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International, Germany

ict@innovation

African FOSS Business Models & FOSS Business Trainings (FBT)

Report on the ict@innovation Pillar “A”

Workshop in South Africa

from 29th Nov - 1st Dec. 2010

By Fred Yeboah & Andreas Meiszner

Date: 17.12.2010



Federal Ministry
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Objectives of the Workshop

The overall objective of the workshop is to evaluate the impact of the Pillar A phases 1 to 3, with a particular focus on the third phase. For this reason those trainers have been invited to the workshop who have conducted successful national trainings in phase 3, as well as those ones that are about to conduct their trainings in the near future.

The specific objectives of the workshop have been:

- Specific Evaluation Objective 1: To evaluate the impact of Pillar A ‘phase 3’ by measuring the results of the interventions using the indicators A to D presented at <http://www.ict-innovation.fossfa.net/og/pillar-group/wiki/ictinnovation-pillar-evaluation-workshop-draft>
- Specific Evaluation Objective 2: To conduct a planning session for the further roll-out and future programme stages, including:
 - Sustainability of the pillar, including questions such as what will the trainer do without us, which strategies must be in place (and what are those)?
 - Concrete steps further roll-out and future programme stages
 - What should be improved for the 1 possible further support action in Southern and East Africa
 - What could be the possible steps towards West Africa
- Specific Evaluation Objective 3: To conduct a Pillar A project team wrap-up session for overall evaluation of the Pillar A project, phases 1 to 3, and to agree on the financial administrative procedures on closing the Pillar A project.
- Networking and content update for Trainers, including:
 - Sharing of their produced training materials
 - FOSS business models update as existent
 - Networks that might be used for 1 possible further support action in Southern and East Africa as well as for West Africa
 - Presentation of the InWent alumni concept and how this might be used in this context (InWent SA)



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Workshop Agenda



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ict@innovation

African FOSS Business Models & FOSS Business Trainings (FBT)

ict@innovation Advanced African FOSS Business Training workshop

November 29th to December 1st, Johannesburg South Africa



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<i>Time</i>	<i>Event</i>	<i>Participants</i>	<i>Outcome</i>
th			
Pre-meeting: Sunday, November 28 , 2010			
20:00	Dinner & Greet & Meet	All	
th			
Day 1: Monday, November 29 , 2010			
<i>Time</i>	<i>Event</i>	<i>Participants</i>	
08:45 – 09:15	Registration and Logistics Workshop participants	ALL	
09:15 – 09:30	Meet & Greet	ALL	
09:30 – 10:00	Welcome Message and Introduction Presentation of Workshop Outline Photograph	InWent Team Pillar A Manager AITI Team	
Session 1: Networking & Content Update			
10:00– 10:30	Part 1: Elevator pitch; Tell us about your training in 60 seconds! This session will be video-recorded! Brief presentation by each Trainer of the National roll-out session. (max 1 min. per participants)	ALL	Everybody is updated in the lights of all national roll-out sessions
10:30 – 10:45	COFFEE BREAK		



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<i>Time</i>	<i>Event</i>	<i>Participants</i>	<i>Outcome</i>
10:45 – 11:30	Part 2: Sharing of new training materials and FOSS business models. (max 5 min. per participants)	ALL	Capture new training materials and business models
11:30 – 12:30	Part 3: ‘Free Flow of Mind’; A discussion to talk about anything related to your trainings you like to share and discuss. Sharing of any information in your training which is relevant for adoption in subsequent national roll-out and innovative ideas	ALL	Learn of things we omitted in planning and aspects important to trainers.
12:30 – 13:00	Part 4: Presentation of the InWent alumni & networking concept and its possible linkages to other key communities such as the ict@innovation FBT-community, FOSSFA and others	InWent (George / Balthas)	Everybody knows about the InWent Alumni network and gains new insights into networking
13:00 – 14:30	LUNCH BREAK		
<i>Session 2: Lessons Learnt from National Roll-Outs</i>			
14:30 – 16:30	Part 1 – Seeding, growing & re-seeding; what are the seeds of a successful FOSS Business model training (e.g. training embedment, funding concepts, marketing)? Step 1: ‘Post-It’ session – each trainer writes down the most crucial points Step 2: Clustering - What are the clusters that those crucial points belong to? Participants are asked to draw up clusters and to allocate the post it to cluster Step 3: Growing the seeds - which are the clusters that are relevant for providing follow up trainings on a regular base – group discus-	ALL	Everybody knows about best practices for successful FBM national trainings.

