

Assessment of Reference Model

Site visit Ivory Coast Feb 2009

TNO | Knowledge for business



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The project

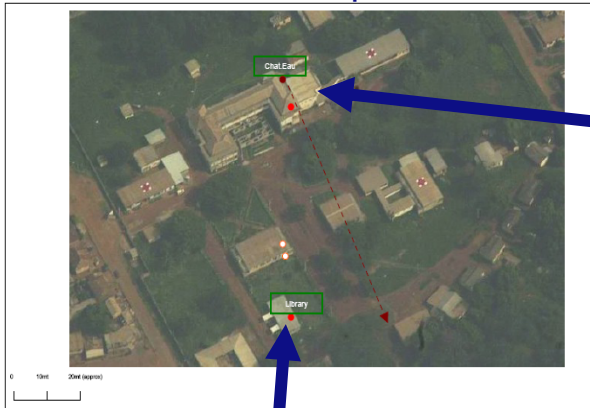
- Internet connection for Victoria centre (dispensary of Hospital and training centre) and the hospital in Man (including Library)
- Internal communication within Man between these 2 sites
- Video conference between Man and Europe
- High expectation, 4 years of discussion, investigation and preparation



The sites to be connected

- Optional WiFi repeater
- WiFi bridge
- From Victoria Center

MAN Hospital



Hospital



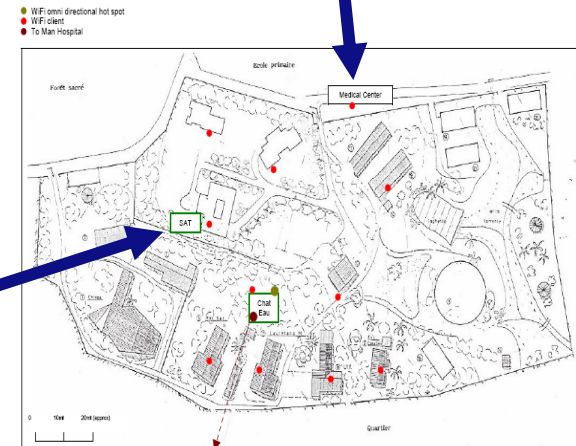
Medical Center



Library



Training Facilities



Victoria Center

Goals of Site visit

1. Meet the local people involved in the project on different levels
2. Promotion of the project
3. Create commitment
4. Overview of the work in progress
5. Check applicability of the reference model

Observations

- In all meetings it became clear that the people are very enthusiastic about the introduction of the Satcom element. All people involved in the project are highly committed and aware of this project
- The added value of introducing satellite based broadband connectivity in Man is enormous: *the right project on the right moment*
- People have a practical orientation, and are not used to think in concepts or theoretical models. Therefore assessing the RM together with the stakeholders is a few bridges too far. People have difficulties when ESA, TNO, ActNow, Avanti, Focolare, IICD are mentioned to put into perspective how they all collaborate, and how all those companies work together. Furthermore, the employees of the hospital are not even well aware of the activities in the Victoria centre, and vice versa.
- The introduction of IT technology is already taking place in Man. Around 20 new computers have been purchased and installed. Internet connectivity only exists over an unreliable PSTN connection with low connection speed (33 kbps) for 1 person at a time
- A detailed plan for implementing the satellite dish, modem and local hardware has been made, and the site preparations have been carried out
- The project has excellent contact with local and national authorities, as can be seen from the involvement of the regional president and national minister of education (who both live in Man).

Itinerary

<i>Date</i>	<i>Description</i>	<i>Notes</i>
Tuesday 3 Feb	Departure NL, arrival Port Bouet	With Air France, arrival at 18:45 Hotel Sofitel Abidjan
Wednesday 4 Feb	Abidjan	Free day, as required by TNO. Hotel Sofitel Abidjan
Thursday 5 Feb	Abidjan to Man: from Abidjan (7.00 to 8.00). Arrival at 16.00 to Man (with a stop for launch). Visit to Victoria Centre.	Lodging at Victoria Centre
Friday 6 Feb	Morning: Man city Major and other local authorities private meeting; Afternoon: meetings with the 3 local partners: Man Hospital personnel; ACIM; Victoria Center (focolare movement).	Lodging at Victoria Centre
Saturday 7 Feb	Public event with local authorities.	Lodging at Victoria Centre
Sunday 8 Feb	Free to organize more detailed visits and meetings.	Lodging at Victoria Centre
Monday 9 Feb	8:00 Transfer to Abidjan	Hotel Sofitel Abidjan
Tuesday 10 Feb	We are organizing meeting at Abidjan University and/or with other partners in Abidjan. In the evening, flight to Europe.	With Air France, departure 22:50
Wednesday 11 Feb	Arrival in the morning.	

