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Workshop Report prepared by IIMC Ireland and National Commission on Research, Science and Technology, Namibia

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1. Workshop Focus

The IST-Africa Initiative has taken a leadership position in promoting the adoption of Collaborative Open Innovation and Living Labs Methodologies to support socio-economic development in Africa

This workshop focused on providing an introduction to the Living Labs concept, examples of operational and emerging Living Labs and how these have evolved in other African States as well as in Europe. It was participatory in nature with group work and presenting of outputs to the entire group. The participants discussed the potential roles of stakeholders in Living Labs in the context of Namibia in terms of motivations, contributions and expectations. Different perspectives and emerging issues were also identified.

This training workshop was facilitated by Paul Cunningham, IIMC Ltd, Ireland, Coordinator of the IST-Africa Initiative.

By the end of the workshop, the participants had nominated national task force participants to cooperate on realising the next steps. During and after the workshop it was realised that Namibia has not embraced the concept of Living Labs and it was suggested that Namibian stakeholders find ways to adapt the living lab concept to assist in ICT developments in Namibia to solve current problems that Namibia faces.

2. Workshop Report

2.1 Introduction

The workshop was officially opened by Mr John Sifani, the General Manager, in the Department of Innovation and Development, from the National Commission on Research Science and Technology. Mr. Sifani welcomed the participants, thanked IIMC International Information Management Corporation Ltd. Ireland and its CEO, Mr. Paul Cunningham for coming to Namibia to provide the training and thanked the European Commission for supporting the IST-Africa Initiative.

Paul Cunningham, IIMC Ireland provided an overview of the IST-Africa Initiative which is supporting this workshop. The IST-Africa Initiative was founded in 2002 by IIMC, Ireland and has now grown to a partnership with Ministries and National Council responsible for Information Society, ICT and/or Innovation in 18 African Member States¹. The IST-Africa is supported by the European Commission and African Union Commission with co-funding under FP7.

¹ IST-Africa partners: IIMC International Information Management Corporation Limited ("IIMC", Ireland); Ministerio da Ciencia e Tecnologia ("MINCT", Angola); Ministry of Transport and Communications ("MTC", Botswana); Ministere de l'Enseignement Superieur et de la Recherche Scientifique ("MESRS", Burundi); Agence Nationale des Technologies de l'Information et de la Communication ("ANTIC", Cameroon); Ministry of Communications and Information Technology ("MCIT", Egypt); Ministry of Communication and Information Technology ("MCIT", Ethiopia); Ministry of Education, Science and Technology ("MOEST", Kenya); Ministry of Communications, Science and Technology ("MCST-L", Lesotho); National Commission for Science and Technology ("NCST", Malawi); National Computer Board

IST-Africa facilitates and supports:

- International Innovation, Policy and Research Cooperation;
- Knowledge sharing and Skills Transfer between IST-Africa partners;
- Collaborative Innovation, Entrepreneurship and Adoption of Living Labs Methodologies;
- Information Society, ICT and Innovation Aspects of the Africa-EU Strategic Partnership;
- Awareness of African Research Capacity, cross-border cooperation and participation in Horizon 2020
- Establishment of National Contact Points in IST-Africa partner countries

National Commission on Research Science and Technology leverages the IST-Africa Initiative to actively promote the national research community by

- Presentations at International events
- Chapter on Namibia as part of the overall IST-Africa Study on ICT Initiatives and Research capacity
- Publishing articles on ongoing and emerging ICT and Innovation activities in Namibia on the IST-Africa portal and in the Newsletter
- Raising awareness of upcoming Calls for Proposals and international funding opportunities
- Assists institutions in preparing for new opportunities such as Horizon 2020
- Raises awareness of activities being undertaken in other African countries
- Supporting the publishing of Organisational profiles on IST-Africa portal to raise awareness of activities in wider community
- Has access to IST-Africa Network including Ministries and National Councils in 17 African Countries to share knowledge, experiences and success stories
- Has first-hand experience of what is involved in being part of International funded activities under the European Framework Programme.

Participants were encouraged to visit the IST-Africa portal² and download relevant papers and reports

The participants introduced themselves by organisation and by activity. The workshop was attended by participants from University of Namibia; Polytechnic of Namibia; Namibia Standard Institution; Namibia College of Open Learning; International University of Namibia; Technology

(“NCB”, Mauritius); Instituto Nacional de Tecnologias de Informacao e Comunicacao (“INTIC”, Mozambique); National Commission on Research, Science and Technology (“NCRST”, Namibia); Ministère de l’Enseignement Supérieur et de la Recherche (“MESR”, Senegal); Department of Science and Technology (“DST”, South Africa); Ministry of Information Communication Technology (“MICT-S”, Swaziland); Tanzania Commission for Science and Technology (“COSTECH”, Tanzania); Ministère de l’Enseignement Supérieur et de la Recherche Scientifique (“MHESR”, Tunisia) and Uganda National Council for Science and Technology (“UNCST”, Uganda).

