



## **CAPE ACCESS**

### **Cape Access Proposed Framework – 6 Pillars**

#### **1. ICT Awareness**

This theme/stage speaks to the extent to which local communities are aware of the benefits of ICT products in their day to day lives and how the e-Champions within a particular environment are raising ICT interest amongst the current users and non users.

- \* Challenges (what are issues that can make it difficult to deliver this theme)
- \* Opportunities (What can we do to take advantage of the opportunities presented by the centre)
- \* Dependences (What does the success of delivering such an issue depend on)
- \* Risks (What are the factors that would make this theme fail and render it impossible to deliver)
- \* Future Plans (What are we going to do in the future to ensure that we achieve this deliverable.)

#### **2. Access**

This stage has to take into consideration the extent to which access to the communities is affordable. It also looks at how the access centres can provide a complete access solution to the communities incl. the provisioning of telephone, internet, e-mail, photocopying services, fax service etc. and how user-friendly the ICT centres should be to the most disadvantaged sections of our communities, including women, the disabled, the youth and the aged.

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### **3. Skills and Training**

This stage takes into consideration the extent to which the centres are imparting skills relevant to effective use of the products provided by the ICT centres. Such skills have to be designed in such a manner that they are functional to the users (forum members and community). Furthermore how does the centre provide communities with a “helping hand” in cases where there are problems encountered when using the internet and general help assistance.

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### **4. ICT Use/ Sustainability**

The extent to which the centre understands and therefore plans and provides the most relevant and mostly used products and information in the centre. The centre needs to understand what it is that the users use mostly in the centre e.g. the most popular sites visited, do people use the centre mostly for e-mail? What do the youth in the community use the centre for? What are the usage patterns within different sections of the community?

How do we keep bodies keep coming to the centre?

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### **5. Impact**

In any developmental programme there needs to be some evidence or sign that the programme is impacting positively in its clients' lives. The impact it makes has to be measurable and quantifiable. The question is what kind of tools does the ICT centre employ, or think they need employ, in order to measure impact and to gather evidence that the programme is achieving the goals it was intended to achieve in a first place.

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## **6. Community Partnership .**

What kind of partnership do we need to develop in order to ensure that delivering a complete ICT Access programme succeed? What kind of community partnerships do we need? What kind of corporate partnerships do we need? And finally what kind of Government partnerships do we need?

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