

Information Specialists' Expert Meeting
and Content Management Workshop
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15-16 May 2007

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**REPORT OF THE INFORMATION SPECIALISTS EXPERT MEETING
AND CONTENT MANAGEMENT WORKSHOP**

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PART I
SUMMARY OF RECOMMENDATIONS
AND FOLLOW-UP ACTIONS

- 1. ECLAC should become more involved in knowledge management with a development focus and give priority to the re-establishment of a vibrant regional network to promote knowledge sharing.**

Related actions

- (a) Continue to target librarians as important strategic partners and establish a regional network of information specialists whose mandate will be to assist with the coordination of content for the Knowledge Management Portal at the national level;
- (b) Document and demonstrate a practical approach to content management and knowledge sharing in the public sector;
- (c) Establish a chat room to continue the discussion on knowledge sharing;
- (d) Hold similar events in other Caribbean islands/countries;
- (e) Enlist the cooperation of relevant Ministries in the countries in order to streamline the update of the Caribbean Development Profiles.

- 2. ECLAC should continue to further develop the Caribbean Knowledge Management Portal**

Related actions

- (a) Continue the technical work needed to refine the portal and increase its functionality;
- (b) Promote the use of the CKM Portal at every available opportunity;
- (c) Organize other training sessions.

- 3. ECLAC should continue to promote the use of Open Source Software as an appropriate technical solution to content management and other challenges**

Related actions

- (a) Highlight the cost, flexibility, and capacity-building advantages of using this type of software;
- (b) Use open source software, where feasible, in any subsequent projects.

4. **ECLAC should continue to work with and give technical assistance to the public sector in St Vincent and the Grenadines in the formation of a vibrant inter-departmental knowledge network.**

Related actions

- (a) Request the country to designate focal points for knowledge sharing in various ministries/departments;
- (b) Draft and circulate instructions for information exchange and knowledge sharing;
- (c) Document the experience for replication in subsequent interventions.

PART II ORGANIZATION OF THE MEETING

Introduction

The Economic Commission for Latin America and the Caribbean (ECLAC) Subregional Headquarters for the Caribbean, secretariat of the Caribbean Development and Cooperation Committee (CDCC), in cooperation with the Government of St. Vincent and the Grenadines, organized a series of three related events on 15 and 16 May 2007 in Kingstown. It was part of an ongoing programme of activities following up on the World Summit on the Information Society (WSIS) and in keeping with its own focus on the content and knowledge management aspects of the WSIS Plan of Action.

The first of these events was a technical meeting, entitled “Digital Content Management for Caribbean Librarians and Information Specialists”. This meeting explored, through discussions and presentations, the changing role of librarians and information specialists in the context of a Caribbean Information Society, particularly as this relates to managing digital content to facilitate better decision-making.

The second was an Open Forum on the Information Society, promoted under the theme “ICT and Me”. This took the form of a panel discussion on issues surrounding the information society from various perspectives and sought to engage the public in a discussion on the government’s Information and Communications Technology (ICT) policy and programmes and its impact on the individual. It also featured the ECLAC video documentary, “ICT in the Caribbean”.

The third activity was a workshop on Knowledge Management in the Public Sector attended by officers from various government departments in St Vincent and the Grenadines. The workshop focused on the management of electronic content and addressed the challenge of how to increase information flow and share knowledge within and among public sector agencies.

The unifying purpose behind the three events was the need to accelerate the progress being made by the Caribbean subregion towards an information society. An important backdrop to all this was the launch of the ECLAC Caribbean Knowledge Management Portal, established as a vehicle for disseminating the information products and services offered through the ECLAC Caribbean Knowledge Management Centre (CKMC). The series of activities were also aimed at revitalizing the partnering, networking approach to information delivery employed by ECLAC with such success in the past. The rationale behind the clustering of these activities therefore was to provide a practical opportunity for establishing a viable human network, supportive of knowledge sharing, to maintain the currency and accuracy of the information made available through the Knowledge Management Portal.