² <http://www.ist-africa.org/home/default.asp?page=reports>

Solution Namibia, Mbokamoso Entrepreneurial Centre Telecom; National Commission on Research Science and Technology; Ministry of Education and Ministry of Information, Communication and Technology

2.2 Introduction to Living Labs

Paul Cunningham provided an introduction to the basic concepts behind Living Labs, the different forms and focus that Living Labs can take, how Living Labs support Innovation and examples of sustainable Living Labs in other African Member States.

The session was interactive with a lot of discussion in relation to stakeholder groups and types of Innovation supported.

Stakeholder Groups were defined as being

Key Stakeholder Groups	Synonyms Used by Participants
Public Sector	Government
	Policy Makers
	Development Agencies
	Local Government
	Parliament/Legislature/Local Council
	National Politicians and Local Politicians
Private Sector	Corporate Companies
	SMEs
	Telecoms Operators
	Internet Service Providers (ISPs)
	Technologists and ICT
Education	Academia
	Universities
	Polytechnic
	Primary and Secondary Schools
	Researchers
	Vocational Training Centres
Community	Community(Rural and Urban)
	Community Leaders
	Traditional Leaders
	Youth, Women, Elderly
	End Users
Civil Society	NGOs (Non Governmental Organizations)
	Community groups
	Foundations
	Labor unions
	Community Organizations

2.3 Participatory Session 1: Stakeholders Roles in Living Labs – Motivations, Contributions and Expectations



The participants split into working groups to discuss stakeholders roles in Living Labs from a Namibian perspective. They discussed motivations (Why would they get involved in a Living Lab?), expectations (what would they hope to achieve?) and contributions (how they could make a difference?) for each stakeholder group.

Each group then reporting back their findings to the entire group.

The motivation, expectations and contributions attributed to each stakeholder group is summarised below based on the outputs presented by each group:

Public Sector	
Motivation	Provision service communities , eGovernance implementation, De-centralization of government services, National building, Access to information for communities, Community development, Social economic well being, Resources allocation
Expectations	Bring government to people, Local participation, Improve literacy level, Assist achieving development, Service delivery, Input to government policies, Skills development and job creation, Ownership,
Contribution	Financial resources, ICT infrastructure and training, Political support, Provide enabling environment.

Private Sector	
Motivation	Provide specific services to community, Branding, Good cooperate citizen, Acceptability of product and services, Return on investment, CSR, Reputation and marketing.
Expectations	Market share, Revenue generation, Recognition/visibility, Tax relief, Growth, Profit, Skills and development.
Contribution	Knowledge and skills, Technology transfer, finance, Employment, Funding and resources, CRS, Skills and development.

Education	
Motivation	Improves relevance and credibility, Simulate research for local community, Knowledge creation/research sharing, R&D for development, Community development.
Expectations	Research outputs, publications, Product development, Innovation and research commercialization, Funding opportunity for research, Strengthen research output, Academic empowerment, Improve academic rating.
Contribution	Knowledge creation and skills development, Leadership, Information

	learning resources, Community services, Facilitation, educational document etc...
Community	
Motivation	Improved livelihood, Ownership, Service and production provision, Recognition, To give the community voice, Sense of belongings, Community building, Relevant local development.
Expectations	Information sharing, Community empowerment, Improve livelihood, Community participation, Improved livelihood, Access to services and products, Gain knowledge and skills, Job creation.
Contribution	Enabling environment, Resources development (HR), Indigenous knowledge development, Security and support, Local knowledge development, Local leadership, Provide employment, Active citizenship,

Civil Society	
Motivation	Shape public policy, Increased awareness; create employment; provide community support and protection.
Expectations	Community involvement; equality; capacity building; services; skills development and improvement
Contribution	Support; information sharing, training and skills development

2.4 Six Thinking Hats Methodology

Session 2 Harvesting Different Perspectives and Emerging Issues on African Living Labs was based on the Six Thinking Hats Methodology published in a book by Dr Edward de Bono in 1985. It is designed to provide a framework based on creativity and collaboration rather than argumentation (the more traditional “I am right, you are wrong”). The methodology is based on focusing group members on thinking about issues from the same perspective at the same time, before moving on to considering the problem domain from another perspective.

It uses an easy to understand metaphor of six hats, each with a different colour and each focused on a different way of thinking. The participants are asked to put on and take off the same coloured hat at the same time, thus ensuring robust output from working group meetings, by tapping into collective wisdom.

White Hat Thinking - Facts

White Hat Thinking focuses on data, information and facts, and is neutral and objective in style. Relevant questions include “What do I know?”, “What do I need to find out?” and “How will I get the information I need?”

Red Hat Thinking - Feelings

Red Hat Thinking focuses on feelings, hunches, gut instinct and intuition. Feelings can change over time and no reasons are required for having a feeling at a specific point in time.

Black Hat Thinking - Caution

Black Hat Thinking focuses on difficulties, potential problems, the devil's advocate, or why something may not work. It identifies potential risks, and logical reasons must be provided.

