



The Free Software and Open Source
Foundation for Africa

ict@innovation

inWEnt
Capacity Building International
Germany

TERMS OF REFERENCE

ict@innovation: Pillar B – Spreading FOSS Certification in Africa

PROJECT MANAGER

FOSSFA in cooperation with InWEnt is looking for a:

FOSS Certification Manager for the project ict@innovation

FOSSFA and InWEnt are pleased to announce the vacancy for the
"FOSS Certification Manager for ict@innovation".

Application deadline is 20th January 2010

TERM

Initial contract from 15/2/2010-31/12/2010, renewable

Main Tasks

The Pillar B Manager will be responsible for supervising the implementation of all programme component activities and coordinating with the FOSSFA secretariat and executive in order to;

- Plan and implement the ict@innovation programme activities on FOSS certification and achieve the ict@innovation Pillar B programme targets;
- Work toward a long term strategy for spreading FOSS certification throughout Africa.
- In collaboration with global certification entities, and in consultation with FOSSFA members and project partners, compile and make available the needed training materials for key FOSS certificates

Management Arrangements

The Pillar B Manager shall be hired by ict@innovation (FOSSFA and InWEnt). S/he shall work under the auspices of the FOSSFA Secretariat. Applicants based anywhere in Africa are welcome. Frequent travel to the project region will be necessary (see initial target countries above). Preferably, the Pillar B manager will be based in one of these countries or in Accra - Ghana (location of current FOSSFA secretariat).

The Pillar B Manager will be a staff member of FOSSFA. S/he will work closely with the FOSSFA secretariat coordinator and especially with the general ict@innovation programme coordinator (Africa Coordinator) based in Pretoria, as well as all other project partners to ensure that the project is successfully implemented.

Job Description

- Responsible for the overall implementation of Pillar B of the ict@innovation programme
- Manage and preparation of project budget to ensure it covers operations cost such as human resources, logistics and financial
- Conduct a survey and/or research to obtain a directory of training centre in the selected countries under the project and subsequently for the entire Africa continent
- Conduct research to ascertain all relevant information of skills needed by Africa industries and to be used in the development of the training materials for the FOSS certification to be agreed on with FOSSFA and InWEnt
- Compile the training materials for the selected FOSS certificate
- Conduct trainings-of-trainers for the selected FOSS certification
- Organise and supervise possible consultants for the compilation and adaptation of training materials and to serve as co-trainers for the trainings
- Responsible for selection, management and supporting the training institutions to ensure participation leads to the success of the programme.
- Prepare and supervise the national roll-out of the FOSS certification training by the participants of the trainer-of-trainers
- Develop a sustainable strategy for FOSS certification in Africa
- Serve as the main contact for the Pillar B programme
- Create online communities from the various group used in the Pillar B programme: content developers, trainers and FOSS experts to ensure continuous dialogue among them
- Prepare quarterly report of the Pillar B programme to FOSSFA and InWEnt
- Monitor and Evaluate all aspect of Pillar B of the ict@innovation programme, which are to be included in the quarterly report to FOSSFA and InWEnt
- Perform in addition public relations (PR) activities for both ict@innovation and FOSSFA

Note: for detailed information on this job description see Annex A below.

Qualification and Requirements

The applicant must have:

- In-depth knowledge and working experience of FOSS issues in Africa
- Extensive knowledge of FOSS certification and possibly other Business certification schemes and their qualification schemes.
- Experience in training materials or course content development
- A minimum of 5 years experience in project(s) of similar nature
- Training experience and be able to train other professionals
- Be open to work with different and diverse African people
- Graduate level qualification, post-graduate qualification will be a plus

Of advantage but not required are the following qualifications:

- Certified with at least one FOSS certification
- Experience with management in non-profit / foundation contexts
- Experience with the creation and management of networks
- Experience with advocacy, PR promotion and marketing
- Experience with business plan development and business management
- Experience with online and social networking and development of online communities

Social qualifications include:

- Creative, visionary and able to design solid structures, programmes and business plans
- Excellence inter-personal and general communication skills
- Work experience in Africa
- Having a working knowledge of French language will be an advantage

Appointment

This is an initial contract term until the end of 2010. The renewal of the contract shall be pending on the overall project continuation and the satisfactory completion of the initial contract by the Manager.

APPLICATION

Interested candidates should send an application as soon as possible to Mr Frederick Yeboah: secretariat@fossfa.net with copy to Mr George Nyambuya: george.nyambuya@inwent.co.za or through any FOSSFA Executive.

