PCC.I/RES.3 (I-02)[1]

**Implementation of a Tele-education and Tele-medicine Pilot Project
Applied to Indigenous Communities**

The I Meeting of the Permanent Consultative Committee I: Telecommunication Standardization,

CONSIDERING:

a.　That the Declaration of Washington DC 2002 / CITEL **establishes**:

i.　That the development of Telecommunication and Information Technologies Infrastructure and access thereto remains a matter of top priority for efficient information management, due to the strategic position of the telecommunications sector for attaining the economic and social growth targets of the States and establishing information societies.

ii.　That CITEL, as the technical telecommunications entity of the Americas, is an ideal forum for grouping the efforts of the States, the private sector and other telecommunications and financing entities, for the development of each of the elements constituting Connectivity in the Americas: infrastructure, regulation, technological convergence and access to communications and information technology for all segments of society.

b.　That this same Declaration of Washington DC 2002 / CITEL furthermore **agrees:**

i.　To continue consolidating and expanding the capacities of CITEL so that it may respond fully to the commitments adopted by the Heads of State at the Americas Summit, as information, telecommunications and connectivity technologies are top-priority elements for the sustainable development of the Region, and

ii.　To strengthen mechanisms allowing the dissemination and firming-up of training and capacity-building programs for human resources, including information activities for the users of telecommunications services, coordinated with the National Entities, the Center of Excellence for the Americas of the ITU, the private sector, regional and sub-regional organizations and other entities in civil society.

c.　That in the Declaration of Quebec approved at the Third Summit of the Americas, the Heads of State and Government proclaimed:

i.　That they will facilitate improvement of human resources in the telecommunications sector,

ii. That they will recommend that our national entities work within the framework of CITEL to prepare guidelines on Universal Service; and

iii. That they will foster the increase of competitiveness and production in all sectors by applications such as Distance Education and Tele-medicine.

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[1] CCP.I-TEL/doc.55/02 rev.2

CONSIDERING ALSO:

a.	That Resolution COM6/10 (Marrakesh, 2002) of the Plenipotentiary Conference of the International Telecommunications Union, in its "resolves to entrust to the Secretary General" and in its "entrusts to the Director of the Bureau for Development of Telecommunications" pays special attention to identifying financial resources to support the development of related projects in the Region of the Americas.

b.	That Resolution 31 (rev. Marrakesh, 2002) of the same Plenipotentiary Conference deals specifically with the Infrastructure of Telecommunications and the Information and Communication Technologies for social, economic and cultural development.

TAKING INTO ACCOUNT:

a.	That within the structure of Permanent Consultative Committee I (Public Telecommunications Services), the Working Group on Universal Service has done important work within the spirit of the Declaration of Washington, D.C.

b.	That the aforementioned Working Group has established three rapporteurs on different aspects of universal service: tele-education, tele-medicine, and indigenous communities.

c.	That the project attached to this document would, *a priori,* fall within the spirit of the Declaration of Washington, D.C. and contains elements that involve the activities of the three aforementioned rapporteurs.

RESOLVES:

1.	To terminate in PCC.I (Telecommunication Standardization) all activities with respect to the "Implementation of a Tele-education and Tele-medicine Pilot Project Applied to Indigenous Communities", in consideration of the new mandates received from the CITEL Assembly.

2.	To set the Third Meeting of PCC.I as the deadline for completion of work related to the aforementioned Pilot Project.

3.	To appoint Mr. Héctor Carril of Argentina to coordinate that work.

4.	To submit the work, once completed, to COM/CITEL so it may proceed as appropriate.

ANNEX TO DOC. PCC.I/RES.3 (I-02)

BACKGROUND

The Chaco Province is located in Northeast region of the Republic of Argentina, on the border with the Republic of Paraguay. This is one of Provinces with the highest level of poverty and with the largest native population in the country. This region is mainly agricultural; from the geographical standpoint, its various zones are endowed with very striking characteristics. With major rivers such as the Paraná or the Paraguay, the wet Chaco contains large areas of forests and plains, particularly *El Impenetrable*, an almost virgin zone that is blanketed by dense − as indicated by its name − and valuable hardwood forests. Towards the Southwest of the Province, the dry Chaco is flat and desert-like, with low scrubs.

This area is home to a Creole and native population, with the latter belonging to the Toba, Wichi and Mocovíes ethnic groups.

Prompted by these characteristics, in parallel to unmet basic needs and a large native population with fairly representative geography in terms of its diversity, and backed by the broad-ranging support of the Provincial Government, Ericsson de Argentina took the initiative of launching a community support project that includes the Universal Service concepts that are today rated as basic.

