



**Regional Workshop for Knowledge-hubs and Networks -  
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**Partnership and business plans: making  
knowledge hubs sustainable - good practices  
from national/regional/international experience**

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# **Making knowledge hubs sustainable: good practices from national/ regional/ international experience**

- **The role of knowledge hubs in Asia-Pacific Region**
- **The reason why should the knowledge hubs sustain**
- **Examples of sustainable knowledge hubs**
- **The critical role partners play in sustaining hubs**
- **How to write a business plan for knowledge hub related activity**

# The role of knowledge hubs in Asia Pacific region

- Bringing and aggregating knowledge centres together
- Encouraging knowledge sharing
- Defining solutions to solving problems
- Developing a federation approach to knowledge centres
- Becoming a channel of service delivery
- Lobbying for public and private investment
- Reducing opportunity cost for knowledge centres
- Building capacity among knowledge workers and other stakeholders
- Undertaking research and social obligations from the state



# The reason why knowledge hubs should sustain

- To fulfil the need of knowledge workers
- To bring public and private services to telecentre users
- To lobby for public and private investments in bridging the digital and knowledge divide
- To demonstrate the role of telecentres in boosting rural economy
- To demonstrate the role of telecentres in realising the millennium development goals
- To demand the rights of unserved and underserved citizens
- To minimise opportunity costs
- To continue to benefit the knowledge movement



## Examples of successful knowledge hubs

- Arab telecentre network, Egypt – from a UNDP initiative to more of a charismatic regional mover
- ATACH, Chile – from a private entrepreneur led initiative to a national network
- BDD, Malaysia – from a government led initiative to a unifier
- BTN, Bangladesh – from a civil society network to a multi-stakeholder one
- Mission 2007/GGA, India – from a civil society-led multi-stakeholder network to a movement
- PhilCeCNet, Philippines – from a government network to a multi-stakeholder one
- Telecentre.europe – from a multi-country regional network to a lobbyist within the EU
- Ugabytes, Uganda – from a knowledge organisation to a stimulator of networks in East Africa
- Somos telecentre network – unsuccessful one?





## **Key role played by partners in knowledge management**

**IT partners – access devices, connectivity, development, managerial practices**

**Government partners – government services, funding, support, facilitation**

**Local partners – content development, training, mobilisation, policy advocacy, orchestration**

**Entrepreneur – last mile connectivity, front-end delivery, customer/community relations**

**Institutions – research, capacity building, best practice development**

**Advocacy – sharing good practice, criticising bad practice**

**Orchestrating all the above**

