

# Supporting service delivery and business innovation through application of the technology applicability framework (TAF)

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# 1. The issue

Sustainability is a problem: even when people have access to improved WASH services, they can experience appalling service levels and broken facilities.



Scale can be difficult to achieve: some WASH technologies have reached scale, others haven't.

## 2. The issue

Multiple criteria dictate whether a service will go to scale, perform, underperform or fail.



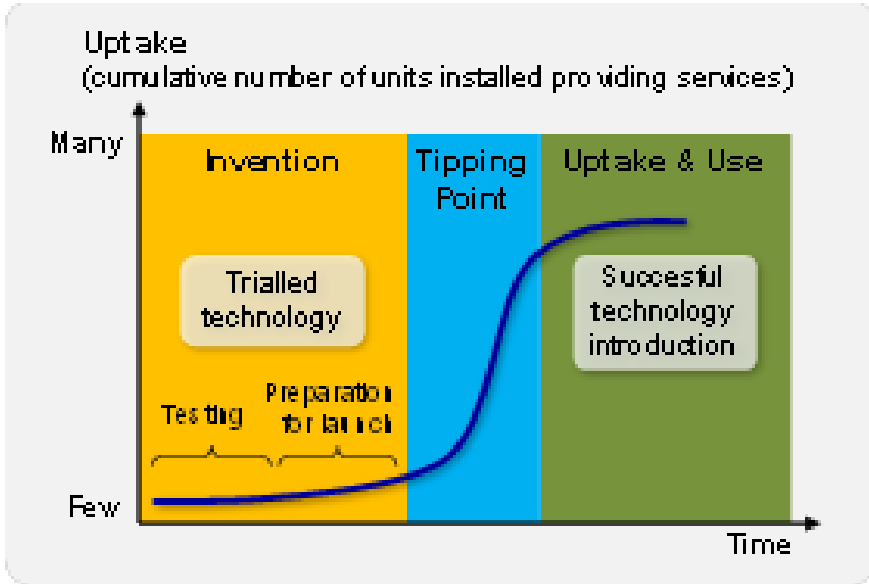
# 3. Technology introduction and management

- Many different actors involved in the delivery and management of WASH services.
- Service users, local government, national government, utilities operators, NGOs, donors, entrepreneurs.



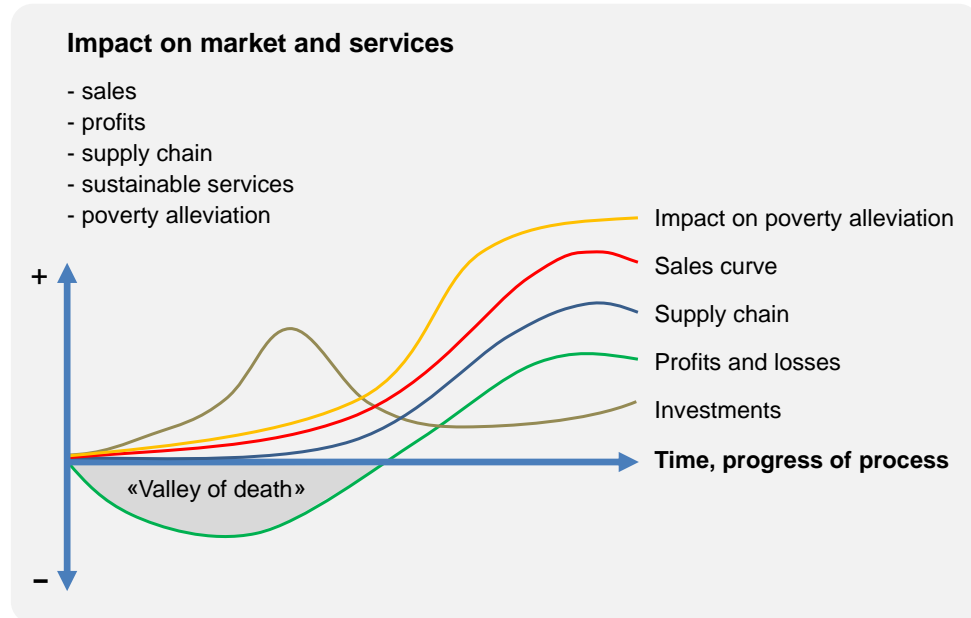
- Introducing a technology into a market requires significant financial resources and engagement of many actors with different agendas.

# 4. The valley of death



Investors must be confident that technology is scalable.










Significant investment required to bridge the valley of death.



