

HOW MY ECKERD EDUCATION TOOK ME TO 110 COUNTRIES

**And I Even Did Some Good
Along the Way...**

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Agenda



- ⌘ The “digital divide” and what I do to bridge it
- ⌘ Some work products
- ⌘ Skills needed to do this work
- ⌘ My second job -- travel writing
- ⌘ Pontification
- ⌘ Q&A

DIGITAL DIVIDE AND ME

LDCs are a long way from the “e-society”

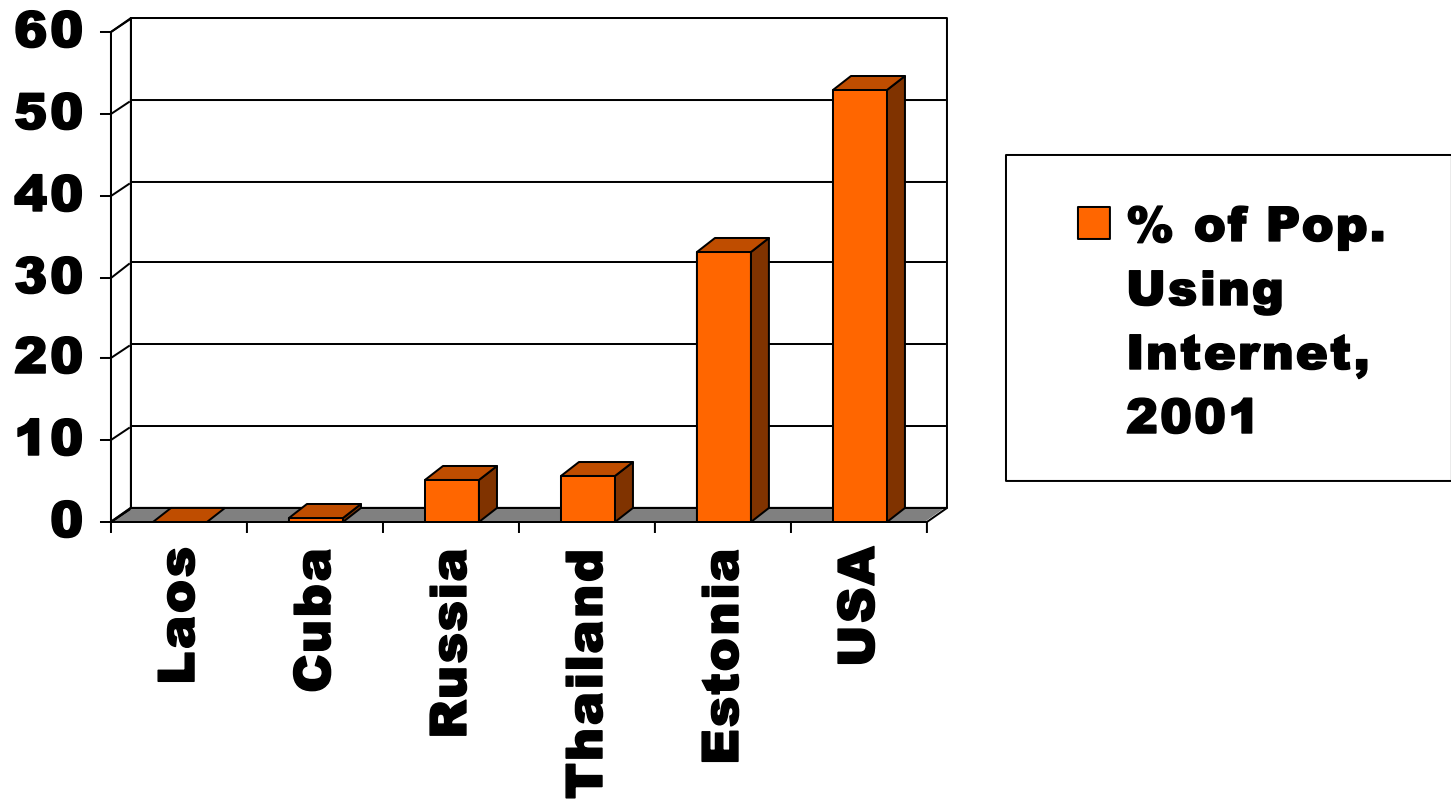


Rural school in Vietnam

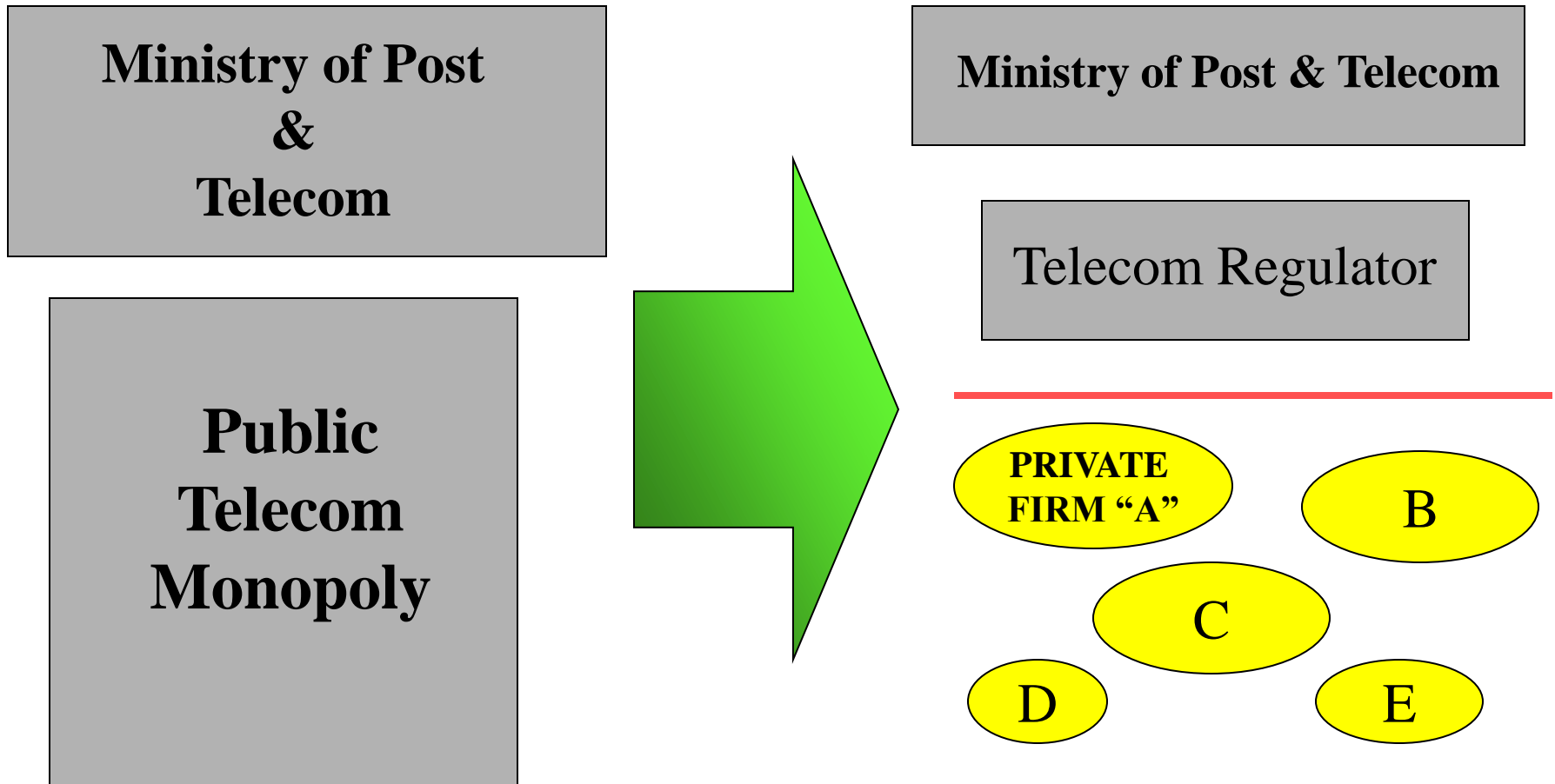
- ⌘ About a third of the world's population has never made a phone call
- ⌘ There are more phones in Manhattan than in all of the 50 poor countries in sub-Saharan Africa
- ⌘ Only 9.5% of the world is on-line -- most of these in rich countries

LDCs: Less developed countries

The info “haves ” are way ahead of the “have-nots”



