



BUILDING THE INFORMATION SOCIETY

**Joint Facilitation Meeting on
WSIS Action Line C2, C4, C6**

Document ALC2C4C6/3/12-E

15 May 2007

Original: English

Human Capacity Building

submitted by

International Telecommunication Union
Telecommunication Development Bureau
Human Capacity Building

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International Telecommunication Union
Telecommunication Development Bureau

<http://www.itu.int/itu-d/hrd/>

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□ **Key Figures:**

- 3 Professionals + 4 Assistants working closely with 5 HR Officers assigned in the different Regions
- Budget 2006: CHF 748'200
2007: CHF 740'000
- Extra-budgetary projects: Over \$1'000'000 on a yearly basis, generating \$600'000 revenues

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□ **Mandate:**

- To assist countries in strengthening their human, institutional & organizational capacity through HRM/D activities
- To address capacity development needs of *policy-makers, regulators, senior executives and managers of operators and telecom/ICT-service providers*
- To promote and apply appropriate mix of e-learning, information technologies and traditional training methods

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□ **Mandate (cont'd):**

5 major tasks

Transfer of knowledge

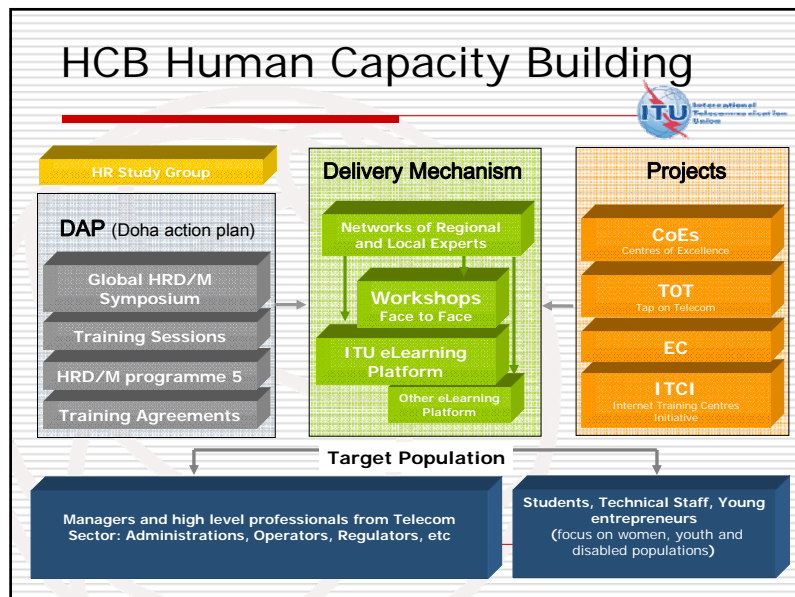
Sharing of experiences and know-how

Assistance to strengthen the human resource and training functions

Dissemination of information

Human capacity building special initiatives

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HRD/M Global Symposium

- When:** Every two years
- Why:** To consider how we can develop the necessary human capacities required to support the challenges ahead in the ICT Society.
- Who:** For senior Human Resource Development Professionals in the ICT sector - Government, Regulators, Operators, and Manufacturers - who are directly concerned with the impact and consequences of the sector's evolution in their respective organizations.

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Training Agreement Partners

- Purpose:** To provide training and education to high and middle level managers in management as well as technical subjects.
- For a training agreement to be signed, the costs are shared three ways:
 - The partner offers the tuition free of charge
 - ITU assists with the accommodation
 - The participant's organization provides the airfare.

