

# **Gender Dimensions of Telecommunications and Information Technology Policy**

## **Proceedings of the Workshop**

**International Telecommunications Union (ITU) and Gender in  
Development Programme (GIDP)**

**17-19 November 1999**

## **DAY 1, 17 November 1999**

### **Introduction**

This document contains the discussion proceedings from the gender mainstreaming workshop on the Gender Dimensions of Telecommunications and Information Technology Policy held by UNDP and the International Telecommunications Union (ITU) in New York, 17-19 November 1999. The meeting brought together UNDP's Gender in Development Programme and the ITU's Task Force on Gender Issues (TFGI) to build the capacity of the TFGI to pursue mainstreaming gender into the work of the ITU. The Learning, Consultation and Briefing methodology developed by the Gender in Development Programme was used as the approach to building gender mainstreaming capacity.

The workshop objectives were collectively defined by GIDP and the TFGI to be the following:

1. Discuss and design strategies to integrate gender mainstreaming perspectives into IT regulations and policies
2. Build the capacity of the TFGI to mainstream a gender perspective into their work, using the LCB methodology.
3. Provide an opportunity to share information, network and build on experiences discussed by both organizations in their area of expertise.
4. Establish a resource base of materials, including the experiences of a wider group of experts in gender and information technology.

### **Session 1.1: Opening and Overview**

The first session of the workshop began with opening remarks by Ms. Sarah Murison (Gender in Development Programme/UNDP), Mr. Hans D'Orville (Information Technology for Development Programme/UNDP), Ms. Gillian Marcelle (ITU), and Ms. Iris Struiken-Widjdenbosch (Suriname). (Include summary of Hans's presentation in the Appendix).

Participant introductions, discussions of hopes and fears for the workshop, and review of the workshop objectives followed the opening remarks. During the group discussion of what participants wished to accomplish during the workshop, the following key points arose:

1. The group collectively acknowledged the need for strategies and tactics that they could bring home with them to assist with the engendering of the ITU's work. Two interrelated levels of gender mainstreaming were highlighted:
  - A. The ITU itself as an organisation (general ITU policy); and
  - B. Mainstreaming gender into ICT at the country level.

A. Within the context of gender mainstreaming of ITU organisational policies, the relatively low level of awareness and support for gender mainstreaming in the ITU was acknowledged, and, with that, the need for formulating strategies that draw the attention and commitment of the rest of the ITU. The importance of appealing to one's audience or "packaging" one's advocacy in an appealing way was therefore touched upon. In addition, the general importance of advocacy and networking as gender mainstreaming mechanism was emphasised. This was highlighted to apply to both inside and outside of the ITU. The importance of having concrete deliverables to show as products of the TFGI's gender mainstreaming efforts were underscored as key for reinforcing the group's advocacy power.

Participants also highlighted the need for on-going capacity building for gender mainstreaming within the ITU, and viewed this meeting as a type of training of trainers workshop, in which they would gain skills to bring back to their respective positions where they could then actively build mainstreaming capacity.

B. With regard to mainstreaming gender at the country level, or "on the ground", participants highlighted the need to raise awareness of the importance of gender mainstreaming in the context of information communications technology (ICT). In particular, participants expressed the critical importance of further bringing to the forefront of ICT policy and advocacy the impacts of ICT on gender equality in the larger development context.

Specific issues touched upon in discussion of ICT, gender and development issues within national contexts included:

- The need to further integrate women's access to ICTs. How can women take advantage of telecommunications, particular in light of factors such as women's lack of financial means for accessing ICTs, or the absence of any priority focus in a country on women's access. It was noted that further integrating women's access required networks, which at this stage are only nascent. The use of telecentres was mentioned as being a possible vehicle for women's integration.
- The need to pursue gender mainstreaming strategies relevant to countries of high political instability. How can gender mainstreaming take place within national contexts marred by political crisis?

*Additional issues:*

In relation to these discussions, the need for clarity of vision on gender equality concepts was flagged for discussion. What is the equality that we have in our minds? What exactly is it that we want? (Please see Sessions...)

## **Review of the Agenda and the Needs Assessment**

Following standard LCB review of the workshop, participants proceeded to review the Needs Assessment. After discussion of the pros and cons of using this particular form of the Needs Assessment as a resource tool for informing the workshop content and overall agenda design, participants were asked to break into small groups to approach the NA anew from a different perspective, that of employing the NA as a learning tool for increasing one's familiarity with and understanding of the different realms of knowledge and areas of activity encompassed in gender mainstreaming. (Summarize relevant feedback for this session, and rest of feedback as appendix)

## **Session 1.2: Introduction to Gender Mainstreaming**

### **Review of Workshop Binder Materials**

The lead UNDP facilitator reviewed the contents of the workshop binder, including an explanation of the Learning, Consultation and Briefing methodology and the Learning Spiral, as the model for the learning and change process upon which the LCB methodology is based. This was done not only to familiarise participants not only with the design and course of the workshop, but also to foster reflexivity in the learning process.

In reviewing the workshop materials, the following was emphasised by the facilitators and through discussion:

- To get one's voice heard, it is critical that one assumes the stance of "How can a gender perspective help you?", rather than just telling someone about gender mainstreaming and why it is important.
- Gender mainstreaming is a strategy to influence decisions. Gender mainstreaming occurs by and large in meetings, including meetings in hallways and in the elevator.
- Gender and ICT issues are multidimensional and therefore must be addressed as such. That is, they are intrinsically linked with a host of development, including socio-cultural, issues that must be taken into account in order to address gender and ICT in a comprehensive way. The example of Niger was provided, where the progress of women is often blocked by fundamentalist forces, frequently by other women. In Mali, discussion of "gender" in rural areas is extremely difficult.
- Related to the above, the gap between gender policies that may be in place and actual change on the ground is a critical area of concern.

### **On ITU Context in Particular**

Within the ITU, while there has been a gender equality agenda, there has not been a substantial impact on the ground. Thus, the actual delivery stands as a major challenge. It was noted here that implementation at the grassroots level involves gender mainstreamed decision-making at all levels, all the way down to the programmatic level.

A major challenge that faces the Task Force is the development of a clear agenda that would feed into the decision-making processes informing ITU policy. Misperceptions of the gender perspectives exist in a variety of contexts at the ITU, and clear definition of objectives is needed for effective and accessible presentation.

### **On Moving Forward to a Strategic Framework**

- It was clarified that handout "Key Performance Areas Associated with Capacity for Gender Mainstreaming" would be used as a guide for deciding where to focus the gender mainstreaming strategy work of the ITU.
- The Organisational Constraints to Gender Mainstreaming identified by UNDP's Gender Mainstreaming Capacity Building Programme were brought in as a learning tool for proceeding on ITU strategy development.
- The need for to develop skills for influencing the decision-making process, and, on a broader level, to formulate a comprehensive strategy to influence the top decision makers were staked out as priority workshop task areas.
- In this workshop and beyond: A key set of skills to develop is that of reaching out and learning from the larger gender and development community, to make partnerships, given that many of the issues flagged are related 'outside' the ICT industry.

### **Session 1.3: Taking Stock on Gender Mainstreaming within the ITU**

As an exercise for taking stock of where the ITU stands in terms of gender mainstreaming progress, and a means for building a basis for a strategy, participants broke into small groups and analysed the ITU situation vis-à-vis the Key Performance Areas. For conceptual cohesion and to facilitate the exercise, some of the key performance areas were considered in tandem. The following summarises group feedback in the designated areas:

#### **1/ Strategy/Policy**

- Gender equality resolutions are in place.
- Although policies are present, implementation is lacking.
- Existing policies are not sufficient.

#### **2/3 Management, Staff Awareness/Acceptance of Shared Responsibility**

- There is political rhetoric on gender equality but little political action. The fact that ITU did not approve the participation of the ITU Gender Focal Point in this workshop was cited as an example of this.
- Existing awareness is low as well as passive.
- Sharing of responsibility for gender mainstreaming is therefore limited. At the union level among both women and men there is much resistance to gender mainstreaming.
- There exists a lack of clarity of the role of both the ITU Gender Focal Point and of the TFGI within the overall ITU context, and of each vis-à-vis each other.
- TFGI is the "baby" of the development sector and much remains to do in order to integrate a gender perspective into the ITU's work.

