

## DRAFT OPINION C

### **Actions to assist Member States and Sector Members in meeting the human resource development challenges presented by new telecommunications technologies such as IP Telephony, in particular skill shortages and the need for education, and technology transfer**

The third ITU World Telecommunication Policy Forum (Geneva, 2001),

*considering*

- a) that the purposes of the Union include promoting the extension of the benefits of new telecommunication technologies, encouraging continued participation by the private sector in telecommunication development, offering technical assistance in the field of telecommunications, and promoting the mobilization of the material, human and financial resources needed for implementation of telecommunication systems;
- b) that Council-2000 requested that action be taken to assist Member States and Sector Members in meeting the human resources development challenges presented by new telecommunication technologies such as voice over IP,

*recognizing*

- a) that economic, social, technical and regulatory environments are changing in the context of ongoing telecommunication and information technology developments;
- b) that transition to an IP environment places new demands on the management and operation of government agencies and Sector Members;
- c) that these new challenges need to be addressed by ITU, and in particular ITU-D/BDT, which plays a crucial role in assisting countries that are developing and building institutional, physical and organizational telecommunication capacity;

*further recognizing*

- a) that the speed with which countries can extend the benefits of telecommunication technologies will depend on their ability to deploy skilled personnel who are able to meet the operational and policy challenges stemming from the new environment;
- b) that, in today's environment of globalization, shortages of skilled personnel and the absence of comprehensive human resources policies are impeding the transition to a new IP environment in both developed and developing countries;
- c) that technology transfer from Sector Members and Member States may help reduce the knowledge gap, although the problem is exacerbated by the "brain-drain";

*encourages Member States and Sector Members to take into account*

- a) that training and education of a broad range of people benefits individuals, the communications system, communities and the economy as a whole;
- b) that many developing countries have experienced great success with small and medium-sized communications enterprises;

c) that the Task Force on Gender Issues established by the Telecommunication Development Advisory Group has developed transferable training modules in various aspects of human resources development,

*invites ITU-D*

1 to encourage Member States and Sector Members to create integrated human resources transition plans for new technologies, business operations and regulatory and policy activities;

2 to assist Member States and Sector Members in evaluating and identifying new and changing human resources requirements in order to meet the challenges of an evolving communications environment;

3 to draw upon existing BDT research and skilled personnel to identify:

- (i) HRD/HRM and training issues related to network evolution;
- (ii) HRD/HRM and training issues related to new technologies, including IP;
- (iii) skills leading to the creation of a business environment that will attract infrastructure investment,

*invites ITU-T and ITU-R*

to collaborate with and assist the Director of BDT in creating the technical training components of ITU-D workshops, seminars, training projects, forums and modules,

*invites Sector Members*

to suggest, initiate, and/or participate in ITU-D human resources development and infrastructure investment programmes,

*invites Sector Members and Member States*

to work with educational institutions, NGOs and other organizations in order to draw upon resources, studies and expertise and to collaborate in assisting countries with training, resource retention and other HRD/HRM issues,

*invites the Secretary-General*

1 to disseminate widely information on the urgent need for the United Nations and national leaders to review and develop policies that lead to recognition of the widespread opportunities for people skilled in telecommunications;

2 to encourage Associates and in particular the academic community to become actively involved in knowledge sharing and skills development;

3 to develop virtual capabilities for global knowledge-sharing, training and skills development;

4 to co-ordinate with regional telecommunication entities in identifying and developing programmes to advance regional skills bases.