Along these lines, an agreement was drawn up among Ericsson, a non-governmental organization – the *Fundación Chaco Artesanal,* and the Chaco Provincial Government. The purpose of this Agreement was to implement a handcrafts reeducation program for native and Creole communities reflecting their own culture, as an employment solution, training them to use ICTs as future marketing tool for their wares.

Initially, the Las Palmas and La Leonesa communities were selected, some eighty kilometers from the capital, Resistencia, and located on the Paraguay River, as their characteristics made them appropriate:
· High to full unemployment due to a lack of real sources of work.
· Toba ethnic community at La Leonesa and a Creole community at Las Palmas.
· Both riverbank communities offer easy access from the capital, simplifying the implementation and control procedures during the initial phase of the project.

Tangible asset: new functions for the Plantation House

Various actions are firming up, designed to help the members of the Las Palmas community rediscover their significant agro-industrial past; once reconciled to the painful times that they have also lived through, they have become involved in projects that were already latent within the community and whose materialization began when the Provincial Government acquired major properties, particularly the Las Palmas del Chaco Austral S.A. company, and handed them over to the Social Development Bureau. Since an agreement was signed by this entity and the Sub-Secretariat of Culture in July 2000, the properties on Tracts 11, 12 and 13, Section D, District I, of the Bermejo Department are the responsibility of this cultural entity.

The home of the Area Head, also known as the Chalet Beláustegui, has been repaired in order to house a new function – the Handmade Pottery Production and Capacity-Building Workshop, given the name of Carnadaí by the students, unemployed young people and adults of both genders.

Between November 2001 and July 2002, the wood-fired kiln was built in the garden of the house; the students identified and recognized local clays, learning how to process them through a variety of techniques. Potter María Inés Rossi taught them how to make and decorate utilitarian and ornamental items, which they then fired. By June 30 this year, twelve regular students had produced a total of 197 items.

Intangible asset: redeeming their regional heritage:

The young people of Las Palmas, particularly those attending the *Centro de Educación Polimodal Nº 13* multi-mode education center, have redeemed local history through carefully planned activities at this educational establishment. They interviewed the workers, office employees and maintenance staff of the old sugar mill and walked with them through the inner roads separating the living quarters from the industrial and administrative areas, reconstructing these earlier times and events. In August this year, the second Workshop Days were held here on Redeeming the Regional Heritage, organized by the Sub-Secretariat for Culture, the *Centro de Educación Polimodal Nº 13* at Las Palmas and the Architecture and Town Planning School at the National University of the Northeast, for teachers at all levels in all subjects

in Las Palmas and its area of influence. These teachers were rated as suitable agents for consolidating the concepts covered during the Workshop:

- Identification of the modest heritage of this location and acknowledgement of the protagonists as integral parts of local history.
- Enhanced appreciation of its architectural heritage, with the mill and its outbuildings set right in the heart of the town.
- Acknowledgement that the natural area is endowed with singular characteristics shaped by its past and present agricultural and industrial activities.
- The role of the Hardy Museum as the custodian and disseminator of its heritage assets – such as furniture, fittings and fixtures – as well as the priceless intangible heritage of this site, witnesses to the past built around the Las Palmas del Chaco Austral company during the days of the Triple Alliance War and the old settlers in this region.

It is also interesting to underscore local government intentions to oversee these actions, fostering the creation of legal instruments regulating the use of historical areas and sites.

At the moment, a second stage is under way, designed to underpin mass production with details selected by the craftsmen and women themselves, which will identify all items that in this case are intended for utilitarian purposes.

The master craftsmen and their students have set up the *Arte en la Cultura Qom* Cooperative Craftsmen's Association, which is registered with the Provincial Registry Office, as well as the National Indigenous Institute (*Instituto Nacional Indígena* – INAI).

Working Document

Promotion of Universal Service for Emerging Countries

Project Concept
To contribute to the objectives of the ITU Development Workshop:
- To facilitate connectivity and access to telecommunications;
- To foster the availability of policies, regulations and networks;
- To enhance human recourses through entertainment programs
- To draw up financing strategies
- To usher companies into the world of e-commerce and similar activities.

Social Vision
The project underpins the social vision of the ICTs for development, which postulates:
- Connectivity is important, but it is not sufficient to contribute to development.
- In order to make good use of the opportunities and possible positive results, equitable access is required, together with meaningful use, and socially valid allocation of ICT resources.
- There are pre-conditions that require cultivation in order for the ICTs to contribute to development.
- There are threats and risks involved in the use of ICTs that may hamper development, and which should be avoided or minimized.