Last **date of application**: January 20th, 2010

Background on **ict@innovation programme**

Programme Aims

The ict@innovation programme builds capacities in African small and medium ICT enterprises to make a business with Free and Open Source Software (FOSS). ict@innovation aims to encourage the growth of African ICT industries, particularly in Southern and East Africa, through three main actions: spreading FOSS business models for enterprises in Africa, fostering FOSS certification and supporting innovative local FOSS applications for social and economic development. ict@innovation is a partnership of FOSSFA (Free Software and Open Source Foundation for Africa) and InWEnt - Capacity Building International (Germany).

Funding partners are the German Ministry Federal Ministry for Economic Cooperation and Development (BMZ) and the Open Society Initiative for Southern Africa (OSISA). The programme focuses on Free and Open Source Software (FOSS) as a key technology to drive innovation, add local value and create sustainable and affordable ICT-solutions. ict@innovation aims to enhance regional networking and to strengthen consulting capacities of regional and national ICT associations and training institutions as well as of other relevant change agents.

Programme Components

Pillar A: Training on African FOSS Business Models for ICT-based SME

- Capturing profitable business models for FOSS products, services and training, adapted to the African context
- Disseminating such model business approaches and related skills in the African ICT sector

Pillar B: Quality Management for FOSS Services through Certification

- Promotion of internationally accepted quality standards in the field of FOSS
- Enlargement of trainings for certification and accreditation of FOSS training courses, tests and materials

Pillar C: Innovative local FOSS Applications for social and economic development

- "Learning by Coding": promoting the application of technical skills in locally relevant software projects
- Development and dissemination of FOSS products adapted to the needs of the SME and the public sector

Pillar D: Regional networking and international exchange

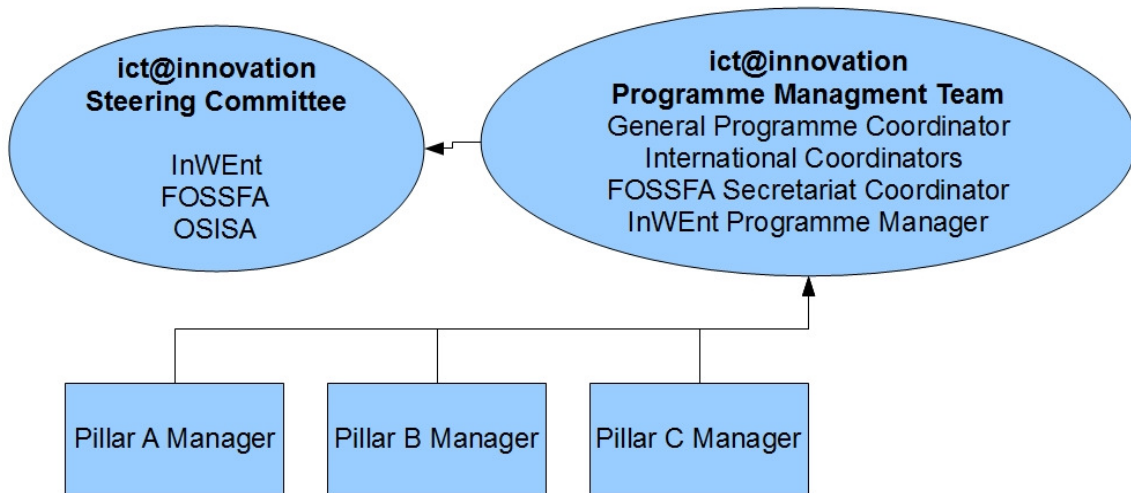
- Community Building through trainings and web portal
- Strengthening regional organisations and assisting international exchange

Further information what activities have been conducted since the start of the programme in 2008 can be accessed under: <http://www.ict-innovation.fossfa.net>

Time Frame: January 2008 – December 2010 (Phase 1)

Initial Target Countries: Kenya, Malawi, Mozambique, Rwanda, South Africa, Tanzania, Uganda, Ethiopia, Namibia, Zambia with the long-term target being all African countries.

Programme Structures:



Pillar B - Goals

Main goal of Pillar B of the ict@innovation programme is to ensure that training institutions, organisations and associations are capacitated to provide training in internationally recognized FOSS certifications at a lower cost as a business. This allows to certify people working for SMEs of the national IT-sector, which will improve the quality of their services and the level of trust of customers of FOSS solutions such as national administrations or SMEs.