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<i>Time</i>	<i>Event</i>	<i>Participants</i>	<i>Outcome</i>
	sion Step 4: Re-seeding - Which of the steps 1 to 3 might be replicable and under which condition – group discussion		
16:30 – 16:45	COFFEE BREAK		
16:45 – 17:15	Part 2: Challenges faced during the roll-out of the national trainings and how you over came them.(Approach is using paper cards and board markers)	ALL	Get to know the challenges within each participating country.
17:15 – 18:00	Part 3: Developing a Best Practice Model of the FOSS Business Model Training in Africa. (Approach is using paper cards and board markers)	ALL	Everybody knows about best practices for successful FBM national trainings.
20:00	Dinner	All	
th Day 2 – Tuesday, November 30 , 2010 THROUGHOUT THE DAY: YOUTUBE SESSIONS GET NATIONALIZED TRAINING MATERIALS ONLINE ONLINE QUESTIONNAIRE			
09:00 – 09:10	Welcome to Day 2	InWent Team, Pillar A Manager, AITI Team	
Session 2: Lessons Learnt from National Roll-Outs			



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<i>Time</i>	<i>Event</i>	<i>Participants</i>	<i>Outcome</i>
09:10 – 10:30	<p>Part 4: The Voucher System; how did the Voucher System work - lessons learnt</p> <p>Step 1: ‘Post-It’ session – trainers are asked to note down the strength & weaknesses of the voucher system on a post it.</p> <p>Step 2: Clustering - What are the clusters that those strength & weaknesses belong to? Participants are asked to draw up clusters and to allocate the post it to those clusters.</p> <p>Step 3: Opportunities and Threats – What are the opportunities to improve the voucher system and which are the threats we need to be aware about? – group discussion</p> <p>Step 4: Re-seeding - Key elements of an improved voucher system – group discussion</p>		Evaluation of the voucher system, suggestions for improvements made, alternative strategies to support follow-up trainings discussed
10:30 – 10:45	COFFEE BREAK		
10:45 – 12:30	<p>Part 5: Impact of national trainings;</p> <p>If a tree falls in a forest and no one is around to hear it – does it make a sound?</p> <p>When no one can find your work, does it really matter?</p> <p>How do we know about the impact of our trainings?</p> <p>Step 1: ‘Tell a Story’ – at this ‘Post-It’ session – each trainer writes down the known cases where their trainings had an impact – 1 case per post it!</p> <p>Step 2: ‘Impact by target group - Trainers are asked to cluster the cases by ‘target/impact group’. Target/Impact groups might be</p>	ALL	Know about the first impact of national trainings; a strategy to measure further impact.



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<i>Time</i>	<i>Event</i>	<i>Participants</i>	<i>Outcome</i>
	<p>SME, the public sector, schools, universities, etc.</p> <p>Step 3: ‘What do those stories tell?’, group discussion to inquire about commonalities of impact on target groups as well as transversal impacts across regions and countries</p> <p>Step 5: How to measure further impact for FOSS Business? Group discussion</p>		
12:30 – 14:00	LUNCH BREAK		
<i>Session 3: Planning session for the further roll-out and future programme stages</i>			
14:00 – 15:30	<p>Part 1: Sustainability of FOSS Business Model Trainings and the FBT community</p> <p>Part 1.1 The FBT community – how does the FBT and how could the FBT support FOSS Business Model Trainings? / total time 90 minutes</p> <p>Step 1: The governance of the FBT community - Modelling activity with all participants being asked to critically review the current governing structure and how it could be improved – Group work activity</p>		<p>Sustainability strategy for FBM trainings and FOSS Business Models developed; strategy for keeping the FBT network alive and in place.</p> <p>If supported: commitments by group on self-governance models for community & related action plan (who, what, by when)</p>
15:30 – 15:45	COFFEE BREAK		
15:45 – 17:00	<p>Part 1: Sustainability of FOSS Business Model Trainings and the FBT community: “The Way Forward”</p> <p>Part 1.2 How do we keep the training material useful to the com-</p>		<p>Sustainability strategy for FBM trainings and FOSS Business Models developed; strategy for</p>



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<i>Time</i>	<i>Event</i>	<i>Participants</i>	<i>Outcome</i>
	<p>munity? And what else is now needed to make FOSS as a Business sustainable, what additional support can we offer to IT-SME? Group discussion.</p> <p>Prepare and Discussions Sustainability of FOSS Business Model Trainings and the FBT community</p> <ul style="list-style-type: none"> ⤴ how do we keep Training manual updates? ⤴ how do we sustain the FBT community? ⤴ how can the FBT community support FOSS Businesses? ⤴ any governing structure? 		<p>keeping the FBT network alive and in place.</p> <p>If supported: commitments by group on self-governance models for further building of material & related action plan (who, what, by when)</p>
17:00 – 18:00	<p>Part 1: Wrap up: Sustainability of FOSS Business Model Trainings and the FBT community</p> <p>Part 1.3 FOSS Business Model Trainings – why giving them?</p> <p>Step 1: Key arguments & concepts that seemed to work – review of session 1 and 2 and compilation of a Strength/Opportunity (the Do's) and Weaknesses/Threats (the Don'ts) – Group work activity</p>	ALL	Sustainability strategy for FBM trainings and FOSS Business Models developed; strategy for keeping the FBT network alive and in place.
20:00	Dinner	All	

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Day 3 – Wednesday, December 1 , 2010

THROUGHOUT THE DAY:

