



ITU/BDT Arab Regional Workshop on “Project Management for ICT Implementation”

Cairo-Egypt, 23-25 May 2010



FINAL REPORT

Introduction

Reference is made to the 2010 CoE Action Plan, which was approved during the 3rd Advisory Committee Meeting (Cairo, November, 2009), in order to build up a relevant capacity process for the professionals in the region.

ITU/ARO conducted the workshop on “Project Management for ICT Implementation”, in cooperation with Telecom Egypt, in Cairo-Egypt during the period 23-25 May 2010, at Telecom Egypt Training Sector Building in Nasr City.

Workshop Description

The "Project Management for ICT Implementation" Workshop was organized jointly by CoE-ARB and Telecom Egypt and was achieved as a part of "Business Management Program". The workshop materials were developed totally by two instructors, except two presentations were prepared by the CoE-ARB Coordinator.

The workshop focused on the different phases of the ICT Projects Management and the challenges for R&D in EU (European Union); there were eleven sessions as follows:

- What is ICT Project Management?
- Role of stakeholders in ICT Project Management.
- Overview of Project Management issues: life cycle, stakeholders, human factor, monitoring, etc.)
- What is EU FP7?
- ICT R&D challenges and ICT European Research Area.
- ITU Project Management Guidelines.
- Panel discussion.

Opening Session

The workshop was officially opened by a brief speech from Mrs. Nefertiti Ali, Coordinator of the CoE, ITU Arab Regional Office, who welcomed the participants and thanked Telecom Egypt for hosting the workshop.

Then she introduced the workshop instructors; Mr. Philippe COUSIN and Mr. Medhat SELIM.

Participation

The total of Twelve (12) participants from Seven (7) Countries, namely:

Djibouti (1), Egypt (2), Iraq (2), Oman (1), Sudan (1), Syria (3) and Tunisia (2).

Female participation is 34%.

There were seven participants from Iraq and one participant from Morocco registered in the workshop but they didn't participate due to visa problems.

See **Annex (1)** shows the Final List of Participants.

Tutors

1. Mr. Philippe COUSIN, EU Expert, presented 4 sessions about the European experiences on R&D areas.
2. Mr. Medhat SELIM, Sector Chief of Project Management/Telecom Egypt, presented 7 sessions on Project Management Issues.
3. As well as two presentations were given by the CoE-ARB Coordinator, Mrs. Nefertiti Ali as follows:-
 - ❖ Overview on the CoE Activities in the Arab Region.
 - ❖ ITU Project Management Guidelines.

Agenda and Documents

Annex (2) shows **the Agenda**, which was adopted and contained (11) sessions, in addition to panel discussion and evaluation session.

Several important questions have been raised and the participants exchanged experience and knowledge on them during the panel sessions.

Annex (3) comprises the **List of Documents** submitted in the workshop.

Evaluation and Concluding Session

A special evaluation form was developed and distributed to evaluate the content, the instructors and the organization before and after the workshop, for improving the future activities.

The following table shows a summary of the results of the evaluation:
(12 evaluations forms)

Question	Average Answer
Location	
The place was suitable and fully equipped	82%
The organization and the correspondences before the workshop	78%
The organization and the correspondences during the workshop	85%
Workshop Content	
This workshop has been very interesting	83%
I will be able to apply everything in my work	72%
<i>Everything</i> was new	68%
Everything was very concrete and practical	60%
I understood everything	82%
The documents and presentations aids were helpful	82%
Workshop Presentation	
The Instructors have been clear	85%
The Instructors have been cooperative	93%

Comments from participants:

The comments from the participants can be briefed as follows:

- They appreciated the work done by all instructors and interactive discussions.
- All the participants appreciated all the presentations of Mr. Medhat Selim and his way of teaching.
- Practical sessions and group discussions were needed.
- The workshop period needs to be longer.
- Payment Methodology is not flexible.
- They need more workshops on:
 - IPv6.
 - Cost Modeling.
 - NGN.

The closing session included a brief speech of Mr. Ahmed El Aref from Telecom Egypt, who thanked the participants for their active role during the workshop. Special thanks were addressed to ITU Arab Regional Office and the instructors for the successful conduct of the workshop.

Also, there was a brief speech from Mrs. Nefertiti who thanked Telecom Egypt for hosting the workshop, the speakers for the excellent presentations & cooperation and the participants for their valuable discussions. The participants were awarded participation's certificates.

All Annexes which were mentioned above (Annexes 1, 2 & 3) are available at the website on the following address: www.itu.int/ITU-D/arb/COE/2010/ProjectManagement

CoE-ARB Coordinator

Mrs. Nefertiti Ali