- Low participation of women at the Management level. No women are present in management at the D2 level nor in elected official posts, nor are there any women leaders at TDAG (??).
- Cultural backgrounds also play an important role in the process of Management in the extent to which management will readily address gender equality issues.

#### **4/5 Catalyst Mandate and Capacity/Competence and Confidence**

- The mandate of the ITU is limited in addressing gender equality. There is no gender unit within the ITU. The only gender activity in the ITU is the TFGI.
- Capacity for gender mainstreaming is weak in the organisation. The positive meaning of the involvement of the ITU training head at in the TFGI and her presence at this meeting was noted here.
- The TFGI itself has a strong catalyst mandate, but this is undermined by the lack of capacity of people to perform to fulfill it. A larger resource base is required.
- Competence and confidence is weak. Confidence will arise out of competence.
- Overall, the organisational environment is hostile.
- An initiative by Patricia Faccin to hire people for competence.

#### **6/7/8 Analysis and Documentation/Meetings – Use of Data/Relationships and Links**

- There is little analysis from a gender perspective.
- In addition to analysis, documentation of the gender dimensions of ICTs is in an embryonic stage. Data broken down by gender and sex would be very useful and should be asked for from governments. There is very little data on gender and participation in the usage of ICTs. (Note: A questionnaire developed for the technical areas was distributed to the telecom sector by Natasa Gospic...???)
- There are very few meetings addressing gender issues.
- Relationships and links for gender mainstreaming are in the process of being established. The Task Force does have links with the NGO sector. A critical gap exists between the 1) TFGI/ITU and other UN bodies, and 2) with the International Women's movement. Relationships with government also need to be strengthened. The link with the private sector exists, but needs to be strengthened and accountability factors put into place.
- Low representation of women at internal and senior meetings, -(TDAG ), no women in the T-sector or the R-sector or at the SG level. "The only time a woman goes to senior meetings, is to take notes."
- Relationships and links, there have been some, and international meetings, might pose a great opportunity to discuss the issues of gender. Message at the Addis meeting was very positive with regards to ICTs.

#### **9/10 Focus on Change/Management for Results**

- Focus on change is theoretical
- Management for results is beginning.
- Table 2 believed that there was no focus on change.
- Management of results, is that there was none. Focused on rules and resolutions. The focus is on inputs as opposed to outputs.

- The reform working group is headed by a woman in the areas of change, which is good.
- Management for results, do not know whether it includes gender.
- In-service training does include women, however, this does not result in them progressing and improving their careers.
- ITU's development sector is looking at the beginning aspects of gender.

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- Management was prone to responding to UN pressure

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### **Summary (Lead ITU Facilitator)**

- Make sure that there is no disconnect in the message of the TFGI, to allow no area for misinterpretation.
- Risk in the BDT as the leader for strategy and change and how can we share responsibility across all sectors at ITU.
- How do you ensure results of all these activities and produce outcomes at the end of the day. What is the TFGI going to focus on (do we want more women in senior positions vs. a gender unit).

### **Session 1.4: Gender Mainstreaming**

Following the Taking Stock exercise, participants prioritised areas of focus for formulating gender mainstreaming strategies. Each of the three groups was asked to select three priority areas in relation to the following question: What is the ITU/BDT in respect of each of the key areas for gender mainstreaming? (One group chose four areas.)

Key Performance areas associated with capacity for gender mainstreaming

1. \*\*Strategy/Policy: Plans
2. Management/Staff Awareness
3. \*\*Acceptance of Shared Responsibility
4. \*Catalyst Mandate and Capacity
5. \*Competence and Confidence
6. \*Analysis and Documentation
7. Meetings--Use of Data
8. Relationships and Links
9. Focus on Change
10. \*\*\*Management for Results

On the basis of this exercise and discussion, the following four areas were selected as points of focus upon which to build the gender mainstreaming strategy:

1. Strategy/Policy: Plans
2. Acceptance of Shared Responsibility
3. Competence/Analysis and Documentation

#### 4. Management for Results

While acknowledged as critical, management for results was identified as an area highly dependent upon other gender mainstreaming mechanisms being in place, and it was decided that this would not receive immediate or explicit focus.

During this exercise, the importance of thinking not only about the essential elements of the strategy, but also about the analytical skills needed in order to build and implement the strategy. In other words, people are at different starting points and a common understanding needs to be reached, before the group can move forward.

As a factor in building a mainstreaming strategy, it was also underscored that time needs to be spent on finding the tools for conveying and persuading others of the importance and urgency of gender mainstreaming. Need to allow for the way the idea is presented to an external audience. On point three of shared responsibility, have to allow for buy in for opportunity and to realize gender equality. Packaging the message is important to the external audience (e.g. of the conference where women were not represented in senior positions, however in CT there were), so one needs to allow for buy in with people who have the ability to change the situation and process and policy.

#### **SWOT Analysis on the Selected Priority Areas**

In order to gain increased clarity for approaching the three selected priority areas, participants proceeded to break into small groups to perform a SWOT analysis for each, the results of which would feed into the more in-depth strategy discussions of day three.

Strengths as a TFGI have for your strategy for your issue (or strength of the ITU)

Weaknesses (environment)

Opportunities

Threats

#### **General End of Day Comments**

- Feel more like a group; feeling of togetherness.
- Better knowledge of the field.
- Most important part of the day: agreeing, discussing and brainstorming about the ITU structures (list of 10 Key Performance Areas).
- On the group: passionate, but at the beginning of understanding the complex issues and gender mainstreaming, gender perspective, etc.
- There is not much coming to the ITU from ITU members on gender (in either direction).
- The ITU has been very weak at links and relationships. The TFGI/ITU should take any opportunity to make linkages with broader women and gender equality meetings (i.e., Beijing Plus Five regional preparatory meeting in Addis Ababa, November 1999); Beijing Plus Five Review of the process of access of information to women, Representation of the Task Force at the B+5 prep meetings sends a strong message

about the importance of considering gender in the context of ICTs for development. Suggestion is to spend some time on Friday on developing the relationships and links with other partners and the strategies built at the workshop can be used to feed into national procedures. A ripple effect can be accomplished.

### **Recommendations**

- To write a three page letter to management at ITU and include the events of the workshop over the three days.
- A recommendation made to create another document different from the usual ITU report about things that the ITU should be thinking about, and the support of UNDP in this initiative .
- The Task force can develop a product with regard to GM which would define the scope of the final product developed.

## **DAY 2, 18 November 1999**

### **Feedback from Day 1 Reporting Group**

Introduction by Hans was very useful and appropriate. The discussion about the objectives for the meeting, sharing of information and the creation of a resource database was interesting. We talked about hopes and fears and our different levels of experience. We think it will be useful to get some common definitions of GM and what our focus is going to be. The afternoon session was very helpful to see where there was consensus. However, the three priorities stretched to four-five.

Four key areas the task force picked:

1. Strategy
2. Combination of shared responsibility
3. Competence and analysis documentation
4. Management for results

Spent the rest of the day on where the Task Force will go and to take this approach with the ITU and implement with the member states.

Great team environment created both within UNDP and within the ITU.

### **Session 2.1: Gender Mainstreaming (Sarah Murison)**

#### **Objectives:**

1. Understand and explain gender mainstreaming including questions of equality (equality of opportunity and outcome).
2. Apply the concepts to operations

The motto "Clarify but not consensus" was informally adopted by the group as a useful analytical guide for discussion of gender mainstreaming.

[Two working groups on the linkages with women at the National Levels and on the private sector to discuss after the break.--?]

Using overheads as visual aids, the lead UNDP facilitator led a session on gender mainstreaming. Participants were asked to describe the "mainstream", the responses to which included:

- a. everything that is a women's issue
- b. males
- c. decision-making
- d. women's issues are public issues
- e. all levels of hierarchy
- f. economically and socially

- g. main load that should reach all destinations
- h. norm of society
- i. power
- j. allow women to express themselves
- k. equal options

Major conclusions about the meaning of gender mainstreaming included that the mainstream represents the dominant set of values and behaviors, which permeate all levels of dimensions of life. All aspects of what the mainstream is, and its offered as a suggestion and an addition to what people have suggested. Pre-dominant set of attitudes values, norms etc.