Telecoms reform changes the entire sector

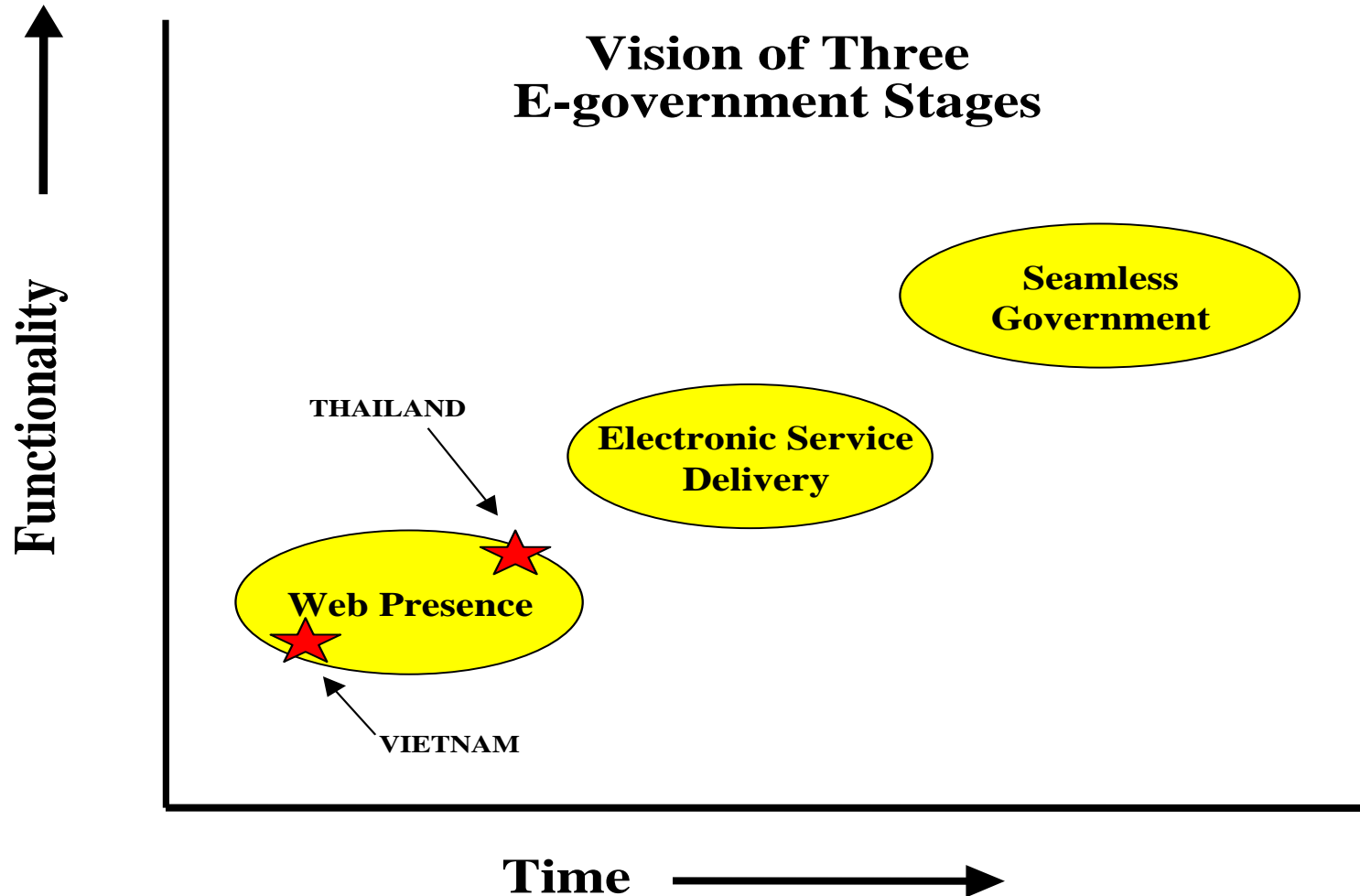


My lines of business

-  Re-write sector legislation and regs
-  Privatize the phone company
-  Reform phone company operations
-  Establish new telecom regulatory body
-  Do national ICT* strategy studies
-  Introduce E-government programs

