



Annual Report 2002
The Association for Progressive Communications (APC)

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Introduction to the APC Annual Report 2002



Anriette Esterhuysen, APC Executive Director

Networks usually don't have clear boundaries, and it can be difficult to grasp precisely what they do - even for the people inside of them. The APC is both a network of individual members, each active in its own community as well as an international organisation with a collective identity and a common programme of work based on priorities defined by our members. The strength of the APC community lies in its diversity, the common values that underscore this diversity, and our commitment to working in partnership with others.

APC's work is implemented through APC's programmes and projects as well as through activities carried out independently by members. APC members respond to local demands and needs, and also participate in broader networks. Producing an annual report that provides a fair reflection of APC's activities, as well as insight into individual member initiatives, is very challenging, but it is an inspiring task and a reminder that APC is a unique and very special community.

APC PRIORITIES IN 2002

In the course of 2002 APC focused its energies primarily in two areas: *strategic use of ICTs by civil society* and *engaging civil society in ICT policy processes*. The use of ICTs by civil society has been central to APC's since its founding. We have been working on ICT policy issues since 2000 when our members identified ensuring internet rights for civil society as a priority. These are therefore not new focus areas for APC, however, during 2002 we approached them in a new way. We wanted to delve beneath the surface of the challenges our communities confront, and find ways of responding to them at more than just the symptomatic level.

To do this we felt it was necessary to learn more about the contexts in which civil society organisations (CSOs)¹ are making use of ICTs. We conducted research on the use of ICTs by CSOs through a project² within our Strategic Use and Capacity Building Programme, and on ICT policy environments in Africa and Latin America through the ICT Policy Monitor projects in our Communications and Information Policy Programme.³

¹ We use the term CSO to include a broad range of non-governmental organisations, not-for-profits and community organisations, including community media.

² The Learning and Practitioners Network, supported by the Open Society Institute.

³ Supported by IDRC and HIVOS.

ARE CSOS MAKING STRATEGIC USE OF ICTS?

Since the mid-1990s there has been a growing preoccupation among NGOs and development agencies with the social use of ICTs. This has included a focus on building the ICT capacity of CSOs. Nevertheless there is a perception that ICTs are still not being appropriated by civil society in a way that reflects their strategic integration into organisational goals. CSOs, like most users, tend to appropriate ICTs as consumers rather than as actual mobilisers of technology.

To test this assumption and explore its causes we interviewed key actors in ICT for civil society, including several international NGOs, donor agencies and APC members. All respondents agreed that the majority of CSOs were yet to appropriate ICTs as innovators and mobilisers, though several did point out that there are notable exceptions and that in many cases CSOs have been leaders in ICT appropriation.

What was most revealing were the reasons to which respondents attributed this lack of strategic integration of ICTs into the work of CSOs. Several respondents felt that the way in which ICTs have been commodified, and the manner in which they are marketed, as ready-made 'off the shelf' solutions, discourage organisations from thinking critically and from planning and designing solutions that are appropriate to their needs and contexts. "As long as organizations use 'freely-available' [...] software products they are discouraged from thinking for themselves - from planning and designing software solutions appropriate to their mission."⁴ There is an assumption, supported by marketing, that new packages will 'solve' all problems and attention is not given to effective planning and deployment of technologies already in use. New hardware is seen as necessary to be able to support these new software solutions and many organisations find themselves unable to financially sustain this perpetual game of 'catching up' with new ICT developments.

This reflection adds motivation to the move towards using free software and open source solutions. Not only are there cost savings involved, these solutions also require more initial effort on the part of the users, and therefore greater planning and reflection which could lead to a greater degree of strategic appropriation.

For APC there is an important lesson in this. It is not sufficient to make more open source solutions readily available to the people we work with. We need to ensure that these solutions are made available in a way that does not take away 'ownership and control' from the 'user' groups. Simply replacing proprietary products with free and open source products will not result in sustainable and strategic use.

The subtext here is not new to us, but it's easily overlooked. Technology is not politically neutral and if CSOs are to be really empowered in using ICTs, those of us that are service

⁴ Leo Fernandez, ICT consultant to CSOs in India email interview May 2002.

and support providers need to engage the political contexts of the tools and resources we provide.

Outcomes of our research pointed to other factors that also play an important role in how CSOs use ICTs. Access and affordability remain key barriers to many people in parts of the world that lack adequate infrastructure. Capacity building needs to shift its focus. While the availability of ICT training is far greater than it used to be, training in strategic use is still needed, including in areas such as running online campaigns, strategic ICT planning, collaborative project management, data protection, and secure online communications.

Through the work in our Women's and Strategic Uses programmes we have tried to make a difference to how the organisations we work with use ICTs. We have developed tools and resources, such as a gender evaluation methodology for ICT initiatives (GEM)⁵, that contribute to building the capacity of ICT service and support providers, trainers and networks. We train trainers, develop training materials and build online resource libraries like ItrainOnline.⁶ We create spaces where peer communities can share experiences and reflect critically on their own work, for example through a series of case studies on online information portals.⁷

This critical area will remain important to APC and to our members who address it at local, national and regional level.

ENGAGING CIVIL SOCIETY IN ICT POLICY PROCESSES: OPEN WINDOWS AND CLOSED DOORS

Through our APC ICT Policy Monitor projects in Latin America and the Caribbean and Africa, APC commissioned a number of national research reports -highlighted later in this document- that provided overviews of the ICT policy landscape in each country and how it impacts on CSOs.

We found that new policies and regulations are being developed in a manner that is largely inaccessible to most ICT users. These policies are not always developed in an open and transparent manner; their perceived technical focus renders them alienating, and this is further compounded by uncertainty over which bodies at which levels are actually empowered to govern mediums that transcend national borders.

This policy complexity is quite daunting to citizens and CSOs lobbying for increased access to ICTs in the developing world. Similar to the confusion created by a computer desktop cluttered with several open windows, the ICT policy environment leaves even relatively empowered users and promoters overwhelmed and at times mystified. They struggle to find

⁵ <http://www.apcwomen.org/gem/>

⁶ <http://www.itrainonline.org>

⁷ <http://intranet.apc.org/projects/iwn/>

answers to questions such as: Is ICANN (the US-based international internet naming and numbering authority) important? How should my government be making policy to increase public access to ICTs? Is infrastructure development a policy issue? How can we convince decision makers in government and in the IT industry to take open source software seriously? Can trafficking in women and children on the Internet be limited without resorting to censorship?

Yet, when they do try to engage in ICT policies the many open windows tend to lead to closed doors.⁸ Decisions are made at the level of international organisations (e.g. ICANN, the World Intellectual Property Organisation and the International Telecommunications Union) where civil society has either no presence or token participation. At national level few governments involve civil society when establishing regulatory frameworks for e-commerce - or when they are legislating against cybercrime. Yet, these regulations do not only impact on criminals or traders - they can affect human rights workers for whom it is essential to be able to work online with their identity protected and the ability to send and receive encrypted files.

HOW IS APC RESPONDING TO THIS?

Through our Communication and Information Policy Programme, we are implementing knowledge-sharing projects (with regional ICT Policy Monitors in Latin America and the Caribbean, Africa, and Europe, and an Asian project in the planning stages). These projects aim to promote communication rights, by building and strengthening civil society organisations' role and engagement in ICT policy processes through creating awareness, developing relevant knowledge and skills, and mobilizing participation, networking and collaboration.

As civil society ICT leaders, APC members want to be well informed about and involved in policy and regulation themselves, but most importantly, they want to facilitate the participation of the organisations they work with and serve, by building their capacity to engage in local and regional ICT policy processes.

During 2002 with the help of many partner organisations, APC built a curriculum for running training to build civil society capacity to understand ICT policy⁹. This will be released online in 2003 as open content so that anyone interested in this area can freely use, customise the material and in turn share their adaptations with the wider community.

⁸ This is also the case for many developing country governments who are mostly excluded from setting agendas and influencing outcomes at the global governance level. See, *Louder Voices: Strengthening Developing Country Participation in International ICT Decision-Making*, 2002, Commonwealth Telecommunications Organisation and the Panos Institute, <http://www.cto.int/frame.php?dir=06&sd=11&id=23>.

⁹ Supported by the Commonwealth Telecommunications Organisation.

We also made a strategic decision to use the World Summit on the Information Society that will take place in Geneva in December 2003 to build specific awareness and capacity among CSOs to engage an international ICT policy process.

This document provides an overview of our work during 2002 and includes highlights from our members. We hope you find it interesting. We really do want feedback, so please send in your comments and questions.

In conclusion I want to thank our many supporters,¹⁰ the APC team who has worked incredibly hard to get us through a busy year, our members without whom APC would not exist, and our member-elected Executive Board who provides guidance and support to the Executive Director.

One person deserves special mention and the 2002 APC Annual Report is dedicated to her. Maureen James, APC's Programme and Projects Manager and later Deputy Executive Director, joined the APC in 1998 after having worked for our member in Canada, Web Networks, since the late 1980s, as well as doing stints with other APC members and working with the APC Women's Programme. Maureen's contribution to the APC has been immense and would require many pages to document. She has numerous skills, but probably the most remarkable one is that she picked up from her many years in the APC community, and from which we have most benefited— she is a true online worker. Maureen is one of those rare people who can think strategically and at the same time pay attention to the fine detail in project implementation; and she can do it via email!

Maureen left the APC at the end of 2002 to take on new challenges. We will miss her very much, but wish her well and trust that she will never lose her APC identity completely.
-- Anriette Esterhuysen, APC Executive Director.

¹⁰ <http://www.apc.org/english/about/supporters/>

Message from the APC Chair



Stefan Hackenthal, APC Chair

"It's too much," I sometimes think, scanning my APC mail. But when I look at it the other way round, I realise: APC in its thirteenth year is a living and growing organisation. The constant work pays off, as the figures prove: the year 2002 saw a rise in the number of members, a 30% increase in funding obtained and a significant increase in the number of

projects fruitfully undertaken.¹¹

And behind the figures are the people: they make the projects possible and successful. Not only did staff and consultants do a formidable job, but also the members and partners participating in specification and implementation.

I also want to thank the funders for their ongoing and new support of our ideas and projects. Without their contribution, many activities would not have been so effective. APC is known for its solid project administration and delivery, and we will continue to hold these standards.

Internally, 2002 marked a year of consolidation and building: we revised and cleaned up our programme structure; we finalised new action plans; we built ties to new donors. Internal structures functioned smoothly and the staff continued to develop in a variety of ways.

APC's course is determined by its members during lively discussions and meetings online and face-to-face. I want to thank all the members who participated in this – sometimes arduous – work. This also and especially applies to the hard-working working groups.

In 2003 APC members will meet again face-to-face. We all look forward to this unique opportunity to actually see the faces behind the emails. We will again discuss the areas of work for APC. The new developments in the ICT world will surely be looked at critically: open-source, software patents, data protection, privacy issues and more. I believe that APC is still very much needed as an unbiased and informed voice on these topics.

– Stefan Hackenthal, Chair of the Executive Board of the APC

¹¹ For the statisticians: when I later looked at the numbers, I saw that I received 2,381 mails related to APC in 2002; that is actually more than doubling the 905 mails in 2001.

APC Members in 2002

North America and the Caribbean

Ace Soares' Internet Consultancy,
Curaçao
www.suares.com

Institute for Global
Communications, USA
www.igc.org

LaborNet, USA
www.labornet.org

Web Networks, Canada
www.web.net

Latin America

Colnodo, Colombia
www.colnodo.apc.org

CRIES, Nicaragua
www.cries.org

Instituto del Tercer
Mundo/Chasque, Uruguay
www.item.org.uy

INTERCOM Nodo EcuaneX,
Ecuador
www.ecuanex.net.ec

LaNeta, Mexico
www.laneta.apc.org

RITS – Rede de Informacoes para
o Terceiro Setor, Brazil
www.rits.org.br

TAU, Argentina
www.tau.org.ar

Wamani, Argentina
www.wamani.apc.org

Europe

BlueLink Information Network,
Bulgaria
www.bluelink.net

BRIDGE, United Kingdom
www.ids.ac.uk/bridge

ChangeNet, Slovakia
www.changenet.sk

ComLink, Germany
www.comlink.org

Econnect, Czech Republic
www.ecn.cz

GLUK (GlasNet Ukraine), Ukraine
www.gluk.apc.org

GreenNet, United Kingdom
www.gn.apc.org

Green Spider, Hungary
www.zpok.hu

Pangea, Spain
www.pangea.org

StrawberryNet, Romania
www.sbnnet.ro

Africa

Arid Lands Information Network
(ALIN) – East Africa, Kenya
www.alin.or.ke

Enda-Tiers Monde, Senegal
www.enda.sn

Fantsuam Foundation, Nigeria
www.fantsuam.com

SANGONeT, South Africa
sn.apc.org

Asia-Pacific

Community Communications
Online (c2o), Australia
www.c2o.org

JCA-NET, Japan
www.jca.apc.org

Jinbonet, South Korea
www.jinbo.net

New Members in 2002

ARID LANDS INFORMATION NETWORK – EAST AFRICA, KENYA



Noah Lusaka of ALIN-EA demonstrates how to download information from satellite to two officials of Education Media Agency in Ethiopia

PHOTO: ALIN-EA

Arid Lands Information Network (ALIN) was launched by Oxfam UK in 1987 at a conference in Benin, to address the pressing need to improve the practices of grassroots development workers in the dry lands of Africa by facilitating exchange of experience among them, and disseminating appropriate information in a usable form. ALIN-East Africa came into existence in 2000.

ALIN provides email, Internet and digital satellite broadcasting in collaboration with the WorldSpace Foundation. This

innovative technology – which allows users out in remote areas to receive information from the Internet from a small radio which receives signals from a satellite – was demonstrated by ALIN director James Nguo at the APC Building Information Communities workshop in February 2002 in Johannesburg.

The technology consists of three satellites, which produce beams of clear FM signals composed of audio and multimedia signals. By tuning special radios to track the nearest satellite, people can receive over 40 channels of development information, news and entertainment. When connected to a computer via an adapter card, the radio receiver can be used to download information that can later be stored, printed out or shared, using the electronic mail.

ALIN: <http://www.alin.or.ke> joined APC in September 2002.

RITS – THIRD SECTOR INFORMATION NETWORK (REDE DE INFORMACOES PARA O TERCEIRO SETOR)

RITS, from Rio de Janeiro in Brazil, is a privately run, non-profit organisation, founded in 1997. RITS' mission and greatest challenge is to help Brazilian non-governmental organisations make better and more intensive use of information and communications technologies. They are also one of Brazil's most vocal advocates of using public policy to universalise access to the Internet and to promote digital inclusion.

RITS provides multi-faceted support of the civil society sector in projects such as: *Rets*, a weekly online magazine which produces around thirty original articles a week on civil society



RITS staff

Photo: Paulo Duarte

in Brazil, with a readership of 35,000 at the time of writing, and climbing; a partnership with the municipality of São Paulo to train the coordinators of more than 100 telecentres to run the centres and train their community to produce and disseminate local content; a joint project with the British Council, on human rights; Ação Digital Nordeste

(Digital Action North East), where RITS delivered forty donated computers and printers, as well as training and connectivity, to forty previously unconnected non-profits in the impoverished north-east of the country, to access Internet; hosting of some of the most important civil society networks and Websites in Brazil (including the World Social Forum Website); creation of a new ambitious portal, "Citizenship"; and the establishment of an observatory on public policies regarding Info-inclusion, covering all of Latin America and some Portuguese-speaking countries in Africa as well.