YOUTUBE SESSIONS

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<i>Time</i>	<i>Event</i>	<i>Participants</i>	<i>Outcome</i>
09:00 – 09:10	Welcome to Day 3	InWent Team, Pillar Manager, AITI Team	A
<i>Session 3: Planning session for the further roll-out and future programme stages</i>			
09:10 – 11:00	<p>Part 1: Follow up on “The Way Forward”</p> <p>Part 2: Discussion on concrete steps towards further roll-out and future programme stages</p> <p>This will be a Group work activity – drawing on the results of all earlier activities</p> <p>Questions to be answered are:</p> <ol style="list-style-type: none"> 3. What should be replicated, what not? A phase-by-phase review: <ol style="list-style-type: none"> 1. Preparation of training materials & relevance 2. TOT 3. Support of roll outs 4. How can we as a group work towards managing joint resources (like community, material), in a way that it can be sustained and remains useful to us as a group? 5. What should be improved for the possible further support action in Southern and East Africa, (focussing on further reach-out to key groups such as SMEs and empowering the community to self-govern and self-sustain). 6. What could be the possible steps towards West Africa 	ALL	To build on the lessons learnt of the FBM, the Training of Trainers, the national roll outs to improve future roll-outs as well as the extension of the programme to West Africa.



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<i>Time</i>	<i>Event</i>	<i>Participants</i>	<i>Outcome</i>
	<p>7. Networks that might be used for possible further support action in Southern and East Africa as well as for West Africa</p> <p>8. How could the InWent networking concept be used or translated to this context?</p> <p>9. Further sessions as suggested by participants</p> <p>At this final session trainers might be asked to moderate a session on each of the questions above to allow for diversity and to foster engagement.</p>		
11:00 – 11:15	COFFEE BREAK		
11:20 – 13:00	Work shop wrap up	All	
13:00 – 14:30	LUNCH		
--- end of workshop ---			



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Summary of Workshop

Following a summary will be provided on the workshop activities, the main outcomes and artifacts produced by the workshop participants, which consisted of:

FBT Member

- Bonface Witaba (Ken)
- Majid Igangula (Tz)
- Robert Nkambwe (Ug)
- Wire James (Ug)
- Hector Mongi (Tz)
- Mark Clarke (SA)
- Campira Mulauzi (Moz)
- Arnold Pietersen (SA)
- Isaac Kigen (Ken)
- John Matogo (Ken)
- Lawrence Lyakuya (Tz)
- Dean Mulozi (Zam)
- Mishek Nyaluso (Mal)
- Harrison Tago (Ug)

The Pillar A team:

- Balthas Seibold (DE)
- George Nyambuya (SA)
- Andreas Meiszner (NL)
- Fred Yeboah (GH)

The following further participants have been involved alongside the workshop and are featured within the Youtube sessions:

- Leso Keutlwile (SA)
- Coley Zephenia (SA)

1.1 Session 1: Networking & Content Update

The workshop started at 9:00am prompt with opening remarks by Balthas Seibold of InWEnt, followed by Andreas Meiszner and Fred Yeboah from AITI. The first activity carried out was an “elevator pitch” recording from all participants concerning the trainings carried out and how they intend to carry out the more training. These videos recordings have following been made available on **YouTube**. With the exception of Mark Clarke and Arnold Pietersen, all other participants had their training stories recorded. In



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the case of some of the participants a second chance was given since they were not satisfied with the first video recording. The videos are available from:

- [60 Seconds: News on Advanced African FOSS Business Trainings - Robert Nkambwe, Uganda](#)
- [60 Seconds: News on Advanced African FOSS Business Trainings - Ndapewa Hangula, Namibia](#)
- [60 Seconds: News on Advanced African FOSS Business Trainings - Mishek Nyaluso, Malawi](#)
- [60 Seconds: News on Advanced African FOSS Business Trainings - Majid Igangula, Tanzania](#)
- [60 Seconds: News on Advanced African FOSS Business Trainings - Leso Keutlwile, South Africa](#)
- [60 Seconds: News on Advanced African FOSS Business Trainings - Lawrence Lyayuka, Tanzania](#)
- [60 Seconds: News on Advanced African FOSS Business Trainings - John Matogo, Kenya](#)
- [60 Seconds: News on Advanced African FOSS Business Trainings - James Wire, Uganda](#)
- [60 Seconds: News on Advanced African FOSS Business Trainings - James Njenga, South Africa](#)
- [60 Seconds: News on Advanced African FOSS Business Trainings - Isaac Kigen, Kenya](#)
- [60 Seconds: News on Advanced African FOSS Business Trainings - Hector Mongi, Tanzania](#)
- [60 Seconds: News on Advanced African FOSS Business Trainings - Harrison Tago, Uganda](#)
- [60 Seconds: News on Advanced African FOSS Business Trainings - Dean Mulozi, Zambia](#)
- [60 Seconds: News on Advanced African FOSS Business Trainings - Coley Zephenia, South Africa](#)
- [60 Seconds: News on Advanced African FOSS Business Trainings - Campira Mulauzi, Mozambique \(Portug.\)](#)
- [60 Seconds: News on Advanced African FOSS Business Trainings - Campira Mulauzi, Mozambique \(English\)](#)
- [60 Seconds: News on Advanced African FOSS Business Trainings - Bonface Witaba, Kenya](#)

*Note: for printed versions of this report, please find the videos at:
<http://www.youtube.com/user/andreasgmail>*

After the elevator pitch exercise we moved on to ascertain any new materials that have been developed during the national roll-outs. We realized that not all of the national roll-out materials are open to the general public. We then asked the trainers who have done the national roll-out for their view in making their training materials public. The following are the feedback from the participants:

- ⤴ The following said that their course on the Dokeos Platform can be opened:
 - Robert Nkambwe (Ug)
 - Hector Mongi (Tz)
 - Lawrence Lyakuya (Tz)
- ⤴ The following did indicate that they will prefer discussing it with the national participants before access can be given to the general public:
 - Bonface Witaba (Ken)
 - Majid Igangula (Tz)



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- ▲ The following also promised to send their materials later:
 - Campira Mulauzi (Moz) – FOSS materials for School Teacher
 - John Matogo (Ken) – FOSS Licensing / business registration materials .
 - Dean Mulozi (Zam) – Telecenter management courses materials

The building of national communities was also brought into the discussion, but it was inconclusive and the issue was referred to the working group to be setup by the FBT community (see session 3).

For further information on the first session, please also read the blog post available from:

- <http://www.ict-innovation.fossfa.net/blog/%5Buser-raw%5D/news-ictinnovation-advanced-african-foss-business-training-workshop-part-1>

1.2 Session 2: Lessons Learnt from National Roll-Outs

Session 2 focused on the lessons learnt from the national roll outs and consisted of the following five parts:

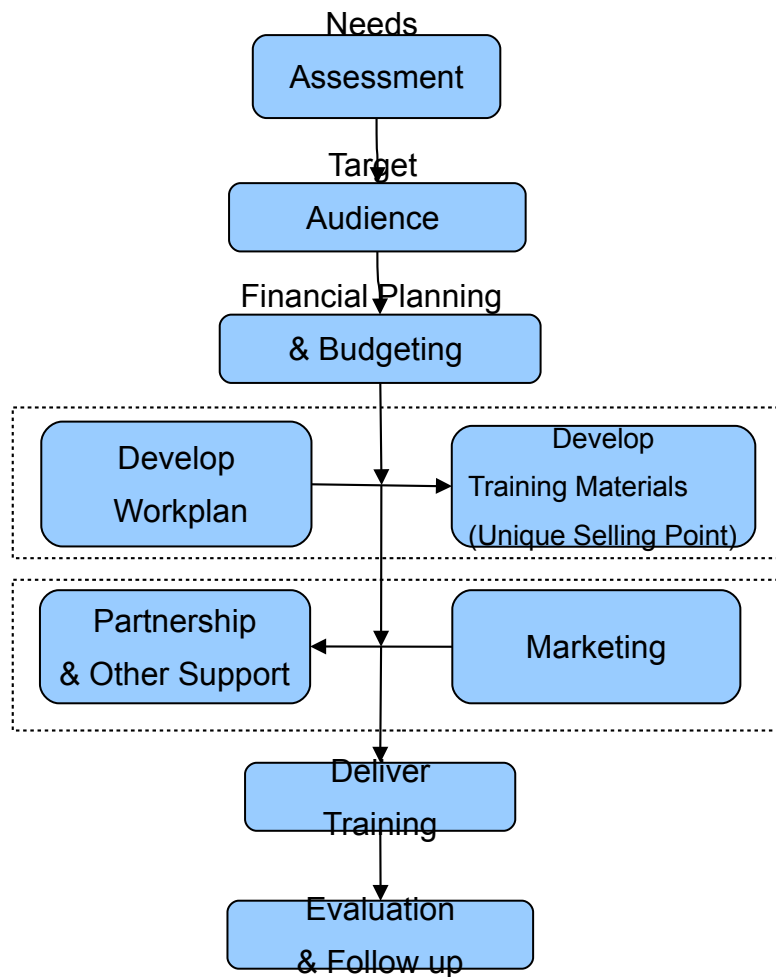
- Part 1 – Seeding, growing & re-seeding; what are the seeds of a successful FOSS Business model training (e.g. training embedment, funding concepts, marketing)?
- Part 2: Challenges faced during the roll-out of the national trainings and how you over came them
- Part 3: Developing a Best Practice Model of the FOSS Business Model Training in Africa.
- Part 4: The Voucher System; how did the Voucher System work - lessons learnt
- Part 5: Impact of national trainings

Following the main findings of some of the sessions will be presented.

1.2.1 Best Practice Model for FOSS Business Trainings in Africa

Parts 1 and 2 of the second session have been taken forward into the Part 3 of this second session and based upon the trainers' lessons learnt and experiences a best practice models had been developed. The best practice model was developed with the contribution by all of the participants. Each participant was asked to come out with points leading to best practice in FOSS Business Training. After the obtaining all the point the participants were again called to categorized or group the points. A category name was given to each of the groups to form a phase in the model as presented at the following page. An part of this activity has been recorded and is available online at: <http://www.youtube.com/watch?v=8jE7P-5VBZM>

Best Practice Model for FOSS Business Trainings – Categories



The above model was the results of studying best practice on FOSS Business training. The rectangles denotes the various stages that are involved in undertaking a successful FOSS Business training.