*Information, communications and technology

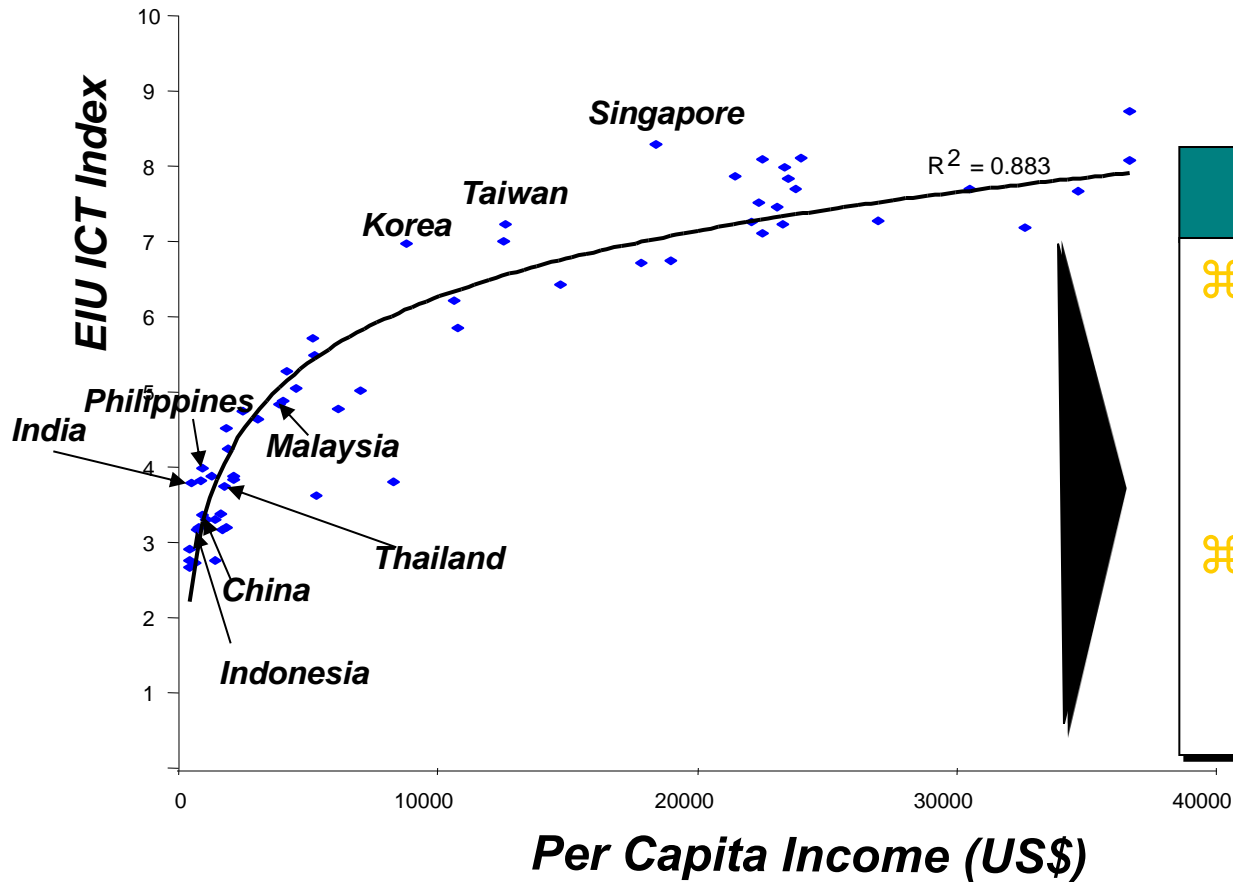
E-government has 3 stages



WORK PRODUCTS: THAILAND



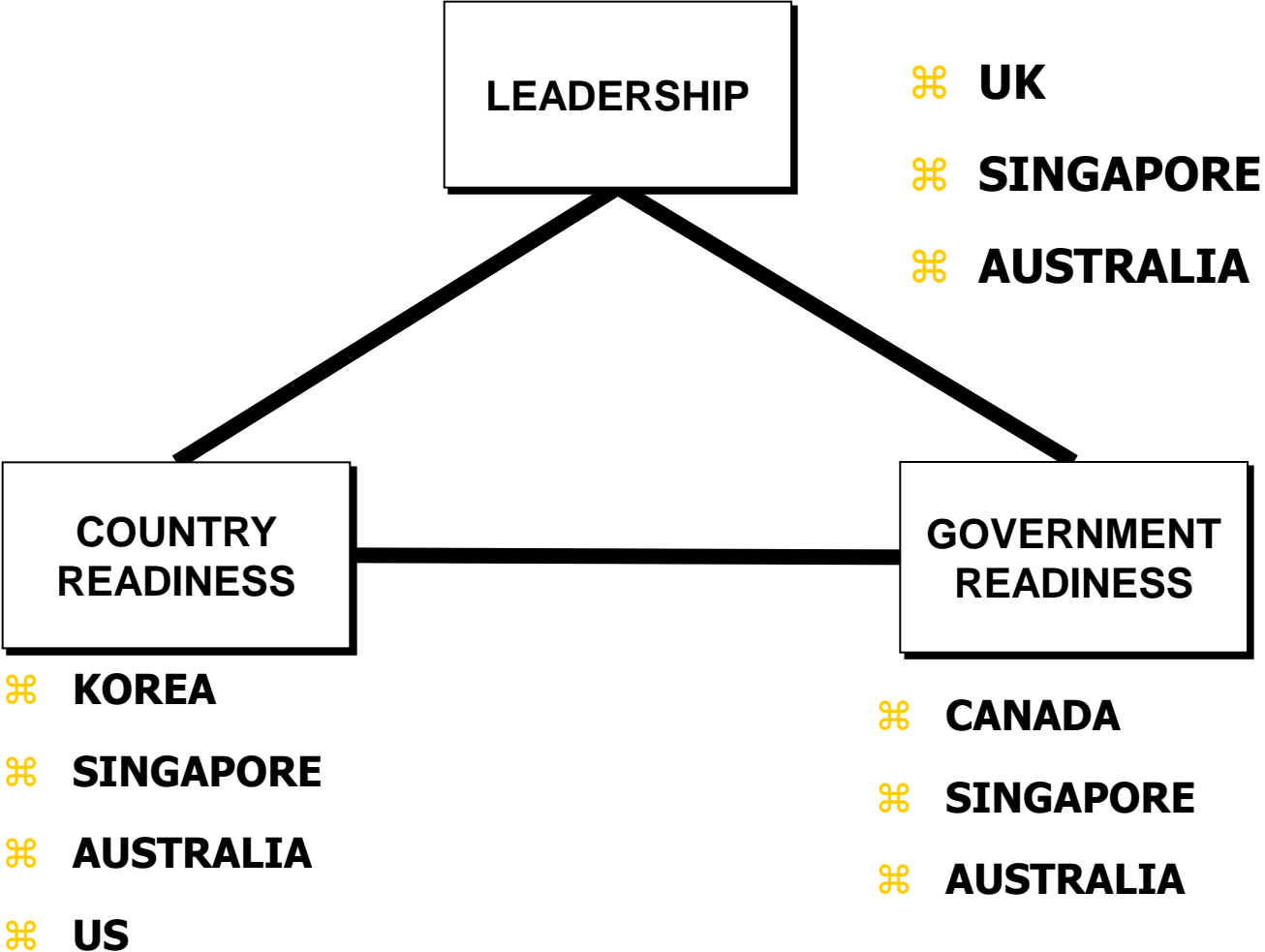
Thailand is lagging behind the region in terms of ICT development