Ideas, beliefs and actions. Why is the mainstream important...because this is the set of ideas that determines who gets the most in any society. In any society the distribution of resources is unequal. Clear example is in the Islamic world, where women do not inherit equally. Interlocking set of distribution processes. Might want to think of other examples in IT where beliefs affect the way resources are distributed in that sector.

In the ICT world, the mainstream arises out of particular social and economic structures which are often culturally specific, and there are different mainstreams relevant to different cultures. The mainstream takes time to change and to develop. Mainstream is constantly in motion. Bits are being added and taken away. Fact for this change that allows for opportunity. Every entity has its mainstreams and margins. Important to identify what is the questions you want to filter into the mainstream and what you wish to address in the mainstream.

Sometimes the mainstream is not what it seems to be. Mainstream has a whole discourse that does not reflect what is going on. But if you look at what is happening in the mainstream its sometimes not reflective of what you think. Sometimes policies are in place but there is no practice. You cannot do training to identify the disconnect, but it can be thought about and you can work on it individually.

What are we bringing into the gender mainstream?

Participants responses... change, talent, shared power, fresh ideas, inclusion of women's perspectives, values, competition, equality of a just society and of people.

What values, what fresh ideas, competition..... the principal of equality, and the equality of the sexes, equality of rights. The belief of the legitimacy of gender equality is to understand that gender equality is important. The core values come from this belief. Mainstream the ideas that gender equality goals will be pursued actively by people who manage the mainstream. The mainstreaming of women (around Nairobi). Women would be brought into the economic mainstream. Part of equal distribution. Outcome of a prior belief. Women should be in the mainstream, and everyone should understand that gender equality is important.

Some participants read that gender equality is not just a women's issues but a societal one, as something that does not send a clear message across to everyone about gender equality that concerns only women. When talking about gender equality we lose sight of the fact that women are oppressed. However, to counteract that is to say that it can be read that gender equality can be seen as a concern of both men and women.

What is mainstreaming activity?

Influence the key people and the key processes to get to the goal of greater gender equality. What we do is highlighted here, how we do this should be customized according to each person or organization etc.

What skills do we need?

Analytic skills, to analyze between men and women?

Communication and advocacy (which addresses the *how* to do GM)

Networking and collaborating skills.

Knowledge of the ICTs (as an addition to these skills).

Have to know how to use the power language in the group that you are in even though you may be equipped with the skills and tools for GM.

A new message to implement into the mainstream is to suggest that development will fail unless women are integrated.

### **Equality vs. Equity**

As part of this question we can address the equality of opportunity and equality of outcome

#### **Definitions**

Equality is our main objective and equity is used as the process. Equity is fairness and equality represents sameness.

Equality is to redress issues and equity is proportionalism. Equity related to the legality of equal rights which may not be equal.

Equity means equity within the law that it is administered fairly. Inheritance as an e.g. Daughters receive one third and sons two thirds. When administered fairly so that they receive the amount they are suppose to, but its not equal and for it to be equal, they would receive 50% each. A principal outcome of B+5 was for on women's right to own the right to land and to inherit land equally.

In the ICT sector, equity is to define fairness, and can be used as an advocacy tool. Use the argument of fairness (equity) before you can get sameness (equality).

The concept can also be used negatively in some cases to perpetuate the status quo given the argument of equity.

Equality of opportunity and equality of outcome: Aesops fable of the fox and the crane. Another example is that every child could have access to school, but not every child goes

to school, so the outcome is not always fair. Not treating men and women the same. The bottom line is the need to pay special attention to outcome.

Example of equality of opportunity and equality of outcome, was an example of providing computer training courses for everyone, but only men attended as women had to leave to take care of household issues.

## **Session 2.2: Entry Points for Gender Mainstreaming**

The standard UN Project Cycle was reviewed as a model with which to examine entry points for mainstreaming gender into the work of the ITU. The group was asked: How does this compare to the instruments you use at the ITU?

Discussion revealed uneven as well as limited awareness of the concrete frameworks through which ITU carries out its operations. Within this context, the general lack of communication between various parts and levels of the ITU was highlighted. In discussing the gender mainstreaming entry points for the ITU, participants advocated for exploring other approaches. A critical turning point thus arose in the discussion, which moved from concentrating on a particular work formulation process, the project cycle, to focusing on the ITU structure as the overall site for identifying entry points.

It was additionally suggested that it is necessary to look beyond the BDT at the entire ITU. A discussion, facilitated by a participant, followed on influencing the ITU structure and key relationships therein. At each point, the following questions were emphasized:

Who are the people involved?  
What are the processes?

They key relationships defined were:

1. Between ITU field offices and the BDT
2. Between BDT and the Council (??)
3. Between BDT and the Management Committee

It was underscored that regional offices are managed by the BDT, but are responsible for the flow of information to all of the ITU. Thus, field offices are responsible both to BDT and other ITU offices more broadly. The regional field offices were identified as a key focal area for gender mainstreaming. That is, BDT has the power to change the ITU through its relationships with the field offices. Thus, it was concluded that the real pressure points for change are the BDT with a focus on the field offices. (RW) The importance of influencing the ITU Reform Group was also highlighted.

It was noted that, thus far, regional directors have not actively pursued gender equality in their agendas. The basic strategy would take the form of passing gender mainstreaming policy at the broad level of the ITU and then to have national plans of action. The need to find ways for gender mainstreaming to spread to countries that do not have regional

offices was brought up on this point. The existence of a small network of gender focal points was mentioned as a foundation on which to build this action.

[To support this process: it was suggested that an exercise be made for the Task Force on including gender perspectives in each of the ITU programme areas. In addition, the preparation of a briefing pack on gender and on the Task Force]

### **Session 2.3: UN Agency Gender Focal Units (Presentations by UNIFEM and UN Secretariat) Joanne Sandler and Carolyn Hannan)**

Carolyn Hanan: Principal Officer for Gender Mainstreaming to the Special Advisor (OSAGI) Angela King (ASG).

ASG responsible for the following:

- Equal opportunity in the UN itself
- To support gender mainstreaming within the UN system

Gender mainstreaming is the strategy the UN will use and there are strong guidelines for this. Followed by a letter from the SG, with clear budgets expectations, and a strong note to Senior Management about the guidelines for GM.

Carolyn works with UN officers and with UN departments and with the regional commissions.

The unit is trying to do two things;

Linkages with gender equality and with what people are doing at all levels. (rationale with working for GM is to allow for social justice and inclusion of both women and men to allow for effective development.)

4 priority areas that her office is working on:

- Clarity on the concept of GM and what it means (including gender equality aspects in the work one does). Producing fact sheets on GM
- Develop competence and awareness, knowledge and capacity to work with GM and cooperate with the office of ??? at the UN.
- Developing good practices on GM which show how a gender equality perspective has been put on the agenda.
- Gender equality perspective into budgets. Instructions that say how we do it. New area.

### **Joanne Sandler (UNIFEM)**

Mentioned resources, and an introduction to UNIFEM.

Three thematic areas that UNIFEM works on;

1. Women and economics

2. Gender, governance and leadership
3. Women's human rights.

Strategies that UNIFEM work with:

- Advocacy with governments
- Bridging spaces with governments and Civil Society
- Capacity building
- Piloting projects
- Providing knowledge on GM and Gender equality to the rest of the system.

Partnerships with UNDP and UNFPA and GM into the UN system and with government processes.

Projects with ICTs.

- Video conference on Violence against Women, brought the UN system together to put the issue on the development agenda and to mainstream it into the development agenda provided for a good opportunity.
- Launched internet based discussion groups to dialogue with a broad based constituency (in partnership with DAW and UNDP). Use ICTS to expand the development process.
- Focus on the March 2000, Global Knowledge Conference to take place in Malaysia. Incorporation of gender issues into GK2.

Growing resource base to support the work of the ITU in this area.

Questions:

- Need for some external pressure on ITU elected officials, and a briefing by Angela King at one of the ITU sessions might be useful and the ITU management might be open to this

### **Presentation by Atsuko Okuda**

#### **IT for Development Programme/UNDP**

*“Sustaining Women Farmers in the Ukraine”*

Objective of the project is to build capacity of women farmers in IT and empower them in the agricultural field.

