

**Young Advocates for the Advancement of ICT-related
Development
(Y.A.A.ICT-D)**



**Civil Society
ICT4D Workshop
Riverside Hotel - Lilongwe
Funded by HIVOS Foundation
21 January 2008 – 22 January 2008**

REPORT

Welcome and opening remarks by Mr. Gray Nyali, the National Librarian and Acting Board Chair for Y.A.A.ICT-D

Mr. Nyali started by welcoming all the participants to the inaugural ICT4D workshop for selected Civil Society institutions across Malawi. In his remarks Mr. Nyali noted that ICTs have permeated every sphere of CSOs work and he was quick to say that there is need for everybody to pay attention to the ICT developments in Malawi as ICT adoption in the country is facing huge challenges. He further noted that CSOs activity in the area of ICT advocacy is very low thereby creating a fertile ground for further marginalization of underserved groups in Malawi. He therefore urged the workshop participants to pay particular attention to three indicators for bridging the digital divide namely, access, use and expertise. Unless we have all the three, access to ICTs will not guarantee use, he said.

In summing he said the workshop should be an opportunity for the CSOs to come together with the aim of influencing the ICT debates and ICT policy making in the country. He further urged organizations that work in the areas of gender to be pro-active as the ICT developments are bypassing women and there is need for women representation during ICT policy making fora.

He ended his speech by calling upon all the organizations to support Y.A.A.ICT-D's future initiatives.

Civil Society ICT4D Workshop – 21 January 2008

Day 1

The Civil Society ICT4D Workshop started with the co-facilitator, Kenneth Msiska welcoming the participants to the workshop and also apologizing for starting the workshop an hour late due to some delay during the opening ceremony. The facilitator then informed the delegates that although there was a delay the items on the programme would be presented in the order they appeared on the program. The co-facilitator then introduced Mr. Derek Lakudzala who was the key resource person at the workshop. According to Mr. Msiska, Mr. Lakudzala has fifteen years of experience in the ICT sector and he is Resident Partner for BUMAS International, a consultancy firm based in Blantyre.

Mr. Masozi Mkandawire was then unanimously nominated to provide the group with a recap on day 2.

After electing the Chair for the first day, Mr. Lakudzala was then invited to make his first presentation which gave an overview of what ICTs are; their role in development and the challenges that are facing ICT adoption in Malawi.

An Overview of ICTs, Role of ICT in Development & ICT adoption in Malawi by Derek Lakudzala (BUMAS)

In his presentation Lakudzala gave a number of definitions for ICTs which included ones that related to applications and contexts. Applications included Videoconferencing and distance learning and the contexts included healthcare and education. He also extolled an array of benefits that ICTs bring to our every day life.

He then went further to look at a relatively new concept of ICT4D which is basically the application of ICTs in achieving developmental goals before looking at the challenges that plague ICT adoption in Malawi. Among the challenges that were identified in plenary are; the cost of equipment due to surtax and duty, lack of expertise, lack of electricity in rural areas, lack of ICT policy, the exorbitant cost of software, lack of initiatives targeting undeserved groups, lack of interest by women/girls in using technology. According to Lakudzala unless the digital gap between those that have access to and use ICTs, and those that do not is filled the gap will continue to be exacerbated.

After a brainstorming session on the challenges of ICT adoption in Malawi the delegates broke for tea.

ICT Regulatory Issues by Derek Lakudzala

Lakudzala began the presentation by enlightening the participants on the rationale for regulation in the ICT sector. He said contrary to what people perceive regulation to be its role is to provide a level playing field for operators in the industry and also check abuse of service users by service providers. He then went on to look at the major regulatory issues that a regulator in the ICT industry (in this case Malawi Communication and Regulatory Authority [MACRA]) is mandated to look at. These include pricing or competition, spectrum management, adherence to license agreement, licensing and selecting operators and collection of license fees. As it can be seen MACRA is supposed to display great levels of independence in discharging its duties. This is an issue that features highly when people look at MACRA's role as a regulator. The example of Joy TV who had their transmission equipment uprooted was discussed in passing.

