How to bridge the standardization gap - Service Operations Perspective

ABSTRACT

Standards have significant impact on both capital and operating expenditure for ICT service providers which translates into affordability of the services to the end users. Though advances in technology have brought about invaluable service innovations that are facilitating users to participate meaningfully in the digital economy, there still exist digital barriers to the realization of the full potential of ICTs. Some of these barriers are inadequate of lack of access, interoperability of service across networks, skills to use services and affordability; whose causes can be partly traced to standardization of services and service provision. This calls for the empowerment of end users to be able to take advantage of ICT opportunities in pursuit of their day-to-day development endeavors. At the level of e-applications, national and international partnerships can help to create the necessary impetus for digital bridges when connectivity, content, capacity building, and policy components are included since this can enhance standards adoption.

From the perspective of service operations procedures for ICT consumers, it is suggested that within the realm of NGN and broadband standards-based services that are easy to use across all networks constitute critical digital bridges and should be encouraged across the whole spectrum of ICT discussion in the region. The paper concludes by providing some recommendations.

*Key words***:** *Standardization, service operations, partnerships, standards-based services, capacity building*