DIGITAL CONTENT MANAGEMENT
MEETING OF LIBRARIANS AND INFORMATION SPECIALISTS
15 May 2007

The Meeting on Digital Content Management for Librarians and Information Specialists took place on Tuesday 15 May at the Conference Room of the Ministry of Foreign Affairs. Participants from nine Caribbean countries and several regional agencies attended. A list of participants is annexed.

Objectives

The objective of this meeting was three-fold. First it was intended to describe and generate interest in the knowledge management initiatives undertaken by the ECLAC Subregional Headquarters for the Caribbean, of which the Caribbean Knowledge Management Portal was the latest and most ambitious. The second objective was to solicit partners and create a network to support and give life to the digital network established through the creation of the Portal. The third objective was to provide participating librarians with expert views on some technical issues associated with Digital Content Management and give them an opportunity to respond and share their practical experiences.

The meeting was intended to position librarians and information specialists within the ambit of government ICT policy. That is why it was not held in isolation, but rather scheduled as one in a series of activities. Having librarians at the Open Forum was intended to illustrate the connection between government ICT policy and the lives of ordinary citizens. Their attendance and participation in the workshop on knowledge management in the public sector was intended to position the librarian as critical to knowledge sharing in the public sector.

Opening session

The Director of Libraries of St. Vincent and the Grenadines, Mrs. Joan O'Garro, welcomed participants to St. Vincent and to the meeting and thanked ECLAC for the timely initiative. She lauded the efforts of librarians and information specialists in the region, stressing the importance of their contribution in the context of the rapidly changing technological environment.

In his opening remarks, Mr. Neil Pierre, Director, the ECLAC Subregional Headquarters for the Caribbean, noted that while access to and the availability of information and communications technology were important and necessary, it was essential that these be used productively and that information be transformed into applicable knowledge and applied to the development efforts of countries. ECLAC's long-term interest, he noted, was bound up in a commitment to the development of the region and in particular the achievement of the Millennium Development Goals (MDGs). This has given rise to a special interest in issues surrounding the measurement and benchmarking of an information economy. He reminded the information specialists that their strengths lay in identifying and organizing content and hoped that the insights provided during the meeting would help them to carry out the business of

electronic content management more effectively and efficiently. He concluded with the hope that ECLAC would be able to count on the support and cooperation of the information specialists participating in the workshop, as the office proceeded with the challenging task of organizing and providing access to knowledge for Caribbean development.

To conclude the opening session, an overview of the upcoming sessions was presented by Ms Sandra John, Chief, CKMC, at the ECLAC Subregional Headquarters for the Caribbean.

From documentation to knowledge management

The first presentation was delivered by a representative of the ECLAC Subregional Headquarters for the Caribbean, who outlined the factors that had influenced the new direction taken by the CKMC and traced the evolution of the Centre from documentation to knowledge management, describing the services which were now being offered. These services included responsibility for the organization's website and Intranet and other web-based knowledge products such as: the Caribbean Digital Library, Caribbean development profiles, ICT profiles, a Caribbean skills bank and communities of practice, the latest of these being the Caribbean Knowledge Management Portal scheduled to be launched later that morning at the meeting. She also explained the Centre's new method of interacting with its primary clients, the staff of ECLAC, through a system of personal knowledge management and the conduct of periodic knowledge audits.

The second presentation was prepared by the representative of the University of the West Indies (UWI), St Augustine, and dealt with Enterprise Content Management (ECM), technologies used to manage, store, preserve, and deliver content and documents related to organizational processes. ECM technologies were recommended as time-saving, and useful for facilitating collaboration, managing business process management and workflow and, although costly to implement, ECM tools could ultimately reduce operating costs.

The final presentation in this session was delivered by a representative of the National Library and Information Service Authority (NALIS) in Trinidad and Tobago. She described the NALIS experience with the use of various open source software packages. *Dot Net Nuke* for managing web content, *Greenstone* for handling digital collections, were among the programmes described, and their applications explained.

