

Digital Pacific Internship Report

March 2004



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2020 Communications Trust

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1 Executive Summary

The aim of this internship was to work with and support our partners in the Pacific to achieve the vision where all peoples of the Pacific enjoy the same level of access to ICTs as peoples in other regions of the world.

The Digital Pacific Internship was a two-week programme for four representatives from Rarotonga and Samoa. It offered the opportunity to experience ICT initiatives, share knowledge and establish networks with groups in New Zealand working in the digital divide area.

The four representatives were:

- George Turia- Rarotonga
- Teresa Manarangi-Trott- Rarotonga
- Elisapeta Selsele - Samoa
- Victor Tamapua – Samoa

The interns were asked to prepare a strategic plan for meeting the outcomes of the internship. These outcomes are:

- Connected families.
Pacific Island families in remote villages are able to correspond via email with their families overseas.
- Expanded ICT literacy in Pacific Islands.
Project participants gain and improve their ICT skills, enabling them to participate more fully in the digital world.
- Strategies for increasing digital connectivity.
Interns establish relationships with New Zealand groups and prepare a draft action plan for their own countries.

The projected budget of NZ\$40,600 was expended in delivering the programme.

The interns left New Zealand with great enthusiasm for implementing and promoting their strategic plans.

George and Teresa have prepared a report and sent this to the Secretary of Education, Secretary Ministry of Foreign Affairs and the Acting Cook Islands High Commissioner to New Zealand.

"What is required now is the political buy-in and then partnerships established with key stakeholders to identify who is going to champion this project."
George Turia Cook
Islands.

2 Purpose

The purpose of the Digital Pacific Internship was to reinforce and assist with ICT capacity building in Samoa and the Cook Islands, to enable the deployment of ICT infrastructure and the promotion of ICT literacy. The main focus of the internship is on connecting families living in these two countries with those living in New Zealand and in other countries. The internship used the 2020 Communications Trust's "Computers In Homes" project (see Appendix 1) as a working model.

3 Scope

This project involved a 2-week Internship in March 2004 for four representatives, two from Samoa and two from the Cook Islands. Participants were immersed in digital divide initiatives including the Computers In Homes (CIH) projects (CIH is explained in Appendix 1) in different parts of New Zealand and in the last two days of the second week the representatives had the opportunity to develop their own strategic plans and strategies for the deployment of similar initiatives in their own countries.

4 Selection of Interns and Programme

4.1 Selection of Interns

The interns were selected after consultation with key representatives of the two countries in New Zealand, the Secretary General of UNESCO National Commission from Samoa and the Cook Islands and other key people in these two countries.

The interns selected were:

Samoa

Elisapeta Selsele

Training Consultant for Computer Services Ltd.

Victor Tamapua

Ministry of Education, Sports and Culture.

Cook Islands

Teresa Manarangi-Trott

Private consultant.

George Turia

Private consultant specializing in the fields of strategic management and planning and strategic policy development.

4.2 Programme

The programme ran from Monday 1st March-14th March 2004 and was planned and coordinated by the 2020 Communications Trust. The National Library in Wellington kindly supported the project in a number of ways including providing a base for the programme while the interns were in Wellington.

Monday 1st March

National Library representatives, 2020 Communications Trustees, National Coordinator of Computers In Homes and Elizabeth Rose(UNESCO New Zealand), welcomed the visitors. For the first week three interns were in attendance and Teresa Manarangi-Trott joined them in the second week due to other commitments.

"Welcome was awesome"
"Appreciated the warm, cultural welcome by John Mohi and His staff"

Date

Monday 1st March

Activity

John Mohi and his staff provided an appropriate cultural welcome and this was followed by introductions from all in attendance. An introduction to the objectives of the internship was made by Laurence Zwimpfer.

The interns met informally over morning tea with representatives from:

- Ministry of Education
- InternetNZ
- Housing New Zealand
- 2020 Communications Trust

Di Das (National Coordinator of Computers In Homes (CIH)) and Barbara Craig (Project Evaluator) gave an overview of the CIH programme and related digital initiatives.

Ruth Holland (NZ AID) met with the group in the afternoon and discussed NZ Aid funding available to Pacific Islands and procedures involved in accessing these funds.

As part of the programme a laptop was allocated to each intern to deploy in their home country as they see most appropriate. These

"Amazing! The available information on Samoa and other Pacific states is abundant."
"Very valuable session"

Tuesday 2nd March

laptops were distributed to the group in the afternoon. Laurence Zwimpfer concluded the day's proceedings for the group.

The day began with a tour of the National Library followed by workshops on the resources available in the National Library. The tour included a look at the Pacific history photographic material available online and some of the archived Pacific resources.

Rob Flahive facilitated a session on strategic planning. The initial stages of the plans were explored during this session.

Halina Coolen (Community Employment Group) came to talk about the Cyber Communities project. This project creates opportunities for people within the community in moving forward and creating employment for themselves in their key areas of interest.

The afternoon was spent at Cannons Creek School in Porirua. This was the first CIH school and the group met with the Principal, parents and Project Manager of the e-learning Trust (the e-learning Trust have established a digital divide initiative in the Porirua basin www.e-learning.org.nz). The parents talked about the changes to their lifestyle through their involvement in CIH including upskilling, enabling access the digital world, access to online learning opportunities and employment.