RITS' director of technology, Carlos Afonso, is a leading thinker in ICT for development circles in both Latin America and beyond. He was APC's first chair, and one of the founders of one of APC's own founding organisations – IBASE.

RITS: <http://www.rits.org.br> joined APC in June 2002.

APC Programmes and Action Areas: An Introduction

APC is an international membership-based organisation, open to groups anywhere in the world that share our mission: to empower and support civil society through the use of information and communication technologies (ICTs).

APC pioneers relevant and practical uses of ICTs for civil society, especially in developing countries, and is an international facilitator of civil society's engagement with ICTs and related concerns, in both policy and practice.

In 2002, APC carried out a long-overdue review of our programme structure. We now have a streamlined organisational structure, which reduced six programme areas to three: Communications and Information Policy; Strategic Use and Capacity-Building; and Women.

The vision and organisational philosophy approved by members at a face-to-face meeting in late 2001 proved an effective guide to implementing our work, which has to link diverse activities to realise our mission.

Each programme area implements most of its work through projects, and each has established objectives and measurable key results that are evaluated by our members at least twice a year.

Cross-cutting these three programmes are **APC's current 'action areas'**, areas of priority, as defined by APC's worldwide membership of practitioners, facilitating ICTs to civil society, locally and regionally:

- ✂✂ Ensuring ICT and Internet Rights for Civil Society
- ✂✂ Building Information Communities for Citizen Engagement
- ✂✂ Mobilising Participation in Social Justice and Development-Oriented ICT Initiatives

So, since the beginning of 2002, APC has been achieving our goal through our three core programmes:¹²

Communications and Information Policy¹³

APC defends and promotes the Internet as a powerful tool and space for social and environmental justice, development and democracy through awareness-raising, and by creating plain-language resources and opportunities for discussion and learning about the impact of Internet policy decisions on civil society.

Strategic Uses and Capacity-Building¹⁴

Knowledge is only powerful if it is linked to practice and action. APC strengthens local, regional and thematic information communities by creating opportunities for the development and exchange of skills and methodology and by producing lasting, shareable tools and resources.

APC is building communities of practice that promote the strategic use of ICTs by civil society.

¹² These three programmes encompass the previous six adopted in 1997: Strategic Uses; Information, Content and Tools; Network Development; Communications Policy Awareness; Women's Networking Support; and Africa.

¹³ A significant resource related to this programme is: <http://rights.apc.org> and <http://derechos.apc.org>

¹⁴ A major partnership that has is part of this programme is ItrainOnline: <http://www.itrainonline.org>

Women's Networking Support (WNSP)¹⁵

The APC WNSP provides support to women networking online for social change, and strives to challenge the inequities often faced by women as they adopt electronic technologies. Work areas include training, participatory research, policy and advocacy in gender and information technology, information facilitation and regional programme support.

Communications and Information Policy Programme

APC defends and promotes the Internet as a powerful tool and space for social and environmental justice, development and democracy through awareness-raising, the creation of plain-language resources, and providing opportunities for discussion, learning, capacity-building and advocacy about the impact of Internet policy decisions on civil society. In 2002, APC hired a programme manager to consolidate and expand CIPP activities at international, regional and national levels.

Internationally, APC has been significantly involved in the World Summit on the Information Society (WSIS), is participating in the Communications Rights in the Information Society (CRIS) campaign, has developed training materials and tools for civil society, and made presentations of APC's Internet rights work in a variety of events around the world. Regionally, APC works through our regional ICT Policy Monitor projects, which in turn support civil society at national levels.

INTERNATIONAL ACTIVITIES

The following outlines our CIPP programme international activities for 2002. They include participation in WSIS, the CRIS campaign, the World Social Forum, the Association of Women's Rights in Development (AWID) conference and the Global Communities Networking Partnership Congress, as well as the development of a civil society and ICT policy-training course.

APC and the World Summit on the Information Society (WSIS)

The World Summit on the Information Society (WSIS) is a two-phase UN conference, culminating in two global Summits in December 2003 (Geneva) and 2005 (Tunis). The declared aim of the summit is "to develop a common vision and understanding of the Information Society, to better understand its scope and dimensions and to draw up a strategic plan of action for successfully adapting to the new society".¹⁶

¹⁵ The Women's programme's major project in 2002 has its own website: <http://www.apcwomen.org/gem>

¹⁶ http://www.itu.int/wsis/docs/background/resolutions/56_183_unga_2002.pdf

Having enabled civil society to participate in numerous global policy-making conferences in the past,¹⁷ APC, along with several of our member organisations, is one of several civil society groups taking the lead in this first UN summit on communications issues, and all regional consultations and global preparatory conferences (known in UN terminology as “PrepComs”). We’re also supporting civil society mobilisation and working to increase awareness at global, regional and national levels.

In **Latin America and the Caribbean**, APC has facilitated civil society organisations' (CSOs) participation in the WSIS process through a range of activities, including:

- the development of an electronic publication containing a compendium of positions from CSOs in the region;¹⁸
- the creation and compilation of key WSIS information in Spanish on the APC ICT Policy Monitor site;¹⁹
- conducting national civil society engagements on WSIS in five countries from five different sub-regions (the Caribbean, Central America, Altiplano, Andean Area, and the Southern Cone), with the objective of developing CSO positions at national level. (The work in these five countries²⁰ has increased awareness and involvement in the WSIS process and has permitted CSOs to identify some of the key information society issues at national level); and
- co-facilitating the WSIS LAC (Latin American and Caribbean) Caucus.

In **Africa**, APC has been an active player in coordinating and supporting civil society participation and input in the WSIS process. The African regional preparatory meeting for the WSIS was held in Bamako, Mali, in June 2002. APC secured funding from the Open Society Institute for Southern Africa to enable a small group of civil society organisations to attend and contribute to the discussions held during the meeting. Outcomes included three major documents that have since been used as key inputs at subsequent WSIS meetings.

After Bamako, the team focused on the first preparatory conference – PrepCom – of the WSIS, held in Geneva in July 2002. APC played a central role in coordinating the Africa Caucus during what was a poorly organised and at times chaotic PrepCom. PrepCom I saw the formation of an African civil society caucus group, which has worked steadily throughout 2002 to prepare and discuss issues of relevance to the WSIS and related meetings. The APC Africa initiative was elected by CSOs who attended PrepCom I to coordinate African civil society organisation preparation for the Summit. The project manager, Njenga Njuguna, was appointed the African coordinator for WSIS Civil Society caucus.

The APC African ICT Policy Monitor Project is part of the Southern African Media Partnership that produced *Our Side of the Divide*²¹ – a booklet highlighting African issues for the second preparatory conference of the WSIS in February 2003, with full participation from the APC.

¹⁷ http://www.apc.org/english/about/history/full_story.shtml?x=9955

¹⁸ <http://lac.derechos.apc.org/boletines.shtml?x=7899>

¹⁹ <http://lac.derechos.apc.org/wsis>

²⁰ <http://lac.derechos.apc.org/investigaciones.shtml>

APC members and partners have been instrumental in facilitating **Asian** civil society engagement with the WSIS process through:

- active leadership of the WSIS Civil Society Asian Caucus (established during PrepCom I);
- participation in the ‘WSIS Asian Response’ meeting in November in Bangkok to discuss civil society positions in preparation for the WSIS Asian Regional Conference, held in Tokyo in January 2003;²²
- conducting a session on the WSIS at the Asia Civil Society Forum meeting in Bangkok in December;²³ and
- co-organising two side-events at the WSIS Asia Regional Conference (the Civil Society Forum and Gender Forum) in Tokyo.²⁴



Statements produced during the side-events at the Regional WSIS conference in Asia reflect some of the most sophisticated analysis and advocacy of civil society positions in the whole of the WSIS process.

Korean civil society organisations held a number of open conferences on WSIS in 2002.

Photo (left): Jinbonet

A major highlight was the work of APC Women’s Programme members in the Asian WSIS meeting’s gender forum, which produced a very strong position statement, some of which was supported by governments and UN agencies, as well as daily reports, which highlighted the ‘invisibility’ of women in all aspects of the WSIS.²⁵

APC was active in the WSIS **Europe and North America** regional meeting in Bucharest, November 2003, chairing the Civil Society Forum event and participating in the Gender Roundtable.

²¹ *Our Side of the Divide: African Perspectives on Information and Communications Technologies*, Partnership of African Information Advocacy Organisations/MISA, January 2003.

²² <http://www.wsisasia.org/materials/materials.html>

²³ <http://www.wsisasia.org/wsis-acsf2002/>

²⁴ <http://www.wsisasia.org/wsis-tokyo/tokyo-statement.html>

²⁵ http://www.apcwomen.org/members/meetings/ap_gender_forum.doc

Civil society organisations from this UN-designated region are very active in the WSIS process, but tend not to work in regional formations. Rather, they work together on an issue-by-issue basis. APC is particularly active around issues including intellectual property, media ownership and “information security”,²⁶ which are driven by trends rooted in Europe and North America.

Mainstreaming Gender Issues

APC has provided leadership in advocating gender mainstreaming throughout the WSIS process through the work of the APC Women’s Networking Support Programme (APC WNSP). Together with other global, regional and national gender and ICT advocates, women’s programme representatives have increased the visibility of women, women’s perspectives and gender issues throughout the process, as well as providing opportunities to increase women’s skills in ICT policy advocacy, strengthening networks and mainstreaming gender issues.

The APC WNSP has been active in all regional consultations and global PrepComs of the WSIS. It is a founding member of the NGO Gender Strategies Working Group, a network of international gender and ICT advocacy networks, who were instrumental in highlighting critical issues which were absent, or insufficiently addressed, in the WSIS agenda – the list of critical issues that will eventually be placed on the table when government representatives meet in December 2003. The working group has developed a body of work reflecting a “gender and ICT” agenda emerging from an ever-increasing number of women’s groups and gender and ICT advocates around the world.²⁷

APC WNSP is also a member of the WSIS Gender Caucus, a multi-stakeholder group advocating gender issues within the WSIS process.

The network has also formed strong partnerships with United Nations agencies, including the UN Development Fund for Women (UNIFEM), the UN Division for the Advancement of Women (UNDAW), United Nations Economic and Social Commission for Asia and the Pacific (UNESCAP), and the UN Economic Commission for Africa (UNECA). These relationships have ensured that the gender and ICT advocacies of women’s groups have been reflected in the UN Secretary General’s report to the Commission on the Status of Women and UN General Assembly, and are reflected in the agencies’ own submissions and participation in the WSIS process. APC WNSP has also prepared background papers for UNDAW expert group meetings²⁸ (which have focused on WSIS as part of its agenda).

Making the connection between ICT policy at the global and local national levels has become one of the main foci of APC WNSP work. Advocates at the national level have begun the

²⁶ A term coined by the WSIS process, which includes a whole range of issues ranging from privacy and security, consumer confidence, cyber crime, civil liberties, international collaboration of law enforcement agencies and more.

²⁷ <http://www.genderit.org>

²⁸ <http://www.apc.org/english/news/index.shtml?x=8595>

process of developing national level consultations, incorporating gender issues in countries including Uganda, Kenya, South Africa, Fiji, Philippines, and the UK. In 2003, manuals that outline steps in building a national gender and ICT policy framework and building Civil Society WSIS Consultations will be available.

APC and other communication activists launch a new Campaign championing the Right to Communicate in the Information Society (CRIS)

CRIS is a campaign to ensure that communication rights are central to the information society. The campaign is sponsored and supported by the Platform for Communication Rights, a group of NGOs involved in media and communication projects around the world, including APC. Part of its work is to lobby for civil society participation and recognition at the upcoming World Summit on the Information Society (WSIS). According to CRIS, "some very serious issues arise for civil society and NGOs in the context of the emerging Information Society, and its governance globally, for instance regarding the right to communicate, impact on cultural development, equitable access to services and information, balanced global development, media ownership and content, and so forth".

"Our vision of the 'Information Society' is grounded in the Right to Communicate, as a means to enhance human rights and to strengthen the social, economic and cultural lives of people and communities. The information society that interests us is one that is based on principles of transparency, diversity, participation and social and economic justice, and inspired by equitable gender, cultural and regional perspectives."

-- CRIS Website

CRIS is working to ensure that civil society plays a central role in planning the WSIS from the earliest stages, and not simply during the event itself. APC is one of the principal coordinators of CRIS, particularly in Latin America, where – through the leadership of a representative from APC's Mexican member organisation, LaNeta, and the coordinator of the APC Latin American and Caribbean ICT Policy Monitor project – APC has been one of the most active actors of the Latin American CRIS space, CRISAL, by providing up-to-the-minute information about the WSIS process (including translations), as well as studies of national information society initiatives, and liaising between CRISAL and the global CRIS campaign space.

APC at the World Social Forum, Porto Alegre, Brazil

Communications was at the forefront of the second World Social Forum (WSF), held at Porto Alegre in January. As a result of pressure by APC and other allies in 2001, in 2002 communications emerged as a central axis, and numerous seminars and workshops were held.

The principal conference on communication and the media was attended by more than 2,000 people, who filled the huge auditorium at the university venue. Its theme, "Democratising Communications", was picked up by numerous news and media groups. "The media is contaminated," declared panellist Ignacio Ramonet, director of Le Monde Diplomatique, and he called for the protection of the media in the same way as activists have previously

protected the environment, by creating an "information ecology". The panel moderator was APC's executive director, Anriette Esterhuysen.

APC co-hosted a seminar on "Communications and Citizenship" at the Club do Comercio in Central Porto Alegre, together with ALAI (Latin American Information Agency from Ecuador) and Apress, an economic solidarity group from France, from which emerged a series of recommendations later disseminated by the World Social Forum organisers.²⁹ The seminar saw the launch of the CRIS campaign.

APC's Policy and Women's programmes at the Global Communities Networking Partnership Congress

More than 350 community networkers, activists and academics attended the third Global Communities Networking Partnership Congress (GCNP)³⁰ in Montreal, Canada, Oct 7–14th. The agenda dealt with issues ranging from the future of community networking to the promotion of online cultural diversity and pluralism, to building citizenship in the 'Information Society'.

APC co-coordinated the Internet Rights Theme with the GCNP organisers. The Internet Rights theme events were all well attended, with staff from APC's Communications and Information Policy Programme, Women's Programme and APC members presenting in over ten plenaries, workshops and training sessions.

The GCNP congress finished with a half-day session focusing on the World Summit on the Information Society (WSIS) process, where APC's plans for supporting Civil Society organising and strategising around WSIS were well received by conference delegates.

Helping civil society organisations understand how ICT policy decisions affect their work is the focus of a new training course being developed by APC

ICT policy decisions affect anyone who wants to take advantage of the opportunities that new technologies can offer. Will the national policy favour technology that is state-of-the-art but not affordable in rural areas? Will governments provide service subsidies to poor or disabled people? Will governments encourage the development of software that illiterate people can use? All of these are pressing questions whose answers depend on the ICT policy choices made by governments and other official decision-makers.