Knowledge Management Portal

The final session of the meeting was devoted to the launch and demonstration of the Caribbean Knowledge Management Portal by a representative of the ECLAC Subregional Headquarters for the Caribbean, and a description of the services which would be offered through this facility. He was assisted by the consultant to the project. The ECLAC Caribbean Development Portal, an open source and open standards framework, would facilitate regional networking, encourage the exchange of knowledge and the sharing of experiences on issues of national development, and preserve institutional memory. The Portal was also expected to contribute to the process of regional capacity-building. The goal of the project was to develop a

framework which could simultaneously address knowledge management at the institutional level, while at the same time facilitate a regional mandate, utilize Open Source, Open Standards, and, where necessary, Free Software; deploy a solution that was scalable, expandable and customizable and not linked to any single operating system. For added flexibility the Portal could run on Windows and Linux without any changes.

Currently the Caribbean Knowledge Management Portal hosted the following institutional systems:

- Caribbean Development Profiles
- Caribbean ICT Profiles
- Caribbean Digital Library
- Caribbean Skills Bank

The launch of the Portal concluded with a summary of lessons learned, both positive, and negative, during the execution of the project. The project demonstrated that Open Standards, coupled with Strong Systems Analysis, allowed ECLAC to address its information needs in a strategic manner. Another positive was the flexible, scalable framework employed.

The presenter advised participants that in implementing projects, if there was not the required array of in-house expertise, there was merit in hiring these services from outside of the organization. He also admitted that not everything went according to plan. In this connection some of the negative experiences were shared as well. There was, for example, a serious underestimation of the time required for research and development as the clients, in this case the CKMC, were not sufficiently clear in the articulation of the desired outcome.

He concluded by urging participants to use the Knowledge Management Portal developed by ECLAC and to give serious consideration to the general use Open Source, Open Standards and Free Software. He cautioned, though, that they should allow sufficient time in their project planning for background research and information gathering. He also reminded information specialists that their strengths lay in identifying and organizing content and concluded with the hope that the insights provided during the meeting would help them to carry out the business of electronic content management more effectively and efficiently.

Feedback and commitments

Feedback from participants was generally positive with regard to the content of the meeting. There was mixed reaction, however, to the manner in which these intentions were executed. Twenty three evaluation forms were returned with 16 participants indicating that the objectives of the meeting were met completely, 6 partially; and 15 indicating that their own expectations were met completely, 8 partially. For those who indicated that their expectations were only partially met, most pointed to the limited opportunity to share experiences, and a lack of practical hands-on experience with using the Portal.

Participants gave the following commitments: The representative from Guyana undertook to ascertain whether or not the University of Guyana was already collaborating with ECLAC; the

representative of Dominica promised to communicate with the website manager to see how the government website could be merged with the Library's website; the representative of the British Virgin Islands undertook to pass information about the ECLAC Portal on to the Government Information Unit. This report is appended.

Feedback was as follows: The representative of Nevis recognized the importance of finding new ways of managing information. She indicated that they had been using the Education Department as a pilot for their own knowledge management initiative and that the Department now needed to develop a website. The IT Department was in the process organizing workshops for government departments; the representative from the UWI School of Continuing Education in Montserrat saw some synergy between ECLAC's Skills Bank and the University's attempt to market itself as a source of consultants; the representative from the Caribbean Agricultural Research and Development Institute (CARDI) indicated that that institution was already on the path to knowledge management. They had established links to Communities of Practice and several discussion boards. She wanted to know how CARDI could contribute its publications to the ECLAC portal.

ECLAC agreed to set up an online community on the portal to continue the discussion.

Summary of recommendations

The main follow-up will be directed towards encouraging and facilitating participation of persons attending the meeting and the workshop, both librarians and members of the public sector, in providing information to the development portal. Participants at both events will form the nucleus of a knowledge network which will keep the portal supplied with up-to-date information.