Annex A: Detailed TERMS OF REFERENCE / ACTION PLAN 2010

For the position of Pillar B Management – Spreading FOSS Certification in Africa

Quarter 1: February-April 2010

Research and Preparation for Training Material Development and Training-of-Trainers

Activities:

- The Pillar B Manager shall produce an updated directory of certification centers, beginning from the initial countries of the project region, until the directory covers the whole of the African continent.
- Based on the findings of the research conducted in 2008/2009 on certification in Africa within the ict@innovation programme, the experience of involved organizations as well as the Pillar B managers own expertise, the most demanded FOSS certifications will be identified. Further research will be conducted by the Pillar B manager on available training materials for these certification schemes.
- The Pillar B manager will be responsible for coordinating with ict@innovation and other InWEnt partners on available research findings and training materials
- Toward the end of the quarter a workshop will be held to kick-start the implementation of this Pillar B. The Pillar B manager will have assistance to organize the workshop from the ict@innovation programme management team. At the workshop, the Pillar B manager will present preliminary findings and plans and will have the opportunity to meet key programme actors, colleagues and potential partners.

Outcome/Deliverable:

- **Outcome of this activity is to have oversight of training centers, materials and potential persons and institutions to involve in the creation of training materials and regional trainings.**
- The networking process (via the ict@innovation portal) will have been kick-started in the first quarter with at least 15 institutions and individuals having been contacted and informed of Pillar B planned activities.
- Further, at the end of the quarter a decision will be presented to the Steering Committee of ict@innovation for what certification scheme training materials will be compiled and training-of-trainers held later in the year.
- The programme Steering Committee is informed of the outcomes of the first quarter and the way ahead cleared will all programme stakeholders.

Quarter 2: April – June 2010

Supervision of Open Training Course Material Development

Activities:

- One main task will be identifying and compiling open materials to be developed for the FOSS certification scheme in demand. The Pillar B manager may chose to hire a number of experts to support the process of adapting suitable, practical training materials. He/she will coordinate work packages and tasks of contracted consultants, for instance consultants who develop the training courses, training materials, and test exams.
- The Pillar B manager will be responsible for oversight for the compilation and in the case of the translation of such materials.
- Further, the hosting and online publication of open training materials will be managed by the Pillar B Manager.
- During the second quarter preparations for the regional trainings have to begin and networking activities continued. To this end, the pillar B manager will plan and conduct one course development workshop during the second quarter, bringing partners and consultants for training materials, course development, and exam development together.

Outcome/Deliverable:

- **Outcome of this activity is to have up to date, practical and open training materials, adapted to the African learning contexts available.** (Indicator 1: Increase access of mediators to high-quality, (online and openly licensed) training material in the field of "Training for FOSS certification", which is up-to-date and adapted to local markets)
- Clear curricula for the regional trainings.
- Established network of co-trainers and partners for ToTs

Quarter 3: June – September 2010

Regional Trainings of trainers for FOSS Certification

Activities:

- The Pillar B Manager shall serve as a communication liaison between FOSSFA members, intending certification applicants and the certification centers.
- S/he shall plan and organize the regional trainings in chosen training institutions in the partner countries. Three trainings should be held in 2010. The task includes drafting of tenders in coordination with InWEnt and the FOSSFA council, selection and subcontracting of trainers for regional trainings. As well as the defining criteria of eligibility, identification and recruiting of training participants for the regional trainings (i.e. suitable multipliers).
- S/he will be responsible for all technical aspects of the training organization. The programme management team, in particular the Africa coordinator based in Pretoria, will supervise and support the overall organization of the trainings including management of financial and logistical procedures, as well as the monitoring and marketing processes.
- S/he shall serve as a co-trainer in the regional trainings
- S/he shall liaise with FOSSFA to conduct other trainings that are relevant to IT industry needs of the Africa content and have a link to certification. This may include training programmes like Internet Management by AfriNIC.

Outcome/Deliverable:

Outcome of this activity is to have more trainers and training institutions qualified to give certification trainings and hold exams. (Indicators 2. Increase in number of certified FOSS multipliers and trainers and 3. Number of institutions offering training which prepares for a FOSS certification; and number of such training courses offered overall.)

Quarter 4: October - December 2010

Preparation of national follow-up trainings of trainers for FOSS Certification

Activities:

- Aim of the regional trainings is to enable the trainers, qualified through the training of trainers, to hold national trainings in the ict@innovation target countries. The Pillar B Manager will support, advise and encourage national trainings to take place and serve as a contact person for trainers and training institutions. The Pillar B manager will provide guidance to national trainers and institutions in the organization of the trainings and the selection of candidates of first round of national trainings.
- The Pillar B manager will coordinate with the FOSSFA secretariat and council to link these training institutions to the FOSSFA national chapters.
- Where feasible in 2011 certification exams should be encouraged in a rollout at the national level.