In late 2002, APC began developing a week-long training course that will help civil society groups understand what ICT policy is all about and how to influence it in order to bring about positive change, including expanded access to ICTs. Different modules will allow the course to be mixed and matched in accordance with the workshop participants, be they journalists, activists, communications specialists, etc.

²⁹ <http://www.apc.org/english/news/index.shtml?x=5038>

³⁰ <http://www.globalcn.org/conf/>

A first draft of the course – demonstrated in a pilot workshop in Addis Ababa on 9 November 2002 – generated a lot of interest from our target audience. It is available for use and adaptation on the APC website.³¹ In addition, an *Internet Policy for Beginners* booklet, to be produced in 2003, will target civil society groups. Course development is sponsored by the Commonwealth Telecommunications Organisation.

REGIONAL ACTIVITIES: THE APC ICT POLICY MONITOR PROJECTS

The anti-privacy *Regulation of Investigative Powers (RIP) Act* in the United Kingdom legalised state interception and reading of private email and the monitoring of an individual's activity online. Not long afterwards, similar measures were passed in New Zealand, Zimbabwe, Malaysia, Russia and Singapore. These developments in Internet regulation have taken many civil society organisations by surprise. Using the APC ICT Policy Monitors' websites, organisations working for human rights, freedom of expression, and progressive government policy can monitor proposed and new legislation and regulation affecting the Internet in their region.

The APC ICT Policy Monitors, which were created in 2002, specifically focus on the Latin American and African continents, as well as Europe – the scene of much of the earliest enacted Internet legislation. They gather legislation, statistics, documents, news, listings of organisations, and other resources, covering topics such as freedom of expression, privacy, censorship, and intellectual property.

The Monitors contribute to progressive Internet users and civil society organisations forming a united voice to advocate for the adoption of Internet policy and practice that will create favourable climates for social change and development. "What makes APC different from other organisations is that we always try to link our investigation into Internet and ICT policy to the reality taking place at grassroots level," says Karen Banks, coordinator of the APC Europe Internet Rights Initiative.

APC Latin America and Caribbean ICT Policy Monitor Project

When the project started in 2001, ICT was perceived in the region as primarily a technical and financial issue, and APC saw that there was almost no civil society involvement in advocating for ICT policy. However, recently, more attention has focused on policy for building "information societies" in several countries. There has also been increasing interest in social processes regarding ICT, especially in preparation for the World Summit on the Information Society (WSIS). However, despite the increase in reporting, conferences and discussions, there is a need to disseminate information more widely throughout civil society and to build capacity for people to engage with the policy processes.

³¹ <http://www.apc.org/english/capacity/policy/curriculum.shtml>

The central goal of the APC Latin American Policy Monitor (Proyecto "Monitor de Políticas de Internet en América Latina y el Caribe") is to ensure that the needs and demands of civil society in the region are taken into account at the time of developing ICT policies – especially those related to access and the appropriation of ICTs as a basic human right. In 2002, the project was under the coordination of Raul Echeberria (Uruguay) and Valeria Betancourt (Ecuador).

Production and dissemination of useful information

APC's Internet Policy monitor initiative in Latin America and the Caribbean began producing a Spanish language **newsletter** on *Internet Rights and Policy*³² in 2002. The newsletter includes analysis, commentary and news related to the promotion and defence of the Internet as a tool for strategic information exchange and communication in the region, as well as highlights from the policy monitor website – all focused to be of use to civil society organisations, human rights activists, journalists and others.

In 2002, newsletters explored a variety of themes relevant to the region, including free and open-source software, the World Summit on the Information Society and women and technology. Contributors included recognised specialists from different countries in the region.

The project's **website**³³ has continued to grow, and includes news, references, and a large amount of translated material aimed at facilitating civil society participation in international processes. Catalogues of existing ICT projects,³⁴ ICT and telecommunications legislation,³⁵ and ICT issues, plus email discussion lists³⁶ inside and outside Latin America have been developed.

In 2002, APC commissioned several **research reports**³⁷ in a sub-regional selection of Latin American nations, on the state of ICT policy and local civil society activities in relation to the information society. These reports form the basis of APC's Latin American interventions in the World Summit on the Information Society process.

APC has been facilitating translations to Spanish of key documents related to WSIS, CRIS, Internet Rights and ICT Policies topics, to facilitate comprehension and engagement by civil society organisations.

Networking and advocacy

The project has always been concerned with supporting networking and advocacy of civil society in LAC with regard to the ICTs, including participation at conferences and events. In

³² <http://lac.derechos.apc.org/boletin.shtml>

³³ <http://lac.derechos.apc.org/>

³⁴ <http://lac.derechos.apc.org/proyectos.shtml>

³⁵ <http://lac.derechos.apc.org/legislacion.shtml>

³⁶ <http://lac.derechos.apc.org/listas.shtml>

³⁷ <http://lac.derechos.apc.org/investigaciones.shtml>

2002 and early 2003, APC raised awareness on the importance of ICT policy to civil society at a number of face-to-face and electronic forums in the region (e.g. the Latin American and the Caribbean WSIS Regional Conference, the World Social Forum in Brazil, the International Women's Forum in Buenos Aires, and several regional and national meetings in preparation for the WSIS and the CRIS campaign). APC also participated in a workshop organised by the IDRC on "Public Policies and Information and Communication Technologies for Social Transformation in LAC". This workshop was important in enabling opportunities for collaboration and cooperation, and avoiding duplication with other organisations working on the same issues.

APC Africa ICT Policy Monitor Project

The Africa ICT Policy Monitor project has been running since April 2001, with the primary objective of enabling the participation of civil society organisations in ICT policy for development. The project has the same goals and objectives as the LAC ICT Policy monitor project, and under the coordination of Kenyan, Emmanuel Njenga Njuguna, the project has expanded and created strong partnerships within Africa. The following highlights some of the achievements of the project in 2002.

First ICT Policy and Civil Society Workshop

APC, ARTICLE 19 and the United Nations Economic Commission for Africa (ECA) held a four-day ICT policy and civil society workshop from November 6th to 10th, 2002 in Addis Ababa, Ethiopia.



Some of the participants at the first ever "ICT Policy & Civil Society" workshop
Photo: APC

By virtue of their proximity to communities and the grassroots, CSOs are best positioned to advocate for, and raise awareness on, the importance of ICTs for development, particularly now as the information society advances globally. Equally important is the need for them to galvanize participation in the formulation and implementation

of ICT policies and strategies at the national levels. The "ICT Policy and Civil Society" workshop was both historic and important because, despite being at the forefront of promoting the use of ICTs, African CSOs had not been engaged in any sustained way in the policy arena. Therefore, the purpose of this workshop was to build knowledge and expertise of civil society organisations to engage in ICT policy processes in Africa.

The workshop was attended by approximately 80 representatives from non-governmental organisations, human rights organisations, media groups, women's organisations,

development groups and researchers from 24 countries throughout Africa, to exchange experiences and build on existing knowledge and expertise while identifying ways in which CSOs could contribute to ICT policy development at both national and international levels, and strategies for the same.

“The Addis workshop was an opportunity to share and learn from the experiences of African partners in the promotion of ICT on the continent.” – Milton Aineruhanga, Program Officer, WOUGNET, Uganda

“This workshop is one of the milestone events in ICT policy-making in Africa from a civil society perspective. It is difficult to estimate the value of providing a venue where civil society organisations from Africa could meet, share views and experiences and get to know each other better.” – Ewan McPhie, Policy Director at Bridges.org, South Africa

The output from the workshop came in the form of a statement recognising the centrality of civil society in ICT policy-making and the role it plays in the development of an inclusive information society through its proximity to the needs of people and society at large. The workshop also went ahead to produce an Action Plan, setting out a clear course of action for participants to engage in information sharing, lobbying at national and international levels (especially at the World Summit on the Information Society), an open-source software task force that later bloomed into the Free and Open-source Software Foundation for Africa (FOSSFA),³⁸ and the development of a cross-regional information exchange for community radio organisations.

Funding for the meeting was provided by the Open Society Initiative of Southern Africa (OSISA), the Open Society Initiative of West Africa (OSIWA) and the International Institute for Communication and Development (IICD). It was organised as part of the APC’s Africa ICT Policy Monitor project, supported by the Dutch-based NGO, the Humanist Institute for Co-operation with Developing Countries (HIVOS) and the International Development Research Centre (IDRC).

³⁸ <http://www.fossfa.org/>

Hafkin Prize for 2002 recognised people-centred ICT policy initiatives

The \$7,500 USD APC Hafkin Prize – a biannual award – recognises outstanding examples of African initiatives in information and communications technology (ICTs) for development. In 2002,³⁹ the theme selected was “People-Centred Information and Communications Technology (ICT) Policy in Africa”. The fact that very few applicants actually even qualified under this category highlighted what APC already knew – that there is a crucial need to continue efforts to develop and support activities in this area.

SchoolNet Namibia, a volunteer-driven organisation that is working to see all Namibian schoolchildren get access to a computer and the Internet, was awarded the APC Africa Hafkin Communications Prize at a ceremony attended by the prize finalists and other champions of the ICT and development sector in Addis Ababa. Second place went to the policy programme of Bridges.org, a research and advocacy non-profit from South Africa that promotes access to ICT by researching, testing, and promoting best practices for sustainable technology use.

"ICT policy decisions impact any citizen who wants to take advantage of the opportunities that can come with new technologies [...] Both SchoolNet Namibia and Bridges.org have been leaders in demystifying ICT policy and bringing its realities to people in Africa." Said Dr. Nancy Hafkin in her speech of congratulations read at the award ceremony.

Joris Komen, SchoolNet Namibia accepted the Hafkin Prize with a call for civil society organisations to endorse open-source software use and development in Africa. "We are very excited and honoured by the award and [by] the impact we trust this significant award will have on our further work in Namibia and further afield," he said. "Importantly it comes at a time when a lot of attention has been given to open-



Primarily a hands-on training and support organization, SchoolNet Namibia's successful introduction of computers and internet into over 200 schools since 2000 has led them to become actively involved in policy-making at the national level in Namibia

Photo: SchoolNet Namibia

2001 Hafkin Prize-winner in rural Nigeria uses prize money to provide IT training scholarships to women

"It was our honour to be awarded the first Hafkin Africa Prize, and it is no exaggeration to say that the prize has taken us to heights we never dreamt of. With Professor Nancy Hafkin's kind permission, we set aside part of the award to provide scholarships for women for IT training at the Bayanloco Community Learning Centre. We have also been able to purchase a fixed antenna for satellite telephone – the only one in the rural communities where we work. One of the challenges of the prize was the need for an impact assessment of our ICT services so far.

"We have found that by meeting the challenges of the Hafkin Prize, our ICT services have become more complementary to our existing micro-finance programs, and the recognition the prize has brought us continues to be an inspiration for us to aim at greater heights." – Mrs Yinka Talabi, ICT Program Manager, Bayanloco Computer Learning Centre in rural Nigeria.

³⁹ <http://www.apc.org/english/hafkin/2002.shtml>

source solutions in education and other CSO development areas, and I can only hope that our government (and those of other African countries) will appreciate the great value of such open-source solutions!

We intend to use the prize to seed a start-up open-source R&D team comprising young African 'geek', empowering them and subsequent youthful local expertise to develop open-source applications in education – curricular content, life-long learning skills, distance learning and special education needs of persons with disabilities."

Pilot training on ICT Policy in Addis Ababa

APC, with the support from the Commonwealth Telecommunications Organisation, piloted an ICT policy-training course for civil society immediately after the civil society and ICT Policy workshop in Addis Ababa. The objective of the course is to build the capacity of civil society organisations to understand policy on ICT issues and engage in ICT policy processes.

Networking

The Africa project team used a number of meetings to network and build alliances and partnerships with various organisations involved with ICT and related policy issues. Some of these forums are listed in events section of this report.

Partnerships

APC worked closely with media organisations in Southern Africa to establish what is commonly referred to as the "Media Partnership", comprising APC, Article 19, and Southern Africa Communications for Development (SACOD), the Media Institute of Southern Africa (MISA), and the regional office for Africa of the World Association of Community Radio Broadcasters (AMARC). The partnership worked and is still working closely.

Research Reports

The Africa ICT policy monitor project coordinated the production of the following research reports covering ICT policy issues and their impact on civil society organisations work in different African countries:

✍ *ICT Policy and Civil Society in Kenya:*⁴⁰ This study documents the role of civil society in the development of ICTs in Kenya and also captures the applications and exploitation of ICTs by the civil society to achieve its development mission and the challenge it faces.

✍ *Fostering the Capacities of the Ethiopia Civil Society to Influence ICT Policies:*⁴¹ This paper presents the case of civil society organisations in Ethiopia and discusses how their involvement in ICT policy process can be improved.

⁴⁰ http://africa.rights.apc.org/research_reports/kenya.pdf

⁴¹ http://africa.rights.apc.org/research_reports/ethiopia%20civil%20society.pdf

✍️ *Participation of Senegalese civil society in the formulation of ICT policies:*⁴² This study describes the policies, strategies and actions instituted by the relevant stakeholders (public institutions, private and international players) and analyses the participation of local civil society organisations, in order to propose a draft plan of action, whose aim is to strengthen participation in formulating and supervising ICT policy implementation.

Newsletters

APC's Africa Policy Monitor newsletter⁴³ is called *Chakula* – the Swahili word for 'food' – because we believe that the information we will share will be a form of nourishment for organisations working in the field of ICTs for development in Africa. This newsletter covers different ICT policy issues relevant to civil society organisations, including, in 2002, gender and ICTs, the right to communicate, and open-source.

APC Africa ICT Policy Monitor site

Launched in May 2002, the ICT Policy Monitor website⁴⁴ grew steadily in 2002, and resource material now provides information on ten countries (Cameroon, Ethiopia, Kenya, Mozambique, Senegal, South Africa, Tanzania, Tunisia, Uganda and Zimbabwe). In preparation for the first regional meeting on WSIS (Bamako, Mali in May 2002), the project produced an online primer on WSIS, which explained what the summit was about and, most importantly, why and how civil society organisations could be involved with the regional meetings, PrepComs and the main Summit.

In early February 2002, the project team built a database of progressive African NGOs in the area of ICT and has used this target group for our plans and activities. The 'APC Africa Internet Rights Public' mailing list was created, based on this database, to disseminate information resources on and beyond the Africa ICT Policy website.

"One of the most important ways we in Africa will spread access to ICT is through changing the policy structure. Right now, most countries have policies that discourage companies, and even non-profits, from bringing ICTs to the rural areas. We have to press our governments to make changes in policies, but it is hard to know what the 'right' policies are. I do not necessarily believe that whatever the World Bank or other donors believe to be the right policies are actually best for us in Africa. And what is good for one country in Africa may not be good for another. I came across this APC website (<http://africa.rights.apc.org>) that I think will help us examine policies and decide what is best for ourselves." – a subscriber to the Global Knowledge Development (GKD) email list

Strategic Use and Capacity-Building Programme

Knowledge is only powerful if it is linked to practice and action. APC strengthens local, regional and thematic information communities, by creating opportunities for the

⁴² http://africa.rights.apc.org/research_reports/senegal_eng.pdf

⁴³ <http://africa.rights.apc.org/newsletter.shtml>

⁴⁴ <http://africa.rights.apc.org>

development and exchange of skills and methodology, and by producing lasting, shareable tools and resources.

