

Information and Communication Technology



For more than two decades, RTI International has helped developing countries use information and communication technology (ICT) to achieve development results. International standards, open-source software, and mobile phone technologies have become powerful tools in a global movement toward national frameworks, interoperable components, low-cost systems, local ownership, and increasing local capacity. RTI's experienced multidisciplinary team helps local partners to develop their own innovative ICT solutions to challenges in health, education, governance, economic growth, agriculture, and the environment.

Expertise

- Strengthening local capacity and ownership
- Developing ICT strategy and policy
- Providing useful information to decision makers
- Increasing transparency and accountability
- Improving teaching and learning
- Sharing information and managing knowledge
- Catalyzing public-private partnerships
- Monitoring, evaluating, and communicating performance

Our broad international experience and attention to local context helps our partners develop demand-driven, cost-effective, sustainable, and scalable solutions within existing national frameworks. RTI's experience with public-private partnerships (PPPs) can help countries to leverage multiple resources. Our sound approach to monitoring and evaluating results provides critical information in measuring and communicating project results and impact.

Health

Good health information is essential for health systems strengthening. ICT provides powerful tools to improve the quality, timeliness, and use of health information at all levels, from the point of care to national policy dialogue. RTI helps local and national stakeholders to

- Focus information system design on demand and use
- Advance from national assessment and planning to coordinated implementation
- Strengthen capacity to implement, support, and use information systems at all levels
- Use open-source technologies and low-cost computing infrastructure
- Leverage PPPs and local institutions to scale up projects under local power
- Realize the potential of sustainable point-of-care information systems

RTI helped develop Zambia's first electronic medical record system that now improves care for more than 340,000 patients.

Education and Training

ICT can be both a lever and catalyst to improve the quality of education and to enhance the impact of traditional face-to-face approaches. RTI works with local partners to enhance teaching practices through ICT; develop, evaluate, and integrate electronic teaching and learning aids; and support school-, district-, and national-level change management for effective ICT integration. RTI designs, implements, and evaluates education and training strategies that use ICT to

- Support management, administration, and governance of education at all levels of the education system
- Enhance teaching and teacher preparation
- Facilitate large-scale student assessments
- Increase access to education and training, especially in rural and remote areas
- Promote delivery of flexible, locally tailored training

In Bangladesh, RTI provided smart phones with video, speakerphone, and three-way calling capabilities to high school math and language teachers, to study how the technology enhanced their professional development and peer learning.

Governance

RTI works collaboratively with governments, civil society, private sector, and independent media to strengthen democratic governance and service to citizens.

We specialize in bringing together sectors to consider how they can use ICT to

- Help government operate more responsively, effectively, and accountably
- Expand citizen access to public information, decision making, and services
- Strengthen the capacity of independent media to cover government and civic affairs, serve as watchdogs for good governance, and facilitate informed public dialogue, decision making, and action
- Construct open and transparent PPPs to introduce and sustain use of ICT to advance good governance

In Guinea, under a project to help advance governance and improve public services, RTI helped support the start-up of community radio stations; developed community newsletters written in local languages by literacy class participants; and developed a web-based resume exchange service for women seeking jobs in development.

More Information

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RTI International is one of the world's leading research institutes, dedicated to improving the human condition by turning knowledge into practice. Our staff of more than 2,800 provides research and technical expertise to governments and businesses in more than 40 countries in the areas of health and pharmaceuticals, education and training, surveys and statistics, advanced technology, international development, economic and social policy, energy and the environment, and laboratory and chemistry services. For more information, visit www.rti.org.

RTI International is a trade name of Research Triangle Institute.