

DRAFT

Strategic Objective 3: End User Applications

Assessment and Training of DG Sector Partners: Kenya

January 12 – 30, 1998

**Leland Initiative: Africa Global Information Infrastructure
Gateway Project (698-0565)**

Prepared for:

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I. Scope of Work

As a part of the Leland Initiative's Strategic Objective 3, aimed at developing a dynamic and growing user base capable of utilizing the Internet in Africa, the Leland team visited USAID/Kenya with the intent of working with the Mission to develop a course of action for integrating the use of the Internet into their activities. The TDY, as initially devised, was broad and flexible so as to allow the possibility of an assessment, training, and/or action plan development. Upon meeting with USAID/Kenya staff at the outset of the TDY, it was decided that the Leland team would focus on working with the Democracy and Governance (DG) Strategic Objective (SO) team to conduct both an assessment and training of its partners. The DG SO team also requested that the Leland team review an unsolicited proposal on establishing a network of civic education groups that had been submitted to the mission. In addition, it was agreed that the Leland team should brief the two other USAID/Kenya SO teams on the Leland Initiative.

II. Summary of Findings: Assessment of African Internet End-User Issues of Nine USAID/Kenya DG Partners

During the first week, the Leland team conducted an assessment of Internet end-user issues of Kenyan development partners identified by the USAID/Kenya DG SO team. Because USAID/Kenya's DG SO is to "create effective demand for sustainable political, constitutional and legal reform," a great majority of their current partners are undertaking civic education programs with the aim of strengthening civil society and the electoral process. The DG SO team selected 14 of these partner organizations to be interviewed and to participate in the training, based on the criteria that each of these organizations were in a position to benefit from Internet training. The Leland team was able to interview only nine of the partners, due to the short notice and the fact that many of the organizations were understaffed, as a result of employees taking leave to recover from the intense election period. The nine organizations interviewed ranged from church-based organizations, to women's organizations, to research and policy institutes.

The survey results revealed that seven of the nine organizations had e-mail accounts, while three had full Internet access. All but one group had extra phone lines and the necessary computer equipment to support full Internet access. The majority of individuals interviewed were aware of, and enthusiastic about, the benefits of the Internet. However, a number of the organizations complained about expensive and unreliable Internet Service Providers (ISPs), while others expressed frustration with the delay in getting additional phone lines installed and the connectivity problems related to the poor quality of phone lines in Kenya.

A few interviewees had spent considerable time thinking about how their organizations could use the Internet to achieve their objectives. Communication with constituents (especially those in rural areas), dissemination of publications, and research were commonly identified as areas where the Internet could further the organizations' objectives. Specific ideas for Internet use included: creation of an electronic network for the Catholic dioceses to further their communication with

the Catholic Justice and Peace Commission (CJPC); Internet research into the constitutional reform process in other countries to inform the Centre for Governance and Development's (CGD) work in this area; e-mail communication with groups in rural areas to collect and disseminate human rights information.

III. Omega Systems/DarajaNet Proposal

Some months before the Leland team's arrival, the DG SO team received an unsolicited proposal from an Internet Service Provider (ISP), Omega Micro Systems Ltd., and Daraja, a network of Kenyan civic education groups. The original proposal included a plan for establishing an e-mail network of Kenyan civic education groups with the aim of improving communication, sharing lessons learned, and coordinating activities between these groups. The DG SO team had not yet decided on whether to fund the proposal as they felt they needed clarification of the technical aspects of the proposal; for this reason the DG team requested that the Leland team read the proposal and meet with Omega and Daraja.

Upon meeting with both the Omega and Daraja representatives, at different times, the Leland team came to learn that a new proposal had been drafted which greatly broadened the reach and capacity of the network and served to minimize the original intent of linking civic education groups. The revised proposal was for "The Pan African Exchange (PAX): An Electronic Communication, Conferencing, and Data Base Facility for Kenya's NGO Sector." The PAX concept was to provide "an information hub for Kenya's Third Sector." PAX would provide e-mail transmission on Fidonet and create e-mail networks such as DarajaNet. PAX would also supply information through local computer conferences, international conferences, and Association for Progressive Computing (APC) resources, as well as through local Kenyan databases that are available from computer diskettes and CD-ROM. The proposal included a plan for a network of rural nodes in Kenya's secondary cities that NGOs would house, each being responsible for disseminating the information in their region.