"Interesting and informative"
The sort of learning methods preferred by kids these days"

Wednesday 3rd March

Three representatives from CWA New Media and Te Kete Ipurangi the Ministry of Education online learning Centre presented three ICT initiatives;

- Living Heritage
- WickED
- Pasifika

Living Heritage – Living Heritage is an online bilingual initiative that enables New Zealand schools to develop and publish an online resource, based on a heritage treasure in their community. Living Heritage preserves history and culture in a digital format for every generation, and allows children's voices to present a view of New Zealand on the World Wide Web.

<http://www.livingheritage.org.nz/about/index.shtml>

WickED- This is a website for primary, intermediate students and teachers that provides an abundance of multilingual resources in all curriculum areas.

http://www.tki.org.nz/r/wick_ed/index.php

Pasifika

A look at the Pasifika resources available through the Te Kete Ipurangi online learning centre.

www.tki.org.nz

This was followed by a presentation from Pacific Flair, a website on Pasifika established to promote and showcase pacific culture and online purchase of pacific handicrafts. The site also provides access to current events and news for Pacific people especially Samoans.

The first part of the afternoon was spent with Mike Rumble (Wellington 2020 Communications Trust director) and Celia Wade-Brown (Trustee /Wellington City Councillor). The group learned about the initiatives the Trust is involved with in the Wellington area, particularly Smart Newtown. The aim of the Smart Newtown project is to create a community where all residents have the skills and access to become active participants in today's on-line world - to make Newtown a 'digital-divide free' suburb. The suburb has a number of community computer access hubs to provide computer training and internet for residents. www.smartnewtown.org.nz. The group then travelled to the Pacific Island Network Centre in Newtown to see one of the community access hubs in action. Time was spent talking to Rahoul the community coordinator for the project.

**Thursday 4th
March.**

The group travelled to St Anne's School in Newtown to meet with the staff and parents involved in the CIH project. Tim Findlay from RemarkIT spoke to the group about the computer refurbishment and his partnership in the St Anne's CIH project.

The group travelled to Rotorua with Di Das (CIH National Coordinator).

The CIH project here is closely linked with the local Housing New Zealand Community Renewal project.

The group met with Neils Rasmussen (Principal) and with Lisa Whitewood (HNZC) at Sunset Junior High School. CIH is under way at both Sunset Primary and Sunset Junior High School. At the High School the school roll is made up from 86% Maori and 10% Pasifika, specific training requirements for families with language difficulties and issues with telephone connections were some of the areas discussed with the group.

The afternoon was spent with:

- Paul Killerby of the Rotorua District Council
- Pierre Henare and Tereapi Muriwai Community Employment group
- Huia Lyons Housing New Zealand
- Tiso Fiaola from the Pacific Island Trust.

Each representative talked about their work with driving ICT access and literacy forward and the barriers and problems involved.

The evening was spent with representatives from the Tuhoe Education Authority (TEA). The TEA are involved with the implementation of CIH in the Tuhoe rohe.

The interns found it interesting to hear about the research that is being carried out into CIH in this area.

**Friday 5th
March**

A visit to Waimana School. This school is a low decile school and was one of the first to implement CIH in this area. The interns met with the Principal, trainer and some of the parents. Parents discussed how, equipped with ICT skills, they have been able to become engaged with their children's learning.

The afternoon was a visit to Kutarere School a similarly low decile school involved in CIH. The group met with the principal and staff who provide the ICT training for the parents in the CIH programme.

Week 2
Monday 7th
March

Teresa Manarangi-Trott joined the group as the second representative from the Cook Islands.

The group travelled with Di Das to Christchurch. Fuetanoa Kose Seinafo (Ministry of Education Pacific advisor for the Southern region) organised the programme for the group and accompanied them during their time in Christchurch.

The group travelled to Ultralab which is a world leading research centre. The group met with many people who explained the projects they are involved in and their roles:

Nora Handisides- (PEETO Pasifika Education and Employment Training Organisation)

Nora is involved in the Ministry of Education Home School Partnership projects. This project aims to involve parents in their children's school and learning. The project is a sharing and exchanging of knowledge between staff and parents. The starting point is the parents sharing information on Samoan culture with the staff in the school. In turn the parents are involved in ICT training.

Nora also talked about the Ministry of Education funded Family Literacy Programme. This project concentrates on the family. In this programme the parents and children study simultaneously in different rooms. The parents receive training on computers and the children receive study enrichment in another room. Parental attendance is a requirement of this programme.

"Impressed with the commitment of the trainer and the parents present."

Siaele Fia ta (Tonga University of Canterbury/ Tongan ICT Trust)

Siaele talked about teaching Pasifika /Tongan people about computers. His vision is for positive and nurturing computer classes to develop confidence in ICT. When teaching about computers he uses familiar terms to explain the parts of the computer and software.

He talked about PICT- Pacific ICT which is a combination of Government agencies in partnership with PEETO and Ultralab. PICT focuses on sharing skills and they are sensitive to not cross over existing Pacific initiatives.

Lesa Kalapu (Pacific Island Affairs and Pacific ICT Projects)

Lesa talked about the project that she ran in 2003. This was in two parts;

- a survey

The survey of the Pacific community in Christchurch revealed that in this community 25% had used a PC, 15% owned a PC and 19% used internet or email.

- An Expo

The expo which looked at:

Strengthening communities, cultural enrichment, economic opportunity and social cohesion. CIH families were involved in this

Expo.

