EU, one of world's biggest supporters of development policies and financing, looks at examples of good practice and ways to do more and better with limited resources. Information and Communication Technologies (ICT) is one of those success stories that has empowered people all around the world, and led to greater economic growth and social interactions. We have to harness the great potential of ICT and the Internet to help with attaining the SDG and for driving economic and social growth. As the European Commissioner for Digital Economy and Society I have a particular interest in ensuring that we push forward with the Digital Single Market in Europe but also that the global market becomes a more digital one and that all can benefit from it.

Ten years ago, the World Summit for Information Society (WSIS) combined the efforts of thousands of representatives of governments, private sector and civil society, all with one goal in mind: to bring the huge benefits of ICT to the entire world and to bridge the digital divide between North and South, East and West.
Even though ten years seems like yesterday, it was a time when many of the services that we now consider common in the developed economies were in their initial stage or not even in existence. ICT has transformed the world's economy and society in those last 10 years; and if I go back twenty years to the beginning of the Internet revolution we see even more dramatic changes. The number of mobile subscriptions will exceed the total global population by the end of this year, while the number of internet users already exceeds 3 billion. However not all citizens in all countries in the world have been able to take advantage of this information and technology revolution. Although ICT has showed its potential for growth we need to bring the benefits to more of the world's potential users and there are many challenges to achieving those goals.

While increased connectivity has significantly decreased the digital divide for basic communication services, we see the emergence of a new digital divide caused by poor or no access to high speed connections. Prices are still very high for a large part of the world's population; the digital divide between poor and rich, women and men, urban and rural areas is continuing to grow.

With the adoption of the Sustainable Development Goals later this year the world will undertake a new path in our global efforts to make this planet a better place to live. ICT needs to play its role as a horizontal tool in reaching those goals and targets. We have to make a better case for innovative and efficient ways in which technology and information can reduce poverty, assure quality education, improve health, help farmers and others in rural areas, and manage our limited resources in a sustainable way. All of us, in our respective roles - private sector, civil society and governments, working together within a system that we now call multistakeholder have an important role to play in making sure that this comes to fruition – just as we have worked together in the past to achieve the tremendous changes the world has seen in transforming the way people communicate, shop, access information, provide assistance and exchange ideas.

IN ORDER TO FURTHER THESE GOALS, THE EUROPEAN COMMISSION WOULD LIKE TO SEE:

- *Linking the Sustainable Development Goals to ICT tools to attain them;*
- *Further work in creating enabling environments for investments in infrastructure;*
- *Developing sound regulatory practices in order to make broadband affordable for all;*
- *And countries adopting national priorities to equip all the world's citizens with necessary e-skills.*

The private sector and civil society in the European Union have played a major role at the global level in investing in infrastructure, equipment and, most important, in people. This booklet offers you just a few examples of good practice. There are many more out there and I encourage all of you to participate actively in the debate and discussions around the WSIS+10 review and the establishment of the SDG to encourage greater and better use of ICT to ensure that the vision of all is achieved.

Günther Oettinger,
Commissioner for Digital Economy and Society, European Commission

1. ConnectEd program: preparing youth for the connected world

Today, too many young people in many countries around the world are reaching early adulthood without the right skills for today's digital world. Alcatel-Lucent Foundation is dedicated to helping youth innovate in a connected world.

In 2011, Alcatel-Lucent Foundation partnered with the NGO World Education Inc. to implement ConnectEd. ConnectEd is designed to address factors limiting the work and life options of disadvantaged youth, with an emphasis on young women. ConnectEd began in April 2011 and served young people from marginalized communities in Australia, Brazil, China, India and Indonesia. Since its launch in April 2011 and until March 2015, the program has better prepared 23,000 young people from marginalized communities for the world of work in these five countries.

ConnectEd focuses especially on the use of digital technology to transform learning, work and life outcomes for its young participants. An important element in this initiative has been the active participation of Alcatel-Lucent employees, serving as role models, mentors and advisers to the beneficiaries.

ConnectEd works in communities where there is a lack of access to computers and the Internet. ConnectEd attempts to bridge this digital divide by supporting partner schools and centers to set up computer labs and by providing hardware, software and Internet access.

ConnectEd also uses content from 'Campus in the Cloud', the other signature program of the Alcatel-Lucent Foundation, where employees create short videos to help youth around the world to learn from ICT professionals.

More on http://www.alcatel-lucent.com/foundation

2. mDiabetes program: mobile technology as catalyst for development in Senegal and Mexico

The mDiabetes project in Senegal is one of the larger mHealth projects Alcatel-Lucent is involved in. It aims at combating diabetes with an ambitious and innovative campaign based on mobile technology, designed to improve prevention by raising awareness among diabetic patients as well as training health professionals. SMS messages as well as applications are being used as tools in the campaign.

