telecentre.org is a global community of people and organizations committed to increasing the social and economic impact of grassroots telecentres. Working together, we provide the resources that telecentres need to succeed: locally relevant content and services, support and learning opportunities, and networks that help telecentre activists connect to each other. With these things in hand, tens of thousands of telecentres will be in a better position to enrich the communities they serve. Our founding investors include Canada’s International Development Research Centre, Microsoft, and the Swiss Agency for Development and Cooperation. Visit www.telecentre.org to learn more.
Executive summary
To be added once we get feedback on this document from the community. Please submit feedback to http://www.telecentre.org/?event=news.detail&id=101877.
Introduction: A major milestone for the global telecentre movement

The telecentre movement has grown rapidly since its emergence in the mid-1980s — fueled by the power of its ideas, values, and relevance. The scale and magnitude of this growth was apparent to all at the Global Knowledge Partnership’s GK3 conference, which took place from December 11 to 13, 2007, in Kuala Lumpur, Malaysia. Conference participants were able to feel the movement’s energy and momentum — and learn how telecentres are working to advance social and economic development, particularly in poor, marginalized, and underserved communities.

Over the last two years, the telecentre movement has been nurtured, strengthened, and championed by the telecentre.org community, which brings together national telecentre networks, activists, content and service providers, governments, and organizations that fund telecentre initiatives. telecentre.org emerged from a grassroots call for more attention and resources to be dedicated to the resources that telecentres need to succeed: locally relevant content and services; support, learning, and knowledge-sharing opportunities; and networks that help telecentre activists connect to each other. In 2005, a consortium of organizations, each with a long history of supporting telecentres — Canada’s International Development Research Centre (IDRC), Microsoft, and the Swiss Agency for Development and Cooperation (SDC) — responded to this call, collectively investing $CAD21 million and creating a multi-stakeholder partnership dedicated to supporting telecentres worldwide.

GK3 was a major milestone for telecentre.org. Two days before the main event, on December 9 and 10, telecentre.org hosted the Telecentre Leaders Forum (TLF), a participatory gathering that created deeper relationships among community members; provided an opportunity to share skills, experiences, and strategies; and resulted in the development of a community charter outlining shared values and priorities for the future. Then, within the main GK3 program, telecentre.org organized the “Telecentre Track @ GK3” — a series of workshops and panels that showcased innovative approaches and successful programs, highlighted gaps and implementation challenges, and provided learning opportunities through peer assists, case studies, and research presentations. But the movement’s vitality was most tangible in the telecentre.org village — a huge, lively space within the exhibition hall featuring seven demonstration telecentres, a community multimedia centre, a presentation stage, and a lounge filled with people chatting, using public computers, and browsing posters, brochures, and publications from telecentres around the world.

Multimedia documentation

This report documents the telecentre.org’s activities community’s activities at GK3. You can view images from telecentre.org@GK3 by visiting the community Flickr site: http://www.flickr.com/photos/telecentrepictures/collections/72157603783626005/.

Add your images to this collection by:

- Sending an email to Leonce Sessou, telecentre.org’s photo editor based at Centre Songhai, in Benin: lsessou[AT]songhai.org. Please include a description of the photograph(s) in your message. He will contact you if he needs more information.
- E-mailing photos as attachments directly to our Flickr site at starts04end+private@photos.flickr.com. Your photos will be posted to www.flickr.com/photos/telecentresubmissions — just visit that page to add photo information using the comments feature. We will promote the best photos to our main page at www.flickr.com/photos/telecentrepictures/.

Full notes for all of the TLF sessions are available at http://www.socialtext.net/tlfgk3. Audio files (MP3) are available for some sessions. For more detailed reporting and analysis be sure to get the next issue of the Telecentre Magazine, published by CSDMS in India. For stories
with a practical, day-to-day focus, check out the latest *Telecentre Times*, published by UgaBYTES in English, Afriklinks in French, D.Net in Bengali, and the UNDP Egypt in Arabic. Finally, Young Asia Television, Sri Lanka, will release a telecentre.org@GK3 video in early 2008.

**Acknowledgements**

This report was compiled and edited (and sometimes written) by Christine Prefontaine, telecentre.org’s Senior Communications Advisor. But, as with everything telecentre.org does, it is not the product of one individual but rather the result of open sharing and collaboration.

First, huge thanks to Maicu Alvarado from CEPES, Peru; Father Nzamujo from Centre Songhai, Benin; Ravi Gupta from CSDMS, India; Sulah Ndaula from UgaBYTES, Uganda; and Sherif El Tokali from UNDP Egypt. These organizations have committed to creating a culture of knowledge-sharing within the telecentre.org community. From them comes telecentre.org’s team of Community Content Facilitators — Eiko Kawamura, Leonce Sessou, Vignesh Somamohan, Esther Nasikye, and Karim Kasim. Along with Partha Sarker, telecentre.org’s knowledge-sharing project coordinator, they worked tirelessly to capture the amazing work done during the Telecentre Leaders Forum, staying up late and missing out on opportunities to rest and socialize in order to copy notes, conduct interviews, take pictures, and create podcasts. Vignesh Somamohan, from CSDMS, used their notes (available at www.socialtext.net/tlfgk3) to compile and write much of this report’s content for a *Telecentre Magazine* article. Thanks go to him, Jayalakshmi Chittoor, and Ravi Gupta for generously sharing this content before publishing it themselves.

The overall vision and goals of the TLF, along with the original workshop and panel descriptions, were written by Florencio Ceballos, telecentre.org Program Manager; Harsha Liyanage, telecentre.org Research Fellow; Basheerhamad Shadrach, Senior Program Officer leader and leader of the telecentre.org Academy; and Mark Surman, telecentre.org Director of Partnerships. Frank Tulus, Senior Program Officer and leader of telecentre.org’s research efforts, prepared the evaluation report. Meddie Mayanja, Senior Program Officer and leader of telecentre.org’s network support initiative, coordinated the production of the telecentre.org Community Charter with Morenike Ladikpo, telecentre.org’s Research Officer. It was then translated by Eiko Kawamura and Leonce Sessou. Nicole Leguerrier, telecentre.org’s Program Assistant, compiled the list of attendees.

Thanks also to everyone who worked to produce and support telecentre.org’s activities at GK3: the telecentre.org program team at IDRC, Allen Gunn from Aspiration (the TLF facilitator), Dash and Vani from Warisan Global in Malaysia, and our visionary social investors: IDRC, Microsoft, and SDC.

Finally, our deepest thanks to the TLF participants — the telecentre.org community — without their ideas, passion, and commitment none of this would be possible. We know what we can do together.
The Telecentre Leaders Forum

Once every two years, telecentre network leaders, researchers, and activists gather at a global Telecentre Leaders Forum (TLF) to connect, exchange experiences, and undertake a collective process to strengthen the telecentre movement. The 2007 TLF, hosted by telecentre.org and its partners, took place on December 9 and 10, in Kuala Lumpur, Malaysia, just prior to the Global Knowledge Partnership’s GK3 conference. Eighty-five people attended the TLF, from 61 organizations and 42 countries.

The Kuala Lumpur TLF provided a unique opportunity for people leading grassroots telecentre networks around the world to deepen relationships, share skills, and shape the future of the telecentre.org community. Participants contributed to the agenda, collectively deciding on key issues to be discussed over the course of the forum. They shared experiences, pooled knowledge, and developed ideas for joint initiatives. telecentre.org provided simultaneous translation between Spanish and English.

A collectively produced agenda

In the first TLF session participants were invited to post the topics and ideas that they wanted to discuss on the walls using sticky notes. In all, more than 300 stickies were posted. They were then classified under:

- telecentre.org’s role within the global telecentre movement
- Building a global network scaling up, challenges
- Strengthening national networks
- Knowledge sharing
- Sustainability
- Social entrepreneurship
- Technology and infrastructure (including energy and connectivity)
- Providing relevant and local content and services to communities
- Knowledge workers
- Policies and regulation
- Multi-stakeholder partnerships
- Training academy
- Certification

The full list is available at http://www.socialtext.net/tlfgk3/index.cgi?what_would_you_like_to_be_discussed.
Spectogram: Telecentres will still be relevant in 10 years

During the spectrogram session, a colored tape was laid out across the floor, stretching across the whole room. One end of the tape was designated as "Strongly Agree" and the opposite end was designated as "Strongly Disagree". Cross-marks were made at the 25%, 50%, and 75% points along the line.