Victor Tamati (Department of Internal Affairs)

Victor works with the Pacific Community. He is involved in the PPIAN- Pacific Peoples Interagency Network whose purpose is to work on ICT barriers and boundaries. They aim to do this through getting information, reading, collating and disseminating information. www.pasifika.cce.ac.nz

Vaema Fidow (Ultralab)

Vaema explained that Ultralab looks at innovative education via ICT. It is a “not for profit” organisation. Ultralab collaborates with schools, community organisations and industry. They teach ICT in a range of innovative programmes:

- T4T4T- Programme for tertiary teachers
- Pacific Arts and Music Online
- ICT workshops
- Pasifika Village Project
- Web portal.

Jeff Ah Kuoi (PEETO Quality Manger Coordinator)

Jeff is involved with the CIH programme at Rowley school. PEETO are the only South island Pasifika provider . They have recently expanded to cater for refugees and migrants and work with 158 ethnic groups. They run a Family Literacy Programme where they have an MOU with four secondary schools and each of these schools are fed by three primary schools. (This project is explained earlier under Nora Handysides.)

Schools Out is an after school training ICT training programme. Children identified by their Principals as in need Pasifika families. The children attend an after school ICT programme at PEETO.

Fuetanoa Kose Seinifo (Ministry of Education Pacific advisor for the Southern region.)

Fue spoke about the Home School Partnership programme (explained earlier under Nora Handysides.)

Also in attendance were Cath McPherson Pacific Island Steering Group and Moana Tamasese from Tertiary Education Commission.

St James School

“The group was welcomed to St James School with a moving Pasifika welcome. The school demonstrated the very realistic and practical ways IT is included in the entire school programme. Although a small school the innovative opportunities that the principal utilized to ensure sufficient funds were available to meet the demands of the IT programme was refreshing. This included very modern laptop banks and desktop computers.”

(Taken from the Cook Islands Digital Pacific Internship Report Teresa Manarangi-Trott and George Turia.)

Tuesday 9th A visit to the Ministry of Pacific Islands Affairs where strategic

March

planning and funding was discussed.

The group then travelled onto Aranui School and met the Principal Ginny Warren. The role of this school is 23% Pacific Island families and 35% Maori families.

“Aranui Primary School and its Principal was the highlight of the Christchurch visit. It demonstrated the real benefits of IT and was able to show that the enthusiasm of staff with the right qualifications is essential if IT is to succeed in schools.”

(Taken from the Cook Islands Digital Pacific Internship Report Teresa Manarangi-Trott and George Turia.)

E-time Centre

The E-time centre was set up as a community contribution by Cookie-Time biscuit company.

“E-time a private training provider invites students, adults and teachers to participate in their IT programmes. It provides learning in a range of new technologies and is probably one of the most advanced IT providers in NZ. This includes digital photography and movie making as well as animations. The theme of their teaching programme is that education is fun.”

(Taken from the Cook Islands Digital Pacific Internship Report Teresa Manarangi-Trott and George Turia.)

**Rowley
Avenue
School,
Christchurch.
Enrichment
programme.**



**Wednesday
10th March**

The day started with a workshop with National Library staff, which involved the group becoming registered as Alexandra Turnbull Library users and undertake mentored searches.

This was followed with a meeting at New Zealand Qualifications Authority (NZQA) to look at the online resources and services provided by the authority for students and educational organisations.

The remainder of the day was spent with Community Employment Group representatives at a Pacific Group Fono.

Janice Umaga (Community Employment Group) accompanied the group on visits to ICT initiatives in the Hutt valley.

**Thursday 11th
March**

Most of this day was spent developing the strategic plan for each country, the groups were given the task of presenting a PowerPoint presentation of their strategic plan on Friday morning. For details see Outcomes section. During this time the group were interviewed by Radio 531PI. Later in the afternoon the group travelled to Radio New Zealand House for a tour of the building and an interview on Nui FM by Elma Maua.

**Friday 12th
March**

The group presented their strategic plans. These are included in the outcome section of the report. After a farewell to the group from the Wellington representatives involved the group flew to Auckland. They visited the Puka Puka Community Centre to look at their training facilities which are used by the community. The Puka Puka Training academy is a Cook Islands community who have been successful in generating funds to establish a PTE targeting training at Pacific Island communities in electro technology and ICT. The group travelled on to the Ark, a recycling organisation that refurbishes computers and sells them to mainly schools and community groups.

**Saturday 13th
March**

The group spent time at the Pasifika Festival in Auckland before travelling home. Community Employment Group representatives were available for the interns at the Festival.

5 Outcomes

The anticipated outcomes of this project are:

- **Connected families.**
Pacific Island families in remote villages are able to correspond via email with their families overseas.
- **Expanded ICT literacy in Pacific Islands.**
Project participants gain and improve their ICT skills, enabling them to participate more fully in the digital world.
- **Strategies for increasing digital connectivity.**
Interns establish relationships with New Zealand groups and prepare a draft action plan for their own countries.

The strategic plans presented by the interns illustrate how the outcomes will be met. The detail is in the table below and the strategic plans have been included in the Appendices.

Outcome	Cook Islands Strategic Plan	Samoa Strategic Plan
Connected families.	Goal 3 – Consult Community involvement in promoting technology throughout the community and schools. Goal 4. – Promote Training opportunities for Principals, Teachers and Providers, 4.3 Identify the pilot communities, schools and principals to be involved.	Goal 3 – Identify two pilot community projects for the island of Upolu and Savaii. Goal 4 – Provide effective and quality services.
Expanded ICT literacy in Pacific Islands.	Vision from the plan, Expanding Technology in the Pacific. Goal 1 –Promote and market technological advances to achieve sustainable funding resources. Goal 2 –Develop public and private sector partnerships to ensure sustainable project implementation. Goal 3 – Consult Community involvement in promoting technology throughout the community and schools. Goal 4. – Promote Training opportunities for Principals, Teachers and Providers	Vision form the plan, Enhance ICT opportunities for all. Goal 1 – Promote ICT development at Government level. Goal 2 – Enhance partnerships between public and private organisations. Goal 3 – Identify two pilot community projects for the island of Upolu and Savaii. Goal 4 – Provide effective and quality services.