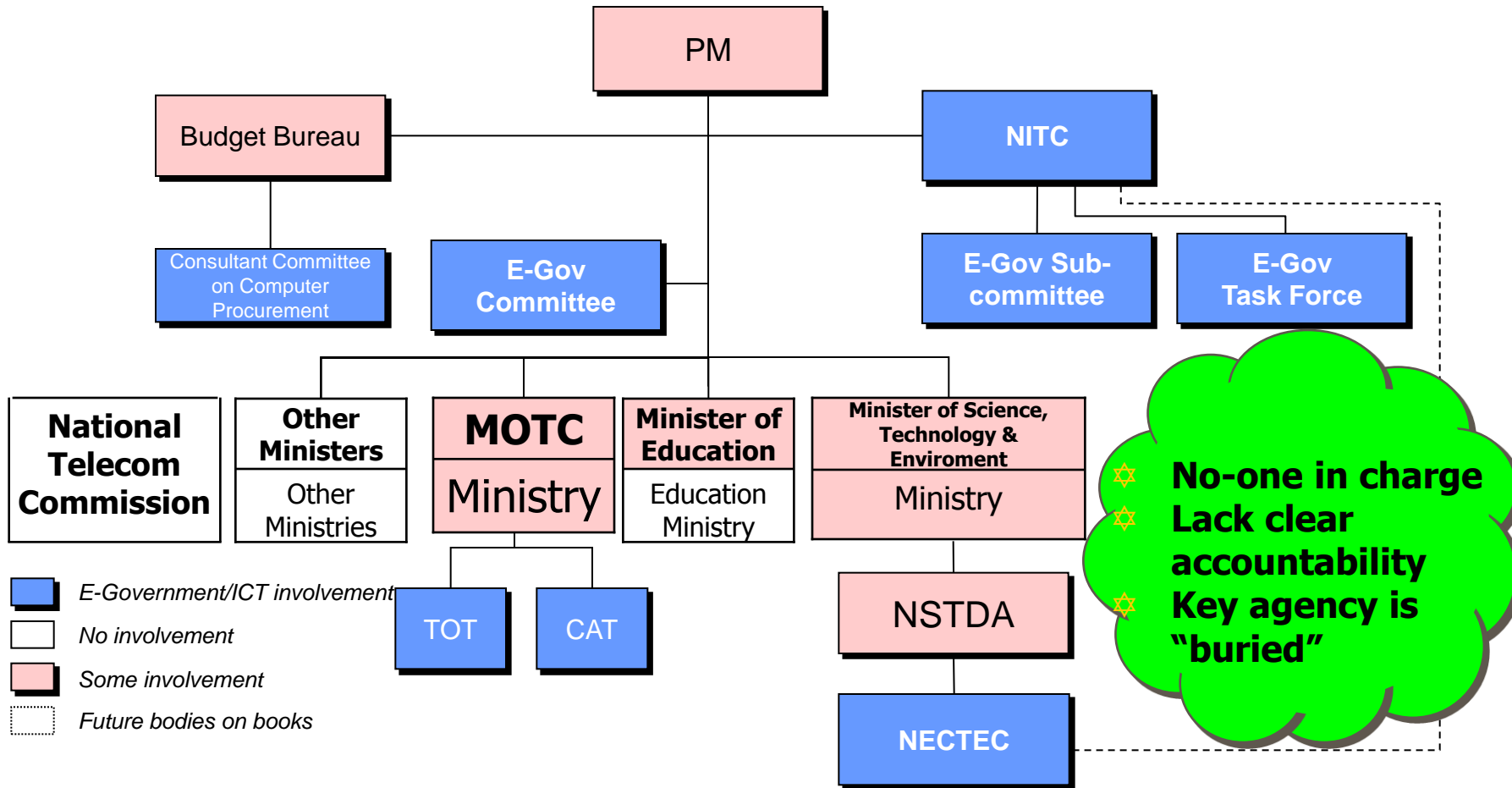
IMPLICATIONS

- ⌘ Korea, Taiwan, Singapore are the “superstars”
- ⌘ Thailand is lagging regional competitors

We assessed Thailand against relevant international benchmarks



The Thai E-Government/ICT organization is fragmented & complex



Source: BAH Research, 2002

(NECTEC: National Electronics & Computer Technology Center)

WORK PRODUCTS: VIETNAM



Vietnam Background



- **81 million people --- as large as Germany**
- **Land area = New Mexico**
- **32% of population aged 14 or below**
- **Percent of pop in agriculture: 80%**
- **Per capita income: about \$350/year**

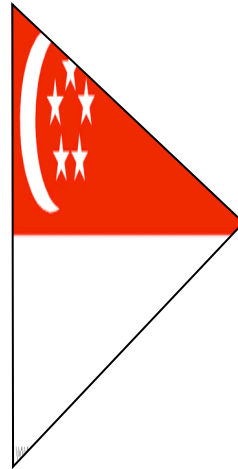
For Vietnam, there were two key questions to be answered:

- ✘ How are other countries organizing their ICT implementation strategies?
- ✘ What are the critical success (or failure) factors that are driving their programs?

Singapore's ICT implementation is one of the top 5 in the world

How is ICT Being Led & Organized?

- ❖ **InfoComm Development Authority**
- ❖ **e-gov agency**
- ❖ **Centers on national e-gov web site covering all stages of life**

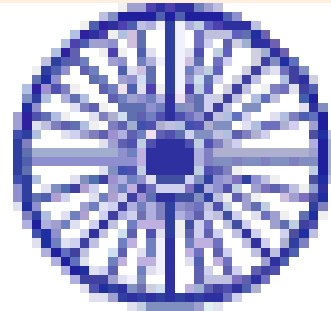



Critical Success (Failure) Factors?

- ❖ **ICT = key national goal, part of effort to position the country for economic growth**
- ❖ **Run ICT effort like a business**
- ❖ **Resource commitment**
- ❖ **Incentivized govt employees**

India has succeeded in creating a world class IT industry, but:

-  **It has taken 10 years to achieve this success**
-  **Benefits have not yet spilled over to other sectors**

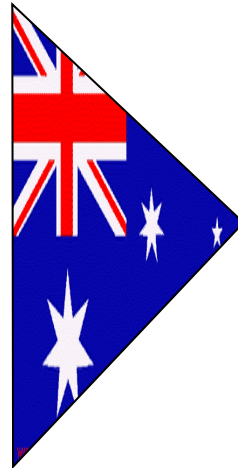


-  **The key success factor was the output of many trained IT graduates, not the Dept. of IT (DIT) leadership**

Australia is moving rapidly towards the top tier

How is ICT Being Led & Organized?

