

APPENDIX

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TABLE 3-1 Overview of the research instrument

PHASE	UNIT	MEASUREMENT	METHOD	
Conceptualisation	Site selection	Overall need of the community	Documentation/interviews	
		Size of community	Documentation	
		Access to other ICT centres	Documentation/interviews	
		Existing infrastructure	Documentation	
		Access to centre	Documentation	
	Role players	Community role players	Documentation/interviews	
		TSA role players	Interviews	
		Acceptance by community	Interviews	
		Profile of centre management	Interviews	
	Community needs	IT training	Documentation	
		Telecommunications	Documentation	
		Internet access	Documentation	
		E-mail	Documentation	
		Research	Documentation	
	Business plan	Funding	Documentation/interviews	
		Income generation	Documentation/interviews	
		Marketing	Documentation/interviews	
		Support and maintenance	Documentation/interviews	
	Implementation	Selection of role players and Centre management	Business skill	Documentation/interviews
Technical skill			Documentation/interviews	
Knowledge of community			Documentation/interviews	
Acceptance within community			Documentation/interviews	
Innovation			Documentation/interviews	
Third party support		IT suppliers	Documentation	
		Community	Interviews	
		Other support structures	Interviews	
Implementation process		Project plan	Documentation	
Evaluation and adjustment		Usage of centre	Number of people	Interviews/documentation
			Number of training sessions	Interviews/documentation
	Internet usage		Interviews/documentation	
	E-mail usage		Interviews/documentation	
	Other IT services		Interviews/documentation	
	Reliability	Up time of server	Interviews/documentation	
		Up time of workstations	Interviews/documentation	
		Connectivity to the Internet	Interviews/documentation	
		Power availability	Interviews/documentation	
		Access to third party suppliers	Interviews/documentation	
	Assessment of user perception of centre	Affordability	Observation/interviews	
		Appropriate services	Observation/interviews	
		Reliability	Observation/interviews	

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		Centre staff support	Observation/interviews
		Ease of centre accessibility	Observation/interviews
		Operating hours	Interviews
		Awareness of centre	Interviews
		Centre staff attitude	Observation/interviews
	Income generation	Amount	Documentation
	Overheads	Amount	Documentation
Sustainability	Growth	Income change	Documentation/ observation
		Usage change	Observation/interviews
		Costs control	Observation/interviews
		Community feedback	Observation/interviews

TABLE 4-1 Site selection of ICT1

SITE SELECTION	RESPONSE
Physical Amenities	
Does the site have access to electricity? If not are there alternatives?	No, petrol generator
Does the site have access to water, if not how is water accessed?	Yes
Are there ablution facilities?	Yes
Does the site have access to telephone lines?	Yes, one line
Physical Location	
Is the site close to or part of a community centre, and if so how is it patronised by the community, if not how close is the site from a community centre?	Yes, growing numbers of community but still difficult to ascertain
Is the site easily accessible by the community?	Yes on the main road through the area, on bus and taxi routes
Is the site close to a transport system such as taxis, bus stops, railway stations or main roads?	See above
Actual site	
Is the centre in a building, if not how will the centre be housed?	In a secure building
Is the site secure from theft?	Yes
Is the site safe from the elements?	Yes

TABLE 4-2 Community needs assessment for ICT1

NEEDS ASSESSMENT	RESPONSE
Educational and training needs	
Is it important to have programmes for mature people (school leavers)?	Yes for economic growth and income generation
Will students be interested in IT training?	Yes, response based on other centres
Will school children want to make use IT related training?	Yes, response based on other centres
Are there specific needs for Computer Based Training (CBT) to address needs such as basic	Yes (assumption)

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mathematics, reading and science?	
Is there an awareness of IT and if so is there a need for basic computer literacy?	Possibly
Services	
Is there a need for e-mail?	Yes, response based on other centres
Is there a need for Internet usage and research?	Possibly
Is there a need for typing facilities?	Yes, response based on other centres
Is there a need for copiers, faxing or lamination of documents?	Yes, response based on other centres
Is there a need for telephonic communication?	Yes
TSA students	
How many TSA students are there likely to be that could make use of the centre?	Not sure but is of the opinion that there is potential
Could the centre be used for an assignment depot?	Could be but would need confirmation
General	
What will the profile of people from the community look like that would want to make use of the centre? • Age • Profession • Level of education • Income level	School leavers mostly that may have a some form of income, No other information
Would the community be willing to pay for services?	Yes, response based on other centres
Are there any other IT related services that may be considered as a need?	Not sure
Are there any local organisations that would be interested in using the centre?	Not sure