After a second meeting with Omega Micro Systems to discuss the proposal and its technical aspects, the Leland team made a number of recommendations to both Omega and USAID/Kenya's DG SO team. The Leland team's recommendation was that the proposal be scaled down and that Omega bring Daraja back into the discussion. Secondly, the team recommended that more information be obtained about the capacity of the various NGOs, especially those in the rural areas, to connect to e-mail and the Internet. Although the proposal incorporated plans for providing information via Web mirroring, the Leland team also recommended that the proposal incorporate a plan for eventual full Internet connectivity for the network. After providing this input, we were informed that the proposal had been revised once again, in consultation with Daraja, and resubmitted to USAID/Kenya. The Leland team intends to follow-up with the Mission to determine, if funded, whether and how Leland might be involved in DarajaNet/PAX.

IV. Internet Awareness Training

The Leland team conducted two, two-day Internet Awareness Training sessions the last week of January. In the two sessions, a total of 33 individuals were trained. Although it was initially envisioned that the training would include 28 participants from the 14 DG partners, and all members of the DG SO team, not all organizations were able to participate and not all of the USAID staff were free to attend. As a result, the training was opened to others whom had expressed an interest. The participants of the two sessions included the staff of ten USAID/Kenya DG partners, staff of two REDSO/ESA health sector partners, two Nairobi-based Library of Congress staff, the Internet Coordinator for USAID/Kigali, seven REDSO staff, and four members of USAID/Kenya's DG SO team. Prior to the training, the Leland team sent e-mails to ten Kenyan ISPs, inviting them to attend the trainings as observers (See annex 1 for a list of the Kenyan ISPs). As a result, representatives of two Kenyan ISPs (ARCC and Insight Technologies) attended the first training as observers.

The objectives of the Internet Awareness Training were to introduce participants to the Internet, enable them to use a World Wide Web browser and other tools for accessing and using resources relevant to their needs, and to engage them in planning how their organization might use the Internet to achieve their objectives.

Specific sessions in the training included:

- Using the Internet to Achieve Development Objectives
- The Internet: Introduction
- Communicating through the Internet: e-mail and listservs
- The World Wide Web: Introduction
- Your Information Communication Strategy
- Getting Connected to the Internet
- Finding the Information You Need on the Internet
- Downloading Files From the Internet
- Action Planning: Introducing the Internet in Your Organization

Overall, the participants expressed enthusiasm and gratitude for the training and many indicated that they intended to begin the process of planning how to use the Internet to achieve their organizational goals. Among the positive comments received in the feedback forms were, "I am very grateful for the knowledge I got out of this," "This has been an effective capacity-building for our organization," and "I will pass on the knowledge to others." A great number of participants indicated that they would like to have follow-up training.

V. Future Directions

There are a number of options for future Leland SO 3 work in Kenya. The Daraja/Omega Micro Systems proposal, if funded, could potentially serve as a pilot project. In addition, many of the ideas presented by partners in the action planning component of the training, if developed, could

prove to be worthy pilot projects. In addition, following presentations by the Leland team, the two other USAID/Kenya SO teams expressed a strong interest in having Leland return to provide training for their partners and assist in the development of other Internet-related activities. The team for USAID/Kenya's second strategic objective, "increase commercialization of smallholder agriculture and natural resources management," expressed particular enthusiasm in having the Leland SO 3 team assist them and their partners, while the Health SO team wanted to discuss future directions for their partners.

Recommendations for Next Steps

1. Provide a combined assessment and training on Internet use and applications to the remaining two SO teams in USAID/Kenya.
2. Provide further assistance in developing pilot opportunities within existing projects in the Mission for the appropriate use of the Internet in achieving development goals.
3. Assist pilots in developing strategies and work plans for the implementation of these pilots.
4. Provide Training of Trainers workshop for USAID partners interested in developing Internet capabilities among their partners and collaborators.

ANNEX 1

Kenyan Internet Service Providers (ISPs)

Africa Online

A division of U.S.-based Prodigy Inc, Africa Online provides full Internet service in Nairobi, including local area networks (LAN) gateways and leased line connections. Minimum requirements for an Africa Online installation are:

CPU: Intel-based 386 or higher, Macintosh, or UNIX-based processor.