APC is building communities of practice that promote the strategic use of ICTs by civil society.

The Learning and Practitioners' Network

Over the past decade, civil society organisations have dramatically increased their presence on the global scene. From Rio to Seattle to Johannesburg, civil society has been in the public eye. But despite this increase in activity, these organisations still struggle to coordinate their work, sustain their operations and, most importantly, produce concrete social impacts. To address these limitations, civil society organisations need to embrace innovative tactics, including the strategic use of information and communications technologies (ICTs).

Unfortunately, most organisations simply don't have access to the skills or services they need to use technology strategically. There is currently an ICTs skills and services gap in civil society, particularly in developing countries. APC's research has identified the main problem areas as:

- /// Access to quality services
- /// Management of complex projects
- /// Training and capacity-building
- /// Development of new tools and resources.

Each of these areas represents a major barrier to the strategic use of ICTs within civil society.

In November 2001, with the support of the Open Society Institute (OSI), APC initiated a needs assessment, feasibility study, and series of pilot projects for an initiative called "Building a Learning and Practitioners' Network to Support Strategic Integration of ICTs in Development and Social Justice Work", in order to address some of these barriers.

Known as L+P for short, this initiative's overall long-term goal is to build a strong network of professionals who will improve and build the capacity of the ICTs-for-development practitioner community, thereby facilitating the use of ICTs for broader and more structural development impact.

Key activities of the project's first phase, which ran from November 2001 through September 2002, were:

- /// A needs assessment for the network with potential users and participants, and an exploration of the long-term sustainability of such a network, both as a means to promote strategic use of ICTs, and as a mechanism to provide support to our members and other practitioners in the field.

- ✂ An international workshop on "Building Information Communities" and the creation of an Information Workers' Network.
- ✂ Training workshops and materials development on "Secure Online Communications" (SOC) and the establishment of informal SOC peer communities.

L+P research and business planning

During 2002, APC undertook a substantial amount of research as part of the preparation of the L+P Business Plan – surveys of key actors, International NGOs, donors and APC members, conversations with practitioners and businesspeople, literature reviews, and knowledge extraction from APC's own work and interactions with our members, strategic partners and the CSO communities we work with.

The research and planning process has resulted in the development of a service delivery model (or "ecosystem") whereby service delivery components contribute to the sustainability of all elements of the overall network. The peer learning networks will increase service-provider capacity and will provide a pool of providers who can offer high-quality services to NGOs. Services provided to NGOs will both solve the problems of individual organisations and lead to the development of new, sharable tools and resources. New L+P tools and resources will provide the foundations for future learning and service-delivery projects. Incorporating a mix of free and fee for service offerings, this model will provide L+P with the tools it needs to pursue its social mission and generate revenue efficiently.

Building Information Communities and the Information Workers' Network

Building on the needs expressed by APC members and partners using the Internet to promote development and social justice in an online consultation undertaken in early 2001, APC brought together 26 information specialists from around the world to a workshop in South Africa to strengthen the information community within and beyond APC, and identify and develop resources to promote effective online content work.



The "Building Information Communities workshop brought together 26 information specialists from around the world including Senegal, Hungary, Uruguay, Jordan, Nigeria and the Philippines. Photo: APC

"The most valuable thing for me was learning about the kinds of work in the field of ICT development being done the world over and finding answers to some specific questions I had," said Ambika Sharma of Development Alternatives, India, a non-profit that sets up multimedia kiosks and content projects with communities in rural areas in three states in India. Ambika found that Development Alternatives' work has many issues in common with a group present from rural Nigeria.

The experience was echoed by Graciela Selaimen, information coordinator at Brazil's popular Third Sector Information Network (RITS): "I learned that although we were people from all over the world, with different realities and cultures, we have much to share and collaborate with each other."

The workshop, which was funded by the Open Society Institute, attended by participants from APC member and partner organisations, was held from the 21st to the 25th of March 2002. Areas covered included strategic planning for online communications, writing for the web, evaluating the usability of websites, developing database-driven websites, and using data transmission by radio and satellite to reach non-connected people (including talks and demonstrations by organisations using radio to transmit information in East and South Africa). Training materials from the workshop were integrated into the ItrainOnline site. The workshop was the first step towards building an Information Workers' Network to support APC members, partners, and other CSOs in using ICTs to strengthen their work.

Information Workers' Network

APC's Information Workers' peer community is the oldest and largest of the L+P peer networks. Its roots go back to May 2000, when APC members identified 'building information communities' as a priority action area for the network. Members were all facing the challenge of trying to do content work sustainably, at the same time as dealing with constantly changing tools and needing to keep up to date – each dealing with this at the individual organisational level.

The Information Workers' Network (IWN) operates as an ongoing online peer support and discussion network. From time to time, facilitated 'online learning events' are organised to promote capacity development and knowledge exchange around particular topics. Special-interest groups within the IWN also use their own online spaces to discuss particular projects. Highlights of IWN activities during 2002 included an online learning event about providing content-management services (including selling APC ActionApps as a service to civil society groups) and the start of the APC Content Exchange (ACE). ACE will create a common access point to online content produced by the APC community, and enable participating APC members to share content in their portals, using the cross-server networking function of ActionApps.

ACE development currently focuses on the sharing of 'news' and 'urgent actions' (and eventually document exchange) on these topics: Human Rights, Environment, Gender, and Development. This content pooling currently has no language restrictions; however, at this initial stage, contributions are being particularly encouraged in English or Spanish in order to make it attractive to more participating organisations.

Secure Online Communications

The opportunity to develop a Secure Online Communications (SOC) training programme and peer networks as part of the L+P arose because of a mutual interest of APC and the Open

Society Institute (OSI) in meeting the 'secure online communication' needs of civil society organisations. OSI were responding to the specific needs of human rights and media organisations in Central Asia and the Caucasus, and requested APC's involvement, based on our track record in secure communications work, through, for example, the Rapid Response Network.⁴⁵

During 2001–2002, the OSI Information and Media Program and APC worked together to plan and deliver a programme of workshops and ongoing support to train a network of people in the Ukraine and Kyrgyzstan who can assist journalists and human rights groups in practical information security; for example, in how to deal with threats like having emails monitored by state-dominated ISPs, computers stolen, broken, or seized, and files corrupted by a virus or hardware error.

ItrainOnline

ItrainOnline,⁴⁶ a collaborative venture between APC, Bellanet, the International Institute for Communication and Development (IICD), the International Institute for Sustainable Development (IISD), the International Network for the Availability of Scientific Publications (INASP) and OneWorld, is an online clearing house of high-quality training and self-instructional resources, suitable for use in the NGO sector.

While there is an abundance of information on using ICTs on the web, the ItrainOnline partners' experience has shown that is difficult to locate high-quality and appropriate information that is suited to the ways development organisations and civil society groups in the South learn about and use ICTs. ItrainOnline responds to the need for a single source on the web containing a selection of the best and most relevant computer and Internet training resources for development and social change.

APC has participated in this initiative through its Online Resource Centre Project, funded for 2001 and 2002 by infoDev.

The ItrainOnline sites offer resources for trainers and end-users on basic computer and Internet skills, using the Internet strategically, web development, multimedia (including community radio and telecentres) and advanced technical skills.

ItrainOnline highlights in 2002

The ItrainOnline portal was launched in English and Spanish in November 2001; during 2002, the site continued to expand, and the partnership developed new sections aimed at specific target audiences.

⁴⁵ <http://www.apc.org/english/rights/alerts/index.shtml>

⁴⁶ <http://www.itrainonline.org/>

ItrainOnline en français

In September 2002, a French ItrainOnline site⁴⁷ was launched, developed by the SYNFEV team of APC member in Senegal, ENDA Tiers Monde. The French site draws on information published on ENDA's famafrique site, an online space providing information and resources on sustainable development for French-speaking African women.

Women's Online Resource Centre (WORC)

The number of organisations offering training that takes gender into account (ICT and other) is increasing. Across the intersecting gender networks, it's often a struggle to develop new materials and keep up to date on new theories, training methodologies and training tools.

The unevenness of capacity and access to support is continually reinforced when the trainers in this community operate in isolation from each other, and miss out on learning from each other's experiences and ideas.

In order to address this problem, APC contracted South African Women'sNet to develop a pilot Women's Online Resource Centre (WORC).⁴⁸

WORC is the place to find gender-related training materials relevant to individuals and organisations active in the struggle for gender justice. It is intended to serve as an online clearing house for gender-aware training materials in the area of ICT training, as well as a range of other fields for which there is an expressed need. The goal of WORC is to promote the inclusion of gender analysis in ICT and other areas of training, with a view to enhancing the quality of training in support of gender justice available at global, regional, and local levels. Materials are targeted at both trainers and end-users, and forms part of the ItrainOnline family.

APC-branded version

An APC-branded version of ItrainOnline⁴⁹ was also launched, enabling APC visitors to access the full range of ItrainOnline content without leaving the APC site.

New Study from APC: Understanding Civil Society Portals: Online Content and Community Models for the CSO Sector

Based on findings from five in-depth case studies and quick reviews of dozens of sites, this study⁵⁰ – conducted by Mark Surman of the Commons Group on behalf of APC – provides an overview of civil society portal approaches and practical tips for portal builders. It outlines common strategies and challenges that have emerged from recent civil society organisation

⁴⁷ <http://www.itrainonline.org/itrainonline/french/>

⁴⁸ <http://www.apc.org/worc/>

⁴⁹ <http://www.apc.org/english/capacity/training/>

⁵⁰ <http://www.itrainonline.org/itrainonline/english/strategic.shtml>

(CSO) portal projects, including APC members Instituto del Tercer Mundo (ITeM)/Chasque in Uruguay, ChangeNet in Slovakia, and Women'sNet/SANGONeT in South Africa. It also offers a set of basic planning tools that will help organisations in the process of building or upgrading their sites.

UNESCO Multimedia Training Kit (MMTK): Skills-building materials for multi-media service provision and community engagement

In the global effort to harness information and knowledge for sustainable development at the community level, there is an increasing realisation of the creative potential of linking the Internet to more traditional communication technologies, particularly radio and television.

A key resource which has been lacking is a comprehensive, integrated series of training materials to be used by staff of community media and multimedia communication providers that progress from beginner to advanced levels, and that include resources on the fundamental principles and processes involved in communication for development.

The MMTK initiative, conceived by UNESCO and jointly funded by UNESCO and the Rockefeller Foundation, aims to promote and support linkages between new and traditional media for development by producing training materials to fill this gap. APC was contracted to coordinate a collaborative stakeholder approach⁵¹ to develop the prototype kit.

Topics covered by the prototype kit include digital audio production, producing content for radio, writing for different media, conflict resolution and management, and preventing violence against women. All training materials will be made available on CD and on the web under a licence that permits their free distribution for non-commercial use.

Tools development: APC ActionApps – free/open-source content-management system for non-profits



APC ActionApps is an online content-management system (CMS). All CMSs allow authorised users to easily update the content of a website using just a web browser like Netscape Navigator or Internet Explorer. It's easy to add, remove, or update information from a website anytime, from anywhere, with no HTML skills needed. Using the APC ActionApps, website administrators can automate the publishing of press releases, job listings, events and other types of information.

But the real power of APC ActionApps comes at the level of collective publishing and aggregation. Each news item or resource added to an individual organisation's site can be

⁵¹ Partners in this initiative were AMARC, OneWorld, IICD, FAO, Radio for Development, Search for Common Ground, and UNESCO.

automatically fed to a 'community-wide' portal. Spread-out coalitions can quickly put together a campaign site. The result is greater outreach, more speedily, to a wider audience.

The APC ActionApps have been used for a variety of APC, member and non-APC projects Website.

During 2002, the number of websites using APC ActionApps to organise their content continued to grow. ActionApps-driven sites, hosted in Argentina, Australia, Bulgaria, Canada, Chile, Colombia, Ecuador, Germany, Hungary, Japan, Romania, the Slovak Republic, South Africa, the United Kingdom and the United States, have provided their civil society clients with ActionApps-driven websites. A directory of sites is available at www.apc.org/actionapps/english/general/slices.shtml.

Multilingual software for a multi-national civil society

Because the APC ActionApps are being developed and adopted all around the world by APC members and others, the administrative interface has been translated into English, Spanish, Czech, Slovak, Romanian, Japanese and German. The user manual is available in English and Spanish. APC has also created a website to provide basic marketing information to interested users, and to support developers. It includes a live demonstration version of the ActionApps for public use and experimentation. The site is available in English and Spanish.⁵²

Software Development in 2002

Version 2.0 of the ActionApps was released in October 2002 with a number of major new features: cross-server, peer-to-peer content-sharing; Slashdot-style article comments; multi-level categories; an improved administration interface; and easier ways to control how information is displayed on a web page.

User Manual and Product Development guide

As the software grows (thanks to the APC and free software community), updating and expanding documentation become a never-ending process. The end-user ActionApps manual was updated during 2002 and translated into Spanish.

APC ActionApps Reseller Training in Africa



Bruce Kasambara plans to resell the APC ActionApps in Malawi.

Photo: Mark Surman

APC received partial funding from the Gesellschaft für Technische Zusammenarbeit (GTZ) for a series of four training workshops in Africa from 2002 to 2004. to develop the capacity of African web and Internet service providers to use and resell APC ActionApps.

The first workshop took place in Johannesburg in November 2002, with participants from the Southern African region; the

⁵² <http://www.apc.org/actionapps>

remaining workshops will be held in various African venues during 2003 and 2004. The workshop curriculum combines hands-on technical training with capacity development around business planning and client relationships. Participants are drawn from African-owned and controlled web service providers who have a client base that includes NGOs, development organisations, government agencies, educational organisations and/or media groups. The programme is intended to develop the capacity of individual service providers to generate revenue through the use of an open-source product, and ultimately to increase the amount of African content available on the Internet.

Women's Networking Support Programme (APC WNSP)



The APC Women's Networking Support Programme (WNSP) provides support to women networking online for social change, and challenges the inequities often faced by women as they adopt electronic technologies. More than eighty women work together in APC WNSP's global and regional online spaces, including women working in APC member organisations throughout the world. Work areas include training, participatory research and evaluation, policy and advocacy in gender and information technology, information facilitation, and regional programme support.

GENDER EVALUATION METHODOLOGY FOR ICT AND INTERNET INITIATIVES

The APC WNSP's major focus in 2002 was on the testing and refining of the Gender Evaluation Methodology for ICT and Internet Initiatives,⁵³ known as GEM. GEM is a unique tool containing a practical guide and conceptual documents, which allows groups to integrate gender analysis into the evaluation or planning of ICT initiatives for social change. With GEM, organisations go through a self-evaluation process to gain better understanding of the gender impact of their ICT initiatives and whether women's lives and gender relations are experiencing positive change. In 2002, 24 ICT initiatives worldwide began pilot-testing GEM, with the expectation that results would not only improve their own projects, but also deepen knowledge around gender and ICT needs locally and globally, as well as provide important feedback for GEM's final revision in 2003.