TABLE 4-3 Business plan for ICT1

BUSINESS PLAN QUESTION	RESPONSE
Is there a financial model for income generation?	No, based on a feel and the community population
Is there a marketing plan?	No, but will rely on the community centre for marketing
Is there a way of measuring effectiveness of services?	No, will bring in later
How will third party support be managed?	Through SLAs
Is there a succession plan for key staff?	No, will deal with the problem when it arises
How will collaboration with the community be executed?	If necessary will work through the community centre
Alignment of plan with the objectives	No objectives set
Staffing of the centre	Had been decided upon with community centre
Types of services to be offered	Had been decided upon by TSA project manager based on other centres
Dealing with limited resources	Will deal with when need arises

TABLE 4-4 Selection of centre management for ICT1

QUESTIONS	RESPONSE
How important is business acumen?	Important due to the centre being viable only a self sustainable basis
How important is technical ability?	Very important as there is no immediate technical support
How important is local knowledge	Not really a concern
Is it necessary that the community at large accept the person in the position?	Possibly but not seen as a concern
Must the person be a lateral thinker and	Would be a recommendation due to

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display innovation?	unforeseen problems
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TABLE 4-5 Usage of ICT1

CRITERIA	RESPONSE
Number of people using centre	Not sure
Number of short courses run	One
Internet usage	Not sure
E-mail usage	Not sure but tapering off
Other services	Hardly used

TABLE 4-6 Centre reliability of ICT1

FACTORS DETERMINING RELIABILITY	RESPONSE
Up time of server	Poor
Up time of workstations	Poor
Connectivity to Internet	Not really an issue
Availability of power	Problem
Access to suppliers	Unwilling to help

TABLE 4-7 User perceptions of ICT1

USER EXPECTATIONS FOR ACCEPTABLE SERVICE LEVELS	RESPONSE
Affordability	Users did complain about e-mail usage
Appropriate services	No complaints
Reliability	Power problems resulted in down time for weeks
Service from centre staff	No complaints
Accessibility of centre	No complaints
Operating hours	No complaints
Awareness of centre	Good

TABLE 4-8 Site selection for ICT2

SITE SELECTION	RESPONSE
Physical Amenities	
Does the site have access to electricity? If not are there alternatives?	Yes
Does the site have access to water, if not how is water accessed?	Yes
Are there ablution facilities?	Yes
Does the site have access to telephone lines?	Yes
Physical Location	
Is the site close to or part of a community centre, and if so how is it patronised by the community, if not how close is the site from a community centre?	No, however it is in a commercial part of the town which is also supported by people from the outlying areas.
Is the site easily accessible by the community?	Yes, as it is close to bus terminals and taxi ranks.
Is the site close to a transport system such as taxis, bus stops, railway stations or main roads?	See above
Actual site	
Is the centre in a building, if not how will the centre be housed?	In a secure building
Is the site secure from theft?	Yes
Is the site safe from the elements?	Yes

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TABLE 4-9 Community needs for ICT2

NEEDS ASSESSMENT	RESPONSE
Educational and training needs	
Is it important to have programmes for mature people (school leavers)?	Not sure, but there appears to be a need.
Will students be interested in IT training?	Yes, as this is also encouraged by the regional director.
Will school children want to make use IT related training?	Probably but unsure,
Are there specific needs for Computer Based Training (CBT) to address needs such as basic mathematics, reading and science?	Yes, more than likely
Is there an awareness of IT and if so is there a need for basic computer literacy?	Possibly, but will try and determine in the future
Services	
Is there a need for e-mail?	Yes
Is there a need for Internet usage and research?	Possibly
Is there a need for typing facilities?	Yes, very definitely
Is there a need for copiers, faxing or lamination of documents?	Yes
Is there a need for telephonic communication?	Yes
TSA students	
How many TSA students are there likely to be that could make use of the centre?	A growing number, marketing of the centre will certainly help.
Could the centre be used for an assignment depot?	Yes it will be
General	
What will the profile of people from the community look like that would want to make use of the centre? <ul style="list-style-type: none"> • Age • Profession • Level of education • Income level 	School leavers and TSA students mostly. Most have some form of income. All are literate
Would the community be willing to pay for services?	Yes, all though some TSA students do not understand why they would have to pay, especially as TSA is involved in the centre.
Are there any other IT related services that may be considered as a need?	Not sure yet
Are there any local organisations that would be interested in using the centre?	Possibly, that is being looked at by the regional director.

