About the Contributors

**Ricardo Gomez** specializes in the social impacts of communication technologies, especially in community development settings. He is also interested in qualitative research methods, and in group facilitation and process design. He seeks creative ways to communicate complex ideas and research results in everyday language. He has worked with private, public and non-profit sectors around the world, with a particular focus on Latin America and the Caribbean. Before joining the University of Washington he worked with Microsoft Community Affairs, and with the International Development Research Center in Canada. He holds an MA from Université du Québec à Montréal (1992) and a Ph.D. from Cornell University (1997).

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**Melissa Arias** is a graduate of the Masters in Programs and Projects Evaluation at the University of Costa Rica, she is currently developing the final graduation work on how the services and activities developed by public libraries promote ownership and belonging in young men and women aged between 12 and 35 years of age. She also has a Degree in Sociology. In the past five years has focused mainly played as a professional in the area of social research and evaluation of programs and projects at the Cooperative Sulá Batsú RL. During this time she has worked on several projects, including assistance in formulating and defining a national strategy focused on the employability of young people through Cooperatives and Social Economy, evaluation and systematization of program strategies for a Life Free of Violence in El Salvador, the evaluation of Programa Lanza of Omar Dengo Foundation, the research Information and ICT access in Honduras, coordination and systematization of the first Central American workshop of telecenter managers and the diagnostic research on the current status of public libraries in Central America.

**Lkhagyasuren Ariunaa** has been involved in Phase I Public access to information project on Kyrgyzstan, Kazakhstan and Mongolia and conducted in-depth study for Phase II of this project in Kyrgyzstan. She is CEO of Intec Company, information and communications technology consulting services company, based in Mongolia. She has Master’s of Business systems from Monash University, Australia and MBA degree from International Management Center, Hungary and Case Western Reserve University, USA. Ms. Ariunaa has extensive experience of working in government organizations, international and donor organizations and currently successfully managing consulting firm, which specializes on providing ICT consulting services, conducting research and studies, monitoring and evaluation of projects and programs as well as conducting capacity building and human resource development activities. Ms. Ariunaa is an author of a number of publications nationally and internationally related to the information and communications technology development in Mongolia.
Erick Iriarte Ahon is a lawyer. He began his involvement in the domain name space as a lawyer managing the .PE country code top-level domain (ccTLD). Currently, he is executive director of Alfa - Redi (http://www.alfa-redi.org), a scientific community focused on information society policies and regulatory framework and an organization of Latin American civil society and Coordinator of ICT Area for Latin America of ITDG (http://www.itdg.org.pe). As part of his work in the domain name space, Iriarte Ahon is in charge of the LatinoamerIICANN project (http://latinoamericann.org), which is dedicated to information and analysis diffusion and proposals on issues such as domain names, IP numbers, and Internet governance in Latin America and the Caribbean. He has worked as coordinator of the ICANN Membership Implementation Task Force. Since 2003, Iriarte Ahon also has been a member of the Non-Commercial User Constituency, and he was a member of the ICANN At-Large Advisory Committee, serving as vice-chair and representing Latin America and the Caribbean, he finished his job in December 2006 when signed the LAC-RALO Foundation Act in Sao Paulo. In October 2004, Erick coordinated a meeting on Internet governance in Latin America, as a commission of the United Nations Information and Communication Technologies Task Force. There, he was a leader and instructor of the Track “Internet and Society” in WALC 2004. He is member of Multi-Stakeholder Advisory Group of Internet Governance Forum (http://www.intgovforum.com). As an activist, he is involved in issues including Internet governance and information society policy in Latin America and the Caribbean; regulation of the information society in the World Summit on the Information Society frame; and the background of national domain name policies in various Latin American countries. He worked with ECLAC, Organization of American States, UNESCO, Andean Community, and different government in Latin American Region.

