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Introducing this issue

Last year, the G8 Digital Opportunity Task Force - the DOT Force - called for national and international effort to support local content and applications creation. In this issue, we report on discussions in Africa on ways to do this and we highlight the efforts of some BDO partners in this area.

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Content is knowledge – knowledge is money

‘Content is king’ as media moguls are fond of saying. Keith Yeomans asks whether this holds true for development and if so, where is the crown and how do we make sure it lands on the right head?

‘Content’ is not helped by being called content. We can only begin to assess its value and impact by unpacking this rather indigestible term. Even then, phrases like ‘cultural diversity’ and ‘global/indigenous knowledge’ hardly set the pulse racing.

It is easy to see why content is nudged to the back of the queue behind infrastructure (at least you can usually see what you are getting for your money, even if the word is worse than ‘content’) and training: always a virtuous option. There is also the truism that you cannot have content until you have access to the kit, can afford it and know how to use it.

This approach offers the ideal excuse to those who would rather deal with boxes or people on the ground rather than some nebulous commodity or public good over which they have little say. But, while logically so, the linear approach to ICT in development can at its worst lead to empty telecasters whose potential users remain unsure what they should be using their new skills to achieve.

Equally unnerving is the largely unchallenged belief that content is knowledge, that knowledge is what makes people in the north richer than those in the south, so if we can only deliver bundles of knowledge to poor people they will also become rich. Again, the superficial sense of this argument mars an understanding of the cultural and economic complexities it masks.

The reality is that ‘content’ is the reason for the technology’s existence. It is shaped by, and shapes, the patterns of boxes, wires and signals spreading across the world. It embraces everything from the latest mango

price through the Malian music you have just bought at the airport, the Andhra Pradesh land title map, the Bollywood movie animating a video café on the Deccan, the falling share prices that just closed a factory, the tense telephone reassurances between a migrant worker and her family, to the stories stitching the fabric of traditional African society and the dried milk advertisement on the rickety township hoarding.

Valuable content is the holy grail of the hardware and software investor. Why pay for pipes in the ground unless people will buy the music they play? It has been estimated that 90% of the world’s fibre is dark: one reason, perhaps, for the telecommunications industry downturn.

For these reasons and more, helping poor people to create, understand, use, buy, sell and exchange content meaningful to their lives is not the obscure fad of a few enthusiasts on the fringe of the global information society. It is core purpose.

That said, the digital opportunity content agenda is vast and diverse, ranging from censorship through convergence regulation to Tamil keyboards. It is being addressed by sole traders, village councils, governments and a suite of UN agencies. Everyone involved in development has a stake in getting it right – especially poor people.

Disclaimer

The views expressed are those of the author and do not represent DFID policy.

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eContent for eDevelopment

From 11-13 March 2002, 40 people participated in a Tanzanian Commission for Science and Technology (COSTECH) and IICD workshop, to discuss ways to support local knowledge creation and exchange in developing countries. Key challenges identified are to raise the visibility of local content, to foster local ownership of local content, and to help local actors to synthesise and adapt global content.

The study

The report of the DOT Force, as well as many other similar reports and studies, points to local content development and dissemination as critical to the local appropriation of ICTs for development purposes. But it gives little insight into exactly what content, for what purposes, and with what expected development impacts. Nor does it indicate how exactly the processes of local content creation and sharing can be best supported.

In late 2001 therefore, the United Kingdom Department for International Development (DFID) commissioned IICD to organise a review and consultation exercise to illustrate how local organisations and communities in developing countries are creating, adapting, and exchanging local content. More than 60 case stories were mobilised from around the world, addressing different sectors and focusing on the use of different media and technologies.

The final step in the process was the workshop to review some of the case stories and to brainstorm key lessons and conclusions for use by the international community.

The workshop

Hosted by COSTECH, the workshop sought to capture the range of experiences in generating and exchanging 'local content' for use by the development community; identify opportunities and constraints to the creation, adaptation, and exchange of local content, illustrating various approaches and experiences, and synthesising lessons and best practices; formulate key messages to the international and national development community regarding steps to be taken to support and promote local content; and identify promising projects and initiatives in this area that may serve as 'demonstrators' for others.

Some conclusions

Before listing some recommendations from the workshop, some major conclusions emerging from the study include:

First, a definition of local content is difficult to find. In this study, we propose that local content is the expression of the locally-owned and adapted knowledge of a community - where the community is defined by its location, culture, language, or area of interest.

