

## **Working paper 2**

# **Institutional framework for TeleSupport**

Lead author: Frans Neuman (Nedworc Foundation)

Prepared with contributions from TeleSupport Partners  
CASA, CI, DDS, RASTA (India)  
and  
NRI (UK), Nedworc and IBF (the Netherlands)

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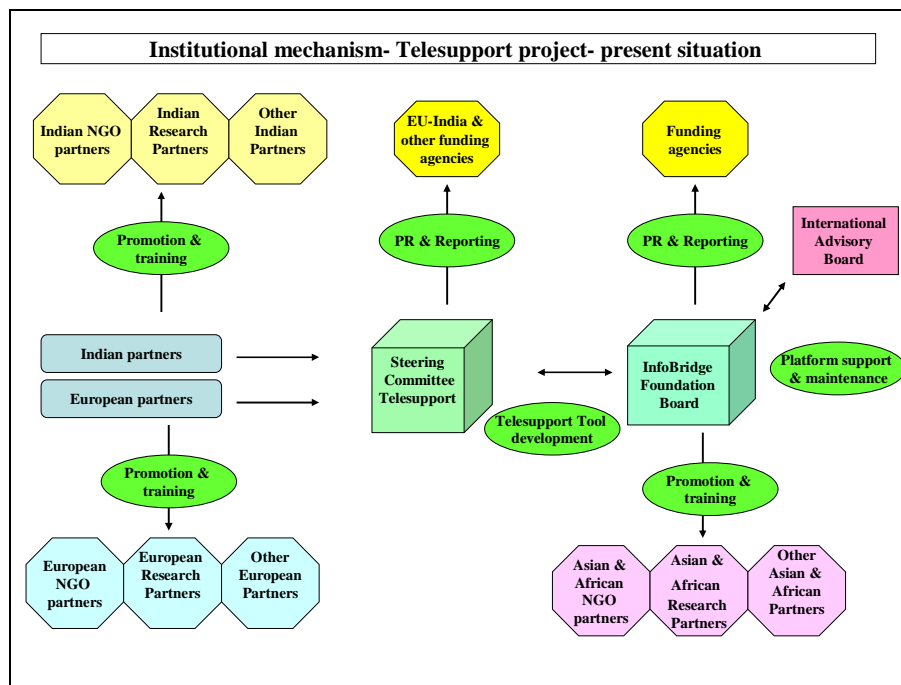
## 1. Introduction

This position paper addresses the institutional framework for the TeleSupport project and outlines options for continued interaction when the project is complete.

The schema below shows the current institutional arrangement of the project.

The issues that are addressed in this position paper are:

1. Composition of the partnership
2. Decision making for project implementation
3. Management and control of information and the TeleSupport platform
4. Public Relations (PR) and reporting to donors and for additional and future funding
5. PR and promotion for partners that can contribute information
6. Wider promotion to new potential users in India and Europe



## 2. Composition of the partnership

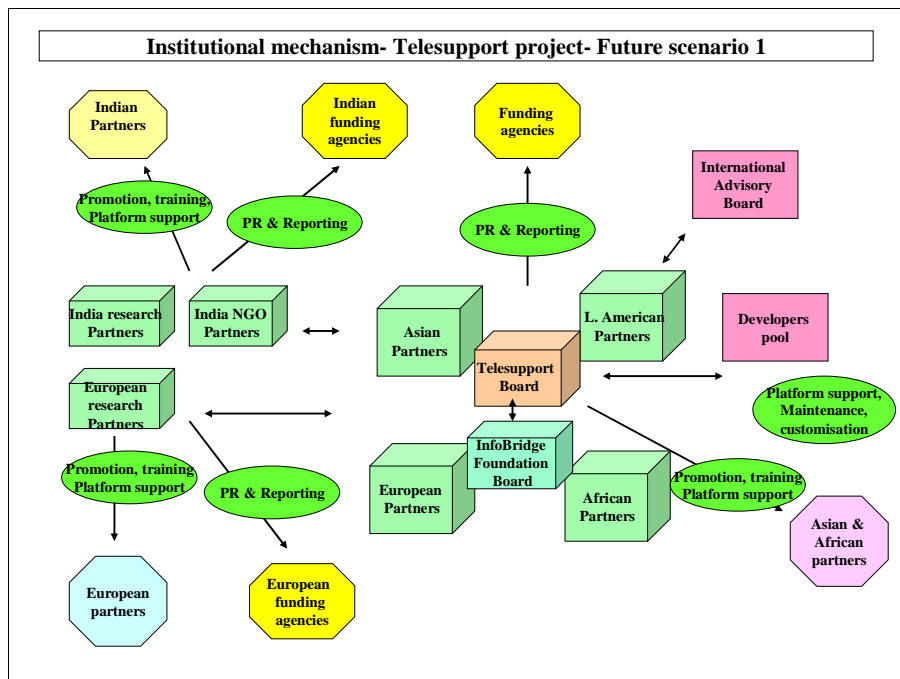
The TeleSupport project will bring together information and expertise from various stakeholder groups. By doing so, options are provided from various sources and angles that will allow local users to find information to enhance their livelihoods. Expertise and local knowledge has been developed over time in local communities. This information is a valuable resource that needs to be documented. Experts can be used to advise other groups on the suitability of this information to their situation.