Yahia Bakelli, born in 1967 in Algeria, is currently a Teacher at the Library science Department, University of Algiers 2. He conducted many Research Projects on scientific information issues for more than 12 years within the CERIST Research Center of Algiers. He defended three theses (Geology, STI and Library sciences). He supervised more than 20 Graduate and Post-Graduate theses on Information sciences and Library sciences. He did many talks within international conferences (NewDelhi 1998, Oxford 1999, Boston 2001, Beijing 2002, Berlin 2003, Tromso 2005, Abu Dhabi 2008). He was the Algeria Team leader of the international ICTs Landscape project of CIS, University of Washington Project on 2008, Yahia Bakelli is also a certified Coach and Trainer for enterprises. He trained more than 200 people about the CORT program of DeBono. He is currently introducing the Knowledge Management concept into Algerian and Arab enterprises. Author of “How to live with ICTs?” (2005) and “Smart companies” (2010).

Luis Baron is a former Director of CIES, Icesi University, Cali, Colombia. Currently doctoral student at University of Washington Information School.

Bibhusan Bista is an information system graduate with expertise in ICT research and development. He has been part of different ICT4D research initiatives in Nepal and South Asia. His interest lies in nurturing ICT enthusiasts in the region to develop applications and technologies that can facilitate collaboration at a global scale. He likes to explore new technologies and looks for appropriation of such technologies to meet the requirement of development practitioners in the South. He has been part of Bellanet and SAP International, looking after t ICT4D and online collaboration. He has been part of different ICT and Knowledge Management capacity building initiatives for development practitioners in South Asia.
About the Contributors

Juan Bossio holds an MSc on Analysis, Design and Management of Information Systems at the London School of Economics, Postgraduate Studies in Gender and Bachelor on Librarianship at the Universidad Católica – PUCP (Peru). Since 1998 Juan has been working on ICT4Dev, especially rural development. This experience includes project design and management, social studies using qualitative research methodologies, literature research, social processes facilitation and project evaluation working with different kind of actors as NGO, local and national governments, and international agencies. Juan is now working at CEPES –a local NGO which works in rural development- and teaches at the Pontificia Universidad Católica del Perú (PUCP) in pre and post grad communication programs.

Kemly Camacho has worked in research on the social aspects of information and communication technologies for 10 years. She has worked on this issue nationally, in Central America and Latin America region and also worldwide. He has written several publications, and developed methodologies, and built capabilities to other research team on this topic. Kemly is the director of research and development of the Cooperative and she has been in charge of coordinating 40 projects of different magnitude. She has conducted various regional and global networks working in the ICT research and development. He also teaches at the University of Costa Rica in the careers of anthropology and social evaluation of programs and projects. Kemly is computer engineer, an anthropologist and has a master degree in social assessment. It is also a doctoral student at the information society and knowledge of the Universidad de Catalunya, Spain.

Melody Clark is the Research Coordinator for Technology & Social Change Group’s Global Impact Study. Her most recent work includes working as the Graduate Research Assistant for the Bill & Melinda Gates Foundation Global Libraries Initiative. In her academic and professional endeavors, Melody’s areas of focus include impact measurement and evaluation and how it affects public access program sustainability, the intersection of ICTs and public libraries, and program evaluation. Previous research experience includes case study and field work, in addition to working as a Research Analyst, for the U.S. Public Libraries Impact Study, in collaboration with the Institute of Museum and Library Services and the Gates Foundation U.S. Libraries program. Melody holds a Masters of Library and Information Sciences degree from the University of Washington.

Alan Finlay is an independent researcher, editor and writer who has worked in the fields of ICTs for development and media in Africa for several years. Focus areas have included HIV/AIDS and the media, and community take-up of HIV/AIDS messaging. Most recently his emphasis has been on ICTs and environmental sustainability, including researching and writing about the impact of e-waste and climate change in development countries.