This project is a social innovation multiple partnership involving many major stakeholders such as the Senegalese government, ITU (International Telecommunications Union), the WHO (World Health Organization), ASSAD (Senegalese Association for the Assistance and Support of Diabetes Patients), the African branch of the International Diabetes Federation, the NGO UNFM, the Marc Sankalé Diabetes Center, Alcatel-Lucent, all mobile operators in the country including Sonatel/Orange, BUPA (global international health insurance and services company), and Sanofi.

The aim of the project is to strengthen the national program for combating non-transmissible diseases in Senegal. The technology will consolidate and reinforce initiatives from the public and private sectors that benefit the population - raising awareness of the danger of diabetes, the importance of diagnosing the disease as early as possible and ensuring medical monitoring.

For the past year, Alcatel-Lucent has been developing a similar project in Mexico, supporting an important national strategy to combat diabetes, obesity and overweight.

Web link to the mHealth conference organized in Mexico:
http://promocion.salud.gob.mx/msalud/index.html

ICT and Development: Cisco Networking Academy in Developing Countries

Every year, a million Networking Academy students in the world are taught the skills needed to design, build, manage and secure computer networks, helping enhance their career prospects and fill the global demand for networking professionals.

Present in 170 countries, Cisco Networking Academy provides an IT skills and career building program licensed for free to non-profit institutions worldwide. The program delivers instruction to students from every socioeconomic background; developing the knowledge and skills required to succeed in a technology-driven market and helping them transition from classroom to career path thanks to our community partnerships with employers and community agencies.

Instructors are the heart of the Networking Academy program and our community of support and training centers prepares local instructors to coach and mentor students in hands-on labs and supports consistent implementation of the program. They recruit, inspire, and motivate students to discover their passion for IT and learning.

The program in Developing Countries, School Year 2013-2014

Region	Number of institutions	Number of students	Cumulative # of students since inception
North Africa	300	33,000	132,000
Sub-Saharan Africa	500	57,000	226,000
Asia	1,300	265,000	1,266,000
Latin America & Caribbean	1,300	189,000	932,000
Total	**3,400**	**544,000**	**2,556,000**

Some Success Stories

Stephen Ondieki Orioki, Entrepreneur, Kenya

Stephen Ondieki Orioki is a graduate of the academy at Raila Educational Centre in Kibera, the second largest slum in Africa. When Stephen completed the IT Essentials course and free business training, he realized that he could open his own computer centers. Stephen borrowed money to purchase a computer and open a repair shop in his home. He leveraged his profits to create 3 computer centers and now employs people to support the centers. He also invites young people into his centers to play computer games, learn about technology and help them keep off the street: "It's a place for them to socialize and think more positively", he explains. "Most of them can relate to me because I grew up here. They see me overcoming the same challenges they face and they're motivated to try to make some changes themselves."
Stephen's community spirit, entrepreneurship, and love of technology earned him a trip to a Nobel Peace Prize Award ceremony.

Sérgio Bruno, Instructor, Brazil

Sérgio Bruno was one of the first instructors recruited and trained when SOS Children's Villages, a shelter for children at risk, in São Paulo, joined the Program. He grew up in the Villages, and jumped at the chance to become an instructor. Once Sérgio started teaching, he realized that he could learn as much or more by teaching others. The curriculum motivated his students, the way it had motivated him. "The program was instrumental for me to achieve the position I have today," said Sérgio, who became a network analyst with Alpargatas, a footwear and textile manufacturer. "It opened new horizons in the professional area, now I feel that I am not allowed to think small, because I can aspire to bigger things, I can have more ambition."

Flavio Provedel, now with Cisco, had been a teacher for 7 years before he became a Cisco Networking Academy instructor. When 5 of his first 15 students found jobs before the course ended, Flavio was convinced of the power of the program. He sees the academy as a perfect way to realize the potential of young people in a supportive, constructive environment. "This project can really change lives," he said. "A child only needs his inner strength to study and succeed once he has a path to follow. We help tie studying to success. The Networking Academy changed my life."

Website : www.netacad.com
Contact: Natacha Comar, Cisco CSR Coordinator EMEAR: ncomar@cisco.com

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ERICSSON

Connect to Learn:

Scaling access to education, with focus on girls

For many young people around the world, especially girls, attending secondary school remains an elusive dream. Globally, some 65 million girls are out of school, according to UNESCO, missing the opportunity to learn vital skills for work.

In 2010, the global education initiative Connect to Learn, a partnership between Ericsson, Columbia University's Earth Institute, and the NGO Millennium Promise, set out to change that situation. Its aim: to increase access to quality secondary education, by providing scholarships and bringing ICT to schools in remote, resource-poor parts of the world, over mobile broadband.