Women farmers don't have access to the right information, on credits, and loans based on what they do and where they are based, primarily in the rural areas.

Project established a telecentre which provides computer training to women and how to email and surf and use this technology to have access to information crucial to their farming practices.

### **Questions on the Project:**

1. Has this project worked and what have been some of the positive reactions to this initiative?
2. Has the time issue been under consideration for these women farmers given their daily domestic items? (yes)
3. Is there a high rate of literacy in the Ukraine? (nearly 100%)
4. How do the eight computers actually sustain such a huge population and how many women can it sustain given the distribution of the computers? (working with an NGO's target audience which is a big group of women farmers.)
5. Has the Ministry of Agriculture been involved in this initiative? (yes in partnership with the NGO, who have briefed the Ministry).

## **DAY 3 November 19, 1999**

### **Session 3.1: Examples of Gender Mainstreaming Strategy**

Breakdown of the day:

9:00-9:30-Agenda

9:30-11:00-Feedback

11:00-11:30-Presentations

Break

Consolidation SWOT

Lunch

Strategy

Break

Next Steps

Brainstorming

Evaluation/Closing

### **Feedback and Summary (Walda Roseman)**

What mainstreaming is? as a noun, verb and looked at the interaction between the two of them. A dynamic target. Mainstream is fluid and defined as integrating women and gender at the core. What do women bring to the mainstream process? Values, change and equality of rights. Discussed differences between equity and equality and equality of outcome and opportunity.

Spent time to talk about entry points for a strategy, having an explanation of the UN project cycle, and decided that the ITU is such a diverse and specialized in its focus and activities, it would make more sense to **focus on the dynamics of the ITU structures**. The key to a strategy were the regional ITU office that could have an impact on all ITU sectors and the SG.

Targeted senior people in the ITU as people to try and influence, senior SG, field head, chief of personnel...etc.

Gender perspective is a measurable target and should be mentioned in the ITU perspectives. Liaison with TFGI members and BDT focal points.

Presentations from various UN agencies.

### **Recommendations from the presentations**

- Angela King would visit high level ITU people.
- Liaison with UNIFEM people and with external sources, such as other UN agencies who can influence ITU leadership.

Informal presentation by UNFPA and how gender is integrated in their policies and in their budgets.

Point by Akiko on the facilitation function, where she mentioned that to identify entry points and shift to the structure of the project cycle and use that as an entry point. Structural entry points are the most important to the participants, and the task force succeeded in identifying them.

Francophone countries would like to mention regional structures as an entry point for entry at the national level. To use the Governments and Ministries as key contacts in working for entry points. Members of the government serve as key contact points.

Important to shift from the project documents to structures. By using the structures you use the organization's commitment to the cause. To use the project document is to use this at the second level at the programming level of the inclusion of women into the programming cycle.

### **Go over the Agenda:**

- Objective of day three is to consolidate the issues and develop an outline of a strategy and plan the next steps forward.
- Discussion to create the strategy together as a group and the report takers as being very detailed through the day.
- Consolidation in working groups and then a plenary to bring it all together. Use those notes to develop the outline of a strategy.
- Use the morning session to do the SWOT analysis and then in the afternoon allow for the working group to produce a draft with comments and recommendations from everyone.

### **Presentations by Participants**

Three participants shared their experiences in the area of gender and ICTs from their respective country perspectives.

#### **Paulette Abenkou Eba'a, Cameroun**

Ms. Abenkou Eba'a discussed her individual activism in bringing to life in Cameroun the gender equality resolution (#7) passed at the Malta conference. In particular, she has focused on 1) making young girls and young women aware of scientific careers; 2) promoting women in decision-making; 3) equal access for women to ICTs. The Association of Women Scientists in Cameroun continues to organise seminars to foster awareness of young girls and women in scientific careers. Although Cameroun was among the first countries to sign gender quality and ICT resolutions in the Valetta and Minneapolis ITU conferences, government officials do not treat the issue as a priority concern. The Minister of the Status of Women has facilitated some progress in this area. Equal access to ICTs has also not been treated seriously by authorities and Ms. Abenkou Eba'a was found only indifference when trying to lead them to specific actions.

In the absence of broader institutional support, Ms. Abenkou Eba'a took it upon herself to find a different path by founding her own web site, with the help of the Organisation of Women Engineers and the Ministry of the Status of Women. It is site, created in GC (Global Communications) Net, of women's organisations, in which each organisation can have a page of its own at no cost, with a its own internet address. More than 200 associations have registered and at this time approximately 20 of them can use the internet as a tool for their communications needs. Computer training is provided. The site has a weekly journal of women's activities, with a special section on the "woman of the month."

Corporations have begun to sponsor the initiative. The establishment and implementation of telecenters are next on the action plan, for which the organisers are actively looking for financial assistance.

### **Mmathapelo Langosane, South Africa**

Ms. Langosane discussed her work with a government agency in promoting gender equality in the ICT sector. The Twelve Areas of Concern stated in the Beijing Platform for Action are used as a framework for project selection. Among the key project areas of the agency telecenters and broadcasting. The agency partners with the private sector in creating telecenters, particularly in using Geographic Information Systems to determine where to strategically locate telecenters to ensure that they are accessible by and useful to women. Key determinants include high concentration of women, high unemployment and low teledensity. The telecenters are donated to (owned and run by) sectors of the population who tend not to have high access to ICTs, such as women, non-governmental organisations, and the disabled.

In the area of broadcasting, Ms. Langosane discussed a project underway to design a gender training programme to supplement the mainstream broadcasting programme, which is not yet engendered. Other activities include ICT training for young women who excel in their studies but due to a range of factors are unable to continue their regular schooling.

### **Tony Zeitoun, Canada**

Mr. Zeitoun works with the Canadian International Development Agency and discussed CIDA's latest work in this area of gender equality. He shared key CIDA gender publications, including a guide to gender-sensitive indicators, and highlighted CIDA's revised gender policy, which requires that all CIDA projects have a gender component.

In his presentation, Mr. Zeitoun also shared a paper on engendering the telecommunications work of APEC (Asia Pacific Economic Corporation), which represents 21 economies. The APEC Telecommunications Working Group started earlier in 1999 to build awareness of the gender issues and impacts related to the sector. The initiative, funded by CIDA, consists of an overview paper, a working group session at the next APEC meeting, and a final report compete with a recommended plan of action.

Finally, Mr. Zeitoun flagged the upcoming Global Knowledge Partnership conference in Malaysia and the importance of the Task Force's preparation and participation on that front.

### **Session 3.2: Strategy for Gender Mainstreaming in Telecom and ITU**

Gillian's presentation on what has gone on so far in establishing the Task Force [power point presentation]

*How exactly is the task force going to add value to the work of the ITU and BDT?*

*The task for could undertake a range of issues:-*

- Source of policy analysis advocacy
- Gender Training for sector members
- Collect data, and stimulate collection of gender disaggregated statistics
- Outreach and information dissemination
- Networking and liaison with UN bodies and gender and development units
- Fund raising.

*Outcomes: How do we measure desired results?*

- Greater participation in the industry through improved access to jobs, income and wealth creation opportunities
- Creation and production of equipment and services which are responsive to women's needs (human-computer interface issues, systems design, content, language etc.)
- Improved access to services
  1. Creating equal opportunities
  2. Greater attention to affordability in serviced provision;
  3. Equitable service delivery through network deployment policies (example :use of GIS to identify where to put telecentres)
    - Make ICT services available to women's groups
    - That these technologies be used for wider social goals through improvements in economic justice, equitable allocation of resources, enjoyment of health and well being.

Valetta resolution is very ambitious, but Paulette's presentation showed us that an ambitious agenda can be used as one of the pressure points to get the change needed. Often started off with discussion with government and private sector. Agreements are tools that we can use as springboards for our own activities.

This is to show where we are now as a group, as the basis for our discussion on the next steps that we are going to take.

