

COMISSÃO PARA A POLÍTICA DE INFORMÁTICA

Unidade Técnica de Implementação da Política de Informática

2003 -11- 26

MOZ/02/002: ICT for Development Programme  
ANNUAL PROGRAMME/PROJECT REPORT (APR)

**Basic Project information**

**Project number and title:** MOZ/02/002 - ICT for Development Programme

**Designated institution:** ICT Policy Implementation Technical Unit (UTICT)

**Project starting date:** 01/09/2002

Originally planned: 01/09/2002

Actual: 10/01/2003

**Project completion date:**

Originally planned: 30/09/2004

New: 10/01/2005

**Total budget (\$):**

Original: USD 2,500,800.00

Latest signed revision: USD 1,126,523.00

Period covered by the Report: 10/01/2003-30/11/2003

**PART I: NUMERICAL RATING**

Rate the relevance and performance of the project using the following scale:

- |   |                    |
|---|--------------------|
| 1- Highly satisfactory                          | 4 - Unsatisfactory |
| 2 - Satisfactory                                | X - Not applicable |
| 3 - Unsatisfactory, with some positive elements |                    |

Place your answers in the column that corresponds to your role in the Project.

SUBSTANTIVE FOCUS	Target Group (s)	Project Manager	Government	UNDP
<b>A. RELEVANCE</b>				
1. How relevant is the Project to the development priorities of the country		1		
2. How relevant is the Project to the promotion of sustainable human development? Indicate your rating on the focus area which the project was designed to address.				
(a) Poverty eradication and sustainable livelihoods		1		
(b) Protection and regeneration of the environment		2		
(c) Gender in the development		1		
(d) Promoting an enabling environment for SHD, including governance		1		
3. To what extent are appropriate beneficiary groups being targeted by the project, based on the following considerations?				
(a) Gender		2		
(b) Socio-economic factors		1		
(c) Geographic location		2		
4. Given the objectives of the project, are the appropriate institutions being assisted?		1		
<b>B. PERFORMANCE</b>				
1. Using the following indicators rate the contribution of the outputs to the achievement of the immediate objectives:				
(indicator 1) CPRDs established		1		

(Indicator 2) Number of VSATs installed and operational		1		
(Indicator 3) Universal e-mail System installed		3		
(Indicator 4) Number of Mobile ICT Units set up		3		
(Indicator 5) ICT Observatory/Country Knowledge Base put in place		2		
(Indicator 6) Number of public officers trained		1		
(Indicator 7) Number of Evaluation Reports		3		
(Indicator 8) Number of Project formulated and supported		2		
2. Rate the production of target outputs.		3		
3. Are the management arrangements of the project appropriate?		1		
4. Are project resources (financial, physical and manpower) adequate in terms of:				
(a) quantity?		2		
(b) quality?		2		
5. Are project resources being used efficiently to produce planned results?		1		
6. Is the project cost-effective compared to similar interventions?		2		
7. Based on its work plan, how would you rate the timeliness of the project in terms of:				
(a) Production of Outputs and initial results?		2		
(b) Inputs delivery?		1		

	Target Group (s)	Project manager	government	UNDP
<b>OVERALL RATING OF THE PROJECT</b>		42		

Explain the basis of your rating, which need not be limited to, or which may be different from, the relevance and performance criteria rated above. For the last year of the project, the overall rating should include an assessment of the potential success of the project as well as its relevance and performance.

## PART II: TEXTUAL ASSESSMENT

1. What are the major achievements of the project vis-à-vis the expected results during the year under review? To the extent possible, include an assessment of the potential impact, sustainability and contribution to capacity development. The major achievements of this project for 2003, the year under review, are positive and they include the following:

The establishment of the Provincial Digital Resource Centers (CPRDs) in two provinces, Tete and Inhambane, which were the direct result of the following main activities:

- Establishment of the Memorandum of Understanding between CPIInfo and the Provincial Government
- Identification of the sites (physical infrastructure) for the CPRDs in consultation with Provincial Governments
- Development of the CPRDs Terms of Reference
- Recruitment of Human Resources for the CPRDs (CPRDs managers and technical and administrative support staff)
- Purchase of equipment (furniture, computers, printers, etc.)
- Installation of equipment and communication systems
- Induction workshops for the CPRDs in both provinces
- Development of CPRDs promotional materials

The procurement and installation of the VSATs Systems

- Signing of the Contract with the VSAT Provider
- VSAT Systems Deployment
- VSAT Systems Operational

ICT Observatory/Country Knowledge Base

- Development of the Concept paper of ICT Country Knowledge Base
- Definition of the indicators to be monitored and the information to be stored in the database
- Specification of the database
- Procurement of database software platforms, equipment

ICT Training and Sensitisation for Leaders and Managers in the Public Sector

- Development of the Concept paper of the training programme
- Development of the training programme

