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Best's research focuses on information and communication technologies (ICTs) for social, economic, and political development. In particular he studies mobile and Internet-enabled services and their design, impact, and importance within low-income countries of Africa and Asia. He researches engineering, public policy, and business issues as well as methods to assess and evaluate development outcomes. Professor Best is also interested in the impact of ICTs on the development-security nexus and on post-conflict reconstruction and reconciliation.