



Question 15/2: Human resource management and development to successfully meet the challenges of sector reform and transformation, with special emphasis to employment including consideration of gender issues

## **STUDY GROUP 2**

SOURCE: PROPOSED RAPPORTEUR FOR QUESTION 15/2

TITLE: STATUS REPORT AND PRELIMINARY WORK PLAN

### **Introduction**

This contribution provides a status report on the work associated with Question 15/2 as well as a preliminary work plan.

### **Web Conferencing**

A significant portion of the work associated with this question is expected to be done electronically to reduce costs, increase our efficiency as well as encourage greater participation.

A web conference named "*ITU st. Gr. 2 – Q 15/2*" has already been established by the ITU (Mr. Jaime Herrera, who will act as the ITU support person for Q 15/2).

A series of relevant documents has already been posted on this conference site including a Statement of Purpose (see attachment).

### **Network of Collaborators**

A network of collaborators is in the process of being established. As of the 17 July 1998, eight (8) collaborators have already agreed to participate. It is expected that this number will grow substantially by the end of September.

Collaborators/associate rapporteurs are expected to complete the following tasks as they join in:

1. Provide a "self-introduction".
2. Review existing documentation.
3. Provide a short contribution outlining their thoughts on the issue of study, as well as suggestions on what the work programme should include.

### **Work Programme**

A preliminary work plan is attached to this contribution. It is too early, at this time, to provide a more detailed description of its content. A detailed work programme will be established, in consultation with the group of collaborators, subsequently.

### **Centres of Excellence**

As this topic is expected to be a major element of our programme, work has already been started on at least two projects; one in AFRALTI, and one in ESMT.

Annex (2)

## **PRELIMINARY WORK PLAN FOR QUESTION 15/2**

1. Establish a network of collaborators (activity already started).
2. Review proposed new question and relevant existing documentation (documents already posted on our web conference board).
3. Review the Centres of Excellence projects.
4. Develop a work programme in consultation with collaborators including expected outputs and yearly milestones.
5. Study and analyze the results of research activities as well as other contributions.
6. Report on the progress on a yearly basis.

## **ITU STUDY GROUP 2 - QUESTION 15/2**

### **PURPOSE**

The question that we will be studying is the following;

“Human Resource Management and Development to successfully meet the challenges of sector reform and transformation, with special emphasis to employment including consideration of gender issues”.

No successful reform and transformation can occur without the continuous commitment, support and personal ongoing involvement of senior policy makers and managers in this change process. Transformation should now be the central challenge and primary task of leaders in both the public and private sectors. Because of this reality, the main focus of our study group will be to help these very senior managers (policy makers, regulators and operators) in successfully facing the challenges of sector reform and transformation of the operational entities (service providers).

Policy making as well as the management and regulation of operating entities in a commercial or competitive environment requires an organizational culture entirely different from the one generally prevalent in a monopoly framework. This new environment requires a substantial transition that involves the development of new skills, new behaviours as well as new working relationships.

### *EXPECTED OUTPUT*

Our work should produce, inter alia, guidelines, lessons from experience, best practices, as well as recommend action plans or programs to help senior policy makers; regulators and operators meet the challenge of our new telecommunications environment.

### *LOGISTICS*

To save time, reduce costs, increase our efficiency and encourage greater participation, most of our work will be done electronically. Although the bulk of our work will be carried out in English, we welcome contributions in French and Spanish.

### *PRELIMINARY WORK PLAN*

A network of associate rapporteurs or collaborators will be completed in the next few weeks. As you join in, I would ask all to complete the following tasks:

1. provide a “self-introduction”;
2. review existing documentation;
3. provide a short contribution outlining your thoughts on the issue of study, as well as suggestions on what our work programme could include.