



**Telecommunication
Development Bureau (BDT)**

Ref. BDT/PKM/HCB/DM/290

Geneva, 3 April 2013

ITU Members States, Regulators
and ITU-D Sector Members in Africa

Subject: ITU Regional Workshop on “Using ICT tools for human capital development and capability assessments in the ICT sector”, Gaborone, Botswana, 27-29 May 2013

Dear Sir/Madam,

On behalf of the International Telecommunication Union (ITU), I am pleased to invite you to participate in an ITU regional workshop, to be held in **Gaborone, Botswana**, from **27 to 29 May 2013**. The workshop is kindly hosted by the Botswana Communications Regulatory Authority (BOCRA). It will be held at the International Convention Centre (GICC), Grand Palm Hotel.

The theme of the workshop is **“Using ICT tools for human capital development and capability assessments in the ICT sector”**. The telecommunication/ICT sector is experiencing rapid changes that are having an impact on how human capital is managed and developed. In particular, new developments, such as the transition from analogue to digital terrestrial broadcasting, demand new skills sets for staff working for operators, regulators and policymakers, and this requires advance planning and foresight. At the same time, ICTs are also providing new tools to support efficient human capital management and development in the sector. These tools need to be leveraged, as they contribute towards improving the productivity of the human capital. Managers need to have a solid understanding of not only the human capital implications of these sector changes, but also the matching ICT tools on the market that can help them improve the efficiency of managing and developing their human capital.

The objective of the workshop is to identify the various technological and regulatory changes in the ICT sector that have the greatest impact on the management and development aspects of human capital. It will also explore the existing ICT tools appropriate to deal with those changes. In particular, the workshop will look at the ICT tools and techniques that can be used to carry out a human resources audit within the ICT sector in order to align them to the organization’s strategy and the rapidly changing dynamics of this sector.

Some of the key topics to be discussed at the workshop include, *inter alia*:

- **Importance of ICT Tools for human capital management and development in the ICT sector:**
 - Human resources audits and capability assessments;
 - Case studies and experiences in changes in the ICT sector and their impact on human capital and skills capabilities for policymakers, regulators and operators.
- **Leveraging ICT tools for human capital management and development: HR Audits and capability assessments:**

- Case studies and experiences in using ICT's for human capital management and development, and in carrying out HR and Skills Audits;
 - Skills gaps arising during transition from analogue to digital broadcasting: skills audit and assessment before, during and after the migration. How best to use ICT tools;
 - ICT based options for addressing skills gaps within the ICT sector;
 - Mobile applications for learning: education and skills development and skills development in the health sector.
- **Incorporating an e-culture in human capital development policies and at corporate/organization level:**
- Challenges of building capacity in eLearning in Africa;
 - Moving the ICT based human capital development agenda forward and promoting the use of ICT's to make the management of human capital efficient and maximize its productivity.

Target Group

The workshop is a regional event targeted at senior executives, managers dealing with policy and strategy formulation and programme implementation within Ministries in charge of telecommunications/ICT, Ministries in charge of education, regulatory agencies, telecommunications operators, service providers, as well as training institutions and all other social and economic stakeholders within ICT sector.

The workshop will be delivered in English and French.

Registration

If you wish to participate in this workshop, please complete the attached Registration Form (Annex 1) and return it to the contact persons indicated in the form, no later than **10 May 2013**. There is no registration fee for participating in this workshop. However, please note that all expenses concerning travel, accommodation, meals, and insurance of participants should be borne by your organization.

Fellowship

I am pleased to inform you that, subject to the availability of funds, ITU will provide one partial fellowship (covering only daily subsistence allowance) per Administration of Least developed Countries (LDCs). While the number of delegates from each country is not limited, countries will need to bear the costs of any additional delegates. If interested, please complete the Fellowship Form that can be found on the web site of the event at <http://academy.itu.int/index.php/component/k2/item/1067>.

Call for papers

This workshop will be delivered in the form of presentations, discussions and case studies on the best practices in undertaking HR Audits and Capability Assessments. It will also look at how organizations have incorporated HR Audits and Capability Assessments in their Corporate and Human Resources policies and strategic plans.

Delegates are encouraged to participate actively in the workshop by sharing experiences and best practices and to present their contributions, based upon the various subject items proposed in the draft programme, by completing the attached call for papers (Annex 2) and submitting it by **14 May 2013** by e-mail to the attention of the ITU Coordinator, Mr. Diadie Touré (diadie.toure@itu.int) with a copy to Mr. Mike Nxele (mike.nxele@itu.int).