Participants were then read a short, controversial statement: "Telecentres will still be relevant in 10 years." Those who agreed were invited to move toward the "Strongly Agree" end of the line, positioning themselves closer to the end if their agreement is complete and towards the center if their agreement was mixed. Those who disagreed were invited to do the same in the opposite direction. Allen Gunn, the facilitator, then "interviewed" people along the line, asking them why they are standing where they are. Passion was encouraged in describing positioning, and listeners were invited to shift their position on the spectrogram as points were made that altered their perspective.

About 90 percent of the participants believed that the communities they serve will still need telecentres in 10 years. Akhtar Badshah, Senior Director for Community Affairs at Microsoft and member of the telecentre.org Senior Working Group, strongly disagreed with the statement, arguing that new technologies—most likely mobile phones—will make telecentres irrelevant. Akhtar's position sparked a lively debate, with those who disagreed with him pointing out that telecentres provide more than access to technology. Telecentres play an important role in increasing social and economic inclusion. They also provide a social space for people to learn how to use new technologies to strengthen their communities and improve their lives—with support and inspiration from friends and neighbors.

Speedgeek: Describe your project in five minutes

The speedgeek session provided an effective way to learn about a broad range of projects in a short time span. It was an interactive, energetic alternative the slide presentations and posters that characterize knowledge-sharing at most gatherings. In one hour, participants were able to learn about 12 different projects:

- Afriklink's helpdesk in Mali
- UgaBYTES’s Telecentre Times newspaper, serving East Africa and beyond
- PhilCeCnet’s Telecentre Academy initiative in the Philippines
- The Bangladesh Telecentre Network's strategy
• CEPES’s online knowledge-sharing initiative in Peru’s Huaral valley
• Project Harmony’s Information Dissemination and Equal Access (IDEA) training initiative in Russia
• Sarvodaya/Fusion’s SustainabilityFirst research
• Colnodo and Compartel’s partnership to improve the social appropriation of telecentres in Colombia
• The sustainability of Brazil’s Association of Information and Business Telecentres (ATN)
• Social Entrepreneurship in Malaysia
• Grameen Gyaan Abhiyan’s (formerly Mission 2007) multi-stakeholder partnership in India
• The convergence of Community Radio and telecentres in Nepal

Speedgeeking is fun. Participants laughed while they learned, which created a deeper connection and will make it easier to follow up, get more information, and continue sharing. The telecentre.org knowledge-sharing team posted notes and audio files for some of the sessions on the TLF wiki, available at http://www.socialtext.net/tlfgk3/index.cgi?projects_showcase.

Seven brainstorming sessions
In the final session of day one, participants were asked to join one seven thematic brainstorming sessions, created based on the sticky notes posted during the first session of the day. Each group was asked to develop three action ideas, which were then presented back to the entire group by the session leaders. Detailed notes are available at http://www.socialtext.net/tlfgk3/index.cgi?report_back.

Multi-stakeholder partnerships
The group noted that partnerships are between institutions, but get implemented at the individual level. Participants noted that it is important to nurture both aspects because individuals change over time with organizational staff turnover. Some practical strategies emerged:

• Make sure you formalize your partnership with a written document so all parties have something concrete to refer to (make the partnership tangible)
• Form partnerships at all levels (technical, executive) one way to do this is by forming working groups
• Communicate results in ways that fit the culture of each partner
• Have a person dedicated to nurturing partnerships — you need to dedicate resources to this even if you have a written agreement.

When selecting partnerships think more broadly — beyond traditional partners and those who bring only financial resources. Consider credibility and position in the community (religious leaders, for example), expertise or knowledge assets, access to contacts and other networks, access to the media or ability to generate media attention. Aim to create a repository of a broad range of partners — even if you only draw on a few for each of your projects.
Social enterprise
The group did not agree on how to define the concept of social enterprise. Three issues surfaced during the session: (1) the need to develop clearer indicators to measure social objectives; (2) non-profit knowledge and experience of NGOs are important, but NGOs may need to re-examine some of their beliefs and attitudes to create social wealth; (3) the need to find ways to identify and support social entrepreneurs in local communities. All agreed that more time was needed to discuss these issues and develop consensus about what social enterprise is and what it entails.

Financial sustainability
The group defined four cyclical and inter-related components that are needed to support financial sustainability (1) research to develop a knowledge base, a better understanding of existing practices, and identify knowledge gaps; (2) a business-planning toolkit and resources; (4) a better understanding of public policy and advocacy among telecentre managers; and (4) training and capacity building. The group agreed that financial sustainability is needed to ensure the survival of telecentres beyond the pilot phase or donor funding. They determined that a financially sustainable telecentre

- Operates as a self-sustaining shop that takes care of its capital expenditures (which requires social entrepreneurship and social capital)
- Delivers services that create income for the telecentre (need at least 10% profit from all revenues to remain sustainable)
- Has lowered operating costs to the point where they no longer represent a significant portion of overall costs

Finally, the group noted that financial sustainability cannot be addressed in isolation. Other factors — such as the reliability of human resources and quality of services — have a significant effect on financial sustainability and must be considered.

Knowledge sharing
The knowledge-sharing group determined that we need to (1) create and disseminate knowledge at all levels of the community, (2) do a better job of addressing language issues, and (3) promote knowledge-sharing among all stakeholders.

National telecentre networks
The networking group’s action items included: (1) develop a “cookbook” to guide the creation and strengthening of national networks; (2) create a peer-to-peer support mechanism that immediate and concrete, such as a mailing list; and (3) conduct regular capacity building and training sessions for network managers.

telecentre.org: the global network
In order to strengthen the global network, the group emphasized the need to (1) create a statement of principle outlining the community’s goals and values, (2) clarify working relationship among members of the community, and (3) define what it means to be part of the telecentre.org community.

Training and capacity building
The training and capacity-building group called for (1) global certification and benchmarking; (2) a library of standardized resources, with an emphasis on curriculum; and (3) the development of a trainers exchange program.
Community feedback for the telecentre.org program

The telecentre.org community is supported by a social investment program, which is implemented by Canada’s International Development Research Centre (IDRC) with funding from IDRC, Microsoft, and the Switzerland’s Agency for Development and Cooperation.

Based on community feedback and learning over the last two years, the telecentre.org program has been re-structured to focus on five themes: network support, sustainability, research, the telecentre.org Academy, and knowledge-sharing.

Over the course of the first day of the TLF, participants re-affirmed the importance of these themes. Then, during the first session of the second day, the telecentre.org program team gave an overview achievements to date, shared strategies for the future, and asked network leaders to provide feedback, suggestions, and ideas for how they can get involved.

The program overview is summarized below. Participants’ feedback and suggestions are available at http://www.socialtext.net/tlfsgk3/index.cgi?discussion_on_first_day_topics.

Network support

Telecentre networks are central to the overall vision of telecentre.org: the goal of strong, resilient, sustainable telecentres around the world that can spearhead development within their respective communities. Networks help telecentre managers solve day-to-day challenges by sharing experiences, ideas, and resources. They sustain relationships among telecentre activists, researchers, and development partners at the local and international level. Without these networks, telecentres cannot become sustainable.

What have we achieved?

Since its launch in November 2005, telecentre.org has helped develop and strengthen more than twenty networks around the world. The program has identified places with both a high level of telecentre activity and strong social entrepreneurs able to manage successful networks — and then supported the growth of networks with social investments and mentoring activities. These telecentre networks offer products tailored to the needs of telecentre in their countries: online helpdesks (in French, English, Portuguese, and soon Spanish), training for telecentre managers, and Telecentre Times editions (in English, Bengali, Arabic, and French). Finally, telecentre.org has developed a set of services that networks can take advantage of, such as travel scholarships, support for national meetings, and social enterprise development support.