Specific recommended follow-up included:

- Establishment of a chat room to facilitate further dialogue on the issues discussed;
- Creation of national networks to decentralize the collection of information to be used in the ongoing expansion of the Development Profiles;
- Expand the approach taken in St. Vincent to other CDCC member and associate member countries.

In following up on the use the information provided in general and the use of the Portal in particular, some participants expected to be challenged by a shortage of staff, especially IT staff, a lack of knowledge on their part, and insufficient buy-in from policy makers and researchers. By and large, there was tremendous enthusiasm for the portal and ECLAC is committed to using every available opportunity to provide the orientation necessary to make the experience a success.

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“ICT and Me”
REPORT ON THE OPEN FORUM ON THE IMPACT OF
INFORMATION AND COMMUNICATIONS TECHNOLOGY
ON CARIBBEAN PEOPLE
15 May 2007

The Open Forum, entitled “ICT and Me” was held on Tuesday 15 May 2007, immediately following the meeting on Digital Content Management for Librarians and Information Specialists. The Forum was organized jointly by the Ministry of Telecommunications, Science, Technology and Industry and ECLAC. The venue was the Peace Memorial Hall in Kingstown, St. Vincent and the Grenadines.

The purpose of this event was to create an opportunity for learning and sharing perspectives on issues surrounding information and communications technology for development. The focus was on development issues of relevance to St Vincent and the Grenadines. The forum was the second of its kind organized by the CKMC, the first being a Roundtable on Telecommunications and the Knowledge Society held in Port of Spain in 2006. The intent behind the scheduling of this discussion was to take advantage of the presence of ECLAC personnel in St Vincent and the Grenadines to engage the public in the discussions which were planned for the meeting and the workshop and increase public awareness of ICT for development and for the government to use the opportunity to present to the public its own agenda for ICT enabled development. In the absence of the designated moderator, the afternoon’s proceedings were moderated by a representative of the ECLAC Subregional Headquarters for the Caribbean, who welcomed participants to the Forum and outlined the programme for the afternoon’s proceedings.

A consultant to the Government of St Vincent and the Grenadines spoke on the subject “What is a knowledge economy”, defining knowledge management as a collaborative process involving the interplay between people, process and technology, stressing that the extent to which a country became a knowledge-centered society would depend on the degree to which small- and medium-sized enterprises incorporated ICT into their business processes.

The potential benefits likely to accrue to a country following investment in ICT were highlighted by the Director of the Centre for Enterprise Development in St. Vincent and the Grenadines. This was followed by an assessment of the opportunities and challenges encountered by the private sector, from the micro level, as they sought to broaden the scope of their investments in ICT. Following this, an ECLAC video documentary entitled “ICT in the Caribbean” was introduced by the Director of the ECLAC Subregional Headquarters for the Caribbean.

One student at the St Vincent and the Grenadines Community College shared his perspective and gave practical examples of his own use of the technology, endorsing ICT as a step in the right direction, attesting that the use of the Internet and other ICTs in many subject areas, especially the sciences, had brought about a more positive attitude to school among students. In response, the representative of UWI presented a capstone view of the knowledge

society from the perspective of ICT careers, defining a knowledge society as the intersection of competitiveness, collaboration and community in which knowledge was capital, as well as a public good. The Caribbean, she noted, was unlikely to realize the benefits of a knowledge society without a cadre of competent ICT professionals in the area of systems analysis, software development and architecture design, deployment, project management, and application support.

The presentations concluded with an address by the Minister of Telecommunications, Science, Technology and Industry of St. Vincent and the Grenadines who shared personal experience of the efficiencies resulting from the use of ICT and outlined the role of the ministry in implementing government's plans, policies for improving the size and contribution of the ICT sector. He also gave a status report on the implementation of St Vincent and the Grenadines' ICT strategy. Following a brief question and answer period, the Forum came to a close.

Despite extensive media coverage prior to the event, attendance at the forum was disappointing. Participants, numbering about 55 persons were drawn mainly from the public sector and the media. Visiting Caribbean librarians were in attendance as well.