- ❖ **Quasi-private NOIE operates like a private firm**
- ❖ **Officially part of a larger Department of Comm, IT and Arts but in reality NOIE has substantial power**
- ❖ **Ready access to top**



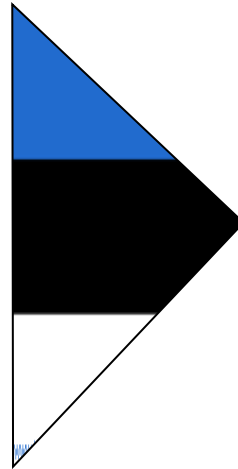
Critical Success (Failure) Factors?

- ❖ **NOIE has clear authority to coordinate ICT at national & local levels**
- ❖ **Close ties to business community**

Estonia is probably the best less-developed country in terms of ICT

How is ICT Being Led & Organized?

- ❖ **Led by Estonian Informatics Centre, a non-ministerial state agency**
- ❖ **National Communications Board regulates telecoms**



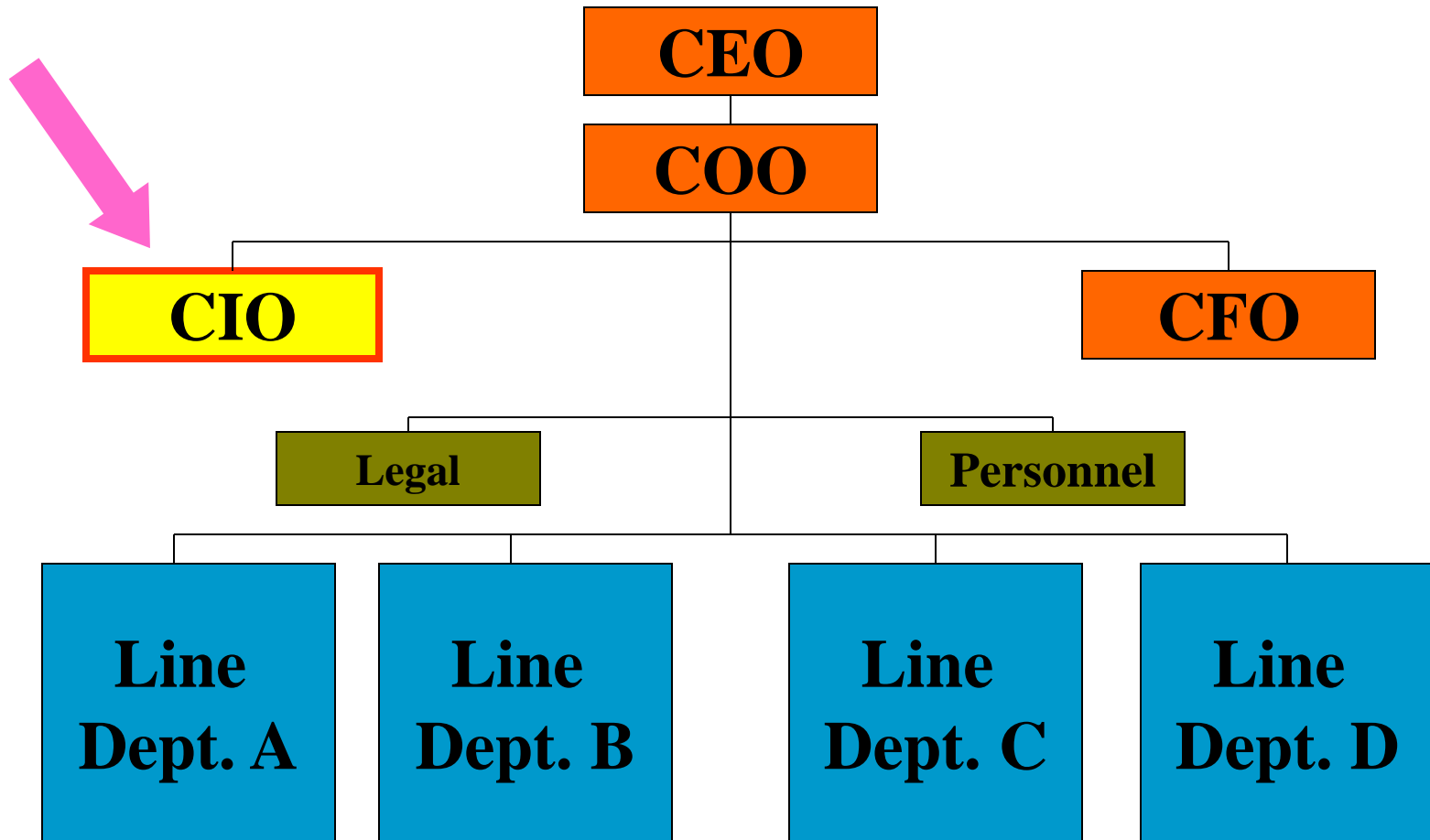
Critical Success (Failure) Factors?