**Strategy** is how we are going to do it.

**Action plan** is not what we are going to do except for including next steps.

### **Section 3.2 (Power Point Presentation by Gillian, to add)**

Before continuing with strategy development, the group underwent a review of the framework of the TFGI through a presentation by Gillian Marcelle on Gender Issues in Telecommunications Development. Ms. Marcelle originally made the presentation to the ITU Development Sector at a Geneva meeting in September 1998. (*Please see Appendix for presentation text.*) The strategic objectives of the Task Force on Gender Issues are highlighted below:

### **TFGI Strategic Objectives**

- Ensure that women have equitable access to the benefits of telecommunications and are not disadvantaged by sector reform and industry changes.
- Design and provide telecommunications technologies and services which take account of women's needs and requirements.
- Increase women's participation in all levels of the telecommunications sector.

Discussion around the TFGI goals for the ITU in order to achieve the strategic objectives highlighted that thus far political objectives had been the main focus of the workshop. What kind of an environment can the TFGI create to use as an entry point? How is it possible to get support among the necessary people?

In order to gain further clarity on this front, participants took turns sharing what they saw as the key political objective in mainstreaming gender into the work of the ITU:

- Top political commitment
- Awareness of GM by top political structures
- SG adds into his speech, gender awareness as a priority level
- To meet the entry points
- Commitment from the administration
- Gender perspective included in the strategic plan, HR and budget
- Awareness from NGOs and women's groups
- Need money for a gender unit in ITU
- Organized networks
- Continue training for the committee
- Specific policy statement in the ITU regarding the structure of the ITU and its study groups
- Development of a briefing product for the higher management and regional offices
- Make optimum use of external entry points
- Better linkage between ITU and other UN agencies
- More human resources
- Accountability at every level
- Private sector practices are reflected in ITU management
- Best private and public sector practices
- Greater participation at international meetings
- Systematic trickle down effect from ITU to member states

- More women in higher management
- More telecentres
- Political pressure from the Administration to the SG, create political pressure.

Given these objectives, the next step is to create the political will to see if this is achievable in the next two years. What **MUST** we have to achieve if anything, and what can we do in the next two years. For each goal one needs to have a separate strategy, and therefore the goals need to be prioritized.

What is it that the Task force can do to strengthen the commitment to accomplishing the objectives set up. Highlight the strengths, opportunities etc. of the Task Force. List some **key strategies** for the Task Force based on building our strengths and opportunities but mitigating our weaknesses:

1. Review the Recommendations (which ones are relevant to strategic decisions):
2. Report to the Council on gender and the successes and key remaining challenges as part of that report.
3. Advance the objective by reporting remaining challenges
4. Mandate for the region
5. Briefing package for experts and field staff
6. Angela King to visit the ITU members and the Task Force prepare a briefing for her
7. UNIFEM regional people to collaborate with ITU regional offices
8. Bring APEC into the TF
9. TF should participate in global knowledge 2
10. Work with UNIFEM to get more involved in Global Knowledge 2
11. Deal with refusal of senior management who refuse GM training to package stuff differently.
12. TDAG, RAG and TSAG
13. Link to Paulettes website and write her story in an ITU bulletin
14. Link Paulette's company to another group for wider exposure

The group then collectively did a general SWOT analysis with the political commitments and strategies in mind, with a focus on the pursuing these within the ITU:

## SWOT ANALYSIS

<p style="text-align: center;"><b>Threats</b></p> <ol style="list-style-type: none"> <li>1. Programmes getting stuck in BDT</li> <li>2. Lack of resources, time human resources and money</li> <li>3. Apathy and inertia</li> <li>4. Distraction by other concerns</li> <li>5. Time is running out (2 years)</li> <li>6. Trivialized and women not taken seriously</li> <li>7. Lack of understanding from staff</li> <li>8. Resistance to change</li> <li>9. Diversion of focus on gender issues</li> <li>10. Initiatives get stuck in BDT and don't get taken further.</li> <li>11. The TFGI has a mandate but no authority.</li> <li>12. No gender structures</li> </ol>	<p style="text-align: center;"><b>Opportunities</b></p> <ol style="list-style-type: none"> <li>1. Toure's leadership</li> <li>2. ITU needs to demonstrate relevance to the industry and the sector on gender reform.</li> <li>3. Reform and restructuring process within the ITU</li> <li>4. New HR director</li> <li>5. Change in the industry and integration of the internet and convergence of women into the industry.</li> <li>6. Established processes that exist in the ITU</li> <li>7. Climate for women in development in all sectors</li> <li>8. Increased awareness from sector members</li> <li>9. Existing networking between NGOs privates sectors and UN agencies</li> <li>10. Women becoming leaders in the internet industry.</li> <li>11. Upcoming global conferences</li> <li>12. Work with senior officials to bring them on board.</li> <li>13. Growing commitment on the part of the industrialized countries (G7) to change the ITU system.</li> <li>14. ITU to demonstrate market relevance</li> </ol>
<p style="text-align: center;"><b>Weakness</b></p> <ol style="list-style-type: none"> <li>1. Resistance and obstacles rhetoric no action</li> <li>2. Lack of institutional knowledge at the ITU and of gender knowledge within the ITU.</li> <li>3. Cultural background of elected officials</li> <li>4. Few women in high management positions</li> <li>5. Lack of Gm</li> <li>6. History of the male cultures</li> <li>7. Little pressure for change within ITU at all levels</li> <li>8. Bureaucracy</li> <li>9. No mechanism (career and promotional track)to all for women to move up into the system</li> <li>10. Not that many women in the telecom industry in general (thin woman feeder system).</li> </ol>	<p style="text-align: center;"><b>Strengths</b></p> <ol style="list-style-type: none"> <li>1. Momentum underway</li> <li>2. Formal mandate</li> <li>3. Growing development commitment</li> <li>4. SG motivated politically speaking</li> <li>5. UN agency leadership and pressure on ITU</li> <li>6. Spread of skills and dedication of the task forces</li> <li>7. Developing countries to find ways for capacity building for women, growing development. Commitment</li> <li>8. Policy support and development of performance indicators</li> <li>9. BDT showing small winds of support</li> <li>10. Legitimacy of the external pressure</li> <li>11. Growing telecentres in developing Countries</li> <li>12. Commitment from focal points, personal commitment</li> </ol>

With this breakdown, key entry points were then identified:

### **KEY TARGETS Entry Points**

- Secretary General
- Management Committee (coordination committee and the PSC committee)
- Regional organizations
- Director of the BDT
- ITU Gender Focal Points
- Deputy Director of BDT
- Assistant Director of BDT for programmes and strategies
- Regional directors and staff (at least one focal point)
- National administration officials
- ITU chief of personnel services
- Council working group on ITU reform
- TDAG
- Sector Conferences
- Study groups

### **SESSION 3.3**

The group then went through an exercise together to prioritise recommendations within each of these central areas., arriving at some strategies and enabling the group to both conceptually and concretely locate recommended steps within the overall umbrella framework of priority gender mainstreaming activity areas.

### **TGFI Goals**

#### **1. Strategy Policy**

- SG refers to gender awareness in major speech
- Top political commitment
- Gender perspective on ITU strategic plan, HRD policy and budget
- Specific policy statements on ITU study groups
- Political pressure
- Better linkages with ITU and other agencies

#### **2. Acceptance of Shared Responsibility**

- Engendering job descriptions
- Top political commitment
- More resources
- Briefing kit
- Gender perspectives
- Strategic plan
- Commitment from Admin

#### **3. Staff Capacity, analysis of gender issues and gender unit**

- Awareness of entry points
- Awareness and relationships with NGOs

- Networks
- Continual training of TFGI
- Gender unit at ITU
- More resources

Within this framework, seven recommendations were identified as top priorities: (narrowing our objective which can be accomplished in the two years remaining in the Task Force):

### **Top Priorities**

1. top political commitment
2. gender unit
3. gender perspective
4. Commitment from administration
5. Engendering job descriptions
6. Awareness of entry points
7. Critical training of ???

Based on previous inputs, the group then delineated key components of each of the seven objectives, arriving at a concrete strategy framework to take forward for action.

### **Strategies**

#### **Objective 1: Top Political Commitment**

[to add]

#### **Objective 2: Gender Unit**

- TFGI help draft effective document on Gender Unit to BDT/ITU officials
- Mobilize UN Inter-Agency group in support of Gender Unit
- Mobilize ITU members to pressure the S-G to create a gender unit.