Where are we going?

So far, network relationships have developed informally and spontaneously, based on friendship, mutual trust, knowledge sharing, and common projects. Networks and individuals have enjoyed the freedom to work with the partners they want, in the way they want, and when they want. While this organic approach will continue, telecentre.org is exploring a more formal approach to binding together the relationships within the telecentre.org community.

How can you get involved?

The telecentre.org program is developing a partnership agreement among telecentre networks that can be the basis for a strong community. Telecentre activists can get involved by participating and assuming a leadership role within this initiative.

Sign the telecentre.org Community Charter and encourage others to do the same. At the TLF, network leaders worked together to articulate what it means to belong to the telecentre.org community and develop a concrete vision that will guide the community into the future. The outcome of this was the creation of the telecentre.org Community Charter, a
document that reaffirms the role of telecentres in economic and social development, clarifies shared values, and defines priorities for strengthening and expanding the community.


Sustainability

Sustainability has always been a major challenge faced by telecentres. This is not only a matter of money. Other critical factors are: the level of community engagement, the creation of valuable service offerings, and access to skilled staff and volunteers.

More and more people are working on creative solutions to telecentre sustainability. They are developing new service offerings and social enterprise strategies; they are pioneering shared (network) service delivery and private sector partnerships. And they are working to make sure that these sustainability innovations are studied and shared widely across the movement.

What we have achieved?

The telecentre.org social investment program has supported three major initiatives in this area: SustainabilityFirst research, a Rural Innovation Fund in India, and social enterprise planning for networks. These efforts have helped telecentre networks develop social enterprise

Participants provide suggestions and feedback about telecentre.org’s sustainability efforts.
services, that can be offered by member telecentres, as a way of enhancing both their income and their relevance.

More specifically, SustainabilityFirst research has gathered information about the factors that hold telecentres back, and has identified and analyzed cases where social entrepreneurs have achieved sustainability. The Rural Innovation Fund has invested in nine social enterprises that will offer services via telecentres across India.

All of these efforts are creating models for sustainability that telecentres around the world will one day be able to adapt locally.

Where are we going?
In 2008, the telecentre.org social investment program will work with networks to increase the flow of services available to telecentres around the world. Concretely, this means that more telecentres in more places will offer more services of value to the communities they serve. It also means that networks and telecentres will have easier access to companies offering products for emerging markets. At the same time, the SustainabilityFirst initiative will continue to gather case studies of telecentre champions who are developing successful, sustainable models.

How can you get involved?
If you have a telecentre product or service that is working, tell the world about it using the telecentre.org website.

If you are interested in increasing the flow of services that telecentres can use, contact the telecentre.org program team. We’d love you to participate in our work in this area.

Get involved in the SustainabilityFirst initiative by visiting www.sustainabilityfirst.org.

Research
telecentre.org gathers evidence and lessons regarding the role of telecentres in advancing social and economic development. The program aims to help explain how different investments in a telecentre can yield positive (or not so positive) development outcomes. The research program utilizes sound impact assessment methods and participatory monitoring and evaluation processes.

telecentre.org’s research activities involve institutions and networks within the telecentre movement, so this program component also strengthens our partners’ capacity to manage similar research initiatives.

What have we achieved?
telecentre.org has conducted scoping research to learn more about particular networks, issues, or geographic areas. The program has also supported grassroots innovators and young researchers engaged in action research as a way to document and share practical experiences. In July 2007, telecentre.org was tasked to manage a new five-year research project — *ICT & Public Access: Investigating the social and economic impact of public access to information and communication Technologies* — sponsored by IDRC and the Bill & Melinda Gates
Foundation. In October 2007, the telecentre.org hosted a project conception workshop in Ottawa, bringing together 30 key researchers and practitioners to provide inputs and guidance on the appropriate research approach and framework.

Where are we going?
Going forward, telecentre.org’s research efforts will focus on the *ICT & Public Access* research project. Next steps include a literature review of research frameworks and a landscape study of public access models in different countries. In addition, telecentre.org is collaborating with the Association for Progressive Communications (APC), along with four telecentre networks, on a project to research and pilot, within the telecentre work setting, the use of APC’s gender evaluation methodology.

How can you get involved?
Contact Frank Tulus (ftulus@telecentre.org) if you would like to participate in the *ICT & Public Access* research project. We are still in the process of finding partners interested in piloting the research methodology. In addition, telecentre.org can coordinate training for networks interested in using APC’s gender evaluation methodology, as well as those interested in improving their overall monitoring and evaluation capacity.

Most importantly, you can get involved by contributing your learning and research findings to the Telecentre Knowledge Network (TKN), at www.telecentre.org/knowledge. The TKN is unprecedented and constantly evolving repository of peer knowledge and resources about building, sustaining, and scaling up telecentres.

The telecentre.org Academy
A key element of telecentre success is a well-trained and motivated manager. This means that an investment in telecentre personnel is just as important as an investment in equipment, connectivity, and services. Over the past year, telecentre.org has started working with national network partners and educational institutions to create telecentre academies around the world. Supporting ongoing professional development of telecentre managers, these academies will be a part of a global telecentre.org Academy network that provides certification, support, and a curriculum clearinghouse.

What have we achieved?
Since October 2006, telecentre.org has organized two global meetings, three regional meetings, and a number of national-level consultations to encourage partners’ involvement. An agreement to create a telecentre.org-Philippine Community e-Centre Academy has already been struck. Stakeholders in countries such as Colombia, India, and Chile are also planning to set up national academies. At the same time, telecentre.org and Grameen Gyan Abhiyan (formerly Mission 2007) have produced a basic set of telecentre manager training curricula which will be soon be released under a Creative Commons license. An inventory of existing training resources available around the world has also been prepared.
Where are we going?

telecentre.org’s goal is to train a million or more people through these national academies by the year 2010. Over the next year, partners in the Philippines, India, Colombia, and Chile will begin to train people. New partners will also be recruited during this time. An online warehouse, to be housed within the Telecentre Knowledge Network (www.telecentre.org/knowledge), will be established to share and promote telecentre manager training materials. In 2009, the member academies will develop a framework for standardizing, validating, and administering the curriculum, coupled with a global certification scheme.

How can you get involved?

National networks: Set up your own national academy — engage with telecentre.org to establish a national-level training system for telecentre workers. Make use of our training commons resources. Training organizations: Collaborate with national networks; participate in the training commons fund earmarked for sharing and adaptation of training resources. Technology companies and donor organizations: Share your technical knowledge and expertise to develop the blended learning systems that are integral to the telecentre.org Academy. Everyone: Join hands to help professionalize, motivate, and support the one million telecentre knowledge workers in the making. Contribute training materials to the Telecentre Knowledge Network.

More suggestions and ideas from TLF participants are available at http://www.socialtext.net/tlfwk3/index.cgi?discussion_on_first_day_topics

Knowledge sharing

telecentre.org knowledge-sharing efforts crosscut and support all of the initiatives listed above. Our activities include coordinating a team of partner-based community facilitators, managing the telecentre.org website and Telecentre Knowledge Network, and providing support for telecentre publications and events. The result is a healthier telecentre ecosystem, better relationships and networks, and the widespread sharing of knowledge and best practices.

What have we achieved?

Over the past two years, we have supported more than 40 events, built a virtual home for the telecentre.org community, and invested in a team of community content facilitators who encourage telecentre activists to blog about their work, capture and share learning, and disseminate information. telecentre.org-supported events, led by national telecentre networks working in 25 countries, have included everything from small groups sharing training materials to national network gatherings to global Telecentre Leaders Forums. These events have led to the creation of over a dozen new telecentre networks as well as joint projects that allow existing networks to share materials, develop joint materials, and produce collaborative publications.