The delegates were then invited to discuss various regulatory issues that they felt needed to be addressed. The first one was the issue of tariffs. Many delegates felt that the tariffs Malawians are paying for telecommunications services are very high compared to our friends in the Southern Africa region. A suggestion was made to the effect that MACRA should intervene to ensure that mobile phone tariffs are low enough. Secondly, the participants felt that there is need for MACRA to be decentralized unlike the status quo where their point of presence is in Blantyre. This according to the participants is costly for telephone bureau operators who are required to pay license fees of less than K 4, 000.00 at the head office. For one to travel to Blantyre from Chitipa they would have to spend more than the license fees. This therefore provides a fertile ground for operators to work outside of the regulatory requirements. Some felt that this duty can be done by or at district assemblies so that there is adherence to the set procedures.

Lastly, the participants felt that the license fees being exacted by MACRA are on the higher side considering that we have so many players in the ICT industry now. There is a need to promote investment in the ICT sector and high licence fees are a deterrent to realising this goal. Since MACRA is not a profit making body it was suggested that MACRA should review the fees to reflect the current situation where we have so many operators.

ICT Policy in Malawi by Kenneth Msiska (Y.A.A.ICT-D)

Msiska began his presentation by providing definitions for a Policy and the ICT Policy. The Association for Progressive Communications (APC) says “Policy is a set of principles or a broad course of action that guides the behaviour of governments, organizations, corporations and individuals. It bridges the gap between the vision of where we want to be and the plans that enable us to get there.”

Gillian Marcelle says that the ICT Policy is “[an] integrated set of decisions, guidelines, laws, regulations and other mechanisms geared at directing and shaping the production, acquisition and use of ICTs.”

Msiska said that as it can be seen from the ICT Policy definition, the ICT Policy has a bearing on cost, accessibility and effectiveness of the use of ICTs. He then discussed the six principles of the ICT Policy as provided by APC. According to APC the ICT policy must be seen to; benefit all citizens, encourage wider ownership, be transparent and decisions open to scrutiny, involve government consultation of the concerned groups,

create conducive environment to enable people to do “things”, and be action-oriented and make things happen.

Msiska then looked at the genesis of policies. He said policies are usually initiated by governments with support from donor agencies and the process is informed by various stakeholders e.g. consultants and multistakeholder groups. But since ICT is a cross-cutting issue the burden of coordinating the process must not lie squarely on an individual ministry and that is why Malawi has the National ICT Working Group (NICTWG) which is a multistakeholder committee whose membership includes all government departments.

Msiska also gave an overview of the major stakeholders of the ICT Policy in Malawi and these are grouped into three namely the government, the Civil Society and the Private Sector. Under the government we have Ministries responsible for telecommunications, broadcasting, the telecom operator if in public sector as was the case with MTL before privatization, and user ministries. Under the Civil Society we have NGOs (e.g. women’s organizations, human rights groups), trade unions, academia, professional associations, user forums, consumer groups etc). And under the Private Sector we have Telecom operators, business associations, industry groups representing different activities (ISPs, media, software developers, private trainers, etc.)

Msiska then went further to look at the issue of interest among the stakeholders. For example governments want the ICT policy to support national goals; the Civil Society wants ICT policy to empower society and individuals in the struggle for rights, equity and broad-based development; the Private Sector wants ICT policy to promote entrepreneurship and innovation and the ICT advocates favour privatization of monopolies in the Telecommunication industry. *Different interests one goal!* Although the stakeholders have different interest as indicated above this does not mean disagreement. The consultative process ensures that all these interests are harmonized.

