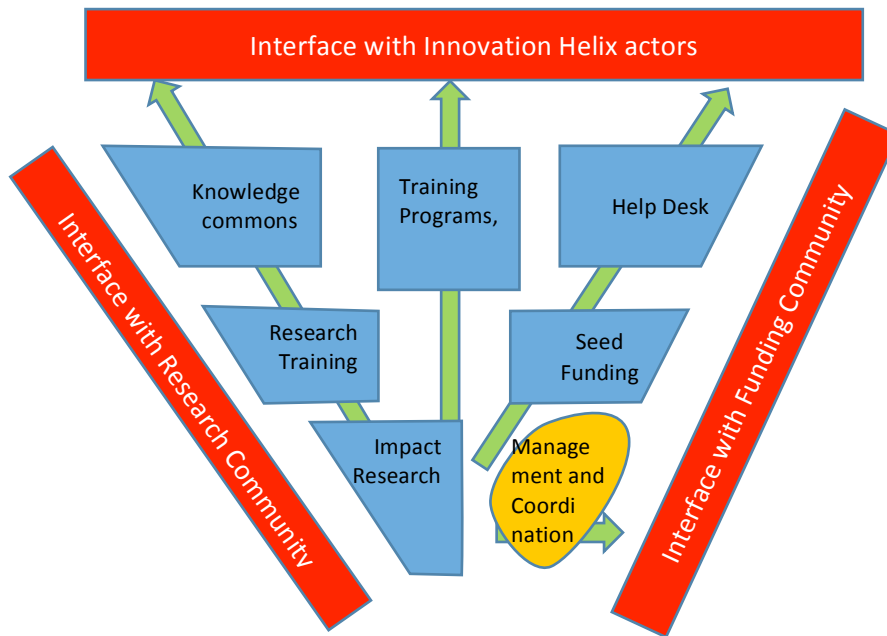


Three interfaces for process support to Innovation Systems and Cluster Development



The method proposed by SICD is “process support”. The “process support” will promote innovation, innovation systems and cluster development to develop human resources and eradicate poverty. In particular it aims to:

- Increase access to technology and scientific results addressing poverty related needs
- Create jobs, with particular attention to women and youth
- Improve the positions of local firms and farms in national, regional and global value chains,
- Improve production processes for better product quality, efficiency, and safety for humans and the environment
- Improve public services through social, financial and technological innovations

The role of SICD is to assist in the set-up of learning platforms, institutionally based at ministries, research councils, and universities and in clusters of firms, farms, governmental authorities and academics. Further the aim is to assist the sharing of experiences between the countries on innovation, cluster development and practice based (re)formulation of innovation related policies.

SICD has been working for ten years on cluster development together with universities in Bolivia, Mozambique, Tanzania, and Uganda. The experiences made include both success stories, lessons learned and the identification of knowledge gaps. The practice has proved the need for adapted approaches, depending institutional set ups, socio-economic conditions and cultural features. In all of the countries there are local

capabilities to train, assess and establish new clusters. The main knowledge gap in our partner countries concerns the ability to assist the cluster to achieve the next levels of innovativeness, value addition and expanded job creation.

Three Interfaces with process support actors

With the process support at the core SICD propose a setup with three interfaces, and seven process support functions. The three interfaces for SICD to work on are:

- Interface with the Innovation Helix actors
- Interface with the Research Community
- Interface with the Funding Community

Seven process support functions

The interface with the Innovation Helix actors contain three cross-fertilizing process support functions:

- **Basic training programs** on cluster formation and development, and continued training on generic issues such as export promotion, certification, work environment, renewable energy, administration and management, and production engineering.
- **Helpdesk** to assist the Innovation Helix actors on emergent issues, using the network of other innovation helix actors to broker information sharing. The helpdesk is also brokering information sharing between the Innovation Helix actors and the Funding Community.
- A web-based **Knowledge Common** gathering and promoting information sharing on knowledge issues that frequently arise in the Training program and in the Helpdesk. The Knowledge common also provides opportunities for the Research Community to interact with the Innovation Helix actors.

The interface with the Research Community also includes:

- **Research Training** of Ph.D.-students recruited from the actors in the Innovation Helix, focusing on emergent innovation issues that requires in depth studies. The main methods are sandwich training and summer schools.
- **Impact Research** that addresses emergent innovation issues by commissioning adequate expertise from a wider network in the international research community. The impact research may focus on innovation systems research, business research as well as technological and scientific issues.

The interface with the Funding Community includes, apart from the Helpdesk, two significant functions:

- A **Seed Fund** to finance the development of business proposals linked to the contents of the various training programs. The fund can also be used to commission impact research, with the expectation that such short term studies will generate proposals for grants from research funders.
- A **Management and Coordination function** for Networking, Monitoring, Evaluation and Results Based Management, including financial management of all the above functions. The Evaluation function is closely connected to the impact research, the helpdesk and the seed fund. This function supplies the Funding community with well documented proposals and reports.