TABLE 4-10 Business plan for ICT2

BUSINESS PLAN QUESTION	RESPONSE
Is there a financial model for income generation?	Yes, the idea is to run courses, avail typing services for income generation.
Is there a marketing plan?	Not as yet but will definitely be a consideration. Need funding to launch a marketing drive.
Is there a way of measuring effectiveness of services?	Not yet will consider this later
How will of third part support be managed?	Problem as the vendor is no longer available

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	due to the lapse in SLAs need funding
Is there a succession plan for key staff?	Unsure as this is the domain of the regional director. The regional director did indicate to the researcher that there was.
How will collaboration with the community be executed?	This has been investigated by the regional director.
Alignment of plan with the objectives	No objectives set other than income generation.
Staffing of the centre	Is been planned by the regional director.
Types of services to be offered	Focus on training, typing services and TSA service to TSA students.
Dealing with limited resources	Hoping for funding from empowerment funds from TSA.

TABLE 4-11 Selection of centre staff for ICT2

QUESTIONS	RESPONSE
How important is business acumen?	Important due to the centre being viable only a self sustainable basis
How important is technical ability?	Not too much of an issue, first line support important but access to second line IT support available in town.
How important is local knowledge?	Not really a concern as incumbent will focus community needs after opening of centre.
Is it necessary that the community at large accept the person in the position?	No, but incumbent must be sensitive to the community.
Must be person be a lateral thinker and display innovation?	Would be a recommendation due to unforeseen problems

TABLE 4-12 Centre reliability of ICT2

VUNERABILITY	RESPONSE
Up time of server	Good
Up time of workstations	Good
Connectivity to Internet	Not really an issue
Availability of power	No problem
Access to suppliers	Have not had to make use of them for IT-related problems.

TABLE 4-13 User perceptions of ICT2

USER EXPECTATIONS FOR ACCEPTABLE SERVICE LEVELS	RESPONSE
Affordability	TSA students said the service should be for free
Appropriate services	No complaints – subjective opinion
Reliability	No issues
Service from centre staff	No issues
Accessibility of centre	No problems, better than the official regional office
Operating hours	Wanted longer hours – night
Awareness of centre	Thought it could be a major concern

TABLE 4-14 Business plan for ICT3

BUSINESS PLAN QUESTION	RESPONSE
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Is there a financial model for income generation?	No formal model but will be based community needs.
Is there a marketing plan?	will rely on word of mouth initially
Is there a way of measuring effectiveness of services?	Not considered important
How will of third part support be managed?	Once money is generated will then apportion. Equipment still new.
Is there a succession plan for key staff?	Yes, that is why there are three staff with a science background
How will collaboration with the community be executed?	Through a network of people
Alignment of plan with the objectives	Will rely on TSA for input
Staffing of the centre	People with a science background is the criteria
Types of services to be offered	Basic IT training and at a later stage will use CBT for the school's pupils.
Dealing with limited resources	No response

TABLE 4-15 Community needs for ICT6

NEEDS ASSESSMENT	RESPONSE
Educational and training needs	
Is it important to have programmes for mature people (school leavers)?	Yes, for economic growth and income generation
Will students be interested in IT training?	Yes, response based on other centres
Will school children want to make use IT related training?	Yes, response based on other centres
Are there specific needs for Computer Based Training (CBT) to address needs such as basic mathematics, reading and science?	Yes (assumption)
Is there an awareness of IT and if so is there a need for basic computer literacy?	Possibly
Services	
Is there a need for e-mail?	No
Is there a need for Internet usage and research?	No
Is there a need for typing facilities?	Yes, response based on other centres
Is there a need for copiers, faxing or lamination of documents?	Yes, response based on other centres
Is there a need for telephonic communication?	Yes
TSA students	
How many TSA students are there likely to be that could make use of the centre?	No
Could the centre be used for an assignment depot?	No
General	
What will the profile of people from the community look like that would want to make use of the centre? <ul style="list-style-type: none"> • Age • Profession • Level of education • Income level 	School leavers mostly that may have some form of income, no other information
Would the community be willing to pay for services?	Yes, response based on other centres
Are there any other IT related services that may be considered as a need?	Not sure
Are there any local organisations that would be interested in using the centre?	Not sure