In just five years, Connect to Learn, has proven scalable and is now launched in 21 countries, benefiting some 50,000 students. It has three primary aims:

- *improve the quality of education and connecting school children globally through the power of ICT*
- *increase access to secondary schooling, especially for girls, through scholarships*
- *make use of private/public partnerships to advocate for policies that support universal secondary education.*

A fundamental human right

Access to education is a fundamental human right. ICT can be a transformative force in responding to key development challenges such as access to education and meeting the Millennium Development Goals. Initiatives such as Connect To Learn can play a key role in helping achieve future Sustainable Development Goals that will frame the development agenda over the next 15 years.

Tackling challenges

Introducing modern broadband technology to schools in developing countries has its challenges: logistical difficulties of bringing connectivity to rural areas; access to electricity; security; low levels of IT knowledge among teachers; and the lack of a strong business model to ensure efforts are sustainable.

The cloud-based ICT solution deployed by Ericsson lowers both initial costs and total cost of ownership for schools, and significantly reduces the complexity of technology solutions for teachers and students. Technology improves educational opportunities by enabling personalized study, while enhancing the potential for learning through community-based education and access to educational resources.

Educating girls in Myanmar

From its initial deployments in the Millennium Villages in sub-Saharan Africa, Connect to Learn is now opening up educational opportunities for students across Africa, Asia and South America (see map).

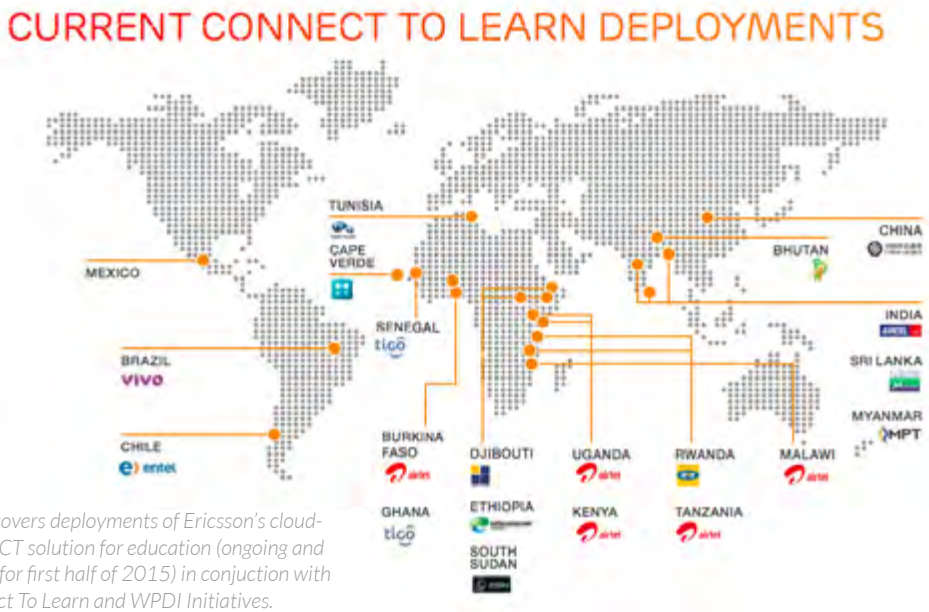
In 2014, Ericsson and the UK Department for International Development (DFID) partnered as part of DFID's Girls' Education Challenge to support girls' education in Myanmar, where only 54% of secondary school-aged children are enrolled in secondary school, according to the World Bank.

Starting in 2015, the initiative will enable more than 30 secondary schools to connect to the internet through mobile broadband, benefiting some 11,000 girls in the first two years. Among the aims: teacher professional development, student educational content, and child-friendly computing solutions to improve literacy and numeracy among girls. Up to 600 scholarships will be provided to marginalized girls.

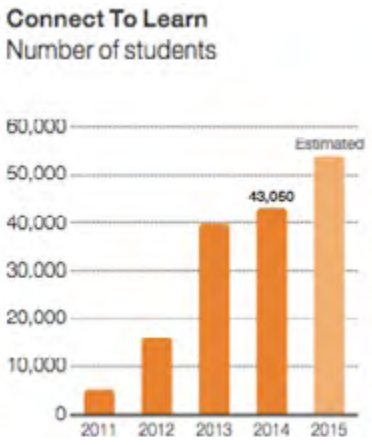
Making an impact

The first wave of students has graduated from the comprehensive four-year scholarship program in the Millennium Villages in Ghana and Tanzania. Among them was Ramatu Seidu, who achieved her goal to become a community health worker.

"If we all come together and learn hard, we will achieve our aim and what you dream can come true," she says.



This map covers deployments of Ericsson's cloud-managed ICT solution for education (ongoing and scheduled for first half of 2015) in conjuction with the Connect To Learn and WPDI Initiatives.