In 2007, the knowledge-sharing team re-launched the telecentre.org website. In addition to news and blogs, it now features a community directory, a calendar of upcoming events, and the Telecentre Knowledge Network — a collaborative platform for sharing learning, resources, and multimedia content. At the same time, telecentre.org worked in partnership with Centre Songhai (Benin), UNDP Egypt, CSDMS (India), CEPES (Peru), and UgaBYTES (Uganda) to strengthen and expand the team of community content facilitators, increase community engagement, and create a vibrant online community through the telecentre.org website. In addition, telecentre.org community members have furthered the knowledge-sharing effort by launching the Telecentre Magazine and publishing Telecentre Times newspapers in English, Bengali, French, and Arabic.
Where are we going?
The knowledge-sharing team’s overall goals are to increase peer interaction and community engagement, improve the flow of learning and ideas, and consolidate knowledge assets. Achieving these goals will allow community members to build on each others’ work (rather than re-invent the wheel), strengthen telecentre networks, and ultimately help telecentre operators serve their communities.

We will continue to strengthen and expand our knowledge-sharing partnerships (currently with Centre Songhai, UNDP Egypt, CSDMS, CEPES, and UgaBYTES) and coordinate with other telecentre.org initiatives to consolidate resources and create vibrant communities of practice for each thematic area (network support, sustainability, research, telecentre.org Academy). This will include

- Promoting use of and contributions to the telecentre.org website
- Creating content that documents and promotes telecentre champions, successes, and learning
- Disseminating “telecentric” news and information
- Supporting and coordinating partners who produce key telecentre publications (Telecentre Magazine, all editions of the Telecentre Times)
- Providing facilitation services (for events and online media)
- Increasing partners’ knowledge-sharing and communications capacity (through workshops, guidance, and resources)
- Promoting the development of multi-lingual content

In particular, we will continue to make improvements to the telecentre.org website, with a focus on better usability, stronger links and content sharing with local and regional portals, multi-lingual content and interfaces, and expanding the Telecentre Knowledge Network, community directory, and events sections.

How can you get involved?
It’s simple! Organize an event. Post content online. Contribute to the Telecentre Times or Telecentre Magazine — or start a local publication. All of these help connect people and accelerate the movement of ideas within the telecentre ecosystem. Meetings can take place at low or no cost and telecentre.org can occasionally help cover some of these costs. And you can reach out to our knowledge-sharing team for assistance with developing your agenda, facilitating sessions, and promoting and documenting your event. Sharing knowledge is a great way to raise awareness about how you are helping your community, promote yourself and your organization, and receive valuable feedback and ideas. And the telecentre.org knowledge-sharing team is always available to help you.

What will we do together?
The second session of day two focused on describing and creating action plans for each of the areas that emerged as priorities in day one: certification, peer-to-peer learning and support for network leaders, content and services, a volunteer exchange program, a training materials library, a cookbook for national networks, and a defining a sustainability research agenda. Each group was asked to answer four questions: What’s it? Who is it for? What’s in it? What concrete steps can you take to move this forward over the next three days?

What follows is a summary. Full notes are available at http://www.socialtext.net/tlfgk3/index.cgi?brainstorming_on_key_ideas

Certification
The certification program will increase and maintain telecentre managers’ skill levels, motivate them, enhance the quality of their work, and provide a career development path. It will target trainers and current and potential telecentre managers. Participants asked telecentre.org to
develop business plan that defines certification levels and processes, identifies educational and private-sector partners, and outlines costs. This will become a component of the telecentre.org Academy.

Peer-to-peer learning and support for network leaders
The learning and support network will build the capacity and knowledge of network leaders through peer-to-peer skills sharing; specialized training; the mapping, collection, and dissemination of network leaders’ knowledge; and the strengthening national, regional, and global networks. The idea is to build the capacity of networks, who can then strengthen telecentres’ ability to serve people and their communities [see note, below]. The learning and support network will work to increase awareness of who knows what and who to turn to when issues arise. It will also provide real-time support, resource materials, and scholarships. Suggested activities include developing resource materials, a creating a knowledge database, and facilitating face-to-face meetings, staff exchanges, and online knowledge sharing and support. Key topics: human resource management, strategic planning, technology, public relations and communications, advocacy, business management and social enterprise development, project management, monitoring and evaluation, working with and attracting volunteers, and knowledge sharing.

EDITOR’S NOTE: This is the basic idea behind telecentre.org itself and many suggestions are already being implemented through the five thematic areas. This confirms that we are on the right track in terms of serving the community’s needs.

Content and services
The content and services program would help telecentre networks become social enterprises that provide socially relevant content and services to community members, government, and the private sector. The program would assist with product development and marketing. This is consistent with the activities planned under telecentre.org’s sustainability initiative.

Volunteer exchange program
The aim of this program is to tap volunteer’s skills and enthusiasm to support grassroots telecentres. The group called for the development of an online portal to promote the program and clarify requirements, build a volunteer database, match volunteers to telecentres, and collect evaluation data. Returning volunteers would be required to share their experiences via blogs and websites.
Training materials library
The training library is an online repository of localized and global training resources for telecentre and network managers. Integrated with the telecentre.org Academy and housed within the Telecentre Knowledge Network, the library provides access to a dynamic repository of materials. It also includes tools to build grassroots capacity to create new materials and update or localize existing materials. For telecentre operators, the training library includes information and resources in three main areas: users, management, and sustainability. User-focused materials include targeted capacity-building methodologies and tools to work with different communities (the unemployed, the elderly, the disabled, youth, etc.). Management tools include practical tools and templates such as how to plan your daily schedule, how to write a business plan, and how to develop a project proposal. Strategy and sustainability materials cover how telecentres can relate to their exterior environment and create alliances. For telecentre network managers, materials focus on establishing and nurturing a network, running events, developing services, and collaborative (web 2.0) principles and tools. The library also includes links to technical, helpdesk-type support. Some of the issues we need to address are usability, multiple languages, creative commons, and processes to collect and digitize materials.

Cookbook for national telecentre networks
The network cookbook is a manual that will explain how to establish, operate, and sustain a national telecentre network. It will target telecentre activists, network champions, and the organizations that support them. Topics will include establishing ownership and a shared vision, strategic planning, management, fundraising, strategic alliances, communications and advocacy, monitoring and evaluation, service development and delivery, research, and knowledge-sharing.

Defining a sustainability research agenda
The goal of this program is to define the scope of telecentre.org’s sustainability research. It will target telecentre activists, funders, governments, the private sector, and organizations interested in partnering with telecentre-based social enterprise initiatives. Our research will look at telecentres as an investment. Suggested areas of inquiry included:

- Measure the return on investment of telecentre investment as it affects time for self sustainability
- Network effects
- How to find and sell telecentre business to governments and the private sector
- How to measure the culture of telecentre and identify ways to make it more entrepreneurial
- The maturity level of telecentres, and the process of maturity
- Communications between network managers and grassroots operators

The group agreed that next steps included conducting a literature review and identifying partners with research interest and capacity.

Defining our values
The following session was designed to re-map the community’s values. These values are what connect us as a global network. Participants posted their ideas on the wall using sticky notes (see full list: http://www.socialtext.net/tlgk3/index.cgi?values_that_tie_us_together_as_a_global_network). These were then grouped into categories. A group of network leaders volunteered to refine them over the next two days. The values are:

- A passion to help empower the poor, marginalized and underserved utilize technologies to assist in improving their lives
- Openness to sharing experiences, information, and knowledge
- Transparency
Inclusiveness
Technology neutrality
Innovation
Collaboration
Equity
Continuous learning
Localization and local content creation

These values have been incorporated into the telecentre.org Community Charter (attached). Visit http://www.telecentre.org/en/news.detail/101783 to learn more.

Final session: a visit from our social investors
In the final session, the telecentre.org’s social investors — IDRC, Microsoft, and SDC — came to listen to the reporting of the community’s action plans. A brief discussion followed and the investors thanked the participants for their hard work and re-iterated their support for the community. Florencio Ceballos, the telecentre.org program manager, then gave some concluding remarks and reminded participants to take full advantage of the telecentre.org village and the Telecentre Track panels and workshops within the main GK3 program.