Documentation

All documentation on this workshop, including draft programme, information note for participants, list of recommended hotels and other documents can be found on the ITU Academy website <http://academy.itu.int/index.php/component/k2/item/1067>. **Mr. Diadie Touré** (diadie.toure@itu.int) and **Mr. Mike Nxele** (mike.nxele@itu.int) are at your full disposal should you require any further information.

I am looking forward to your positive response and active participation in this regional workshop. I would highly appreciate if you could ensure distribution of this invitation to relevant stakeholders in your country that would benefit from participating in this event.

Yours faithfully,

[Original signed]

Brahima Sanou
Director

Annexes: 1. Registration Form
2. Call for Papers

Copy: Mr. Andrew Rugege, Regional Director, ITU Office, Addis Ababa



ITU Regional Workshop on
“Using ICT tools for human capital
development and capability assessments in
the ICT sector”

Gaborone, Botswana
27-29 May 2013



Registration Form

Please use **CAPITAL** letters.

Family Name:

Given Name:

Title/Function:

Name of Organisation/Company:

Office Address:

Town: Country:

Telephone Number(s):

Fax Number(s):

E-mail:

Arrival: Date: Time: Flight No.:

Departure: Date: Time: Flight No.:

Please fax or e-mail this form duly completed by **10 May 2013** to the following persons:

ITU

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Botswana

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ITU Regional Workshop on
**“Using ICT tools for human capital development
 and capability assessments in the ICT sector”**

Gaborone, Botswana

27-29 May 2013



CALL FOR PAPERS

To all human resources and capacity building practitioners in Telecommunications/ICT and education sectors

This is an invitation to senior executives, managers dealing with policy and strategy formulation and programme implementation within Ministries in charge of telecommunications/ICT, Ministries in charge of education, regulatory agencies, telecommunications operators, service providers as well as training institutions and all other social and economic stakeholders within ICT sector to present a paper in the workshop on **“Using ICT tools for human capital development and capability assessments in the ICT sector”**, Gaborone, 27-29 May 2013.

The papers/presentations can be in any of the topics or areas below, and presented in no more than 15 to 20 minutes in Power Point. They can also be in the form of case studies (15-20 minutes) in order to share practical experiences of implementation successes and challenges.

KEY TOPICS

Some of the key topics to be discussed at the workshop include, *inter alia*:

Importance of ICT Tools for human capital management and development in the ICT sector:

- Human Resources Audits and Capability assessments;
- Case studies and experiences in changes in the ICT sector and their impact on human capital and skills capabilities for policymakers, regulators and operators.

➤ **Leveraging ICT tools for human capital management and development: HR Audits and capability assessments:**

- Case studies and experiences in using ICT's for human capital management and development, and in carrying out HR and Skills Audits;
- Skills gaps arising during transition from analogue to digital broadcasting: skills audit and assessment before, during and after the migration. How best to use ICT tools;
- ICT based options for addressing skills gaps within the ICT sector;
- Mobile applications for learning: education and skills development and skills development in the health sector.

➤ **Incorporating an e-culture in human capital development policies and at corporate/organization level:**

- Challenges of building capacity in eLearning in Africa;
- Moving the ICT based human capital development agenda forward and promoting the use of ICT's to make the management of human capital efficient and maximize its productivity.

Afternoons Working Group sessions: practical exercises

Working Groups will be held every afternoon to study concrete cases presented by organizations and countries. To this end, the country applicant must provide details on his/her project or terms of reference so that the workshop can provide concrete proposals and suggestions. The afternoon sessions will also focus on case studies, experience, and discussions on migration from analogue to digital broadcasting, on mobile applications and use of ICT based tools for skills audits within organizations.

If you are interested in making a contribution to this workshop, please submit your proposal using the attached “Proposed Contributions” form, by fax or by e-mail to Mr. Diadie Touré (diadie.toure@itu.int); fax: +221 33 8 2 80 13; with a copy to Mr. Mike Nxele (mike.nxele@itu.int) no later than **14 May 2013**.

We look forward to your active participation and invaluable contribution to this workshop.



ITU Regional Workshop on
“Using ICT tools for human capital
development and capability assessments in
the ICT sector”



Gaborone, Botswana

27-29 May 2013

PROPOSED CONTRIBUTIONS

Name:	
Designation:	
Organisation:	
Country:	
Contact email and telephone number:	
Title of Paper:	
Brief (one paragraph) description of paper:	

Please submit the form to Mr. Diadie Touré by email diadie.toure@itu.int with a copy to Mr. Mike Nxele (mike.nxele@itu.int) **no later than 14 May 2013**