



# Towards a Global & Sustainable Capacity Building

## *Discussion of Options*

### ***Training on Competition and Changing Market Conditions: Impact on ICT Regulation***

Addis Ababa, 6<sup>th</sup> – 9<sup>th</sup> November, 2007

By

**Boutheina Guerhazi**

World Bank Group

**Why emphasize Capacity Building?**

**Overview of Supply of Capacity Building**

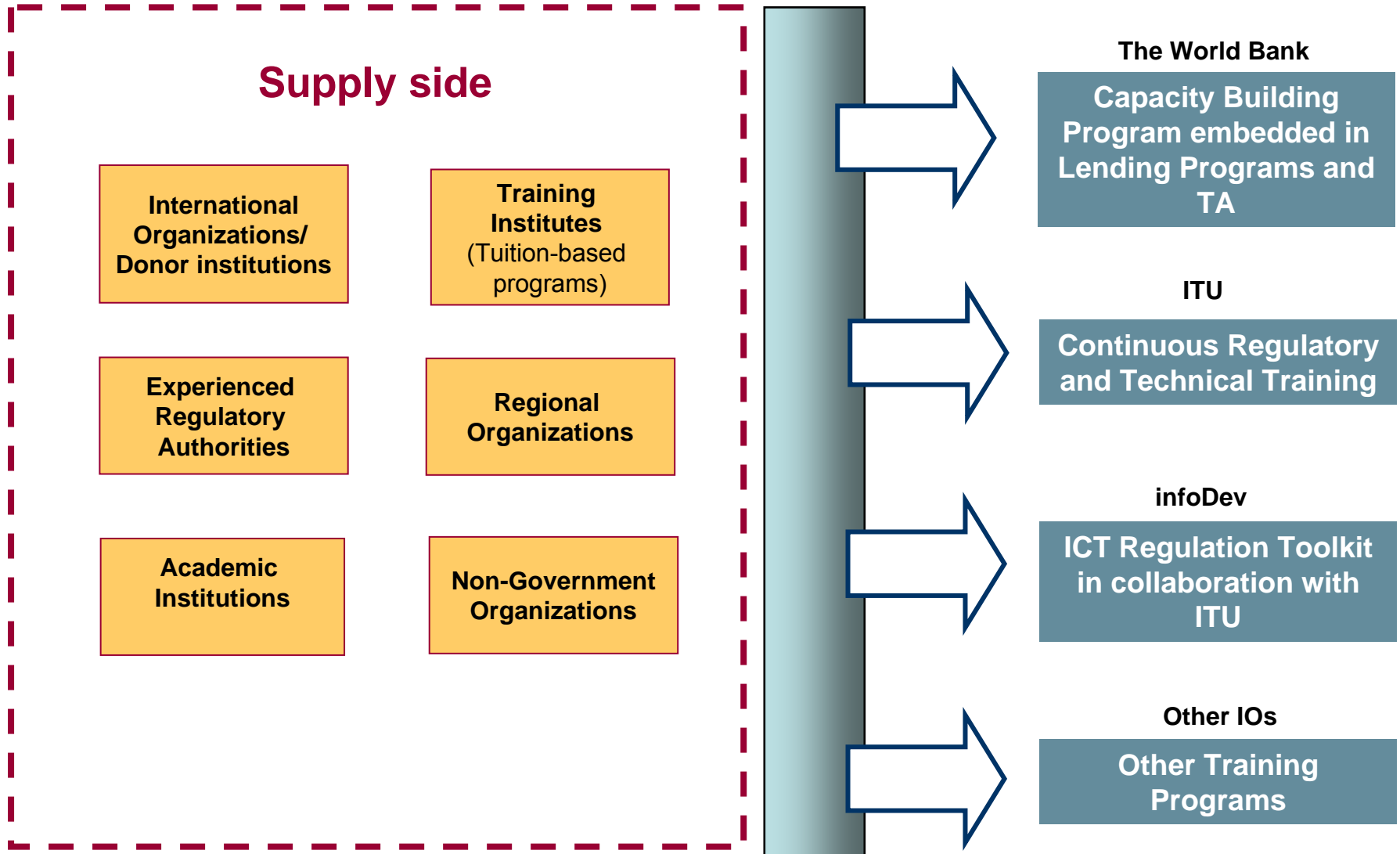
**Growing Demand for Client-oriented Capacity Building**