Source: Connect To Learn

Girls in Ghana take advantage of cloud-managed education through Connect To Learn.

ESOA
EMEA SATELLITE OPERATORS ASSOCIATION

Reaching out to Africa

For much of Africa, terrestrial networks are clustered around urban centres, leaving thousands of rural and remote people and businesses without voice, let alone data, connectivity. Studies show that in some areas, more than 100 million people in Africa don't have access to communications. In Nigeria alone it is estimated that more than 20 million people are not covered by any kind of network.

Yet one satellite can provide ubiquitous communications over one third of the earth's surface - so connecting multiple continents! Today all of Africa is covered with satellite communications, operating mainly in C and Ku frequency bands, delivering reliable and robust services across the entire territory.

Through satellite services, a region has immediate access to some of the world's most advanced technologies - such as broadband connectivity and 3G communications - which are taken for granted in developed countries.

Image: Satellites can reach areas that other technologies cannot

Delivering essential services via satellite

- **Education**

Satellite communications make a huge contribution to the delivery of educational resources to schools and colleges, especially in remote and rural areas. In Africa children often cover many miles daily from home to reach a remote school. Only in Sub Saharan Africa is it expected that by 2015 the population of school age children will reach 224 million . These children require e-learning tools and Internet access if they are to have the same opportunities as their counterparts in developed countries. Satellite communications enable an immediate, interactive experience for teachers and pupils wherever terrestrial networks are not available.

Case study - Tanzania

Avanti Communications delivered high speed broadband to hundreds of remote schools in Tanzania

The Challenge

Thousands of schools in East Africa are located beyond the reach of fibre broadband. For schools lucky enough to have access to the internet, their connection is rarely reliable and in-country coverage is inconsistent. To enhance learning, a resilient broadband service capable of reaching hundreds of remote schools in Tanzania was required.

The Solution

Avanti delivered a significant satellite broadband installation programme across Tanzania. High speed broadband was installed at a series of schools, providing connectivity to pupils where previously there had been none. Avanti's Ka-band technology enabled e-learning to become part of the schools' core curriculum.

The Results

Avanti successfully deployed high speed broadband to Tanzania's most remote schools in short timeframes. Its leading satellite technology reaches beyond the limitations of terrestrial networks, helping to bridge the digital divide in African education, today.

Summary	
Programme	Accelerating e-learning
Sectors	Broadband; Government
Region	Tanzania
Deliverable	Delivering high speed satellite broadband to hundreds of schools across East Africa

Image: Avanti Communications

- **Welfare**

Satellite communications deliver a wide range of resources that significantly improve the welfare of those living in Africa. ESOA members provide tools that allow African countries to enhance their democratic process and civil governance, plan and build new infrastructures, provide access to education, establish health and disease management processes, revitalise social and cultural life, and as a result reduce the crippling disparities created by the Digital Divide.

- **Commerce**

Satellite communications is a competitive leveller for entrepreneurs in Africa, offering them access to the global marketplace and allowing Africa to participate in the global industrialisation process. ESOA members are working with new African businesses in sectors as diverse as finance, oil and gas, manufacturing and IT. In doing so, ESOA members support the emergence of new local service providers, that will deploy satellite communications in their own communities.

Case study - Democratic Republic of Congo

Satellite operator Rascomstar has brought mobile telephony to remote villages in DRC. Such villages often have populations of up to 20 000 people, with no stable electricity supply and no GSM coverage. The satellite operator secures the installation of a tower, solar panels, BTS and GSM antennas and satellite antennas to backhaul the traffic. The result is an immediate social impact – calls can be made from the village to any fixed or mobile phone in the world! First users are doctors, teachers and local businessmen, with higher traffic than expected even though the average calls are less than 2 minutes long. Despite the lack of electricity, people are able to recharge their batteries through local vendors.

Image: Secure installation of solar-powered, satellite-enabled, mobile base station - Rascomstar

Image: Villages Panu and Kalo in DRC Congo joy at first use of mobile phone; new local business sells 'calls by the minute', SIM cards, repairs phones & charges batteries - Rascomstar

GSMA Digital Inclusion

Mobile phones have become the most popular and widespread form of personal technology on the planet, with 3.6 billion unique mobile subscribers and 7.2 billion connections globally[1]. Mobile has had a profound impact on all aspects of life, from simply allowing people to communicate with each other, to providing access to services such as education, healthcare and financial services. The mobile internet will bring the next wave of growth and impact.
Over the last 30 years, the internet has had a major impact on the world, transforming the way individuals, societies, businesses and industries function and interact. The International Telecoms Union (ITU) estimates that global internet users will grow from 1.6 billion in 2008 to 2.9 billion by the end of 2014, accounting for approximately 40% of the global population[2]. But this leaves the remaining 60%, or approximately 4.4 billion people unconnected[3].

This gap will largely be addressed by growth in mobile internet, which will see billions of people connect to the internet for the first time via a mobile device. GSMA Intelligence estimates that in 2013 the number of people using the mobile internet reached 2.2 billion, rising to 3.8 billion by 2020, driven by growth in developing countries. The unconnected population in these markets is predominantly rural, with low incomes and high levels of illiteracy creating barriers to mobile internet adoption.

In April 2014 the GSMA launched Digital Inclusion, a new programme aimed at expanding global connectivity by addressing barriers to mobile internet adoption, with the goal to "support the connection of an additional one billion people to the mobile internet[4]." The programme will collaborate with mobile operators, governments, broader mobile ecosystem players and non-governmental organisations (NGOs) to address four key barriers to mobile internet adoption.

MOBILE INTERNET	MOBILE BROADBAND
Wireless access to the internet through a mobile phone, smartphone, USB wireless modem, tablet or other mobile device.	Access to the mobile internet via a high speed 3G or 4G mobile connection

1. *GSMA Intelligence*
2. *http://www.itu.int/net/pressoffice/press_releases/2014/23.aspx#.VYkJF0Jy41z*
3. *VNI Service Adoption Forecast, Cisco, June 2014*
4. *@ GSMA*

Digital Inclusion has prioritised four barriers to mobile internet adoption to address:

Network Infrastructure and Policy – Network coverage is critical for access to the mobile internet. Mobile operators covered 85% of the global population with 2G and 55% with 3G mobile signal. The economic case for mobile operators to expand networks into remote, rural areas is challenging because of the cost of maintaining and powering cell towers in remote, off-grid locations, combined with lower revenues expected from thinly spread, low income populations. Industry solutions to address this barrier include infrastructure sharing and use of renewable energy for powering off-grid cell towers. Government policies can also support increased network coverage including timely release of low frequency spectrum, supporting voluntary network sharing and providing public subsidies for networks.

Taxation – The combination of low incomes, the cost of the device, charging fees, and data plan payments creates an affordability barrier to accessing the mobile internet. This issue is compounded by government taxes and fees, such as airtime taxes and handset taxes. Taxes on mobile consumers restrict access and usage by reducing affordability, while taxes on mobile operators limit incentives for investment in networks. Yet mobile is often subject to higher taxation than other sectors. Reducing mobile taxes has been demonstrated to increase digital inclusion, as well as mobile operator investment, leading to a greater economic contribution from the mobile industry which ultimately expands the tax revenue base for governments.

Consumer Barriers – Illiteracy, digital illiteracy and lack of internet awareness are consumer barriers to mobile internet adoption. In 2011 there were 774 million illiterate adults globally5. In developing countries in particular, illiteracy is most prominent across rural areas and marginalised groups, such as the poor and youth, and causes a major challenge in accessing internet content which is predominately text based. Combined with an overall lack of awareness about the internet and its potential uses and benefits, this creates a significant barrier for mobile internet adoption, even where coverage and affordability issues have been addressed. Building awareness of the internet and required skills in the developing world will require efforts of multiple stakeholders with respect to the delivery of awareness building campaigns and literacy training programmes.

Local Content - Content plays a vital role in the adoption of mobile internet in developing countries, however, at present the majority of content is in English and is largely focussed on data-heavy smartphone apps. Smartphone penetration is still low in the developing world and English is not the primary language for the majority of the population, thereby limiting accessibility and usefulness of the content. In order to reach the widest audience, content needs to be available on as many devices as possible in languages the users understand, as well as being relevant to their local needs and interests. E-government services are emerging as a major source of local content for mobile internet in developing countries, and are a driver for use of mobile internet.

About GSMA Digital Inclusion

GSMA's Digital Inclusion programme supports the connection of an additional two billion people to the mobile internet by 2020. The programme focuses on working with mobile operators, development organisations and governments to address the barriers to mobile internet adoption through network infrastructure and policy, affordability and tax, digital literacy and local content.

For more information, please visit the GSMA Digital Inclusion website at
www.gsma.com/mobilefordevelopment/programmes/digitalinclusion
Follow GSMA Digital Inclusion on Twitter @GSMAm4d

ICT services in Africa: a social contribution to development

Orange, a leading global telecommunication operator, puts social and economic development at the heart of its plans in the 19 African and Middle Eastern countries where it has mobile operations. Orange believes in developing innovative projects to benefit all parties and in involving local partners in their design and development. Orange is proud to draw on the resources and talents of its Orange Labs in Cairo and its Technocentres in Abidjan and Amman as these are specifically focussed on the needs of emerging countries: In particular, they work on developing inventive, inexpensive products and services that are appropriate for local needs, notably in agriculture and healthcare.

