

Annex 1: Case Study Methodology

This is the methodology document for the Case Study CD Rom - AN ANALYSIS OF infoDEV CASE STUDIES: LESSONS LEARNED, Oct 2003

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The 17 case studies chosen for this study represent a cross-section of projects funded by the *infoDev* Core Program from 1995 through 2003, both in terms of geography and the dominant information and communications technology (ICT) used. Each case study was analyzed using a consistent framework based on the Millennium Development Goals. The framework was comprised of five basic components: an overview, impact review, impact analysis, lessons learned analysis, and beneficiary feedback. The objective of the case study analysis was to answer the question, "What can we learn from the case studies about what does and doesn't work in promoting ICT for development, and why?"

The general overview of each case study examines the development aims of the project and explores the "who," "what," "where," "when," and "how" of project activities. A second section provides a brief outline of the major impact/results of the project, followed by a third section which looks at five issues and how they contributed to these achievements: partnership, target groups, capacity building, technology, and finance. The fourth section analyzes the various issues and lessons learned over the course of each project. This section focuses in particular on the challenges faced during implementation, key factors and issues that helped to reduce poverty, and the future outlook of the project. In addition to these four sections, a "story box" encapsulates feedback received from case study beneficiaries on how the project impacted their lives.

Due to the nature of the case studies, research predominantly focused on secondary data provided by the *infoDev* task manager. Research began with a desk study involving an initial review of project documentation, including project proposals, monitoring and evaluation reports, and information found on project websites. In addition, Internet searches were conducted to locate additional available information on the projects, such as that posted on the Stockholm Challenge awards web site. The desk study of each case then produced a series of questions which formed the basis for e-mail communication with the various project leaders.

In addition to electronic communication, field visits were carried out to 13 of the 17 projects: Abantu Kenya, B2Bpricenow.com, CDI, Cemina, Fantsuam, FOOD, Future Stations, Healthnet Kenya/Satellite, Manobi, Peoplink, Rits/Sampa.org, SITA, and the Vishnevskaya-Rostropovich Foundation. Face-to-face semi-structured interviews were conducted with project staff and beneficiaries during the field visits, based on the information needed to complete the case studies. A series of still photographs and video film footage were taken in order to highlight various aspects of the projects (the video footage was later edited at the U.K. offices of Gamos and Big World.)

The four projects that did not host field visits (Connexiones, the Organization of American States, the Siberian Development Net, and Voxiva) were asked to share still photographs that they considered appropriate for the case studies. In addition to pictures, the authors also received a recent video snapshot of the Voxiva project in Peru.

Once all project data had been gathered, drafts of the case studies were sent to project leaders for review and comments. Amended drafts were then sent to infoDev task managers for final review and comment.

At the same time the authors were engaged in research on the case studies, they conducted a literature review on ICT-for-development issues. This review contributed both to the research framework for the present publication and to the analysis of the case studies in the light of the Millennium Development Goals. The literature review focused predominantly on information available in print and on the Internet, as well as on various ICT e-mail forums (including Balancing Act, the Development Gateway, bytes for all, and DigAfrica), ICT case story sites (including www.digitalopportunity.org, www.sustainableicts.org, and www.iicd.org), and recent papers and/or research of major development agencies that addressed ICT and development, such as the Food and Agriculture Organization paper examined in section 3 of this publication.