Elizabeth Gould holds a Masters degree in Library & Information Sciences from the University of Washington. Her undergraduate degree is in Earth Sciences from the University of California, Santa Cruz. Elizabeth has used her interests in foreign countries, intercultural communication, and libraries to study what “public” means in terms of access to information for everyone. She has worked in the field of Information and Communication Technology & Development (ICTD) at the Technology & Social Change group at the University of Washington, where she examined the socioeconomic impacts of ICTs in countries with emerging and developing economies. Currently Elizabeth is running her own independent research business (Global Reference Services), which focuses on her diverse interests in natural history, information gathering, working with foreign businesses, and providing literature searches for a variety of individuals and enterprises.

Ideacorp (www.ideacorpphil.org) is an independent, non-profit organization in the Philippines that is devoted to research, training and advocacy on development issues, particularly on the use of ICT for development (ICT4D). It is currently focused on three practice areas: Access; Governance; and Education.

Institute for Polling and Marketing is a group of companies IPM was established in 1995. Initially, several individuals worked in the company and they were focused on field activities. Nowadays the group of IPM organizations owns not only the full service research company, but it develops marketing and communication strategies, successfully implements PR projects, conducts business trainings, carries out full range of media research, monitors out-door advertising, TV broadcasting and printed media. IPM applies research technologies of international research institutions in the spheres of media, consumer, trade outlet studies and consultations. IPM activities are focused on marketing and social studies. In 1998 the organization began to utilize research technique of international standards and in this regard it launched its first standardized product- panel research of TV and radio audience. This product was followed by media monitoring, trade outlet research, out-door advertising monitoring and study, printed media research, Media Marketing Index (MMI), price research and other standardized products. Nowadays IPM applies standards of international research industry that may be proved by research audit conclusions. In 2005 IPM established ISO 9001 quality management standard.

Tina James has more than 25 years experience working on various aspects of ICTs in developing countries (particularly Africa). Work undertaken to date has drawn on her wide range of experience in the management of multidisciplinary projects in the fields of ICT policy and strategy development, programme design and research. Recent interests include the development of programmes to support women entrepreneurs in technology-enabled businesses. She was Senior Advisor to the Canadian International Development Research Centre’s (IDRC) Acacia Programme, prior to which she held several management positions in the Council for Scientific and Industrial Research (CSIR) in South Africa. She is an associate lecturer at the University of the Witwatersrand’s LINK Centre in Johannesburg, South Africa on gender and ICTs.

Mike Jensen is a South African independent ICT consultant who has assisted in the establishment of information and communications systems in over 40 developing countries over the last 20 years. He provides advice to international development agencies, the private sector, NGOs and governments in the formulation, management and evaluation of their Internet and telecommunication projects.
about the contributors

acting as a resource person and public speaker on their behalf at international meetings, he focusses on policy and technology developments in rural telecommunication projects, community access, fibre, wireless and satellite infrastructure.

**Ibrahim Kushchu** is an expert on management systems and artificial intelligence. He holds a first degree (BSc.) in Management and an MBA. He also has a Master’s degree (MSc.) in Artificial Intelligence from the University of Edinburgh, United Kingdom. He was awarded a PhD degree in Evolutionary Artificial Intelligence from the University of Sussex, UK. Combining his Management studies and his expertise in Artificial intelligence, Prof. Kushchu has been working for Business Schools both in the UK and in Japan and teaching various Information Communication Technology courses especially related to electronic business and mobile business. Prof. Kushchu is an internationally recognised and pioneering researcher in developing Mobile Government field by bringing into the light the issues related to the use of mobile technologies in electronic government. He has edited and co-authored three books and has more than 35 publications in various international journals and in the proceedings of reputable conferences. He is also very active in international community of researchers through organizing, chairing, co-chairing various international conferences, and serving in the committees. He also worked with various multi-national companies including CISCO, NOKIA and NTT DoCoMo for various educational events, research and consultancy projects.