#### **Objective 3: Gender perspectives in key in BDP procedures and practices, e.g. budgets, to operationalise mainstreaming.**

- Develop specific programs for developing ideas
- Link with the other UN agencies, NGOs to focus on gender.
- Get gender into programmes to spend existing money by being more clearly integrated in the guts of BDT's work
- Provide BDT staff with tools. Make links with experts
- Make good use of WTDC and demonstrate tangible objectives and build results;
- Build continuity in TGF I project and workflow

#### **Objective 4: Commitment from the Administrations**

[missing]

#### **Objective 5: En-gendering Job Description**

- Include in policy guidelines

- Request Working Group on Reform to include in their deliberations
- S-G to include by extending HR policy to include policy guidelines
- Submit paper from Regional Organisation to Reform Group

#### **Objective 6 : Awareness of entry points**

- Building awareness: want entry points to be aware of the TFGI's policies
- Providing a report from the TFGI to the TDAG
- Angela King to attend a PSC meeting to brief them on the UN system, after, the TFGI has briefed her.
- Briefing to the BDT officials on the events of the TFGI and their workshop with UNDP.
- Regional Rep meetings, and allow them to come to HQs.
- Administration should contact the regional offices to raise the awareness for entry points for gender mainstreaming.
- Prepare a briefing package
- Utilization of the Private sector as an entry point, and how to do this is to package what they do in more commercial terms, in terms of results, tangible, and measurable results. When talking to businesses in developing countries, there is no clear view of the market available there. We need to make the case, and articulate that women are the largest customer base and a huge resource base and are a strong market. This is a case to make to indigenous countries and gain the support of the sector members. (do have to be conscious of other factors going on within these contexts).
- Mobilization of the NGOs and their support and lobbying to the administration.
- See if we can get people like Paulette, who can visit the TDAG council or meetings or with the working groups, on what the ITU policy means to her and to the women on her meeting.

#### **Objective 7: Continued Training and Capacity Building for TGFII and the larger BDT**

- Include in TF steering committee meeting.

**[note to GIDP] Good thing that Akiko is here so that we can be sure gender competencies can be included in job descriptions (good to get a copy of these)**

What we want is commitment to do something. To take seriously the commitments that have already been put in place. Support of management Gender focal points can actually carry out that role.

To add on that thought, I think that where there is political commitment there is not an understanding of how to operationalise the commitment. That's why we see #3 as important, so that there is actually something to do, once the policy is in place, a lot of the other things are outcomes of that. The commitment, and knowing what to do about it are critical. Not talking about documents, the operational processes of the organisation.

One of the important learning of these three days is that we need to go beyond documents, we want mainstreaming in the practice re. So we want the ITU to take really

seriously gender mainstreaming, so that it takes account of GM in what it does on a daily basis in the ICT arena. We have to limit to what the task force can realistically accomplish. We cannot realistically implement high level issues. We will discuss the practicalities later.

Pat's point is really critical, and tied to bring it up under lack of authority. The impulse for all this is coming from forces external to ITU. We need to be strengthening the internal capacity to lead this kind of work.

We have under our priorities, everything that was talked about at this table. Building GM into the JD's, practices. Gender Unit which is resources. We have captured the concerns of the TFGI.

Gillian mentioned that the Task Force needs to serve as a resource to the ITU, however not to spend the next two years working on ITU's internal commitment to gender equality and its own internal reform process. The TFGI's focus will be on the countries that the ITU focuses on and on their regional structures.

Allison's point is that the original focus was not on the regional gender focal points. Gillian finds that there is a threat to say that if we want to go out and do GM in the ITU, that is harder and that it's a hard task and that GM in the ITU will come to mean representation of women in the ITU. However as Walda says if you don't do the other things, than its hard to make these things happen. The task force is not trying to get the programmes through in a vacuum, and all the things we are trying to get accomplished will be done along with other items mentioned throughout the workshop.

Th objectives are there and will stay, the team has the mandate to follow this, however the problem and danger is that the task force is external. Talking about these issues here, highlights the fact of which of the mainstreaming priorities to strengthen the BDT on gender issues for the objectives to be met. To meet the political how do we help as an external task force group to the internal structures of the ITU.

In the past we don't have the **how** to achieve these goals. How do we use the existing resources in the BDT to do this. The policies already exist. We need to gear the objectives to the BDT. Ensure the BDT mainstream gender practices over the next two years. This is what we are doing to strengthen this and there needs to be more coordination between BDT and the TF. Resources are key to this process.

BDT

Gender unit-} Programming.

Have the programmes, and objectives, but no money. We could go external to get a commitment to this. Or we could get it from the ITU budget. But that means you have to be aware of the entry points, and you have to have money. Every suggestion requires money. Money is a political issue in the ITU and that's where the group began yesterday.

Yesterday much easier to get money on the programmes rather than the task force. Therefore get money for GM in the programmes of the ITU and the existing money on the task force and their objectives, by being involved more closely with programme identification and in the guts of how the BDT does its work. We can get our objectives done via BDT rather than money spent on the Task Force. Where there is the political will, you want to operationalise the whole process of mainstreaming and one way to do this is to get involved with the ITU process. Providing people with the tools, methodology. Make links with the experts.

Experience has shown that there comes a time when things look pessimistic. We have identified five priority objectives, but we have to have those as the start and not neglect these at the next reporting session. These are the most important goals in trying to make good in the reporting and to get some tangible results in the ITU and in the application of ICTs. If we don't show tangible outcomes, it will make or break the Task force. By keeping the 5 priority objectives and the inclusion of the GM in the programmes of the ITU, we will have them and the five objectives will still be there. GM in the programmes of the BDT are the most important.

Needs to be some continuity between the projects and what has happened at this workshop.

What is needed to build a Gender unit at the ITU? What is the current budget situation at within the ITU/BDT?

- Budget cut by 50,000 Swiss francs next year, because they added it this year's budget.
- In the meeting with Toure, where Pat mentioned the issue of gender within the programmes and or budgets. The answer is that it is being done in programme 1, and in programme 3, and in programme 2, they are trying to get the idea that women do have to be included and its not mainstreamed as yet as UNDP defines it. Needs specialized capacity to do this and the gender recommendation, and has been discussed it with Mr. Toure who has agreed to mention this to the top management, however not beyond that in the actual creation of the unit. He is awaiting the briefing from the Task Force pertaining to this meeting. Each unit has asked to give some resources to the creation of this, however, this is all awaiting the briefing with the TF and meetings with higher management.

Walda says it goes right back to political commitment. What are the strategies need to make this happen.

The document that Pat sees as her own prep needs the full participation and support from the Task Force and the clarity of message and using all the resources to make the document as better as possible, including UNDP as a force behind this. This includes:

- The gender group at the ITU who needs to be involved and their support is key.
- The mobilization support the entire interagency gender focal point group, in accordance of the ACC support statement to strengthen the commitment.

- Mobilization of some key members, around the creation of the gender unit and their strategic support to put pressure on the S-G to create this unit. Should come from strategic members.
- A strong political commitment involves, education, awareness. Political commitment has ripple affects that could resonate with the S-G. Commitment from administrations, could come from Task Force members themselves and their links with their own country governments.

A resolution offered by the administrations to create a gender unit. We have gone through the top three.

### **Closing Session (Sarah Murison)**

Evaluation Forms to be filled out.

Review the parking lot very quickly.

Next steps:

- Finalize the report
- Executive summary
- Draft the documents
- GIDP to distribute a copy of the proceedings and the capacity building report dimensions of the workshop
- Report of CB training on the workshop, strategic document(what the TFGI have come up with the elements of the strategic recommendations, executive summary).
- GIDP to prepare the report and send it to Lynn Gallagher.
- Need a briefing document for the reform group
- Finalize a paper on a gender unit (Pat Faccin to finalize and distribute to the group by 15 December and the TFGI to respond with their comments back in one week).
- Pat to discuss with Toure

### **Go over the Hopes and Fears to see where we are:**

The TFGI came with broad expectations, and it seems that we are moving in a far more strategic direction. The distinction between GM in an organization and in programmes and issues was a parking lot issue, all the strategies that we have been talking about our organizational GM, especially within the BDT/ITU given the objectives and priorities the group set, even though there were reminders of this process at the field level.