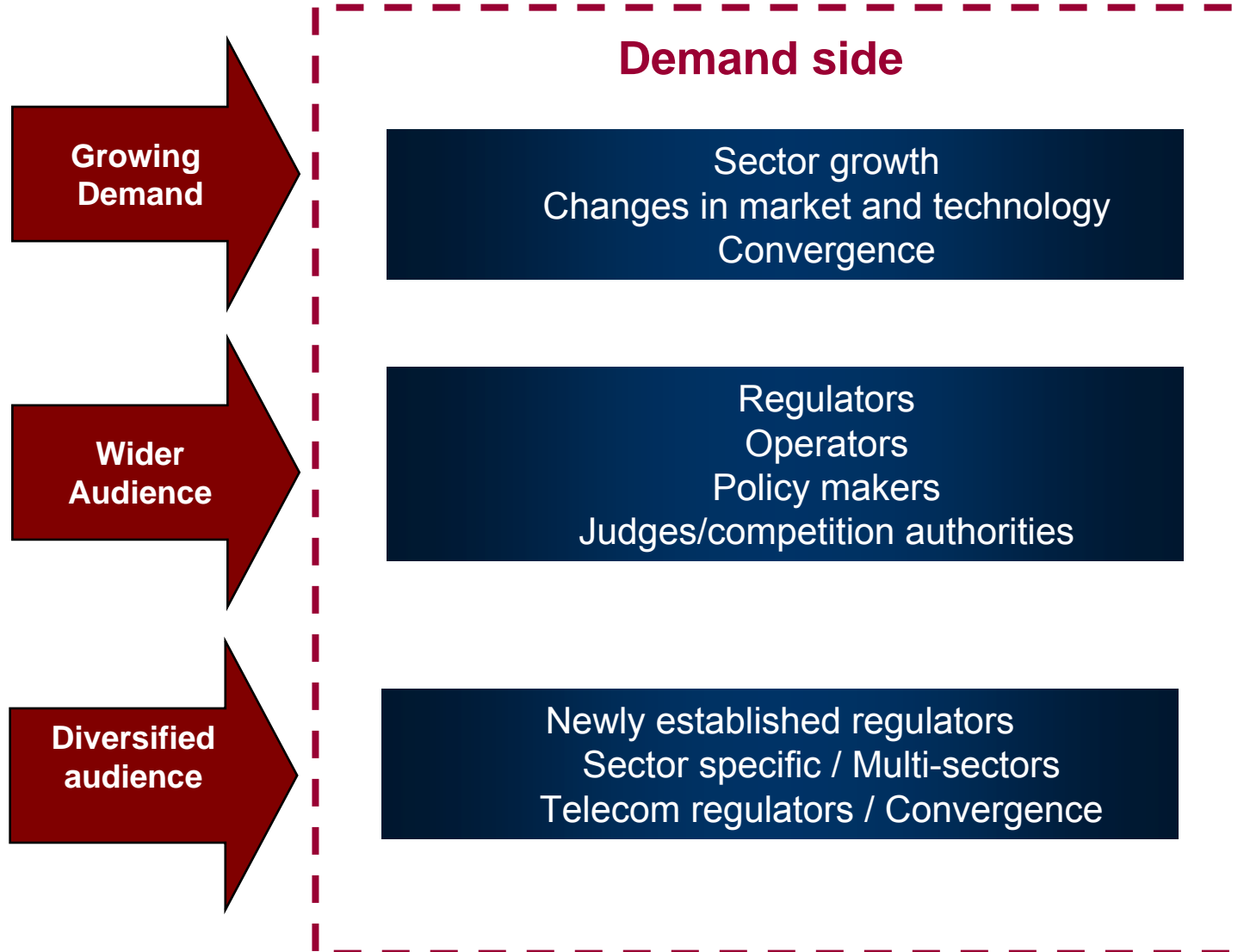
**Highlights of the GCBI**

**How Do we get there? Issues for discussion**

- **Effective regulatory framework is key for promoting ICT for all**
  - **Effective regulatory framework key for making markets work**
  - **Impact on wider access, better prices and improved quality**
- **Lessons from experience**
- **WSIS, Geneva 2003-Tunis 2005**
  
- **Regulators and policy makers need adequate tools and skills to design, implement and update their regulatory environment**
  - **Critical element for successful sector reform**
  