So why should CSOs care about ICT Policy? Msiska said that CSOs being what they are, advocates of the people they serve are better placed to speak and be heard. He further said that ICT is not just a technology but an “enabler” of development and also a tool for empowerment by providing opportunities for wealth creation and also spaces for people to speak out. According to Msiska, the ICT Policy apart from having strategies for providing greater access to ICTs may come with stringent measures that may stifle some of the civil liberties people are enjoying now. And this he said cannot be rectified at the implementation stage but during the conception of the policy. He therefore urged the CSOs to

identify areas in the ICT policy that corresponds with their work and join the bandwagon of CSOs that are already involved with the policy issues so that their view point is heard. He suggested among other things formation of interest groups for example on Human rights, gender etc. This he said would make it very easy for the policy makers to recognize them.

Msiska while summarizing took time to acquaint the participants with the latest developments in the ICT Policy making process in Malawi. He said the draft ICT Policy was accepted by the Principal Secretaries in December and that it has since been submitted to Cabinet for approval before going to Parliament. He also said that MACRA with support from World Bank has developed the Universal Access to ICT Policy whose consultations were limited to a few technocrats and telecom operators and that during the consultative process with the Principal Secretaries the Draft Universal Access Policy was referred back for refining.

Cross cutting issues by Derek Lakudzala

In this presentation Mr. Lakudzala looked at key human rights issues surrounding the development of an information society. In terms of Human Rights issues, the presentation looked at seven key themes namely, right to communicate, Freedom of Expression and Information Exchange, Diversity, Ownership and Control of Content, Free and Open Source Software Development and Intellectual Property Rights, Piracy, Governance of the Internet at Global, Regional and National levels, Awareness and Protection and Realization of Rights.

In a nutshell this presentation looked at how people can access ICTs at affordable prices. The access and availability of ICTs must also ensure inclusiveness of all manner of people. It was therefore noted that access alone is not adequate in order to ensure that the citizenry have ready access to ICTs. Training in the use of ICTs must be prioritized so that the right to communicate is made possible.

One other interesting aspect that the presentation touched on was the Free and Open Source Software development and Intellectual Property Rights. It was noted that innovations in the area of ICTs must move towards accommodating people who are unable to use ICTs due to such limitations as language and standards. The innovations must also be protected from abuse by unscrupulous individuals.

On piracy the presentation tackled the issue of data surveillance/protection and encryption. In general the presentation looked at the right protect data from data surveillance by state

machinery as is the case in some countries which is an infringement on the right to privacy and advocated for freedom from surveillance.

On Gender and ICT, Mr. Lakudzala begun by the following quotation from the World Bank: “Equitable access to information and communication is fundamental for maximizing the impact of ICT. He then went on to say that women and men have different needs and constraints to accessing and using ICTs. By raising awareness about these realities and integrating Gender considerations into ICT strategies and Policies the policy makers and implementers would be enabled to better address these disparities.

Mr. Lakudzala then categorized the barriers into four major clusters namely cultural, economic, educational and seclusion.

On cultural factors it was noted that cultural and social attitudes often discriminate against women’s participation in the fields of science and technology and as a consequence this limits their opportunities in the area of ICT.

Economically, most women are not independent and since the use of ICT go hand in hand with adequate financial resources accessing ICTs by women is generally difficult.

On the educational front it was noted that the current inequitable allocation of educational resources favors boys and men. This entrenches marginalization of girls and women.

In some countries, women’s seclusion from the public arena makes accessing community Internet centers difficult. When gender issues are included in policy and strategy, ICT offers ways for both women and men to overcome barriers of distance, to access information and markets, and participate in new income earning activities.

ICT as a Strategic Access to Information Tool for National Development by George Mwika Kayange, Children Rights Documentation Centre (CRIDOC)/ First Web Foundation

As a prelude to his main presentation Kayange looked at ICTs by providing an OECD’s definition, which he said makes a useful distinction between the manufacturing and service dimensions of the ICT. According to him in 1998, OECD member countries agreed to define the ICT sector as a combination of manufacturing and services industries that capture, transmit and display data and information electronically. From that standpoint Kayange went on to look at the role of ICT. According to him

ICTs play a big role in all aspects of “national life” e.g. politics, economics, social and cultural development. He went further to say ICTs are transforming the way we are living. For example ICTs are playing a pivotal role in business, communication and access to information and services. ICTs can also be used in the areas of knowledge sharing and community building and most importantly as an access to information tool.