**Milton Louw** is a Social Entrepreneur involved in using ICT for the creation of employment opportunities in Namibia. He has developed an economic-model database of Namibia for research as well as the implementation of a central government register. Mr. Louw has been involved with various research projects including, The ECA/IDRC Pan-African Initiative on e-Commerce (2001), SME Service Providers Directory of Namibia for the Joint Consultative Committee (JCC) (2002), Small Business Impact Assessment 2003, Establishment of a Central Register for Namibia (2003). He is presently a part-time lecturer at the Polytechnic of Namibia where he teaches ICT Literacy to government employees. He also teaches online courses on “Social Media” and advises various companies on new media.

**Maria Juanita Macapagal** is a fellow of ideacorp and a development management practitioner working with international development organizations and the academe. Aside from training on project management, she has conducted social researches in relation to public access to ICT, and child protection issues. She took her Masters of Science in General Sociology at the Asian Social Institute, Manila Philippines.

**Tracey Naughton**’s professional experience spans crystal sets to the latest innovations in information and communication technology. She sees ICT as a means of fostering democratic participation, communication and development. Tracey spent 18 years in southern Africa contributing to a large network of community based radio projects and the national co-ordinating network, community based ICT initiatives and the development of enabling regulatory and legislative environments. Tracey played a lead role in the United Nations World Summit on the Information Society (WSIS) and chaired the WSIS Media Caucus and the Civil Society Bureau. She then took up the position of Country Director for Pact Inc. a global NGO. The Pact Mongolia program included production of behaviour change communication aimed at developing the livelihoods of Mongolia’s traditional herder population following the collapse
of the Soviet Union and the country’s transition to a market economy. Tracey currently consults on community relations and sustainable development policy and program implementation, to the extractive sector in Mongolia. She is based in Ulaanbaatar.

**Rohit Kumar Nepali** is an anthropologist with more than 30 years of experience in research and development in South Asia. He has conducted numerous ethnographic studies and action research on issues of community development involving rural areas of Nepal. He also has long experience of community development in Nepal. He has contributed in promoting peace, democracy and governance through partnership and networking with civil society organizations in the region. As Executive Director for South Asia Partnership International (SAPI) since July 2004, he has been providing leadership toward the organizational goal to achieve solidarity between community-based organizations and issue-based networks in South Asia.

**Mark Neville** is a business analyst and project manager with experience in public access, telecommunications and e-government through work for government, and diverse providers and users of telecommunications. Mark is currently involved with the Cape Town’s ‘Broadband Infrastructure Project’, a public sector investment in open-access telecommunications infrastructure. Previously Mark was an e-government consultant to the Western Cape Provincial Government and the City of Cape Town, where he was responsible for conceptualizing the ‘SmartCape’ public access library project. Mark has an MBA from the University of Cape Town, specializing in the management of technology. He lives in Cape Town, South Africa.

**Gabriel Novais** is a research analyst at the Center for Technology in Learning at SRI International in the United States, where he evaluates ICT programs in education and studies how teaching practices support the development of students’ 21st century skills. For example, he is currently a team member on the Innovative Teaching and Learning Research project, a multi-year effort to investigate factors that support innovative teaching practices around the world. Prior to working at SRI, Gabriel studied the implementation of the One Laptop Per Child project in Porto Alegre, Brazil. Gabriel holds his Bachelor’s degree in Human Biology and his Master’s degree in International Comparative Education, both from Stanford University.

**The Independent Sociological and Information Service “OPINIA” (ISIS “OPINIA”)** was established in 1992 on the basis of the former Moldavian Division (branch) of the Unions Center for Studying of the Public Opinion (WCIOM). “OPINIA” has expertise in the use of qualitative and quantitative methods of research, conducting representative surveys of the population and target groups in Moldova, experts’ surveys, in-depth interviewing, focus group discussions, statistical and sociological analysis. OPINIA has substantial expertise compiling demographic, social and economic profiles of different segments of the population in Moldova using existent data sources and has compiled a rich database of social indicators, in Republic of Moldova since its independence, which is permanently up-dated with new information.
**About the Contributors**

**Mina C. Peralta** is a project officer at ideacorp. She is taking up her masters education in Communication Research at the University of the Philippines in Diliman. She was part of the Commission on Information and Communications Technology (CICT) prior to her engagement with ideacorp.

