

Empowering Government Administration in Paraguay



ITU's E-Strategy programme is helping foster more efficient administration of the telecommunication sector in Paraguay.

Using a range of ICTs, including innovative tailor-made e-Applications, the project is streamlining business processes at national telecommunication regulator CONATEL and improving communications and security between the regulator and its clients, who comprise local, regional and international operators and service providers.

Working in close partnership with CONATEL, E-Strategy is providing expert guidance on new technology strategies and the opportunities offered by advanced electronic services like Digital Signatures.

In addition, the E-Strategy team is currently developing a secure, trusted Internet-based platform for CONATEL that will:

- foster secure exchange of confidential documents;
- support electronic submission of licence applications;
- automate a number of manual business processes;
- allow CONATEL to electronically approve and issue licences;
- increase organizational efficiency and reduce administrative overheads.

The project also includes training initiatives to enhance awareness of the potential of advanced ICT applications, and workshops to discuss key issues such as:

- the role of the regulator in a converging service delivery environment;
- technologies and strategies for further building online security and trust;
- effective management of public Internet resources like Internet Addresses and Top Level Domains;
- evolving human resources and IT system needs to meet future challenges.

E-Strategy is providing all funding, project management and technical expertise for the project, which should be fully operational by end 2003.