Second, it is crucial to differentiate between 'local content' and local 'eContent.' Just because little eContent from developing countries is found on the Internet, it is wrong to conclude that there is a 'local content' problem.

Third, while the ICTs and other media are converging and provide many opportunities to strengthen local content creation and exchange, different 'pools' of local content need to be treated very differently.

Fourth, while everyone is impressed by the potentials the new ICTs offer to share and exchange local content, in many cases the 'new' technologies are tape recorders, radio, television, newspapers, or telephones. ICTs and the Internet are currently rather small parts of the 'toolkit' used to create and communicate local content.

Fifth, most content initiatives using ICTs tend to 'push' external content towards local people. In other words, they mainly provide 'access' to other people's knowledge. With a few exceptions, new technologies are not used to strengthen the 'push' of local content from local people. Generally, the balance between 'push' and 'pull' - or supply and demand - is heavily weighted towards non-local rather than local content.

Some recommendations

Participants in the workshop recognised that the 'usual suspects' need to be in place - an enabling policy environment, accessible infrastructure, and finance.

They saw governments as having an especially important role to play - in nurturing and fostering appropriate local content, by providing the correct mix of incentives, and by fostering local languages and cultures. Finally, since little is known about ways to energise local content creation and sharing, different initiatives and approaches need to be tried and supported in different sectors and environments.

What needs to be done?

1. We need to stimulate all kinds of local content expression for local application and use.
2. We need to stimulate eContent creation and communication for local and global use.
3. We need to develop eContent exchange and broadcast systems.
4. We need to strengthen the 'synthesis and adaptation' capacities at the interfaces between 'global' and 'local' content.

These can be achieved by:

- Valuing local content.
- Motivating local content.
- Building adaptation skills.
- Addressing language issues.
- Promoting local ownership and participation.
- Making local content visible.
- Engaging in joint action.
- Strengthening the local skills base.

More

Read www.icconnect-online.org for more on the study. The final report will be available in April 2002.

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Mali-NTIC: Everything on new ICTs in Mali

Mali-NTIC is a portal on new information and communication technologies (ICTs, or in French; Nouvelles Technologies de l'Information et de la Communication – NTIC). Mali-NTIC wants to reflect everything that is happening in this area in Mali. Established and maintained by Afribone, with support from IICD, this web magazine is a weekly revelation!

The site is open for input from everybody in Mali active in this field. The portal's survival depends on your participation too! So help realise the ambition by sending in stories on ICTs in Mali that can be published on the website. Content - in French only - can be sent to: malintic@afribone.net.ml

Please visit the website: www.mali-ntic.com

African connection discusses content development

In November 2001, a 2-day workshop on content and applications development in Africa was organised by the African Connection Centre for Strategic Planning. Held in Johannesburg, representatives from both the traditional and the new media sectors discussed impediments to the development of 'African content' and suggested ways to overcome them.

Defining content

Generally there is a lack of research in this area and more information is required. To develop clear strategies, the need to define and unbundle the different elements of the 'content market' was also identified, as each area is very different and blanket strategies are unlikely to be effective.

Software development for 'public goods' such as ICT and health requires a vibrant commercial ICT sector, facilitative policy environment and regulatory frameworks, and government finance.

The commercial media market has its own dynamics, with different strategies required for the web, print, radio and TV. Despite the hype around new technologies, radio and free-to-air TV are still the most important media for information dissemination in Africa and thus deserving particular attention for their use, either directly, or as platforms that incorporate the use of new technologies for interactive communications.

The demand for African content

According to participants, Africans prefer to access content that relates to African life. However the vehicles for producing, distributing and accessing local content are still too few, especially when taking into account Africa's rich cultural heritage.

The very low presence of African content is also a major societal cost in terms of the negative image being portrayed of Africa by northern media to the rest of the world.

The high opportunity cost of not developing a better self-image, and of not delivering a better international image to investors and tourists abroad, needs to be addressed.

This could begin with greater sensitisation of the importance of the use of local content by Africans, and in particular by national and regional policy makers and content producers.

Awareness needs to be built and perhaps should emanate from our universities, schools and other incubators of creative talent; there are literally thousands of creative writers, singers and song writers, dramatic artists, etc. who are capable of writing the African story, interpreting the African condition and presenting it in a compelling way.