- ⤴ **Stage 1: Needs Assessment.** This stage encompasses all activities to assess the market or the environment to ascertain whether there is a need for FOSS Business Training.
- ⤴ **Stage 2: Target Audience.** Targeting audience has to do with zero down to your targeted people for the training. This could for example be training people with FOSS technical expertise to go into business or training typical business people to take advantage of FOSS to make more money.
- ⤴ **Stage 4: Financial Planning & Budgeting.** This stage deals with planning your finances and drawing up a budget for the entire training program. Note that you need not have all the resources before the undertaken the training. You must also consider fees and other activities that can help you raise more income. However, as a rule of thumb you must not price your training below your break-even point.
- ⤴ **Stage 5: Develop Workplan:** The work plan is made up of series of activities that addresses when, how and who will be doing what. This must be comprehensive enough as all the other stages are going to depend on it. In a situation where practicable work on the training materials can also begin in tandem.
- ⤴ **Stage 6: Marketing.** Marketing activities are comprehensively dealt with in this stage. This includes development of marketing materials, plans and decision of advertising medium, etc...It is important



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to note that the Unique Selling Point(USP) of your training will play an important role in this exercise. Hence, issue relating to USP must be very clear before this stage. While at this stage you can also be talking to other potential partners to come on board where partnership is crucial to your training and finances.

- ^ **Stage 7: Deliver Training.** This is the stage where the actual training is finally delivered to participants. This will be based on the training styles envisaged in the development of work plan.
- ^ **Stage 8: Evaluation & Follow-ups.** This stage deals with evaluating the training delivered from participants perspective and sometimes a third party evaluation may be of help. Also you need to gather success stories as key marketing materials for further training.

Overall the trainers pointed out more than 70 crucial points for a successful FOSS Business Training, which they allocated to the following categories: needs assessment, audience selection, financial planning and budgeting, the training workplan, the training materials, marketing and to know your Unique Selling Points (USP), partnership agreements and support, the actual delivery of the trainings, and the evaluation and improvement of the trainings. Based on those results the group then reflected on the crucial points and categories and concluded the following:

Most of the crucial points for a successful FOSS Business Training are actually not limited to FBT trainings.

This is to say that most of the crucial points are the same ones that can be found at:

- Guidelines on course/training/instructional design
- Guidelines on training delivery
- Business guidelines on writing a work-plan, financial and budget planning, or marketing

See pictures of those points at:

- <http://picasaweb.google.com/andreasmeiszner/IctInnovationAdvancedAfricanFOSSBusinessTrainingWorkshop#5546068362539537218>
- <http://picasaweb.google.com/andreasmeiszner/IctInnovationAdvancedAfricanFOSSBusinessTrainingWorkshop#5546068376465677426>
- <http://picasaweb.google.com/andreasmeiszner/IctInnovationAdvancedAfricanFOSSBusinessTrainingWorkshop#5546068388584409154>

Following those general and commonly available guidelines very likely the chances are good that much of the risks of failure have been already eliminated.

Key success factors unique to FOSS Business Trainings

Those factors that you might want to consider include:

- To offer the “Full Package of Services” and to include things that provide an added value to your customer. This is to say that you might want to include technical sessions in your trainings that clearly show how FOSS applications can be used for FOSS Business (e.g. to show a web-designer how he can use Joomla to set up clients websites, to show to webmaster how to use an Apache Server, etc.) or to provide your customer with the FOSS applications that are of interest to her/him on a CD. FOSS allows for personalization, and FOSS Business Trainings can thus be personalized to



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match to the requirements of your customer.

- Involve local key stakeholders and to seek partnerships (e.g. with associations)
- Marketing, Awareness Raising and Advocacy likely need to go hand in hand and if you do one of this it will benefit the other two.
- Create 'Independent Dependencies'
- The use of good quality training materials and to adapt those materials to the local needs

See pictures of those points at:

- <http://picasaweb.google.com/andreasmeiszner/IctInnovationAdvancedAfricanFOSSBusinessTrainingWorkshop#5546068401711878354>

Key challenges to overcome for successful FOSS Business Trainings

Such key challenges were seen to include:

The challenge of doing things alone. Trainers pointed out that the FBT community supports all of the trainers to not being left alone in such a national roll out adventure!

'Pricing' of the trainings: 'Cheap' is not sustainable nor does it provide the real 'Value' of FOSS or the potential of FOSS Business. If you market your training as being 'cheap' and '2nd class' then your customer likely also see FOSS and FOSS Business as being 'cheap' and '2nd class'. If you want to offer initial lower training fees then make use of a “discount system” and explain your customer that this training course is given at a 50%, 40%, 30% (or whatever) discount rate! Several of the participating trainers at the workshop have done so and will now charge higher fees at their next trainings!

See pictures of those points at:

- <http://picasaweb.google.com/andreasmeiszner/IctInnovationAdvancedAfricanFOSSBusinessTrainingWorkshop#5546068412822893106>

1.2.2 Evaluation of the support Package – Voucher System

The second day started with the evaluation of the entire support package as specified in the Voucher system. Again the approach used is that of group work using paper cards. We first dealt with the strength inherent in the voucher system

The strength of the support package – voucher system were identified by the participants as follows:

- ▲ *Financial Support*: includes the following:
 - venue subsidy
 - payment guarantee
 - subsidy for fees
 - compensation for unrecoverable cost
- ▲ *Technical Support*: includes the following
 - provision of training materials
 - allows the use of InWent / ict@innovation brand to enhance training



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- availability of online delivery support
- promote networking among FOSS Business Trainers

⤴ Others

- Training Support
- Motivation for people to become trainers
- Promote Control
- encourage creativity and innovation among participants.

