

ITU

Internet Training Centre

Initiative

Pacific ICT Ministerial Forum

Nukuálofa, Tonga

Theme 6: Human Capacity Building

17 - 20 February 2009

ICT development in PICs

- ▶ **ICT Policies and strategic plans**
- ▶ **Communication Infrastructure**
 - ▶ **Improved low cost mobile services**
 - ▶ **Broadband**
 - ▶ **More LANs/WANs**
 - ▶ **More ICT graduates**

ICT development in PICs

▶ Services

- ▶ Improved access for schools - awareness
- ▶ e-services, eg e-banking
- ▶ Growing number of Internet café
- ▶ Growing number of ICT businesses

Common issues with ICT in PICs

- ▶ **ICT solutions**
 - ▶ Eg Data repositories in many Government Ministries
- ▶ **Poor security**
 - ▶ Possible leaks of sensitive and high security information
- ▶ **Poor planning and implementations**
 - ▶ ICT management is lacking in PICs
 - ▶ Alignment of relevant technologies to strategic goals

Common issues with ICT in PICs

- ▶ **Quality of ICT support**

**“ hmmm thats a tricky one !!!
Its like comparing die by hanging
and lethal injection.... both are
the same as end results are the
same !!**

Common issues with ICT in PICs

- ▶ **human capacity planning**
 - ▶ NZ digital strategy focus on ICT literacy and ICT professionals

Common issues with ICT in PICs

- ▶ **ICT professionals**
 - ▶ Graduates with no practical experiences
 - ▶ Relevant qualifications and experiences
 - ▶ ICT management, DBA, System Administrator, Helpdesk operator, Online Developer, Graphic design, Desktop support, Technician, Application support, Software developer, Web design, Business Analyst, Project Management, etc
 - ▶ Lack of proper ICT training

How can we address?

- ▶ **Proper ICT human capacity plan**
- ▶ **Relevant ICT development and support structures**
- ▶ **Appropriate and relevant ICT curriculum**
- ▶ **On-going professional development**
- ▶ **ITU - Internet Training Centre Initiative**

ITU-Cisco ITC Initiative

- ▶ **To arm individuals from developing countries with new skills to meet the challenges of the new economy and bridge the digital divide
“with a gender strategic response”**
- ▶ In partnership with Cisco and local Institutions the ITC offers affordable and relevant training to build human capacity to use IT to drive their economy.
- ▶ To ensure that the growth in IP networking delivers maximum benefits to the global community.
- ▶ There are more than 80 centres in over 50 countries in the world.



ITC Activities in PICs

- ▶ **Samoa - National University of Samoa**

- ▶ CCNA
- ▶ IT Essentials



- ▶ **Fiji - University of the South Pacific**

- ▶ CCNA
- ▶ Web development
- ▶ CCNP



- ▶ **Tonga - Tupou Tertiary Institute**

- ▶ CCNA & IT Essentials and more

Impacts of the ITC Initiative in PICs

- ▶ **Success story of ITC in PICs**
 - ▶ **More well-trained ICT professionals**
 - ▶ **More than 100 ICT professionals trained at USP so far.**
 - ▶ **Employment opportunities for graduate students and ICT professionals**
 - ▶ **Keep up to date with new technologies**
 - ▶ **Improved quality of ICT support and services**
 - ▶ **Network of local expertise**

Impacts of the ITC Initiative in PICs

- ▶ **Concerns for ITC in PICs**
 - ▶ **Online curriculum – bandwidth**
 - ▶ **Awareness**
 - ▶ **Standard of services**
 - ▶ **Gender issue**
 - ▶ **Migration**
 - ▶ **Lack of ICT Management training**
 - ▶ **Lack of ICT employment opportunities**
 - ▶ **Pacific Island Culture**

The future of ICT in PICs

- ▶ The young people are the key contributors to building an inclusive Information Society. Responding to their needs we can faster bridge the Digital Divide and contribute to the development of the ICT sector as a whole.
- ▶ **Appropriate platform**
 - ▶ Well trained Human capacity
 - ▶ High speed access – PLEASE!!!!!! And CHEAP
 - ▶ Well defined ICT support and development structures
 - ▶ e - Government

Malo 'aupito