If content of sufficient quality can be produced, Africans have the potential to build demand in the international markets. However these markets are often protected and significant resources are usually required to break into them.

The overriding aim of strategies in this area should be to improve the opportunities available for Africans to express themselves to each other as a people through speech, song, dance, picture, the written word, drama or by means of accomplishments in sport, in science, industry and other fields of human endeavour.

Similarly, they should be facilitated to be the interpreters of their own history, culture and context, and of their human condition; both to themselves and their children, as well as to people of other continents and other lands.

More

This note is adapted from the full report of the meeting, prepared by Mike Jensen.

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NEWS FROM BDO PARTNERS

The Building Digital Opportunities (BDO) programme is a package of cross-sectoral initiatives to address key barriers and opportunities for ICTs in achieving development targets. Funded by DFID and DGIS, the programme has been put together as a partnership with a number of key organisations – the Association of Community Radio Broadcasters (AMARC), the Commonwealth Telecommunications Organisation (CTO), the International Institute for Communication and Development (IICD), OneWorld International, and the Panos Institute. Its five key areas of activity are:

- Strengthening local capacity in developing countries to address policy and regulatory environments.
 - Support for a programme of demand led pilot projects, implemented as part of an ongoing series of stakeholder ICT roundtable processes in selected developing countries.
 - Support for information inclusion for the poor through activities on community media and linking old and new ICTs.
 - A strategic partnership with a global 'development' Internet partner.
 - Knowledge and research activities in key areas to support the above programme.
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NEWS FROM ONEWORLD

Open content, open knowledge?

The first part of DOT Force Action Point 8 relates to the idea of 'open content' and takes the form of a study and pilot by OneWorld, supported by DFID and a number of partner organisations. Peter Armstrong introduces the project.

The project

Most actors working to overcome the digital divide are clear that without locally relevant content in a local language mere access to the Internet will be of little use to the poorest. Much of this locally relevant material can only be produced within the region itself. However, there is much universal information of great relevance that could be shared nationally and even internationally.

The Internet makes cheap, global distribution of such content in a digital form possible. However, with the countervailing trend towards the privatisation of knowledge, alternative models need to be found to stimulate the creation of appropriate content, and then to put it into the public domain, in such a way that it can be freely downloaded, localized and translated within an agreed copyright framework.

OneWorld International carried out a 7-month feasibility study and demonstrator to test possible models from organisational, IPR, technical and business points of view. We took the idea of Open Source software and applied its principles to Open Content.

OneWorld's partners on the project include MS Swaminathan Research Foundation in India, the Berkman Centre at the Harvard Law School, IDRC, the WorldSpace Foundation and OneWorld's other UK DOT Force partners – the UK Department for International Development and Accenture.

The report of the demonstrator pilot was completed in March 2002.

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OneWorld to launch new ICTs portal

OneWorld and the Benton Foundation will launch a Digital Opportunity Channel focusing on the use of ICTs for global sustainable development.

May launch

The site will present content from OneWorld's partnership of over 1000 NGOs around the world and DDN's network of practitioners and policymakers.

The Digital Opportunity Channel will be coordinated from India, which has one of the largest populations of the poorest and marginalized in the world - and at the same time shows the biggest potential in ICTs for development. The portal will also act as an online community and innovation lab for people working in the field of ICTs for development. Organisations working on ICTs and digital divide issues are invited to participate in Digital Opportunity Channel.

The site will be launched publicly the week of 17 May 2002 to coincide with UN World Telecommunications Day.

More: www.digitalopportunity.org

NEWS FROM ONEWORLD / PANOS

InterWorld Radio serves local communities

Launched by Panos and OneWorld in 2001, InterWorld Radio offers daily text news and broadcast-quality audio features for local radio stations to download and rebroadcast.

IWR now has around 126 member radio stations, in 59 countries, 93 of who receive the daily news bulletin (6-8 stories) via email. On average, 100 people access the bulletin via the website every weekday.

In terms of local contacts as well as local content, of the radio stations over half are in developing countries.

IWR has commissioned 80 features so far, from 37 different countries, of which nearly three-quarters came from developing countries.

Producing a feature involves a considerable amount of training both on the phone and by email and also by means of local workshops that have been carried out in Tanzania, Uganda and South Africa. InterWorld is also looking at moving some of its production South, with the first phase being an editing suite based in the Panos Kampala office.