Kayange also pointed out that ICT relates to human rights as it supports freedom of expression and also right to information. All these rights are guaranteed in the Constitution of the Republic of Malawi under section 37.

Kayange also looked at the role of ICT in poverty. He said there were two diverging view points on the role of ICT in poverty reduction. The first school of thought holds that ICT is (can be) panacea for poverty reduction, and the second school of thought claim that ICT has no reasonable role in poverty reduction as long as the basic needs of the poor are not met. A question of food or ICT! Kayange’s argument in the presentation is inclined towards none of the mentioned schools of thought as it falls in the middle of the two opinions. His view is that ICT, if supported with the *right policies & cross-cutting and holistic approaches*, will complement & strengthen other multi-sectoral efforts that are required for poverty reduction, including those meeting basic needs. In his view *right policies* include the National ICT4D Policy and Universal Access to ICT Policy. While *cross-cutting approaches* the passing of draft Access to Information Bill into an Act of Parliament.

He further said that when ICT is used as an access to information tool, it can be a catalyst for participatory development as well as democracy, as access to information empowers communities to meaningfully take part in the affairs affecting them. Empowerment that comes from access to information and knowledge is the most critical factor in breaking the cycle of poverty in developing countries like Malawi. Kayange illustrated the empowerment cycle on a flip chart. He gave an example of how ICTs can enable decentralization and therefore give the poor people to start knocking on the right doors for action.

A word of caution though! Kayange noted that the recent buzz of excitement can only be meaningful if ICT programs that are going to be developed will be people-centred and not technologically driven. This conclusion bodes well with the spirit espoused by the world leaders in the World Summit on the Information Society (WSIS) Declaration of Principles where they indicated that there is need to ensure that the information society developing is people-centred. The good thing with

people-centred ICT initiatives is that they take into account the local context e.g. language, skills etc.

Kayange summarized his presentation by underscoring the importance of ICT as an access to information tool. He however indicated that there is need to tailor ICT initiatives to suit the local context so that ICT's role in poverty reduction is realized.

Day 2: 22 January 2008

Activities on day 2 started with a recap by Mr. Masozi Mkandawire who went through the entire program of the previous day before inviting other workshop participants to talk about the issues in detail in turns.

After the recap Mr. Kenneth Msiska invited Mr. Derek Lakudzala to give an Overview of the FOSS Migration.

FOSS Migration Overview

The presentation started by an illustration of the FOSS Implementation architecture. In his presentation Mr. Lakudzala looked at the benefits CSOs can derive from using FOSS as opposed to proprietary software. Among others he looked at the freedom that comes with using FOSS where you can tailor the software to local needs/contexts. This he said must be done in conformity with the copyright rules attached to such products. He was used his own example (a private sector individual) to illustrate the importance of FOSS. He said the cost of software licenses are alarming and most people in Malawi can hardly afford to pay and this is why FOSS becomes germane to the Malawian context.

Mr. Lakudzala also took time to look at the various FOSS products that can be useful to CSOs. Among them were Open Office whose features are similar to MS Word and Mozilla Firefox browser which can substitute Internet Explorer. The good thing with all these products is that they are robust and offer good resistance to viruses.

The plenary was then invited to look at the problems dogging FOSS adoption. Most of the delegates felt that the major problem was fear of the unknown and "it's better to stick to the devil you know" spirit.

eRiding and CSOs by Kenneth Msiska

Msiska's presentation looked at what is eRiding; the importance of eRiding; CSOs' environment; eRiding environments; and who is an eRider. Msiska said that eRiding is an approach to technology for non-profit organization based on their mission. Such support is continuous

and usually provided by local roving experts hence the name eRiding. Unlike consultancy eRiding involves the imparting of skills to the CSOs so that they are able to tackle some of the problems without external help. Apart from technology issues alone eRiding also builds the capacity of CSOs in fundraising and accounting.

