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| Case 1: [Community#1] and the search for better management**Location:** Syria (researcher based in Switzerland)**Research goals:** (i) to contribute to local community development in Syria; and (ii) to design social internet tools to support local communities.**Stakeholder involvement:** little distinction in roles between researcher and community members. The researcher was one of the group moderators. He participated in discussions on improving group management and assisted in implementing the decided actions. Group moderators were the most active in group activities, and had higher influence on its life course.**Knowledge produced:** local community groups, especially when they grow beyond a certain size, tend to establish distinct groupings to organize and manage their activities. This was tacit in the way community members managed their groups.**Theoretical and methodological framing:** ethnography, participant comprehension, participatory design.**Design goals:** a Facebook group dedicated to discussing management-related issues. |
| Case 2: The case of Keyboards in the Favelas of Brazil**Location:** Brazil**Research goals:** (i) to understand the experience of marginalized people in CTCs; (ii) to inform common ways of thinking about “empowerment” and “disempowerment” vis-à-vis technology; and (iii) to produce knowledge usable for policy, which can also enable the design of CTCs and technologies suitable for the marginalized.**Stakeholder involvement:** the researcher identified the issue and decided to go deeper by getting the users’ perspectives. The researcher directed the interviews and focus group; the issue and solution were allowed to emerge from the users’ experience.**Knowledge produced:** The QWERTY keyboard layout in the context of the favelas of Brazil presents a barrier. The wearing away of the ink on the keys indicates that the durability of the keyboard’s material is also a concern.**Theoretical and methodological framing:** critical ethnography and assessing qualitative aspects of technology use, such as the non-instrumental ones.**Design goals:** favela dwellers urged for a keyboard that would be a better fit for their reality in the CTCs; one of the proposed designs was an alphabetical ordered keyboard. |
| Case 3: The Community Multimedia Centres of Ilha de Moçambique**Location:** Mozambique**Research goals:** (i)*to investigate the social meanings* attributed to technology solutions; and (ii) *to design and implement actions to improve* the performances of the venues involved in the project.“Top-down” goals remained unchanged throughout the project; local stakeholders were involved in the formulation of specific design goals and the development of activities to achieve them.**Stakeholder involvement:** (i) *Analysis of interviews:* mainly project researchers. Local directors helped in interpreting part of the data; (ii) *Organization of workshops and focus groups:* project researchers; (iii) *Ideation and selection of improvement actions:* local CMCs directors with the help of project researchers; (iv) *Consolidation and adaptation of the actions*: local staff, project researchers, local community members; and (v) *Implementation*: local staff, remote support of researchers.**Knowledge produced:** The knowledge elicited from the exploratory phase (interviews with local stakeholders) covered local perceptions of CMCs and was specific for each of the 10 locations. Distilled findings were presented during the first co-design workshop, where CMC directors brainstormed and decided upon improvement actions for their own CMCs.**Theoretical and methodological framing:** Social Representations Theory to delve into local understandings, and co-design as a means for local participation.**Design goals:** Nine improvement actions, including one featuring a website managed by the CMC staff members to promote sustainable tourism in Ilha de Moçambique. |

**Table 1.** Summary overview of the cases along the three analytical categories used