**Rasagee Pillay** has an undergraduate and postgraduate degree in Music, specializing in Ethnomusicology. She also has a further postgraduate qualification in Library and Information Science. She has more than 20 years of experience in the field of research and knowledge management, having worked successfully in the academic, NGO, private and government sectors in South Africa. In 2003, she founded InfoWizz, a knowledge management consultancy with a primary focus on ICT for Development work. She has actively been involved in conceptualizing and driving several local content projects in South Africa. She is recognized as an indigenous knowledge systems specialist and regularly presents at conferences and seminars in South Africa.

**Ananya Raihan** is the Executive Director of D.Net, a nonprofit that conducts research and runs action programmes for integration of ICTs in economic development process in Bangladesh and beyond its geographic boundary. Dr. Raihan is also the E-Governance Adviser to the Access to Information Programme at Prime Minister’s Office. Dr Raihan’s research interests include access to information and knowledge, international trade, corporate social responsibility, and small- and medium-enterprise development. He has consulted and conducted research projects for a range of national, regional, and global organizations, including the Centre for Policy Dialogue, Bangladesh Institute of Development Studies, ICTSD, WTO-ITC, UNCTAD, IDRC, UNICEF, OXFAM, UNESCO and many other institutions at home and abroad. A social entrepreneur, Dr Raihan developed the “Pallitathya Model” to improve access to knowledge and information among poor and marginalized communities. He also advanced the concept of “Benefit on Investment” (BOI) to understand and capture the sustainability dimension of public access to technology. Raihan was awarded the Ashoka Fellowship in 2004 in recognition of his contribution as a social innovator in this field. He works for promoting the concept of social entrepreneurship to link bottom-of-the-pyramid market with national and global market. His new concept “Infolady” opens employment opportunities to thousands of women in rural Bangladesh with the power of ICTs. Dr. Raihan is a member of Editorial Board of the Journal of Community Informatics. Dr Raihan holds both a Masters and Ph.D. in Economics.


**Adriana Sánchez** is a philologist, graduated from the University of Costa Rica. She works with Cooperativa Sulá Batsú RL since 2006 and there she has conducted several studies and researches related to the social uses of ICT, including the use of ICTs within democratic processes (such as elections and
About the Contributors

Katia Sotomayor  Postgraduate Studies in Librarianship and Information Science and Bachelor on Anthropologist at the Pontificia Universidad Católica del Perú. Katia has been working as consultant on information services and as researcher on information needs and information systems, working with NGO, local and national governments. Katia is now working at Comun@s Project – Academy for Educational Development, in charge of capacity building in e-government tools for 84 rural local governments.

Ndaula Sulah  holds Masters in Management Studies – MMS of Uganda Management Institute, Postgraduate diploma in project planning and management of UMI and Bachelors of Science Degree in Agriculture, majoring in rural communication of Makerere University. He is also pursuing an MBA in International Business of Amity University, India. My 10-year, experience working with telecentres has been about strategic and tactical innovative ways of improving telecentre work through networking, collaboration and partnerships that focus on better management through capacity building, content generation, service creation, knowledge sharing, lessening technical challenges and enhancing telecentre survival. I am passionate about networking, knowledge management and creating new things that help address humanity challenges. My professional exposure has given me extensive skills and abilities to initiate, coordinate, manage and administer projects within multi-cultural, multinational and multi-dimensional environments.

Allison Terry  graduated from the University of Washington’s Information School in June 2010 with a Master’s degree in Library and Information Science. She previously studied English and social work at George Fox University in Newberg, Oregon and spent a semester studying at the University of Nizhniy Novgorod, Russia. She has worked as a Case Manager at a domestic violence shelter for women and children and as Director of the Guatemalan, Kazakhstan, and Russian programs at an international adoption agency. These experiences, combined with her MLIS studies, have cultivated an interest in understanding how gender affects public access computing in developing countries.