Gathering feedback
On December 13, 2007 — the final day of GK3 — the TLF participants gathered to share what they learned and achieved in telecentre.org village and Telecentre Track sessions. Participants were also invited to provide feedback about what worked and did not work, and to report on progress made pushing joint projects forward over the last three days. Finally, the team who worked on developing the telecentre.org Community Charter passed around copies and requested within 10 days. (You may download copies in English, Spanish, and French at http://www.socialtext.net/tlfgk3.)
The telecentre.org village

The telecentre.org village was the highlight of the GK3 exhibition hall. It provided a lively space to show off a range of telecentre models, as well as a social space to connect, work, and relax. The village was co-sponsored by the Global Knowledge Partnership.

- Within the village, the telecentre.org hub was an informal lounge where visitors socialized, surfed the net, learned more about the community, and browsed network materials from around the world. Spreading across one wall a huge map showed the distribution of the telecentre.org community. On another wall, partners posted up their work and activities — creating a chaotic, enthusiastic collage of telecentre materials. The lounge was always full and active, with the telecentre.org knowledge-sharing team helping set the tone and facilitate discussions.

- The UNESCO community multimedia centre (CMC) demonstration site featured a working radio station using “radio-in-a-box” technology to broadcast coverage of GK3 (with help from the Asia-Pacific Broadcasting Union).

- Seven demonstration telecentres highlighted a range of models — from multi-stakeholder to government and private sector to grassroots telecentres — as well as the programs, technology, and content and services they deliver to communities worldwide (participants: Alcatel, Grameen Phone, IDRC, Intel, Microsoft, Grameen Gyan Abhiyan/Mission 2007, and One Roof).

- A demonstration stage featured launches, workshops, and demos of new telecentre technologies (see schedule, below). Highlights included the launch of the Telecentre Magazine and the French and Arabic editions of the Telecentre Times, as well as the launch of the updated telecentre.org website and Telecentre Knowledge Network, which includes the wiki version of Making the Connection: Scaling Telecentres for Development — a guidebook produced by telecentre.org, Microsoft, and the Academy for Educational Development.

Luis posts information about the Centro Informatica Universidade Eduardo Mondlane on the wall of the village. CUJEM runs an innovative helpdesk service for telecentre operators in Mozambique.
The village acted as a knowledge hub — connecting people with similar interests and passions and providing an opportunity to forge new partnerships. Telecentre activists exchanged experiences and advice, learning about new approaches, programs, and technology. At the same time, the broader GK3 audience gained a better understanding of the pivotal role telecentres play in fostering social and economic development.

But, most importantly, the village was special because it showed what a telecentre is and what it can achieve. It was itself a telecentre — a social space where people can connect, share, learn, work, and together find ways to create a better future.
## telecentre.org village schedule

<table>
<thead>
<tr>
<th>December 11</th>
<th>December 12</th>
<th>December 13</th>
</tr>
</thead>
<tbody>
<tr>
<td>9:00-9:30 Opening of telecentre.org village at GK3</td>
<td>One Roof presentation</td>
<td>telecentre.org partner presentation</td>
</tr>
<tr>
<td>9:40-10:00 Opening of telecentre.org village at GK3</td>
<td>Alcatel presentation</td>
<td>IDRC presentation: GIS mapping</td>
</tr>
<tr>
<td>10:10-10:30 Visit from Malaysian Prime Minister</td>
<td>UNESCO presentation: Open training platform</td>
<td>Alcatel presentation</td>
</tr>
<tr>
<td>10:40-11:00 Microsoft presentation</td>
<td>Telecentre Times launch: Bangla, Arabic, and French</td>
<td>Microsoft presentation</td>
</tr>
<tr>
<td>11:10-11:30 UNESCO presentation: How to produce Digital Stories</td>
<td>Telecentre Magazine and telecentre.org new website launch</td>
<td>UNESCO panel discussion: Scaling-up community media and telecentres — challenges and opportunities</td>
</tr>
<tr>
<td>11:40-12:00 UNESCO presentation: Radio-in-a-Box</td>
<td>multipurpose slot</td>
<td>UNESCO panel discussion: Scaling-up community media and telecentres — challenges and opportunities</td>
</tr>
<tr>
<td>12:10-12:30 telecentre.org partner presentation</td>
<td>IDRC presentation: VOIP</td>
<td>telecentre.org presentation</td>
</tr>
<tr>
<td>12:40-13:00 multipurpose slot</td>
<td>Intel presentation</td>
<td>telecentre.org partner presentation</td>
</tr>
<tr>
<td>13:40-14:00 UNESCO presentation: Open ENRICH</td>
<td>multipurpose slot</td>
<td>multipurpose slot</td>
</tr>
<tr>
<td>14:10-14:30 Grameen Phone presentation</td>
<td>UNESCO panel discussion: How to make a CMC sustainable</td>
<td>UNESCO demonstration: Free and open-source software</td>
</tr>
<tr>
<td>14:40-15:00 Alcatel presentation</td>
<td>UNESCO book launch: <em>Community Information and Technology Centres: Focus on South and East Asia</em></td>
<td>Grameen Phone presentation</td>
</tr>
<tr>
<td>15:10-15:30 telecentre.org partner presentations</td>
<td>telecentre.org partner presentation</td>
<td>Intel presentation</td>
</tr>
<tr>
<td>15:40-16:00 One Roof presentation</td>
<td>Grameen Gya Abhiyan (Mission 2007) presentation</td>
<td>telecentre.org partner presentation</td>
</tr>
<tr>
<td>16:10-16:30 UNESCO presentation: Blogging, wiking &amp; podcasting</td>
<td>Grameen Phone presentation</td>
<td>multipurpose slot</td>
</tr>
<tr>
<td>16:40-17:00 Grameen Gya Abhiyan (Mission 2007) presentation</td>
<td>telecentre.org presentation</td>
<td>UNESCO CMC Presentation</td>
</tr>
<tr>
<td>17:00-17:20 Intel presentation</td>
<td>telecentre.org partner presentation</td>
<td>One Roof</td>
</tr>
</tbody>
</table>
Telecentre track sessions at GK3

Sustainability first: Making telecentres work
This workshop discussed the sustainability question through a combination of research and case studies from the field, drawn from Asia, Latin America, Africa, and Europe. The session was moderated by Mark Surman, telecentre.org’s Director of Partnerships, and panelists included A.M.M. Yahya, Director, Grameen Phone, Bangladesh; Harsha Liyanage, Director, Fusion/Sarvodaya; Karishma Kiri, Director, Unlimited Potential Group, Microsoft Corporation; Reshan Dewapura, Chief Operating Officer, ICT Agency of Sri Lanka; Miguel Raimilla, Vice President, One Roof; and Sulah Nduala, Executive Director, UgaBYTES.

Based on his research, Harsha mapped out the key challenges facing telecentres: social, economic, institutional, and policy. Mark then invited the panelists to share their strategies to deal with these challenges. Karishma said that greater emphasis must be given to building the capacity of telecentre managers in order to scale up. Reshan and Yahya focused mainly on financial sustainability. Karishma pointed out it is very important to achieve the balance between financial and social sustainability. Yahya argued for engaging the government from the outset. Miguel noted that he had observed a lack of discipline in some networks. He said that the initial enthusiasm towards business tools diminishes overtime, leading to unsustainable networks. He argued that the emphasis should be on incorporating business concepts into telecentre management, and that a system to track progress is critical to financial sustainability.

The importance of developing and packaging services that the community can use was emphasized, along with the need for telecentre managers to build trust. At the same time, to fill in the gap in content and services, networks should strive to deliver services on behalf of other service providers, whether government, private sector, or nonprofit.

Partnerships, networks, and telecentre 2.0
As the telecentre movement shifts its focus from access to a new generation of value-added rural services, there is a deeper emphasis on building partnerships across sectors. It is becoming commonplace to see global corporations, international funders, national governments and grassroots organizations collaborating on a daily basis. Why are these kinds of partnerships needed? What do each of the partners get out of this sort of collaboration? What do they have to put in? Do these partnerships really produce better results?