Operating System: Windows 95, 3.11, or Mac OS Version 7.0

Hayes-compatible modem, 9600 baud or higher (14.4 kbps or 28.8 kbps recommended)

Functioning local telephone line.

Contact:

Africa Online, Inc.

Union Towers Building, 2nd Floor

Nairobi, Kenya

Tel: 243775

E-mail: sales@africaonline.com

Web: <http://www.africonline.com/>

African Regional Center for Computing (ARCC)

A non-profit ISP based in Nairobi. TCP/IP and SLIP/PPP network, that also supports Fido and UUCP also supported. ARCC offers training on network usage, operation, and management. Subsidized rates are available for non-profit users. The ARCC offers e-mail (Internet, Fidonet, and UUCP), file transfers (FTP), online information service (World Wide Web, Mosaic, Gopher), remote login (RLOGIN), USENET news, e-mail-to-fax server, electronic conferences, broadcasts/advertisements, web site services, and 17 bulletin boards (BBSs) on a variety of topics from gender issues to trade and commerce. In addition, ARCC offers IT consultancy, high level training for senior managers, software development, and hardware maintenance.

| Service | Non-profit Fee | Business Fee |
|--------------------------------------------------------------------|-----------------------|---------------------|
| Account/connection and user training | US\$50 | US\$100 |
| Monthly subscription (basic services, up to 2 hours online access) | US\$30 | US\$60 |
| Online access (per each additional hour) | US\$5 | US\$10 |
| International fax via e-mail per page | US\$2 | US\$3 |
| Software | free | free |

Contact:

African Regional Center for Computing

Opposite Ng'ong Hills Hotel

Ng'ong Road

P.O. Box 58638

Nairobi, Kenya

Tel: 726914/723552/570176

Fax: 728351

Pager number: 717717-#600

E-mail: denise@arcc.or.ke

Web: <http://www.arcc.co.ke/>

Environment Liaison Center International (ELCI)

The ELCI node is a Fidonet system, designed to serve the NGO world. ELCI offers e-mail service and conferences on a variety of topics. ELCI provides technical support for hardware and software and trains on electronic communications and Fido software.

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| Joining Fee | US \$50 * |
| Monthly Fee | US \$10 |
| Training Fee | US \$30 |
| Deposit for international mail | US \$30 |
| Traffic | US \$0.20 per kilobyte |

** Payment is preferred in local currency. The amount depends on the mean exchange rate.*

Contact:

Makau Ngola, Sysop
Ndemi Road off Gong Road
P.O. Box 72461
Nairobi, Kenya
Tel: 562022, 562015
Fax: 562175
E-mail: mngola@elci.sasa.unep.no

HealthNet Kenya

The HealthNet node is based at the University of Nairobi.

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| Installation, training, and user manual for groups in and around Nairobi | Ksh. 3000 |
| Installation and training for areas outside Nairobi | Ksh. 4500 |
| Monthly subscriptions | |
| Individual accounts | Ksh. 600 |
| Govt. and local NGOs | Ksh. 800 |
| International groups | Ksh. 1400 |
| Modem rental, per month | Ksh. 500 |
| Sending local mail/documents | free |
| E-mail software | free |
| Bulletins and newsletters | free |

| | |
|---------------------------------------|-----------------------------------------------------|
| Literature searches on MedLine/CD-ROM | small additional fee as determined by the librarian |
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Contact:

University of Nairobi Library Block, Room 1
P.O. Box 19954
Nairobi, Kenya
Tel: 724543 or 714757
Fax: 724590
E-mail: hnet@ken.healthnet.org

Omega Micro Systems Ltd/Thorn Tree

A Fidonet system with feed coming through GreenNet in London. Thorn Tree offers e-mail service and distributes conferences from UNEP as well as a number of other conferences from GreenNet (all free of charge).