Msiska then looked at the environment for CSOs in Malawi. These are some of the general conditions for CSOs in Malawi presented:

- ☺ Inadequate funds to employ full time ICT personnel;
- ☺ Inadequate funds to pay for consultancy services;
- ☺ Lack of awareness about the potential of the existing technologies;
- ☺ “Going with the grain” (Following for the sake of it) - as result development organizations are adopting ICTs in a reactive fashion with minimal planning, or they simply do not know where to begin.

After looking at the CSOs’ environment Msiska then looked at the benefits of eRiding which include but not limited to the following:

- ICT capacity building
- Effective utilization of technology and new opportunities by CSOs
- Local solutions to local solutions
- Unbiased and cost effective

At the end of the presentation there was a need to chart the way forward on a proposal for a joint eRiding project which the plenary accepted and Y.A.A.ICT-D was mandated to take the responsibility of coordinating such an effort. The delegates agreed that they would convince the “powers that be” in their respective to meet the costs of traveling to Lilongwe for the eRiding planning meeting Y.A.A.ICT-D pledged to foot the cost of venue and lunches during the meeting.

Emerging Issues and Way Forward

The delegates were divided into two groups and to identify further emerging issues that need attention in the following areas; FOSS Adoption, ICT Regulatory Issues, Gender & ICT, Human Rights and the ICT Policy, CSOs involvement in ICT Policy making process. A

summarized is captured on **Annexure C** provided at the end of the report.

Closing of Workshop by Kenneth Msiska – ED for Y.A.A.ICT-D

Mr. Msiska thanked all participants for attending the workshop despite having demanding tasks at their duty stations. He also praised the participants for behaving maturely during the entire duration of the workshop a thing that gave him hope for future activities aimed at influencing the ICT Policy process in Malawi.

ANNEXURE A – WORKSHOP PARTICIPANTS REGISTER

CIVIL SOCIETY ICT4D WORKSHOP 21 – 22 JANUARY 2008
WORKSHOP PARTICIPANTS REGISTER

Sr	NAME	ORGANIZATION	TELEPHONE NUMBERS	E-MAIL ADDRESS
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3	Atusaye Gondwe	Y.A.A.ICT-D	08 38 45 80	atusaye@youngictadvocates.org
4	Pike Mkandawire	Y.A.A.ICT-D	08 98 84 44	
5	Derek Lakudzala	BUMAS International	09 24 02 93	dlakudzala@sdp.org.mw
6	Francisco Ngwira	Malawi Human Rights Youth Network (MHRYN)		ngwirafrancisco@yahoo.com
7	Sangwani Mwafulirwa	National Media Institute of Southern Africa (NAMISA)	08 47 43 04/ 09 27 43 04	sangwani79@yahoo.com
8	Ned Mkumba	Center for Youth and Children Affairs	01 72 78 25/ 08 36 18 87	nedmkumba@yahoo.com ceyca@africa-online.net

		(CEYCA)		
9	Stanley Chitukwi	Organization for Sustainable Socio-Economic Development Initiative (OSSEDI)	01 72 48 62/ 09 31 58 05	Sjzchitukwi@yahoo.com
10	Tanangachi Lungu	Center for Human Rights and Rehabilitation		tanangachoi@chrr.org.mw /chrr@sdpn.org.mw t.lungu@yahoo.com
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12	Cyrus Kakowa	OXFAM	01 84 54 92/633 08 12 05 67	ckakowa@oxfam.org.uk
13	Gemini Kamteme	Creative Center for Community Mobilization (CRECCOM)	08 35 87 75	kamtemegemini@yahoo.com
14	Kumbukani Kuntiya	Federation of Disability Organizations in Malawi (FEDOMA)	08 86 60 33/ 09 86 60 33	kkuntiya@yahoo.com
15	Vincent Ngwira	Foundation for Community Support Services (FOCUS)	09 61 63 87/ 08 54 19 65	focuska@broadbandmw.com / vinnynngwirah@yahoo.co.uk
16	Vanessa Ivy Mwase	Girls Development Association (GDA)/Youth on the Move (YOM)	09 38 72 01/ 08 59 79 69	vanessamwase@yahoo.co.uk
17	Masozi	Youth Net	01 52 56 74/	masozimkandawire@yonec