This panel answered these questions through a series of four partnership case studies that demonstrate different models: telecentre.org, red.es in Spain, Grameen Gyan Abhiyan (Mission 2007) in India, and the TechSoup product donations program. The session was moderated by Mark Surman, telecentre.org’s Director of Partnerships. Panelists included Akhtar Badshah, Senior Director, Global Community Affairs, Microsoft Corporation; Marc Botella, Director, Fundación Esplai; Rebecca Masisak, Co-Chief Executive Officer, TechSoup/TechSoup Global; and Basheerhamad Shadrach, Senior Programme Officer, telecentre.org.

telecentre.org Academy: Certifying grassroots telecentre workers
This workshop was conducted in two parts. First, Shikha Shreshtha from Bellanet, Nepal, moderated a speedgeek session to quickly share knowledge about telecentre operators’ training initiatives. telecentre.org partners showcased their approaches to sustaining their academies in India, the Philippines, and Colombia; UgaBYTES provided an overview of their training efforts; and Grameen Gyan Abhiyan (Mission 2007) described its partners’ collaborative curriculum development work.
Next was a panel discussion, moderated by Basheerhamad Shadrach, a Senior Program Officer with IDRC and leader of the telecentre.org Academy initiative. The discussion focused on issues related to the telecentre manager training and certification. Discussants included Karishma Kiri, Director, Unlimited Potential Group, Microsoft Corporation; Jose Avando Souza Sales, Director General, Associação Telecentro de Informaçãoe Negócios; Richard Fuchs, Regional Director, Regional Office for Southeast and East Asia, International Development Research Centre; and Randy Zadra, a faculty member with MIT’s Program in Developmental Entrepreneurship.

From her extensive travel and research on grassroots telecentres, Karishma came up with the idea of global telecentre academy to train telecentre operators. She said that telecentre managers are social entrepreneurs and grassroots change agents. “Telecentre operators have to be supermen and superwomen,” said Karishma, listing the diverse range of skills needed to run a successful telecentre. She explained that there is a need to create a suitable and effective training package, and to provide skills in different modules to maintain a mentoring process. Richard Fuchs noted that telecentre operation and management requires multi-tasking. Therefore, to become a successful telecentre operator, a combination of skills are required. Along with this, certification and skill recognition are very important. The telecentre.org Academy, which Richard referred to as "the most important deliverable of the telecentre.org program" will fill this critical gap at the global level.

Shaddy noted that because of the sheer number of telecentre managers to be trained, a physical structure is inappropriate — a virtual academy is needed where managers can learn online. Jose Avando shared a Latin American experience of developing an online system for training, developed in partnership with Intel and also using Microsoft self-training modules. Jose’s team developed five modules of 150 hours each, with subjects like business management, sustainability, financial administration, marketing, distance learning, and using the Internet. They also partnered with private universities to offer distance learning courses. In return, the telecentres receive commission for providing the university’s courses.

Randy Zadra stated that quality is the most important factor for any kind of certification. Developing standards is crucial. In case of the telecentre operators, he explained that the range and number of skills demands the active involvement of the wider telecentre community. Randy noted that the team running the Wikipedia consists of only eight people — the global community provides all the content and quality control. This tremendous support from the global community is the key to Wikipedia’s survival. Randy said that he does not believe that top-down programs with big brand names (such as MIT) are necessary. Programs can be ground-up and create their own brand name. Cisco, for example, created a solid training brand name.
The TLF@GK3 agenda

NOTE: This is the original agenda. Changes were made based on participant feedback.

Sunday 9 December
Start of Telecentre Leaders Forum

<table>
<thead>
<tr>
<th>Time</th>
<th>Activity</th>
</tr>
</thead>
<tbody>
<tr>
<td>09:00</td>
<td>Opening Circle and Welcome</td>
</tr>
<tr>
<td></td>
<td>Opening circle will allow all TLF participants to meet as a community and start down the path of sharing and learning as a large group. Participants will introduce themselves and compare expectations, and the agenda will be summarized and discussed.</td>
</tr>
<tr>
<td>10:00</td>
<td>Exploring Key Telecentre Issues (AKA spectrograms)</td>
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<tr>
<td></td>
<td>These interactive group exercises will allow participants to weigh in on issues ranging from Community ICT Centres management challenges and skills gaps to the role of networks in the telecentre movement.</td>
</tr>
<tr>
<td>10:30 - 10:45</td>
<td>Coffee Break</td>
</tr>
<tr>
<td>11:00</td>
<td>Where Do We Want To Get To?</td>
</tr>
<tr>
<td></td>
<td>Participants will break into small groups to discuss goals for the meeting and get to know one another better. Small groups will break out on per-language basis, with some groups speaking Spanish and others speaking English. Reports-backs will be in the language of choice using headset translation.</td>
</tr>
<tr>
<td>12:30</td>
<td>Lunch</td>
</tr>
<tr>
<td></td>
<td>Participants are encouraged to sit and dine with those they have not yet met and talked with.</td>
</tr>
<tr>
<td>13:30</td>
<td>Helping Telecentres Succeed</td>
</tr>
<tr>
<td></td>
<td>A high-speed, fun showcase of services and strategies that networks are offering to telecentres and each other. Includes an overview of key telecentre.org services.</td>
</tr>
<tr>
<td>15:00</td>
<td>Coffee Break</td>
</tr>
<tr>
<td>15:30</td>
<td>Looking For Ways to Work Together</td>
</tr>
<tr>
<td></td>
<td>Participant-defined small group sessions, with a strong focus on concrete synergies and collaborations amongst networks. Collaborations could focus on anything including: telecentre manager training, sustainability, network capacity, research, and knowledge sharing.</td>
</tr>
<tr>
<td>17:00</td>
<td>Closing Circle</td>
</tr>
<tr>
<td></td>
<td>A quick reflection on what we’ve learned already, and what the telecentre.org community means to each of us. Also, a look at goals for day two.</td>
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</tbody>
</table>
**Monday 10 December**  
**Telecentre Leaders Forum Day 2**

<table>
<thead>
<tr>
<th>Time</th>
<th>Event</th>
</tr>
</thead>
<tbody>
<tr>
<td>09:00</td>
<td><strong>Opening Circle</strong></td>
</tr>
<tr>
<td></td>
<td>We’ll start the day by reflecting on the learnings from the day one sessions and summarizing goals for day two.</td>
</tr>
<tr>
<td>09:30</td>
<td><strong>Morning Small Groups</strong></td>
</tr>
<tr>
<td></td>
<td>Session topics and format to be determined by participants based on ideas and needs identified during day one.</td>
</tr>
<tr>
<td>10:30 - 10:45</td>
<td><strong>Coffee Break</strong></td>
</tr>
<tr>
<td>11:00</td>
<td><strong>Hands on Training and Skill Shares</strong></td>
</tr>
<tr>
<td></td>
<td>There will be between 8–12 sessions overall, and people will be able to sign up on Day 1 to offer sessions. Participants will be able to choose which skill shares to sit in on, and move between different skill-share stations.</td>
</tr>
<tr>
<td>12:30</td>
<td><strong>Lunch</strong></td>
</tr>
<tr>
<td></td>
<td>Participants are encouraged to sit and dine with those they have not yet met and talked with.</td>
</tr>
<tr>
<td>13:30</td>
<td><strong>Concretizing Our Collaboration</strong></td>
</tr>
<tr>
<td></td>
<td>Participants will break into small working groups to deepen ideas on collaboration that emerged in day one. This will include the development of specific plans for shared initiatives and service sharing. It may also include efforts to develop a vision and framework for overall collaboration within the telecentre.org community. Some of these sessions may use a peer assist format.</td>
</tr>
<tr>
<td>15:00</td>
<td><strong>Coffee Break</strong></td>
</tr>
<tr>
<td>15:30</td>
<td><strong>Where from here?</strong></td>
</tr>
<tr>
<td></td>
<td>After two days of meeting and sharing, we’ll spend our final hour of the final day discussing how best to carry the momentum of this gathering forward as we return to our respective home bases.</td>
</tr>
<tr>
<td>17:00</td>
<td><strong>Closing Circle</strong></td>
</tr>
<tr>
<td></td>
<td>A quick reflection on where we've gotten in two days and how we can carry the momentum forward, including additional collaboration and work during the next three days at GK3.</td>
</tr>
</tbody>
</table>
Tuesday 11 to Thursday 13 December
GK3 Conference & Telecentre Track Sessions


While attending GK3 we will be ambassadors for the telecentre movement and make lots of noise!