- **Sector characterized by a high rate of innovation both with regards to technologies and business models**
  - **Constant need to update skills to stay in tune with the latest developments in the sector**

# Supply side: Wide range of capacity building programs dealing with ICT policy and regulatory issues





# Does the Current supply meet the demand?

- Discussion GCBI questionnaire
  - Training opportunities at your institution
  - Personal training experience
  - Delivery mechanism
  - Knowledge transfer
  - Incentives

*Widespread sentiment among regulators and policymakers that ongoing initiatives do not fully respond to their growing demand for capacity building*

## On the Supply Side

### Outreach / No. Participant

Few staff able to participate  
Wider knowledge gap

### Is cost a concern?

Tuition based training  
Off-site training

Limited opportunities for peer-to-peer exchange of experiences and knowledge

## On the Demand Side

### Do agencies have training programs for staff?

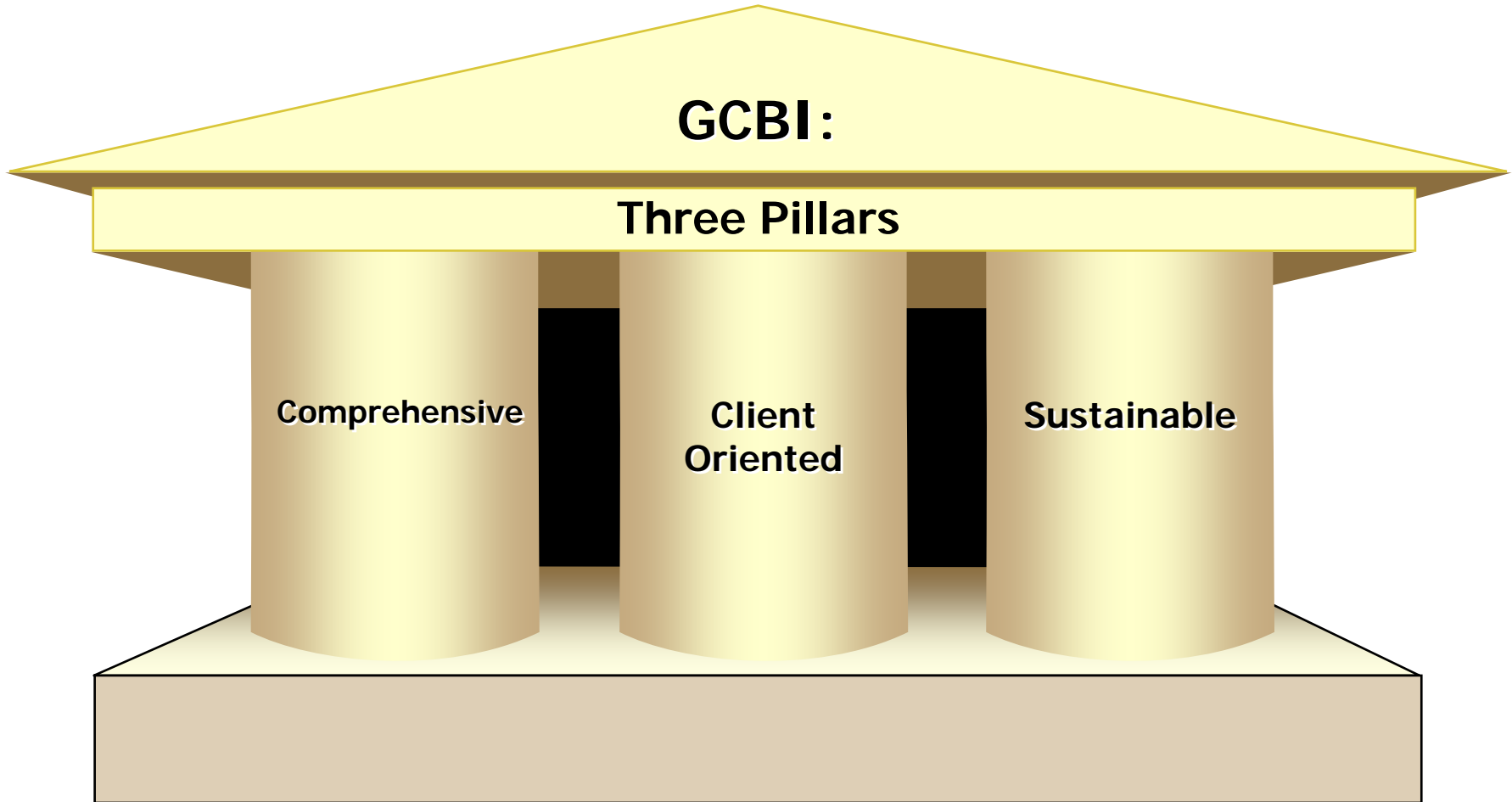
Program based on needs assessment  
Based on knowledge gap  
Ad-hoc