- Discussion with the Ministry of Public Administration, of the training plan and schedule of activities involving the ministries and provincial governments public officials
- Development and signing of Memorandum of Understanding with MAE for the training programme
- Procurement of the training institutions
- Signing of Contract for the training programme with the selected training institution (Rumos Mix)
- Start of the first phase of the training programme

ICT Policy Commission Executive Secretariat supported with Human Resources

- Work-planning and monitoring of project activities, including the quarterly programme of activities and quarterly technical and financial reports
- Identification and exploitation of opportunities for partnerships and cost-sharing
- Regular feedback and reporting to the ICT Policy Commission, and donors
- Other project proposals developed, which includes:
  - ICTD Human Resources Development ICTHRD Project submitted to the Italian Government for consideration
  - Facilitation of Local Enterprise submitted to the UNDP and approved (Project MOZ/ MOZ/03/M03)
  - SPPD Preparation of ICT Implementation Strategy (MOZ/02/022) submitted to the UNDP, approved and being implemented by UNIDO in partnership with UTICT
  - African Conference on e-Strategies for Development
  - The CISCO Lab Initiative for the CPRDs
  - The NetCorps Mozambique Project Proposal
  - The Telecenters Project (Looking for partners, potential use at the Community Multimedia Centers initiative by UNESCO)

## 2. What major issues and problems are effecting the achievement of project results?

The major issues and problems affecting the achievement of some of the project objectives have do with:

- the difficulties in co-operation by other institutions identified of having experience in the acquisition and use of the Mobile Unit initiatives,
- the delay in acquiring the equipment for the CPRDs which have impacted negatively in the development of the Universal e-mail system;
- the registration of the project at the Ministry of Planning and Finance so that the project could benefit from the Government financial support for taxes have contributed to the delay in the

almost all the activities related with the purchasing and acquisition of the equipment and system; and

- the long process of recruitment of the Human resources have also impacted negatively on the schedule of the project,
- The lack of UTICT technical staff who have to attend to multiple tasks have impact on the performance of the project, because in several occasions the project staff has to undertake CPIInfo and UTICT pressing, priority and urgent tasks.
- The difficulties in recruiting the UNVs which initially where planned to undertake some of the activities at the CPRDs and UTICT.

3. How should these issues or problems be resolved? Please explain in detail the action(s) recommended. Specify who should be responsible for such actions. Also indicate a tentative time-frame and resources required.

Some of the problems above mentioned have been already solved. But there are others which have to be addressed by CPIInfo and UTICT with the support of its partners, for examples, the ones dealing with the lack of Human Resources and UTICT.

The other problems are managerial problems which the project management will have to address, the ones dealing with speeding up the process of recruitment of human resources as well as the processes dealing with the acquisition of equipment and systems.

UTICT will recruit technical staff and find ways of motivating them so that the load on the currently available staff can be reduced.

4. What new developments (if any) are likely to affect the achievement of the project results? What do you recommend to these developments?

The project team has initiated contacts towards identifying partners to support this project and enable its expansion to other provinces. As a result of those contacts the following initiatives and projects will start next year and it is though that they constitute new development that will affect the achievement of the project results. Those initiatives and projects are:

- Cooperation with JICA (Japanese International Co-operation Agency) which will allow the deployment of Japanese volunteers
- Agha Khan Foundation, which is willing to contribute to the expansion of the project to other provinces
- The Community Multipurpose Community Centers initiative from UNESCO;
- The second phase of SchoolNet Project

- The ICTD Human Resources Development ICTHRD Project submitted to the Italian Government which if approved and implemented will have a major contribution;
  - The Facilitation of Local Enterprise submitted to the UNDP and approved (Project MOZ/ MOZ/03/M03), mainly its component of support to the one-stop-shops in the provinces
5. What are the views of the target groups with regard to the project? Please note any significant gender-based differences in those views.

The target group views about this project and positive. Although no systematic evaluation or survey has been undertaken to date, at the provincial level people start to gain the benefit of the results of this initiative, mainly the ones related to the training, access to the Internet, which in turn will have reflection on the access to the information about health, education material, access to the Government institution as well as to the information that those institution provide.

6. To date, what lessons (both positive and negative) can be drawn from the experience of the recommendations made by the evaluators?

Evaluation Not Yet Undertaken

7. If the project has been evaluated, what is the implementation status of the recommendations made by the evaluators?

N/A (Not Applicable)

8. Do you propose any substantive revision to the project document? If yes, what are they? State justification.

No, there is no proposal for major change in the project.

9. Provide any other information that may further support or clarify your assessment of the project. You may include annexes as you deem necessary.

The following conceptual information about the major components of the ICT for Development Programme (MOZ/02/002) can be of significant importance for the assessment of the project:

### **Provincial Digital Resource Centres (CPRDs)**

The Provincial Digital Resource Centre (CPRD) is an organizational mechanism that can help concentrate ICT infrastructure, skills and investment and provide a single entry point for ICT activity in the provinces, stimulate local demand for ICT services by all sectors

and support capacity building, content and application development for widespread deployment of ICT. The CPRDs are designed to accomplish this goal by operating as local hubs on the basis of a multi-sectoral and multi-functional approach. The CPRDs will foster the development of both intra and inter-provincial networks by supporting other organizations to run their own operations in an autonomous fashion while deploying their own sectoral applications and addressing development targets.