Innovative services fit for today's life

Mobile Agriculture services allow farmers to receive essential information, sell their crops at better prices and regain some control over their products on their way to market. In Niger and Côte d'Ivoire, Orange and its local partners can push price information on crop and cattle markets via mobile. In Mali Orange, IICD, RONGEAD, and the Malian Institute of Local Economy have set up a call-centre to answer farmers' questions in their own languages.

Mobile phones are also useful tools for public health: in Senegal and Mali Orange is testing mobile services for the follow-up of patients, in particular mothers and children. Equipped with a mobile phone, community health workers collect patient information and arrange prescriptions and appointments with health centres. This helps to remedy the lack of doctors in rural areas and to fight prenatal, neonatal and infant mortality. The projects are carried out with the Senegalese Ministry of Health, the Malian National Agency for Telemedicine (ANTIM), the NGOs RAES and Intrahealth.

In Botswana, mobile 'tele-diagnosis' allows healthcare workers to collect patient health data and images, which are sent via smartphones to a specialist for remote diagnosis. The programme, supported by Orange Botswana, UPENN and the Ministry of Health, includes mobile oral tele-medicine, cervical cancer screening, tele-dermatology and tele-radiology services. Patients in remote areas thus get better access to expert diagnoses and improved healthcare without having to travel, so saving time and money.

Mobile services are also useful with prevention and early-warning systems. In Egypt Orange supported the Diabetes & Ramadan International Alliance during the summer of 2014 by sending half a million text messages with practical advice to the public in major Egyptian cities, where 10 per cent of the population is diabetic. In Senegal, in Guinea and in Mali Orange set up a partnership with the Ministry of health to launch an information and awareness-raising campaign by text messages to help prevent the spread of Ebola.

Mobile financial services allow Orange customers in 12 African countries and Jordan to transfer money via their mobile phone, make payments, or store savings in a 'mobile wallet'. In some countries, Orange Money can be used to subscribe to low-cost life or health insurance, to pay bills, to charge pre-paid electricity meters or to receive salary payments.

Preparing for the innovation of tomorrow

Orange also promotes open innovation through partnerships and business incubators in Dakar, Niamey, Tunis and soon in Bamako, and with its African Social Venture Prize targeting social entrepreneurs in the ICT sector every year since 2011.

Up-skilling local talent and driving sustainable innovationand growth in Africa

The African market is unique in its growth potential, vitality and readiness to innovate with the youngest population of any continent. Now is the right time to actively contribute toward building crucial technology and business skills-sets and new employment opportunities in Africa. So, as part of SAP's global mission to help the world run better and improve people's lives, SAP has launched numerous programs aimed at developing digital and entrepreneurship skills and driving sustainable innovation and growth. SAP's social investment strategy is focused on promoting education and entrepreneurship.

In Kenya, more than 1.5 million people are unemployed of which over one third are young people. Consequently, the country needs to create more than 3.9 million jobs for young people by 2020, according to a study by SAP SE and Endeavor, the global non-profit organization. The report entitled «Critical Five Percent» says high growth entrepreneurs have the potential to be major job engines. SAP is focusing on promoting entrepreneurship and building Africa's future workforce.

SAP will help improve growth among small and midsize enterprises (SMEs), which contribute 40 percent of Africa's GDP, by selecting Kenya as the next market for the company's Emerging Entrepreneur Initiative aimed at equipping social entrepreneurs with skills to enable them to scale up and boost their organization's performance. Entrepreneurs will participate in a 100-day fellowship program designed to address the pains of early stage growth including strategy workshops, networking, leadership skills, and organizational growth strategies.

SAP is empowering emerging entrepreneurs, to help them both scale their own enterprises and to share best practices with others to influence the overall sector and deepen their impact and influence the development of African economy.

To build foundational growth and skill development, SAP has launched the Skills for Africa Scholarship Program in South Africa, Kenya, Nigeria and Angola. This follows on the heels of the agreement between SAP Africa's skills development program and the World Bank, an initiative to facilitate development of digital skills in Africa. "Designed in collaboration with national governments, the program offers selected students training delivered in a hybrid approach of classroom and e-learning." The unique self-study e-learning environment will allow students to study when it suits them without requiring Internet access - a key challenge in many of the training locations. SAP will also up-skill the next generation of IT leaders and professionals by training up to 10,000 consultants by 2020 in close collaboration with local governments and universities.

SAP, Simplon.co, Galway Education Centre and Cape Town Science Centre decided to join forces and give birth to Africa Code Week 2015. In October 2015, this continent-wide initiative will bring hundreds of coding workshops to 20,000 children and young people from three different age groups (8-11, 12-17 and 18-24) across 11 countries (South Africa, Angola, Cameroon, Kenya, Ivory Coast, Nigeria, Senegal, Morocco, Tunisia, Togo and Egypt).