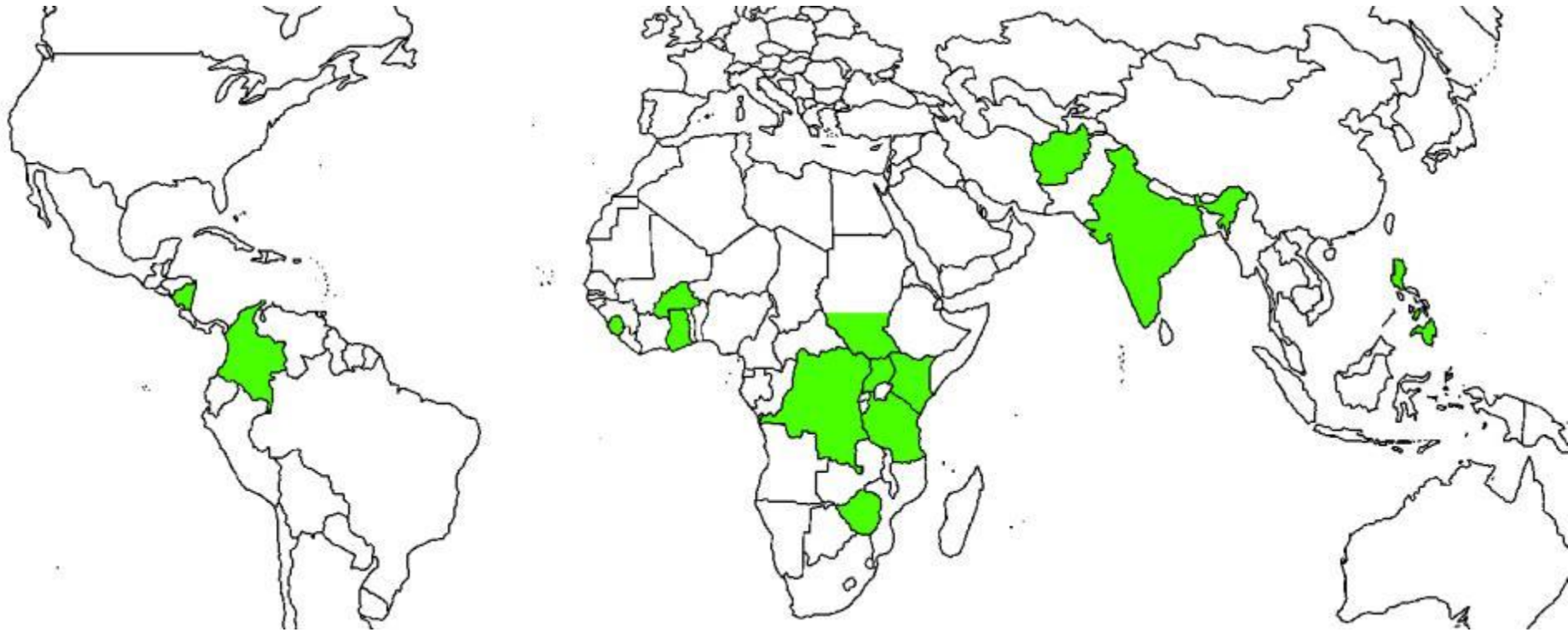
# 5. Technology Applicability Framework



# 6. All blockages, all perspectives

Perspective / Sustainability Dimension	User / buyer 	Producer / provider 	Regulator investor facilitator 
<b>Social</b> 	(1) Demand for the technology	(2) Need for promotion and market research	(3) Need for behavioural change and social marketing
<b>Economic</b> 	(4) Affordability	(5) Profitability	(6) Supportive Financial Mechanisms
<b>Environmental</b> 	(7) Potential for benefits or negative impacts for user	(8) Potential for local production of product or spares	(9) Potential for negative impacts or benefits for natural resources on a larger scale
<b>Legal, institutional, organisational</b> 	(10) Legal structures for management of technology and accountability	(11) Legal regulation and requirements for registration of producers	(12) Alignment with national strategies and validation procedures
<b>Skill and knowledge</b> 	(13) Skill set of user or operator to manage technology including O&M	(14) Level of technical and business skills needed	(15) Sector capacity for validation, introduction of technologies and follow up
<b>Technological</b> 	(16) Reliability of technology and user satisfaction	(17) Viable supply chains for product, spares and services	(18) Support mechanisms for upscaling technology

# 7. Where applied





# 8. Lessons Learned

- Decision support tool – what must be done for scalability / sustainability.
- Not a technology selection tool.
- Enables consensus on a way forward.  
Myth busting, transparency
- Must be customised to context.
- Strong facilitation is vital.
- Up front preparation is critical.
- Takes 6-8 working days.
- Costs roughly \$3000.



# 9. Conclusions

- Costs are small compared to cost of failure of one borehole (\$12,000).
- Market research exercise – helping to refine business models.
- Helps entrepreneurs get government and user perspectives / insights > feedback loop.
- Opportunity to apply TAF to more technologies and service delivery models put forward as a means of reaching the SDGs.



# Thank You

