ITU Arab Centre of Excellence Regional Training Workshop on "Training Needs Analysis of ICT sector For Arab Least Developing Countries"

Djibouti – Djibouti, 14 to 18 December 2014

Training Introduction:

ICT plays an increasingly important role in the day-to-day operations of nearly all organization, an organizations' most valuable asset is its staff and staff with the correct skills to perform their jobs as efficiently as possible are an even more valuable asset,

An industry's success is determined much by the skills of its workforce. This requires focusing on ways Human Resource development (HRD) activities can be used in ensuring the workforce is equipped to successfully meet the challenges. The ICT industry of Arab Least Developing Countries face challenges that are complex, and new dimensions, such as the increasing workforce diversity and the rate of technological change make it difficult to ensure HRD efforts will succeed unless the decision makers make informed choices about the content and methods of delivering the development interventions.

Training Needs Analysis/Assessment provides decision making information on the competency gaps of the training audiences, training providers and courses available and training gaps.

This training is design to train the representatives of Arab LDCs in techniques and methods of doing the Training Needs Analysis for building a competent ICT workforce to meet the ICT industry's challenges.

Training Outline:
- Understand the ICT industry of Arab LDC, its business operations and specific features;
- Mapping and Identification of ICT Jobs roles;
- Clarification of competencies - both technical and non-technical that is required for the present and in future at all levels in all sectors of the ICT industry;
- Identify training programs in ICT Industry Human Resource Development and Capacity Building;

Training Objectives and key Benefits:

- How to Identify the needs for ICT skills and establishing the skills gap;
- How to explore and identify the Job roles in accordance with the organizational structure and match them with requirements of ICT environment;
- How to identify needs against future ICT skills requirements in support of their national policies.

Pre Requisite:
✓ Understanding of the basics of Personnel, HR planning and monitoring related issues;
✓ Knowledge of building capacity in ICT environment.

Who Should Attend?
Personnel officer, HR managers and Planning managers working in regulators and ICT ministries.