**REPORT OF THE WORKSHOP ON
KNOWLEDGE MANAGEMENT IN THE PUBLIC SECTOR
*16 May 2007***

Introduction

One of the features associated with a knowledge-based economy and society is the pervasive practice of knowledge sharing and the wide availability of efficient systems for facilitating information flow within organizations, public sector organizations being no exception. Recognizing that the “content” aspect of information and communications policy had received less attention to date than the issues related to human development, access and infrastructure, the ECLAC Subregional Headquarters for the Caribbean organized a workshop for employees in the public sector in St Vincent and the Grenadines with responsibility for research, information flow, and the implementation of ICT strategy.

The focus of the workshop was on issues related to the management of information flow within and among public sector agencies in the context of a knowledge society. A related objective of the workshop was to introduce the ECLAC Caribbean Knowledge Management Portal as a cost effective, participatory tool for promoting information flow and managing digital content.

The participants were drawn mainly from various public sector departments in St Vincent and the Grenadines. They were joined by librarians and information specialists from other Caribbean countries who had participated in the meeting on Digital Content Management, also convened by ECLAC, on the previous day. The workshop was a follow-up to that meeting.

The workshop was also a part of the new intuitive approach to delivering technical assistance of the CKMC. It involved extensive fact finding in advance so that the content of the workshop would be appropriate to the participants. The librarians observed the process with a view to considering a similar approach in their countries. For ECLAC, the workshop was used as a pilot, the results of which would determine the content and structure of similar interventions in other Caribbean countries.

Opening session

Opening remarks were delivered by the Minister of Telecommunications, Science, Technology and Industry, who thanked ECLAC for the timely initiative, outlined some of the programmes initiated by the ministry, and shared some of his own expectations of an information society. He urged participants to take advantage of the training opportunity provided by ECLAC. This address was followed by an introduction of participants, by a representative of the ECLAC Subregional Headquarters for the Caribbean.

Building a knowledge-based economy

The first working session was devoted to an interactive workshop on the subject “Building a knowledge-based economy in St Vincent and the Grenadines with a focus on Knowledge Management”. Presenter for this session was the Chief of the CKMC at the ECLAC Subregional Headquarters for the Caribbean. The presentation began with a discussion of the features associated with a knowledge economy, including the high value placed on innovation, new ideas and relationships and the widespread use of computers and knowledge to produce economic benefit.

The focus then shifted to the ICT strategy and development vision of St Vincent and the Grenadines, articulated in the ICT strategic plan as a “total commitment to the development of St. Vincent and the Grenadines as a knowledge-based society (for) a more competitive insertion in the global economy (with) active people participation, and employment to those who seek it, and the systematic reduction of poverty”.

The main elements of the ICT strategy were outlined, with emphasis on those aspects which dealt with content such as the government website and web-based services; the Intranet; and the establishment of a government portal.

In an interactive follow-up, the challenges likely to impede the country’s progress towards the goal were then identified with input from participants who were asked to identify the information produced and/or disseminated by their own departments; reasons why persons would choose not to share information; the benefits of sharing; and the consequences of not sharing. The case was made for introducing into the public sector, the techniques of knowledge management used with such positive results by private sector organizations.

Participants were then urged to raise awareness of knowledge management; begin to think and talk about it; communicate the benefits; recognize that knowledge transfer adds value; value knowledge as a source of competitive advantage; and enable and reward a culture of knowledge sharing. In closing, participants were urged to take individual responsibility for learning, sharing, and growing, looking beyond the needs of their own individual departments at the big picture – the goal of a knowledge-based economy; and let their individual actions and the department’s actions be consistent with this vision.

Feedback for this session was overwhelmingly positive. Twenty two persons provided feedback via the evaluation forms. Eighteen adjudged the session to be “very good”, four “good”.