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Training Agreement Partners

- United Kingdom Telecommunications Academy;
- Telecommunication Executive Management Institute of Canada (TEMIC);
- United States Telecommunications Training Institute (USTTI);
- Thunderbird University;
- Maltacom College;
- Abdus Salam International Centre Theoretical Physics (ICTP) in Trieste;

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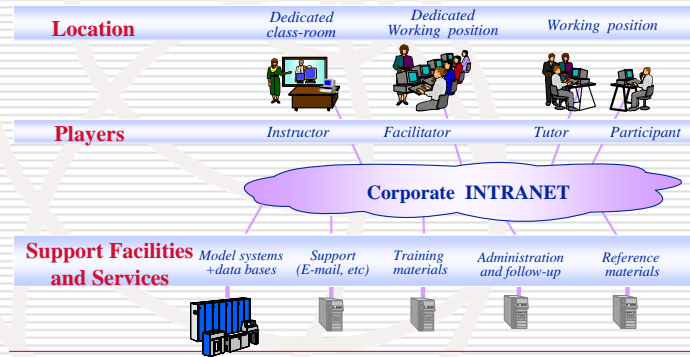
The e-learning Platform

- The ITU e-learning platform has been established since 95 as a tool to deliver distance training in developing countries.
- This platform has 2 major goals: Promoting the e-Learning culture in the telecommunication sector and to develop training programs.
- Each year more than 1000 participants are trained through more than 50 on-line courses in different domains.
- The HRD e-learning activities are carried out through different projects and initiatives, collaborating with telecom companies, universities, research institutes and administrations.

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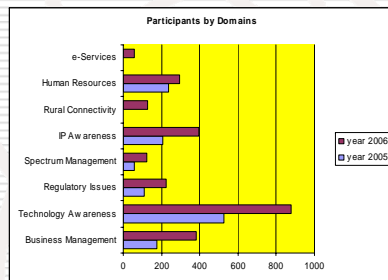
The e-learning Platform



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The e-learning Platform



Key Figures for 2006:

- Participants: 1200
- Training Providers: 35
- Beneficiary countries: 60
- Beneficiary organizations: 200

Public Digital Library: <http://www.itu.int/ITU-D/hrd/elearning/>

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The Internet Training Centre Initiative (ITCI)

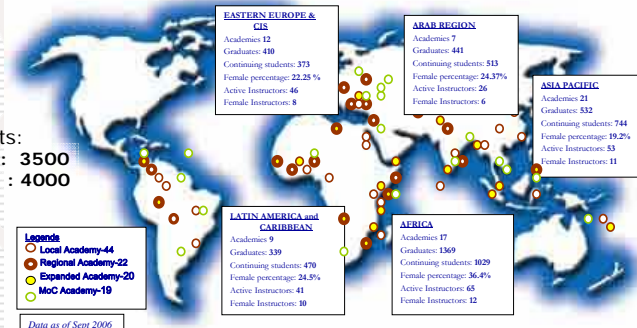
- ITC Initiative for Developing Countries launched in May 2001 in partnership with Cisco Systems.
- To provide students and professionals in developing countries with affordable training in Internet Protocol (IP) networking.
- There are now 66 centres, in 56 countries
- More than 3,500 students currently enrolled
- More than 4,000 graduates
- 20 centres have been expanded to include varied curriculum such as cabling, wireless and IT essentials

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The ITCI Project, in Partnership with CISCO

Participants:
Trained : 3500
Training : 4000



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New Phase of ITCI Project

- ITU and Cisco propose building on the success of their existing strong partnership by extending and expanding their collaborative efforts to support ICT- related Human Capacity Building in Developing Countries in accordance with the resolutions adopted at WTDC-06 in Doha.
- This project aims to **enable, extend and employ** the students and graduates of the Internet Training Centres (ITCs) by a series of parallel programs which address new centres, extension of existing centres, soft skills training, entrepreneurship development, employment and income generation. Within all of these program categories, special emphasis will be put on assisting women, youth and disabled populations.