Outcome	Cook Islands Strategic Plan	Samoa Strategic Plan
Strategies for increasing digital connectivity.	Strategic Plan included in Appendix	Strategic Plan included in Appendix

6 Next Steps

Each intern was asked to complete an evaluation of the internship to assess the value of the internship and highlight how he or she see the process of developing appropriate initiatives in their home countries. Some of the comments illustrate how the representatives involved in this project are keen to champion and push forward and implement ICT initiatives. The table below highlights how the interns involved see the next steps for developing the programme.

Question asked.	Response
Do you feel prepared to raise support and implement appropriate ICT initiatives in your country? What further assistance do you require?	<p>I believe the ground work is in place already. What is required now is the political buy-in and then partnerships established with key stakeholders to identify who is going to champion this project.</p> <p>Contact has already been established with the UNESCO co-ordinator who is also the Chair of the Committee responsible for considering NZAid projects. A meeting has also been arranged this week to brief the Minister and Secretary of Education as to the outcome of our internship in NZ. I have also had preliminary discussions with the CEO of Telecom who is enthusiastic and a further meeting is to be arranged on his return from overseas this coming weekend.</p> <p>In the coming 2 months, a meeting with the Budget Committee and the Chief Executive's Forum will also be briefed as to the importance of ICT and to ensure that this is included in their outputs. It will also form part of the requirement by all CEO's to include ICT as part of their Business Plans.</p> <p>Should our approach to initiate an ICT project in the Cook Islands be successful, we will certainly work on developing a partnership with UNESCO to provide training, mentoring and capacity building support to sustain such a program. It is important not to re-invent the wheel but to utilize the skills and resources that can be sourced through external agencies and organizations such as UNESCO and the Computers in Homes Project.</p>
Do you feel prepared to raise support and implement appropriate ICT initiatives in your country? What further assistance do you require?	<p>Yes, because there is already generic ICT support within the country as well as the expertise.</p> <p>I feel equipped to add value to ideas developed through the internship and how it will best work in our own home country. Further assistance would be developing partnerships with overseas providers for help in regards to the software, computers and ongoing support and funding for the project.</p>

Provide any comments or suggestions that you feel may be helpful in developing ICT initiatives in the Pacific	We definitely need govt support for sustainability, partnership with community and private sector and continuous awareness programs on the benefits of ICT.
Question asked.	Response
Provide any comments or suggestions that you feel may be helpful in developing ICT initiatives in the Pacific	I feel getting the buy in from the government level would best help in the implementation and sustainability of any project as it will enable long term support.
Next steps from the Cook Island strategic plan	<ul style="list-style-type: none"> • Complete internship report and present to Ministry of Education • Meet with Minister and Secretary of Education and CEO of Telecom to seek their commitment to champion this proposal • Organise meeting with ISP and interagency groups to facilitate, support and promote awareness of the proposal • Prepare briefing paper on the scope and potential of the proposal for the presentation to stakeholders and Cabinet • Discuss technical capability with Telecom Cook Islands and techno experts from NZ • Investigate potential for donor funding through aid management division for upcoming bi-lateral discussions with NZAid and other donors.

From the evaluation form responses and the strategic plans completed by the interns there is a strong indication that the vision of expanding ICT opportunities for all in the Pacific is moving forward. The interns who completed the two-week programme are champions in this area and are now working on finding the local champions in their home countries to achieve the next steps and achieve digital literacy for all. George Turia and Teresa Manarangi Trott from the Cook Islands have completed a report on the Internship and issued copies to the following sectors in the Cook Islands:

- Secretary of Education,
- Secretary Ministry of Foreign Affairs (UNESCO representative)
- Acting Cook Islands High Commissioner to New Zealand

This report is attached in Appendix 4

As Project Manager for this internship I would like to thank all those involved in the project. George, Peta, Victor and Teresa for their commitment and enthusiasm throughout the busy and challenging programme. Laurence Zwimpfer, Di Das and John Mohi and all involved for their support and involvement. I would like to thank Fuetanoa Kose Seinifo Ministry of Education Pacific advisor for the Southern region for organising an exciting programme and supporting the group during the visit to Christchurch.

I found this an extremely enjoyable project to be involved with and will follow with anticipation the development of ICT literacy for all in the Pacific.

Appendices

Appendix 1 – Computers In Homes

Computers in Homes is a pilot project that the 2020 Communications Trust launched at Cannons Creek School, Porirua in July 2000. The project is now running in 9 urban and rural communities in the North and South islands of New Zealand. Recycled computers, training and technical support is given to students and families from the targeted schools. The project develops confidence, self-esteem and important life skills in students and their families and promotes positive relationships within the family and community groups while going some way towards bridging the digital divide.

