

Managing risks in implementation of information communication technology in developing countries.

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Abstract

ICT implementation in developing countries is normally done by external sponsors with different interests and budgets than regular ICT projects. It is envisioned by many developing organisations that ICT can play an essential role in development and should therefore be encouraged. However complexity and uncertainty in these ICT projects are extremely high. Often business stakes are not understood. Cultural and political influences play a large role in the way an ICT project is executed, causing risks for both the service and target domain. Managing the risks in these projects is therefore a necessity.

Managing risks in implementation of information communication technology in developing countries does not necessarily have to be done differently than in Western countries. However, extra precaution should be taken by taking actions and making decisions. The ISPL methodology proves to be useful in risk mitigation, but the decision making process should be adapted to the way decisions are made in developing countries. This can only be done by persons with the right authority, interests and knowledge about interfaces with other services. Also strategy planning as proposed by ISPL should be done carefully. The participatory descriptive approach is almost always the best option since relations between business actors are different.