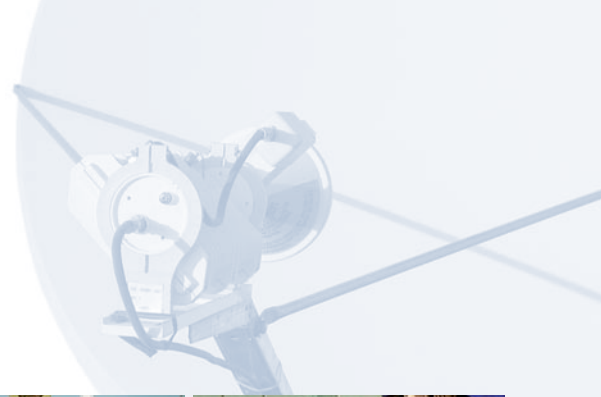




INTERNATIONAL DEVELOPMENT

Information and Communication Technology



RTI helps developing countries to use ICT to

- Build local capacity and ownership
- Develop ICT strategy and policy
- Improve public services and accountability
- Strengthen learning
- Share information and manage knowledge
- Catalyze public-private partnerships
- Monitor performance and evaluate impact

For more than two decades, RTI International has helped developing countries around the world use Information and Communication Technology (ICT) to accelerate development in health, education, and governance.

In 2004, nurses and midwives in Lusaka, Zambia began referring patients for treatment to the hospital by entering information into a computerized patient referral system connected to a municipal wireless network. The system instantly alerts hospital clinicians, providing them with critical information when patients arrive. This system now helps care for more than 40,000 patients and provides valuable information for health surveillance.

Teachers in Mongolia now have new ways of collaborating and learning from each other on how to integrate electronic teaching and learning resources into classroom teaching. Teams of teachers travel between schools to help peers optimize use of technology for professional development, program planning, and classroom teaching. School managers, trained in strategic planning and integration of ICT into schools, support and guide teachers to improve student achievement.

Over 100 Bulgarian cities and villages have transformed the way they deliver information and services to citizens. Friendly faces and transparent, efficient customer service centers have replaced armed guards at municipal building entrances. Citizens obtain permits and registration documents, pay taxes and fees, access local government information, and resolve problems by working with trained staff supported by locally developed and managed systems that provide useful information from municipal operations.



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The ICT Three-legged Stool™, developed and honed by RTI over 10 years, consists of three major elements that join ICT professionals, service providers, and users to produce results with maximum impact and sustainability.

Access

Access to ICT involves education, culture, policy and regulation, infrastructure, facilities, and user preferences. RTI helps increase access through policy advocacy, affordable software and hardware, user-driven and owned applications, training

and technical assistance, and strategies for affordable and sustainable connectivity. For example

- ICT can provide teachers and students unprecedented education opportunities. RTI has undertaken an 18-month study for the Asian Development Bank to assess the use of innovative ICT in education and its potential for reducing poverty in the Asia and Pacific Region
- ICT can provide clinicians access to continuing education to improve the quality of health care. RTI worked with

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Information and Communication Technology (continued)

the U.S. Agency for International Development (USAID) and the Iraq Ministry of Health to develop a training management information system, demonstrated the use of open-source software to create a learning management system for continuous medical education, and installed video conferencing to provide remote access to instructor-led training

- ICT can help clinicians improve patient care and provide critical data for policy analysis and research. For the Bill & Melinda Gates Foundation, RTI worked with the University of Alabama Birmingham and the Center for Infectious Disease Research in Zambia to create one of the first electronic patient record systems in sub-Saharan Africa. Clinics in Lusaka are now interconnected by a high-speed wireless voice and data network, providing clinicians with quick access to patient information, and supplying policy makers and researchers information for health surveillance and research
- ICT can provide valuable information for public policy debate. For USAID, RTI helped the Egyptian Parliament improve their access to and use of information technology and legislative information systems to inform parliamentary debate

Useful and dynamic content and services

Content must be current, relevant, and valuable to users, and services must meet user needs. RTI engages users and

empowers communities to use, contribute, and share content. For example

- Collaborative software can enable organizations to share and manage dynamic content. In Indonesia, RTI used open-source software to help the Association of Southeast Asian Nations (ASEAN) create an intranet to share and maintain content easily, and also helped the ASEAN Regional Forum create a Web site to share information and improve communication among member states
- Web-based services can help geographically separated communities share knowledge. For USAID, RTI helped the Association of Ukrainian Cities connect members of an all-Ukrainian nongovernmental organization, uniting about 400 cities that are home to more than 85% of Ukraine's urban population

Communication and promotion

Good communication with stakeholders is essential to the success of any ICT program. RTI works collaboratively with all stakeholders to understand their needs, raise awareness, promote new capabilities, and build local ownership. For example

- Innovative programs can engage stakeholders, build local ownership, and produce long-term sustainability. For USAID, RTI helped the Foundation for Local Government Reform in Bulgaria create the *Innovative Practices in Bulgaria* program and Web site in 1998, which remains vibrant long after donor support ended



RTI helps organizations use the Web to share and communicate information efficiently. RTI leverages local capacity and Web 2.0 technologies to produce effective and sustainable online communities.

- Understanding stakeholder needs is essential to creating useful information systems. For USAID, RTI worked with the Rwanda Ministry of Health (MINISANTE) and stakeholders to design and complete a national assessment of health information system needs. RTI specialists visited district hospitals and offices, health centers, and dispensaries, conducting structured stakeholder interviews and gathering data. RTI provided a comprehensive assessment and prioritized recommendations
- Raising awareness and promoting innovation is vital to scaling-up programs. For USAID, RTI worked with local software developers and selected Bulgarian municipalities to create a comprehensive system for improving the efficiency and transparency of property management and related services to Bulgarian citizens. This system is now used by several Bulgarian municipalities and is gaining interest throughout the country

RTI International is one of the world's leading research institutes, dedicated to improving the human condition by turning knowledge into practice. With projects in more than 40 countries and a staff of more than 2,600, RTI offers innovative research and technical solutions to governments and businesses worldwide in the areas of health and pharmaceuticals, education and training, surveys and statistics, advanced technology, democratic governance, economic and social development, energy, and the environment. For more information, visit www.rti.org.

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