The telecentre.org village will provide a space to place to play, relax, regroup, and network. Details are attached.

Tues. 11
14:00-15:30 Creating Opportunity: Basic IT Skills as Springboard to Jobs
EP2: Emerging People Session
Room: TBD

From small businesses to factories to hospitals, employers throughout the world increasingly require employees to have basic IT skills for a wide range of jobs. IT skills have also become essential for job advancement and starting a business. As a result of these rapid changes, there is tremendous demand to provide lifelong learning opportunities in these new skills for adults, youth, and disadvantaged populations. Telecentres and other community based NGOs have emerged as a major force to address this critical need.

This session will feature NGO practitioners who have developed innovative and successful strategies for delivering IT skills training that meets the needs of their local communities and employment sectors, as well as industry and governmental leaders who are shaping programs and policies that include telecentres as key actors in national workforce initiatives.

The session will begin by introducing each panelist, the work they do and the organization they represent. The moderator will then lead the ensuing discussion incorporating audience input through a question and answer format.

Tues. 11
14:00-15:30 Sustainability First: Making Telecentres Work, Parallel Workshop EM3
EM3: Emerging Markets Workshop / Parallel Workshop 2
Room: FR406-407, Level 4

Telecentre sustainability has been a burning issue for over a decade. Recently, new a number franchise networks and others have emerged with new models that promise more sustainable solutions to public access to computers. What is it about these models that is different from past telecentres? Are these new approaches really a long term solution? Will they create a vibrant information ecosystems and market at the base of the pyramid? Or just prop up prop up already struggling centres for a few more years. This panel will dig into the sustainability question through a combination of research and case studies from the field.
Partnerships, Networks, and Telecentre 2.0

EMS: Emerging Markets Session / Parallel Panel Session 5
Room: FR401-402, Level 4

As the telecentre movement shifts its focus from access to a new generation of value added rural services, there is a deeper emphasis on building partnerships across sectors. It’s becoming commonplace to see global corporations, international funders, national governments and grassroots organizations collaborating on a daily basis. The question is: Why are these kinds of partnerships needed? What do each of the partners get out of this sort of collaboration? What do they have to put in? Do these partnerships really produce better results? This panel will answer these questions through a series of four partnership case studies that demonstrate different models: telecentre.org, red.es in Spain, Grameen Gyan Abhiyan (Mission 2007) in India, and the TechSoup product donations program.

telecentre.org Academy: Certifying Grassroots Telecentre Workers

EP14: Emerging People Workshop / Parallel Workshop 4
Room: FR303, Level 3

Well-trained and motivated personnel who manage telecentres at the grassroots level are as important as investment in equipment, connectivity, and services. Telecentre workers are the key to successful telecentre programmes, coordinating with service providers to develop services that meet community needs and raising awareness and promoting the use of these services.

Telecentre networks around the world have prioritized skills development as a key need among telecentre managers. Since October 2006, telecentre.org has been involved in developing telecentre.org academies to support the ongoing professional development needs of telecentre managers everywhere.

In this workshop, a panel of telecentre.org partners will seek participants’ views on the best approaches to sustaining their national academies. The session will present examples from India, the Philippines, and Colombia, as well as the training efforts of UgaBYTES and the collaborative curriculum development work of Grameen Gyan Abhiyan (Mission 2007) partners.

Thursday 13 December
Reporting Back

Morning Report back and roundup on TLF outcomes at the Crowne Plaza Hotel
Telecentre Leaders Forum Evaluation Results

Overall impression
The participants were generally satisfied and pleased with the Telecentre Leaders Forum (TLF). In a ranking of 1-10 (10 being the highest), the participants scored an average ranking of 8.73. No one provided a score lower than 7, pointing to the fact all of the participants had a positive overall experience at the TLF. There were 31 evaluation questionnaires completed in total, accounting for roughly 65% of all the participants (excluding telecentre.org staff).

What people liked the most and the least about the TLF
When asked what the participants liked the most about the TLF, the following were the top five most common answers (sorted in order of priority):

1. Quality of participants in attendance from around the world
2. Format of the workshop
3. Opportunity for knowledge sharing and mutual learning
4. All around positive energy in the workshop
5. Excellent networking opportunity

When asked what they liked the least about the TLF, almost all who responded to the question provided a similar answer: the lack of/shortness of time (i.e. two days for a TLF was too short). Three respondents also suggested that the quality of discussions in the sessions were too general. However, this could also be attributed to time constraint, but no information on the reasons was provided along with their answers.
Evaluation of specific workshop processes

Once again, overall the participants provided high ratings to the specific workshop processes that were highlighted in the evaluation form: spectrogram exercise, speed geek, hands-on training and knowledge sharing, and the small working group exercises (all days). Since this evaluation form was created at the beginning of the second day of the TLF, new processes and sessions that were not part of the original second day agenda could not be incorporated into the evaluation.

All the processes had an average score between 8 and 8.54 out of a maximum of 10. The speed geek exercise scored the lowest and the spectrogram exercise scored the highest. It is worth noting that there were a couple of outlier responses which affected the average score for the speed geek exercise. The greater variability in the scores for the speed geek exercise can be seen in the scatter plot above.

The outliers in the range of ratings for the speed geek exercise meant a minority of participants did not rate the exercise highly, causing the overall average rating of this session to be lower.

Evaluation of workshop goals

Four main goals/objectives were identified for the TLF, and the evaluation form asked the participants to provide a rating on how important they perceive each goal would be. Out of a maximum score of 10 (with 10 being the most important), the following were the average scores obtained for each goal of the TLF:

- Goal 1 — Catalyzing increased collaboration across the telecentre movement
  Average score: 8.66

- Goal 2 — Sharing concrete strategies and services for supporting telecentres
  Average score: 8.24

- Goal 3 — Defining specific collaborative activities in any of the following: telecentre manager training, sustainability, network capacity, research, and knowledge sharing
  Average score: 8.31

- Goal 4 — Exploring what it means to belong to the telecentre.org community, and develop a concrete vision for guiding this community
  Average score: 8.28

Judging from the average scores provided, the participant felt all four goals for the TLF were almost equally important. The low variability of responses also revealed that the participants did not interpret the goals of the TLF in a substantially different manner (i.e. they were well-understood).

Given the high marks given to the existing goals of the TLF, most participants wouldn't likely have many additional goals to add. However, they were given the opportunity to add other important goal(s) they thought should have been included for the future, and as expected, no single additional goal for the TLF emerged as a dominant answer, hence confirming the fact the existing goals were quite relevant already. However, a number of additional goals suggested by the participants might be worth noting for future consideration:

- Prioritization of telecentre.org support
- Follow-up from previous telecentre.org events
- Improving evaluation of telecentres
- Acknowledging visions of telecentre leaders
- Strengthening gender issues in telecentres
- Add advocacy as another form of specific collaborative activities (in addition to training, sustainability, network capacity, etc.)

**What to maintain and what should be changed**

When asked what aspect of the TLF they thought would be important to maintain participants provided a range of responses. Most suggestions related to issues already on the agenda, pointing to the importance and relevance of the agenda design. The three issues most commonly perceived as important to keep for future TLFs included:

1. Discussions on sustainability
2. Developing concrete collaborative strategies
3. Knowledge sharing among partners

In addition, a number of the participants also felt that the participatory format of the workshop should be maintained for the future.