The project initially trains the first participants using a professional trainer. They are in turn encouraged, under a mentoring system, to pass on their skills to other family and community members thus developing their self-esteem, self-confidence and technological ability. As well as allowing families to “become wired”, the scheme also promotes positive relationships between members of the community and offers the opportunity for students to act as key role models.

www.computersinhomes.org.nz

Appendix 2 Strategic Plans from the Cook Islands and Samoa

Strategic Plan from the Cook Islands

VISION

**EXPANDING TECHNOLOGY
IN THE PACIFIC**

MISSION

**DEVELOPING SUSTAINABLE
TECHNOLOGY STRATEGIES
FOR THE COOK ISLANDS**

**GOAL 1:
PROMOTE AND MARKET TECHNOLOGICAL
ADVANCES TO ACHIEVE SUSTAINABLE
FUNDING RESOURCES**

Strategies	Objectives	Gaps and Threats
1.1 Undertake baseline resources and infrastructure available	1.1.1 Identify types of technological advances most suited to the different sectors	? Competing Government interests
1.2 Consult MOE and Government officials	1.1.2 Design elements to suit the different sectors	? Donors unable to fund programme
1.3 Consult current private business providers	1.1.3 Provide a marketing strategy to promote the programme to funding agencies	? No long-term commitment by Government
1.4 Produce project document for review and consideration by Government officials	1.1.4 Outline essential long-term Government funding requirements	

**GOAL 2:
DEVELOP PUBLIC AND PRIVATE SECTOR
PARTNERSHIPS TO ENSURE SUSTAINABLE
PROJECT IMPLEMENTATION**

Strategies	Objectives	Gaps and Threats
2.1 Promote contractual schemes between government and private sector	2.1.1 Promote through NZ networks the establishment of existing programmes	? Limited private sector buy in
2.2 Promote business initiatives to increase participation	2.1.2 Promote opportunities for new business where applicable	? Limited hardware suppliers available
2.3 Promote training programmes with private sector		? Cost of implementation prohibitive
2.3 Identify appropriate hardware suppliers		

**GOAL 3
CONSULT AND ENCOURAGE COMMUNITY
INVOLVEMENT IN PROMOTING TECHNOLOGY
THROUGHOUT THE COMMUNITY AND IN
SCHOOLS**

Strategies	Objectives	Gaps and Threats
3.1 Community meetings established	3.1.1 Improve computer access for community generally	? Limited staffing available due to lack of funds
3.2 Community leaders identified	3.1.2 Better utilization of school resources and facilities	? Schools provide limited support
3.3 Schools identified to support the programme	3.1.3 Establishment of community support groups	? Communities are slow to take up the opportunities
3.4 Identify the communities to be involved		

**GOAL 4:
PROMOTE TRAINING OPPORTUNITIES FOR
PRINCIPALS, TEACHERS AND PROVIDERS**

Strategies	Objectives	Gaps and Threats
4.1 Identify appropriate trainers, technical support and provider institutions	4.1.1 Provide improved delivery of computer services	? Limited appropriate personnel
4.2 Identify appropriate programmes	4.1.2 Enhanced professional development training opportunities	? Programmes difficult to implement
4.3 Identify the pilot communities, schools and principals to be involved	4.1.3 Enhanced learning opportunities for communities, teachers and principals and all students.	? Insufficient providers to cope with demand

NEXT STEPS

- ◆ Complete UNESCO Internship Report and present to Ministry of Education
- ◆ Meet with the Minister and Secretary of Education and CEO of Telecom to seek their commitment to champion this proposal
- ◆ Organize meeting with ISP and inter agency groups to facilitate, support and promote awareness of the proposal
- ◆ Prepare briefing paper on the scope and potential of the proposal for presentation to stakeholders and Cabinet
- ◆ Discuss technical capability with Telecom Cook Islands and Techno expert from NZ
- ◆ Investigate potential for Donor funding through Aid Management Division for upcoming bi-lateral discussions with NZAid and other donors

**THANK YOU
MEITAKI MAATA**


**TERESA MANARANGI -TROTT
GEORGE TURIA**

Strategic Plan from Samoa




MISSION

“To promote development of a sustainable ICT literacy environment in Samoa through a competent responsive and integrated system encompassing the government and the community. ”




Goal 1

Goals	Strategies	Objectives
1. Promote ICT development at Government Level	1.1 Consultation with government 1.2 Provide Quarterly Reports to government	1.1.1 Gain government support 1.1.2 Identify the gaps and weaknesses associated



Goal 2

Goals	Strategies	Objectives
2. Enhance partnerships between public and private organizations.	2.1 Market ICT for generic support in terms of effective provisions 2.1 Identify potential Trainers and Training Providers. 2.2 Developing an accreditation scheme through Training Providers	2.1.1 Enhance liaison between organizations for long term support 2.2.2 Improve standards and links 2.2.3 Promote second chance education



Goal 3

Goals	Strategies	Objectives
3. Identify two pilot Community Projects for the Island of Upolu and Savaii.	3.1 Encourage community interaction. 3.2 Establish Community Centre to facilitate.	3.1.1 Gain Community support 3.2.1 Accessibility and sense of ownership for all

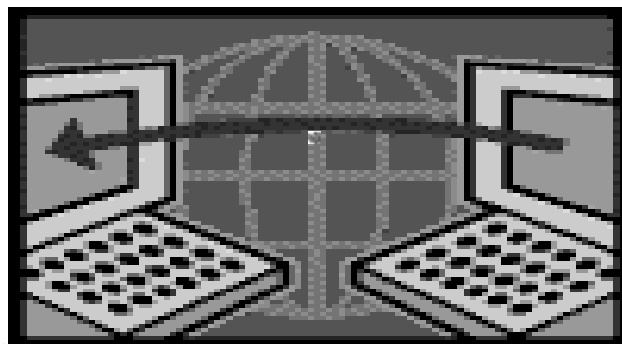


Goal 4

Goals	Strategies	Objectives
4. Provide Effective and quality Services	4.1 Provision of resources 4.2 Providing appropriate Training programmes 4.3 Identifying a key Technical Support and Internet Service Provider	? Community recognizes the benefits of ICT



Faafetai



Appendix 3 Evaluation forms from the interns.

