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## Guest Contribution

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# A Pragmatic Approach to Development Information to Provide Service on a Wide Scale

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## 1 Introduction

The rapid technological growth in our time has produced an explosion of information. This, in turn, has spawned information systems based on the use of computers and automated systems. These mechanised devices with their seemingly infinite capacity to store and retrieve knowledge on command have myriad applications. But the use of computer and automated information devices pose serious problems to individuals, groups and societies on an international scale in disseminating the available information. This is even more true in information flow between regions with high information capabilities than in those that have little or none. The information flow between these regions has been varied and frequently haphazard whenever it has existed.

In this context the philosophy for development information speaks to interdependence and humanitarian concern in information flow to various regions of the earth. Information must be perceived as a universal entity. The initial failure of one region and the ability of another to acquire information should not dictate a permanent global demarcation into 'developed and less developed' categories.

## 2 Objectives

The objective of development information is for it to function as an interlinking mechanism between a complex industry of information resources and the users of information. In addition, development information should be a catalytic agent that aims at providing objective clarification in information needs between regions with high information capabilities and those with little.

## 3 Mission

The mission is to strive for a move in all regional, national and international agencies and organisations concerned with information to give full co-operation and assistance in setting criteria and standards, formulating policy,

and assessing the information needs of a given region of the world. Development information is capable of realistically assessing information related to socio-economic development in the light of the unique requirements of world regions in need of information and information technology.

## 4 The Dynamics of Information Processing

The proliferation of information technology production has resulted in the growth and development of an ever expanding information packaging industry. This area has become so large in size and scope that it is necessary to discuss some of the important developments that are taking place in the area.

The newest phrases now being used in information packaging range from electronic archives, compact discs (CDs), computer tapes, microfiche, teletexts, video discs, magnetic tapes and interactive imaging systems (optical systems) to word processing and the use of laser technology. Developing countries will not escape this new wave of information packaging. It soon will be bombarded with vendors of these products, to a point where some adaptation will be inevitable.

Assuring the quality of technical processes and the accuracy of packaging information is becoming an increasingly difficult task. Rapid increases in the volume of information, the sophistication of information uses, and the complexity of material flows and processes are characteristic of most modern technical environments. As complexity increases, the risk of introducing significant errors into material processes increases. The very complexity of such systems makes the detection of error itself a complex task. With increasing frequency, public and private organisations are seeking help from corporations with experience in quality control and information validation to ensure that technical process and information packaging meet performance and accuracy standards. The problems association with quality control and validation can be minimised by following these guidelines:

- Establishing ways of aiding in planning, organisation and control of software purchasing and development

through

- creating a directory of software suppliers
- evaluating the quality of software supplied
- keeping abreast of the state-of-the-art in software production
- Providing leadership in the innovative use of software materials and the utilisation of extensive market research on software before making a major purchase
- Establishing cost-efficient ways of packaging and designing your own software by learning how to design and evaluate software for your own use

Preparation for these new technologies for packaging information ought to be made in institutions of higher learning. Perhaps it would be timely to introduce some of these concepts in technical institutes in order that future demands imposed by the new information technology may be met.

The successful growth of developing countries information technology will ultimately depend upon the commitment of substantial resources, especially financial resources. The successful application of this information technology will require more than the mere receiving and storing of it. In addition to the tasks of acquiring and organising informational materials, channels must be established to analyse incoming information. Too much of the information technology that does get transferred out of the industrialised nations is never utilised because it is unsuited for the consumption of users in developing countries. A great deal more effort must be made to analyse, package and disseminate materials on existing and forthcoming information in all vital areas of work and study so that these technologies will be accessible to the developing countries' information-user communities.

## 5 The Need to Establish a Consortium

Information technology specialists need to establish a consortium of regional, national and international information networks and associations. The consortium could be an open structure inviting any institutions, organisations and agencies existing for the purpose of forming a network or documentation clearinghouse and of providing information technology not as an end-product but as a means for human change.

The element common to all membership is an interest in and dedication to providing useful and accurate information that can bring about humanistic change. Equally important is a commitment to the development of relevant information resources to meet the needs of regions with low information capacity.

The philosophical outlook of the consortium would therefore be to crystallise and emphasise broad knowledge, deep understanding, and imaginative efforts, including a dedication to great ideas in providing accurate solutions to the information needs of various regions on an international scale.

## 6 The Organisation of Services for Members

The ideas constituting a conceptual framework for a service-oriented consortium are as multitudinous as the Kalahari sands but in this instance the consortium could function to:

- support creative change within its membership
- facilitate and support new educational enterprises and programs addressed to meet the needs of previously disenfranchised persons
- develop and implement co-operative programs and projects among its members
- provide a meeting ground for a diversity of persons, institutions, and agencies with common values and purposes
- provide a forum for the exchange of ideas among its member associates
- encourage methods of solving social problems
- influence public policy to be consistent with its mission and purpose.

## 7 An Appraisal of Internet

While casual observers have the leisure to observe unobtrusively the growth and development in Internet to be a world-wide phenomenon in information sharing, they do so at no cost. On the other hand, information specialists have to judge and weigh the work of an ongoing Internet program and estimate its usefulness as a network or networks to their daily operations. Information specialists are, therefore, still more sceptical about the scope and magnitude of the Internet. They alone are facing challenges of adding another performance task of being evaluation researchers of Internet in order to provide objective clarification of incorporating Internet as an integral component of their information system. This can be a tedious undertaking because it entails not only knowing how to navigate the Internet network but also cognisance of the following key factors:

- how appropriate the Internet is to your information environments
- to what extent the databanks provided through Internet are relevant to the mission and objective of your environment
- what the relationship is between costs and benefits of having Internet at your disposal

All these factors need to be addressed to determine the effectiveness of Internet in any given information environment, be it in a government setting or in other work environments.

## 8 Training in Information Networks

A seminar for the network should be designed to launch the co-operative exchange of knowledge and experience with

information accessibility and utility of the participant's respective information holdings. To succeed in this effort, the organisers will marshal appropriate interdisciplinary experts and technical resources from within the regions involved. The content of the seminar will consist of information related to formalising and establishing a plan for information networking. It is important that information ministries achieve a high level of knowledge and sensitivity to the information needs of their individual country, region, and ultimately the world, in order to assess, prescribe, design, manage and evaluate the most appropriate uses of information technology for enhancing the advancement of their world countries.

Although the organisers will determine who will be invited to participate in this seminar, special effort will be made to ensure that representatives come from a diversity of backgrounds, and have some knowledge or experience relating to information systems. Additionally, consideration will be given to the level of information technology which is currently utilised by the representative's country.

The content of the seminar will be tailored to meet the specific needs and issues designated by the participants through a pre-seminar survey and needs assessment, which will be administered by the organisers.

## 9 Summary

The above aims at presenting some possible scenario and does not pretend to be exhaustive. The issues, however vital to development information, are given cursory treatment here. It remains important for the luminaries in this area to expand on some of the thoughts contained above.

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