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| Personal E-mail Unlimited e-mail use including file transfers. Call in times from 6 p.m. to 7 a.m. and all day on weekends | US \$13.50 per month |
| Professional E-mail Unlimited e-mail all day, every day | US \$22.50 per month |
| Corporate E-mail Unlimited e-mail for companies and organizations that have several users on one account. | US \$40.50 per month |

Contact:

Ron Nunn, Managing Director
Crispin Sikuku
Omega Micro Systems Ltd.
P.O. Box 38941
Nairobi, Kenya
Tel: 229650
Fax: 250787
E-mail: rnull@tt.gn.apc.org, thorntree@tt.gn.apc.org

Form-Net

Form-Net is based in Nairobi with points of presence in Mombasa and Kisumu. It provides full Internet connectivity and e-mail service, plus a range of local and international resources, games, online shopping, and other services. Form-Net offers on-site installation and support, a 24-hour technical support hotline, and free software.

| | |
|--------------------------------------------------------------|-----------|
| 24-hour e-mail | Ksh. 4000 |
| E-mail and Internet access from 12:00 midnight to 6:00 a.m. | Ksh. 4000 |
| E-mail and Internet access from 12:00 midnight to 12:00 noon | Ksh. 6000 |
| 24-hour e-mail and Internet access | Ksh. 7000 |

Contact:

Tel: 235630

E-mail: sales@form-net.com

Web: <http://www.form-net.com>

Inter-Connect (Utando)

Founded in 1996, Inter-Connect is a commercial ISP based in Nairobi with an additional office in Nakuru and plans to extend to all major towns in Kenya. Inter-Connect provides a full range of services which not only include Internet and WWW access, but also e-mail services, Analog and Digital leased line connections, Web development, hosting, and Intranet design.

| | |
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| Basic access charges at Kes 4.00 per minute (e-mail and Internet) per month | Ksh. 900 |
| Economy unlimited e-mail per month | Ksh. 1,200 |
| Premium unlimited e-mail, 30 hours Internet access per month | Ksh. 4,350 |
| Off-peak unlimited e-mail, Internet access between 6 p.m. and 9 a.m., plus weekends, per month | Ksh. 5,500 |
| Unlimited e-mail, unlimited Internet access, per month | Ksh. 7,250 |
| Set-up charges | Ksh. 1,000 |

All charges above are exclusive of 16% VAT

Contact:

5th Floor

Chancery Bldg

Valley Rd.

P.O. Box 44485

Nairobi, Kenya

Tel: 711140

Fax: 718418

E-mail:

Sales: sales@iconnect.co.ke

Help & support: support@iconnect.co.ke

Web designing: webmaster@iconnect.co.ke

Web: <http://www.iconnect.co.ke/>

NairobiNet Online

NairobiNet offers dial-up service, Web hosting, and gateway service.

Contact:

NairobiNet

Norwich Union House

5th Floor

P.O. Box 61758

Nairobi, Kenya

Tel: 217406

Fax: 331375

E-mail: info@nbnet.co.ke

Net2000

Net200 offers e-mail and Internet services, setting up of mail gateways, web sites, and corporate solutions.

| | |
|-------------------------------------------------------------------------------------------------------------------------------|------------------------|
| NET USAGE, pay as you use the service <i>5 p.m. – 8 a.m. Ksh. 300 per hour</i> <i>8 a.m. – 5 p.m. Ksh. 500 per hour</i> | Ksh. 1000 (per month) |
| NET MAIL, e-mail 24 hours Weekdays and Weekends, 12 a.m. – 6:45 a.m.* | Ksh. 3000 (per month) |
| NET MANAGER, e-mail 24 hours Weekdays, 8 a.m. – 1 p.m.* Weekends, 24 hours* | Ksh. 4,000 (per month) |
| NET HOME, e-mail 24 hours Weekdays, 5 p.m. – 12 a.m.* Weekend, 24 hours* | Ksh. 5,000 |
| NET DIRECTOR, e-mail 24 hours Weekdays, 6 p.m. – 9 a.m.* Weekend, 24 hours* | Ksh. 5,500 |
| NET CORPORATE, e-mail and Internet access for 24 hours | Ksh. 7500 |

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| Installation and one-hour training | Ksh. 2,000 additional training at Ksh. 1,000/per hour |
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** Internet outside these hours charged at hourly rate shown above under Net Usage package.*

All prices are subject to 16% VAT.

Note: one month's charge will be retained as a deposit and training and installation outside of Nairobi will be charged as travelling and accommodation.

Contact:

Muranga Road

Twiga Towers (opposite Meridien Court Hotel)

7th Floor

Nairobi, Kenya

Tel: 213001 or 219123

Fax: 213002

E-mail: info@net2000ke.com

Web: <http://www.net2000ke.com>