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Centres of Excellence

- To establish a *regional mechanism* aimed at strengthening the capacity, within the region, to develop high-level know-how and expertise in **telecommunication policy, regulatory matters, management and advanced telecommunication technology.**
- The final objective is to build **self-dependant and sustainable networks** of training providers offering advanced training facilities at cost on sensitive issues for the different Players of the Telecommunication sector in the concerned Regions
- Main Partners in the private sector include
 - International Institute for Telecommunications (IIT)
 - Alcatel
 - Institut National des Telecommunications (INT)
 - besides dozens of other private sector companies who participate in the CoE Activities without any formal agreements.

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The Centre of Excellence Network



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The Centre of Excellence Network Strategic Guidance 2007

5 major ITU Recommendations:

- A stable CoE Coordination Unit for each Region (experience has shown a significant drop of the CoE production at each rotation of this Coordination Unit)
- An increased self-dependence of each Node/ Leading Country in implementing a given CoE Programme
- A Pricing strategy tailored to the regional context and gradually harmonized with other CoEs
- Part-time Coordination to be organized in relationship with the self-dependence of the nodes, or Project Management transferred to the Regional HR Officer when applicable)
- Partners inputs to be more closely integrated in the implementation / reinforcement of the CoE mechanism

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The Centre of Excellence Network Strategic Guidance 2007

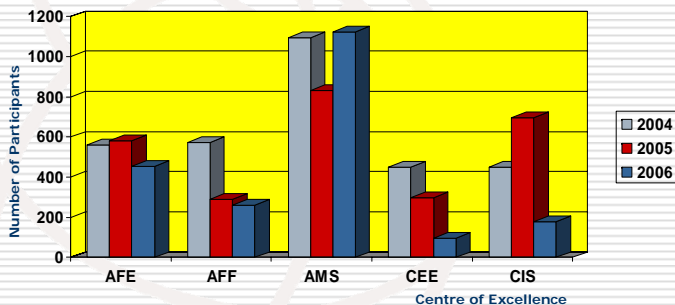
Towards the global Excellence network:

- A necessary harmonization of the Pricing Strategy among the different regions, concerning both face-to-face training and distance learning products
- Implementation of an “umbrella” project facilitating the dissemination of best training resources and closer links among the CoE Nodes from different networks
- Aggregation of new worldwide Partnerships improving the cost-effectiveness of the CoE products
- Diversification of the CoE products facilitating the certification of the acquired skills

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TAP ON TELECOM

Technical **A**ssistance **P**rogram for developing countries
Objective: **N**ext Generation **T**elecom Networks

*Building Economic Prosperity
through Knowledge and Innovation*

A partnership between IIT, the International Telecommunication Union and its Centre of Excellence Network, with the support of the Canadian Government

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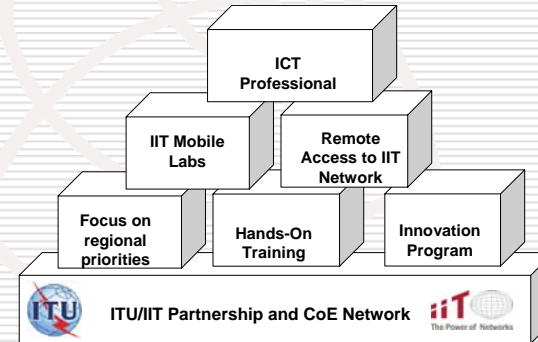
In June 2007, **TAP ON TELECOM** will be 3 years old...

- ❑ 48 workshops in 36 months;
- ❑ Almost 1,500 participating professional from more than 60 countries;
- ❑ Covering English-speaking Africa, French-speaking Africa, the Arab Region, Latin America and the Caribbean;
- ❑ 18 new workshops planned for 2007...and counting...
- ❑ **TAP ON TELECOM is a tool provided to the CoEs to expand their services to their customers;**
- ❑ **TAP ON TELECOM is an opportunity provided to organizations and ICT professionals to acquire key knowledge and develop strategic competencies in the context of Next Generation Networks.**