While the participants showed a lot of positivity in the areas of support provided during the entire project and specifically the voucher system, they also came out with some points with respect to the voucher system, which needs improvement such as the following:

- ⤴ the monetary support package takes a long time to reach trainers
- ⤴ the package should give room for trainers to do whatever suits their environment to make the training successful.
- ⤴ very restrictive to start-ups as the voucher system specified specific things to be done.
- ⤴ inadequate local marketing support
- ⤴ the focus on universities to take up the FOSS training modules is not realistic since the process of introducing a new course in most universities takes time.
- ⤴ the requirement for any high level tertiary institution to commit to the course uptake is highly oversimplified. Since most universities will not commit themselves without studying the course over a period of time.

We further requested from the participants to help find an appropriate solution for the weaknesses of the voucher system outlined. Among some of the suggestions proposed are the following:

- ⤴ Focus solely on FEE charging concept instead subsidy
- ⤴ Flexible evaluation of proposals
- ⤴ Evaluation must be made based on country and community bases
- ⤴ Pre-financing support
- ⤴ Peer review of market rate

Some original pictures of those poster points can be found at:

- <http://picasaweb.google.com/andreasmeiszner/IctInnovationAdvancedAfricanFOSSBusinessTrainingWorkshop#5546083741029232530>
- <http://picasaweb.google.com/andreasmeiszner/IctInnovationAdvancedAfricanFOSSBusinessTrainingWorkshop#5546083761705186322>
- <http://picasaweb.google.com/andreasmeiszner/IctInnovationAdvancedAfricanFOSSBusinessTrainingWorkshop#5546083773458646290>



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1.2.3 Impact of the National Roll out

The participants were then asked to comment of how they see the impact of the national roll-out trainings. According to most of the trainers the impact so far has been over whelming. In addition to getting feedback in class the following feedbacks have been obtained through e-mails:

“ever since i attended your training in bugema my life has greatly changed i have also been in position to attend Linux certification which has been taking place in Kenya i have learned a lot especially when it comes to Linux administration in the same training i have also been in position to learn skills especially when it comes to training of trainers in Africa now am remaining with learning how to configure servers with Linux.Derrick from stam i would like to get some assistance inform of tips on the way how to go on server side”

– Musaazi Derrick
National Training

Attended Bugema

Uganda.

Lawrence Lyayuka is also putting together a documentary and has promised to make available to the community as soon as it is ready. Campira Mulauzi from Mozambique also indicated that he has been receiving more request for training. Robert Nkambwe from Bugema University in Uganda noted that through their FOSS Business training activities the University won an award.

1.3 Session 3: Planning session for the further roll-out and future programme stages

The last and third session of the workshop focused on the planning session for the further roll-out and future programme stages consisting of the following parts:

- Part 1: Sustainability of FOSS Business Model Trainings and the FBT community
- Part 1.1 The FBT community – how does the FBT and how could the FBT support FOSS Business Model Trainings? / total time 90 minutes
- Part 1.2 How do we keep the training material useful to the community? And what else is now needed to make FOSS as a Business sustainable, what additional support can we offer to IT-SME? Group discussion.
- Part 1.3 FOSS Business Model Trainings – why giving them?
- Part 2: Discussion on concrete steps towards further roll-out and future programme stages

Following the main findings are presented.

1.3.1 Strategies on how to sustain [ict@innovation](#) pillar “A”

In this was a round table discussion of all the participants of the evaluation workshop. It was suggested by most of the participants that to move forward all the tools and the materials developed throughout the entire pillar “A” phase be listed to that we can have a fair idea as to how all these materials are going to be



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sustained. Hence, with the support of the project management team the following list was generated as areas that people or members of the FBT community need to be start thinking of how to support all these tools and materials.

- ▲ Tools:
 - Wiki
 - Dokeos e-learning Platform
 - Drupal website
 - Mailing List – FBT
- ▲ Task Available:
 - Overall FBT Management
 - Content - update/tracking of localized versions
 - News and Blogging
 - Training Materials
 - Marketing and Communication and Branding
 - Conflict management / Mediation
 - Course / Training Management
 - Mailing List Management
 - Certification Development
 - Webmaster / Spam checking
 - Governance of FBT Community
 - suggest representation form each country to form management committee
 - mentor-ship idea

The majority of the participants agreed that any attempt to assign task will not be appropriate since most of the FBT community are not in the evaluation workshop. However, a working group had been formed to kick-start discussions as to how all these task will be assigned to the FBT members to ensure that all the materials developed do not go waste

1.3.2 The Way Forward towards 'Self-Governance'

The participants of the ict@innovation Advanced African FOSS Business Training workshop, taking place from November 29th to December 1st, in Johannesburg South Africa, have drafted the following roadmap that is aimed at establishing a 'Self-Governing' structure of the ict@innovation pillar "A" project, its community and of its (training) resources. A working group has been formed and volunteered to take this roadmap proposal and implementation further. Members of the working group are:

- | | |
|---------------------|-------------------|
| 1. Mark Clarke | 2. Robert Nkambwe |
| 3. Arnold Pietersen | 4. Harrison Tago |
| 5. Lawrence Lyayuka | 6. John Matogo |



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7. Isaac Kigen



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8. Campira Mulauzi

Upon agreement of the workshop participants, and the members of the work group, the immediate task are as follows:

- 1 Debriefing to and Communication of guiding principles and future outlook to the overall FBT community.
- 2 To initiate a transfer of the below mentioned roles from the currently contracted FBT project team towards a volunteering acting FBT team. With this the FBT members are asked to volunteer*.