SAP is committed to finding innovative ways to solve critical social and business issues and to provide today's young people – and tomorrow's leaders -- with access to the tools they need to succeed in the digital economy and contribute to Africa's future, economic growth and infrastructure development.

Telefónica's contribution to bridging the digital divide in Latin America: connectivity and digital innovation

Telefónica's strategy to close the digital divide in Latin America is based on two pillars: connectivity and the development of digital services that add value to that connectivity and create greater opportunities for progress in the region.

Connectivity

In Latin America, one third of households already have Internet connectivity and one in two persons regularly use the network, enjoying connectivity services at increasing speeds and lower prices. Yet the region still faces a major challenge: it is estimated that closing the digital divide requires an investment of 400 billion dollars by 2020.

Public policies should be aimed at promoting investment flows, helping to reduce risk and uncertainty through balanced regulation and relying on private initiatives to establish partnerships that are sustainable in time. Telefónica has a special role in Latin American countries where it is collaborating through far reaching PPPs.

For example, in Peru Telefónica has contributed to wide spreading broadband and the deployment of a national transport network of more than 10,000 km of optical fiber. And during 2015, Telefónica together with Ericsson has developed the first rural connectivity project to provide 4G/LTE internet to Amazonian communities.

Digital Innovation

Telefónica is very active in the field of digital innovation, enabling the development of sustainable and innovative services with the aim of reducing the digital divide in the regions in which we operate.

E-finance: Telefónica, together with MasterCard in Brazil and Peru, offers mobile-based services to improve financial inclusion, enabling customers to manage accounts, send money, pay bills or buy in any store with a physical prepaid card. Zuum was launched in May 2013 in São Paulo, and in 2014 expanded its operating range up to five regions in Brazil. Tu Dinero Móvil ("Your Mobile Money") was launched in May 2014 in three major Peruvian cities – Lima, Trujillo and Chiclayo – with the ambition of extending it to the rest of the country.

E-health: Remote health care, both at home and on the go, may be an alternative or a complement to direct medical care. More than 180,000 patients in Brazil have been monitored remotely, reducing risk factors and promoting health inclusion. Telefónica also partners Ericsson, the Andean Development Corporation (CAF), the Maniapure Foundation and Telesalud, in the deployment of a telemedicine system in the community of Karawaretuy (Bolivar State, Venezuela), combining satellite and microwave connectivity, to enable rural doctors to contact specialists located in Caracas to request opinions and indications.

Smart cities: In the town of Aguas de São Pedro, Telefonica has built the "Projeto Cidade Digital" which will serve as a template for smart cities projects. The transformation involves the modernization of connectivity and the deployment of 20 digital solutions in the areas of education, health and e-government, with the objective of helping resolve urban problems through digital technologies.

Digital entrepreneurship: Telefónica Open Future promotes the development of a digital entrepreneurship ecosystem, through an online platform and physical collaborative spaces. The first Telefónica Open Future space was inaugurated in Costa Rica and agreements with governments will help spread this model across the region. Also through Wayra, Telefónica's outreaches Argentina, Brazil, Chile, Colombia, Mexico, Peru and Venezuela.

Digital education: Miriada X is an initiative of Telefónica and Universia, the largest network of Spanish and Portugese speaking universities, sponsored by Banco Santander. It provides free of charge MOOCs to teachers of the 1,262 Latin American Universities that have joined Universia. Also available to any person interested in their courses, it is a learning model based on collaboration, the free use of educational resources and on innovative technologies where interested parties can learn and exchange knowledge on a flexible fashion.

Getting more women in on the next digital leap

In 1995, the Fourth World Conference on Women saw 189 governments agreeing on the most comprehensive global policy framework and blueprint for action to realise gender equality.

Twenty years on, gender equality remains a struggle even in the most developed of countries. Inclusion of women in the workforce and education can have profound impact on a country's socioeconomic development and competitiveness. With this in mind, efforts to narrow gender gaps should leverage ICT as an enabler to provide women with resources, opportunities and access to information.

Empowering through technology

With mobile phone subscriptions reaching seven billion at the end of 2014, it is astonishing that a woman is still 21 percent less likely to own a mobile phone than a man in low and middle-income countries. The unlikelihood of owning a mobile phone increases to 37 percent for a woman in South Asia.

Women from low and middle-income countries say that mobile connectivity empowers them to lead a more secure, connected and productive life.

Economic inclusion

In India, Telenor Group (Uninor) has launched its Support for Empowering Women in Adversity initiative to promote the inclusive growth of women in society. With SEWA, women (single mothers, widowed or HIV positive) are trained in soft skills, spoken English, book keeping and product sales. They also have access to women's health-related information through the mobile phone.