The GEM Team: culturally diverse, bilingual and multi-skilled

The GEM work team of nine women is a culturally diverse, bilingual and multi-skilled project team, with representatives from APC WNSP's networking regions: Africa, Asia, Latin America and the Caribbean, and, most recently, Central and Eastern Europe.

⁵³ <http://www.apcwomen.org/gem>

GEM Testers

GEM tester organisations⁵⁴ are as diverse as they are geographically dispersed. Telecentre, training, community-building, radio, information dissemination, education, feminist networking, rural access, software and teleworking initiatives in Latin America, Asia and Africa were selected to pilot GEM. Testers are a blend of women's organisations that prioritise gender issues, as well as organisations which may or may not have an explicit gender focus in their work. Some testers are APC and APC WNSP members, but, for the majority of testers, GEM was their first close contact with APC. The 24 tester organisations work in 15 different countries and four regional initiatives (two in Africa and one each in Asia and Latin America). In 2003, testing will also begin in Central and Eastern Europe.

In Nigeria, APC member, the Fantsuam Foundation,⁵⁵ is evaluating its community learning centers, which use ICT as an additional tool for poverty alleviation in rural communities by promoting access to ICT facilities and relevant skills for rural women. *Cyberwitches*,⁵⁶ an e-bulletin to promote women's news in community radio in Latin America, is the evaluation focus of the World Association of Community Radios' (AMARC) Latin American office. InfoCon in Mongolia is applying GEM in its review of national distance education methods and technology. Evaluation results will help inform InfoCon's advocacy work for Mongolia's national education policy framework. While almost all GEM testing plans were completed in 2002, funding to implement the testing process was an obstacle for some organisations, and testing will not be fully completed until late 2003.

GEM testers are motivated to finally have a tool that will measure if their work supports women's empowerment and builds more equitable gender relations, especially in the already hard-to-measure universe of ICT initiatives.

"GEM allows you to reflect on your work and create a new framework to evaluate what you're doing, from a gender perspective...The tool is not an easy one to understand at first glance but once you start working with it you find you're in a learning process that helps you a lot to understand other facets of your work such as how you build relations with subscribers." – Modemmujer, a Mexican feminist information dissemination network with 1,200+ subscribers throughout Latin America.⁵⁷

Regional Workshops

Three five-day regional workshops were held in 2002 in Latin America, Asia and Africa, training a total of 55 women and one man in the application of GEM in their local organisations. Tester organisations left each workshop with a tentative evaluation plan, enriched by all participants, which included WNSP members invited to the workshop to familiarise themselves with the GEM tool and equip them as GEM trainers as well.

The GEM Team's training methodology evolved throughout the three workshops, as the team developed modules, exercises and materials to best respond to participant feedback and adapted to their

⁵⁴ A summary of each GEM tester's work and the specific project to be evaluated can be found at http://www.apcwomen.org/gem/whos_using.htm

⁵⁵ <http://www.fantsuam.com>

⁵⁶ <http://www.amarc.org>

⁵⁷ <http://www.modemmujer.org>

new role as GEM trainers. Every workshop has benefited from expert resource people in a variety of areas.



Karen Banks, now coordinator of the APC women's programme, was one of the original technicians who managed the systems that connected the African continent to the rest of the nascent Internet. At the Tanzanian forum day organised to coincide with the African GEM workshop, she recounted APC's role in East Africa's early connectivity and took time out to demonstrate new technology for non-profits – the APC ActionApps!

Photo: APC WNSP

The APC WNSP took advantage of each workshop to promote APC priority issues: in Mexico and the Philippines, panels on Internet Rights were held; Tanzanian women's organisations hosted an APC Forum Day and an introduction to APC's free content-management software.⁵⁸

GEM Knowledge Sharing Site

The APC WNSP launched the bilingual English and Spanish GEM Knowledge Sharing Site⁵⁹ during its first regional training workshop in May 2002. The site allows visitors to download, print or surf the GEM tool in its entirety, offering it as an open-content (i.e. freely shared) contribution to the ICT world, and inviting

comments and feedback throughout the site. The site features APC WNSP's conceptual documents regarding gender and ICT, as well as its evaluation philosophy.

As tester results come in, visitors are able to learn from the evaluation process, experience and methodologies of different initiatives, as well as link to other evaluation and gender resources listed in the site. Tester, GEM, and gender and evaluation news are highlighted on the site; and in the intranet, testers can explore outputs from other regions, share presentation materials, and learn from each other's evaluation plans and methodologies. In 2003, the GEM Knowledge-Sharing Site will also feature GEM translated into Portuguese and French.

⁵⁸ See article "APC Forum Day in Tanzania – Pioneers in Information and Communication Technology" at <http://www.apc.org/english/news/index.shtml?x=8188>

⁵⁹ GEM's English version: <http://www.apcwomen.org/gem>. In Spanish: <http://www.apcwomen.org/gem/esp>.

POLICY AND ADVOCACY IN GENDER AND ICTs

The APC WNSP's other principal action area in 2002 was its policy work. The WNSP position paper, 'ICTs for Social Change',⁶⁰ outlines critical gender and ICT concerns identified by the network, including such issues as affordable universal access for women, power and decision-making in ICT policy, and the right to communicate. It has been an important vehicle for the APC WNSP's three-pronged approach to policy and advocacy: deepening our own theory and understanding of gender and ICT within the WNSP; mobilising women's interest in ICT policy and decision-making; and integrating a gender perspective into the World Summit on the Information Society (WSIS) and other policy arenas. WNSP also actively participated in the development of APC's Internet Rights Charter,⁶¹ and promotes it in all of the WNSP's advocacy work.

Gender and Advocacy Network on the Information Society

The WNSP is a founding member of the NGO Gender Strategies Working Group (NGO-GSWG), part of the WSIS Civil Society Plenary. In it, the APC WNSP has teamed with other key organisations in the gender and ICT sphere to form an advocacy network to sensitise women and people in general to the importance of gender and ICT issues, and pressure for the integration of gender and civil society concerns in the WSIS process. The GenderIT website,⁶² developed by the APC WNSP, provides orientation to the WSIS process and important documents on gender and ICTs.

Other lobbying spaces include the multi-stakeholder WSIS Gender Caucus and civil society's CRIS Campaign.⁶³

Building Our Policy and Advocacy Capacity

Throughout 2002, every face-to-face and online meeting was an opportunity to update and deepen WNSP members' knowledge and debate regarding WSIS, and gender and ICT policy. The WNSP formed an internal policy working group, whose members have taken gender and ICT advocacy issues to diverse women's forums. At the Kampala Knowhow conference,⁶⁴ the panel, "Engendering Policy at WSIS", awakened women information specialists' interest in the gender and ICT policy arena. As Daphne Sabanes Plou, WNSP Regional Coordinator for Latin America and the Caribbean, commented after the conference: "It is very positive to see other people and organisations agreeing with and wanting to use what we produce in terms of concepts, values and principles in something so important as the Kampala Declaration... we are also contributing with ideas and concepts to the women's movement and its work."

⁶⁰ Consult "ICTs for Social Change" and gender and ICT issues (from GEM) in greater detail at http://www.apcwomen.org/gem/Gender_ICT/index.htm

⁶¹ Themes of the APC Internet Rights Charter <http://www.apc.org/english/rights/charter.shtml>

⁶² <http://www.genderit.org>

⁶³ <http://www.crisinfo.org>

⁶⁴ <http://www.apc.org/english/news/index.shtml?x=7852>

The Ninth International Forum of the Association for Women's Rights in Development featured APC WNSP coordinator Karen Banks and other gender and ICT activists in a panel to raise awareness around Internet rights and policy. APC WNSP gained further visibility as WNSP members Chat Garcia Ramilo and Uca Silva were invited to present research at two UN Division for the Advancement of Women's Expert meetings on ICT issues.⁶⁵

REGIONAL NETWORKS

APC WNSP membership was greatly strengthened by the GEM workshop process, which brought together many WNSP members face-to-face for the first time in years, encouraged new membership among GEM testers, and allowed for in-depth regional planning. In **Latin America**, a research team has begun to probe the impact that ICTs have had on women and their work in promoting gender equality and women's empowerment in the region. Among many highlights from the **Asia Pacific** were national and regional efforts in gender and ICT policy, including co-sponsoring an Asian Internet Rights forum with APC members. Asia-Pacific WNSP's training expertise continues, as 2002 brought the fourth regional Women's Electronic Network Training (WENT)⁶⁶ and two national WENT initiatives in the Philippines⁶⁷ and Malaysia. **APC-Africa-Women**⁶⁸ launched the AAW website using Action Applications and a bilingual French and English e-newsletter on African women and gender, media and ICTs in Africa. In **Central and Eastern Europe**, a region where APC WNSP has several individual members, APC member ChangeNet, in Slovakia, introduced the women's portal, Feminet.sk, to serve as a communication platform for Slovak women's organisations.⁶⁹

APC: **Why the need for considering gender and ICT in policy-making processes?**

JR: In most countries, women do not share equally in the world's resources and do not have equal access to many different opportunities. WNSP aims to enable greater use of ICTs for the empowerment of women. One of the ways of achieving this is through working towards ensuring that policies governing access and use of ICTs are gender-sensitive and will enable real and sustainable change for women.

ICTs are powerful tools and women are vastly under-represented in all sorts of decision-making arenas including those where policies affecting ICT use and distribution are made.

Access to policy-related information is crucial if women are to lobby and advocate for the inclusion of gender rights in all areas of public policy. Much of this information at both a United Nations level and at local and regional level is distributed and discussed via the Internet. So women and men who do not have access to the Internet are excluded. Governments and civil society need to ensure that there are other ways for people to have their voices included in the policy debate, such as through community radio or public consultations. — Jenny Radloff, APC-Africa-Women Coordinator

⁶⁵ Chat Garcia Ramilo, GEM Project Coordinator, presented at the UNDAW Expert Group Meeting on Gender and ICTs held in Seoul, Korea. See APC article on the event at: <http://www.apc.org/english/news/index.shtml?x=8595> Uca Silva, independent gender and media researcher and member of the Latin American WNSP, presented at the UNDAW Expert Group Meeting on Women and Media held in Beirut, Lebanon.

⁶⁶ <http://www.aworc.org/went/>

⁶⁷ <http://www.apc.org/english/news/index.shtml?x=5058>

⁶⁸ <http://www.apcafricawomen.org>

⁶⁹ <http://www.apc.org/english/news/index.shtml?x=5020>

Highlights from APC Members in 2002

APC's original members were often the first providers of Internet in their countries. Today, we continue to pioneer practical and relevant uses of ICTs for civil society, especially in developing countries. APC is an international facilitator of civil society's engagement with ICTs and related concerns, in both policy and practice.

APC's value and uniqueness comes from the local perspectives and contact with grassroots organisations that we gain through interactions with and amongst our members. In 2002, our network of members included organisations from Argentina, Australia, Brazil, Bulgaria, Canada, Colombia, Curaçao, the Czech Republic, Ecuador, Germany, Hungary, Japan, Kenya, Korea, Mexico, Nicaragua, Nigeria, Romania, Senegal, Slovakia, South Africa, Spain, Ukraine, UK, Uruguay and the USA.

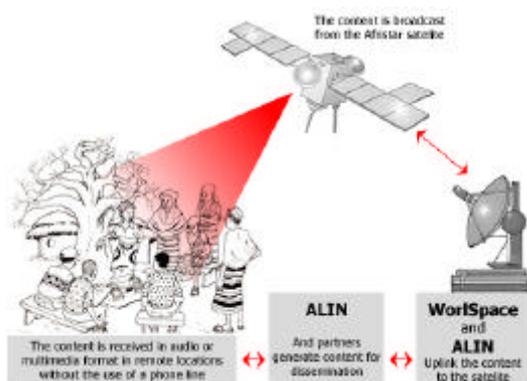
Many of our members regularly send us news of their work promoting ICTs for social justice and development in their countries and regions – work that we feature in our regular monthly newsletter *APCNews* and its sister Spanish version *APCNoticias*. Others sent us information about significant achievements to include in this report.⁷⁰ What follows are some of the outstanding stories from APC members around the world in 2002.

Celebrating ten years networking organisations and activists in Argentina

On 1 June 1992, using an AT 286 personal computer, which had a hard drive of 40 megabytes, Wamani came to life. The brainchild of three friends, Wamani was initiated to strengthen the work of people and organisations who were working for a better society.

Initially, there were fairly few users who dared to brave the complicated connection software and modems with speeds of 300–1200 bauds (1.2 kbps). The telephone lines were also extremely poor-quality and unreliable – just to complicate matters further! "No one talked about email back then, and the Internet was a 'treasure' that was only available in a very few countries," said Wamani co-founder, Carlos Alvarez. "It was only in 1995, three years after we started, that Internet really got under way. Before that, what we were able to offer was mail exchange and access to the information on the historic electronic conferences which APC offered via its member organisations all over the world."

ARID LANDS INFORMATION NETWORK – EAST AFRICA, KENYA: INFORMATION FOR DROUGHT PREPAREDNESS



Prompted by the recurring devastating drought in most of Northern Kenya in the recent past, ALIN-EA implemented a six-month initiative in 2002 to provide information on drought preparedness to reduce the vulnerability of pastoral and local communities in semi-arid areas when drought strikes. Providing early-warning information on impending disaster

⁷⁰ Other organisations that were members of APC in 2002 include Ace Soares' Internet Consultancy, ComLink, CRIES, GLUK, IGC, JCA-NET and LaborNet US.

helps to plan preparedness and response activities. The information was made available for downloading from a satellite receiver, strategically placed in the target districts.

ALIN-EA set up three information centers, fully equipped with a satellite receiver and computer, and trained local members of their network of community development workers in how to use the satellite receiver and improve their writing and information-gathering skills.

ALIN: <http://www.alin.or.ke>

BLUELINK, BULGARIA: ELECTRONIC NETWORKING BEGINS IN A WAR-TORN PROVINCE; BLUELINK BUILDS BRIDGES IN KOSOVA

Kosova⁷¹ became the centre of a violent conflict after the regime of Slobodan Milosevic removed the province's autonomy in 1989. After a decade of violence, ethnic cleansing and guerrilla war, the conflict came to a head following an armed air-strikes operation by NATO against Yugoslavia, which led to the collapse of Milosevic and his government. Since then,



Environmental, youth and women's groups in Kosova meet for a second workshop on how to use the Internet strategically

Photo: REC Field Office, Kosova

the province has been governed by a UN-appointed mission, while remaining administratively a part of Yugoslavia. All pre-war forms of civil activity, including environmental

activism, were completely disrupted by the conflict. Since the moment the

fighting ended, the international community has been putting a lot of effort into rebuilding Kosovar society and developing its supporting institutions.

BlueLink, APC's member network in Bulgaria, took the challenge to facilitate a training workshop⁷² for newly emerging environmental NGOs in Kosova. The challenges of building a network in a society in transition are well known to BlueLink, Bulgaria being part of the Balkans and previously under Communist rule. Participants were introduced to the basics of information exchange and electronic networking. More than 20 environmental NGO representatives attended the mid-January workshop. They were mostly young, curious and open-minded; one-third of them were women; and they included a representative from a Serbian enclave.