Outcome/Deliverable:

Outcome this activity is to qualify more persons by training them, examining them and awarding them FOSS certificates. (Indicator 4. Increase in number of students enrolling in trainings which prepare for a FOSS certification and 5. Number of successful graduates of FOSS certification trainings, which pass the FOSS certification after the training / Number of FOSS certificates overall awarded in participating institutions)

Development of a sustainable strategy for FOSS Certification in Africa

Activities:

One of the central tasks of the Pillar B manager will be to continue implementation on the overall vision, mission and objectives of FOSSFA towards an inclusive and accessible FOSS certification in the continent. This task will be ongoing and is to be worked on throughout the year. However, designated time is to be made during the last quarter to develop a comprehensive, long term strategy to spread FOSS certification across the continent.

Throughout the year, the Pillar B Manager shall:

- Support the centers who are engaged in training and certification at a pan-African level.
- Work on the integration of further FOSS certifications (international, regional and local FOSS certificates) into the continental portfolio.
- Support training centers towards a strategy for reaching out with FOSS training to larger parts of the population, women, and people in rural areas.
- Engage needed financial partners towards a solid financial plan of a sustainable certification plan

During the last quarter, the Pillar B manager will organize an evaluation workshop with ict@innovation trainers, programme partners, representatives of FOSSFA national chapters, and African FOSS certification experts during the fourth quarter of the programme year (2010). The workshop is to discuss achievements, mistakes, challenges and lessons learned, as well as ideas and recommendations for future activities.

Outcome/Deliverable:

Outcome this activity is a strategy for FOSSFA towards an inclusive and accessible FOSS certification in Africa.

Ongoing for duration of contract:

Coordination with Programme Partners

Activities:

The Pillar B manager will serve as contact person for the Pillar B programme component partners. He/she will ensure coordination and will keep regular contact with the partners and maintain an overview of programme related partner activities. He/she will assist the FOSSFA and InWEnt in preparing contractual agreements and memorandums of understanding with new programme partners. Further he/she will:

- Report regularly to the ict@programme managers, FOSSFA and InWEnt
- Ensure regular communication and collaboration between all people involved in the implementation of Pillar B (through virtual and face-to-face meetings, and online communication)

Outcome/Deliverable:

Outcome these activities is transparent and efficient communication and management of activities for the duration of the project.

Promotion + Advocacy

Activities:

- The Pillar B manager serves as main contact person for pillar B to the public. Support for marketing and advocacy activities will be provided by the ict@innovation programme management team.
- He/ she will develop a pan-African strategy for public relations for FOSS training and certification. The PR strategy is intended to be a joint marketing approach of and for all training institutions involved. It is designed so it can be localized, e.g. providing materials that can be edited and printed locally.
- The Pillar B manager will organize a first phase of the pan-African PR strategy for FOSS certification, in close collaboration with the Pillar B partners and the training institutions involved, as well as the overall FOSSFA PR activities.

- Further, it will be the Pillar B manager's responsibility to liaise with the IT industry on questions of relevance of certification.
- Where feasible examination (paper/online) for the selected certification shall be organized at meetings and events in 2010 and onwards. The Pillar B manager will support trainers and training centers at the national level to organize exams (which may involve bringing in qualified exam proctors).
- S/he will facilitate connections among training institutions and national FOSS chapters.

Outcome/Deliverable:

Outcome these activities is improved awareness and knowledge on the value of FOSS certification.

Deliverables will include: relevant event calendar for 2010 in the target countries, reproducible marketing materials for training centers and meeting reports with industry representatives.

Online Community Creation and Coordination

Activities:

- The Pillar B manager is responsible for creating and motivating an online community of practice of FOSS certification trainers using the [ict@innovation](http://www.ict-innovation.fossfa.net/) online portal: <http://www.ict-innovation.fossfa.net/> and encouraging this a community of practice to contribute to the website content.
- He/she will use the [ict@innovation](http://www.ict-innovation.fossfa.net/) website and other relevant Internet sites to advertise the programme, blogs on certification related topics.

Outcome/Deliverable:

•Outcome these activities is an informed and involved the [ict@innovation](http://www.ict-innovation.fossfa.net/) community and wider public. At least six blog posts should be published.