Managing digital content with Open Source Software

The second presentation by the representative of UWI was a tutorial which proposed Open Source Software as a viable alternative to proprietary software. The presenter began by defining the features of Open Source Software (OSS) and the collaborative “Bazaar model” process by which such software was generally developed. He highlighted the many advantages to be gained from using open source software contrasting OSS with proprietary software. OSS

was generally distributed free of charge. Access to source code, modification and distribution was generally unrestricted. This process allowed users to build on the work of others while creating a product more closely aligned with individual needs. Even when proprietary software was free, OSS offered a greater level of security, and the ability to customize applications. It also allowed greater reliability, and eliminated the client's dependence on the vendor. The use of OSS also had the important added benefit of improving local software development capacity.

The focus then shifted to Content Management Systems and the suitability of OSS for managing the creation, updating, publishing, translating, archiving and retiring of digital content. The common features associated with Open Source Content management systems were described. In general these systems ran on Windows and Linux, were easy to set up and facilitated the building of websites with structured content which could be managed by non-technical users. Some popular systems were identified: *Drupal*, *Joomla!* and *Plone*. *Plone* was the system used by the ECLAC Subregional Headquarters for the Caribbean in the development of its Knowledge Management Portal.

There was very positive feedback for this session. Of the 22 persons providing feedback, 7 responded: "very good"; 13 "good" and 2 "average".

Introduction to the Caribbean Knowledge Management Portal

The Caribbean Knowledge Management Portal, launched the previous day at the meeting of librarians and information specialists, was then introduced to participants at the workshop as an open source and open standards framework intended to facilitate regional and national networking. The emphasis this time was on the exchange of knowledge and the sharing of experiences on issues of national development. The portal could be accessed at: <http://ckmportal.eclacpos.org>

Following this presentation, a lively discussion ensued, the focus of which was on how the participants present might use the Caribbean Knowledge Management Portal.

The representative from the Ministry of Tourism of St. Vincent and the Grenadines indicated that he had received many requests for statistics. Most of the information held by the Ministry was in hard copy. People now had to visit the ministry in person to get information. He recognized how useful this same information could be if placed on the website. The management of the website was at present outsourced.

The representative of the Customs Department opined that creating a knowledge-based society could be a challenge since one needed to change the mind-set of individuals. He was already familiar with OSS which, he thought, was the way to go because of the scarce resources in St. Vincent and the Grenadines. Currently, data held at the Customs Department was used by the statistics department, and the ministries of finance, agriculture, and the police. If this same data was accessible through a mechanism like the Portal, data sharing would be made much easier. The portal could also be a good way of informing people of what was taking place at Customs.

The Ministry of Education also indicated that they had compiled statistics that could be made available. The representative of this ministry was very interested in Open Source which he viewed as the way forward.

A representative of the Department of Libraries acknowledged that libraries had a very special role with regard to content management. She saw her role as making her department aware that the Centre was the unit that collected all government information, and recognized that the onus was on her to get that message out. It was suggested that she should collaborate with the e-government unit to broaden the content currently on the government's website.

The view of the web editor at the Ministry of Telecommunications, Science, Technology and Industry, co-host of the workshop, was that people did not yet realize that the website was there to support the entire government system. It was true that it was not yet interactive, and getting content was difficult and the public was not yet prepared to invest the time required to update the government website. This being the case, with regard to the Portal she wondered whether people would make the time to contribute to it.. Would the Portal now reduce the limited time that was now devoted to the government website?

Another participant from the Ministry of Telecommunications focused on the issue of change management, seeing this as a major challenge to a policy of knowledge sharing. More public awareness was needed. The Ministry had embarked on an awareness campaign. They had begun visiting other ministries and informing them what was taking place in the ministry. She hoped that with the government portal now coming on stream, people would be motivated to make more information available.

Responding to an observation that persons did not always use their government email address when communicating across departments, ECLAC recommended the use of the government website as the default page for all government computers to encourage a change in people's habits. It was also suggested that participants use government's e-mail accounts only.

The workshop ended with expressions of commitment and appreciation from participants.