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Or www.interworldradio.org

NEWS FROM PANOS

Panos reports cover local issues

Focusing on local policy issues, Panos Reports foster informed debate on complex or underreported global topics, presenting perspectives from the South.

Four reports were published in the course of 2001:

- Young Men and HIV: Culture, poverty and sexual risk.
- Governing our Cities: will people power work?
- Food for All: can hunger be halved?
- Birth Rights: New approaches to safe motherhood.

The reports often use Southern journalists and stress the importance of emphasising the voices of those affected by the issue under review, and particularly those of the poorest and most marginalized.

Panos reports for 2002 are likely to include:

- The Internet and connectivity
- Mountains; living on the edge
- Aids and the military
- The World Bank and poverty reduction strategies
- Drugs, patents and public health
- Sexual harassment in education/preventing gender violence

Published reports can still be ordered from Panos or viewed on the Panos website www.panos.org.uk

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Panos supports local content

Local content is essential for Panos as it aims to help ensure that development agendas are shaped and driven from within developing countries, through informed public debate that brings in the perspectives of the poor and marginalized.

This approach applies to ICTs as well as to the whole range of issues on which Panos works, whether HIV and AIDS, globalisation, environment, media pluralism and issues of communication for social change, conflict or gender.

Local content in the mainstream media appears to be diminishing rapidly as the commercialisation and liberalisation of the media gathers pace. This makes it all the more important for organisations like Panos, which work with local and national media in a range of

developing countries, to ensure that it uses local journalists and incorporates local content into all its materials.

In general, as far as local content is concerned, Panos does not use existing content but rather commissions its own original material, and in the process of doing so incorporates capacity building as integral to the way that it works.

Panos believes strongly that on-the-ground reporting from journalists familiar with the area, the language and the issues, adds a dimension and gives a grounding that cannot be matched by using expatriate journalists who fly in for a short period of time. Because of this, Panos has a considerable network of individual journalists on its databases (over 1,000) as well as a range of media centres, newspapers, magazines and radio stations.

It also has the advantage of being able to contact journalists via its partners - such as IRIS, a news agency in Nairobi - and via its regional offices in Kathmandu, Delhi, Kampala, Addis Ababa, Lusaka, and Haiti.

Thus, for Panos, local content becomes global content that can then be fed back into the local community in a continuous flow of information from which all can learn and develop.

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NEWS FROM AMARC

Promoting community radio content in Africa

AMARC Africa's Michelle Ntab and Tshepo Rantho argue that we cannot engage with the concept of local content unless we fully understand how it fits within the global media system in particular and in the process of globalisation in general.

AMARC experiences

Particularly important is the evolution of the New Information and Communication Order. Embedded within this order is the notion of cultural imperialism.

Cultural imperialism is the notion that global diffusion of cultural products from the developed world reproduces the dependencies of formerly imperial relationships in the postcolonial circumstance. We raise the issue of cultural imperialism simply because media content is more than economics, it is also culture. As a result, global diffusion of cultural products leads to a homogenisation of culture around the world.

Given this onslaught, audiences prefer local content when offered a choice. Thus local content remains of great interests in the global environment (including in the Internet).

The effects of the diffusion of global content vary in important ways from culture to culture. The number of content importing states is growing. One of the forces that counteracts the homogenisation tendencies of globalisation is the adaptation and innovation in use of

technologies to serve local circumstances coupled with break throughs in programming concepts, needs, and interests. AMARC local content activities demonstrate this fact.

What is local content?

Local content is audio, text, voice, video, data, and so on conceptualised, produced, and packaged by local people using their own instruments, which are locally developed.

Local content has both 'on' and 'off' air indicators. By 'on air', one refers to who do you see? Who do you hear? What is the language used?

By 'off air', we refer to who is writing, who is acting, what is the location, who is speaking, who is packaging the data.

AMARC Africa's experience

AMARC has developed the following projects to realise the idea of local content development:

- Radio Campaigns
- News Agency (Moebius Africa)
- Community Radio Electronic Network

Radio Campaigns are regional and international radio campaigns in countries where freedom of the media does not exist or needs to be strengthened. But also on issues related to human rights and democracy or other issues that will also have impact on poverty alleviation and development. These campaigns are promoting language diversity with an emphasis on use of local languages in Africa.

