

**Doing Business with Information
E-Business Workshop 2002**

AGENDA

Day 1, Monday 25/11/2002

Time:	Agenda item:	Facilitator/Presenter:
8.30 – 9.00	Arrivals	
9.00 – 9.15	Welcome & Opening	IICD (JF)
9.15 – 9.45	Recap of 2001 edition & growth model; progress made	CGEY (KV)
9.45 – 10.00	Participants Objectives	IICD (NM)
10.00 – 10.15	COFFEE BREAK	
10.15 – 12.15	Session 1.1: “Business Strategy” Case introductions & presentations	Participants present, facilitated by BAA (RS)
12.15 – 13.30	LUNCH	
13.30 – 15.30	Session 1.2: “Business Strategy” Case introductions & presentations (cont'd)	Participants present, facilitated by BAA (RS)
15.30 – 15.45	COFFEE BREAK	
15.45 – 16.45	Session 1.3: Doing Business with Information – Seminar & Strategic Framework	CGEY (OK)
16.45	Wrap up & closing for day 1	IICD (JF)
17.30 – 19.00	Drinks with IICD	Music by: OK & co.
20.00	Dinner at hotel	

Day 2, Tuesday 26/11/2002

Time:	Agenda item:	Facilitator/Presenter:
6.30	Leave for Field Trip: Flower Auction Aalsmeer	
7.30 – 10.00	Field trip: visit auction; presentations on e-business & e-commerce at the auction	
10.00 – 10.30	COFFEE	
10.30 – 11.30	Return to The Hague	
11.30 – 11.45	Monitor progress	IICD (JF)
11.45 – 12.00	Theoretical Framework: “Information”	CGEY (OK)
12.00 – 13.00	LUNCH	
13.00 – 14.30	Session 2.1 – “Information” Case Analysis, Breakout groups	Facilitated by IICD (NM) Supported by resource people

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14.30 – 14.45	COFFEE BREAK	
14.45 – 16.15	Session 2.2 – “Information” (cont'd) Case Analysis, Breakout groups	Facilitated by IICD (NM) Supported by resource people
16.15 – 16.30	Wrap up & closing for day 2	IICD (JF)
17.00	Return to hotel	
19.00	Dinner at hotel	

Day 3, Wednesday 27/11/2002

Time:	Agenda item:	Facilitator/Presenter:
8.00 – 8.30	Arrivals	
8.30 – 8.45	Theoretical Framework, “ Information Systems ”	CGEY (OK)
8.45 – 10.15	Session 3.1 – “Information Systems” Case Analysis, Breakout groups	Facilitated by IICD (NM) Supported by resource people
10.15 – 10.30	COFFEE BREAK	
10.30 – 12.00	Session 3.2 – “Information Systems” (cont'd) Case Analysis, Breakout groups	Facilitated by IICD (NM) Supported by resource people
12.00 – 13.00	LUNCH	
13.00 – 13.15	Theoretical Framework, “ Technology Infrastructure ”	CGEY (OK)
13.15 – 14.45	Session 3.3 – Technology Infrastructure Case Analysis, Breakout groups	Facilitated by IICD (NM) Supported by resource people
14.45 – 15.00	COFFEE BREAK	
15.00 – 15.45	Session 3.4 – Practitioner Session I Proprietary Systems – Technology Seminar	CGEY (RHB)
15.45 – 16.30	Session 3.5 – Practitioner Session II Open Source & Linux – Technology Seminar	IICD (AdJ)
16.30 – 17.00	Q&A Session – Technology Infrastructure	CGEY (RHB) & IICD (AdJ)
17.00	Wrap up & closing for day 3	
17.30	Leave for Amsterdam (Evening Programme)	
21.30	Return to hotel	

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Day 4, Thursday 28/11/2002

Time:	Agenda item:	Facilitator/Presenter:
9.00	Arrivals	
9.30 – 9.45	Opening day 4	IICD (JF, NM)
9.45 – 10.15	Session 4.1 : Showcase 1: Assessment Results	CGEY (OK)
10.15 – 10.30	Session 4.2: Visualising the results of your own case in framework	CGEY (OK) Supported by resource people
10.30 – 10.45	COFFEE BREAK	
10.45 – 11.00	Session 4.2 (cont'd)	CGEY (OK) Supported by resource people
11.00 – 11.30	Session 4.3: Showcase 2: Assessment Results	
11.30 – 12.00	Session 4.4 – Breakout Groups: Best Practices (based on workshop results)	Participants, supported by resource people
12.00 – 13.00	LUNCH	
13.00 – 14.30	Session 4.5: Lessons learned	BAA (RS), ThL
14.30 – 15.00	Session 4.6: Practitioner Session III CBI (Centre for the Promotion of Imports from Developing Countries)	CBI (TL)
15.00 – 15.15	COFFEE BREAK	
15.15 – 16.15	Session 4.7 Retrospective, next steps & final evaluation	CGEY (OK), IICD (JF)
16.15 – 16.30	Monitor objectives	IICD (NM)
16.30 – 16.45	Closing	IICD (JS)

IICD:	International Institute for Communication and Development
NM:	Nic Moens Programme Manager
JF:	Julie Ferguson Programme Officer, Knowledge Sharing
AdJ:	Arjan de Jager Programme Manager, Capacity Development
JS:	Jac Stienen Managing Director IICD
CGEY:	Cap Gemini, Ernst & Young
OK:	Olaf Kruidhof Consultant
KV:	Koos Veefkind Consultant, Account Manager
RHB:	Roel-Hans Bethlehem Consultant
BAA:	Balancing Act
RS:	Russell Southwood Consultant
ThL:	Thomas Lungu CEO, Coppernet; participant & facilitator session 4.5

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CBI:	Centre for the Promotion of Imports from Developing Countries
TL:	Ton Lansink Managing Director