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Sommario/riassunto	Knowledge is a fundamental driver of increased productivity and global competition. Information and communication technologies provide a foundation for building up and applying knowledge in private and public sectors. Countries with information infrastructures that are well developed and that use innovative information technology applications, have advantages for sustained economic growth and social development. Developing countries face opportunity costs when delaying greater access to and use of information infrastructures and technologies. As these information and communication technologies are the centre of World Bank Strategic Directions Framework priorities, increasing the climate for investment and sustainable growth at the same time as empowering and investing in poor people. Implementing a strategy to support information and communication technologies development in client countries is high on the World Bank Group agenda.