- ❖ **Clear leadership from the top—paperless Cabinet & Parliament installed in 5 months**
- ❖ **Entire country embraced ICT after 1991**
- ❖ **1% of govt. budget devoted to ICT**

Estonia's paperless Cabinet & Parliament leads the world



Most private firms have elevated the CIO to one of the four top positions



The implications for Vietnam are clear



Implications

- **Top level commitment**
- **Resources allocated**
- **Single point of focus with authority**
- **Organization with access to the top**
- **Focus on IT sector but don't over – focus**
- **Use ICT as enabler for overall development**



Our team is designing a \$100 M e-gov and ICT program for VN



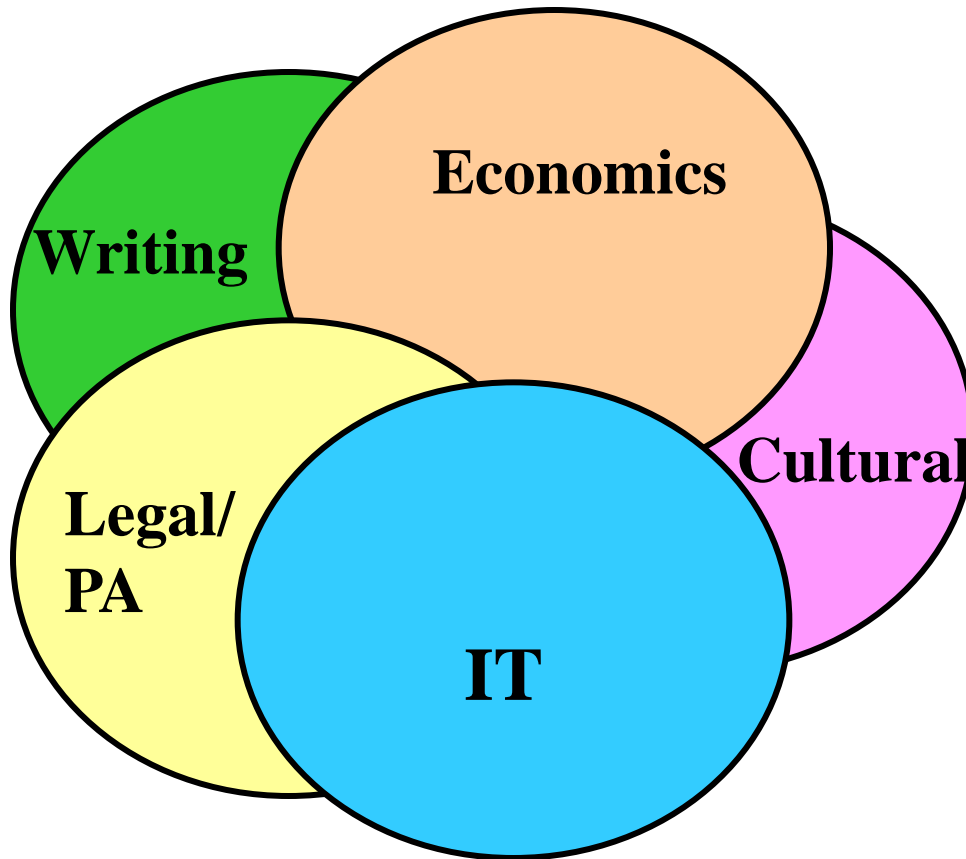
Isolated village school in Rovieng, Cambodia

- **ICT leadership**
- **Telecoms reform**
- **National & municipal e-gov**
- **E-procurement**
- **SME training**
- **Rural content & comms**