### Budget allocation for staff training?

### Criteria for participation in off site training?

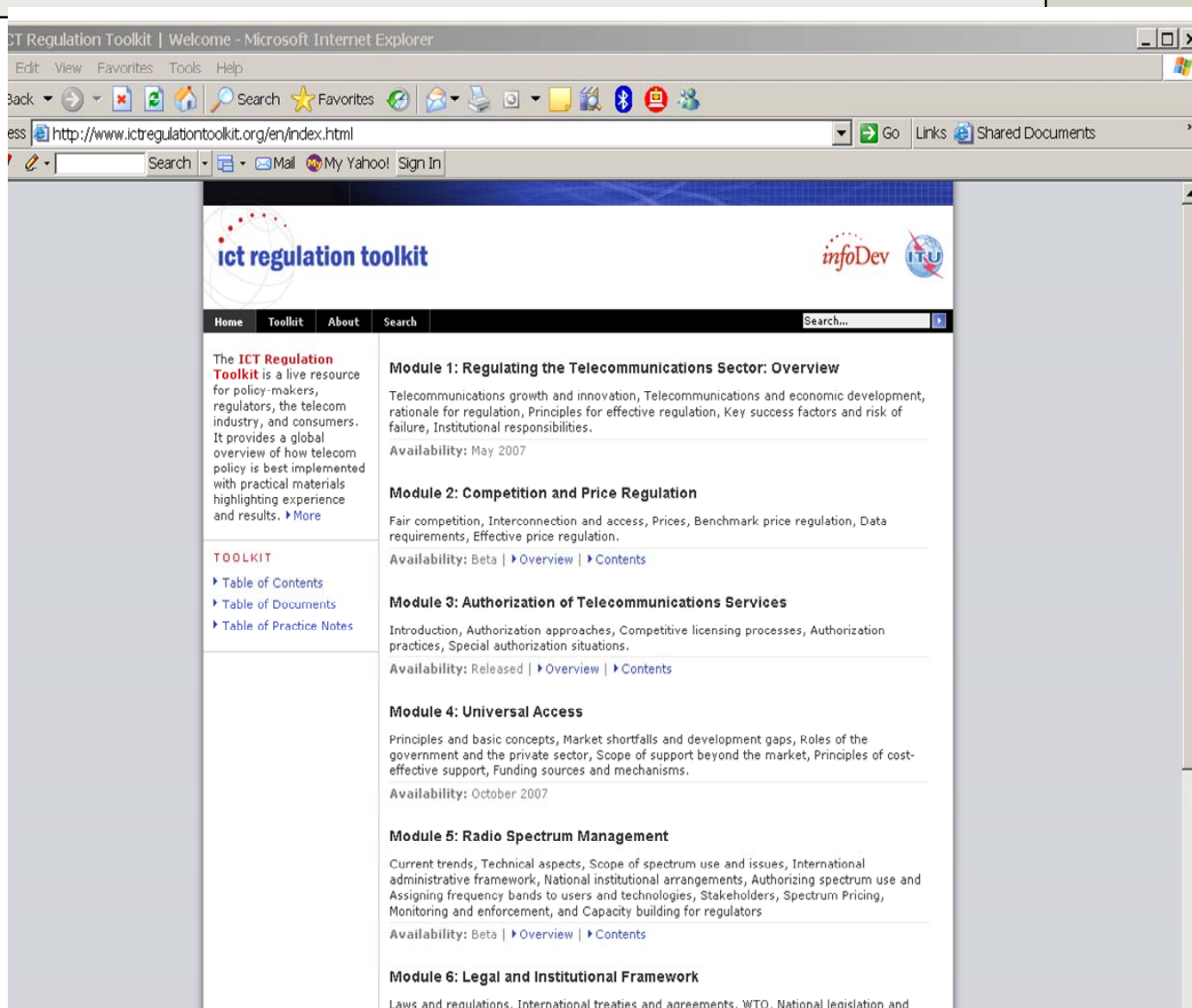
Seniority?  
Needs of each staff  
Other?