As far as what aspect of the TLF should be changed in the future, the majority of respondents highlighted time- and schedule-related issues. Most indicated that there was not adequate time for debates and quality discussions on certain issues, nor enough time to work together to develop a concrete plan. Therefore, it would appear that many participants felt that two days was not enough time to go deeper into the issues within each of the TLF main goals. Furthermore, given that the participants perceived each goal of the TLF as highly important (and almost all equally important), rather than narrowing the scope of future TLF goals, perhaps it would be more important to find strategies for enabling the participants to continue to engage in the deeper and more meaningful discussions and collaboration around certain issues after TLF.

**Participants’ background information**

Participants’ background information was collected to develop a descriptive picture of the attendees. No cross-tabulation analysis was conducted with this information against any of the answers provided to the other questions on this evaluation form. However, the raw data are available for future analysis.

**a. First time attending a TLF?**

For most respondents (and likely for most of the participants), this is the first time they have attended a telecentre.org-sponsored Telecentre Leaders Forum. Seventy-one percent of the respondents indicated this is their first time, while only 29% indicated that they had attended another TLF (global or regional) before.

**b. Types of organization in attendance**

A large portion of the TLF attendees belong to a telecentre network (42%), followed by non-profit organization that operates/implements a telecentre (34%). Interestingly, there were not many people in attendance that belonged to a for-profit institution that operates a telecentre — only one person among the respondents indicated their affiliation with such an institution.
c. Number of years in a telecentre business

The majority of the respondents have only been involved in a telecentre-related activity for less than 5 years, while 43% said they’ve had 5-10 years of experience. Given that telecentres have been around longer than 10 years, this indicates that either a number of new organizations were becoming involved a telecentre-related activities, or there is a high turnover of people leaving telecentre-related activities, hence being replaced by less experienced individuals. However, it is also possible that the more experienced telecentre leaders were not in attendance.

d. Sector of experience or expertise

Capacity building and training (29%) and developing content and services for the telecentres (23%) were the two most common skills the respondents possessed. Developing a telecentre business strategy seemed to be one of the lowest set of skills available amongst the respondents (11%). Note that these categories were not mutually exclusive. Some individuals could possess more than one set of skills and could provide an answer in more than one category.

Additional background information such as gender breakdown of the participants or geographic region represented by the participants can be obtained from the participants’ list.
**Telecentre Leaders Forum participants**

*If any of this information is missing or incorrect please contact Nicole Leguerrier at nleguerrier[AT]telecentre.org.*

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telecentre.org Community Charter
Telecentre Leaders Forum
9–10 December 2007
Kuala Lumpur, Malaysia

We, the participants of the Telecentre Leaders Forum (TLF) at GK3 in Kuala Lumpur, Malaysia, believe that telecentres can play a catalytic role in helping poor, marginalized, and underserved communities make use of ICTs to fulfill their potential, and recognize the vital role of telecentre networks in helping the people who work in telecentres solve their challenges, share experiences and resources, and support each other.

We understand a telecentre to be a public place where people can access computers, the Internet, and other digital technologies that enable them to gather information, create, learn, and communicate with others while they develop essential 21st-century digital skills.

We assert that strengthening, deepening, and intensifying on-going relationships amongst telecentre networks and support partners through a vibrant, sustainable telecentre.org community is critical to enhancing the social and economic impacts of telecentres around the world.

We commit to upholding the following values as the foundation of the telecentre.org community:

- A passion to help empower the poor, marginalized and underserved utilize technologies to assist in improving their lives
- Openness to sharing experiences, information, and knowledge
- Transparency
- Inclusiveness
- Technology neutrality
- Innovation
- Collaboration
- Equity
- Continuous learning
- Localisation and local content creation

We identify the following as priorities for strengthening and expanding the telecentre community:

- Strengthen and expand telecentre networks
- Strengthen the capacity of telecentre managers
- Support telecentre sustainability
- Promote and support research and advocacy around telecentres
- Intensify knowledge sharing

Embracing these shared values, we encourage other like-minded people and organizations to join our community.
Nosotros, los participantes del Foro de Líderes de Telecentros (FLT) en el GK3 en Kuala Lumpur, Malasia, reconocemos el rol decisivo de los telecentros para ayudar a las comunidades más pobres, marginadas y en desfavorecidas a hacer uso de las tecnologías de la información y la comunicación (TICs) para alcanzar su máximo potencial. También reconocemos el rol decisivo de las redes de telecentros en ayudar a las personas que trabajan en los telecentros a resolver retos, compartir experiencias y recursos y apoyarse entre sí.

Entendemos por telecentro un espacio público donde la gente puede acceder a computadoras, conexión a Internet, y otras tecnologías digitales que le permiten reunir información, crear, aprender y comunicarse con otros, y al mismo tiempo, desarrollar capacidades digitales esenciales propias del siglo XXI.

Afirmamos que el fortalecimiento, la profundización e intensificación de las relaciones en curso entre las redes de telecentros y el apoyo entre los aliados a través de una comunidad telecentre.org vibrante y sostenible es fundamental para mejorar los impactos sociales y económicos de los telecentros alrededor del mundo.

Ahora, nos comprometemos bajo los siguientes valores como base de la comunidad telecentre.org:

- Una pasión por ayudar a los más pobres, marginados y en desfavorecido en el uso de la tecnología para mejorar sus estándares de calidad de vida.
- Estar abiertos a compartir experiencias, información y conocimiento
- Transparencia
- Inclusión
- Neutralidad tecnológica
- Innovación
- Colaboración
- Respeto por la diversidad
- Igualdad
- Aprendizaje continuo
- Localización y creación de contenidos locales

Identificamos las siguientes acciones como prioridad para fortalecer y extender la comunidad telecentre.org:

- Fortalecer y difundir la red de telecentros
- Fortalecer la capacidad de los operadores de telecentros
- Apoyar la sostenibilidad de los telecentros
- Promover y apoyar la investigación sobre telecentros
- Intensificar el intercambio de conocimiento

Adoptando estos valores compartidos, invitamos a otras personas y organizaciones con los mismos intereses a unirse a nuestra comunidad.
La Charte de la Communauté telecentre.org

Telecentre Leaders Forum
9–10 Décembre 2007
Kuala Lumpur, Malaisie

Nous, les participants du « Telecentre Leaders Forum » (TLF) au GK3 à Kuala Lumpur, Malaisie, reconnaissons le rôle essentiel des télécentres d’aider les communautés dépourvues à réaliser leur plein potentiel, ainsi que le rôle vital des réseaux de télécentres qui consiste à aider les gens qui travaillent dans les télécentres à résoudre leurs défis, à partager leurs expériences et ressources pour se soutenir afin de catalyser efficacement le développement de la communauté.

Il a été convenu qu’un telecentre est un lieu public où les gens peuvent accéder à l’Internet et à d’autres technologies numériques qui leur permettent de rassembler des informations, de créer, d’apprendre et de communiquer avec d’autres en développant des compétences requises pour l’ère du numérique au 21è siècle.

Nous affirmons que pour augmenter les impacts sociaux et économiques des télécentres, nous devons renforcer, approfondir et intensifier les rapports en cours entre les réseaux des télécentres et les partenaires qui soutiennent.

Nous nous engageons à maintenir les valeurs suivantes comme base de la communauté de telecentre.org :

- La passion à aider les pauvres, personnes marginalisées à utiliser les technologies pour l’amélioration de leurs conditions de vie
- Le partage d’expériences, de l’information et du savoir
- La transparence
- La non marginalisation
- La neutralité de technologie
- L’innovation
- La collaboration
- La diversité
- L’équité
- L’apprentissage continu
- La localisation et création de contenus locaux

Pour renforcer et élargir la communauté de telecentre.org, nous identifions les actions suivantes comme prioritaires :

- Renforcer et accroître les réseaux de télécentres
- Renforcer les compétences des gestionnaires des télécentres
- Soutenir la pérennité des télécentres
- Encourager et soutenir la recherche autour des télécentres
- Intensifier le partage du savoir

En adoptant ces valeurs partagées, nous encourageons d’autres personnes et organismes similaires à rejoindre notre communauté.