⁷¹ Known internationally as Kosovo when it was part of Yugoslavia, the now independent Kosovo/a (as it is sometimes written) is known among Albanian-speaking people as Kosova.

⁷² http://www.apc.org/english/news/fulltext.shtml?sh_itm=Off83a1ba5e8d057c058dabe030349d1

Enthusiasm was so great among the environmental NGOs that, by the end of the workshop, they resolved to create their own electronic network, and they initiated a working group to develop SharriNet (named after a mountain in Albania), a network to meet the information needs of Kosovar environmental NGOs. A second workshop⁷³ was held in later in the year. BlueLink: <http://www.bluelink.net>

BRIDGE, UK: GENIE: DONOR-FOCUSED GENDER INFORMATION EXCHANGE WEBSITE

75 new experts joined the Genie database⁷⁴ – a donor-focused gender information exchange site – in September 2002. An increasing number of donor agencies (e.g. CIDA) and international non-profits (e.g. Christian AID) advertised their job vacancies through the database, which is produced and managed by BRIDGE, an information initiative of the Institute of Development Studies, University of Sussex, a leading centre for research and teaching on international development. New areas of expertise added to the database included gender, social funds, rural livelihoods, organisational reform, and governance. New Genie consultants were from countries such as Eritrea, Croatia, Pakistan, Senegal, France, Cameroon, Australia, the US and the UK.

BRIDGE: <http://www.ids.ac.uk/bridge>

C2O, AUSTRALIA: LEADING AUSTRALIAN AID AND DEVELOPMENT WATCHDOG AIDWATCH LAUNCHES NEW SITE



Australia's AIDWATCH⁷⁵ launched a revised site, the first major overhaul since 1995.

Designed by long-time AIDWATCH sponsor Toy Satellite, and implemented with The WOK, a site management system from APC member in Melbourne, c2o, the new site provides the Australian development community with reports and up-to-date announcements published by AIDWATCH staff at anytime, from anywhere.

In pre-Internet days, AIDWATCH was one of several organisations sponsored by Pegasus Networks, one of APC's founders, and a pioneer of Australia's emerging Internet community. Since the demise of Pegasus, c2o and Toy Satellite have kept AIDWATCH online, training staff and publishing updates as they became available. c2o and Toy Satellite recognised that the organisations they work with need simple website publishing tools that require a minimal investment in training and software.

c2o and Toy Satellite founders originally worked with Pegasus, extending its outreach to organisations in the Pacific Islands and South-East Asia. With the experience gained through these early Internet years, they commenced development of content-management tools as

⁷³ <http://www.apc.org/english/news/index.shtml?x=8581>

⁷⁴ http://www.genie.ids.ac.uk/experts_search.htm

⁷⁵ <http://www.aidwatch.org.au>

early as 1995, culminating in The WOK. The WOK is both a site structure and content-management system.

c2o: <http://www.c2o.org>

CHANGENET, SLOVAKIA: FEMINET.SK – CONNECTING WOMEN WHO ARE CHANGING THE WORLD

At the end of January, ChangeNet, APC member in Slovakia, launched a new women's portal www.feminet.sk as a key online source of information on women-related issues in Slovakia and beyond,⁷⁶ and to serve as a communication platform for Slovak women's organisations. Feminet.sk aims to generate interest in the public debate on gender issues at the national level. Besides publishing women-relevant information online and facilitating electronic networking of women's organisations, ChangeNet is offering training and technical assistance to women's groups.

FEMINET.SK was developed in cooperation with APC's Czech member, Econnect, and the Gender Studies Centre (Czech Republic) as a partner site to the redeveloped Czech women's portal, <http://www.feminismus.cz>

ChangeNet: <http://www.changenet.sk>

COLNODO, COLOMBIA: ONLINE WEBSITES PROMOTE TRANSPARENT LOCAL GOVERNMENT IN COLOMBIA



Site administrators from four "transparent municipalities" receive a joint training by Colnodo

Photo: Josep Turró

APC member in Colombia, Colnodo, and Transparencia por Colombia (Transparency for Colombia) are working with the Mayor's Offices in four cities to produce online websites that will help fight corruption and increase the public's access to government information. The websites and tools created by Colnodo are used to monitor and verify public spending and to publish the information in a user-friendly format for concerned citizens to consult. The municipal governments⁷⁷ of four medium-size cities, Pasto, Buga, Rionegro and Popayán (each has less than half a million inhabitants),

⁷⁶ <http://www.feminet.sk/show.stm?x=4297>

⁷⁷ Some Transparent Municipalities: Municipio de Paipa: <http://www.paipa.gov.co> (pilot); Municipio de Rionegro: <http://www.rionegro.gov.co>; Municipio de Buga: <http://transparencia.buga.gov.co>; Municipio de Pasto: <http://transparencia.alcaldiadepasto.gov.co>

were selected in response to their receptiveness to the possibility of balancing their books publicly and administering public finances in a transparent way.

The project emerged from a collaboration in the latter part of 2002 between Colnodo, and partners Transparencia por Colombia and the mayor's office in Paipa, to set about creating a local government website that would be used to increase the use of government-generated information by social organisations, and facilitate their awareness of local development projects and programmes. The "Transparent Municipalities" project is financed by Casals & Associates and USAID, and the system has been 100% developed using APC's free software, the APC ActionApps.

Colnodo: <http://www.colnodo.apc.org>

ECONNECT, CZECH REPUBLIC: THE INTERNET IS USED TO ORIENT EMERGENCY RELIEF EFFORTS AS THE CZECH REPUBLIC IS HIT BY EXTREME FLOODS



Photo: Frantisek Vlcek

The flooding that hit huge areas of Europe in August 2002 was particularly intense in the Czech Republic. Even APC member Econnect's own website went down as the waters rose; however, the non-profit web and content developers quickly put up an emergency news website and focused on gathering information to help flood victims and those wishing to assist the relief effort. Flooding started in the Czech capital, Prague, on 12 August. Over a week later,

electrical power and gas supplies were still cut off in some parts of the city, several underground train stations remained under water (some of them expected to be out of service till December), and most evacuated inhabitants were still not allowed to return to their homes for fear of buildings collapsing.

Econnect, which hosts the websites of hundreds of non-governmental organisations (NGOs), had their own website knocked offline as the offices of their server providers went under water. However, reports Econnect staffer, Katerina Fialova, "Thanks to dedicated technical and editorial staff, and APC ActionApps technology, we were able to open a temporary website in three days." The emergency website – "Floods 2002"⁷⁸ – quickly became an important reference space for citizens seeking aid, donation centres, and volunteering opportunities. A "How can you help?" section pointed readers to blood donation centres and provided a downloadable volunteer handbook.

⁷⁸ "Floods 2002" (Záplavy 2002): <http://www.zpravodajství.ecn.cz>

Thousands of people had their property destroyed during the floods, and many sought material and psychological aid even as the waters lingered. The Government put aside special municipal funds to deal with the emergency, and foundations, charities, and other relief organisations enlisted in the effort. "Floods 2002" catalogued crisis centres, counselling services, and relief assistance in the regions. And as there always is in Econnect's work, there was a special section on help for NGOs – this time, those damaged by floods.

"I appreciate Econnect's preparedness and professionalism," wrote Alena Mejstrikova of CEE Bankwatch, to commend the "Floods 2002" initiative. "The temporary news website⁷⁹ was really helpful at a time when almost all other sites were down." Econnect's floods service was also recognised by NROS – the principal foundation through which European Union funding is distributed in the Czech Republic – which referenced only two relief websites on its homepage: the official Czech Government site and "Floods 2002".

Econnect: <http://www.ecn.cz>

ENDA, SENEGAL: HOW TO USE THE INTERNET BETTER: CAPACITY-BUILDING AND TRAINING MATERIALS IN FRENCH

The ItrainOnline sites in English, French and Spanish offer resources for trainers and end-users on basic computer and Internet skills, using the Internet strategically, web development, multimedia (including community radio and telecentres) and advanced technical skills.

In 2002, a French ItrainOnline site⁸⁰ was developed by the SYNFEV team of APC member in Senegal, ENDA Tiers Monde (Environmental Development Action in the Third World). The French site draws on information published on ENDA's famafrique site, an online space providing information and resources on sustainable development for French-speaking African women.

ENDA: <http://www.enda.sn>

FANTSUAM FOUNDATION, NIGERIA: LOCAL HEALTH CONTENT IN NIGERIA BLENDS TRADITION AND SCIENCE

A local content study made by the Fantsuam Foundation, APC member in Nigeria, in 2002 examined how communities in Nigeria are using information and communications technologies (ICTs) to document traditional healthcare knowledge. In the past few years, the Fantsuam Foundation has been working with rural women to understand a variety of traditional healthcare practices and, where appropriate, to introduce 'best practice' and safer techniques. The Foundation staff recognise the role of traditional medicine, especially in communities where it is the only healthcare available, and they also value the often-ignored strategic roles of women as primary caregivers in these communities.

⁷⁹ Temporary emergency news site: <http://work.ecn.cz>

⁸⁰ <http://www.itrainonline.org/itrainonline/french/>

The project is a first attempt at documenting traditional health knowledge and skills in local communities that traditionally rely on oral means of information capture. The communities, especially the older members, generate all the information held in the electronic catalogue, and the knowledge remains the property of the communities. A medical database is under



Electronic documenting of traditional health knowledge in local communities relies on oral means of information capture

Photo: Fantsuam Foundation

development for each participating community. The database was initially conceived as a vital registration database (of births and deaths), but it now incorporates a traditional pharmacopoeia specific to that community. The information is stored on CD-ROM and hard disk and is in the custody of the village head. In addition to the knowledge and information collected from the population, other sources of health information are regularly consulted for knowledge and practices that can be adapted locally.

Since the initial study, the Foundation has continued with the documentation of local content of indigenous healthcare skills, using audio and video recorded interviews. The elderly women who have participated have been forthcoming on the range of health knowledge and skills, while a male practitioner took the interview team on a visit to the forest where he collects his herbs. The Foundation is now working with him to establish a botanical garden closer to his home in an effort to make collection and preservation of these vital plants easier.

Fantsuam Foundation: <http://www.fantsuam.com>

GREENNET, UK: POWERFUL ONLINE RESOURCE FOR ADVISERS TO IMMIGRATION AND ASYLUM SEEKERS IN EUROPE AND THE UK

October 18th marked the completion of a ten-month long project by APC member in London, GreenNet, to refit the Electronic Immigration Network's website.⁸¹ The new site was launched at a ceremony at the Law Society in London. EIN is a voluntary sector organisation, specialising in the provision of information on immigration and refugee law via the Internet,

⁸¹ <http://www.ein.org.uk>

particularly in the United Kingdom and Europe. Visitors are primarily immigration law practitioners and advisers.

The new site is powered at every level by open-source software, the APC ActionApps. Legislation, case law reports, country reports, online legal resources, a calendar, and job vacancies are all dynamically updated on the site from six complex databases of legal material. The 16,000 documents that have been added so far are all retrievable using what users have called a "brilliant" keyword-activated search. Subscribers to the site are also able to avoid information overload with an innovative "bundle-maker". The "bundle-maker" lets users browse through the site, filing relevant documents or excerpts from the databases into personalised "bundles" which can be browsed at leisure later.

"The site has become a crucial resource for anyone working in the field of immigration," says GreenNet coordinator Joanne Doyle. "Not surprisingly, its new improved functionality has been very well received by users."

GreenNet: <http://www.gn.apc.org>

GREEN SPIDER, HUNGARY: UNPRECEDENTED PLANT SURVEY IN HUNGARY

In late 2002, the Institute of Ecology and Botany of the Hungarian Academy of Sciences⁸² embarked on a four-year study of the plant life throughout the entire length of Hungary. This was the first time that such a detailed botanical survey has ever been undertaken. The research body contracted APC member, Green Spider, to improve their website. Green Spider has provided technology advice and support to environmental organisations in Hungary since its founding in the mid-1990s.

The Institute needed a system that will allow them to quickly and easily publish news about the survey process, advertise events and manage information about the different groups taking part in the research. The APC ActionApps, a software developed by APC to support the easy development of content-rich websites, was proposed by Green Spider as a solution for groups who want to have a very current website but don't want to learn how to create new web pages. "The Institute had

heard about the APC ActionApps," said Green Spider technician Zoltan Varady, "and they were interested in

finding out more. The APC ActionApps are great for this type of site, because they allow groups to handle news, events, and contact list data very easily."

Green Spider: <http://www.zpok.hu>



harangláb (Aquilegia sp.)

Photo: Institute of Ecology and Botany of the Hungarian Academy of Sciences

⁸² <http://www.botanika.hu>

INTERCOM, ECUADOR: STARTING TO CONNECT MARGINAL NEIGHBOURHOODS IN NORTH-EAST QUITO ONLINE



Setting up the first telecentre

Photo: Federación de Barrios Populares del Noroccidente de Quito

After one year of hard work, the Federation of North-East Quito Neighbourhoods (Federación de Barrios Populares del Noroccidente de Quito) and APC's Quito-based member, INTERCOM, have finished equipping the Federation's first-ever telecentre.⁸³ The telecentre is based physically inside the Federation's headquarters, located in a marginal neighbourhood in the deprived area of NE Quito, and will form the central node of an electronic inter-neighbourhood network which will extend to another four neighbourhoods.

The telecentre has nine computers, seven of them running entirely free software (GNU/Linux), and is run by 15 "promoters" between the ages of 16 and 28. The promoters all come from the surrounding district and many of them have found it difficult to find jobs in the depressed national economy. One of the goals of the telecentre is to improve the perception of young people in the neighbourhood by providing them with skills and a community leadership role.

An unexpected boon came in June when the project was one of six selected from 173 Ecuadorian initiatives supporting intercultural activities to receive a small grant from the World Bank. With the grant, the Federation was able to buy a digital camera, a television, a video recorder, a scanner and two computers more than they had initially planned for. The plan is to use this equipment to organise dialogue spaces such as videoconferences.

INTERCOM: <http://www.ecuanex.net.ec>

JINBONET, SOUTH KOREA: CAMPAIGN AGAINST THE REVISION OF SOUTH KOREAN COPYRIGHT LAW

In April 2002, along with associates from the labour movement and members of the College of Science and Engineering at the Seoul National University, amongst others, Jinbonet issued a statement rejecting a proposed revision of the copyright law, claiming that it "seriously violates the Constitution by using copyright to protect investments rather than the public good".

The proposed revision granted copyright status even to databases. "There is no country in the world that protects databases [...] with a copyright law," said the statement. The revision, driven by the Ministry of Culture and Tourism, was actually in direct conflict with

⁸³ More about the project: <http://www.infodesarrollo.org/proyectos.html?x=1121> [in Spanish]

the Ministry of Information and Communication's "Law of Digital Contents Industry Development", which had become law the previous year.