Outsourcing de facto solution to respond to urgent needs





# GCBI builds on the success of the regulatory toolkit



ICT Regulation Toolkit | Welcome - Microsoft Internet Explorer

Address: <http://www.ictregulationtoolkit.org/en/index.html>

Home Toolkit About Search

**The ICT Regulation Toolkit** is a live resource for policy-makers, regulators, the telecom industry, and consumers. It provides a global overview of how telecom policy is best implemented with practical materials highlighting experience and results. [More](#)

**TOOLKIT**

- [Table of Contents](#)
- [Table of Documents](#)
- [Table of Practice Notes](#)

**Module 1: Regulating the Telecommunications Sector: Overview**  
Telecommunications growth and innovation, Telecommunications and economic development, rationale for regulation, Principles for effective regulation, Key success factors and risk of failure, Institutional responsibilities.  
Availability: May 2007

**Module 2: Competition and Price Regulation**  
Fair competition, Interconnection and access, Prices, Benchmark price regulation, Data requirements, Effective price regulation.  
Availability: Beta | [Overview](#) | [Contents](#)

**Module 3: Authorization of Telecommunications Services**  
Introduction, Authorization approaches, Competitive licensing processes, Authorization practices, Special authorization situations.  
Availability: Released | [Overview](#) | [Contents](#)

**Module 4: Universal Access**  
Principles and basic concepts, Market shortfalls and development gaps, Roles of the government and the private sector, Scope of support beyond the market, Principles of cost-effective support, Funding sources and mechanisms.  
Availability: October 2007

**Module 5: Radio Spectrum Management**  
Current trends, Technical aspects, Scope of spectrum use and issues, International administrative framework, National institutional arrangements, Authorizing spectrum use and Assigning frequency bands to users and technologies, Stakeholders, Spectrum Pricing, Monitoring and enforcement, and Capacity building for regulators  
Availability: Beta | [Overview](#) | [Contents](#)

**Module 6: Legal and Institutional Framework**  
Laws and regulations, International treaties and agreements, WTO, National legislation and

# GREX: Global Exchange for Regulators

- Password protected interactive platform for exchange among regulators and policy makers
- Trilingual virtual forum (in English, French and Spanish)
- Dedicated moderators are contributing to the informed debate
- Links to useful resources and events of interest



ITU Global Regulators Exchange - Windows Internet Explorer

http://www.itu.int/ITU-D/grex/default\_group.asp

ITU Global Regulators Exchange

International  
Telecommunication  
Union

GREX Portal | Calendar | All Subscriptions | My Subscriptions | UserGroups

home | discussion boards | members | search | guide | links | last posts |  |  | 

Welcome lozanova!

Show profile  
Edit Profile  
FileManager

LOGOFF

Admin Options  
14 Member(s) awaiting approval

Announcements

Dear regulators,  
mark you agenda!

G-REX, The Virtual Tool For Regulators

The Global Regulators' Exchange (G-REX) is a password protected website\* for national communications regulators, policy makers and regional regulatory organizations.

This exciting initiative, launched by the Telecommunication Development Bureau (BDT) of the International Telecommunication Union (ITU) in May 2001 provides a vehicle for sharing information, views and experiences on pressing regulatory issues. Regulatory information is key to creating an enabling environment to bridge the digital divide.

The most popular feature of G-REX is [the Hotline](#) through which regulators and policy makers can pose any question they wish and seek feedback from their colleagues around the world. G-REX Advisors translate all postings into French, Spanish and English and research regulators' websites to find useful information responsive to Hotline queries..

G-REX also offers **virtual conferences** on cutting edge regulatory issues. G-REX virtual conferences combine a telephone conference call and a dedicated website through which participants can, in real time, share power point presentations and engage in online chat.

>> enter the forum

Direct Access

Regulators Hotline

Bulletin Board

G-REX Online Interviews

Hot Links

www.itu.int/grex

- **Question 1:** How do we build a **Comprehensive** capacity building program?
- **Question 2:** How do we ensure that capacity building support is **tailored to client** needs?
- **Question 3:** How do we ensure that the program offers a **sustainable** approach to capacity building?

