



Sustainability and Telecentres
23-25 May 2011
Bangkok, Thailand
Supported by



Draft Agenda

Brief Description

In the telecentre domain, sustainability has always been a much desired as well as a much contested issue. Experiences from the ground suggest that being a financially sustainable enterprise is not the only aim of a telecentre. They are considered as conduits of community development and empowerment in the knowledge society and economy context. Moreover, they have also become the delivery channels of e-Governance services in several countries. In view of these developments, telecentre sustainability has to be viewed in a broader perspective, which includes financial, social, organizational/ institutional and policy related or political issues that influence it.

As per the telecentre ecosystem concept, these issues are inter-related and impact telecentre sustainability in several respects. Therefore, it is imperative for telecentre stakeholders, especially national governments implementing or having a keen interest in implementing telecentre programmes to understand the concept of sustainability in a holistic way. The present workshop is an attempt to augment the understanding of these telecentre stakeholders on various aspects of telecentre sustainability.

This training workshop aims to meet the following objectives:

- Understand the holistic picture on telecentre sustainability;
- Understand the issues related to telecentre sustainability at various levels in the telecentre domain;
- Learn about various dimensions of telecentre sustainability.

| 23 May (Day-1) Understanding Telecentre Sustainability | |
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| 0830-0900 | REGISTRATION |
| 0900-0930 | Opening Session: Keynote addresses by speakers from - ITU - Thai Government Representative |
| 0930 - 1030 | Setting the tone: Objective: i) Informal, brief introduction by all participants including their expectations from the workshop; and |

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| | ii) An overview of the main workshop objectives, methodologies and expected outcomes. |
| 1000-1030 | COFFEE BREAK |
| 1030-1200 | Session 1: Telecentre sustainability - An overview Objective: To introduce all the participants to the concept of sustainability in the telecentre domain. It would also throw light on various aspects that are integral to the concept of telecentre sustainability, like financial, social, organizational/ institutional, policy related, etc. |
| 1200-1330 | Session 2: Stakeholder perspective on telecentre sustainability Objective: This session will present the perspective of different telecentre stakeholders associated with or supporting the telecentre programmes, like the government, private sector, service providers, etc. |
| 1330-1430 | LUNCH BREAK |
| 1430-1530 | Session 3: Sustainability issues at the individual telecentre level Objective: Identifying and discussing the issues related to telecentre sustainability at this level, like entrepreneurial skills, understanding and appreciation of local community needs, good communication skills, identifying market opportunities, etc. |
| 1530-1545 | COFFEE BREAK |
| 1545-1700 | Session 4: Sustainability issues in government initiated national telecentre programmes Objective: Identifying and discussing the issues related to telecentre sustainability at this level, like orchestration and facilitation of the telecentre programme, ensuring good and affordable connectivity, electricity, backend services and products supply channels, etc. |

24 May (Day-2)

Analyzing telecentre sustainability

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| 0900-1000 | Session 5: An ecosystem perspective on sustainability Objective: Presenting the various perspectives on sustainability through a detailed description of various programme areas, like policy making, regulations, capacity building, community learning, network support, etc. that contributes to sustainability. |
| 1000-1030 | COFFEE BREAK |
| 1030-1200 | Session 6: Group exercise 1 Objective: Review of sustainability practices at the individual telecentre level based on Day 1 deliberations, like what works and what doesn't work. |
| 1200-1330 | Session 7: Group exercise 2 Objective: Review of sustainability practices at the level of government initiated telecentre programmes based on Day 1 deliberations, like what works and what doesn't work. |
| 1330-1430 | LUNCH BREAK |
| 1430-1600 | Session 8: Case study presentations Objective: From the micro and macro levels, for example, by successful telecentre operators and government representatives associated with the telecentre project in their respective countries. |

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| 1600-1700 | COFFEE BREAK AND NETWORKING |
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| 25 May (Day-3) | |
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| Learning about telecentre sustainability | |
| 0900-1000 | Session 9: Financial aspects of telecentre sustainability Objective: Learning about financial aspects of telecentre management |
| 1000-1030 | TEA/ COFFEE BREAK |
| 1030-1130 | Session 10: Social aspects of telecentre sustainability Objective: Learning about the role of telecentres in community development and empowerment. |
| 1130-1230 | Session 11: Organizational aspects of telecentre sustainability Objective: Learning about the organizational aspects of telecentre management, like time management, infrastructure maintenance, appropriate partnership building, etc. |
| 1230-1330 | LUNCH BREAK |
| 1330-1430 | Session 12: Political aspects of telecentre sustainability Objective: Learning about policy related aspects that contribute to overall telecentre sustainability. |
| 1430-1600 | Session 13: Exercise - Developing a telecentre sustainability matrix Objective: Developing a telecentre sustainability matrix in a participatory way with the engagement of all the participants. |
| 1600- 1615 | TEA / COFFEE |
| 1615- 1700 | Concluding Session: Feedback from the participants and thanking everybody for participating. |

Potential Workshop Participants

- Telecentre programme implementers from the government and regulatory authorities
- Telecom service providers
- Telecentre network leaders
- Telecentre social entrepreneurs