SKILLS

Essential skills

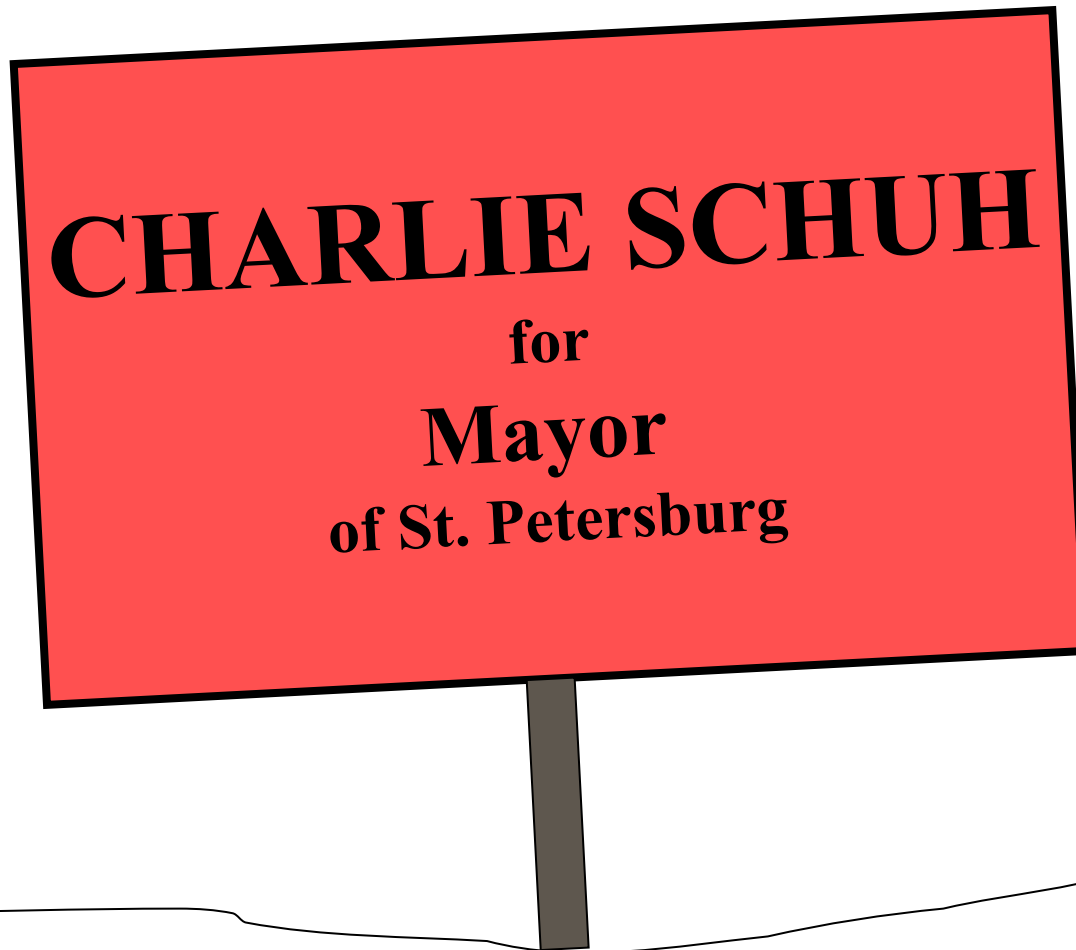
⌘ Skills Needed



⌘ Skills from Eckerd

- ☒ Writing & analysis
- ☒ Economic/political understanding
- ☒ Appreciation of different cultures/language

**Many of these skills came
from the Schuh campaign**



TRAVEL WRITING

Travel writing is a great hobby...

⌘ ...But don't quit your day job

⌘ Benefits:

- ☑ Free travel
- ☑ Meet who you want
- ☑ Forces you to learn





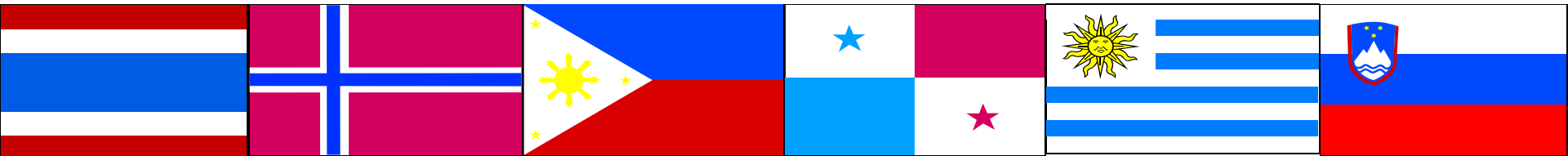


2000 **1** 2000
AROUND the **WORLD**
in 80 days



I've been fortunate to visit many countries

Consulting	28
Marketing	35
Travel Writing	16
For Fun	<u>31</u>
TOTAL:	110

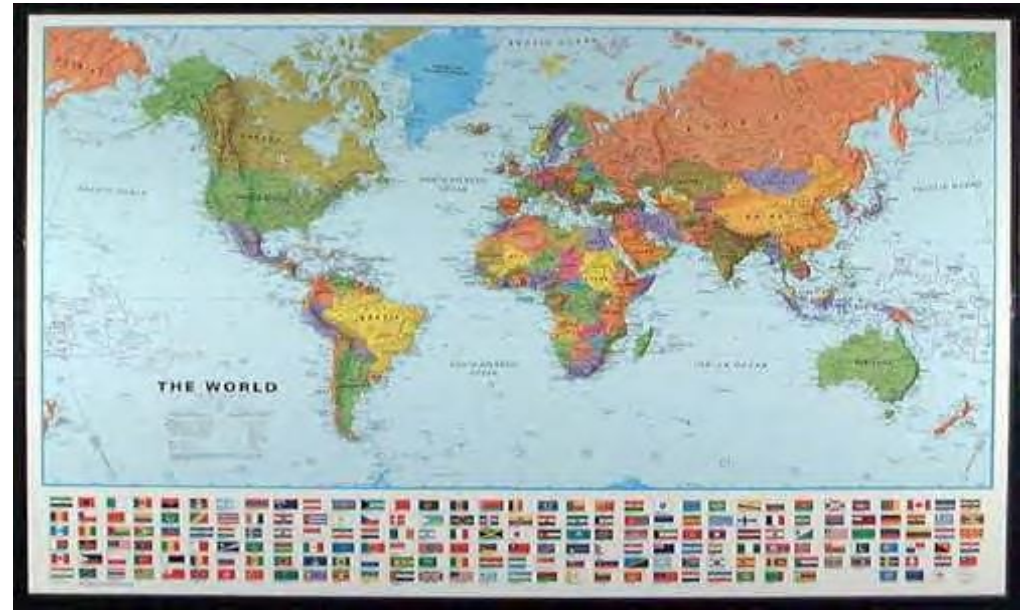


ZZZZZZZ

PONTIFICATION

Pontification...

- ⌘ Do some good for the world
- ⌘ Learn a foreign language
- ⌘ Really learn to write English
- ⌘ Improve your memory
- ⌘ Live below your means, and invest the difference
- ⌘ Give some of the difference to Eckerd!



Thanks! Questions?

Suggested sites and reading



- **www.worldbank.org: World Bank website**
- **www.adb.org: Asian Development Bank (HQ in Manila)**
- **www.usaid.gov: US Agency for International Development**
- **www.tda.gov: US Trade Development Agency**
- **www.recordholders.org/en/book/memory.html:
books on memory systems**
- **Suze Ormon, *The Nine Steps to Financial Freedom***