- The relevant sections on the [ict@innovation](http://www.ict-innovation.fossfa.net/) portal will reflect the activities of the certification programme
- At least 30 organizations working in the area of certification are registered and form an online network at [ict@innovation](http://www.ict-innovation.fossfa.net/), which leads to exchange (on mailing lists, fora, other web 2.0 tools) and blog posts published

Monitoring + Evaluation and Quality control

Activities:

- The Pillar B manager will develop and distribute entry questionnaires, as well as follow up evaluation surveys for the participants of regional trainings, related to the programme indicators (*see Annex B below*). Technical skills evaluation will be covered by the preparatory and final exam.
- He/she will keep statistics of trainings, exams and certifications. This includes maintaining an overview of certificates awarded through the certification awarding partners.
- He/she will supervise the InWEnt evaluation process of the training (Standard InWEnt Questionnaires).
- He/she will visit and monitor a selection of the regional trainings. This is always connected to activities strengthening the FOSSFA national chapters. Organizes side events of the trainings, where officials and members of FOSSFA national chapters are invited to interact with the students and trainers.

Outcome/Deliverable:

Outcome these activities is transparent and efficient monitoring of the project activities. Deliverables will include evaluated questionnaires from each training, regular reports and final report at the end of the year.

Annex B:

Performance Objective Pillar B: Quality Management for FOSS Services through Certification

FOSS- training institutions and associations are capacitated to provide training in internationally recognized certifications in the field of Free and Open Source Software (FOSS), (low-cost and vendor-neutral) as a business. This allows to certify more SMEs of the national IT-sector, which increases the quality of their services and the level of trust of customers of FOSS solutions such as national administrations or SMEs. It thereby contributes to bridging the digital divide in an effective and affordable manner.

Indicators

1. Access of mediators to high-quality, (online and openly licensed) training material in the field of "Training for FOSS certification", which is up-to-date and adapted to local markets
2. Increase in number of certified FOSS multipliers and trainers
3. Number of institutions offering training which prepares for a FOSS certification; and number of such training courses offered overall.
4. Increase in number of students enrolling in trainings which prepare for a FOSS certification
5. Number of successful graduates of FOSS certification trainings, which pass the FOSS certification after the training / Number of FOSS certificates overall awarded in participating institutions

Activities

- Action 1: Regional Train the Trainer courses in FOSS-Certification (e.g. LPI-certification, Ubuntu, PHP) with a component on business models in training and follow-up support (marketing, linkage with existing training institutions, models of franchise).

- Action 2: Enhance availability of open, adapted and low-cost trainings material

- Action 3: Support to national follow-up trainings

Annex C: Pillar B Timeline 2010

ict@innovation Pillar B - Spreading FOSS Certification in Africa

	Febr.	March	April	May	June	July	August	Sept.	Oct.	Nov.	Dec.
Research and Preparation											
produce an updated directory of certification centers	■	■	■								
identify most demanded FOSS certifications	■	■	■								
Co-organise and partake in kick-starting workshop		■									
Open Training Course Material Development											
identify and compile open materials to be developed		■	■	■	■						
Organize online publication of training materials				■	■						
Begin planing and preparations for regional workshops			■	■	■	■					
Design curricula for trainings			■	■	■						
Regional Trainings of trainers for FOSS Certification											
Selection and contacting of parter and host organizations		■	■	■	■	■					
subcontracting of trainers for regional trainings		■	■	■	■						
Conduct regional trainings						■	■	■			
Follow up National Trainings											
Serve as a contact person for trainers and training institutions									■	■	■
Link training institutions to FOSSFA national chapters									■	■	■
Support organizations of national follow up trainings									■	■	■
Strategy for pan-African FOSS Certification											
Network with training and certification centres	■	■	■	■	■	■	■	■	■	■	■
Work on the integration of further FOSS certifications	■	■	■	■	■	■	■	■	■	■	■
Organize an evaluation workshop									■	■	■
Work on sustainable financing		■	■	■	■	■	■	■	■	■	■
Overall Communication and Management											
Serve as contact person for the Pillar B programme component partners	■	■	■	■	■	■	■	■	■	■	■
Report regularly to the ict@programme managers	■	■	■	■	■	■	■	■	■	■	■
Promotion and Advocacy											
Develop a pan-African strategy for public relations for FOSS training and certification		■	■	■	■	■	■	■	■	■	■
Help develope pracical marketing materials				■	■	■	■	■	■	■	■
Liase with industry					■	■	■	■	■	■	■
Encourage marketing on national level						■	■	■	■	■	■
Website and Community Building											
Support online community building	■	■	■	■	■	■	■	■	■	■	■
Regular updating of website	■	■	■	■	■	■	■	■	■	■	■
Monitoring + Evaluation											
Develop and distribute entry questionnaires					■	■					
Keep statistics of trainings, exams and certifications						■	■	■	■		
Develope and distribute evaluation surveys for regional trainings						■	■	■	■		
Supervise the inWEnt evaluation process of the training						■	■	■	■		