"Digitization has increased access to information and has significantly made communication easier. [...] We believe that the South Korean Government does not have a fundamental understanding of the digital era," said Jinbonet. This did seem to be the case regarding the proposed law as it applied to digital libraries. South Korea has a poor public library infrastructure; however, digital libraries would have a very limited function under the new copyright law because access to online materials would only be allowed from inside the library building! "If one has to visit the library in order to read online materials, then what is the difference between digital libraries and non-digital libraries?" asked Jinbonet and associates.

Jinbonet: <http://www.jinbo.net>

LANETA, MEXICO: THINGS THAT COME FROM OUTSIDE – MEXICAN FORUM ON COMPUTING AND THE INTERNET IN INDIGENOUS COMMUNITIES



Photo: LaNeta

What opportunities do computers and the Internet open up for indigenous peoples? What are the advantages and the risks culturally, politically and economically speaking? How can we be sure these technologies will feed and not damage our identity and self-determination? These are just some of the questions that representatives from approximately 40 indigenous communities and organisations met to discuss at a forum co-sponsored by APC's Mexican member, LaNeta, in May in the south-western city of Oaxaca.

According to LaNeta, computers, Internet and even specialised Web servers are more and more part of indigenous community networks. In Mexico, there are also currently a wide variety of initiatives being proposed – by government, foundations, companies and the communities themselves – to increase access to the tools. The goal of the meeting was to find answers to these questions. The representatives came from groups already working with Internet in indigenous communities, groups who are about to go online, as well as community and organisational leaders from different parts of Mexico.

LaNeta: <http://www.laneta.apc.org>

PANGEA, SPAIN: ALMOST HALF A MILLION BARCELONANS MARCH AGAINST THE WAR ON TERRORISM AND THE DOMINATION OF CAPITAL



On 16 March 2002, in Barcelona, the Campaign against a Europe for Capital and War, a coalition of more than a hundred local organisations, led a demonstration against the European Union Heads of Government Summit being held in the city. Despite extraordinary security measures, warnings of violence, and attempts to sully the demonstration by linking it to terrorism, the

march was peaceful and attended by 400,000–500,000 people. Pangea, APC member in

Spain, was part of the coalition, and contributed the creation of a website⁸⁴ and a special online calendar.

Pangea: <http://www.pangea.org>



A fence was built through the city of Barcelona by security forces to keep protesters away from the EU meeting

Photo: Altaveu

RITS, BRAZIL: MORE THAN 100 TELECENTRES PROVIDE FREE INTERNET CONNECTIONS TO MARGINAL NEIGHBOURHOODS IN SÃO PAULO

On 2 September, RITS signed an agreement with the Municipality of São Paulo to set up and manage more than 100 telecentres in marginal areas of Brazil's largest city. The initiative involves RITS developing special programmes, training telecentre personnel and guaranteeing maintenance. Most of the telecentres are located in poor neighbourhoods that have traditionally suffered from high levels of crime and violence. Each centre has 20 machines hooked up to the Internet, which can be used free of charge by the local community. Support staff orientate and assist users.



Locals queue up to use the community telecentre in the Campos neighbourhood of São Paulo.

Photo: Silvio Viana

This is the first time that such a community-based communications technology initiative has been undertaken by both RITS and the Municipality of São Paulo, and it's a big step forward for digital inclusion in Brazil. "One of the NGOs we are working with is running workshops in the telecentres where people from the communities can learn some concepts about journalism, content production and learn how to use the

electronic publishing tools," said Graciela Baroni Selaimen, RITS' information coordinator.

"Then, the NGO encourages them, most of them are young, to write articles about their

⁸⁴ <http://www.pangea.org/campanyaUE/>

everyday life, and what's happening in their communities. They're also encouraged to put their artistic production – most of which is rap lyrics and poetry – online." Some of the boys and girls have already learned how to make their own MP3s – sound files – and make them available for download. "The repercussions this is having in the communities is huge," says Graciela. "These young people are understanding they have an alternative space where they can express themselves and be recognised for their art and work. And illiterate people get to do journalism online – by interviewing figures in their communities and making MP3 files of the reports. It's beautiful!"

RITS: <http://www.rits.org.br>

SANGONET, SOUTH AFRICA: PROVIDING A VOICE FOR SOUTHERN AFRICAN CIVIL SOCIETY AT THE WORLD SUMMIT ON SUSTAINABLE DEVELOPMENT



Africa Pulse,⁸⁵ an open publishing portal for civil society communities in the Southern African Development Community (SADC) region and initiative of APC member SANGONeT, provided civil society organisations with an easy-to-use online publishing platform during the World Summit on Sustainable Development (WSSD), which took place in September 2002. The portal, which had the support of the WSSD Civil Society Secretariat, was part of a three-pronged media approach by the Secretariat, which included the Internet, print and radio.

Africa Pulse uses state-of-the-art technology, allowing organisations to publish content directly to the portal. It relies on a "bottom-up" publishing structure, inverting the dominant "top-down" editorial structures of traditional media, in an effort to stimulate and champion grassroots media and indigenous information.

During the Global People's Forum, it extended its primary aim – to provide a voice for civil society organisations throughout SADC – to all civil society organisations participating in the summit to become a space to publish press releases, news and views, a critical forum for interaction and debate on issues affecting all.

SANGONeT: <http://www.sn.apc.org>

STRAWBERRYNET, ROMANIA: ROMANIAN ENVIRONMENTAL GROUPS WORKED ONLINE SUCCESSFULLY TO DEFEAT ANTI-ECOLOGICAL PROPOSALS

In 2002, the StrawberryNet moderated Mediu (Environment) list was buzzing around two potentially disastrous economic development proposals planned for Romania. The Rosia Montana and "Dracula Theme Park" projects received much attention on the discussion list. The proposed Rosia Montana gold mine project⁸⁶ would have been an environmental disaster. The "Dracula" theme park – inspired by the story of the infamous Transylvanian

⁸⁵ <http://www.africapulse.org>

⁸⁶ <http://www.rosiamontana.org>

Count – was originally to have been built in a treasured medieval town, declared a World Heritage site by UNESCO.⁸⁷ As a direct result of NGO efforts – many coordinated on the



Destructive geological sampling by Rosia Montana Gold Corporation
Photo: Alburnus Maior

Mediu list – the World Bank pulled its investment in the gold mine project, depriving it not only of a significant source of funding, but of credibility, and the Dracula amusement park was moved to a new, more viable location.

"In 2002, StrawberryNet Network demonstrated that it is an effective medium for getting NGO to network," said StrawberryNet director, Mihaly Bako. "If we look

at the statistics, one can find a direct correlation between the number and quality of the messages on the Mediu mailing list from environmental activists and the magnitude of environmental issues being faced. Electronic communication is becoming essential in the environmental NGO sector in Romania, and the positive results are plain."

In 2002, StrawberryNet also launched an environmental news service that has become a very significant source for news on environmental issues in Romania. The service is coordinated by a partner organisation – the Association of Romanian Environmental Journalists. A notable news event in 2002 was the real-time correspondence between Romanian environmentalists and a Romanian reporter onsite at the World Summit for Sustainable Development, held in Johannesburg, South Africa.

StrawberryNet: <http://www.ngo.ro>

TAU, ARGENTINA: NON-PROFITS AND SOLIDARITY GROUPS UNDER PRESSURE IN ARGENTINA'S SECOND CITY CREATE AN ALTERNATIVE INFORMATION EXCHANGE

In late 2002, TAU launched an alternative information portal for civil society groups fighting poverty and corruption in Rosario, Argentina's former industrial heartland. "In our city, the newspapers, the radio stations and the local TV channels are all in the hands of the business sector and they make sure that the coverage reflects their own interests. We hope that the

⁸⁷ <http://whc.unesco.org/nwhc/pages/doc/mainf3.htm>

portal – "Enredando" – will join the other alternative media that are emerging to provide a space for information that is generated by the people who never get to appear in the pages of the local newspapers or on the evening news," said the directors of TAU.



Community groups post local information on Enredando such as a report on this meeting to involve the community in managing a participative municipal budget support citizen participation and social and economic development in Rosario and hinterland.

Photo: Taller El Andamio, Zárate

'Endredando'⁸⁸ – which means "I'm part of a network" as well as "weaving a web" – was launched at an event attended by more than 150 people. A video shown at the event had been produced by a local filmmaker to illustrate the spirit of the portal – that of a trusted, participative partner for civil society groups. "We were really thrilled at the number of people that came to us to get involved in the portal, who want to show what it's like working day by day in a non-governmental organisation in Rosario," said director Danilo Lujambio.

To promote and support non-profit and social work in Rosario, the site has four separate resource areas – economic solidarity, gender, networks and non-profits, and networking and new technologies. The first three areas are all generated and edited by local organisations working in those areas. TAU believes that it is essential that "Enredando" be a place that is built from the bottom up, where the audience is also the authors of the information and the experiences.

TAU: <http://www.tau.org.ar>

THIRD WORLD INSTITUTE (ITEM)/CHASQUE, URUGUAY: RAISING SOUTHERN NGOs' VISIBILITY ON THE INTERNET

Choike is the Mapuche word for the Southern Cross constellation. By pointing to the South, Choike helps travellers find their way. Launched in April 2002, the creator of the website, the Third World Institute (ITeM), hopes Choike will help users find Southern destinations on the Internet and consequently improve the visibility and impact of what civil society organisations in developing countries produce and publish.

Choike helps users find NGO information, provides links to NGO sites, and publicises NGO campaigns by indexing and referencing thousands of NGO web pages.

⁸⁸ <http://www.enredando.org.ar>

ITeM: <http://www.item.org.uy>

WAMANI, ARGENTINA: PUTTING AMNESTY INTERNATIONAL IN ARGENTINA ONLINE

In late 2002, Amnesty International in Argentina launched a new website.⁸⁹ After two years of development, and in collaboration with APC member Wamani, for the first time, members of AI Argentina joined the other thousands of human rights activists who are able to work together online to put the heat on human rights violators through a special system of "Urgent Actions" and "Campaigns".

The AI Argentina site doesn't just focus on AI's work, but also has an 'education' section and promotes the actions of other human rights defenders. It includes a forum section – a completely open channel where site visitors can send ideas, recommendations and opinions on the work of AI and the issue of human rights in general – and the news section has links to the most important human rights-related news stories published online in Argentina. Subscribers can also get full access to information services and newsletters. Wamani and AI Argentina hope that this innovative site will be the prototype for other human rights sites in Latin America.

Wamani: <http://www.wamani.apc.org>

WEB NETWORKS, CANADA: A YEAR OF GROWTH

If 2001 was a year of consolidation for Web Networks, 2002 was a year of considerable growth. The non-profit provided technical and online solutions for numerous large, bilingual national organisations, including the New Democratic Party of Canada, the Legislative Assembly of Nunavut, South Asia Partnership, the Canadian Federation of Students, the Canadian Association of Research Ethics Boards, Greenpeace Canada, and Service Employees' International Union Canada.

Web launched their own in-house-produced secure e-commerce service and an "Our Friends in Action" content-pooling service for clients. Web's key clients remain nongovernmental organisations, unions and government bodies.

Web Networks: <http://www.web.ca>

Directory: Governance and Staff

Board members in 2002

Stefan Hackenthal, Germany (Chair)

Magela Sigillito, Uruguay (Vice Chair)

⁸⁹ <http://www.amnesty.org.ar>

Pavel Antonov, Bulgaria (Secretary)
Julian Casasbuenas, Colombia (Treasurer)
David Barnard, South Africa (to September 2002)
Chris Nicol, Spain
Toshimaru Ogura, Japan

Council Representatives

AFRICA

ENDA, Senegal: Youba Sokona, Marie-Helene Mottin-Sylla
Fantsuam Foundation, Nigeria: John Dada, Kazanka Comfort
SANGONeT, South Africa: David Barnard, Natasha Primo

ASIA PACIFIC

c2o, Australia: Bruce Morrison, Leigh Blackall
JCA-NET, Japan: Toshimaru Ogura, Tomoya Inyaku
Jinbonet, South Korea: Oh Byoung-il, PatchA

EUROPE

BlueLink, Bulgaria: Pavel Antonov, Nina Blagoeva
BRIDGE, UK: Ra'ida Al-Zu'bi, Susie Jolly
ChangeNet, Slovakia: Norbert Brazda, Juraj Rizman
ComLink, Germany: Stefan Hackenthal
Econnect, Czech Republic: Vaclav Klinkera, Katerina Fialova
GLUK, Ukraine: Nick Makovsky, Volodymyr Tykhyy
Green Spider, Hungary: Ágoston Nagy, Robert "Fidusz" Fridrich
GreenNet, UK: Joanne Doyle, Karen Banks
Pangea, Spain: Chris Nicol
StrawberryNet, Romania: Mihaly Bako

LATIN AMERICA

Colnodo, Colombia: Julián Casasbuenas, Ariel Barbosa
INTERCOM, Ecuador: Rodrigo Barahona
LaNeta, México: Jacques Lefevre, Olinca Marino
Nicarao, Nicaragua: –
NODO TAU, Argentina: Danilo Lujambio, Luis Martinez
RITS, Brazil: Graciela Baroni Selaimen, Carlos Afonso
Third World Institute (ITeM)/Chasque, Uruguay: Magela Sigillito
Wamani, Argentina: Carlos Alvarez, Rodolfo Rapetti

NORTH AMERICA AND THE CARIBBEAN (not including Mexico)

Ace Suares Internet Consultancy, Curacao: Ace Suares
IGC, USA: Mark Graham
LaborNet, USA: Steve Zeltzer, Erika Zweig

Web Networks, Canada: Oliver Zielke, Alan Dixon

Staff and Project Team

The APC staff, led by South African-based Executive Director Anriette Esterhuysen, carries out the organisation's operational work. APC also employs project coordinators.