	Mkandawire	and Counseling (YONECO)	08 30 52 06	o.org.mw
18	George Kayange	Media Consultant/ Child Rights Information Documentati on Center (CRIDOC)	09 27 29 36	gkayange@gmail.com

ANNEXURE B – WORKSHOP OBJECTIVES AND EXPECTED OUTCOMES

Civil Society ICT4D Workshop 21-22 January 2008

Workshop Objectives

1. To provide an understanding of the current ICT landscape in Malawi
2. To provide an understanding of the ICT Policy making process in Malawi
3. To identify opportunities in the ICT Policy process for Civil Society engagement
4. To solicit interest in an eRiding project to be pursued by the represented organizations

Expected outcomes for Participants

- Improved understanding of the current ICT landscape in Malawi
- Improved understanding of the ICT Policy making process in Malawi including the major stakeholders
- Identification of opportunities in the ICT Policy making process for activism by the CSOs
- Interest solicited for a joint eRiding project

ANNEXURE C – SUMMARY OF ISSUES (WAY FORWARD)

Y.A.A.ICT-D

CIVIL SOCIETY ICT4D WORKSHOP 21 – 22 JANUARY 2008

POINTS OF ATTENTION TO CONSIDER AS PART OF WAY FORWARD

The participants to the workshop brainstormed on the major points of attention by the CSOs. It was agreed that the CSOs would work collectively to achieve some of the barriers that do exist. The discussions centred on how the CSOs can ensure that FOSS is adopted in the society; how the CSOs can secure their participation in the ICT Policy making process; how the CSOs can ensure that the ICT Policy pays particular attention to the gender issues; what human rights issues in the ICT Policy should the CSOs guard against and what ICT regulatory issues need particular attention.

Two groups discussed these issues and here are some recommendations:

1. Free and Open Source Software (FOSS)

The plenary agreed as follows:

- a. There is need to do some institutional audit in relation to ICTs, in particular the software, and come up with our needs.
- b. That it is important to know the challenges that FOSS migration is faced including cost of such an exercise to the organization vis-à-vis proprietary software.
- c. There is need for the CSOs to develop a plan of action that would detail the resources required
- d. There is need for awareness-raising activities to ensure community involvement in the FOSS advocacy so that they understand the underlying issues on FOSS
- e. There is need to advocate for the passing of the ICT Policy so that there is an instrument to back our FOSS advocacy
- f. There is need for capacity building among the CSOs so that “charity is seen to begin at home”

2. Civil Society Engagement in the ICT Policy

The plenary agreed as follows:

- a. There is need for CSOs’ involvement in all stages of the ICT policy making and implementation unlike the status quo where the involvement is limited to a few organizations

3. Gender Issues in the Malawian Information Society

The plenary noted and agreed as follows:

- a. Women are generally not given a chance to participate in technology issues due to some inherent stereotyping in our society towards the womenfolk. There is therefore a need to encourage women to participate in public arenas.
- b. Women tend to suffer from the inferiority complex in the area of ICT making it a male domain and also adapt slowly to new technologies. There is need for encouragement by fellow women who are in the ICT field.
- c. There is need for intensive ICT training targeting women and girls
- d. There is also inequitable distribution of resources among women and men which mostly disfavours women
- e. There is also inequitable distribution of resources between urban and rural areas making it impossible for the majority of women who reside in the rural areas to access them
- f. There is a tendency to pull others down which postpones the smooth entry of women into the ICT field which is perceived to be a male domain.
- g. There is need to adopt gender strategies at organizational level so that the disparities in access, and use of ICTs are redressed