Values
- Cultivate diversity and encourage inclusion with respect for cultural, ethnic, linguistic and gender-based differences for building up societies with a place for everyone.
- Lead by example, strengthening a social vision of development and the ICTs, taking into account the voices of civil society in order to shape the formulation of appropriate policies.

Styles of Work

- Encourage collaborative efforts to make good use of available recourses, based on relationships of trust and solidarity.
- Strengthen local capacities, training critical users rather than mere passive consumers of information.
- Review and update the community vision in order to keep it up to date within a context of ever-changing values, policies and technologies.

Strategies

- Working at different levels, from local to national and international, and from grassroots to theoretical investigation.
- Maintain effective networks, making smart use of ICTs to add dynamism to the exchange of information, lessons and experiences.
- Strengthen alliances between the public and private sectors and organizations in civil society, in order to work together towards development.
- Help shape policies buttressing a social view of the ICTs that transcends access, fostering the use and adoption of these tools.

Purposes

- To introduce and familiarize the beneficiary population with the uses and advantages of the ICTs, fostering the adoption of these technologies by the community.
- To encourage the generation of community activities that foster development and social integration.
- To provide tools for online consultations with the Education and Public Health authorities, local government and social development.

Themes

- Education and Cultural Diversity
- Public Health
- Social Insertion

Background

CTC Project, Community Technology Centers, under the Nacional Information Society Program (PSI) implemented in Argentina, with 22 in the Chaco Province:

The Community Technology Centers (CTC) Project was launched in 1999 as part of the Program.
Decree N° 1018/98, which gave rise to the Program, was based on Decree Nº 554/97, which declared Internet Access for the inhabitants of our country to be a matter of National Interest, under equitative social and geographical conditions.

On March 17, 2000, Decree Nº 252 established the National Information Society Program (previously argentin@internet todos); this Program was transferred to the Technology, Science and Productive Innovation Bureau under the Presidency.

Through Decree Nº 243 dated February 26, 2001, the National Information Society Program was transferred yet again, this time to the Communications Bureau, now under the Ministry of Infrastructure and Housing.

This leads to the current stage of redefining the objectives, functions, internal processes and standardization of the CTCs.

Two years after its launch, the CTC Project is passing through a stage of reviews and reformulation, grounded on the experience acquired locally and through other similar projects in Latin America.

This process – to be implemented with the progressive participation of the coordinators of the CTCs – requires the definition of financing criteria and the rules and standards for the management and control of the centers, while implementing permanent capacity-building course, with technical support and widerspread dissemination of the Project.

Nevertheless, the following conclusions have been reached:

It has been proven that the CTCs which function best are those housed in institutions with experience of social work, involved with the community prior to the arrival of the CTC.

Better insertion and community participation was attained for CTCs established in small towns and villages.

Notwithstanding, the effective results of the project in terms of its objectives leave much to be desired.

Only 50% of the CTCs are equipped with Internet connections. Most of the CTCs are underused, with some allocated to in-house use by their host institutions, while others have shut down.

The mere presence of the new technology cannot in itself guarantee its absorption by society nor its contribution to local development.

Activities

- Preparatory workshops for the shared administration of resources, as follows: administration of time, use, supplies, decision-making involving the beneficiary community of the project (such as house rules or procedures manual), without affecting the responsibility and duties of the person in charge of the Universal Service Center.
- Meetings and participative workshops to promote closer relations among the productive sectors, tourist, professional and commercial service providers, seizing opportunities that include communication technology in their activities.

- Courses
    - Word processors
    - Calculation spreadsheets
    - Graphic design
    - Internet
    - Drafting projects
    - Network settings: producers, consumers, and specific interest groups.

- Services
    - Use of the network of networks to research and manage projects.
    - e-mail.
    - Writing up résumés.
    - Link with local and regional communication media.
    - Network integration, for example
        - Latin-American network Somos@Telecentros www.tele-centros.org
        - InforCauca, Colombia www.cet.cgiar.org
        - Social Movement Community Web www.movimientos.org

- Tele-inquiries with references
    - Associated with the Chaco development
    - Hospitals
    - Social networks
    - National and local government organizations

- e-commerce
    - Homepages of very small, small and medium-size local businesses, hosted on the Universal Service Center website

- Database settings:
- Inquiries in the Center.
- Photographic surveys undertaken by the beneficiary community

- Capacity building, information and educational mechanisms: conventions signed with content-generating units (universities, local institutes, health organizations), to undertake educational activities in the areas of nutrition, hygiene, health, basic utilities. The project coordinator will manage the survey of requirements in each place and agree to mechanisms to achieve the objectives in order to meet these requirements.