Digital Pacific Internship Evaluation form.

Intern 1

1. Please indicate your level of satisfaction with the internship (Delete those that do not apply):
Very Satisfied
2. Did the internship cover all the areas that you require to assist you in your development of ICT projects at home?
If not what other areas should have been included in the internship?
Yes
3. What were the most valuable/useful parts of the internship?
Meeting people and community members directly involved with the CIH project and having a look at the technologies available and widely used within schools and the Training provider visits.
4. Do you feel prepared to raise support and implement appropriate ICT initiatives in your country? What further assistance do you require?
I feel equipped to add value to ideas developed through the internship and how it will best work in our own home country.
Further assistance would be developing partnerships with overseas providers for help in regards to the software, computers and ongoing support and funding for the project.
5. Are you aware of the funding available to develop ICT initiatives in the Pacific?
Yes
6. Provide any comments or suggestions that you feel may be helpful in developing ICT initiatives in the Pacific.
I feel getting the buy in from the government level would best help in the implementation and sustainability of any project as it will enable long term support.

Intern2

1. Please indicate your level of satisfaction with the internship:
Very Satisfied
2. Did the internship cover all the areas that you require to assist you in your development of ICT projects at home?
Yes
3. If not what other areas should have been included in the internship?
4. Budget figures/actual costing and life after the project (who will pay)
5. What were the most valuable/useful parts of the internship?
It was really great to meet with the relevant people whom which will be able to provide support in their specialized area upon implementation of this ICT initiative.
6. Do you feel prepared to raise support and implement appropriate ICT initiatives in your country?
Yes, because there is already generic ICT support within the country as well as the expertise.
7. What further assistance do you require?

An ample amount of funds to support the initiation of the ICT project.

8. Are you aware of the funding available to develop ICT initiatives in the Pacific?

NOPE. Please elaborate.

9. Provide any comments or suggestions that you feel may be helpful in developing ICT initiatives in the Pacific.

We definitely need govt support for sustainability, partnership with community and private sector and continuous awareness programs on the benefits of ICT.

Intern 3

1. Please indicate your level of satisfaction with the Internship?

Very satisfied. It allowed me the opportunity to observe a number of initiatives undertaken by the Computers in Homes Project as well as exposure to other related ICT initiatives throughout schools, government sectors and community organizations.

The presentations by the various speakers and presenters was informative and it was useful to identify what could be useful and relevant to our situation back home in the Cook Islands.

2. Did the Internship cover all the areas that you require to assist you in your development of ICT projects at home? If not, what other areas should have been included in the Internship?

Changes were made to the program to accommodate what we as a group considered were "culturally relevant issues," in terms of information, use of terminology, presentations, resources and networking. Given that the Cook Islands has advanced itself by way of developing a draft ICT Framework and policy, it was important to include a component of strategic policy planning and co-ordination which was presented by the Christchurch office of the Ministry of Pacific Island Affairs. This was a useful session in that it provided the group with the strategic overview and process of how Pacific initiatives are developed in NZ and possible avenues for funding.

Other than that, the internship provided the opportunity to meet new people and look at ways as to how we can add value to any ICT proposal being developed for the Cook Islands.

3. What were the most valuable / useful parts of the Internship?

I found the networking during the presentations and visits extremely helpful in terms of linking with other IT or ICT professionals and the exchange of information, ideas and access to resources. These linkages highlighted the passion and commitment many of our NZ champions exhibited. That was an eye opener for the interns because in our own home countries, that attitude and commitment is missing. The different levels of development with the various projects and styles of leadership administered in particular by some Principals, was interesting and provided food for thought as to how we can capture that same passion and level of commitment if any of our projects are going to proceed.

The session provided by the National library was not only informative but resourceful because it helped to extend our knowledge base in terms of “ what is the Pacific Way “ and how can we utilize any project in a culturally appropriate manner that doesn’t just confine us to “ looking inside the box as opposed to thinking outside the box.”

The visit to the 2 primary schools in Christchurch were valuable and confirmed for me, that a similar type project would be appropriate for the Cook Islands if managed properly.

There were also “ lessons learned “ from the experiences of the Porirua, Rotorua and Tuhoë Primary schools. Each school was unique in its own way and were experiencing their own positives and negatives and perhaps in one or two instances, more support from parent organizations would have avoided some of the problems encountered by way of better communication and effective information sharing.

4. Do you feel prepared to raise support and implement appropriate ICT initiatives in your country? What further assistance do you require?

I believe the ground work is in place already. What is required now is the political buy-in and then partnerships established with key stakeholders to identify who is going to champion this project.

Contact has already been established with the UNESCO co-ordinator who is also the Chair of the Committee responsible for considering NZAid projects. A meeting has also been arranged this week to brief the Minister and Secretary of Education as to the outcome of our internship in NZ. I have also had preliminary discussions with the CEO of Telecom who is enthusiastic and a further meeting is to be arranged on his return from overseas this coming weekend.

In the coming 2 months, a meeting with the Budget Committee and the Chief Executive’s Forum will also be briefed as to the importance of ICT and to ensure that this is included in their outputs. It will also form part of the requirement by all CEO’s to include ICT as part of their Business Plans.

