



IBM Corporate Service Corps
Kenya Local Impact Assessment
2010-2015
Reflecting on synergistic partnerships for development



IBM Corporate Service Corps

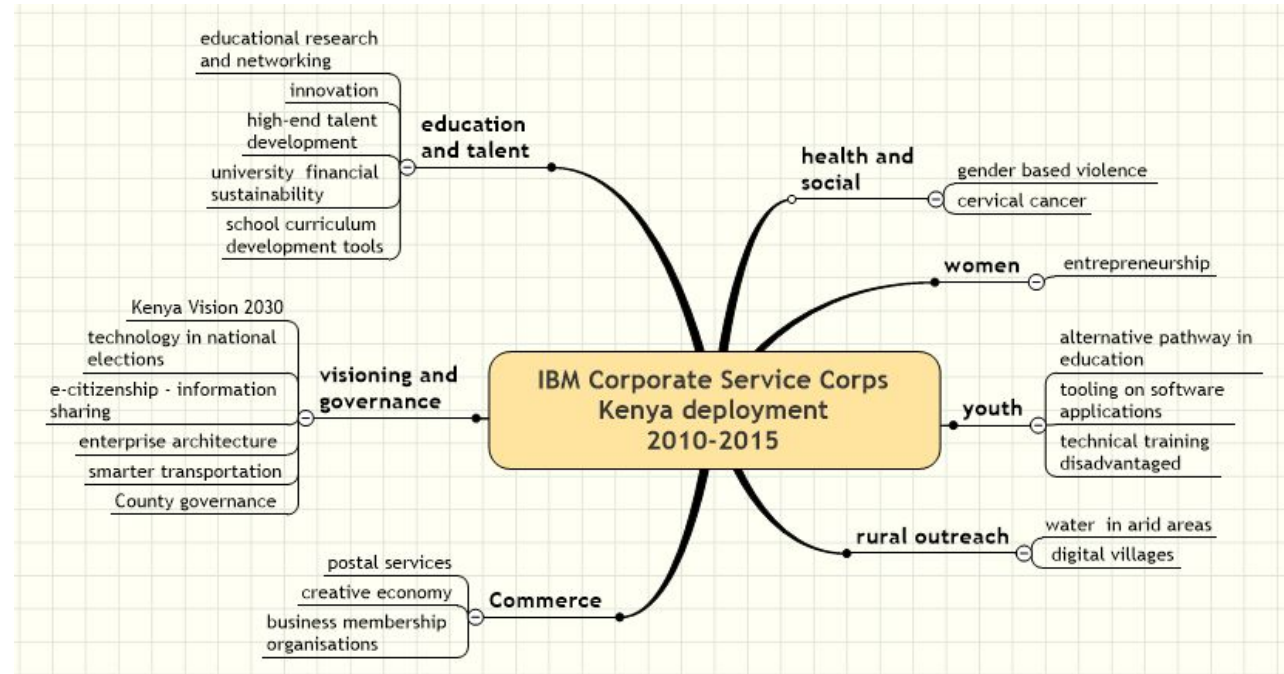
- ❑ 4-week pro-bono consulting & leadership development program
- ❑ Implemented by 11 -15 volunteers in-country, onsite
- ❑ Triple benefit for IBM: community impact, leadership development, and increased visibility of IBM brand
- ❑ Digital Opportunity Trust(DOT) is an implementation partner
- ❑ As a social enterprise, DOT presents the strategic link to communities

Valued Support for Kenya National Vision 2030

Longitudinal view

- 2010 - 2015
- 9 CSC teams
- 1 ESC team
- 28 distinct projects
- 21 interviewed for evaluation

Thematic view



Direct benefits working with IBM CSC

'...Project management skills from their ability to execute projects in a short time.

....The culture of IBM as an organization, teamwork and how IBM develops its managers/staff.

...How to map innovation systems in a very simple way (Stakeholder Mapping), how to conceptualize and complete a project in a short period of time and also working in different ways effectively and efficiently

....New working style, and learned to work as a team

...Ability to communicate complex things in a very simple way and how management should get to the bottom of issues

...Collaboration on the 'things' KENET needed to improve for instance how organizations work, communication and technical team works and sustainability and scaling'

CSC Societal impacts

Structural

- ❑ New institutions elaborated e.g. Kenya National Innovation Agency - Team 4
- ❑ New national policies developed - National Policy on Youth Training Centres - Team 7
- ❑ New legislative framework proposed – Cybercrime bill, critical infrastructure bill - Team 2

Strategic

- ❑ Foundational Reforms – E-government - Team 2 data sharing
- ❑ Enhanced Capacity – Kenya Educational Network – Team 2

Operational Capacity

- ❑ KENIA established in 2016 and ‘fully’ funded
- ❑ New donor partners to support WEF
- ❑ Enhanced service delivery - GVRC

Key success factors

Alignment with national and local development priorities

Nature of beneficiary's challenges and recognition of IBM as a key partner in creating solutions

Contextual understanding of the ecosystem in which the beneficiary organization operates

Public awareness of the program

Immersion of CSC teams in the beneficiary organization

Alignment with national and local development priorities

Careful selection of the projects at the intersection of the end beneficiary needs and the capacity of the beneficiary organization

Improved Service Delivery and Socio-Economic Benefits in Communities

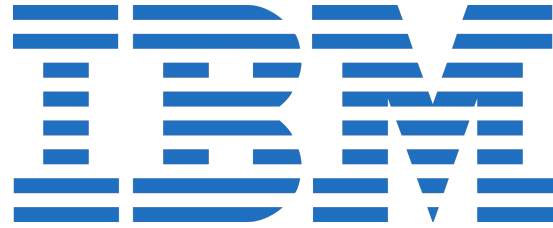
Increased knowledge and easier access to information and services

Improved service delivery (public, admin, research, academic, financial, economic, business, entrepreneurship p.e.t.c)

Job creation, policy and industry improvement, workforce development, and increased levels of innovation

Previously excluded segments of society have access to government and non-govt services

Community empowerment through grassroots level engagement and increased awareness of challenges faced



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THANK YOU