4. Human Rights in the ICT Policy

The plenary agreed as follows:

- a. There is need to ensure that the measures put in the ICT Policy to curtail abuse and misuse of ICTs does not usurp people's right to privacy and right to freedom of expression
- b. There is need to ensure that the ICT policy does support the people's right to access and use public information and also right to development

5. ICT Regulatory Issues

The plenary noted and agreed as follows:

- a. There is an urgent need for MACRA services to be decentralized so that people do not travel to Blantyre for very small services like Telephone Bureau license fees.
- b. There is need to speed up the procedures and handling of applications for ICT services e.g. Telephone Bureaux, Internet Café's, Radios, TV etc
- c. There is need to review the tariffs being exacted by our mobile operators in light of their duopoly
- d. There is need to review the license fees so that they are not seen to be deterrents to would-be operators and also provide a conducive environment for competition.

6. Other Policy Issues

The plenary noted and agreed as follows:

- a. There is need to scrape off duty on ICT gadgets in order to ensure real access to ICTs in the country in the absence of the ICT Policy

ANNEXURE D- WORKSHOP EVALUATION

Y.A.A.ICT-D

CIVIL SOCIETY ICT4D WORKSHOP 21 – 22 JANUARY 2008

EVALUATION SUMMARY

* Rating (Average) – based on participant’s ratings using simple average.

RATING (Average)	1: LOW	3: MEDIUM	5: HIGH
TOPIC	PROFESSIONAL PESPECTIVE	PERSONAL PERSPECTIVE	TIME USED RELATIVE TO IMPORTANCE
ICTs, ICT4D & Challenges of ICT adoption (D.L.)	5	5	3
Remarks 1. Good enough for an introduction.			
ICT Regulatory Issues (D.L.)	5	5	5
Remarks 1) The presentation was somehow too technical and broad. There is need for contextualization.			
ICT Policy in Malawi (K.M.)	5	5	5
Remarks 1) Overall the presence was well done. 2) One of the outstanding presentations			
Cross cutting issues (D.L.)	5	5	3
Remarks 1) The presentation was exciting as it engaged the participants in identifying local examples. 2) There is need for more time and also cutting back the entire presentation.			

ICT as a Strategic Access to	5	5	5
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Information Tool for National Development (G.M.K)			
Remarks 1) The presentation was good and demystified some technical issues relevant to CSOs vis-à-vis ICT. 2) The presenter must engage the audience during presentation. 3) One of the outstanding presentations			
Mainstreaming ICT into Development (D.L.)	3	3	3
Remarks 1) The presenters must present their own materials. 2) It was somewhat hurried			
Free and Open Source Software Migration (D.L.)	5	5	5
Remarks 1) The presentation was well done with practical examples. 2)			
eRiding & CSOs/NPOs (K.M.)	5	5	5
Remarks 1) One of the outstanding presentations			
RATING (Average)	1: LOW	3: MEDIUM	5: HIGH
	PROFESSIONAL PESPECTIVE	PERSONAL PERSPECTIVE	TIME USED RELATIVE TO IMPORTANCE
Presenters; Quality of Delivery			3
Remarks 1) Overall they were all good 2) Need for contextualization of issues under discussion 3) Need for energizers/games/ lighter moments to keep participants awake all the time 4) Some presentations were not well-prepared as they were adopted from other sources 5) There is need for punctuality and time consciousness			
Venue			3
Remarks 1) The workshop room was quite good and well served by the hotel staff			

2) The rooms were good but not clean; drawers were hard to open; bad smell in some rooms and corridors.

OVERALL IMPRESSION

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Remarks

- 1) The workshop was a good eye opener.
- 2) There is need for more workshops such as these in future.
- 3) The issues discussed are very important for CSOs Policy engagement.
- 4) Time was limited for participants.
- 5) The organization was excellent