Gillian thinks that the TF benefited to having access to the UN family that has had significant progress in GM. The ITU benefits with this information and the linkage from technical and human development was strengthened both ways over the duration of the workshop.

Three main processes in the way the telecom sector is structured. The impact of the activities of these activities on gender relations. Facilitating a consultative process there was not enough time in this case for the facilitation meetings. The meeting could have been strengthened more with a longer facilitation meeting.

## **Flip chart notes from Day 1**

### **Recommendations (Day 1)**

- Executive Summary/ Transmittal Letter to ITU officials
- Provide all documents in French even if post-workshop
- Develop a product to continue the training in ITU- need to define the scope of the product
- To develop an ITU product on capacity building for GM (training materials)
- Concentrate on small number of issues from which we can get meaningful results and provide leverage ammunition.
- Have a clear agenda vis-à-vis gender transformation. What do we want?

### **Parking Lot (Day 1)**

- Distinction between organizational and policy mainstreaming
- A key deliverable: a separate document focusing on specific issues/audiences of ITU (transmittal of a letter to Senior officials of ITU (exec. summary).
- How to bring the issue by “packaging” it in a certain way.
- Implementation- Addressing the chasm between what is passed, policies, etc. and change on the ground.
- Applicability of the LCB methodology to addressing gender in particular socio-cultural contexts. (for example in the face of fundamentalism in Mali).

**Flip chart notes from Day 2**  
**How does the ITU/BDT do its work?**

*ITU*

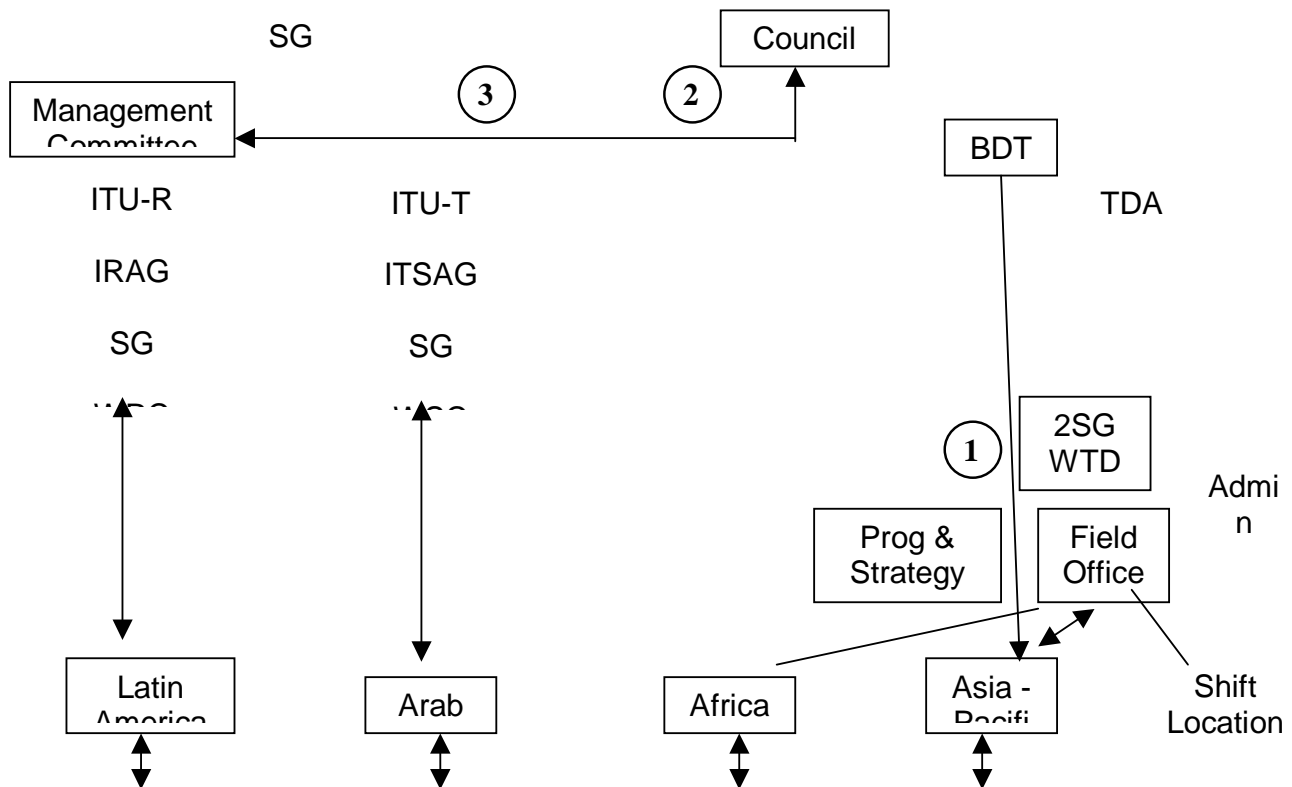
- No official tools
- No checklist

*BDT*

- Changing now (including measurable indicators)
- Each sector (T/R/BDT) works differently
- Secretary General taking on policy and regulatory role
- BDT moving to measuring outcomes: specific criteria
- Partnership with private sector/NGOs
- BDT's role to 'bless' the project
- Instinct for how the system is working
- Formal decision making "Traditional"
- Projects no longer main area of work. Focus on implementation of
  - Training programmes/capacity building
  - Pilot projects

Problem Identification

- Comes from the field
- Regional offices have been restructured



National Level
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*How can we (regional offices) influence PRACTICE / implementation activity?*

**1. Appointment of focal points – 8 Regional offices, administrators**

- Disseminate TFGI information (briefing pack)
- Use them for advocacy and awareness

**2. Networking among focal points**

- Directory of regional offices

**3. Activities of the regional office, building capacity**

- Recommending women
- Identify projects
- Influencing countries/learning from countries
- Job description of Head of Regional Offices should include responsibility for gender mainstreaming
- Improving performance of regional offices, diffusing benefits from the country where it is located

Existing Activities

- Training Seminars
- Work of the VAP
- ITU Reform Process, chaired by Lyndall Shope Mafole
- Working Group HRM/Programme – influence national governments
- In particular recruitment, training and non discrimination
  
- Influencing “ideas”, “values” of the Reform Working Group – Gender Equality as a core issue and central to success of ITU
- ITU of out step with changes in understanding staff composition
- Y2K project management as problem solving
- Of the 50 (44-52) US powerful women 80% ICT industry

### **Flipcharts from Day 3**

#### **Recommendations**

- Report to the Council on Gender SHD include successes and key remaining challenges
- Mandate of the region (regional offices) should include responsibility for gender mainstreaming.
- Briefing pack for experts and field staff
- Make a task of the TFGI and include a gender perspective in each of the programmes
- A. King to visit ITU management committee. Question to be prepared.
- UNIFEM Res Rep to collaborate with ITU regional offices. Task force to prepare briefing.
- In dealing with refusal of Senior Management to accept training: package/phrase in other ways: find other ways
- Paulette should tell her story to the ITU Management Committee, TDAG, RAG, TSAG
- Link to Paulette's website and write her story in the next ITU newsletter
- Put Paulette's company in touch with Prime Communications (franchising of telecentre applications) and Safika on-line
- Bring APEC-TEL into TFGI virtually or some other way, as well as from America.
- TFGI participate in Global Knowledge II, with scholarships for developing Country Reps.
- Work with UNIFEM to get more involved in GK II
- Get more women involved in Telecoms and other conferences

#### **Resources**

- Mid-course evaluation of Plan of Action for the promotion of women 1996-2000, Final Report (French). Contact Person: Mdme Traore, Mali
- Guide to Gender Sensitive Indicators: CIDA
- Project-level handbook on gender sensitive indicators: CIDA
- Revised CIDA gender policy: [www.acdi-cidagc.ca](http://www.acdi-cidagc.ca)
- Paulettes website: [www.gcnet.cm/afac](http://www.gcnet.cm/afac)
- "Gender considerations and the APEC Communication Working Group:" ITU website
- "Equality prompts Sheets:" SIDA [www.sida.se](http://www.sida.se)
- DAC source book on concepts and approaches linked to Gender equality: [www.oecd.org](http://www.oecd.org)

#### **Strategic Objectives: Official (Day 3)**

- Equitable access of women to benefits of telecom and are not disadvantaged by sector reform and industry changes
- Design and provide telecomm technologies and services which take account of women's needs and requirements.
- Increase women's participation in all levels of telecommunications sector.