Should our approach to initiate an ICT project in the Cook Islands be successful, we will certainly work on developing a partnership with UNESCO to provide training, mentoring and capacity building support to sustain such a program. It is important not to re-invent the wheel but to utilize the skills and resources that can be sourced through external agencies and organizations such as UNESCO and the Computers in Homes Project.

5. Are you aware of the funding available to develop ICT initiatives in the Pacific?

There is a basic awareness as to what is available however, with the networks established during the internship and dialogue with NZAid, this will provide a further stepping stone to identifying both internal and external funding sources to assist with developing an ICT project for the Cook Islands.

Through our local UNESCO co-ordinator, we will also be scanning the region for other pockets of funds that may be available to assist with the development of a project for the Cook Islands. In fact, I have already tabled a projected budget bid of

\$NZ100,000 to kick start the Cook Islands approach to be phased over a 2 year period. The 1st stage would focus on inter connectivity of our colleges in Rarotonga via the introduction of wireless ports which includes; bringing an expert to the Cook Islands to set up the ports, training, consultation with Telecom, ISP providers and stakeholder agencies as well as pay for airfares and accommodation. This approach will be made through our Education sector to access surplus funds under the NZAid program for the 2003 – 04 budget process.

UNDP have also committed \$US250,000 to assist with our capacity building of ICT for the Cook Islands so there is scope to also consider this as another avenue. The iron is hot and both the Cook Islands representatives are keen to advance this initiative to the highest levels in Government.

6. Provide any comments or suggestions that you feel may be helpful in developing ICT initiatives in the Pacific?

I am of the view that the approach taken by the Cook Islands in bridging the Digital Divide is well in advance of our Pacific neighbors. Without the buy-in at the political level, new ICT initiatives will be difficult to get off the ground. We have achieved that.

Our focus now has been on prioritizing what it is that we want, how realistic is it, is it affordable and sustainable. We are now at the stage of developing partnerships with key stakeholders before we develop the next stage of identifying an appropriate pilot project.

UNDP will provide the capacity building support over the next 2 years through the completion of the ICT Framework and Drafting of Proposed Legislation.

Continued networking and training for key personnel especially at the Education / Principals / Teachers level would be useful if we are going to maintain a successful project.

Policy development and strategic planning are also essential tools and perhaps more emphasis could be placed in these areas for future internships.

There is an enormous amount of goodwill towards this approach therefore it is important that the right people are selected to further champion these initiatives.

I would like to take this opportunity to once again, thank our sponsors UNESCO, the 2020 Communications Trust and the Computers in Homes Organization for providing me with what has been an exhilarating and worthwhile exposure to some ICT projects in NZ.

Appendix 4- Digital Pacific Internship Report Cook Islands
DIGITAL PACIFIC INTERNSHIP REPORT

March 1 – 13 2004

From:
George Turia
Teresa Manarangi-Trott
Cook Islands

Introduction

The two-week internship that was sponsored by UNESCO, 2020 Communications Trust and the Computers in Homes Project identified three specific objectives:

- **Connected Families**
Pacific Island families in remote villages are able to correspond via e-mail with their families overseas
- **Expanded ICT literacy in the Pacific Islands**
Project participants gain and improve their ICT skills enabling them to participate more fully in the digital world
- **Strategies for Increasing Digital Connectivity**
Interns establish relationships with NZ groups and prepare a draft action plan for their own countries

It was intended to give the interns insight into the types of programmes currently operating in New Zealand as well as identifying opportunities where these programmes could be used or adapted for the Cook Islands environment.

The programme coordinator Clare Coman and Di Das are to be congratulated for their dedication in providing for the interns an interesting and informative programme.

Week One

Coordinator: Di Das

The program focused on presenting an overview of ICT developments and strategies in NZ through a process of visual presentations by Government agencies and private website providers. There was also a presentation by the Computers in Homes organization, visits to existing Computers in Homes and Schools Projects in Wellington, Porirua, Rotorua and Whakatane, meetings with parents to gauge first hand, their experiences with the CIH project and exposure to the National Library

website using the google search engine as well as visiting key sections within the library to gain a better awareness of how information is received, transferred and stored within that system.

There was also an opportunity to discuss with a NZAid representative, potential funding mechanisms both internally and externally within the Pacific region to assist with any potential projects that may surface as a result of this internship.

Round table discussions were held with Community Employment Group and Housing NZ representatives to observe a pilot initiative where Housing NZ has placed a computer within a cluster of rental accommodation units so that tenants can access the internet or e-mail facilities. This initiative has had demonstrable success and is being piloted in other centers where there are high clusters of low-income families and community groups.

Observations were made of Council participation in ICT particularly with housing and welfare customers involving mainly Maori and Pacific people and a visit to a community cyber training facility saw opportunities being provided for people to access computers and the internet from all walks of life. The development of websites and strategic plans also provided interns with the opportunity to extend their knowledge base towards bridging the digital divide.

The Tuhoehoe School visits in Whakatane proved useful because they provided both positive and negative scenarios and there were lessons to be learned from that experience. It was amazing to note that with the existence of modern technology in NZ, there were still some areas that did not have electricity and telephone connections or technology was outdated.

Of interest, was the potential to increase their capacity by ensuring that they had good management, monitoring and review procedures in place? They have also undertaken research analysis of the impact the Computers in Homes project has had on children, parents, teachers, the school and the local community. This concept has given the interns "food for thought" especially when considering how we bridge the digital divide with our outer islands people in Samoa and the Cook Islands.

There were also opportunities to share and exchange information on country experiences about the status of ICT and what respective government's is undertaking.

