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Note: This Executive Summary captures the main achievements, challenges and recommendations of the Action Line during the 10-year period of WSIS Implementation; this has been submitted by the Action Line Facilitator in response to the request by the participants of the Third WSIS+10 MPP meeting. The complete report on the 10-Year Implementation of the Action line was submitted to the Third WSIS+10 MPP meeting held on 17-18 February 2014 and is available at the following url: www.itu.int/wsisis/review/reports/#actionline

10-Year WSIS Action Line Facilitator's Reports on the Implementation of WSIS Outcomes

WSIS Action Line – C4: Capacity Building

Lead Facilitator: ITU

Executive Summary

1. Achievements

Following the vision of C4: Capacity Building Action Line of Geneva Plan of Action, that stresses the necessity to create an enabling environment for skills development in order for everyone to benefit fully from the information society, the following achievements have been made:

- **Design specific training programme in the use of ICTs**

To facilitate capacity building activities, ITU established the ITU Academy as an integrated platform operating across all the three sectors. The Academy aims to pull together the diverse education, training and information efforts of ITU.

Under the ITU Academy, work has started to develop a series of training solutions in the ITU membership priority areas for the benefit of its membership and other stakeholders. Significant progress has been made in the development of Spectrum Management Training Programme and Quality of Service Training Programme. At the same, the process of integration of all ITU training programmes within the ITU Academy platform has started.

- **Design distance learning, training and other forms of education and training as part of capacity building activities, as well as promote e-literacy skills for all**

Over the past 10 years, ITU has trained on average 25000 participants from more than 100 countries through online and face-to-face events. Delivery of training is done through various channels such as the Centre of Excellences (CoEs), partner institutions, and Internet Training Centres (ITCs). On average 160

courses are run annually with approximately 60 per cent being distance learning and 40 per cent face to face. Local and regional experts were trained in order to conduct distance learning courses.

- **Knowledge sharing and knowledge exchange through organization of regional and global capacity building events and fora.**

The Global ICT Forum on Human Capacity Development is organized biennially in order to share ideas and exchange experiences on human and institutional capacity building issues. These Global Forums have been complemented by regional and sub-regional workshops dealing with topical ICT issues and their impact on human capacity development.

- **Promotion of international and regional cooperation in the field of capacity building and design and implementation of regional cooperation activities**

During the past 10 years more than 20 partner agreements were signed and different activities with public and private sector representatives as well as international organizations were implemented.

- **Empower local communities**

CoEs and ITCs networks of approximately more than 60 Centres and 80 ITCs were created to fulfil this goal. This network allows accessing ICT training and benefiting from it in all regions.

- **Capacity building projects**

A number of projects were implemented within this period in all regions. One of them is the rehabilitation and reconstruction of the Information and Communication Training Institute (ICTI) in Kabul, Afghanistan.

At the same time, during WTDC-10, a Group on Capacity Building Initiatives that composes of experts from all regions was established in order to assist with the implementation of capacity building activities and programmes.

2. Challenges

Despite all efforts channeled on strengthening human and institutional capacity in order to adapt to the constantly changing ICT environment within the past 10 years, there are still challenges to be overcome:

- A number of countries are making efforts in order to develop human and institutional capacity of their citizens. However, these best practices are not always shared with other stakeholders in order for everyone to benefit from these achievements.
- In order to promote e-learning and establish it as an important source of capacity building, efforts should be made in order to make mobile devices as well as necessary mobile services more accessible and affordable, especially in developing and least developing countries.
- The lack of standards in human capacity building leads to different quality of capacity building solutions.
- Often development of ICT infrastructure is moving faster than skills and knowledge are obtained.
- Wrong understanding of capacity building which is often equated with training

- ICTs are still not fully integrated in education at national level
- Local experts and resources are still not fully used for capacity building activities

3. Recommendations

Based on the above the following recommendations are proposed:

- More partnerships among different types of stakeholders should be established in order to benefit from achievement and progress made in implementation of C4 Action Line. These partnerships will also assist in development of domestic policies and national programmes on capacity building
- Enhance the affordability and accessibility of mobile devices and services in order for everyone to have an access to knowledge, lifelong learning and skills development. This will also support capacity building outside the educational structure anytime and everywhere
- Increase research and analysis in capacity building in order to assist all stakeholders in development of their capacity, national programmes and policies
- Develop professional standards in telecommunications/ICT as well as quality assurance mechanisms in order to ensure that capacity building solutions are of highest quality
- Ensure that capacity building is viewed not only as a training but as a summary of necessary components for enhancement of human potential
- Continue development and delivery of distance and face-to-face training for all stakeholders
- Ensure that continued re-skilling and up-skilling is taking place in parallel with development of telecommunication/ICT sector in order for individual to be up to date in a changing environment
- Continue to provide training to local experts for the local communities to be more empowered and benefit from the local resources.
- Continue to enhance the ITU Academy platform
- Enhance the development of local content to facilitate the dissemination of ICT knowledge and skills.