Research organisations and universities have been doing research that can provide insight into processes and potential solutions. Networks of experts can mobilise capacity to address more complex questions of local communities.

TeleSupport partners include NGOs in order to ensure a clear demand-driven orientation. The core group is complemented with partners that have good networks of Indian- and European research organisations. Within the partnership, there are linkages with local communities and expert networks and well founded technical expertise.

After the termination of the TeleSupport project, it is essential that the information will stay accessible, new information is added and new users will be aware of and use the information.

The TeleSupport partners will continue to interact with each other. A possible model would be that the Indian partners carry out the PR activities within India and ensure basic training of new partners. The European partners could do the same for Europe. Furthermore, Indian and European partners could work out a governing mechanism for TeleSupport activities with the InfoBridge Foundation (IBF). IBF can guarantee use of the platform for at least till 2015 and envisages creating a pool of IT programmers that can be involved in developing new functionalities.



### 3. Decision making for management and project implementation

During the TeleSupport project in 2005-2006, decision making for implementation is guided by the project document and contract. Outputs, tasks and budgets are already specified. Decisions during implementation will be taken on the basis of mutual agreement and consensus, although the Natural Resources Institute (NRI), as lead organisation, has final responsibility and a determining vote on financial issues.

### 4. Management and control of the information and TeleSupport tools

*'Partnership model for sharing information for sustainable development'*

Partners in the TeleSupport project agree to make their own information accessible in the public domain. Information sharing is done on a partnership basis. Project partners will join the IBF partnership that governs information on the IBF platform, ensures accessibility in the public domain of the information lodged with it and guarantees future hosting.

Training on web-based information management is incorporated in the TeleSupport project 2006 and will be done by the Nedworc Foundation. Training in the preparation of video clips to illustrate GPs will be led by the Deccan Development Society (DDS).

### 5. Promotion of TeleSupport to partners and users

Continued promotion of the existence and possibilities of TeleSupport is required to widen the network of information partners in India, Europe and other continents. Promotion should target partners to enlarge the knowledge base and advertise the potential use by local communities. Indian and European partners in the TeleSupport project will operate jointly to approach prospective Indian and European partners each taking the lead in their respective continents. The InfoBridge Foundation has a task to interact with other partners and with donors in the area of promotion, raising awareness and ensuring funding for future activities whilst maintaining the IBF platform and related tools.



### 6. PR and reporting to donors and future funding



The TeleSupport activities focus on making information accessible in the public domain. The core partners do not have additional means for engaging agencies and promotion. Additional support is required, at least in the short run, for which donors need to be mobilised. Awareness raising, promotion and regular reporting are required to attract donor funding.

For project partners and small southern-based organisations use of the platform and tools is free of charge. However, in order to sustain the activities and develop the platform, networks, larger organisations and well-resourced partners will be offered a paid membership.

Other options to sustain and further develop the system and activities can be to show highlights to the general public and make the full information available only to partner organisations. This requires further discussions on the applicable mechanism. For example, a *'membership support system'* could be provided by donors, a financial facility where organisations that can't afford are able to apply for financial support to pay the membership fee. Such a measure would enhance the sustainability of the system and at the same time ensure an active buy-in by partners in the use of, and possible also in the sharing of, information.