### **TFGI Goals for ITU (2 Year Horizon)**

- Top Political Commitment and awareness of GM
- Entry points defined in day 2
- SG adds to speech to “Promote Gender Awareness in the ITU”
- Commitment from the Administration
- Engendering Job descriptions
- Gender perspective in the strategic plan of ITU and HRD policy/budget
- Awareness of NGOs
- Gender Unit at the ITU
- Organize networks of women
- Continue to training for the TFGI
- Specific policy statement regarding ITU study groups
- Briefing Package
- Optimum use of external entry points
- Better linkages with ITU and other agencies
- Political Pressure on S-G
- More resources

SWOT Analysis Flipcharts (see notes from Day 3)

### **Private Sector (Day 3)**

- Package what we are doing – tangible measurable results – supply/demand arguments – women as customers
- NGOs mobilise to approach ITU
- Training – capacity building and staff in ITU/BDT
- Include in TF Steering Committee Meeting.

### **Entry Points (Day 3)**

- Building awareness
- Providing Report TFGI to TDAG
- A. King to attend PSC to brief officials
- Presentations to ITU Reform and ITU meeting and at training session for BDT Regional Reps
- Administration and Regional organizations and UN organizations to contact Regional offices
- Briefing Kit

### **Engendering HR Policy (Day 3)**

- Include in policy guidelines
- Request SG to include by extending JD

- Performance indicators
- Request Reform group to include in reform
- Submit paper from Regional Organization to Reform group
- Executive Summary of Capacity Training to be sent to the Chairperson of Reform Group.

### **Priorities (Day 3)**

A1	B1 2,2/4	C1 1,2/3
A2 5,5,1/11	B2 5,5/10	C2
A3 5,4/9	B3 4/4	C3
A4	B4 1/1	C4 3/3
A5	B5 4/4	C5 4,3,3/10
A61/1	B6	C6 4/4
A71/1		

### **Priority Objectives (Day 3.4)**

- Top political Commitment
- Gender Unit
- Gender perspective in key processes and practices
- Commitment from the Administration
- Engendering HR policies
- Raise awareness for entry points on mainstreaming
- Continued training of TFGI and others in BDT

### **Key Targets (Entry Points)**

- Secretary General
- Director of BDT
- Deputy Director, BDT, Field Operations
- Assistant Director, BDT Programs and strategies
- Regional Directors and Staff
- Regional Organizations
- National Administration Offices
- Chief, Personnel Officials
- Chief, Personnel Services
- Council
- Private Sector
- Council W.G. on ITU reform
- TDG
- Sector Conference and S.G.

### **TFGI Goals for the ITU**

- S-G accountable for field offices
- ACC at every level
- Private sector practices in ITU management
- More women in international for a
- More telecentres
- Systematic trickle down from ITU to member states
- More transparent information flow
- More women in higher management in the ITU

### **Strategies (Day 3)**

- Develop specific programs for delivering ideas
- Link with other UN bodies and NGO's with a focus on gender
- Get gender into programmes to spend existing money by being more closely involved in the heart of BDT work
- Provide BDT staff with tools to make links with experts
- Make good use of WTDC and demonstrate tangible objectives and results
- Build continuity in the TFGI projects and work flow
- TFGI to help draft effective document to BDT/ITU officials
- Mobilize UN gender groups
- Mobilize ITU members to pressure the S-G to create a gender unit at the ITU
- Target women ministers to join efforts to energize local groups
- To influence the ITU in various arenas
- Pressure the ITU administration from outside sources
- Share research with the administration with analysis to raise awareness
- TFGI will work with own and other administration, letters and visits to S-G, WRC and WTSC and other meetings, WG on reform
- Resolution by administration to create a Gender Unit
- Work with the administration on capacity building and giving product showcasing and best practices of the administration
- Entry points in the Administration-power-access with specific individuals and what they need to do

### **TFGI Goals**

#### **A. Strategy/Policy**

- S-G refers to gender awareness in major speech
- Top political commitment
- Gender perspective in the ITU strategic plan, HRD policy and budget
- Specific policy statement regarding ITU study groups
- Political pressures on the S-G
- Better linkages with ITU and other agencies

#### **B. Acceptance of shared responsibility**

- Engendering job descriptions
- Top political commitment

- More resources
  - Briefing kits
  - Gender perspectives in the strategic plan
  - Commitment from the administration
- C. Staff capacity and analysis of gender issues
- Awareness of entry points
  - Awareness and relationships with NGOs
  - Networks of women
  - Continued training of TFGI
  - Gender Unit at the ITU
  - More resources

## APPENDICES

### Rapporteurs for the three days:

Day 1: Tony Zeitoun, Iris Struiken-Wijdenbosch , Akiko Kojima and Lynn Gallagher, Ali Habsou

Day 2: Walda Roseman , Gillian Marcelle, Savitri Bisnarth, Patricia Faccin, Natasa Gospic

Day 3 Allison Gillwald, Paulette Abenkou Eba'a, Gillian Marcelle, Mmathapelo Lengosane

GIDP Staff Rapporteurs for the three days: Leah Retherford and Farzana Karim

### Review and Comments on the Needs and Capabilities Assessment (NCA)

- Build up the NCA from the participant's perspective, rather than from a UN system perspective.
- Add a category of one's own organizational system (not the same as one's org.), an organizational structure that makes the decisions relevant to the overall goals, how does one make changes there, which has an impact on their own two areas.
- In the ITU perspective, if the focus is on ourselves and the organizations that we represent, then a lot is lost and the discussion will focus on problems and projects that will benefit our own organization. If the agenda is for the ITU and the work is for ITU, the NCA should reflect that.
- A comment to counter that, is If the focus is on the ITU, then one cannot disregard the participant's own organizations, which feed into the ITU systems.
- The objective is to look at the ITU system and utilize ITU tools to enhance GM. Also we cannot ignore our own organizations, however, the focus should be on the ITU.
- To fill out the questionnaire, each participant has to answer the questions according to their own experiences rather than from an ITU perspective given people's background.
- Real difficulty came with the section on context, and what we are trying to assess. Challenges posed by a particular context. Have to know the purpose of section one. The instructions failed to be explicit regarding this section.
- A point made by the facilitation team is to make the questionnaire from the perspective of the ITU rather than their own policies. Given the objective of the workshop, this perspective might be more useful.
- What are the NCAs going to be used for? What are we (participants assessing). Please clarify, what is being measured. The original intention was to use this as a basis for needs assessment. Measure one's own assessment to measure their competence.
- How does doing the NCA done today and Friday change our thinking in that period of time on certain questions.
- Do need to discuss acronyms used throughout the NCA and to provide participants with the explanations for them.

- Better organize the distribution of the NCAs prior to the workshop, and in close collaboration with the participating organizational coordinators working on the facilitation team to get their inputs and feedback before distributed to all the participants.
- The first page has to accommodate participants from the various organizations and allow for that to be reflected on the first page and throughout.
- Pages 2-8 were important to establish the substantive areas for building capacity for gender mainstreaming. Good to have a priority list of the six critical substantive areas and see what kind of capacities could be built in specific situations.
- For the purposes of the ITU workshop, the substantive areas to implicitly focus on are strategy development and mainstreaming.
- Networking skills and competencies are essential in order to work with the wider community outside of the telecoms industry who are working on similar challenges but in different contexts.

### **What should be in the report**

- Key areas highlighted from the key performance areas associated with capacity for gender mainstreaming sheet that the participants picked
- Main conclusions of the key areas for strategy building

### **Audience of the report**

- Other members of the Task Force
- Senior ITU officials
- Transmittal letter to the ITU officials (with a different face)
- Administrative Council
- TDAC
- ITU staff group
- HR director
- Finance Director