Week 2

Christchurch

Coordinator: Fuetanoa Kose Seinafo, Pasifika Education Coordinator, Southern Region

The group was welcomed to St James School with a moving Pasifika welcome. The school demonstrated the very realistic and practical ways IT is included in the entire school programme. Although a small school the innovative opportunities that the principal utilized to ensure sufficient funds were available to meet the demands of the IT programme was refreshing. This included very modern laptop banks and desktop computers

Visit to Ultralab (private IT training provider) provided the interns the opportunity to

listen to the various community. IT programmes available to Pacific peoples in Christchurch. This included leaders and representatives from the Samoan, Nuiean Maori and Tongan communities. An interesting aspect was delivered by Siale Faitotonu (Tongan Community representative) who is assisting Canterbury University to develop a programme for teaching IT and computers in the Tongan language. The Community Employment Group representative Vic Tamati demonstrated the types of community programmes provided in Christchurch.

PEETO (Pacifika Education and Employment Training Organisation) gave the team further information with regard ways in which it supports community IT as well as general education programmes. It highlighted the partnerships with schools, teachers and pupils and families to improve educational opportunities not only for students but also for those in communities. It is an NZQA accredited private training provider.

Hillmorton High School demonstrated the practical way in which this school provides an avenue for community learning providing homework classes and computer classes in association with PEETO.

Aranui Primary School and its Principal was the highlight of the Christchurch visit. It demonstrated the real benefits of IT and was able to show that the enthusiasm of staff with the right qualifications is essential if IT is to succeed in schools.

Etime a private training provider invites students, adults and teachers to participate in their IT programmes. It provides learning in a range of new technologies and is probably one of the most advanced IT providers in NZ. This includes digital photography and movie making as well as animations. The theme of their teaching programme is that education is fun.

Wellington

Coordinator: Clare Coman

The National Library and its staff were extremely helpful including the opportunity to view information at the Turnbull Library. Information gathering and the opportunity to use the search engine will have long-term benefits for all the team.

NZQA provided limited opportunity however it was interesting to understand the working of the various programmes.

Coordinator: Janice Umuga

Meeting with Community Education Groups provided an opportunity to develop networks in other areas of the country however they were uncertain as to our role and how they could assist. They were very interested in receiving information of experiences programmes and opportunities in the Cook Islands and Samoa.

Hglobal Consulting a private consulting business assisting business, government and other institutions to understand whether there is a need to include staff with Pasifika qualities. They identify prospective employees with Pasifika skills or Pacific Expertise and market these skills to businesses. It provides training programmes for those looking for employment. An interesting twist on what is currently available to

support Pacific Islanders in Wellington.

Auckland

Coordinator: Nuku Rapana

A Cook Islands community who have been successful in generating funds to establish a Pukapuka Training Academy a PTE targeting training at Pacific Island communities in electro technology and ICT. Very well funded and one of two NZQA accredited institutions delivering computer-networking training in the Auckland area.

The Ark is a company manufacturing refurbished computers for schools and communities.. Provided the team with an opportunity to see first hand how refurbishing is undertaken and that there are sound economic opportunities for purchasing good computers at low cost if partnerships were to be developed on the islands.

What does this mean for the Cook Islands?

Taking account of the exposure during the first week to a number of resources, IT experts, public service professionals and sector agency groups involved with Computers in Homes Project and ICT projects in general, the inevitable question to ask is “ *what does all this mean and how can we maximize this experience to benefit the Cook Islands.*”

During the country presentations, the Cook Islands portrayed its position on ICT as “ developing its opportunities towards ICT.” We have commenced a number of initiatives e.g. drafted an ICT National Strategic Framework, completed a National Policy on ICT which has been approved by Government, have satellite connectivity, most of our outer islands are internet capable, a presence of cyber cafes are located in hotels, shops and stand alone operations and we moved from analogue to digital technology in December 2003. The next step is to develop e-government with special emphasis placed on developing a process for computerizing our Customs and Taxation Department. The presentation is provided as Appendix 1.

In general, the Cook Islands has made good progress towards bridging the digital divide but more effort is required in progressing its technological infra structure and capacity building.

On analysis of the first week’s sessions and experiences, there is merit in considering the concepts and principles of the Computer in Homes Project however, for the Cook Islands and given its geographic spread, the location of such a project would best be suited in a school environment. It was interesting to note that with most of the schools, community and site visits, there were few Cook Island participants. Most participants were either Maori, Samoan with a few Tongan and European people.

Where to from here?

The process for implementing a similar type initiative for the Cook Islands will require a buy-in initially from government and sector agencies but the opportunities far outweigh the negatives and the NZ experience has proven that. Such a process

would require:

- Identifying a Champion to advance this initiative
- A pilot school could be identified
- Integrate this initiative into the National Planning Process and Budget Process
- Seek sponsorship and resources
- Select a pilot school and key people to be involved
- Develop marketing strategy to inform the community of project
- Arrange training for tutors and teachers
- Arrange technical back up and support systems
- Develop partnerships between school, ISP Provider, Telecom and external experts
- Maintain linkages and network support with UNESCO and 2020 Communications Trust

Conclusion

We take this opportunity for providing the internship opportunity. We look forward to making our presentation to the Ministry of Education Cook Islands and to other interested parties.

Teresa Manarangi-Trott

George Turia

Copies of the Report to:

Secretary of Education,

Secretary Ministry of Foreign Affairs (UNESCO representative)

Acting Cook Islands High Commissioner to New Zealand