Roles	Tasks
Overall Steering FBT	Including Strategic Planning & Day-to-Day Management
Wiki administration	Training materials update, monitoring, re-editing, etc.
Dokeos administration	Training Materials Support, User Management, etc.
Training Materials	Update of training materials & case studies, approaching members to make their materials available
Marketing	Marketing, Outside Communication & Branding
News	Look for news stories (e.g. on successful trainings), monthly news letter, blogging (own blogging and encourage members to blog)
Mailing List Management	Monitor communication, approve users, etc.
Certificate Development	Certificate Development and Recognition (engagement with local education sector, private sector, etc.)

*This is an initial list, to be expanded and adapted as required / identified.

- 3 To ask within the FBT community for volunteers to join the working group.
- 4 To establish a corporate identity and design.
- 5 To foster on community building at a country level, by establishing national FBT communities. Quick Wins, e.g. already established national FBT communities should be identified to serve as a good example for others.
- 6 The working group will draft up some initial governance guidelines.
- 7 The working group will draft up an action plan.



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Evaluation results by participants

The following online evaluation results have been provided by the workshop participants, showing a general high satisfaction.

2.) Relevance of the content for your own work

1. The themes and content of the networking and evaluation workshop are important for my work.

Totally disagree 0 (0,00%)

0 (0,00%)

0 (0,00%)

1 (11,11%)

2 (22,22%)

Totally agree 6 (66,67%)

Total 9

no answer 0

Mean 5,56

Median 6

2. The content of the workshop successfully met my expectations.

Totally disagree 0 (0,00%)

0 (0,00%)

1 (11,11%)

0 (0,00%)

4 (44,44%)

Totally agree 4 (44,44%)

Total 9

no answer 0

Mean 5,22

Median 5

3. I was able to gain new insights.



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Totally disagree 0 (0,00%)
0 (0,00%)
0 (0,00%)
1 (11,11%)
3 (33,33%)
Totally agree 5 (55,56%)

Total 9
no answer 0
Mean 5,44
Median 6

4. Please list the topics that were not dealt with during the workshop but would have been relevant in realising the event's objectives.

- Project Management
- None
- Detailed plan for updating training material as a community
- The topics covered were broad enough to cover the topics where I had question marks
- I think all the topics were OK
- All topics for our discussions were dealt with exhaustively.

3.) Trainers/Moderators

5. The trainers/moderators obviously had considerable expertise in their fields and were well prepared.

Totally disagree 0 (0,00%)
0 (0,00%)
0 (0,00%)
2 (22,22%)
1 (11,11%)
Totally agree 6 (66,67%)

Total 9
no answer 0
Mean 5,44



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Median 6



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6. The trainers/moderators inputs were closely related to real-life practices.

Totally disagree 0 (0,00%)

0 (0,00%)

0 (0,00%)

2 (22,22%)

1 (11,11%)

Totally agree 6 (66,67%)

Total 9

no answer 0

Mean 5,44

Median 6

7. The chairing and moderation of the workshop was good.

Totally disagree 0 (0,00%)

0 (0,00%)

0 (0,00%)

1 (11,11%)

1 (11,11%)

Totally agree 7 (77,78%)

Total 9

no answer 0

Mean 5,67

Median 6

4.) Participants



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8. The atmosphere among the participants themselves was always cooperative.

Totally disagree 0 (0,00%)

0 (0,00%)

0 (0,00%)

0 (0,00%)

2 (22,22%)

Totally agree 7 (77,78%)

Total 9

no answer 0

Mean 5,78

Median 6

9. I was able to benefit from the experience of other participants.

Totally disagree 0 (0,00%)

0 (0,00%)

0 (0,00%)

0 (0,00%)

3 (37,50%)

Totally agree 5 (62,50%)

Total 8

no answer 1

Mean 5,63

Median 6

10. I will continue to exchange views on FOSS Business Models and how to further spread the subject with the other participants.



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Totally disagree 0 (0,00%)

0 (0,00%)

0 (0,00%)

1 (12,50%)

1 (12,50%)

Totally agree 6 (75,00%)

Total 8

no answer 1

Mean 5,63

Median 6

5.) Event methods

11. The objectives and substance of the individual workshop points were clear throughout.

Totally disagree 0 (0,00%)

0 (0,00%)

0 (0,00%)

2 (22,22%)

2 (22,22%)

Totally agree 5 (55,56%)

Total 9

no answer 0

Mean 5,33

Median 6

12. The working methods were appropriate to the tasks and suitably varied.

Totally disagree 0 (0,00%)

0 (0,00%)

0 (0,00%)

0 (0,00%)

3 (33,33%)

Totally agree 6 (66,67%)



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Total 9
no answer 0
Mean 5,67
Median 6