Posts in 2002 were:

Management Systems

Executive Director: Anriette Esterhuysen (South Africa)

Deputy Executive Director/Programmes and Projects Manager: Maureen James (Canada) until December, Sonia Jorge (USA)

Communications Manager: Karen Higgs (Uruguay)

Finance Manager: Maya Sooka (South Africa)

Logistics and Events Coordinator: Vanessa Purper (Brazil)

Technical Consultant: Josep Turró Mauri (Colombia)

Technical Information Coordinator: Fatma Bhyat (South Africa)

Communications and Information Policy Programme

Programme Coordinator (CIPP): Peter Benjamin (South Africa)

Africa ICT Policy Monitor Coordinator: Emmanuel Njenga Njuguna (South Africa)

Africa ICT Policy Monitor Website Content Coordinator: Heather Ford (South Africa), assisted by Bretton Vine (South Africa)

Latin America and the Caribbean ICT Policy Monitor Coordinator: Raul Echeberria (Uruguay)

Latin America and the Caribbean ICT Policy Monitor Website Content Coordinator: Valeria Betancourt (Ecuador)

Europe Internet Rights Initiative, and Global Internet Rights coordination: Karen Banks (UK)

Strategic Uses and Capacity-Building Programme

Strategic Use and Capacity-Building Projects Coordinator: Ann Tothill (South Africa)

Learning & Practitioners' Network Coordinator for Phase I: Michael de Beer (USA)

Women's Networking Support Programme

Programme Coordinator: Karen Banks (UK)

APC-Africa-Women Regional Network Coordinator: Jennifer Radloff (South Africa)

Gender Evaluation Methodology (GEM) Project Manager: Chat Garcia Ramilo (Philippines)

Regional GEM Coordinators

Africa: Fatma Alloo (Tanzania)

Latin America and the Caribbean: Dafne Plou (Argentina)

Asia: Cheekay Cinco (Philippines)

Central and Eastern Europe: Katerina Fialova and Lenka Simerska (Czech Republic)

GEM Knowledge Site coordinators: Erika Smith and Josefina Leal (Mexico)

APC Community Face-to-face: Events that saw an APC Presence in 2002

Some of the events that saw representatives of APC giving keynote addresses, participating in workshops and roundtables, and serving on organising committees included:

8–10 January: Secure Online Communications Training Curriculum Development Workshop, London, UK

12–14 January: APC European Internet Rights Project Evaluation meeting, London, UK

16–18 January: ItrainOnline Partners/TechSoup Workshop, London, UK

21–22 January: Regional United Nations ICT Taskforce meeting, Addis Ababa, Ethiopia

28 January – 4 February: World Social Forum 2002, Porto Alegre, Brazil

3–4 February: United Nations ICT Taskforce Meeting, New York, USA

25 February – 2 March: African Development Forum, Media Workshop, Addis Ababa, Ethiopia

4–15 March: Committee on the Status of Women, United Nations, New York, USA

7 March: Gender and the Digital Divide Seminar Series: Assessing the Impacts of Telecentres, Johannesburg, South Africa

11–14 March: The Internet Corporation for Assigned Names and Numbers (ICANN) Meeting, Accra, Ghana

21–25 March: Building information community workshop, Johannesburg, South Africa

3–5 April: Global Knowledge Partnership (GKP) Annual Meeting, Addis Ababa, Ethiopia

22–23 April: UNESCO/WSIS jointly organised consultation with NGOs for the African PrepCom1, Paris, France

26–28 April: APC Executive Board Meeting, Barcelona, Spain

28–29 April: World Social Forum International Committee Meeting, Barcelona, Spain

15–19 May: Gender Evaluation Methodology Latin American Workshop, APC Women's Networking Programme, Cuernavaca, Mexico

6–7 May: DOT Force Meeting, Calgary, Alberta

15–20 May: Issue-mapping research workshop, Open Society Institute (OSI)/Govcom, Budapest, Hungary

22–23 May: Sustaining ICT-enabled Development: Practice makes Perfect? International Institute for Sustainable Development (IICD), The Hague, Netherlands

25–29 May: World Summit on the Information Society (WSIS) African PrepCom1, Bamako, Mali

29–31 May: Open Knowledge Network Workshop, OneWorld, Chennai, India

29–31 May: Knowledge Management Champions in Africa, Bellanet, Maputo, Mozambique

10–12 June: Encuentro Latinoamericano: "¿Y por qué no una Sociedad de la Comunicación?", Quito, Ecuador

26–28 June: ItrainOnline Materials Development Workshop, The Hague, Netherlands

27–29 June: 'Democratic Solutions to Africa's Problems: How can ICTs contribute? Dar es Salaam, Tanzania

1–5 July: World Summit on the Information Society (WSIS) PrepCom1, Geneva, Switzerland

22–27 July: Kampala Know How Conference 2002 – A Safari into the cross-cultural world of women's knowledge exchange, Kampala, Uganda

21–23 August: Highway Africa, Rhodes University Journalism Department, Johannesburg, South Africa

24–26 August: Implementation Conference: Stakeholder Action For Our Common Future, Stakeholder Forum for Our Common Future (UK), Johannesburg, South Africa

11–13 September: Internet Week, ISOC-ZA, Johannesburg, South Africa

3–6 October: “Re-inventing Globalization”, The Association for Women’s Rights in Development (AWID), Guadalajara, Mexico

7–12 October: Community Networking in the Digital Era, Global Communities Networking, Montreal, Canada

8–11 October: World Summit on Internet and Multimedia, FIAM (International Federation of Multimedia Associations), Montreux, Switzerland

21–22 October: UNESCO/APC Multimedia Toolkit Training Editorial Team Workshop, London, UK

31 October–2 November: First International Forum of Women’s Rights Against Corruption, Buenos Aires, Argentina

6–10 November: ICT Policy and Civil Society Workshop, Addis Ababa, Ethiopia

7–9 November: WSIS Pan-European Regional Conference, Bucharest, Romania

11–15 November: Expert Group Meeting on Gender and ICTs, United Nations Division for the Advancement of Women (UNDAW), Seoul, Korea

16 November: Gender Evaluation Methodology NGO Open Day, Dar es Salaam, Tanzania

12–16 November: United Nations Division for the Advancement of Women (UNDAW) Expert Group Meeting on Women and Media, Beirut, Lebanon

15–16 November: Governing Global Electronic Networks: International Perspectives on Power and Policy, Open Society Institute (OSI), Center for International Development and Conflict Management (CIDCM) and Social Science Research Council (SSRC), Budapest, Hungary

18–21 November: APC/GTZ ActionApps Reseller Training Workshop, Johannesburg, South Africa

19–23 November: Gender Evaluation Methodology Africa Workshop, APC Women's Networking Support Programme, Zanzibar, Tanzania

28–30 November: WNSP Latin America "Gender and ICT Research" Planning Meeting, Buenos Aires, Argentina

Publications and Research from APC

ICT Policy and Civil Society in Kenya, Mureithi Muriuki, October 2002

http://africa.rights.apc.org/research_reports/kenya.pdf

Fostering the Capacities of the Ethiopia Civil Society to Influence ICT Policies, Lishan Adam, November 2002

http://africa.rights.apc.org/research_reports/ethiopia%20civil%20society.pdf

Participation of Senegalese civil society in the formulation of ICT policies, Marie-Helene Mottin-Sylla, November 2002

http://africa.rights.apc.org/research_reports/senegal_eng.pdf

Net Gains for Women in Africa, Jennifer Radloff and Natasha Primo, December 2002

El Papel del Ciudadano y de las OSC en el e-Gobierno. Un estudio de gobierno electrónico en ocho países de América Latina y el Caribe (The role of the citizen and civil society organisations in e-government. A study of electronic government in eight countries in Latin America and the Caribbean), Katherine Reilly y Raúl Echeberría, January 2003

http://www.apc.org/apps/img_upload/5ba65079e0c45cd29dfdb3e618dda731/egobiernoyosc.zip

Situación de la Argentina sobre políticas públicas en TICs. Actividades de las OSC con relación a la Sociedad de la Información. En camino a Ginebra 2003 (The Argentina situation regarding ICT policy. Civil society activities in relation to the information society), Irene Saccone y Rodolfo R. Rapetti (Wamani), January 2003

<http://www.apc.org/espanol/rights/lac/wsis/cdocs.shtml?x=9112>

Informe de la Reunión de Información-Reflexión para la Sociedad Civil Dominicana sobre las apuestas nacionales en relación con la Cumbre Mundial de la Sociedad de la Información, CMSI (Report on the civil society meeting on national responses to the World Summit on the Information Society), Senaida Jansen (Funredes). January 2003

Complete version:

http://www.apc.org/apps/img_upload/5ba65079e0c45cd29dfdb3e618dda731/RepublicaDominicana.zip

Summarized version:

http://www.apc.org/apps/img_upload/5ba65079e0c45cd29dfdb3e618dda731/repdomsintesis.doc

Construyendo el derecho humano a la comunicación. Un aporte para la CMSI

(Building the human right to communicate: A suggestion to the WSIS), Diana Andrade (INTERCOM – EcuaneX). January 2003

<http://lac.derechos.apc.org/docs/Ecuador.doc>

Bolivia hacia la Cumbre Mundial de la Sociedad de la Información 2003, CMSI

(Bolivia towards the World Summit on the Information Society), Víctor Van Oeyen (CRISBOL), January 2003

<http://lac.derechos.apc.org/docs/Bolivia.doc>

La Cumbre Mundial de la Sociedad de la Información (CMSI). Importancia del compromiso de la Sociedad Civil y de los Gobiernos Latinoamericanos. (The World Summit on the Information Society: The importance of the adherence of Latin American civil society and governments), Valeria Betancourt (APC), January 2003

http://www.apc.org/apps/img_upload/5ba65079e0c45cd29dfdb3e618dda731/ValeriaCMSI_doc_dic2002.doc

Annual Financial Statements for 2002

BALANCE SHEET AT 31 DECEMBER 2002

	2002 USD	2001 USD
ASSETS	597,275	563,114
Non-current assets	2,866	3,576
Equipment	2,866	3,576
Current assets	594,409	559,538
Accounts receivable	3,770	13,587
Accrued income	183,295	-
Cash and cash equivalents	407,344	545,951
TOTAL ASSETS	597,275	563,114
RESERVES AND LIABILITIES	597,275	563,114
Reserves	316,773	86,441
MS Reserve fund	202,212	52,212
Accumulated surplus	114,561	34,229
Current liabilities	280,502	476,673
Accounts payable	35,761	49,050
Deferred income	244,741	427,623
TOTAL RESERVES AND LIABILITIES	597,275	563,114

INCOME STATEMENT

	2002 USD	2001 USD
Income	1,341,778	780,704
Grant and contract income	1,034,415	590,892
Administration fees	82,384	35,927
Membership fees	25,133	22,697
Consulting revenue	12,740	63,750
Project implementation	183,243	58,500
Interest	3,863	8,938
Expenditure	1,111,446	727,474
Auditors' remuneration	4,700	3,000
Operational expenses	45,812	86,309
Programme and project expenses	882,438	482,014
Salaries and contributions	178,496	156,151
SURPLUS FOR THE YEAR	230,332	53,230
Transfer to the MS Reserve fund	(150,000)	(52,212)
BALANCE AT BEGINNING OF YEAR	34,229	33,211
BALANCE AT END OF YEAR	114,561	34,229

Acknowledgments

Annual Report Editor: Karen Higgs, APC Communications Manager, khiggs@apc.org

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Anriette Esterhuysen, South Africa	Mihaly "Misi" Bako, Romania
Ariel Barbosa, Colombia	Milena Georgieva, Bulgaria
Carlos Alvarez, Argentina	Olinca Marino, Mexico
Chris Nicol, Spain	Oliver Zielke, Canada
Claire Sibthorpe, South Africa	PatchA, South Korea
Danilo Lujambio, Argentina	Paulo Lima, Brazil
Diana Andrade, Ecuador	Stefan Hackenthal, Germany
Erika Smith, Mexico	Steve Zeltzer, USA
Graciela Baroni Selaimen, Brazil	Zoltan Vrady, Hungary
Joanne Doyle, UK	

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Ford Foundation: General Support for Management Systems and Programmes

infoDev: Online Resource Centre Project; Women's Networking Support Programme's Latin American network and the Latin American and Caribbean (LAC) ICT Policy Monitor supported to participate at the World Summit on the Information Society's LAC Regional Conference

International Development Research Centre (IDRC): LAC ICT Policy Monitor Project; Africa Hafkin Prize; Global ICT Policy Monitor Project; Gender and ICT Evaluation Methodology (GEM); "Civil Society and ICT Policy in Africa" workshop

UK Department for International Development (DFID): Gender and ICT Evaluation Methodology (GEM)

HIVOS: APC-Africa-Women; LAC and Global ICT Policy Monitor Projects

Open Society Institute: Learning and Practitioners' Network Phase I; ItrainOnline/TechSoup Partners' Meeting; Secure Online Communications Training and Materials

Open Society Institute Southern Africa (OSISA): Africa ICT Policy Monitor Project; "Civil Society and ICT Policy in Africa" workshop; Africa ICT Policy Monitor project; support of African participation at the World Summit on the Information Society's PrepCom I

UNESCO: Multimedia Training Kit

Rockefeller Foundation: Multimedia Training Kit

GTZ: APC ActionApps Reseller Training in Africa

International Institute for Communication and Development (IICD):

ItrainOnline coordination and hosting; "Civil Society and ICT Policy in Africa" workshop

Article 19, Open Society Institute Western Africa (OSIWA), and the United National Economic Commission for Africa (UNECA): "Civil Society and ICT Policy in Africa" workshop

Abbreviations and Acronyms Used in This Report

ACE	APC Content Exchange (APC)
ALAI	Latin American Information Agency
ALIN-EA	Arid Lands Information Network – East Africa (Kenya)
AMARC	World Association of Community Radio Broadcasters
APC	Association for Progressive Communications
APC ActionApps	An online content-management system (APC)
AWID	Association for Women in Development
CIDCM	Center for International Development and Conflict Management
CIPP	Communications and Information Policy Programme (APC)
CMS	Content-management system
CRIS	Communications Rights in the Information Society Campaign
CRISAL	Latin American CRIS space
CSOs	Civil society organisations
DFID	UK Department for International Development
ECA	United Nations Economic Commission for Africa
EIN	Electronic Immigration Network
ENDA Tiers Monde	Environment and Development Action in the Third World (ENDA-TM)
FIAM	International Federation of Multimedia Associations
FOSSFA	Free and Open Source Software Foundation for Africa
GCNP	Global Communities Networking Partnership Congress
GEM	Gender Evaluation Methodology (APC)
GKD	Global Knowledge Development email list
GKP	Global Knowledge Partnership
GTZ	Gesellschaft für Technische Zusammenarbeit German society for technical co-operation (GTZ)
HIVOS	Humanist Institute for Co-operation with Developing Countries (Dutch NGO: Humanistisch Instituut voor Ontwikkelingssamenwerking)
ICANN	Internet Corporation for Assigned Names and Numbers
ICTs	Information and communications technologies
IDRC	International Development Research Centre
IICD	International Institute for Communication and Development
IISD	International Institute for Sustainable Development
INASP	International Network for the Availability of Scientific Publications
ITeM	Third World Institute (Uruguay)
IWN	Information Workers' Network (APC)
L+P	Learning and Practitioners' Network (APC)
LAC	Latin American and Caribbean (<i>as in</i> WSIS LAC Caucus)
MISA	Media Institute of Southern Africa
MMTK	UNESCO Multimedia Training Kit (APC)
NGO-GSWG	NGO Gender Strategies Working Group [part of the WSIS Civil Society Plenary]
NGOs	Non-governmental organisations
OSI	Open Society Institute
OSISA	Open Society Initiative for Southern Africa
OSIWA	Open Society Initiative for West Africa
RIP Act (UK)	<i>Regulation of Investigative Powers Act</i> (United Kingdom) [anti-privacy legislation]
RITS	Third Sector Information Network (Brazil)
SACOD	Southern Africa Communications for Development
SACOD	Southern Africa Communications for Development
SADC	Southern African Development Community
SOC	Secure Online Communications
SSRC	Social Science Research Council
UNDAW	UN Division for the Advancement of Women
UNECA	UN Economic Commission for Africa
UNESCAP	United Nations Economic and Social Commission for Asia and the Pacific

UNIFEM	UN Development Fund for Women
WENT	Women's Electronic Network Training
WNSP	Women's Networking Support Programme (APC)
WORC	Women's Online Resource Centre (APC)
WSF	World Social Forum
WSIS	World Summit on the Information Society
WSSD	World Summit on Sustainable Development [2002]