Uninor also partnered with the GSMA to increase women's access to mobile phones, through the offer of a dual SIM pack that provides incentives to the male in the family each time the woman's SIM is recharged. This initiative, Project Sampark, also encourages female entrepreneurship in India as the dual SIM packs are marketed and sold by a network of women retailers. It has been a sustainability and commercial success story.

Alieving poverty

In Pakistan, only 3% of women have access to a formal bank account. Easypaisa, the first and largest branchless banking service, owned by Telenor Pakistan and Tameer Bank, has provided financial inclusion for more than 1.2 million women through its partnership

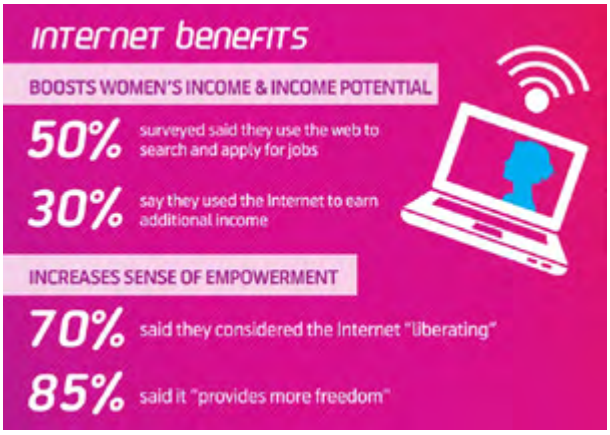
with the government's Benazir Income Support Program. BISP aims to alleviate poverty by providing a monthly social welfare disbursement to female recipients for their households. Easypaisa also partners with Care International to provide salaries to nearly 4,000 women via mobile wallets made accessible through free handsets and SIM connections.

Improving health

In Bangladesh, neonatal mortality makes up 57 percent of deaths under five years of age and maternal mortality is among the highest in Asia. Much of this mortality is preventable through relatively simple means. Telenor Group, through Grameenphone, joined hands with D.net to launch Mobiles for Health that aims to provide life-saving health information via voice and SMS services to two million expectant and new mothers in Bangladesh by 2015.

These are just a few of the proactive ways the ICT industry can drive inclusion. They tackle actual social issues and they work to reverse misperceptions and build awareness.

Telenor Group is commitment to enable a digital future for all, not just select portions of the population. As innovation takes telecommunications to new heights, empowering women through mobile connectivity will drive growth, social progress and economic competitiveness.



Vibrant Local Creative Economies Produce Numerous Social Benefits

ITB-Disney Indonesia Creative Community App Prize

The Walt Disney Company is a global family entertainment company with a strategic focus on great content, innovative uses of technology and global brand and asset growth. This strategy positions us well to proactively support policymakers' jobs, growth and innovation agenda in developing regions and we are actively developing cooperation/ partnership initiatives with local stakeholders, especially initiatives that seek to strengthen the local creative community. We believe a robust community of content creators brings positive contributions to local economies in multiple sectors, including Internet growth and adoption, and our success is tied directly to the growth of local creative economies.

Last year, Disney partnered with Bandung Institute of Technology (ITB) to organize a competition on mobile applications and animation to promote the growth and development of innovation and the creative economy in Indonesia. Our partnership with ITB began at the Internet Governance Forum in Bali, Indonesia in October 2013 when we invited Dr. Ary Setiyadi Prihatmanto, Lecturer and Academic Coordinator on Digital Media and Game Technology at ITB's School of Electrical Engineering and Informatics, to join a panel we organized on the availability of locally relevant content as an essential element of Internet adoption and growth. The panel assessed opportunities for policymakers to help drive growth of creative economies by focusing on policies that encourage content creation.

The ITB-Disney Indonesia Creative Community App Prize rewarded young innovators with cash and mentoring opportunities to support the development of their app concepts, which would promote the cultural and economic advancement of Indonesia. The winners in two categories, mobile applications and animation, were announced in November 2014 and their prizes included an internship in Disney's Singapore regional office, with travel and expenses paid, as well as funding to support the further development of their concepts.

During their internships, the winners experienced the workings of a global creative company first hand and learned, among other things, how to develop marketing strategies around applications, games and other digital content. One of the winners subsequently joined a local startup and reports that he is implementing the systems and processes he learned at Disney to improve the efforts of his new organization.

Disney remains passionate about investing in and supporting the local creative communities where we operate and we are developing further skills building partnerships in various markets. Our partnership with ITB continues with the development of innovation workshops conducted by Disney representatives in Indonesia.

Avenue des Arts 56 (4th floor)
1000 Brussels, Belgium

T: +32 (0)2 880 78 80
F: +32 (0)2 880 78 84
E: secretariat@EIFonline.org
W: www.EIFonline.org

facebook.com/EIFonline
twitter.com/EIFonline
youtube.com/EIFonline