The *Moebius Africa* news agency will be responsible for coordination of all newsgathering and dissemination within the field of community radio in the continent. The Agency will provide text-based news services with local content for community radios. This will be done through e-mail and a central web site where productions from the news agency will be posted for possible downloads for those members equipped with facilities.

The *Community Radio Electronic Network* has 52 member radio stations. These stations send information on local issues to each other. The content uses local languages that can be translated into other languages. From time to time themes are determined to provide a focus for each week. Themes like HIV-AIDS, human rights, environment, gender and food security.

Conclusion

From this perspective, local content is becoming a source of identity. By its nature, it will encourage biodiversity for different cultures to flourish and many voices to be heard. This will enable things like religion, traditions, customs, political practices, systems of beliefs, economic behaviour, and so on to be part of a broadcast landscape hence contributing to the development of people.

Contact: Michelle Ndiaye Ntab or Tsepo Rantho of Amarc Africa - regc@global.co.za or www.amarc.org

NEWS FROM IICD

Electronic distance training for local governments in Africa

IICD has joined 8 other partners from Africa and Europe in an EU-funded project to build knowledge and human resource capacities for local governments in the global information society.

The 'EDITOSIA' project aims to:

- Create and manage a network of European and African partners who will jointly explore and support the use of opportunities provided by the information society and ICT for local sustainable development for senior officials in African local governments.
- Assess the current situation in Africa concerning the training needs of local government officials concerning local sustainable development, and the potential uses of electronic technologies for vocational training in Africa with focus on local governments.
- Document, evaluate and compare past and current (electronic) distance training projects for vocational training in Africa and for local government training in Europe.
- Determine adequate training methods and technologies for meeting different needs.
- Identify policy options to support adequate innovative electronic distance approaches in African local governments.
- To disseminate and transfer the project findings to national, regional and local governments, municipal associations, inter-governmental bodies, the education sector, business, donors and other relevant actors.

The project is led by the International Council for Local Environmental Initiatives (ICLEI). Other partners are: ICLEI-Africa (Zimbabwe), Open University (UK), the European Distance Education Network (Hungary), the African Training and Research Centre in Administration for Development (CAFRAD, Morocco), the Polytechnic of Namibia and SANGONeT (South Africa).

More

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Workshop 'Sustaining ICT-enabled development: practice makes perfect?'

The workshop is organised alongside the annual meeting of IICD's International Advisory Board comprising leading individuals working in this area. The overall goal of the meeting is to share experiences and knowledge on ways in which the sustainability of local 'ICT-enabled' development activities can be realised.

A report on the outcome of the discussion is expected to be ready by mid-June, and will be available through the IICD website.

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eDevelopment - what's in a name?

eDevelopment sounds like it is development using the Internet or ICT-driven development. It is neither. It is development that is effective, efficient, and empowering. It is development that uses ICTs to increase people's opportunities, to empower poor people, and to counter insecurity and vulnerability. Its benefits are for everyone, whether connected or not. Peter Ballantyne argues that we need to work for development with ICTs, and not with ICTs for development

New words, new thinking

Whatever else they influence, new information and communication technologies (ICTs) are having an influence on our language. Where once we traded and wrote letters, we now engage in e-commerce and send e-mail; where once we studied or went to seminars, we now take part in eLearning, participate in e-groups, or join e-meetings. Where countries were measured according to their gross national product or position on the human development index, we now assess their eReadiness.

The new 'E' vocabulary is spreading fast. At a December 2000 DOT Force meeting in Tokyo, the delegate from Cairo joked that his country (e-gypt) was the first to grasp new digital opportunities. In March 2000, leaders of the European Union met in Lisbon to agree an 'eEurope' initiative to bring every European citizen, home, school, business and administration online as quickly as possible.

These ideas have also reached the development world. But what exactly are we talking about?

eDevelopment . . . not just development that's digital!

Use of the 'E' word usually suggests that an activity is 'electronic' or digital in nature. Hence, eDevelopment is simply the use of electronic ICTs to help prepare and execute all kinds of development activities, in education, health, agriculture, governance or trade, etc.

This seems to be a clear, and self-evident definition that few people will disagree with. However, it hardly justifies a new approach or a new terminology. Nor does it reflect the added value that ICTs are actually bringing to the development process.

Instead of thinking about eDevelopment as something electronic - development that's digital - we should see 'eDevelopment' as a different, and a better, approach to doing development. In this:

E means effective - 'Effective development' results from the use of ICTs to improve the quality and demand responsiveness of a development activity, ensuring that goals and objectives are actually achieved.