Yellow Hat Thinking - Benefits

Yellow Hat Thinking focuses on values and benefits, and why something may work. It identifies potential benefits and useful ideas, and logical reasons must be provided.

Green Hat Thinking - Creativity

Green Hat Thinking focuses on creativity; possibilities, alternatives and new ideas. It provides potential solutions or alternatives to address problems identified through Black Hat Thinking.

Blue Hat Thinking – Process (Big Picture)

Blue Hat Thinking focuses on managing and organising the thinking process, providing an overall focus, and identifying and developing next steps and action plans.

Harvesting Different Perspectives and Emerging Issues

Each of the tables below capture the key concepts and contributions made by the individual working groups for each of the Six Thinking Hats, as that specific way of thinking applies to Living Labs. All outputs for each of the Six Thinking Hats were presented to the entire Working Group.

White Hat Thinking - Facts	The concept and key elements, The rationale(why we need them), Preconditions (Strategy process and structure), Where else they are applied, Community response, Operational knowledge, Research, electronic searches, Use of ICT resources, Blocks and social networks, The existence of stakeholders, Funding needs for operation, Need of environment to operate, Focus on innovation and promotion, How to attract stakeholders, How to source funding, How to identify and secure suitable environment, Need of the community.
Red Hat Thinking - Feelings	Uncertainties, Excited about them, Positive thinking, Technophobia, Will we be able to use them, Disappointments, Not interested, Motivated, Uncertainties, Time consuming, Lack of understanding, educative, Not addressing needs, Happy, stressful, engaging feel bored, over excited.
Black Hat Thinking - Cautions	Lack of local ownership, Inadequate information, Lack of community involvement, Political will, People may develop dependency culture, Maintaining the technology, Resistance of the idea, Building policy coherence, Project assessment and evaluation, Insecurity, Lack of commitment, Failure to address community needs, Lack of funding, Resistance to change, Pessimistic, stereotype, Non starters.

Yellow Hat Thinking - Benefits	Community development and ownership, Knowledge sharing, Community empowerment, Community upliftment/betterment of living condition, Indigenous knowledge transfer, Ubuntu, Technology transfer, Enhance service delivery, Knowledge dissemination, Provide alternative communication network, Local leadership accountability, Improve governance, Create employment opportunities, Capacity building, Sense of ownership, Access to open learning, Local empowerment, Active citizenship.
Green Hat Thinking - Creativity	Health sector, Education sector, SME's sector, Information sector, Tourism sector, Conformity sector, Environment sector, Gender equality sector, Justice sector, Nation building, E&M services (e-GRN, e-health, e-infrastructure, e-learning, e-agriculture, Localization of content, Knowledge portal-access, share ,knowledge, Adaptation and adoption of best practices, Future technology.
Blue Hat Thinking - Process (Big Picture)	Awareness, stakeholder capacity, develop concept, Dialogue where the ideas will be developed, Build national consensus, Capacity assessment, Identification of sector intervention, Feasibility and piloting, Evaluation (adoption or rejection), Areas of implementation(Academic ,health sector), Identify specific focused area, Identify key stakeholders, Needs assessment, Awareness creation of living labs, Resources requirement, Design, development and implementation, Report, Monitoring and evaluation.

2.5 Brainstorming & Conclusion

The Working Group members engaged in a brainstorming session around national priorities, policies, public and private sector initiatives that could be implemented by supporting the development of Living Labs, potential stakeholders to be engaged, potential skills and resource gaps that need to be addressed and support that could be provided by different stakeholders,

The following outputs were collected during and after the workshop:

- **National priorities that could provide a strategic focus for Living Labs**
 - Knowledge and skills transfer
 - Technology transfer and development
- **National policies around which Living Labs could be aligned, to provide a framework to justify national government funding**
 - Policy Framework for Long-Term National development
 - National vision 2030 policy
- **Existing and planned public and private sector initiatives that could be complemented by supporting the development of Living Labs**
 - ICT development

- Education, Science and Technology
- Health and Development
- Sustainable agriculture

- **Identify potential stakeholders who should be engaged based on complementary skills, resources and thematic/geographic focus**
 - University of Namibia (UNAM)
 - Polytechnic of Namibia (PoN)
 - National Commission on Research, Science and Technology (NCRST)
 - Mbokamoso Entrepreneurial Centre

- **Identify potential skills and resource gaps that need to be addressed to support the sustainable development of Living Labs**
 - Skills gaps
 - Ideas
 - Knowledge
 - Experts
 - Services

 - Resource gaps
 - Funding
 - Spaces

- **Identify relevant government, industry, research and civil society stakeholders and the kinds of support each can contribute**
 - Mbokamoso Entrepreneurial Centre - entrepreneur development
 - Ministry of ICT-policy related issues
 - Ministry of education- policy related issues

It was recommended that the workshop participants should discuss with their faculty members in relation to steps to be taken to develop Innovation Spaces and Living Labs in Namibia. It was felt that it would be benefit to have another workshop during 2014 with a larger group of participants.

Participants



Name	Organisation
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