- **Global Geographic Coverage**

- Combination of international / regional / sub regional and national events

- **Comprehensive Subject matter coverage:**

- Based on toolkit
- Other issues as the need arises

- **Wide Audience reach**

- Wide coverage of regulatory professionals including policy makers, heads of regulatory Authorities, staff of regulatory Authorities and the wider regulatory community

# How best to respond to client needs?

- **Different needs according to the Country level reform**
  - Early reformer
  - Countries in the first generation reform
  - Newly established regulators
  
- **Different needs According to individual profile**
  - Regulator/policymaker/wider regulatory community
  - Board members/commissioners/professional staff
  
- **Different needs according to legal tradition and language**
  - Civil law/common law
  - Content developed in original language+ translation

## How to respond to client need (2)

- **Different outputs to respond to specific needs**
  - Formal training
  - Peer-to-peer learning
  - Off the shelf training modules for self learning
  
- **Need for a feedback loop from beneficiaries**
  - A strategic steering committee comprised of selected regulators, regulatory associations and academic institutions to give high level advice and provide continuous evaluation

## □ Train the trainers?

### Identifying the trainers

- Members of regulatory associations
- Nominated members of academic/training institutes
- Others (ITU center of excellence,...)

**How do we ensure quality training for the trainers? How to ensure the quality of the training they provide remains high?**

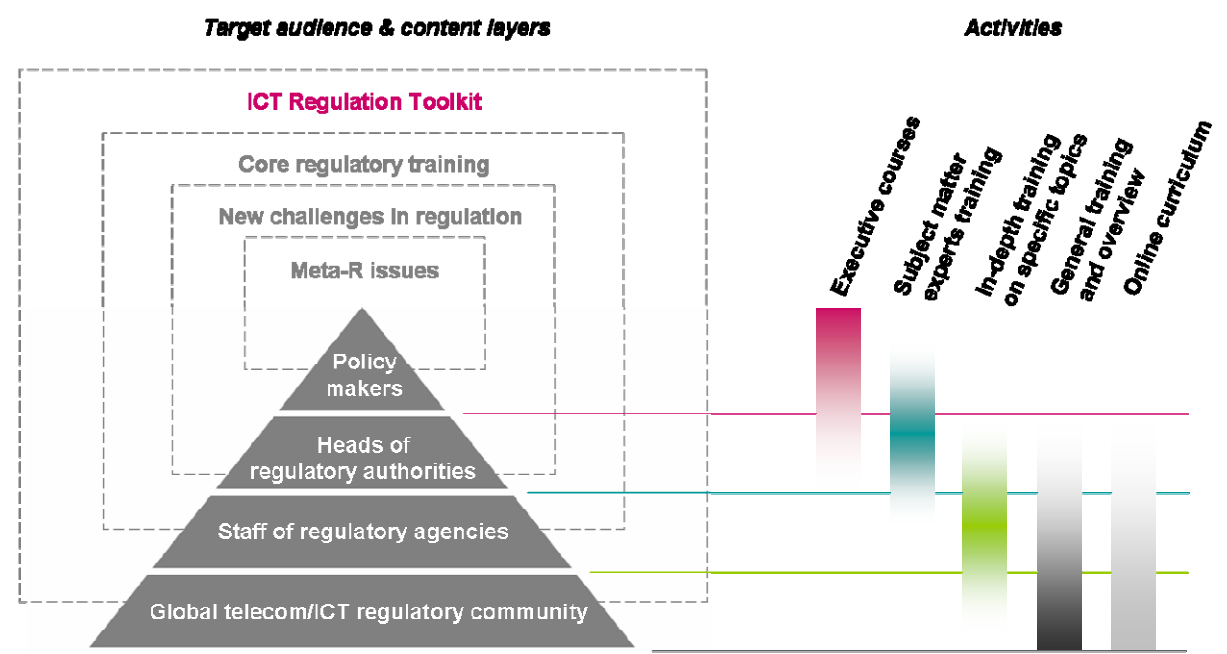
## □ E-learning Tools?

- Bringing the information closer to recipients
- Low cost and effective tool
- How do we ensure quality and interactivity?
- What are the best options for e-learning?

- **Forging partnerships for effective delivery**
  - Universities
  - Regional training institute
  - Others
- **Existing arrangements**
  - Examples in US/Europe
  - Examples in Africa
- **Options for improved sustainability**



## Global Capacity Building Initiative



**GCBI**

**See you there**

**THANK YOU**