More effective development is when, for example, forestry researchers in Ghana use e-mail to share and discuss results and to compare their findings with peers elsewhere in the world.

More effective development is when local organisations can use ICTs to learn about, discuss and influence policy and project proposals before they are decided.

More effective development is when teachers use the Internet to prepare and deliver lessons in poor schools, when farmers consult each other by e-mail regarding market or disease conditions, and when the advice of

doctors is made available to remote clinics by radio or video links.

Effective development is when development agencies and their partners use ICTs to quickly and easily exchange lessons and experiences, formulating more appropriate and demand responsive policies and projects as a result.

E means empowering - 'Empowered development' results from the use of ICTs to strengthen the ability of poor people to shape decisions that affect their lives and removing discrimination based on gender, race, ethnicity, and social status. It means using ICTs to make development more equitable by countering the effects of disability or disadvantage on an individual or community.

Empowered development is when women's groups use the Internet to collaborate and sell their crafts.

Empowered development is when indigenous peoples link up using the Internet to campaign for alternative development policies in their traditional homelands.

Empowered development is when the negotiating capacities of developing countries in international forums like the WTO are enhanced through access to critical data and information. Empowered development is where the voices of all interested groups are heard in policy debates via their inclusion in public spaces for debate.

Empowered development is when people in rural areas use ICTs to gain access to educational and health information and learn about development proposals in their area.

Empowered development is where citizens check the actions of their elected representatives through public information services and, if necessary, use ICTs to mobilise national and international attention to human rights or other violations.

E means efficient - 'Efficient development' results from the use of ICTs to deliver intended results in a well-organised and economical manner.

More efficient development is when transaction costs are reduced or made less bureaucratic, for example, when complete information of development projects can be quickly located from a database, when a farmer can retrieve local and international market conditions at her gate, or when a citizen finds answers to frequently asked tax or entitlement questions from an e-government web site.

If we define eDevelopment as ICT-enabled ways to do development differently and better, then we need to re-think what we are doing and how we are doing it. Instead of working **with** ICTs for development, we need to work **for** development with ICTs.

This means:

- focusing on development notions like ownership, partnership, capacity development, demand responsiveness, inclusiveness, and joint action.
- adapting the pace and direction of change to local capacities and cultures and not to the technologies.
- investing in people, institutions, incentives, relationships and knowledge.

- mainstreaming ICT applications into development processes; and development thinking and practices into the ICT 'business.'

By making our efforts more e-effective, more e-efficient, and more e-mpowering we can help to make development sustainable and achieve our anti-poverty development targets.

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Healthlink Worldwide's Quest to guide health content development

More and more professionals in the health sector are asked to develop health promotion and other content materials.

Since they have little advice to draw on, Healthlink Worldwide is developing Quest - an interactive framework to help in developing health resources in website, CD-ROM and print formats. It will guide 'would be' developers through the communications maze.

About QUEST

The QUEST process will be a practical guide to resource development that aims to increase the effectiveness of materials produced, share best practice, build on existing skills, and provide a tool for distance learning.

It is aimed at a wide audience - it is being developed in response to the needs expressed by health care workers, educators, community organisations, patient groups, and NGOs for guidelines on how to produce good health communication materials and resources.

QUEST will guide users through the process of health resource development, by identifying issues to consider at each stage, rather than offering a set of instructions about what to do. It prompts users to think about what steps to take, what questions to ask and what approaches to try at each of the following stages in health resource development.

Stage 1: Assessing the situation

Why do you need a resource? What are people's needs and priorities? What materials already exist?

Stage 2: Planning

What are you trying to achieve? Who is it for and what do you need to know about them? What are you going to produce? What resources are available to you?

Stage 3: Researching content

Finding out the facts / collecting information

Stage 4: Developing Content

Planning, designing and drafting

Stage 5: Pre-testing

How can you make sure your resource will be effective?

Stage 6: Production and distribution

How will you print and distribute the resource?

Stage 7: Evaluation

How will you decide whether or not the resource has achieved its objectives?

QUEST will be available as a tool on the Internet - a more concise version will be available in print and on CD-ROM. Healthlink Worldwide has also developed a training workshop to introduce QUEST and promote its application. All the 'products' will be ready for general release by September 2002.

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More on health and ICTs:

www.healthcomms.org
www.inasp.info/health/

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