Visit 1

- Fruitful meeting with the president counsel general, who's the highest regional authority
- He's very aware of the project, and accepted the invitation to join the conference which was held the following day
- Invited the whole delegation for a dinner at his house, which is a sign of a good relationship



Visit 2

- Visit with the regional director of all local hospitals
- Recognises the added value of ICTs for telemedicine
- Is happy with the contribution of the ESA project: contemporary equipment and broadband internet connection
- Agreed to come to the conference on the next day and play an active role as a speaker



Visit 3

- The mayor of Man was visited in the city hall
- He accepted the invitation to join the conference which was held the following day
- General interest in what ICTs can do for the local population (including employment possibilities)



Visit 4

- The Centre Informatique Focolaire (CIF) is an ICT academy at the premises of the Victoria centre
- Currently hosting 3 groups of 5 students, who are trained on voluntary basis in basic computer knowledge, and Microsoft Office applications
- Owns modern equipment (PC's), looks for a cheap way to let more people access workstations at the same time (e.g. thin clients or similar solutions)



Visit 5

- The library in the regional hospital will be the second 'connected' spot in Man besides the Victoria centre. The satellite dish connection will be extended to the library by a directional wifi link.
- Large group with great interest (~ 15 people) showed up, and was having many questions of what exactly was going to happen in the project, including questions about the role of the Focolare movement in this.
- Good questions, which show high level of commitment and good understanding of the benefits of the project. Concerns for practical matters however, as for example how to keep the connection after ESA's 'sponsorship' would end.
- Most people also joined the conference on the next day.



Visit 6

- The most powerful man met was the national minister of education, who lives in Man.
- The minister's main challenges for education include the improvement of the high drop-out rate for students.
- He's an active supporter of the project, joined the conference, and knows Focolare well as he is a regular member of the catholic church at the Victoria centre.
- Token of appreciation was given by an invitation to meet and have dinner at his private house for a delegation of the Focolare movement and the TNO delegation.



Visit 7

- On Saturday, a large conference with many speakers was organised in a theatre hall of one of the schools in Abidjan.
- Participants included *all* of the authorities visited before, as well of many local students and a professor of the university of Abidjan and TNO delegation
- Donation of 1500 EUR for this project given by the president of the general consult.
- Presentation of TNO delegation was well received.
- After the conference there was a short interview by a local radio station with the TNO delegation



Visit 8

- On Saturday, after the successful conference, the Focolare and TNO delegation went to the minister of education's house for a discussion and lunch
- A traditional royal outfit was given to the TNO delegation.



Visit 9

- In the evening, an extra meeting was called by the library employees of the general hospital. Their main concern was to hear of possibilities for extending the project after ESA's CBICT project was finished, and a description of the roles and responsibilities of Focolare and ActNow.
- A good discussion was held, which added to the transparency of the project.

Visit 10

- For a final meeting in Man, the Focolare / TNO delegation went for another discussion (during dinner) to the house of the president counsel general. Several speeches on the project were delivered, and a traditional royal outfit was given to the TNO delegation.
- In return, USB sticks with information about the CBICT project were handed out to those interested by the TNO delegation.

Visit 11

- Once back in Abidjan and during the ride from Man to Abidjan, a meeting was held with professor Kone of computer science from Abidjan. He shared his views on the digital divide and the situation in Ivory Coast.
- Cities on the coastline of Africa are usually connected by fibre. The situation is that Ivory Coast has such a fiber connection with the speed of 1.5 Gbps. Rural villages only have the possibility of connecting through satellite; although the capitol Yamoussoukro is connected with a fibre cable to Abidjan at the moment.
- Mister Kone is a great fan of the possibilities that broadband ICTs bring to rural parts of his countries, and recognises the importance and wild ideas about telemedicine.

Visit 12

- Mister Dominique, who just came back from Mali (Bamako), is the technician from Man who will do the installation of the satellite dish, and make the connection with WiFi to the library of the regional hospital using directional antenna's.
- He's highly anticipating the arrival of the equipment from ActNow alliance, and estimates to need 10-15 days to build the network and connectivity.

Conclusion

- The local people are very enthusiastic about the introduction of the Satcom element.
- All people involved in the project are highly committed and aware of this project
- The added value of introducing satellite based broadband connectivity in Man is enormous:
the right project on the right moment
- Assessing the RM together with the local stakeholders is at this moment a few bridges too far.
- There's not a person locally available with the total overview of the project
- The project has excellent contact with local and national authorities
- Local people are very pragmatic and have concerns about the sustainability of the project
“What happens with the project after this year?”

Next steps

- The introduction of the Reference Model should be done to a very limited and selected group of people (1 person per role, the Key User Group).
- This Key User Group should then act as the reviewers and the promoters of the reference model.
- Important role for ActNow / Focolare is to communicate the overall goal and scope of their project and also what people can expect after this first year (sustainability)
- As soon as the system is working we will organise a video conference between Man and TNO.