13. Participants were able to input examples and their own experience.

Totally disagree 0 (0,00%)
0 (0,00%)
0 (0,00%)
1 (11,11%)
1 (11,11%)
Totally agree 7 (77,78%)

Total 9
no answer 0
Mean 5,67
Median 6

14. There was sufficient space and time for discussion.

Totally disagree 0 (0,00%)
0 (0,00%)
0 (0,00%)
2 (22,22%)
1 (11,11%)
Totally agree 6 (66,67%)

Total 9
no answer 0
Mean 5,44
Median 6

15. The inputs / presentations were ...

Too long 0 (0,00%)



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Too short 0 (0,00%)
Just right 9 (100,00%)

Total 9
no answer 0

16. The duration of the workshop was ...

Too long 0 (0,00%)
Too short 0 (0,00%)
Just right 9 (100,00%)

Total 9
no answer 0

6.) Achievement of objectives

17. I now know the success factors for organizing FOSS Business Models trainings.

Totally disagree 0 (0,00%)
0 (0,00%)
0 (0,00%)
0 (0,00%)
5 (55,56%)
Totally agree 4 (44,44%)

Total 9
no answer 0
Mean 5,44
Median 5

18. I have a clear idea on how the subject of FOSS Business Models can be spread sustainably in my country.

Totally disagree 0 (0,00%)



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0 (0,00%)
0 (0,00%)
1 (11,11%)
5 (55,56%)
Totally agree 3 (33,33%)

Total 9
no answer 0
Mean 5,22
Median 5

19. If not, please give reasons!

- ---no answers---

20. I know where to find updated training materials.

Totally disagree 0 (0,00%)
1 (11,11%)
0 (0,00%)
0 (0,00%)
2 (22,22%)
Totally agree 6 (66,67%)

Total 9
no answer 0
Mean 5,33
Median 6

21. I know how to add to the training materials on local level / provide localized training materials.

Totally disagree 0 (0,00%)
1 (11,11%)



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0 (0,00%)
1 (11,11%)
2 (22,22%)
Totally agree 5 (55,56%)

Total 9
no answer 0
Mean 5,11
Median 6

22. I know how the network of FOSS Business Models trainers can be sustained and what my role is to sustain the network.

Totally disagree 0 (0,00%)
0 (0,00%)
0 (0,00%)
0 (0,00%)
3 (33,33%)
Totally agree 6 (66,67%)

Total 9
no answer 0
Mean 5,67
Median 6

23. If not, please give reasons!

- training material repositories are confusing (wiki, dokeos, odt repositories)

24. What insights or expertise have you acquired in addition to the workshop's explicit objectives?

- To be ToT Trainer
- Networking possibilities
- differences in implementation conditions for the training. Very good conditions in: Tanzania, Kenya, SA), challenging: Malawi, others
- I have heard from the trainers that have already done the national roll-outs what have worked and not, and it give me a better understanding and position to better do the roll-out in my home country.



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- Owing the whole idea of using FOSS materials to become more independent rather than dependent on donor support all through
- General business ideas
- 1. I have learnt that as anything has got an end, but there must be a way forward. I have learnt key things to create a sustainability plan even if there is no donar support or funding.

7.) Organisation

25. How happy are you with the overall organisation of the workshop?

Very unhappy 0 (0,00%)
 0 (0,00%)
 0 (0,00%)
 1 (11,11%)
 3 (33,33%)
 Very pleased 5 (55,56%)

Total 9
 no answer 0
Mean 5,44
 Median 6

26. How happy are you with your accommodation?

Very unhappy 0 (0,00%)
 0 (0,00%)
 0 (0,00%)
 0 (0,00%)
 2 (22,22%)
 Very pleased 7 (77,78%)

Total 9
 no answer 0
Mean 5,78
 Median 6



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27. How happy are you with the catering?

Very unhappy 0 (0,00%)

0 (0,00%)

1 (11,11%)

1 (11,11%)

5 (55,56%)

Very pleased 2 (22,22%)

Total 9

no answer 0

Mean 4,89

Median 5

28. How happy are you with the information you received in the run-up to the event (e.g., organisational details, technical / professional information on the subject ...)?

Very unhappy 0 (0,00%)

0 (0,00%)

0 (0,00%)

1 (11,11%)

3 (33,33%)

Very pleased 5 (55,56%)

Total 9

no answer 0

Mean 5,44

Median 6

29. What other information / documents would have you needed as well?

- Ubuntu CD's, Pens, USB's
- updated agenda in printed format and in right template.
- all information was given in advance of the workshop.

30. Since there are lots of aspects that a survey like this cannot cover, we would like to ask you to add any comments or recommendations below that you might have for future events.

- We appreciate for the Workshop and all the assistances



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- none. thank you.
- No additional comments at the time.
- I hope the accommodation venues in future will have free internet access to allow participants to catch up with own work to avoid having to do it during the workshop sessions
- I just want to thank InWent, AITI, ict@innovation and BMZ for this project. The project has changed my professional life and thinking forever. It has made a positive impact at my institution to the extent of integrating FOSS into regular curricular. Thank you Petra Hagemann. Baltas, George, Fred and Mercy for steering the project exceptionally well..