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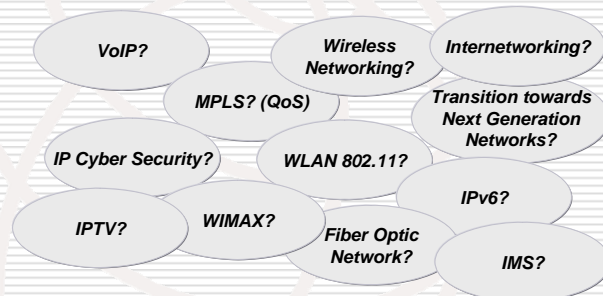
Key Elements of the **TAP ON TELECOM** Project



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Regional priorities are the **TAP ON TELECOM** focus in each activity program



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The **TAP ON TELECOM** hands-on approach

... through remote access to **IIT** platform



Remote access to IIT's Montreal Lab for training on Fiber Optics Network, MPLS, SDH, ATM, IP Cyber Security, as well as Optical Testing, Network Monitoring and Performance Management

... based on mobile **IIT's** labs



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**2007
TAP
ON
TELECOM
ACTIVITY
PROGRAM**

Month	Activity	Location	Duration
May 2007	AMS-C #N29 (L&I) #N29 (Adv) #N40 (Lam)	(I) Madrid (2) Antigua (3) Jamaica	May 7 - 25
June 2007	ASB #N87	Amman, JORDAN	June 3 - 7
June 2007	ASB #N113	Lisbon, MALTA	June 11-15
July 2007	AFR #N36	Port Louis, MAURITIUS	July 2 - 6
July 2007	AFR #N30	Dir G/ Saloon, TZ	July 9 - 13
August 2007	AMS-L #N40	San Jose, COSTA RICA	July 23 - 28
August 2007	AFR #N37	Nairobi, KE	August 13 - 17
August 2007	AMS-L #N38	Muscat, OMAN	August 18 - 22
September 2007	AMS-L #N41	Teogapala, HO	Aug 20 - 24
September 2007	AMS-L #N42	Dakar, SENEGAL	Sept 3 - 7
September 2007	AMS-L #N43	Wilmington, US	Aug 27 - 31
September 2007	AMS-L #N44	San Jose, CR	Sept 3 - 7
October 2007	EUR #N45	Warsaw, POLAND	Sept 17 - 21
October 2007	AMS-L #N46	Wilmington, US	Oct 1 - 5
October 2007	AFR #N43	Location: TBC	Oct 1 - 5
October 2007	ASB #N38	Saris, TURKIA	Oct 22-26

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Strong points: 4 major success stories

- A full range of HR re-engineering products from Strategic Management to Knowledge Management operated through the Operational Plan
- An integrated e-learning platform supporting most of the Distance Learning activities implemented worldwide either through the Operational Plan or through the CoE Network
- Three flagship Projects: Centres of Excellence (CoEs), Internet Training Centres Initiative (ITCI), TAP ON TELECOM
- A series of smaller projects, either complementing the flagship projects (TEMIC, SIMOBIZ, etc.), or paving the way towards future challenges (EC Regulatory capacity building, etc.)

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Some Challenges:

- To maintain a high level of activities funded by external sources (projects and partnerships)
- To tailor the current HR re-engineering products to the specific profiles of key players: Policy-makers, Regulators and Operators
- To develop an e-learning culture in 3 regions: AFR, ARB and ASP, to re-enforce the dissemination of best practices experienced in the AMS and EUR + CIS regions and extend the ITU eLearning Platform Network.
- To convene a new ITU study group to discuss HR issues and prepare a yearly report to the TDAG

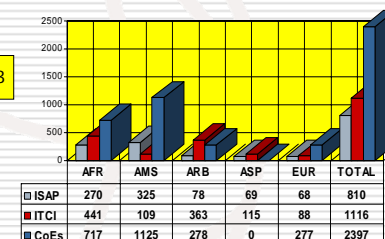
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HCB Annual Statistics (2006)

Number of participants 2006

Total Participants: 4323



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Thank You