Processes
- Education
- Information
- Capacity building
- Creating databases

Service characteristics
- Accessibility
- Free consulting
- Service promotion
- Free inputs

Project sustainability:
It is proposed to fund the operating requirements of the center for one year in order to achieve sustainability of the project. Those in charge and the beneficiary community will work on organizing and surveying to raise funds for the project. It is proposed to undertake some of the following activities, for example:
- Photographic surveys:
    - Nature, climate, natural resources.
    - Architecture and cultural heritage.
    - Customs, festivals, games.
    - Tourism sites.
After one year the intention is to start up a project to finance the costs of the Universal Service Center.

In charge

Coordinator
Is responsible for:
- Monitoring the installation and operation of the Universal Service Centers.
- Participating in conjunction with the beneficiaries and those in charge   in designing, implementing and coordinating the activities and projects.

- Managing agreements and cooperation pacts with members to develop community and productive projects (INTA, INTI, local and provincial productive and subsistence projects)
- Designing and adopting monitoring and self-assessment mechanisms of the project.
- Writing progress reports on the project every two months.

Technical assistant
Is responsible for:
- Making arrangements and managing requests and maintaining the Internet service in the PSI.
- Maintaining and updating the installed equipment.
- Acting as technical assistant for specific technical inquires from the beneficiaries during their visit to the center.
- Making weekly visits to the centers for repair and assistance work.

Center Head (one per Center)
Should be responsible as a social and cultural promoter, with knowledge of communication technology, performing the tasks of:
- Facilitating and guiding the development of local management skills and adopting community and productive projects.
- Promoting shared administration of the center through workshops and bids for the use of the facilities, as well as preparing working agendas or manual for use or procedures.
- Dictating the basic courses of ongoing capacity building previously agreed with the beneficiaries through shared management mechanisms: basic PC operation, drafting projects.
- Assisting the main beneficiaries of the project: unemployed unskilled workers, local medical specialists, teachers, pupils and entrepreneurs in their projects and fostering interdisciplinary activities.
- Promoting the coordination of the center with social networks, programs, government organizations that pursue mutual objectives with the beneficiaries of the project.
- Making the center into a friendly place for the beneficiary population.
- Setting up a web site for the Center to disseminate the missions and activities of the center and its beneficiaries, and communicate at an institutional level.

Required equipment (per Center)
As an example, the following list gives the quantities of equipment needed for each Community Technological Center under the National Information Society Program (PSI)

Quantity	Base equipment details
1	Eight-point hub RJ 45 LAN 10/100 Mbs
1	Modem 56 Kbps V90
4	Work stations
1	Work stations (network server)
1	Black & white laser printer
1	Color jet printer
1	Full page scanner
2	USB videoconferencing camera
1	Digital camera
5	800 Kva stabilizer
5	Table and chair

1	Basic software packages for CTC {link}
1	Application software package for CTC
1	Educational software packages for CTC
1	Turnkey system installation (data installation, power supply and hardware configuration)

Quantity	Details of basic software package
1	SBS Windows NT 4.0
1	Windows 98

Quantity	Details of application software packages
1	Office 97 Standard
1	Front Page 98
1	Movie Maker
1	Creative Writer

Quantity	Details of educational software packages
1	Encarta 99
1	Explorapedia
1	World Atlas
1	American Encyclopedia Atlas Vol. 1 and 2
1	Map of Argentina
1	Map of Brazil
1	World history
1	History of Argentina Vol. 1 and 2
1	Ateneo Biographies, History, Geography and Culture of Argentina
1	Ateneo Dictionary Vol. 1 and 2
1	Mobile classroom – Human Body
1	Mobile classroom – Solar System
1	Inventions workshop
1	How do things work?
1	Hannibal around the world

Table of monthly costs:

Concept	Unit cost	Quantity	Total cost
Fees	1000	5	5000
Coordinator and technical advisor traveling expenses	500	2	1000
Inputs			
A4 paper		2	
Foolscap paper		2	

Toner		1	
Ink cartridge		3	
Diskettes		10	
Operating costs			
Server connection			
Telephone			
Electricity			

Location guidelines:
- Technical and technological feasibility: non-exclusive, considering that many places in the province do not even have electric power.
- Characteristics of the beneficiary population: urban and rural, indigenous and Creole population, to obtain a representative sample.
- No CTCs in the PSI.
- The location will meet the requirements in the health, education and social development areas and will not overlap the planning of the Province's micro-regions.