The design and deployment of the PDRCs will follow a flexible model approach, which allows the centre to be responsive to local conditions and demands. They will be hosted by an already existing public sector department, private company or NGO involved in the development and use of ICT for development. The host of the PDRC is selected by the Provincial ICT Commission in consultation with other stakeholders. The activities of the CPRD are guided by the Provincial ICT Commission.

The following partial project deliverables and outputs are presented in the annexes:

- The concepts of the CPRDs (*Documento de Base dos CPRDs*);
- the Memorandum of Understanding between the CPInfo and the Provincial Governments of Tete and Inhambane;
- the CISCO Proposals for the CPRDs of Tete and Inhambane to become CISCO Academy
- List of equipment and systems installed in the CPRDs.

### **Training of Public Officials and Leaders**

This component of the project will support a two-year programme of training and sensitisation of Government leaders and managers on the opportunities provided by increased use of ICTs, training on basic computer skills, including use e-mail for communication. The training will also include use of the Internet as a valuable source of information for decision-making and execution of public service duties.

The target group will include Ministers, National Directors, Heads of National Departments, Provincial Heads of Departments, and persons in charge of other key government institutions. It is envisaged that a total of 2500 public servants will undergo sensitisation and training under this project. While this will not cover the needs that exist, it will create a critical mass of people with skills to pass on the skills, and also initiate and support other related projects and programmes in the public sector.

The following partial project deliverables and outputs are presented in the annexes:

- Concepts Paper for the Training of Public Officers and the Leaders
- Memorandum of understanding between CPInfo (UTICT) and MAE (DNFP)
- Approved training methodology, programme and company
- Training manuals
- Plan for the seminars
- Profile of the training institution selected to provide the training



## **ICT Country Knowledge Base**

The overall objective of this component of the project is to provide the country with a database of ICT indicators and other ICT relevant information, which will be used to:

- *Enhance ICT sector strategic planning;*
- *Increase overall ICT productivity (i.e. multi-factor productivity needs in the ICT sector) and*
- *Measure the growth of the ICT sector in Mozambique.*

In order to produce useful results, the development of the ICT Knowledge Base will include studies and surveys for the definition of the database (platform, architecture, and its development) as well as for the definition of the type of information to be saved in the database. The structure of the studies and surveys to define and obtain the ICT indicators will reflect the links of the ICT Policy and the ICT productivity as well as of the growth of the ICT sector.

The main objective of this project is the establishment of a database of ICT indicators whose knowledge and use can contribute to the development of Information Society in Mozambique. One of the specific objectives of the project is to contribute for the improvement of the availability of consistent information about ICTs in country in quantity and quality.

The following partial project deliverables and outputs are presented in the annexes:

- Indicators to be monitored and the information to be stored in the database
- Specification of the database
- Database development plan
- Information collection (survey plan)

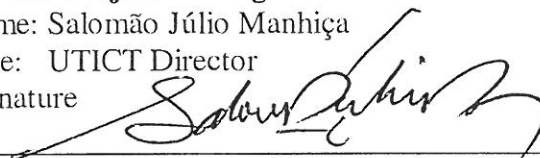
The concepts of other projects which will impact to the ICT for Development programme and referred within this report are:

### **ICTD Human Resources Development ICTHRD Project**

This project aims at establishing a sustainable mechanism for training “ICT for Development Operators” jointly working with civil society and the public sector. The immediate result of the project is the creation of new human resources knowledgeable both technological solutions and their developmental impact, especially at the community level. To support this, formal curriculum training on ICT for Development will be implemented in both private and public institutions and organizations. The project will be implemented in close collaboration with other ICT for Development initiatives in the framework of the ICT Policy Implementation Strategy of the Government of Mozambique.

**Facilitation of Local Enterprise submitted to the UNDP and approved (Project MOZ/ MOZ/03/M03)**

UNDP is working with UNIDO to support the UTICT with regard to facilitation of local enterprise using ICT. ICTs will be introduced into the licensing and registration process of small and medium enterprises, within the on going one-stop-shops for licensing of Sees. Related information will be provided electronically through the existing "one-stop business shops". In addition, under the same initiative, a local micro-finance institution will under a special arrangement provide micro-credit for small-scale businesses in the ICT area. The enterprises that are supported with micro-credit will also be supported as beneficiaries of the MICTI Business Incubator (see 6.2).

<b>For Target Groups:</b> Name: Title: Signature	Date:
<b>For the Project Management:</b> Name: Salomão Júlio Manhiça Title: UTICT Director Signature 	Date: 21/11/2003
<b>For the Government:</b> Name: Title: Signature	Date:
<b>For UNDP:</b> Name: Title: Signature	Date: