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DISCLAIMER

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EXECUTIVE SUMMARY

Dissemination and use actions aim to externally communicate the VOICES work to a wide audience outside the boundaries of the project, and to support the establishment of external relationships that will help to adopt, use and sustain the results beyond the lifetime of the project.

This report explains the dissemination and use strategy of the VOICES project as a whole (Ch. 1), presents summary statistics over Year 1 (2011) demonstrating how this strategy has worked out so far (Ch. 2), and subsequently gives an overview of the specific partner contributions to dissemination and use (Ch. 3), and data on individual dissemination actions and their outcome or impact (see Appendices A, B, C).

To date, the number as well as range of dissemination and use actions undertaken by the VOICES project can be called impressive. The VOICES website (<http://www.mvoices.eu>) that was set up in Q1/2011 generates a highly satisfactory and steadily growing amount of traffic. Going beyond sheer *activity*-related numbers, it is significant that the project already in its first year is achieving external *recognition and impact*, witness several prizes and awards won and several collaborations with new partners outside the project started.

1. VOICES DISSEMINATION AND USE STRATEGY

Strategic goals. The project activities summarized under the heading *Dissemination and Use* have two top-level strategic goals, as the term already suggests:

- to externally *communicate* the VOICES work to a wide audience *outside the boundaries* of the project, and
- to support the establishment of external *relationships* that will help to adopt, use and sustain the results *beyond the lifetime* of the project.

Target audiences. To this end, the VOICES project identifies different *target audiences* that are seen as strategically important to achieve these goals:

1. The general public;
2. Those international and national communities of professionals, experts, researchers, and colleague projects that are related to the various sectors/fields the project is working in (in terms of WPs as well as consortium partners);
3. Potential ICT parties (in development, engineering, service provisioning) that may become future collaborators that help further the results of the project also beyond its lifetime;
4. Potential end-users and stakeholders that can benefit from adoption and use of the project results.

Given the spectrum of target groups addressed by VOICES (specific examples of each of these audience are given in the Table below, different communication strategies and channels are appropriate. Also the intended outcomes differ depending on the target audiences (although there will also be overlaps). This is further discussed below.

Furthermore, it is noted that the *access* to the target audience in many cases is predominantly (and sometimes even: only) via individual consortium partners. This applies to target audience #2, as the project as a whole covers different professional areas of technology, expertise and application: ICT4D, language/speech RTD *, mobile technology RTD, telco industry RTD, WWW and Web Science research, African e-health and m-agro, to name but a few. In our view, it is the specific consortium partner *itself* that knows best how to address “its own” professional audience. It also holds for target audiences #3 and #4. For example, uptake by potential end-users and stakeholders can only be successful when the African context is properly understood. But this must be driven in the first place by African partners that work in the field and on the ground; a “Euro-centric” view will not be effective here and might even be harmful. Thus, VOICES considers the *individual* partner contributions to dissemination and use not as an “add-on” but as *central* to its dissemination and use strategy. For these reasons, Ch. 3 of this report discussing these individual partner contributions is important as an *integral part* of the VOICES dissemination and use strategy.

Intended outcomes. The intended outcomes of the VOICES dissemination and use strategy may be formulated on a continuous scale from simpler/lighter to deeper/more intense, but for simplicity we group them into three main categories:

- a) “*Spreading the word*”: information provisioning and PR to make the VOICES goals, ideas and results visible outside the project to a broad external audience. All target audiences play a role here, but the emphasis is on target audiences #1 (outreach via

* RTD stands for Research & Technology Development

- general-purpose informative actions and materials) and #2 (outreach through special-purpose professional activities, in particular via individual consortium partners in their respective societal/industrial fields and sectors).
- b) *Gaining recognition*: on top of just giving information, the project intends to create outside interest and positively influence target audiences' opinions about its work, and it wants its results to be favourably acknowledged and appreciated as important and valuable. This again refers to all target audiences, but in practice target audience #2, the various professional communities, have a significant weight here (through measurable tokens of recognition such as invitations, references, awards, prizes, citations, and the like).
 - c) *Establishing new collaborative relationships*: to be able to sustain the results of the project, attracting new outside parties and individuals to the activities of the project is necessary. This clearly builds upon achievements regarding intended outcomes a) and b), but it is stronger as the ultimate aim is to achieve active voluntary participation within the sphere of the project. This holds both for the technology development side and the end-user side. Accordingly, the emphasis is on target audiences #3 and #4 here.

This range/scale of intended outcomes of dissemination and use activities may also be seen as a “pyramid”, because b) is directly based upon achievement of a) as the base of the pyramid and c) builds upon both b) and a) as necessary preconditions.

Strategy implementation and metrics. Dissemination and use strategy implementation is in combining the above-discussed target audiences and intended outcomes, and accordingly roll-out associated dissemination and use actions that achieve the intended result. It is furthermore necessary to be able to monitor and measure to what extent dissemination and use activities achieve their intended aims and outcomes. For the VOICES project as a whole, this is summarized in the Table below.

Some remarks are in order here. Dissemination and Use activity-related numbers are relatively easy to provide. They are relevant to monitor as to what the project itself has undertaken to outreach to outside communities and stakeholders. It is a different matter however to understand to what extent these activities actually have an impact or follow-up. In part, this is a matter of the future where empirical evidence currently gives only indications or anecdotal evidence --- but the proof of the pudding is later in the project. And in part, it is a qualitative issue rather than just number metrics: it is one thing to give a large number of presentations, to distribute materials or to collect business cards, but it is another thing to create true collaborative relationships in the field that are strong enough to extend beyond the lifetime of the project.

With these caveats, we give the following overview of metrics for the VOICES project in the Table below and in the next Chapter 2 the ensuing summary statistics overview for the VOICES project in Year #1 (i.e. 2011).

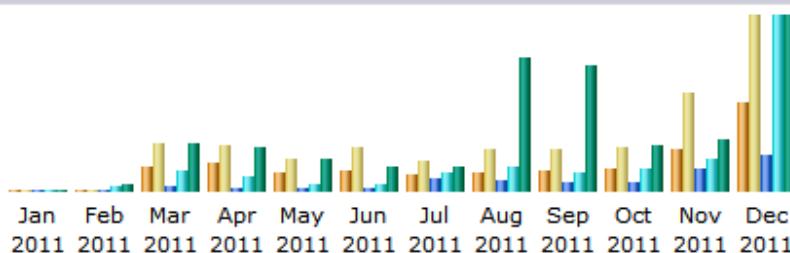
Target audience	Key examples (non-exhaustive)	Main dissemination and use actions	Focus of intended outcome	Quantitative and qualitative measures
#1: Public at large	Lay public with interest in Africa and development ; EU-FP7 in general; Press;	<ul style="list-style-type: none"> Website (esp. general pages) Flyer Popular materials such as videoclips PR to mass media 	a) Information, public visibility	<ul style="list-style-type: none"> Web statistics (e.g. visits) # popular materials distributed # Videoclip views # Mass media coverage
#2: Professional communities in area of project and consortium partners	Depends on specific partner sector, examples: * ICT4D; * Mobile technology RTD; * Language/speech RTD; * Telco industry RTD; * WWW, Web Science research; * “Living Labs” social innovation R&D;	<ul style="list-style-type: none"> Website technical materials (deliverables, tools, papers, presentations) Scientific publications Presentations at conferences etc. Poster exhibitions Talks, lectures, keynotes Project exchange and knowledge sharing meetings 	b) Professional interest and recognition	<ul style="list-style-type: none"> Website statistics # Accepted papers in peer-reviewed media # Presentations in conferences, exhibitions, workshops # Invited talks and keynotes # Event attendees addressed # Awards and prizes
#3: ICT developers in area of project	ICT entrepreneurs and SME's in Africa; NGO's related to ICT4D activities;	<ul style="list-style-type: none"> Community building activities (Open Source) Promote ICT training and materials Promote business case and success stories NGO and project exchanges and sharing Involve interested parties and individuals via participation in project development work 	c) Collaborative relationships	<ul style="list-style-type: none"> # Outside contacts established # Exchange meetings held List of software and tools made available (Open Source) # ICT developers reached (e.g. via online applications) # Outside ICT developers contributing to project
#4: Potential end-users and stakeholders	NGO's (health, agriculture); Health professionals (Senegal); Community radio stations; Farmer organizations and groups in Sahel countries;	<ul style="list-style-type: none"> Community building activities Field trips, visits and discussions (e.g. use cases and requirements) NGO and project exchanges and sharing Involve interested parties and individuals via participation in field pilots 	c) Collaborative relationships	<ul style="list-style-type: none"> # Outside contacts established # Exchange discussions held # Outside contacts collaborating with and contributing to project

2. VOICES DISSEMINATION SUMMARY STATISTICS FOR YEAR 1 (2011)

In Q1 of 2011, the VOICES project has set up its website (see <http://www.mvoices.eu>), and it produced a general project flyer/brochure (see Appendix A). Over Year1, the website has been filled with additional content, including deliverables, videos, conference presentations, publications, etc. (see links provided in Appendix B).

Below, we give the summary website statistics for the VOICES project to date (Y1, 2011, plus Jan. 2012). After that, we give summary statistics for the dissemination and use activities beyond the website.

Monthly history



Month	Unique visitors	Number of visits	Pages	Hits	Bandwidth
Jan 2011	0	0	0	0	0
Feb 2011	10	18	344	1947	36.91 MB
Mar 2011	324	623	1985	8936	294.58 MB
Apr 2011	361	603	1480	6101	274.82 MB
May 2011	240	431	854	3300	199.21 MB
Jun 2011	275	578	918	2853	152.23 MB
Jul 2011	214	398	5392	7819	153.88 MB
Aug 2011	251	544	4516	10190	830.36 MB
Sep 2011	260	540	3589	7810	788.47 MB
Oct 2011	295	572	3497	9499	280.69 MB
Nov 2011	553	1296	9350	13785	319.48 MB
Dec 2011	1151	2290	15570	76003	1.07 GB
Total	3934	7893	47495	148243	4.32 GB

Monthly VOICES website statistics for Year 1, 2011

The general conclusion is that the www.mvoices.eu website is becoming very successful. Over the year 2011 there has been a quickly growing amount of visitors, visits, # of pages and hits, and of views/downloads. The big surge in bandwidth that we see in Aug./Sep. 2011 and again in Dec. 2011/Jan. 2012 is most likely attributed to new *videoclips* that we put online in these periods, and in the latter period also to the collection of applications to the VOICES mobile training courses.

Statistics for:	mvoices.eu				
Last Update:	07 Feb 2012 - 12:40				
Reported period:	Jan 2012 OK				
When:	Monthly history Days of month Days of week Hours				
Who:	Countries Full list Hosts Full list Last visit Unresolved IP Address Robots/Spiders visitors Full list Last visit				
Navigation:	Visits duration File type Viewed Full list Entry Exit Operating Systems Versions Unknown Browsers Versions Unknown				
Referrers:	Origin Referring search engines Referring sites Search Search Keyphrases Search Keywords				
Others:	Miscellaneous HTTP Status codes Pages not found				
Summary					
Reported period	Month Jan 2012				
First visit	01 Jan 2012 - 00:00				
Last visit	31 Jan 2012 - 23:56				
	Unique visitors	Number of visits	Pages	Hits	Bandwidth
Viewed traffic *	1274	5152 (4.04 visits/visitor)	69590 (13.5 Pages/Visit)	251954 (48.9 Hits/Visit)	2.90 GB (591.11 KB/Visit)
Not viewed traffic *			6946	17982	123.52 MB

* Not viewed traffic includes traffic generated by robots, worms, or replies with special HTTP status codes.

VOICES website statistics for Jan. 2012

In summary, the VOICES website (<http://www.mvoices.eu>) that was set up in Q1/2011 generates a highly satisfactory and steadily growing amount of traffic.

More generally, as witnessed by the Table below, the number as well as range of dissemination actions undertaken by the VOICES project to date can be justifiably called *impressive*.

Target audience	Focus of intended outcome	Measures: summary data for Y1 (2011)
#1: Public at large	a) Information, public visibility	<ul style="list-style-type: none"> Web statistics: see above # Project flyers etc. distributed: > 1,000 # Videoclip views outside mvoices.eu website (YouTube, Vimeo): 1009 # Mass media coverage: 2 radio interviews (Mali, Burkina Faso), + 1 Web interview (International Press Institute (online))
#2: Professional communities	b) Professional interest and recognition	<ul style="list-style-type: none"> Web statistics: see above # Accepted papers in peer-reviewed RTD media: 4 # Presentations in conferences, exhibitions, workshops: 26 # Invited talks and keynotes: 7 # Attendees addressed: > 5,100 # Prizes and Awards received: 3 (ISWC 2x, IPI). Note: all also included money grants.
#3: ICT developers in area of project	c) Collaborative relationships	<ul style="list-style-type: none"> # Outside contacts established: >150 # Exchange meetings held: > 30 List of software and tools made available (Open Source): 7 (more scheduled for late 2012] # ICT developers trained: 30 to date, more in preparation (WP6) # Outside ICT developers contributing to project: >12 in Y1
#4: Potential end-users and stakeholders	c) Collaborative relationships	<ul style="list-style-type: none"> # Outside contacts established: > 200 # Exchange discussions held: > 25 # Outside contacts now collaborating with and

		contributing to project: >5
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Going beyond sheer *activity*-related numbers, it is significant that the project already in its first year is achieving external *recognition and impact*, witness several prizes and awards won and several collaborations with new partners outside the project started.

For further specifications relating to these summary data, see Appendices B and C.

3. CONSORTIUM PARTNER CONTRIBUTIONS TO DISSEMINATION AND USE

3.1. GEIE ERCIM (W3C) France

3.1.1. Partner role and nature of intended results

The GEIE ERCIM has two roles in VOICES driven by two distinct departments within the organization. The first and major role of GEIE ERCIM is to be the financial and administrative manager of the project. Its role is to ensure the administrative coordination with the commission as well as with partners. In this role, GEIE ERCIM is not taking part of any scientific activities of the project, and is not therefore involved in dissemination activities.

The second role of GEEIE ERCIM is related to its function of W3C host for Europe:

The World Wide Web Consortium (W3C) is an international consortium where Member organizations, a full-time staff, and the public work together to develop Web standards. W3C's mission is: To lead the World Wide Web to its full potential by developing protocols and guidelines that ensure long-term growth for the Web.

Tim Berners-Lee and others created W3C as an industry consortium dedicated to building consensus around Web technologies. W3C employs technical staff fully committed to working on W3C tasks through three hosts: GEIE ERCIM (for Europe), MIT (for the Americas) and Keio University (for Asia).

W3C has a proven track record of success, and has contributed to what may be some of the most important developments in the IT and Internet industry in the last ten years, including the development of XML and, of course, the development of the Web itself.

W3C is mainly involved in the standardization activities and international community building. It is participating in WP3 work to ensure that results and specific African languages requirements are transferred to international group working on speech technologies such as the W3C Voice Browser Group. W3C through its network of offices, notably in Africa, is also serving as a local relay to disseminate the results of the project locally, and ensure a greater involvement of local partners such as W3C Senegal Office in WP6.

3.1.2. Target groups for dissemination and use

In the VOICES project, W3C is participating in the dissemination and community building activities related to WP3, speech technologies and through the involvement of its local offices in Senegal.

As part of WP3, the role of W3C is to bring the results of the project to the international speech community for standardization. In that regards the target group for this activity is the W3C Voice Browser group, in charge of standardization of all VoiceXML family of technologies.

As part of WP7, the role of W3C is to ensure that developed mobile curriculum based on mobile and Web standards benefits and used by W3C offices whose role is to promote the use

of free and open Web Standards. The main target group here is the W3C network of offices and their related contacts, as well as the W3C members that are based in the countries targeted by VOICES. In that regards, the Senegal W3C office is the only office in the region, and principal target for dissemination.

3.1.3. Dissemination and use activities up to December 2011

June 4th – 5th 2011: W3C Workshop “Mobile and Web Technologies in Social and Economic Development”, Dar es Salaam, Tanzania.

W3C co-organized a workshop on “Mobile and Web Technologies in Social and Economic Development”, as part of W3C’s “Mobile Web for Social Development” Interest Group[†] (see Figure below). http://public.webfoundation.org/2011/01/MW4D_WS/

The screenshot shows the banner for the "Mobile and Web Technologies in Social and Economic Development" workshop, held from June 4-5, 2011, in Dar es Salaam, Tanzania. The banner features logos for the World Wide Web Foundation and W3C. Below the banner is a navigation bar with links: "About the Web Foundation", "About W3C", "Program", "Report", and "W3C MW4D Group". The main content area includes a paragraph about the workshop's aim to understand challenges in using mobile phones and web technologies in developing countries. It also mentions that more than half the world's population lives on less than \$3 a day and has no access to healthcare, education, or government services. The text highlights the potential of ICT services on mobile devices to increase income, as demonstrated. However, it notes that many challenges remain to overcome to realize the full potential of mobile and web technologies. The aim of the workshop is to explore how to lower existing barriers and identify key directions for future exploration. People and organizations with interest in the role of mobile phones and the Web in social and economic development are invited to submit statements of interest, abstracts, or position papers by email to team-m4d-ws-submit@webfoundation.org. See more about [participation](#) below. On the right side, there are sections for "Gold Sponsors" (SPIDER and Twaweza) and "Silver Sponsors" (comviva). At the bottom right, there is a section "On this page" with links to "Background", "Latest News", and "Contact".

Website for Workshop “Mobile and Web Technologies in Social and Economic Development”

The workshop was attended by 60 participants from a variety of backgrounds:

- Academics and students.
- Representatives of international organizations.
- Representatives from the mobile industry.
- Representatives from state and government agencies (Mozambique, Uganda) engaged in m-government project.
- Members of NGOs engaged in field activities and projects using mobile phones or other ICT platforms.

The participants came from 20 different countries, including ten in Africa.

Discussion topics included:

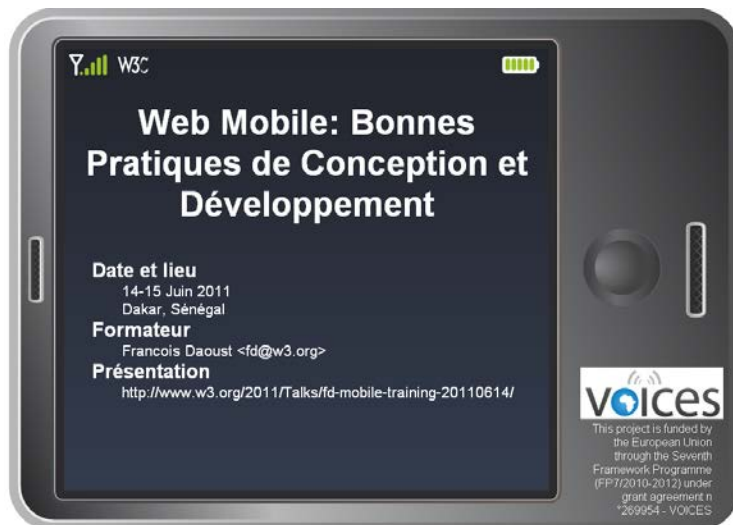
[†] http://public.webfoundation.org/2011/01/MW4D_WS/

- The pros and cons of bringing interactive voice response (IVR) systems to farmer helplines.
- Integration of voice and radio services.
- The potential of appstores for entrepreneurs.
- Data collection challenges.

As part of the Workshop, W3C staff members participated in the workshop program committee. Moreover, as an official W3C workshop, the Call for Participation was announced and distributed on the highly visible W3C website as well as to over 300 W3C member organizations.

This event was one of the first one in history focusing on Voice-based Web access for developing regions. It was a great opportunity to gather feedback on the work done in VOICES as well as an opportunity to raise awareness of the project and its future results among a community of people and organizations interested in this technology.

June 14th -15th 2011: *"Formation des formateurs sur le Web Mobile et les applications Web mobiles"* (Training the trainers on Mobile Web and Mobile Web Applications), Dakar, Sénégal. Presentation: "Web Mobile: Bonnes Pratiques de Conception et Développement" ("Mobile Web: Best Practices for Design and Development), Francois Daoust (W3C). This included the development of a slide set containing 134 slides in French[†] (see Figure below).



3.1.4. Planned future dissemination and use activities

W3C will continue its dissemination activities during 2012 and 2013. In particular, it will focus on raising awareness of the results of VOICES in the W3C Voice Browser Working Group, and promote the use of VOICES results within its network of offices.

[†] Available at <http://www.w3.org/2011/Talks/fd-mobile-training-20110614/>

3.2. World Wide Web Foundation

3.2.1. Partner role and nature of intended results

The World Wide Web Foundation (WF) is a Swiss public charity (foundation) focusing on the use of ICT for Social and Economic Development. It has been announced in September 2008, and formally incorporated in 2009. Founded by Sir Tim Berners-Lee, the inventor of the Web and director of the World Wide Web Consortium (W3C), the Web Foundation is currently running five initiatives: Web for Agriculture, Mobile Entrepreneurship, Web Index, Open Data and Voice Browsing. The VOICES is part of the Voice Browsing initiative, with links in the Mobile Entrepreneurship one through the work on WP6, and Web for Agriculture through the work on WP5.

The Web Foundation has two primary roles in the VOICES project.

- Technical and scientific lead of the overall project: This encompasses the coordination between WPs, the overall management and chair of the steering committee, the management of the quality assurance process for the deliverables, and major contribution to the dissemination of the results at the European and international level.
- Lead of the Mobile Training Lab (WP6): The aim of this WP is to build local capacities in Senegal on voice technologies as well as other mobile technologies, to ensure a greater local uptake of the results, and a greater lasting impact after the end of the project, participating in the long-term sustainability of the pilots. Part of the objectives of this work is to also ensure that the capacity building sessions will continue after the end of the project, and therefore, it includes the creation of a local community of ICT entrepreneurs, ICT trainers, and universities that will continue the lab after the end of the project.

The Web Foundation also contributes to the m-agro knowledge sharing pilot (WP5).

3.2.2. Target groups for dissemination and use

In the VOICES project, Web Foundation is a major contributor to the dissemination and community building activities.

As the technical and scientific coordinator, Web Foundation has a particular focus on international dissemination activities for the whole project. In particular, target groups that will benefit from VOICES and its results are:

- The voice and speech technologies industry. This industry is a multi-billion industry with leaders all over the world, in Europe in particular. However, there is no real commercial and strategic focus on developing countries. VOICES, by showing the importance of voice technologies for connecting hundreds of millions of people to ICT, will demonstrate the importance and the size of this market, creating opportunities for European players. It is therefore essential to raise awareness in this target group.
- The voice and speech technologies academic community. VOICES will provide major contribution to the support of under-resourced languages, and will also provide new domain of applications for voice technologies. It is essential that the academic community working in

this domain is aware of this new domain and invest in it. It is therefore essential to raise awareness of VOICES project and results in this target group.

- The ICT4D community. The ICT4D (or ICTD) community focuses on the use of technology for social and economic development. This is in fact the major focus of the VOICES project. Voice technologies are offering new opportunities to deliver services to people who are currently excluded from the information society because of their inability to use textual interface. The aim of VOICES is to provide major contribution in that area, which is currently not explored by most of actors in this community. It is essential to raise awareness of voice technologies and the results of VOICES at all the actor levels: the ICT4D research community to ensure further development in the domain, the practitioners/NGO level to leverage use and implementation of the results, and the donor level (development agencies, etc.) to all ensure further development.
- Government and Policy makers. It is essential that the development community at large becomes aware of the importance of voice technologies to reach the most disadvantaged population. Government and Policy makers are therefore primary targets for dissemination of the results of VOICES.

As the Mobile Training Lab leader (WP6), the Web Foundation has specific dissemination and community building activities in Senegal, related to WP6. In that work package, the specific target groups are:

- ICT entrepreneurs, IT Companies, and IT students in Senegal. This target group is primary beneficiary of the action of WP6 on building capacities on voice and mobile technologies. It is therefore essential to raise awareness and attract attention of people in this group so that they participate in the training sessions and use their capacities to develop voice service offer in Senegal.
- NGOs and development agencies in Senegal. NGOs and development agencies are potential customers for voice services. It is therefore essential to raise awareness of the training sessions, and the local capacities that are developed on voice technologies so that this target group uses these local capacities instead of outsourcing the development to western countries.
- Universities in Senegal. Universities are a critical element in the ecosystem. They are responsible for the education of future IT students, and are therefore potential customers for the curriculum that is built for WP6. They are also vectors of dissemination towards students who might be interested to join the training.
- Government and policy makers in Senegal. Public authorities and policy makers are also critical agents in the success of VOICES and the mobile training lab in Senegal. The local ownership and support is a key factor for lasting impact. It is therefore essential to outreach to these target groups and involve them during the development on WP6.

3.2.3. Dissemination and use activities up to December 2011

The Web Foundation has been implementing its dissemination plan all over the year. As explained in the previous section, activities can be split in two separate sections, global outreach and WP6 specific actions.

Global Outreach

May 11th – 13th 2011: IST-Africa 2011, Gaborone, Botswana, Stéphane Boyera, Paper Presentation: “VOIce-based Community-cEntric mobile Services for social development (VOICES)”.

June 4th – 5th 2011: Organization of a Web Foundation Workshop on Mobile and Web Technologies for Social and Economic Development, Dar-es-Salaam, Tanzania
http://public.webfoundation.org/2011/01/MW4D_WS/

August 13th – 15th 2011: SpeechTEK 2011, New-York, USA, Stéphane Boyera, talk: “Speech for the Developing World”.

August 18th – 19th 2011: Mobile for Education for Development (M4ed4Dev) USAID Workshop, Washington DC, USA, Stéphane Boyera, participation.

October 23th – 28th 2011: Ican Meeting, Dakar, Senegal, Franco Papeschi, participation.

December 15th 2011: mLearning Week, UNESCO Conference, Paris, France, Stéphane Boyera, keynote: “Mobile Technologies, Education and Socio-Economic Development”.

WP6 Specific actions

January 2011: Visit and presentation of VOICES at Université Gaston Bergé in Saint-Louis, Senegal, Stéphane Boyera.

March 2011: Visit and dissemination towards Senegalese mobile and ICT sectors. Institutions and people involved during the visit:

- *Universities:*
 - École Supérieure Multinationale des Télécommunications (ESMT)
 - Université Cheikh Anta Diop (UCAD)
 - Université of Thies
- *NGOs and non-profit:*
 - Manobi
 - Tostan Jokko
- *Professional bodies and Communities of Practice:*
 - OPTIC
 - JokkoLabs

- Mobile Innovations
 - W3C Senegal
- *For-profit Companies:*
 - BantaLabs
 - Oudiamora
 - GSIE

In addition to the individual interviews, the team organized workshops and presentations to gather insights and feedback from a large number of participants:

- Workshop with approx. 100 students of the final year in both technical and business disciplines, to explore possible areas of innovation.
- Presentations at Mobile Meet-ups in both Dakar and Thies Universities, to discuss about the relationship between mobile and innovation in Africa.

October 2011: ICANN Meeting, Dakar, Senegal, Franco Papeschi, Participation.

3.2.4. Planned future dissemination and use activities

The Web Foundation will continue its two axis of dissemination during 2012 and 2013. The list of events that have been identified as critical to outreach to defined target groups includes:

- February 2012: M4D 2012: the bi-annual conference on Mobile for Development, New-Delhi, India,. Web Foundation, as part of this conference, will organize a one-day workshop on voice technologies for development.
- March 2012: ICTD 2012: The annual conference on ICT for Development (Atlanta, USA).
- May 2012: SLTU 2012: the bi-annual conference on Spoken Language Technologies for Under-resourced Languages, Cape Town, South Africa.
- IST-2012: Annual EU-Africa ICT conference, Dar-es-Salaam, Tanzania, May 2012.
- June 2012: Africa Internet Summit: Annual conference on internet access in Africa, Banjul, Gambia.
- Speechtek 2012: Annual conference on voice technologies.
- IGF Meetings: Internet Governance Forum meeting.
- ICANN Meetings.

The details of participation will be defined based on Web Foundation staff availabilities, participation from other consortium partners, relevance of the agenda, and availability of speaking slots.

Other events, particularly Senegal specific events for WP6, will be considered on case by case basis. Specific community events will also be organized as part of WP6.

3.3. France Telecom

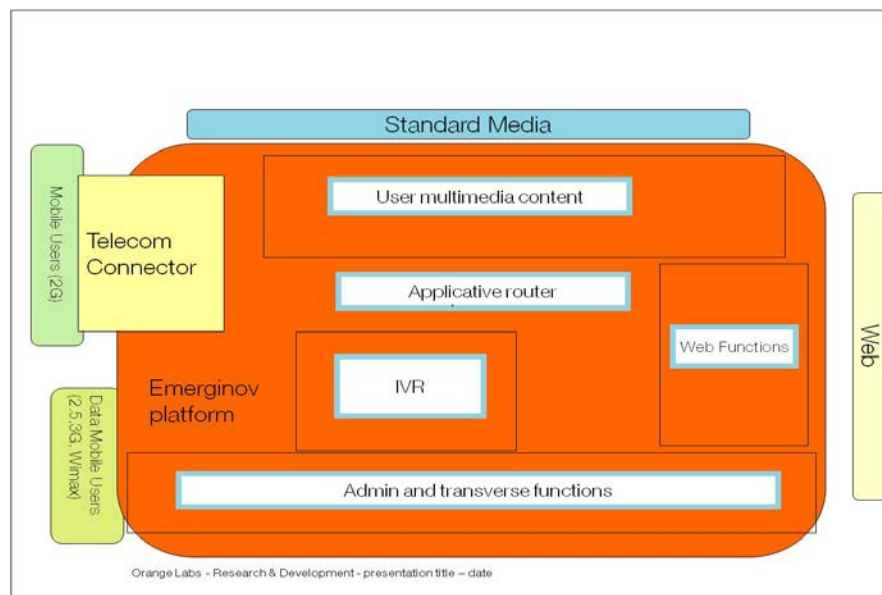
3.3.1. Partner role and nature of intended results

France Telecom is the number three mobile operator and number one provider of broadband internet services in Europe, and a world leader in telecommunications services for enterprises. Orange is the Group's flagship brand for internet, television and mobile services in the majority of the countries where the Group operates, with some 200 million customers, a number which has more than doubled in three years. Innovation is a fundamental aspect of the telecommunications sector and a strategic lever for the France Telecom Group. By participating in European programmes that focus on the Information Technology society, France Telecom Group is contributing to the success of the work that has already been carried out on major future themes.

France Telecom has two primary roles in the VOICES project:

Role within the Technical Voice Platform & Toolbox:

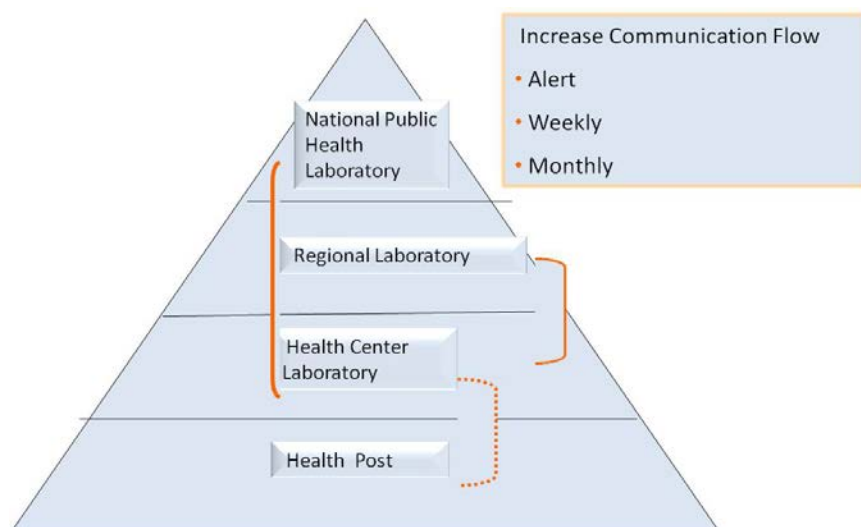
- WP2 aims to define the technical architecture of the platform functionally specified in WP1, to develop and integrate all of the components, and to deliver the platform for direct implementation by the field pilots of WP4 and WP5.
- To deliver a comprehensive description of the platform and of its technical ecosystem, which enables an easy replication of the concept by social entrepreneurs, in similar contexts.



Technical Voice Platform & Toolbox

Lead of the Health Pilot (WP4):

- The aim of this WP is to interconnect, through mobile data and speech technology services, the care site with the laboratories epidemiological site in Senegal. This will ensure a better and quicker transmission of information from the field, and a faster identification of infectious disease outbreaks. Another objective is to develop mobile Training and M-Information services. For this the new concept of voice and multimodal services will be used.



The VOICES partner FMX works with the Coordinator of the national network of laboratories. Laboratories are represented in the health ministry and are organized at three levels: 17 national level laboratories localized at Dakar, 15 regional level laboratories, and 90 district level laboratories. Currently, the National Network of Laboratories surveys brain fever, cholera, shigellosis, tuberculosis, malaria, syphilis, HIV, measles, poliomyelitis. But this epidemiological surveillance is not operational in remote areas, because of the lack of technical communication means.

3.3.2. Target groups for dissemination and use

France Telecom intends to disseminate the VOICES achievements and research areas within the FT Group via internal workshops and seminars. Furthermore, FT will communicate to all Orange Subsidiaries in Africa on the VOICES project. FT takes the opportunity to attend project demonstrations in the Orange expo held in Africa where Orange is present.

Within WP4 m-Health pilot the specific target groups are:

- Lab technicians.
- Ministries of Health in Senegal, Mali and Burkina Faso.
- Regional Health organisations (West African Health Organisation).
- RESAOLAB partner (Laboratories' coordination of Mali, Burkina Faso and Senegal).

3.3.3. Dissemination and use activities up to December 2011

April 6th – 8th 2011: The International eHEALTH, Telemedicine & Health ICT Forum, at Medetel Luxembourg, Presentation of VOICES Project.

http://www.medetel.eu/index.php?rub=knowledge_resources_topic&page=Mobile_Solutions

June 2011: Steering committee of the international network of national laboratories in Mali (in French: Réseau National des Laboratoires RNL) Countries represented were Mali, Benin, Burkina Faso, Senegal, Guinea Conakry, Niger; Presentation of the VOICES project.

November 18th 2011: Orange Expo in Uganda, Participation and attendance to demonstrate VOICES Project.

November 22nd 2011: The SISIT “Salon de l'Innovation et des Solutions IT” organized every year by Orange Business Service, Participation and attendance to demonstrate VOICES Project.

3.3.4. Planned future dissemination and use activities

FT intends to continue disseminating the VOICES project in the following way:

- May 2012: FT will submit a paper at the IST-Africa 2012 Conference, hosted by the Government of Tanzania through the Tanzania Commission for Science and Technology, Supported by the European Commission and African Union Commission and Technical Co-Sponsored by IEEE.
- Contribution to the FT /Orange news letter that is distributed inside the FT Group.
- Whenever possible, participation in ICT clusters meetings and workshops.

3.4. TNO

3.4.1. Partner role and nature of intended results

TNO is a non-profit research organisation. Established in 1932, TNOs' public mission has been established by law to support industry and society in general in transforming knowledge into products and processes of economic and societal value. In 2007, TNO employed about 4300 professionals. TNO is a unique centre of innovation in the Netherlands it assists companies, government bodies and (semi-) public organisations to realise successful innovations in ICT.

TNO's knowledge base is continually updated through participation in knowledge-development programs, through co-operation with universities and 'hogescholen' (universities of professional education) and in participation in national and international standardisation forums (e.g. IETF, 3GPP). Currently, TNO is active in innovation of development with projects in Africa (Zambia, Uganda) and Asia (India). The ICT4D programme, together with Western and Southern partners, and following a market based approach, develops and applies pro-poor ICT innovations that empower people and contribute to sustainable social and economic development. Projects include product developments in the health sector in Uganda or the development of monitoring system for Carbon Development Mechanisms in India.

In the VOICES project TNO is responsible for the sustainable architecture, business model and adoption methodology for mobile/voice services. The objective of WP1 is to ensure coherency and sustainability of the different elements developed in VOICES by creating a business model and adoption methodology for the m-health pilot and the m-agro pilot and use impact assessment to improve the development of the pilots. Furthermore, TNO will develop a practical toolkit of the business model and adoption methodology knowledge developed in VOICES. In addition, this knowledge will be a basis of the business related training material in the mobile training lab.

3.4.2. Target groups for dissemination and use

The target groups of the developed VOICES business model and adoption methodology knowledge are:

- Local entrepreneurs in the pilot countries (Senegal, Mali, Burkina Faso and Ghana) that interested in setting up a voice related product or service for low-income groups.
- Local entrepreneurs in the pilot countries (Senegal, Mali, Burkina Faso and Ghana) that already have started a voice related product or service for low-income groups that are willing to improve their business model.
- Western entrepreneurs that are interested in setting up a voice related product or service for low-income groups in especially African countries.
- Members of the mobile training lab that are interesting in learning about business model and adoption methodologies.
- Hospitals or laboratories in Senegal that interested in the business model of the developed products in the m-health pilot.

- Radio stations, farmer organisations, NGOs in the Sahel countries who are interested in the business model of the developed products in the m-agro pilot.

3.4.3. Dissemination and use activities up to December 2011

April 2011: TNO and partners (WF and FT) visited the pilot location in Dakar, Senegal. Local dissemination focused on group interviews and a workshop with stakeholders for the m-health pilot. During this trip TNO and WF visited incubators (CTIC Dakar), co-working spaces and community catalysts (JokkoLabs, BantaLabs, Mobile Senegal, Dakar Linux User Group), universities (ESMT, Thies University, UCAD), ICT associations (OPTIC, W3C Senegal). Four workshops were held in which TNO and the WF held presentations on business modelling and adoption methodologies.

September 2011: visit of the pilot location in Dakar, Senegal. Local dissemination focused on group interviews with users and other stakeholders (TNO, ESMT and FT).

November 14th - 15th 2011: presentation at the 4th Euro-Africa Cooperation Forum on ICT Research in Cape Town, South-Africa.

November 2011: TNO submitted a paper for the IST-Africa 2012. Initiative focusing on the topic Business Models for Mobile Applications.

November 12th – 19th 2011, TNO visited the pilot location in Mali in which NGO's, farmer organisations and radio stations have been visited.

3.4.4. Planned future dissemination and use activities

- May 2012: TNO aims to present at the IST-Africa 2012 Conference in Tanzania.
- TNO aims to set up an online seminar (Webinar) in the second quarter of 2012 focusing on the dissemination of business modelling and adoption methodology knowledge on VOICE based services in low-income countries. The channel still has to be selected.
- TNO aims to write one academic paper in 2012.
- TNO aims to give at least two external presentations on the topic of the business modelling and adoption methodologies in the Netherlands or abroad.
- TNO will actively participate in the Mobile Training Lab that is led by WF, aimed at training local Web developers and ICT entrepreneurs in Africa.

Dissemination and research activities

- April 1st – July 1st 2011: a student from the TU Delft (Faculty of industrial Design Engineering) focused on developing a framework for the impact assessment for both the m-health and m-agro pilot.
- TNO will continue local dissemination activities by visiting the pilot countries in 2012.

3.5. VU University Amsterdam (VUA)

3.5.1. Partner role and nature of intended results

The Vrije Universiteit Amsterdam (VUA) was established in 1880. VUA consists of twelve faculties, eleven research institutes and has currently 20,000 students. Research at VUA covers a wide range of fields that often cut across disciplinary boundaries.

The Network Institute is one of VUA's interdisciplinary research institutes. The Network Institute's mission is to come to a better scientific understanding of the emerging networked world in all its technological, economic and social aspects, and help advance its proper development. The Network Institute involves different academic disciplines, including information systems, communication science, computer science, business and management research, knowledge management, marketing and strategy, economics, artificial intelligence, mathematics, and organization science. Foci of its research programs are: (i) the networked organization; (ii) the connected world – handling complexity; (iii) Web and e-Science. Network Institute staff has been involved in a large number of EU projects (FP1-FP7) over the past years, and is up to present taking leading roles in many EU projects.

The Network Institute actively promotes one Free and Open Web: it participates in the international Web Science Trust through research and education, it has been key to Web Standards (in particular the semantic Web standard OWL), and supports the World Wide Web Foundation's "Web In Society" endeavour by the initiative called W4RA - Web alliance for Regreening in Africa, which is an important input to the VOICES project.

VUA's Centre for International Cooperation (CIS-VUA) is VUA's window to the developing world. VUA holds over forty years of experience implementing international projects, and closely collaborating with partners and institutions in developing countries, especially in Sub-Saharan Africa. Recently, the achievements of the African Regreening Initiatives, initiated and led by CIS-VU, are receiving vast media attention in the international press.

In the VOICES project VUA is leading the m-agro knowledge sharing pilot in several Sahel countries, especially Mali. The objective is to design and deploy a rural community voice-based service system and voice toolbox by involving local communities in innovation creation. VUA also contributes to the VOICES sustainable architecture and business modelling and to the activities related to the mobile training lab.

3.5.2. Target groups for dissemination and use

In the VOICES project VUA takes the lead in dissemination and community building activities. VUA actively involves international research institutes (WF, CSIR, NWU, University of Amsterdam, University of Development Studies in Tamale, Ghana) in research and development of innovative technologies related to voice. VUA works on community building through close collaboration with local stakeholders: African regreening organizations (Sahel

Eco - Mali, African Regreening Initiatives, Réseau Marp – Burkina Faso, World Vision - Ghana) and local community radios in Sahel countries (Radio Segou, Radio Moutian, Radio Bankass, La Voix du Paysan). This is channelled through the Web Alliance for Regreening in Africa (W4RA).

The target groups of the VOICES m-Agro Knowledge Sharing Pilot (WP5) are:

- Rural communities in Mali, Burkina Faso and Ghana.
- ICT entrepreneurs, web developers, especially in African countries.
- Local community radio stations in Sahel countries.
- Farmer organizations in Mali, Burkina Faso and northern Ghana.
- NGOs that actively support and promote regreening initiatives in rural areas in Africa.



Representatives of farmer organizations during VOICES dissemination activities by VUA and partners in Gourcy, Burkina Faso

3.5.3. Dissemination and use activities up to December 2011

January 2011: VUA and partners (WF, SE) kick-started the VOICES project with a two-week road show through Mali, Burkina Faso and northern Ghana.



Itinerary of the W4RA-VOICES road show in January 2011: Bamako – Ouagadougou – Tamale – Ouagadougou; dissemination activities were organized by VUA and partners in Mali, Burkina Faso, and northern Ghana

The road show target audience included African project partners, NGO partners, agri-extension agents, local farmers, farmer organizations, community radio staff members and ICT practitioners and Web developers. Dissemination activities included focus group discussions workshops and demonstrations of voice technologies for the target groups.

The VOICES project was presented during a live radio interview at “La Voix du Paysan”, a local radio in Burkina Faso.

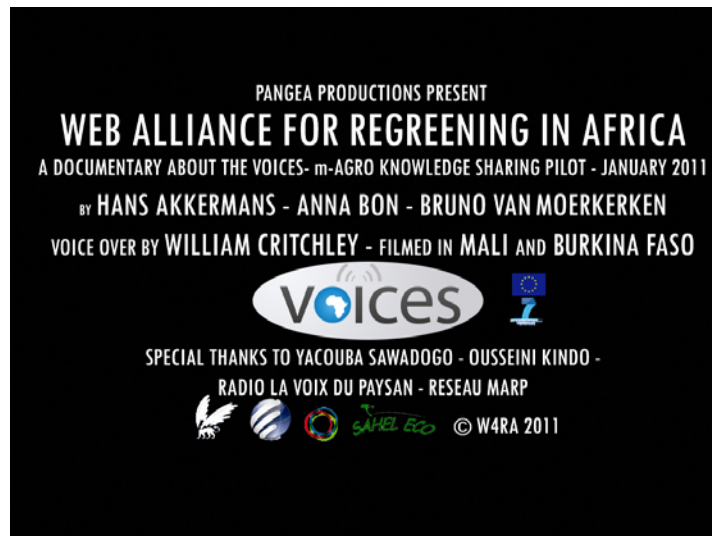


First VOICES-W4RA workshop at Grand Hotel in Bamako: f.l.t.r. Hans Akkermans (VUA), Mohamed Dicko, Seydou Coulibaly, Ousmane D. (ICT-business Rib_ml)

November 12th - 19th 2011: First cycle deployment of m-Agro Pilot, through presentations and meetings with radio stations in Ségou and Tominian, focus group discussions with local producers, and meetings with Sahel Eco staff.

Film Productions by VUA

In 2011 three films were produced by VUA about the VOICES m-Agro Knowledge Sharing Pilot:



- m-agro Knowledge Sharing Pilot - Short trailer of 2 minutes. Road Show in Mali, Burkina Faso and Ghana. How the VOICES project Work Package 5 was set up by VUA and project partners. <http://www.youtube.com/watch?v=7m7EEA53iIY>
- The Open Web of Speech - W4RA-VOICES Documentary – 6 minutes film about the VOICES Road Trip to Mali, Burkina Faso and Ghana in January 2011. <http://vimeo.com/26520353>
- Online media and Voice Services - Web alliance for Regreening in Africa – 4 minutes film about how Voice Technologies can improve the work of journalists of community radios in developing countries, especially in Mali, Burkina Faso and Ghana. <http://vimeo.com/29659533>

International symposia and conferences

May 10th 2011: The 130 Year VU University Amsterdam Network Institute Symposium, Amsterdam. VOICES WP-5 poster presentation, Hans Akkermans and Anna Bon (VUA).

June 4th 2011: The Workshop for Mobile and Web Technologies for Development in Dar es Salaam, Tanzania. Poster presentation VOICES - WP5, Nana Baah Gyan (VUA).

June 17th 2011: The ACM Web Science Conference in Koblenz, Germany, The scientific paper "Is (Web) Science Ready for Empowerment?" by Hans Akkermans, Nana Baah Gyan, Anna Bon, Wendelien Tuyp, Stephane Boyera, Aman Grewal, Mary Allen. Paper presentation including the VOICES project, Hans Akkermans (VUA).

August 4th 2011: The ICeND 2011 - The First International Conference on e-Technologies and Networks for Development in Dar es Salaam, Tanzania. Presentation of VOICES, Christophe Gueret (VUA).

September 1st 2011: WOTRO seminar Incentives Matter! - The Hague, The Netherlands. Presentation VOICES project, Hans Akkermans, Anna Bon, Victor de Boer (VUA).

September 15th 2011: European Association for International Education Conference – Copenhagen – Denmark. Presentation of VOICES project including short documentary about VOICES, Hans Akkermans (VUA).

September 19th -22th 2011: World Wide Web Foundation Workshop VOICEXML, Accra, Ghana. Presentation and VoiceXML Training, Nana Baah Gyan (VUA).

September 22nd 2011: e-Business Innovation Course - W4RA - VOICES guest lectures, by Hans Akkermans, Amsterdam, The Netherlands.

October 3rd 2011: The Servant Leadership in Cyberspace Conference at VU University Amsterdam, SLCRE. Presentation of VOICES project, Chris van Aart (VUA).

October 10th 2011: WAI (Weekly Artificial Intelligence) at the Intertain Lab - VU University Amsterdam, The Netherlands. Presentation W4RA-VOICES, Victor de Boer (VUA).

October 27th 2011: International Semantic Web Conference (ISWC) 2011, Germany. VOICES project and paper presentation: "Is data sharing a privilege of a few? Bringing Linked Data to those without the Web", Christophe Gu  ret, Stefan Schlobach (VUA).

November 5th 2011: Netherlands Association for African Studies Symposium, Berg en Dal, The Netherlands. Poster presentation of VOICES project, Wendelien Tuyp.



Interview with Hans Akkermans about the VOICES project at VU University Amsterdam, in one of the film productions.

November 30th 2011: Servant Leadership Symposium, Bussum, The Netherlands, organized by the Greenleaf Center for Servant Leadership Foundation. Poster presentation, Wendelien Tuyp.

December 2nd 2011: 30 Years of Informatics Education in Amsterdam, Amsterdam, The Netherlands, organized by UvA and VU University.

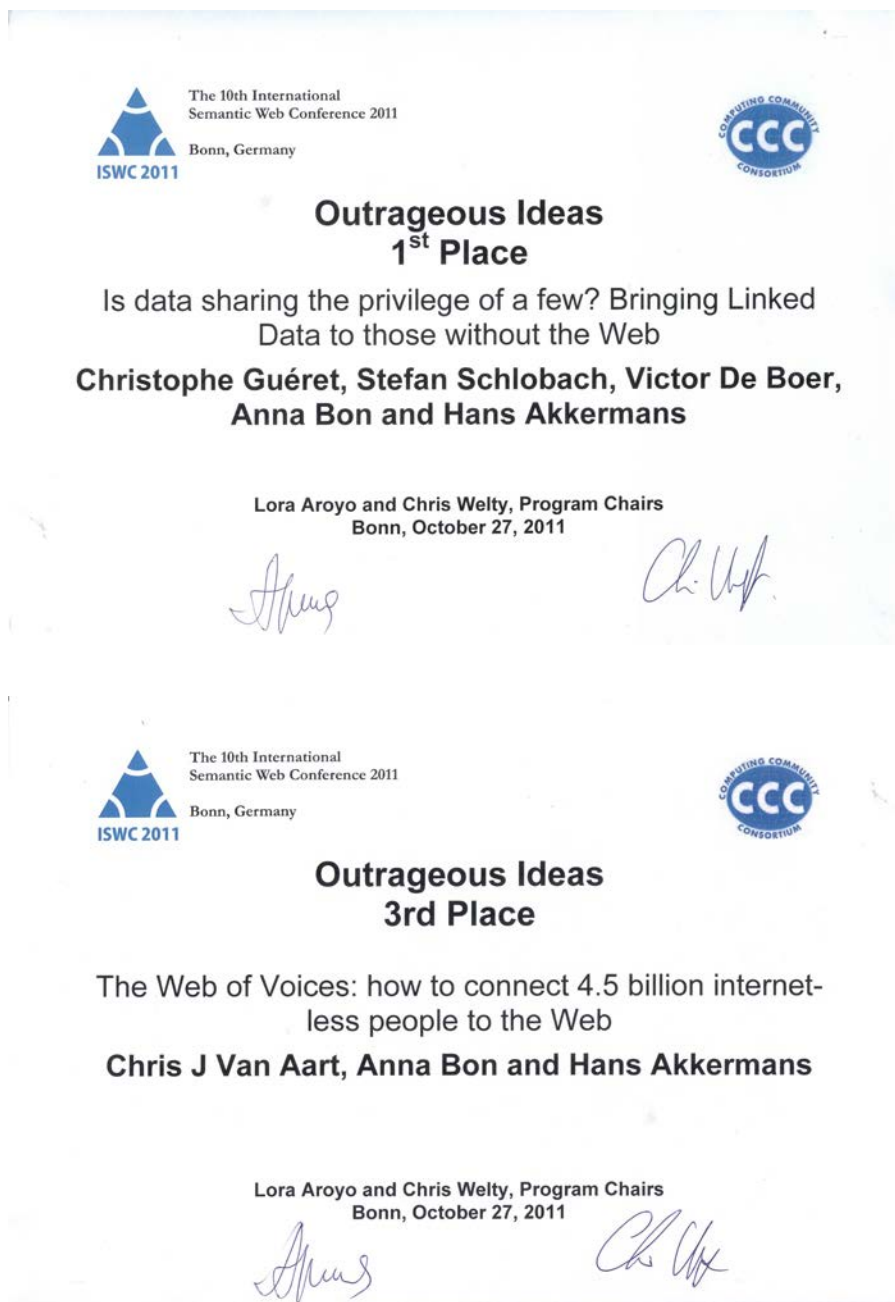
December 6th 2011: "Toolkit for sustainable impact" Seminar on sustainability, organized by the Platform for International Education and NUFFIC, The Hague, The Netherlands. Presentation of the VOICES WP5 film.

December 19th 2011: VOICES - WP5 including the VOICES documentary presented at Semantic Web Meeting, Intertain Lab, VUA Amsterdam, The Netherlands.

Scientific publications by VUA

Four papers about the results of the research activities of the VOICES m-Agro Knowledge Sharing Pilot were submitted, of which three already have been published. Two papers received a grant as Outrageous Ideas

- "Is (Web) Science ready for Empowerment" by Hans Akkermans, Nana Gyan, Anna Bon, Wendelien Tuyp, Stephane Boyera, Aman Grewal, Mary Allen. (ACM Web Science Conference June 2011, Koblenz, Germany).
- "Is data sharing the privilege of a few? Bringing Linked Data to those without the Web" by Christophe Guéret, Stefan Schlobach, Victor De Boer, Anna Bon and Hans Akkermans: Outrageous Ideas at International Semantic Web Conference (ISWC 2011). Jury award winning paper. 1st Place
- "The Web of Voices: how to connect 4.5 billion internet-less people to the Web" by Chris van Aart, Anna Bon, Hans Akkermans, Victor de Boer, Stephane Boyera, Wendelien Tuyp, Nana Baah Gyan: Outrageous Ideas, International Semantic Web Conference 2011 (ISWC 2011). Public award winning paper. 3rd Place.
- "Adapting Living Labs Methodology for Information Systems in Rural Areas: The Case of Mobile Voice technologies in Mali" by Nana Gyan, Victor de Boer, Hans Akkermans, Chris van Aart, Anna Bon, Wendelien Tuyp, Mary Allen. Submitted to REFSQ - Conference on Requirements Engineering: Foundation for Software Quality 2012.



Two award winning papers at ISWC 2011.

3.5.4. Planned future dissemination and use activities

VUA will continue local dissemination activities by visiting Mali NGOs, farmer organizations and radio stations in May 2012.

Dissemination and research activities

PhD research: Nana Baah Gyan from the Network Institute, VUA is currently doing PhD research in development of innovative voice services within the activities of the VOICES project. He is planned to finish his thesis in December 2013.

Master students: two students at the Network Institute, VUA are currently doing research linked to the W4RA-VOICES project, and one student from Groningen University has already finished her work. More students are expected to start their research linked to the project.

- Sustainable business models for voice services in rural communities Mali (Onno Wassenaar, VU University);
- Innovative Voice Services and ICT businesses for rural communities in Sahel Countries (Francis Dittoh, VU University);
- The Role of ICTs in Knowledge Sharing within Rural Communities in Ghana (Nienke Akkermans, Groningen University).

Their reports and papers will be made available and disseminated through the VOICES website.

In November 2011 VUA, together with WP5 partners Web Foundation and Sahel Eco was awarded a grant by the International Press Institute to develop and deploy innovative voice services and support on-line media, for the empowerment and benefit of community radio stations in Mali. This project will be an add-on to the WP5 activities in VOICES.



VUA, Web Foundation and Sahel Eco organized several meetings with local rural communities and radio stations in Segou, and Tominian, Mali, November 2011. Partners from CSIR and TNO joined the team.

Education

VUA will actively participate in the Mobile Training Lab (Work Package 6) that is led by WF, aimed at training local Web developers and ICT entrepreneurs in Africa. The Network Institute plans to integrate educational modules on mobile voice technologies into the curricula for bachelor and master students at VUA.

Transfer of VOICES results to local communities

VOICES Workshop with local organizations in Bandiagara, Mali, during Road Show, January 2011; Farmer Moussa Sangara, gave valuable input the use cases analysis (VOICES deliverable D1.1) during the VOICES workshop in Bandiagara, Mali, January 2011.

VUA has, through its Centre for International Cooperation a wide network of ICT-related contacts in African countries. VUA has planned to transfer the results of the Voice Services, developed within the VOICES project to local ICT partners, local radio stations, NGOs and local farmer and greening organisations. The following organisations actively participated in the WP5 workshops in January 2011:

Mali: Rib.ml (ICT business AOPP, Comité Régional de Concertation des Ruraux (CRCR), Mali ; Fédération Nationale des Femmes Rurales (FENAFER), CNOP – Coordination nationale des Organisations Paysannes du Mali;

Radio Bèlèkan Kah, ORTM (Office Radio Télévision du Mali, URTEL, Radio Liberté, ORTM Segou, Radio Moutian Tominian, ORTM Mopti, Radio Seno Bankass, Radio Baguire.

Burkina Faso: Réseau Marp, Radio la Voix du Paysan, l'Université de Ouagadougou, IICD, ICRAF.

Ghana: Trax Bolga; World Vision, ACDEP, FNSU, University of Development Studies in Tamale, Forestry Research Institute, Talensi, Technoserve.

3.6. Centro di Ricerca, Sviluppo e Studi Superiori in Sardegna (CRS4)

3.6.1. Partner role and nature of intended results

The Centre for Advanced Studies, Research and Development in Sardinia (CRS4, www.crs4.it) is an interdisciplinary applied research centre based in Pula, Italy. The centre develops and applies innovative solutions across a broad range of important areas by leveraging its key strengths in several scientific and technological disciplines. CRS4 areas of interest include Advanced Computing and Communications, Energy and Environment, Bioinformatics, Renewable Energies and Information and Communications Technology. These areas encompass large-scale computational problems that require application of advanced simulation techniques supported by High Performance Computing and the timely integration of newly emerging Information and Communications Technology. The focus is on problems stemming from natural, social and industrial environments. The aim is the development and analysis of appropriate mathematical models, their numerical solution by advanced algorithms and innovative software tools for programming and visualization, as well as the validation and assessment of results based on benchmark problems.

In the field of ICT, CRS4 is doing research and development in mobile learning, wireless broadband communications, software and computing technologies, distributed applications, digital media technologies, digital asset management, video content delivery, semantic web and knowledge management.

CRS4 will work on the definition, design and development of the key components of the multichannel platform for community radio and mobile services. CRS4 will also work on the design of training programmes and on the dissemination of the project activities.

3.6.2. Target groups for dissemination and use

CRS4, being interested in educational technology and training, expects the VOICES project to be a seed for further developments at a regional, national or European levels. Beyond the applied research aspects, CRS4 is interested in giving a further life to the outcomes of the project, using them in innovative educational applications, and in the design of training pathways unfolded through the mobile learning paradigm. The experience matured, the learning content and the treasure hunt could be transferred to local city councils or school networks and/or cultural associations interested in education, as a form of follow-up of the experiment.

In alternative, since CRS4 is part of a strategic plan that promotes the creation of spin-offs deriving from the research activities carried out in the Scientific & Technological Park of Sardegna Ricerche, we can imagine transferring the serious game and the methodologies developed in this project in a new commercial spin off, offering a product with applications to different scientific subjects, for K12 target.

3.6.3. Dissemination and use activities up to December 2011

During the first year, CRS4 carried out some actions dedicated to the local spreading of information about the VOICES project focusing on the mobile learning domain. CRS4 has organised different meetings with the Sardinian regional authorities, essentially to familiarize political institutions to the ICT innovation transferred in Africa through an FP7 project.

3.6.4. Planned future dissemination and use activities

- CRS4 plans to submit a paper to the IADIS Mobile Learning 2012 International Conference (Berlin, Germany, March 2012).
- In December 2012 CRS4 will organize the “Collana Seminari CRS4 2012”, annual scientific knowledge diffusion at the regional and national level. The VOICES project will be presented.
- CRS4 will participate to a poster presentation for a demonstration of some key parts of the platform, adapted by CRS4 for the project.
- CRS4 has scheduled the organization of a seminar for the end of 2012.
- CRS4 will actively participate in the Mobile Training Lab (WP 6 of the VOICES project) and plans to integrate educational sessions on mobile voice technologies and on ICT and Mobile Learning short courses organized for master students at the University of Cagliari (Sardinia) as well.

3.7. Council for Scientific and Industrial Research (CSIR)

3.7.1. Partner role and nature of intended results

CSIR Meraka is The Meraka Institute as an operating unit of the CSIR that focuses on Information and Communication Technology (ICT). We are in the business of research, innovation and advanced human capital development. In the VOICES project, CSIR Meraka is primarily involved in the development of speech technology as active participant in the development and in-use assessment of those technologies.

3.7.2. Target groups for dissemination and use

The dissemination and use activities of CSIR Meraka during the VOICES project will be the local African and international research community, active in speech technologies and mobile user experience communities. CSIR Meraka will endeavour to publish and present research findings, stimulate additional research and projects to increase awareness and use of speech related services and content. CSIR Meraka continues to support other VOICES partners by participating in their various dissemination activities.

3.7.3. Dissemination and use activities up to December 2011

Planned future dissemination and use activities:

- February 28th – 29th: Presentation of “ Mobile User Experience Framework for voice services” @ the 3rd International Conference on M4D - Mobile Communication for Development New Delhi, India.
- Additional papers submitted to IST Africa 2012, Tanzania.

3.8. Ecole Supérieure Multinationale des Télécommunications (ESMT)

3.8.1. Partner role and nature of Intended results

ESMT (École Supérieure Multinationale des Télécommunications) is a multinational institution, founded 30 years ago by seven West African countries (Benin, Burkina Faso, Guinea Conakry, Mali, Niger, Mauritania, and Senegal), based in Senegal. Its mission is to participate in the development of Telecommunication / ICT by providing training, research, consulting and animation technology to contribute to the socio-economic development of Africa.

ESMT collaborates with France Telecom (FT), Fondation Mérieux (FMX) and the RNL (Réseau National des Laboratoires : Network of National Laboratories in Senegal)

Its role in VOICES is :

- to participate to the collection data and the definition of the uses cases in the m-health project pilot in WP4
- to implement and test services designed in the uses cases into the platform delivered in WP2
- to organize trainings for local and final users
- to disseminate services developed to lab technicians and Assistants-Professors and Professor of the RNL.

3.8.2. Target groups for dissemination and use

The target groups for dissemination and use are

- Lab technicians
- Assistants Professors
- Professors

3.8.3. Dissemination and use activities up to December 2011

- **May, 27th 2011** at Dakar Senegal: VOICES project presentation during the coordination meeting of the National Network of National Laboratories (RNL).

3.8.4. Planned future dissemination and use activities

- Whenever possible, participation in ICT workshops.

3.9. Sahel Eco (SE) Mali

3.9.1. Partner role and nature of the intended results

Sahel Eco is a Malian non-governmental organisation (NGO) founded in 2004 by the transformation of the Mali Country Programme of SOS Sahel International UK into an independent national structure. The mission of Sahel Eco is to work with men and women in Mali and in other countries in West Africa, and improve and secure their livelihoods through better management of the environment. Strategic objectives for the current planning period are 1) improved environmental governance through support for the co-management of water, forest and pastoral resources by local communities, municipalities and state services and 2) more diverse and secure rural livelihoods through the development of small and medium agro-pastoral and forest enterprises and investments in appropriate infrastructure. Sahel Eco has offices in Bamako, Mopti, Bankass and Tominian (Mali). Technical and financial partners in 2010 include VU Amsterdam (Sahel Regreening Initiative – Mali), Tree Aid, IIED, CARE Mali and the FAO.

Sahel Eco is host/organizer of the m-agro knowledge sharing WP5 pilot and provides:

- Input to the development of use cases and scenarios.
- Hosting and coordinating Pilot cycles 1 and 2 in Mali (Agriculture).
- Contribution to assessments of Pilot cycles 1 and 2.

Sahel Eco is focal point in Mali for the Sahel Regreening Initiatives and moderates the francophone social networking site www.reverdirlesahel.ning.com. In addition, Sahel Eco hosts the West Africa Regional Secretariat of the Global Water Initiative providing contract management support to the Cluster leader and coordinating learning activities across projects in Mali, Senegal, Burkina Faso, Niger and Ghana.

An important role of Sahel Eco in the VOICES project is to provide the bridge between the other two WP5 partners (VUA and WF) and the local stakeholders in the African rural development context.

The results of the VOICES project will be deployed by Sahel Eco itself, and the direct stakeholders and beneficiaries of Sahel Eco, being the farmers and rural communities. An example is the Radio Marché Project of WP5, which shows how a voice-based service can improve the communication channels in which Sahel Eco plays an important role as an intermediate between rural communities and community radio, and between producers and buyers of local rural produces.

3.9.2. Target groups for dissemination and use

The target groups of Sahel Eco are rural communities in Mali, especially in the regions of Mopti and Ségou. Sahel Eco holds an extensive network of contacts with civil society organisations and government departments in Mali. Sahel Eco works closely with community radio stations all over Mali.

3.9.3. Dissemination and use activities up to December 2011

The following activities took place, led by Sahel Eco, aimed at dissemination of VOICES project activities:

January 2011: Two week Road Show in Mali, Burkina Faso and Ghana, organized by Sahel Eco on behalf of VOICES WP5. Dissemination activities were workshops and presentations, visits to farmer communities and radio stations in Bamako, Segou, Bandiagara, (Mali) Gourcy, Ouagadougou (Burkina Faso) and Tamale, Bolgatanga (Ghana).

The VOICES project was presented in a radio interview at “la Voix du Paysan” by Mary Allen from Sahel Eco.



Joint presentation about VOICES project by Sahel Eco, Web Foundation and VUA in Gourcy, Burkina Faso, to local farmers organizations, January 2011.

June 4th 2011: Presentation of the role of VOICES in Regreening initiatives in West-Africa, by Mary Allen, Sahel Eco. Workshop for Mobile and Web Technologies for Development in Dar es Salaam, Tanzania.

November 12th - 19th 2011: First cycle deployment of m-Agro Pilot, in: meetings and presentations, at radio stations in Ségou and Tominian, and focus group discussions with local producers of non-timber forest products.

3.9.4. Planned future dissemination and use activities

Sahel Eco will continue to work on dissemination of the VOICES results, as the local representative in Mali for VOICES WP5. Planned activities are:

- On-going dissemination activities with local stakeholders related to use of the first deployed VOICES service (Radio Marché), starting November 2011.
- 2012: Assessment of results of VOICES WP5 with local stakeholders in the Radio Marché project. (Radio Ségou, Radio Tominian, farmers from 20 villages in the Tominian area).
- Road show and dissemination workshop during second cycle roll-out of WP5 m-Agro Knowledge sharing pilot, May 2012.
- Input to final VOICES conference in Africa in 2013.

3.10. Fondation Mérieux (FMX) France

3.10.1. Partner role and nature of intended results

Fondation Mérieux is an independent family foundation set up by Dr Charles Mérieux, in 1967 with official charitable status awarded in 1976. Fondation Mérieux' mission is to strengthen local capacities in developing countries to reduce the impact of infectious diseases for the most vulnerable groups. It has four areas of action: 1. Health infrastructure strengthening, 2. Training and knowledge sharing, 3. Applied research and 4. Patients' support.

Fondation Mérieux is currently working with the laboratories' coordination in Senegal in the fields of epidemiological surveillance and training through the RESAOLAB project (<http://www.globe-network.org/?-RESAOLAB,1692->). The WP4 Health Pilot of the VOICES project consists of developing a diseases surveillance system and training for laboratory technicians in remote areas. This system will facilitate the data transfer and improve the level of knowledge in this area.

Fondation Mérieux works with laboratories in Senegal to define the use-cases of the health pilot and to organize meetings between all the stakeholders involved in this work package (WP4).

3.10.2. Target groups for dissemination and use

The target groups of the VOICES m-Health pilot are:

- Lab technicians.
- Ministry of health of Senegal, Mali and Burkina Faso.
- Regional Health organisations (West African Health Organisation).
- RESAOLAB partner (Laboratories' coordination of Mali, Burkina Faso and Senegal).

3.10.3. Dissemination and use activities up to December 2011

April 6th – 8th 2011: The International eHEALTH, Telemedicine & Health ICT Forum, Medetel, Luxembourg. Presentation of VOICES Project.

http://www.medetel.eu/index.php?rub=knowledge_resources_topic&page=Mobile_Solutions

June 2011: Presentation of the VOICES project at the steering committee of the international network of national laboratories in Mali (Réseau National des Laboratoires RNL). Countries represented: Mali, Benin, Burkina Faso, Senegal, Guinea Conakry, Niger.

3.10.4. Planned future dissemination and use activities

January 2012: Presentation of VOICES at the Ministry of Health of Senegal.

January 2012: Internal presentation of the pilot (WP4) at Fondation Mérieux.

3.11. Portugal Telecom Inovação (Portugal)

3.11.1. Partner role and nature of intended results

PT Inovação (PTIN) is the branch for innovation in telecommunications within the Portugal Telecom (PT) Group. The company was created in May, 1999, and is fully owned and operated by PT. Headquartered in Aveiro, this organization also operates regional poles in Porto and Lisbon, as well as subsidiaries companies in São Paulo and Salvador, in Brazil. Furthermore, PTIN is also active in Africa, more precisely in Morocco, Angola and Mozambique.

In the VOICES project PTIN is mainly contributing to requirements definition and architecture design for voice-based mobile services. Additionally, PTIN is leading the training material task of WP6 in which training materials will be developed.

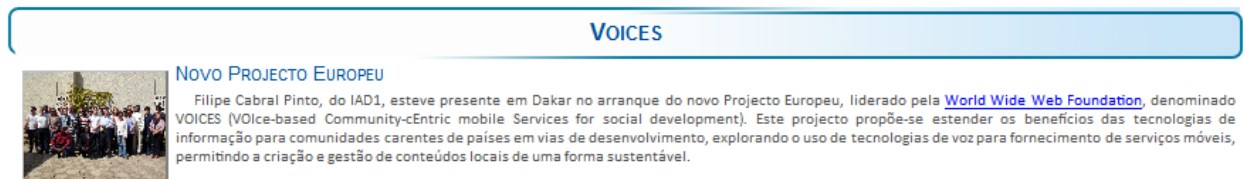
3.11.2. Target groups for dissemination and use

PTIN intends to disseminate the VOICES achievements and research areas inside the PT Group via internal workshops and seminars. Furthermore, PTIN will invite PT Group mobile operators to attend project demonstrations.

PTIN will use its broad circle of contacts in African countries where Portuguese is the official language to spread information about the VOICES project.

3.11.3. Dissemination and use activities up to December 2011

In 2011: a newsletter was released announcing the start of the VOICES project and its main objectives.



Throughout 2011: several presentations were made inside the PT Group describing main key topics of the VOICES project and the potentialities of its implementation in Portuguese spoken African countries.

VOICES

FP7

ICT 2009.9.1 International Cooperation



O projecto VOICES irá realizar a sua prova de conceito através da criação de dois pilotos: o primeiro focado em serviços de saúde no Senegal, enquanto o segundo centra-se na partilha de conhecimentos agrícolas e regreening nos países do Sahel.

- The VOICES project was explained to Exploratory Innovation department of the PT Group.
- The VOICES project was presented in several PTIN internal workshops where discussions about innovation were raised out in order to help defining the PTIN roadmap for new products, services and business.

3.11.4. Planned future dissemination and use activities

PTIN intends to continue disseminating the VOICES project in the following way:

- Contribution to the PTIN magazine "Saber & Fazer", which is distributed inside the PT Group.
- Participation in the "Plano de Inovação" workshop.
- Periodically publications on VOICES related information, using the most appropriate means, taking into account its realizations.
- Whenever possible, participation in ICT clusters meetings and workshops.

3.12. North West University (NWU) South Africa

3.12.1. Partner role and nature of intended results

North-West University (NWU) is a South African university with campuses in Mafikeng, Potchefstroom and the Vaal Triangle. In 2010 NWU consisted of about 30,000 students on campus and about 25,000 distance students, studying at 15 faculties. All three campuses have their specialties: the Mafikeng Campus is unrivalled in its approach to animal health and agricultural sciences, while the Potchefstroom Campus has unique nuclear engineering strengths, and the Vaal Triangle Campus specialises in economic sciences and information technology. In the VOICES project, NWU is primarily involved in the development of speech technology, both as lead of WP3 (Speech Technologies) and as active participant in the development and in-use assessment of those technologies.

3.12.2. Target groups for dissemination and use

The dissemination and use activities of NWU during the VOICES project will be centred on two domains:

- The speech-technology industry in Africa, which currently consists of a number of small companies in countries such as Nigeria, Kenya and South Africa, as well as large multinational companies that have a footprint in several African countries. Whereas the challenges and opportunities of the latter group are fairly clear, the same is not true for the indigenous industry, and providing that industry with business as well as technology tools can be a major benefit of VOICES.
- The international research community active in speech technologies and related areas is still only peripherally aware of the opportunities and challenges related to under-resourced languages. As active participants in this research field, NWU will launch or participate in a number of initiatives to raise awareness of and increase interest in speech technology for under-resourced languages.

In addition, NWU will support other VOICES partners by participating in their various dissemination activities in the role of African speech-technology experts.

3.12.3. Dissemination and use activities up to December 2011

Besides on-going informal activities aimed at promoting interest in speech technology for under-resourced languages, NWU has been involved in the following relevant events:

January 2011: Visit and presentation on speech technology in VOICES at Université Gaston Bergé in Saint-Louis, Senegal, Etienne Barnard.

March 28th 2011: International World Wide Web Conference, Hyderabad, India: Etienne Barnard, presentation on "The Lwazi Community Communication Service: Design and Piloting of a Voice-based Information Service".

June 4th 2011: Web Foundation Workshop on Mobile and Web Technologies for Social and Economic Development, Dar-es-Salaam, Tanzania: Etienne Barnard, presentation (with Aman Grewal) on "Language technology for help lines: a case study".

August 15th 2011: Annual Conference of the International Speech Communication Association - Interspeech 2011 Florence, Italy: Etienne Barnard, co-chair of special session on “Speech Technology for Under-Resourced Languages”.

3.12.4. Planned future dissemination and use activities

May 2012: bi-annual workshop on Spoken Language Technologies for Under-resourced Languages, to be held in Cape Town, South Africa. NWU will devote significant resources to the arrangement, marketing and management of this workshop. NWU is co-organizer for this workshop, and the organizing committee intends to ensure that the workshop will be a convenient meeting point for those interested in speech technology for the developing world, with a particular focus on issues relevant to the African continent.

NWU will keep on participating in international scientific events related to speech technology and its applications. NWU will also involve itself actively in raising awareness on the potential of speech technology in various application domains in the developing-world context – for example, through consultation with telecommunications companies in Africa, or by serving on national bodies such as the Human Language Technologies Expert Panel of the South African Department of Arts and Culture.

4. CONCLUSION

During the first year of the VOICES project, much effort was invested by the consortium to realize the project objectives related to Work Package 7. Especially dissemination of the project objectives to specific target groups, as well as community building activities aimed at local stakeholders. Both have received much attention. Exploitation of project results is now taking off, as the first cycle of project results in terms of voice services are being released, at the end of the first project year.

All partners have contributed to dissemination activities of the project. VOICES is communicated to a wide range of target groups: the voice and speech technologies industry, the international academic community, ICT entrepreneurs, the telecommunication sector, ICTD researchers and practitioners, government and policy makers, the health sector in Senegal, NGOs, rural communities and radio stations in Mali, Burkina Faso and Ghana.

During 2011 the VOICES partners managed to present the project and/or related topics at thirty different international events, with the following highlights: the International World Wide Web Conference, Hyderabad, India; Web Science Symposium, Tsinghua University, Shenzhen, China; IST-Africa Conference, in Gaborone, Botswana; Workshop for Mobile and Web Technologies for Social and Economic Development in Dar es Salaam, Tanzania; Speechtek, New York, USA; Conference of the International Speech Communication Association, Florence, Italy; mLearning Week, Unesco Conference, Paris, France; International Semantic Web Conference 2011, Bonn, Germany.

The first results of the research that was done within the project, the VOICES project produced six scientific papers in 2011, of which three have been published, and of which two received prestigious awards at the International Semantic Web Conference 2011. By publishing and presenting at international scientific conferences, we keep the international academic community informed about the results of VOICES.

A number of activities of VOICES partners were aimed at community building of local stakeholders in Africa, especially in the rural setting of Mali, and in the health sector in Senegal. With help of our local consortium partners (Sahel Eco, ESMT) many local stakeholders could be informed and became more and more involved.

To inform the general public about the objectives and results, VOICES promotes the website www.mvoices.eu and film productions.

Appendix A. VOICES brochure

http://www.mvoices.eu/2011/03/25_D7.1_VOICES_brochure.pdf



VOICES
VOIce-based Community-cEntric mobile Services for social development

Consortium partners



VOICES

ICT services have the potential to play a major role in social development in developing economies. Recently, mobile telephony has made its entrance in the developing world, and this is opening great opportunities. Despite many efforts, the World Wide Web is still inaccessible for many people in developing countries.

We take as an example remote rural communities in the Sahel region in West-Africa. Communication here is voice-based - many people don't read or write - in local African languages. While there is clearly a need for indigenous knowledge sharing in remote rural areas in the Sahel, the actual information on the World Wide Web contains little relevant or interesting information for people here. Unless people are able to create their own content and publish and access it, the Web does not have an added value for them.

The VOICES project is aimed at supporting remote communities creating "spoken Web content". A toolbox to enable African web-developers to create voice-websites is one of the deliverables of the VOICES-project. This will encourage the creation of voice web-content, including community radio content and spoken messages from users.

The final objective of VOICES is to remove a range of access barriers to the Web, related to access channels, literacy, and languages. This may represent a major step forward in realizing the potential of mobile ICT services, particularly in the African context. VOICES will demonstrate that its results are adapted to the African context by extensive local pilots and associated community building, namely through the focus on health services in Senegal, and agricultural knowledge exchange in the Sahel countries, e.g in Mali, Burkina Faso and Ghana.

VOICES- Project No. 269954 is funded by the EC - 7th Framework Programme

The objectives of the project

Open and wider access: VOICES will improve voice based access to content and mobile ICT services by building a toolbox for the development of innovative voice services.

VOICES will work towards integration of local community radio and ICTs.

VOICES will deliver speech technologies: tool support and methodology for under-researched and under-resourced African languages.

Long-term sustainability: A sustainable architecture and business models will ensure local adoption and exploitation of the tools and methods beyond the end of the project.

VOICES will enhance uptake by delivering a mobile training lab that offers capacity building for local partners.



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 Stephane Boyera



Appendix B. Symposia, Publications, Presentations

B.1. Symposia, workshops and presentations of VOICES project:

January 2011: Visit and presentation on speech technology in VOICES at Université Gaston Bergé in Saint-Louis, Senegal, Etienne Barnard (NWU).

March 28th 2011: presentation on “The Lwazi Community Communication Service: Design and Piloting of a Voice-based Information Service” at the International World Wide Web Conference, Hyderabad, India. Etienne Barnard (NWU).

March 29th 2011 Presentation of VOICES project in Dakar, Senegal by Franco Papeschi (WF).

April 6th – 8th 2011: The International eHEALTH, Telemedicine & Health ICT Forum, at Medetel Luxembourg, Presentation of VOICES Project.

http://www.medetel.eu/index.php?rub=knowledge_resources_topic&page=Mobile_Solutions

May 5th 2011 – VOICES- W4RA presented at Web Science Symposium, Tsinghua University, Shenzhen, China, by Hans Akkermans (VUA).

May 10th, 2011: VOICES WP-5 poster presentation at the 130 Year VU University Amsterdam Network Institute Symposium, Amsterdam, Hans Akkermans and Anna Bon (VUA).

<http://www.mvoices.eu/posterW4RA.pdf>

May 13th 2011: VOICES presented at the IST-Africa Conference, in Gaborone, Botswana. By Stéphane Boyera (WF), project manager of VOICES.

May, 27th 2011: VOICES project presentation at the coordination meeting of the National Network of National Laboratories (RNL), Dakar, Senegal. ESMT.

June 4th – 5th 2011: W3C Workshop “Mobile and Web Technologies in Social and Economic Development”, Dar es Salaam, Tanzania, W3C.

June 4th 2011: Organisation of a Web Foundation Workshop for Mobile and Web Technologies for Social and Economic Development in Dar es Salaam, Tanzania, presented by Nana Baah Gyan (VUA). http://public.webfoundation.org/2011/01/MW4D_WS/

June 4th 2011: presentation on “Language technology for help lines: a case study”, at the Web Foundation Workshop on Mobile and Web Technologies for Social and Economic Development, Dar-es-Salaam, Tanzania. Etienne Barnard (NWU) and Aman Grewal (WF).

June 4th 2011 Poster presentation VOICES - WP5 at the Workshop for Mobile and Web Technologies for Social and Economic Development in Dar es Salaam, Tanzania, Nana Baah Gyan (VUA).

June 4th 2011: Presentation of the role of VOICES in Regreening initiatives in West-Africa at the Workshop for Mobile and Web Technologies for Social and Economic Development in Dar es Salaam, Tanzania, Mary Allen (Sahel Eco).

June 14th -15th 2011: Presentation: "Web Mobile: Bonnes Pratiques de Conception et Développement" ("Mobile Web: Best Practices for Design and Development), at *"Formation des formateurs sur le Web Mobile et les applications Web mobiles"* (Training the trainers on Mobile Web and Mobile Web Applications), Dakar, Sénégal. Francois Daoust (W3C).

June 17th 2011: paper presentation: "Is (Web) Science Ready for Empowerment?" including the VOICES project presentation at the ACM Web Science Conference in Koblenz, Germany, by Hans Akkermans (VUA).

http://www.w4ra.org/sites/default/files/documents/W4RA_article-ACM_WebSci_11_Koblenz-Jun2011-HansA-final.pdf

June 2011: Presentation of the VOICES project at the Steering committee of the international network of national laboratories in Mali (Réseau National des Laboratoires RNL). Countries represented were Mali, Benin, Burkina Faso, Senegal, Guinea Conakry, Niger (France Telecom, Fondation Mérieux).

August 4th 2011 VOICES presented at the ICeND 2011 - The First International Conference on e-Technologies and Networks for Development in Dar es Salaam, Tanzania, by Christophe Guéret (VUA).

<http://www.slideshare.net/cgueret/semanticxo-connecting-the-xo-with-the-worlds-largest-information-network>

August 11th 2011: VOICES presented at Speechtek in New York, Speech for the Developing World session, Stéphane Boyera (WF) Event site: <http://www.speechtek.com/2011> blog post: <http://www.webfoundation.org/2011/08/speechtek-2011/>

August 15th 2011: co-chair of a special session on "Speech Technology for Under-Resourced Languages" at the annual Conference of the International Speech Communication Association - Interspeech 2011, Florence, Italy. Etienne Barnard (NWU).

August 2011: Mobile for Education for Development (M4ed4Dev) USAID Workshop, Washington DC, USA, Stéphane Boyera, participation.

September 1st 2011: in The Hague VOICES project presented at WOTRO Conference Incentives Matter! Hans Akkermans (VUA).

September 15th 2011: Project presentation at the European Association for International Education Conference, Copenhagen, Denmark, Hans Akkermans (VUA).

[http:// www.w4ra.org/sites/default/files/documents /HansA-VOICES_Presentation_Copenhagen-15Sep2011-handout.pdf](http://www.w4ra.org/sites/default/files/documents/HansA-VOICES_Presentation_Copenhagen-15Sep2011-handout.pdf)

September 22nd 2011: e-Business Innovation Course W4RA-VOICES guest lectures, Amsterdam, The Netherlands. By Hans Akkermans.

[http:// www.w4ra.org/sites/default/files/documents /HansA-eBiz_Innovation-GuestLectures-22Sep2011-handout.pdf](http://www.w4ra.org/sites/default/files/documents/HansA-eBiz_Innovation-GuestLectures-22Sep2011-handout.pdf)

October 3rd 2011: presentation of the VOICES project at the Servant Leadership in Cyberspace Conference at VU University Amsterdam organized by the Greenleaf Centre for Servant Leadership Foundation, SLCRE; by Chris van Aart (VUA).

October 10th 2011: W4RA-VOICES presented at WAI (Weekly Artificial Intelligence) at VU University Amsterdam, Victor de Boer (VUA).

http://www.w4ra.org/sites/default/files/documents/VOICES_wai_talk_by_Victor_de_Boer_sept_2011.pdf

October 23th – 28th 2011: Participation at the ICANN Meeting, Dakar, Senegal, by Franco Papeschi (WF).

October 27th 2011: Presentation of VOICES project and paper “Is data sharing a privilege of a few? Bringing Linked Data to those without the Web” presented at the International Semantic Web Conference, in Bonn, Germany by Stefan Schlobach (VUA).

ftp://akmc.biz/ShareSpace/W4RA-VOICES/ISWC-outrageous_presentation.pdf

November 5th 2011: poster presentation at the Netherlands Association for African Studies Symposium, Berg en Dal, Netherlands, Wendelien Tuyp (VUA).

<http://www.mvoices.eu/posterW4RA.pdf>

November 14th - 15th 2011: presentation at the 4th Euro-Africa Cooperation Forum on ICT Research in Cape Town, South-Africa, TNO.

November 18th 2011: demonstration of the VOICES Project at the Orange Expo in Uganda, FT.

November 22nd 2011: participation and demonstration of the VOICES project at the annual SISIT “Salon de l'Innovation et des Solutions IT” organised by Orange Business Service.

November 30th 2011: Servant Leadership Symposium, Bussum, The Netherlands, Poster presentation, Wendelien Tuyp.

December 2nd 2011: 30 Years of Informatics Education in Amsterdam, Amsterdam, The Netherlands, organized by UvA and VU University. Poster presentation of VOICES by VUA.

December 6th 2011: Toolkit for sustainable impact" Seminar on practical solutions to increase sustainability in NICHE projects, organized by the Platform for International Education and NUFFIC, The Hague, The Netherlands. Presentation of the VOICES WP5 film, Anna Bon.

December 15th 2011: keynote: "Mobile Technologies, Education and Socio-Economic Development" at the m-Learning Week, Unesco Conference, Paris, France, Stéphane Boyera (WF).

December 16th 2011: VOICES project and documentary presented at Semantic Web Meeting, Intertain Lab, VUA, Amsterdam.

B.2. Scientific papers:

"Is (Web) Science Ready for Empowerment" by Hans Akkermans, Nana Gyan, Anna Bon, Wendelien Tuyp, Stéphane Boyera, Aman Grewal, Mary Allen. ACM Web Science Conference June 2011, Koblenz, Germany.

http://www.w4ra.org/sites/default/files/documents/W4RA_article-ACM_WebSci_11_Koblenz-Jun2011-HansA-final.pdf

"Is data sharing the privilege of a few? Bringing Linked Data to those without the Web" by Christophe Guéret, Victor De Boer, Anna Bon and Hans Akkermans. This paper has won the 1st price in "Outrageous Ideas" ISWC-2011. International Semantic Web Conference 2011, 23-27 October 2011, Bonn, Germany.

http://iswc2011.semanticweb.org/fileadmin/iswc/Papers/outrageous/iswc2011outrageousid_submission_9.pdf

"The Web of Voices: how to connect 4.5 billion internet-less people to the Web" by Chris van Aart, Anna Bon and Hans Akkermans. Public vote award winning paper "Outrageous Ideas", ISWC-2011. International Semantic Web Conference, 23-27 October 2011, Bonn, Germany.

http://iswc2011.semanticweb.org/fileadmin/iswc/Papers/outrageous/iswc2011outrageousid_submission_18.pdf

"Adapting Living Labs Methodology for Information Systems in Rural Areas: The Case of Mobile Voice technologies in Mali" by Nana Gyan, Victor de Boer, Hans Akkermans, Chris van Aart, Anna Bon, Wendelien Tuyp, Mary Allen. (submitted to REFSQ 2012)

B.3. Films and documentaries

Short trailer – 2 minutes about how the VOICES project Work Package 5 m-agro Knowledge Sharing Pilot was done.

<http://www.youtube.com/watch?v=7m7EEA53iIY>

W4RA Documentary – 6 minutes film about the VOICES Work Package 5: m-Agro Knowledge Sharing Pilot and Road Trip to Mali, Burkina Faso and Ghana in January 2011.

<http://vimeo.com/26520353>

Web alliance for Regreening in Africa – 4 minutes film about how Voice Services can benefit Community Radios in developing countries, especially in Mali, Burkina Faso and Ghana.

<http://vimeo.com/29659533>

Appendix C. Individual dissemination action data (Y1, 2011)

In this Appendix C we provide detail data on individual dissemination events (that together with Appendix B underly the summary statistics for the project as a whole given in Ch. 2. These data cover Year 1 of the project, i.e. 2011. For the remainder of the project, these data will be provided as part of the Activity Reports.

January 16-25, 2011: 2 week VOICES Roadshow Mali, Burkina Faso, Ghana.

- Type of activity: two weeks of daily workshops, presentations, focus group discussions, field visits.
- Participants: Hans Akkermans, Nana Gyan, Anna Bon, Wendelien Tuyp (VUA), Mary Allen, Amadou Tangara (Sahel Eco) Stephane Boyera, Aman Grewal (Web Foundation)
- Audience size: >200
- Target groups: Local farmer organizations, NGOs, radio stations, ICT entrepreneurs, villages.
- Summary of activities: Presentation of VOICES projects, discussions on voice technologies and use cases and business opportunities.
- Place of the events: Mali: Bamako, Radio ORTM Segou, Radio Moutian, Tominian, Office Sahel Eco in Tominian, Bandiagara, Radio Seno Bankass; Burkina Faso: Radio La Voix du Paysan, Gourcy, Fields of farmers Yacouba Sawadogo, Ousseyni Kindo, Ouagadougou, Ghana: Tamale, Bolgatanga, rural communities of Yameriga and Tongo-Beo. (Mali-Burkina Faso-Ghana)
- Focus: local stakeholders – target groups of VOICES results in local environments.
- Expected impact: Create a community for the VOICES project involving local stakeholders, end-users and service providers of voice technologies.
- Summary of output: Long term relationship with local stakeholders. Resulted in a second project on voice technologies in Mali: Foroba Blon, voice-based citizen journalism, 2012.

January 2011: Visit and presentation on speech technology in VOICES at Université Gaston Bergé in Saint-Louis, Senegal, Etienne Barnard (NWU).

- Type of Activity: Visit of the University Gaston Bergé and Introduction of VOICES – Saint-Louis, Senegal.
- Participants : Stephane Boyera (Web Foundation) and Etienne Barnard (NWU)
- Target group aimed: Academic community, ICT4D community
- Summary of the activity: Presentation of VOICES to University professors and head of department. Slides: http://public.webfoundation.org/2011/01/sb_voices_stlouis.ppt
- Expected Impact : use of voice technologies in their field pilot, participation in the development of Wolof support in WP3
- Summary of the output: Contact established for contribution to Wolof speech pack.

March 28th 2011: presentation on “The Lwazi Community Communication Service: Design and Piloting of a Voice-based Information Service” at the International World Wide Web Conference. Etienne Barnard (NWU).

- Type of Activity: Talk at conference
- Target group aimed: Academic community, ICT4D community
- Conference : International World Wide Web Conference
- <http://www.www2011india.com/>
- Audience size: 60 delegates
- Place of the event: Hyderabad, India
- Focus: Annual conference on World Wide Web
- Summary of the activity: Presentation of research findings on voice-based services
- Expected Impact: Awareness raising and dissemination of research results
- Summary of the output: links with research community strengthened and new links established.

March 29th 2011 – Dakar Web foundation WP6

- Type of Activity: Public presentation at meet-up / conference
- Description of the target: developers and passionate about mobile and web technologies, University students of ICT subjects
- Target group aimed: **ICT entrepreneurs, companies in Africa, Communities and end-users in Africa, ICT students**
- -for event/conference:
- Event Title: Mobile Innovations Dakar
- Event Link <http://www.meetup.com/mobileinnovationsdakar/events/16958829/>
- Audience size 30 approx
- Place of the event: Dakar, UCAD University
- Focus: Innovation and entrepreneurship with mobile and web technologies
- summary of the activity: <http://public.webfoundation.org/2011/04/faster-horses-slow-elevators.pdf>
- Expected Impact: raise awareness of the possibility of mobile technologies. Create interest in the future training program
- Summary of the output: The activity allowed us to get in touch with 20 potential candidates for the training program, 5 experts in the Senegalese mobile community, and to establish connection with a University (UCAD) and its students.

30th March 2011 – Dakar Web foundation WP6

- Type of Activity: Public workshop
- Description of the target: developers and passionate about mobile and web technologies, University students of ICT and business subjects
- Target group aimed: ICT entrepreneurs, ICT students
- -for event/conference:
- Event Title: Where does innovation come from?
- Event Link N/A
- Audience size: 100
- Place of the event: Dakar, ESMT University, Senegal.
- Focus: Innovation and entrepreneurship with mobile and web technologies. Concept development. summary of the activity: Photos of the workshop available here: <http://www.webfoundation.org/2011/04/dakar-mobile-innovation-labs-faster-horses-and-spring-towns/>
- Expected Impact: raise awareness of the possibility of mobile technologies. Create interest in the future training program.
- Summary of the output: The activity allowed us to get in touch with approx. 100 potential candidates for the training program. It also gave us useful information on the way to organise the future training. See D6.1 for more information on the subject.

May 10th 2011: VOICES poster presented at Network Institute Symposium, VU Amsterdam

By Hans Akkermans and Anna Bon

- Type of Activity: Poster presentation.
- Target group: Academic community
- Conference: Symposium 130 Years VU University Amsterdam

- Audience size: 100 participants
- Place of event: Amsterdam
- Focus: understanding of the emerging networked world in its technological, economic and social aspects.
- Summary: poster of the general VOICES concepts presented at poster session.
- Expected impact: Awareness raising and dissemination of research results

May 13th 2011: VOICES presented at the IST-Africa Conference, in Gaborone, Botswana. By Stéphane Boyera (WF), project manager of VOICES.

- Type of Activity: Talk at conference
- Target group aimed: Academic community, ICT4D community, NGOs and development agencies, ICT entrepreneurs, companies in Africa
- Conference : IST-Africa
- <http://www.ist-africa.org/conference2011/>
- Audience size : 600 delegates
- Place of the event : Gaborone Botswana
- Focus: EU-Africa partnership on ICT
- Summary of the activity: Presentation of VOICES:
http://public.webfoundation.org/2011/05/sb_voices_istafrica.ppt
- Expected Impact: Awareness raising in both African and European organizations, and companies interested in ICT in Africa.
- Summary of the output: Lots of attention attracted, about 70 business cards collected.

June 4th – 5th 2011: W3C Workshop “Mobile and Web Technologies in Social and Economic Development”, Dar es Salaam, Tanzania, W3C.

- Type of Activity: Workshop
- Target group aimed: Academic community, ICT4D community, NGOs and development agencies, ICT entrepreneurs, radio, Governments and policy maker
- Summary of the activity: A workshop dedicated to mobile ICT4D with a big part on Voice technology. Workshop report: http://public.webfoundation.org/2011/01/MW4D_WS/
- Expected Impact : Awareness raising on VOICES and voice technology for ICTD, community building with potential users and contributors
- Summary of the output: 90 subscribers from 20 countries (10 african countries)
http://public.webfoundation.org/2011/01/MW4D_WS/participants

June 14th -15th 2011: Presentation: “Web Mobile: Bonnes Pratiques de Conception et Développement” (“Mobile Web: Best Practices for Design and Development), at “Formation des formateurs sur le Web Mobile et les applications Web mobiles” (Training the trainers on Mobile Web and Mobile Web Applications), Dakar, Sénégal. Francois Daoust (W3C).
<http://www.w3c.sn/agenda0611.html>

- Type of Activity: Training
- Description of the target: Academic community, African developers
- Event :
- Event Link : <http://www.w3c.sn/agenda0611.html>
- Audience size : 30 IT teachers from universities from all over Senegal, about 50 local developers during a mobile meetup evening

- Place of the event : Dakar, Senegal
- Focus: Training IT teachers on mobile technologies in general
- summary of the activity: <http://www.w3.org/2011/Talks/fd-mobile-training-20110614/>
- Expected Impact : awareness raising, and local capacity building on mobile technologies
- Summary of the output: 30 IT teachers trained

June 17th 2011: Plenary presentation of accepted scientific paper “Is (Web) Science Ready for Empowerment?”, by Hans Akkermans, Nana Baah Gyan, Anna Bon, Wendelien Tuyt, Stephane Boyera, Aman Grewal, Mary Allen. Presentation by Hans Akkermans (VUA).

- Type of Activity: Talk at conference
- Target group aimed: Academic community, Web Science
- Conference : ACM Web Science Conference
- http://www.websci11.org/fileadmin/websci/Papers/74_paper.pdf
- Audience size : 250 delegates
- Place of the event : Koblenz, Germany
- Focus: international Web Science research
- Summary of the activity: Presentation of VOICES:
- Expected Impact: Awareness raising in US, EU and international Web research
- Summary of the output: Lots of attention attracted, helped trigger ISWC votes for awards

August 11th 2011: VOICES presented at Speechtek in New York, Speech for the Developing World session, Stéphane Boyera (WF) Event site: <http://www.speechtek.com/2011> blog post: <http://www.webfoundation.org/2011/08/speechtek-2011/> <http://blogs.voxeo.com/voxeotalks/2012/01/12/solar-powered-prophecy-platform-connects-rural-africa/>

- Type of Activity: Conference Attendance+Talk
- Target group aimed: Voice and speech technologies industry
- Event:
- Event Title: Speechtek 2011
- Event Link: <http://www.speechtek.com/2011>
- Audience size : 800 attendants
- Place of the event : New-York, USA
- Focus: Biggest annual conference on voice technologies
- summary of the activity: <http://www.webfoundation.org/2011/08/speechtek-2011/>
- Expected Impact : raising awareness among commercial companies working in voice technologies about african market and opportunities
- Summary of the output: lots of contact developes (45 business cards collected), links established with the major voice browser company (voxeo: <http://blogs.voxeo.com/voxeotalks/2012/01/12/solar-powered-prophecy-platform-connects-rural-africa/>)

August 2011: Mobile for Education for Development (M4ed4Dev) USAID Workshop, Washington DC, USA, Stéphane Boyera, participation.

- Type of Activity: Event Attendance
- Target group aimed: ICT4D community, NGOs and development agencies Event:
- Event Title: Mobile for Education for Development

- Event Link: <http://www.regonline.com/builder/site/default.aspx?EventID=968312>
- Audience size : 300 attendants
- Place of the event : Washington DC, USA
- Focus: mobile applications for Education
- summary of the activity: Awareness raising about VOICES and voice technology for ICTD
- Expected Impact : adoption of voice technology in other ICTD sector like education
- Summary of the output: links created (25 business cards collected) with people and organizations working in the domain (e.g. UNESCO)

August 2011

TNO Description of the target: Measuring Socio-Economic Impact, Investigating Monitoring and Evaluation Methods for ICT4D Pilot Projects

- Type of Activity: Master Thesis (Veerle Migchelbrink, TU Delft Faculty of Industrial Design)
- Target group aimed: Academic community
- summary of the activity: A method for impact assessment for ICT4D projects was developed.
- Impact: input for WP1 impact assessment, WP4 and WP5, master thesis available at TU Delft library and online database
- Summary of the output: Master thesis and slidebook on impact assessment, graduation presentation.

August 15th 2011: co-chair of a special session on “Speech Technology for Under-Resourced Languages” at the annual Conference of the International Speech Communication Association - Interspeech 2011. Etienne Barnard (NWU).

- Type of Activity: Talk at conference
- Target group aimed: Academic community, ICT4D community
- Conference :
- Interspeech 2011
- <http://www.interspeech2011.org/>
- Audience size: 100
- Place of the event: Florence, Italy
- Focus: Annual conference on speech science and technology
- Summary of the activity: Chairmanship of special session on speech technology
- Expected Impact: Awareness raising on challenges and opportunities within Speech Technology for Under-Resourced Languages
- Summary of the output: links with research community strengthened and new links established

September 1st 2011: VOICES project presented at WOTRO Conference Incentives Matter! By Hans Akkermans (VUA).

- Type of Activity: presentation plus panel discussion at conference
- Target group aimed: Academic community in development research; NL national science foundation (NWO)
- Conference : WOTRO
- Audience size : 100 delegates
- Place of the event : The Hague, Netherlands
- Focus: How to do research wrt developing countries

- Summary of the activity: Presentation of VOICES
- Expected Impact: Awareness raising wrt NL science foundation-supported research
- Summary of the output: Triggered a number of follow-up invitations and presentations in NL

September 15th 2011: VOICES project presentation and EU-FP7 panel, Copenhagen, Denmark, by Hans Akkermans (VUA).

- Type of Activity: Talk at conference workshop and discussion panel
- Target group aimed: International education officers of universities (global)
- Conference : European Association for International Education Conference
- Audience size : 100 delegates
- Place of the event : Copenhagen, Denmark
- Focus: international academic education and EU-FP7 research
- Summary of the activity: Presentation of VOICES:
- http://www.w4ra.org/sites/default/files/documents/HansA-VOICES_Presentation_Copenhagen-15Sep2011-handout.pdf
- Expected Impact: Awareness raising in international academic education organizations and officers
- Summary of the output: Lots of attention attracted, triggered other invited talks

September 22nd 2011: e-Business Innovation guest lectures, Amsterdam, The Netherlands. By Hans Akkermans.

- Type of Activity: Guest lectures Master course
- Target group aimed: Master research students in Information Sciences
- Audience size : 55 Master students
- Place of the event : Amsterdam, Netherlands
- Focus: issues in IS global research (see VOICES D1.1 and 5.1)
- Summary of the activity: Presentation of VOICES and its context and background
- http://www.w4ra.org/sites/default/files/documents/HansA-eBiz_Innovation-GuestLectures-22Sep2011-handout.pdf
- Expected Impact: Increase understanding of (non-Western/EU-centric) research issues
- Summary of the output: 6 students from 6 different countries now do their Master research related to the VOICES project

October 27th 2011: Presentation of VOICES project and paper: 'Is data sharing a privilege of a few? Bringing Linked Data to those without the Web'. Presented by Stephan Schlobach (VUA); award winning paper 1st prize - Outrageous Ideas Track.

- Type of activity: Conference talk and two conference papers related to VOICES. Other paper: "The Web of Voices, how to connect 4.5 billion internet-less people to the Web". Third prize - Outrageous Ideas.
- Target group: Academic community
- International Semantic Web Conference
- <http://iswc2011.semanticweb.org/>
- Audience: 600 participants
- Place : Bonn, Germany
- Summary of activities: Conference talk

- Expected impact: publication and dissemination of scientific results
- Summary of output: two awards won on this conference by VOICES papers (1st and 3rd prize).

October 23rd – 28th 2011 – Conference in Dakar Web Foundation

- Type of Activity: Conference
- Description of the target: ICT entrepreneurs, Universities and Regional experts
- Target group aimed: ICT4D community, NGOs and development agencies, ICT entrepreneurs, companies in Africa, Governments and policy makers.
- -for event/conference:
- Event Title ICANN 42
- Event Link: <http://dakar42.icann.org/>
- Audience size: 200 approx
- Place of the event: Hotel le Meridien, Dakar, Senegal
- Focus: is the event has a geographical focus: ICT development, Technical Web Development, policies for Internet development
- summary of the activity: During the 5 days of the conference the Web Foundation was engaged in different workshops, open discussions and fireside conversations with representatives of the Senegalese Government, Industry Associations, NGOs and SMEs for raising awareness of the future Training program, and ensuring participation at all levels.
- Expected Impact: organise a broader consortium of local and international actors for the training activities in Dakar
- Summary of the output: Established contact with representatives of the Senegalese ICT Ministry, 3 Industry professional organisations, 2 Development Agencies, 5 Interested SMEs for the growth of the community around the training program and the entire VOICES project.

November 10-16 2011 Second VOICES roadshow in Mali.

- Type of activity: Presentations focus group discussion, field visits.
- Target group: farmer organizations, NGOs, community radio stations.
- Participants: Hans Akkermans, Nana Gyan, Victor de Boer, Chris van Aart, Anna Bon, Wendelien Tuyp, Pieter De Leenheer (VUA), Mary Allen, Amadou Tangara (Sahel Eco) Stephane Boyera, Aman Grewal (Web Foundation), Pieter Verhagen (TNO) Aditi Sharma, Karen Calteaux (CSIR)
- Audience: 35 = 25 farmers/NGO staff, 15 radio people
- Summary of activities: Presentation of VOICES projects, discussions on voice technologies and use cases and business opportunities.
- Expected impact: Consolidation of the community to support the VOICES project, involving local stakeholders, end-users and service providers of voice technologies.
- Summary of output: Long term relationship with local stakeholders, beyond the VOICES project life-time.

November 14th 2011 Description of the target: Voice-based Community-centric mobile Services for social development, 4th Euro-Africa Cooperation Forum on ICT Research, (Marc van den Homberg)

- Type of Activity: Presentation
- Target group aimed: European and African research institutes like CSIR, international organizations like AU, EU, ITU, Worldbank, industry, such as SAP, Orange

- summary of the activity:
<http://mvoices.eu/sites/default/files/styles/Voice%20based%20community%20centric%20mobile%20services%20for%20social%20developmentTNO.pdf>
- Expected Impact : the intermediate results of VOICES were disseminated and feedback was received (specifically questions on the health pilot).
- Summary of the output :
- The World Bank showed specific interest in the Mobile Training Labs of VOICES, information was shared, no further concrete follow-up realized.
- The European Network of Living Labs is in the process of connecting to and sharing best practices with the African Network of Living Labs. Here is still a possibility to leverage TNO's participation in Amsterdam Smart City (one of the European Living Labs) and extend towards cooperation with an African Living Lab.
- Further insight in and networking towards new calls such as FP7, call 9.

December 6th 2011: Presentation of VOICES documentary about Radio Marché pilot in Mali (WP5) by Anna Bon

- Type of activity: Symposium
- Target group: Development agencies
- Event title: Practical solutions to increase sustainability in NICHE projects. Platform for International Education and NUFFIC, Dutch development agency.
- Audience size: 80 participants
- Place of event: Utrecht, NL
- Focus: Sustainability of development projects
- Summary: Documentary about VOICES; project VOICES presented.
- Expected impact: new partners involved; development agencies informed out VOICES project.
- Summary of output: 10 business cards collected; High visibility and interest by the community.

December 15th 2011: keynote: “Mobile Technologies, Education and Socio-Economic Development” at the m-Learning Week, Unesco Conference, Paris, France, Stéphane Boyera (WF).

- Type of Activity: Talk at Conference
- Target group aimed: ICT4D community, NGOs and development agencies, Governments and policy makers
- Event Title : UNESCO Mobile Learning week
- Event Link : <http://www.unesco.org/new/en/unesco/themes/icts/m4ed/mlw/>
- Audience size : 300 participants
- Place of the event : Paris, France
- Focus: ICT for Education
- Summary of the activity: Keynote Speech:
http://public.webfoundation.org/2011/12/sb_unesco_mlearning.pptx
- Expected Impact : adoption of Voice technologies in Education
- Summary of the output: 30 business cards collected, high visibility and interest by the community about radio+voice platform

December 16th 2011 VOICES Documentary about WP5 pilot in Mali presented at the Semantic Web Meeting. Documentary and project presented to audience by Anna Bon and Hans Akkermans.

- Type of activity: film
- Target group: Academic community

- Event Title: Semantic Web Meeting
- Audience size: 40
- Place of event: Intertain Lab VUA Amsterdam, NL
- Focus: Computer Science
- Summary: Film about project VOICES
- Expected impact: more people get involved in the project.
- Summary of impact: General interest; Invitation to submit paper related to VOICES for the Downscale 2012 workshop.