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Annex**Report by Janice Blyden, Deputy Chief Librarian, British Virgin Islands, on Digital Content Management for Librarians and Information Specialists meeting****CARIBBEAN KNOWLEDGE MANAGEMENT PORTAL**

(<http://ckmportal.eclacpos.org>)

Digital content Management for Librarians and Information Specialists was the theme of a meeting attended by Mrs. Janice Blyden, Deputy Chief Librarian, in St. Vincent and the Grenadines, May 15th and 16th. The meeting focused on issues related to the management of digital content from the perspective of Librarians and Information Specialists and in the context of the region's current thrust towards an information society. During the meeting the new Knowledge Management Portal, recently deployed by ECLAC (Economic Commission for Latin America), was introduced and realistic options explored for acquiring a regional network of information specialists to keep the facility current.

WSIS (World Summit on the Information Society) mandated international organizations and governments to engage in projects to develop the information society at the national level. The Caribbean Knowledge Management Portal under the management of ECLAC is the Caribbean response to this challenge. ECLAC collected information from all over the World Wide Web and created pools of information on the countries of the Caribbean. This information is available on the Caribbean Knowledge Management Portal with the web address stated above. They seek the assistance of countries to keep information up to date. It is my opinion that it would to the benefit of the British Virgin Islands' Government to ensure that the information in the Caribbean Knowledge Management Portal is current and authentic. This information is being used by researchers and planners. I myself have used information from the portal to assist BVI students doing research.

The web site is an open source, client/server-based system, designed in a decentralized manner. It facilitates stand-alone query and data population and has security and customization features to facilitate the publication of private content on portals. It supports the following institutional systems:

- Caribbean Development Profiles
- Caribbean ICT profiles
- Caribbean Digital Library
- Caribbean Skills Bank
- Hosts the CKM Communities of Practice

The Framework delivers the following features:

- Document Management
- Versioning of artifacts
- Process work flows collaborative and communication tools
- Extensibility through open standards
- Built-in context sensitive search facility for standard document types

The system has the following Research and Development features:

- Content Management: Plone, Zope
- Web Server/Optimization: Plone, Apache
- Programming Language: Python
- Operating System: Linux
- Virtualization Environment: VMWare

Plone is a user friendly powerful content management system, ideal as an internet an extranet server

Zope is an open source application server for building content management systems, intranets, portals and custom applications

Apache supports the development of open–source software projects.

VMWare is a soft ware programme that allows multiple machines with heterogeneous operating systems to run in isolation

The portal can run on windows and Linux without changes.

Because the system is an open source client /server-based system each island has the right to rewrite their countries profile reconfiguring it to suit themselves. It also allows for individuals whose job it is to keep certain types of information updated to input that data straight onto the portal. The data will be reviewed by ECLAC’s Reviewer before it is placed on the public domain.

In addition to the meeting for Librarians and Information specialists Mrs. Blyden had the opportunity to sit in on an open forum “ICT and ME” (me represents the personal pronoun) that stressed the impact of Information and Communications Technology (ICT) on Caribbean people. The target audience was general. The panel of speakers included an entrepreneur, a business man, a teacher, an economist, a student from the A Level College, and a politician.

I found the forum enlightening as I was able to understand the impact of knowledge management on the different sectors of a community and get an understanding of how ITC affects the planning process across all sectors in a country.

I found the ideas of how to use technology to manage knowledge inspiring and I would like to make the following recommendations:

1. That some one with the authority to make decisions visit the British Virgin Islands section of The ECLAC Portal and make recommendations for updating the information housed there.
2. That a panel be convened to review the section of the ECLAC Portal related to the British Virgin Islands and male recommendation on a layout and general appearance.

3. That a forum similar to the open forum “ICT and ME” be held for BV Islanders.
4. That we invite Dr. Kim Mallalieu, professor at UWI, to the British Virgin Islands to make her presentation *ICT Careers for a Knowledge Society* for high school and college students seeking careers in technology.