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TABLE 4-16 Usage of ICT6

CRITERIA	RESPONSE
Number of people using centre	Not sure
Number of short courses run	One, basic MS word
Internet usage	No connectivity
E-mail usage	No connectivity
Other services	Typing service not used, no other services
CBT programmes	Used a little bit by the school pupils

TABLE 6-1 Effectiveness of the ICT centres

ICT CENTRE	EFFECTIVENESS
ICT1	<ul style="list-style-type: none"> • In the first years ICT1 showed very little use • Slight growth after international award bestowed upon ICT1 • Not effective
ICT2	<ul style="list-style-type: none"> • Slow start • Last two years showed real growth • ICT2 busy • Income generation good • Has realised potential
ICT3	<ul style="list-style-type: none"> • Good start • Slowed down, growth not evident, appears to have shown a negative growth • No longer effective, has not realised potential
ICT4 (before relocation)	<ul style="list-style-type: none"> • Non-starter • New location ineffective, low patronage
ICT5	<ul style="list-style-type: none"> • Poor start • Never realised potential • ICT5 stagnant
ICT6	<ul style="list-style-type: none"> • Slow start • In the last four years has hardly been used • Did not realise potential

TABLE 7-1 Criteria for selection of centre staff

SELECTION CRITERIA	RESPONSE
Centre management: <ul style="list-style-type: none"> - Business acumen - Technical schools - Knowledge of the community - Standing within community - Network (contacts) within the community - Education 	
Technical staff: <ul style="list-style-type: none"> - Technical skills - People skills - Education - Problem solving 	

TABLE 7-2 Centre needs analysis

ITEM	REASON	FREQUENCY
Access to telephones		
Access to e-mail		

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Access to the Internet		
Access to printing facilities		
Access to typing facilities		
Need for word processing		
Need for spreadsheet skills		
Need for programming languages		
Need for basic computer literacy		
Need for library		
Need for research facilities		
Other IT related training or services		

TABLE 7-3 Landscape audit

ITEM	DESCRIPTION
Community profile: <ul style="list-style-type: none"> - Age distribution - Highest qualification distribution - Literacy rate - IT skills rating distribution - Income per capita - Income per household 	
Infrastructure: Community centre's access to: <ul style="list-style-type: none"> - Transport - Electricity or alternative - Water ICT building <ul style="list-style-type: none"> - How secure is the centre? - How secure against the elements is the centre? 	
Service providers: <ul style="list-style-type: none"> - Access to IT suppliers - Access to ISP's - Access to shops and banks - Access to transport - Access to other communication 	
Legislation: <ul style="list-style-type: none"> - Any laws that may be significant - Other laws or rules 	
Cultural issues: <ul style="list-style-type: none"> - Customs to be considered - Other role players to be consulted 	
Financial issues: <ul style="list-style-type: none"> - How does community pay? - Is the community centre viable? - Are their costs likely to be passed onto the ICT centre and if so what? 	
Number of schools: <ul style="list-style-type: none"> - Primary schools - Secondary schools - Other education institutions 	
Partners in the region: <ul style="list-style-type: none"> - What business is there? - What governmental organisations are there? - Are there any other developmental projects? - Are there any NGO's? 	

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TABLE 7-4 Operational guide

ACTION	FREQUENCY
Financial management: Income generation <ul style="list-style-type: none"> - E-mail usage - Internet usage - Courses offered - Typing services - Telephone usage - Other services Costs <ul style="list-style-type: none"> - ISP - Hardware support - Software support - Academic support - Stationary - Wages - Other 	
Centre usage: <ul style="list-style-type: none"> - E-mail usage - Internet usage - Courses run - Typing services - Printing services - Other IT usage 	
Problem register: <ul style="list-style-type: none"> - Hardware faults with description - Software faults with description - Other issues with description 	