Ondine Ullman  has spent her career working in a variety of educational settings in developed and developing countries. Ondine’s work in Mongolia has included developing educational standards in rural areas, teacher training, curriculum development, long-distance education and hands on teaching. She has also designed data collection systems for Mongolia’s unique context and managed information and data collection processes across the country. Ondine’s role at Pact encompassed programme management and educational advice and oversight. Ondine currently manages a department at an international school in Ulaanbaatar, Mongolia.

Monica Valdes  is a Colombian journalist and anthropologist, director of the Training Program of the World Association of Community Radios in Latin America and the Caribbean (AMARC LAC), and Project Coordinator at Fundación Colombia Multicolor. She has worked on development communication referendums) and political communication. Lately, she has worked on topics such as the use of ICT for knowledge management and open licensing. She has recently published, with other researchers at Sulá Batsú, the results of a monitoring/research process conducted during 2006-2007, about the strategic uses of ICT and Web 2.0 tools made by the social movement against the approbation of the CAFTA-DR in Costa Rica.
themes, particularly in radio, TV and editorial production related to human rights and empowerment of social movements and community organizations with social uses of Information and Communication Technologies. Her work combines project management, education, media production, and research of social process related to communication in the hands of the citizens. She has directed radio series such as: *Niñez sin Camuflaje*, *Derechos al Alcance*, *Las Víctimas Cuentan*, *Pa’to el mundo*, *Procurando La Verdad*, among others. She has written about the experience of community radio training in Argentina, Chile, Paraguay and Uruguay, and produced a TV series on the Bi-national Development Program between Honduras and El Salvador.

**Marta Voelcker** is a co-founder and Director of Brazil’s Fundação Pensamento Digital (FPD), where she leads projects to promote and study the use of ICTs for development, with a focus on education. FPD’s main activities include helping non-government organizations establish and accredit telecenters, developing models for using ICTs in after-school activities targeting teenagers, and researching the impact of public access to ICTs and the use of One Laptop per Child in Brazil. Marta volunteers for a number of organizations and boards, including Squeakland Foundation and Porto Alegre’s Board for Science and Technology. Marta is a specialist in non-profit organization and management, holds a Bachelor of Administration in System Analysis and a Masters in Social Psychology, and is currently a PhD student in ICT for education at the Universidade Federal do Rio Grande do Sul.

**Nayer Wanas** is an assistant professor at the Electronics Research Institute, Cairo, Egypt and a founder and CTO of Nile Innovation. He conducts research in the area of data mining. His main research interests are in data and text mining, information fusion and machine learning. In 2006, he founded Knowledge for development (K4dev), a consultancy in utilizing ICT for development. He was the ICT for development consultant at Egypt’s ICT Trust fund from 2004-2006, and led the design and establishment of the Data Mining and Computer Modeling Center of Excellence in Egypt since its launch in 2005. Nayer was a researcher at the Cairo Microsoft Innovation Laboratory (CMIC) from 2007-2010, conducting research in the area of mining social media and web 2.0 platforms. Dr. Nayer holds a Ph.D. from the University of Waterloo in 2003, and a Bachelors and ME from Cairo University in 1992 and 1996 respectively.

**Leelangi Wanasundera** has a Bachelor’s Degree in Economics from the University of Ceylon Peradeniya and professional qualifications from the Library Association, London. She worked at the Sri Lanka Institute of Development Administration and in a leading Sri Lankan state bank in charge of their information and documentation programme and at the Centre for Integrated Rural Development for Asia and the Pacific (CIRDAP), Dhaka Bangladesh as the Director of the Information and Communication Division. Currently she is a Board member of the Centre for Women’s Research. At CENWOR she is involved in its community outreach projects that include ICT enabled community resource centres. She was a member of one of the consultative groups of the Information and Communication Technology Agency, and the National Committee on Women. She has extensive research experience having undertaken studies in Sri Lanka, and in the Asian region. Research areas relate to information and communication technology, banking, aspects of rural and community development, trafficking, migration and gender issues. She has published locally as well as regionally.