Towards a Global & Sustainable Capacity Building

Discussion of Options

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

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Contents

- 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

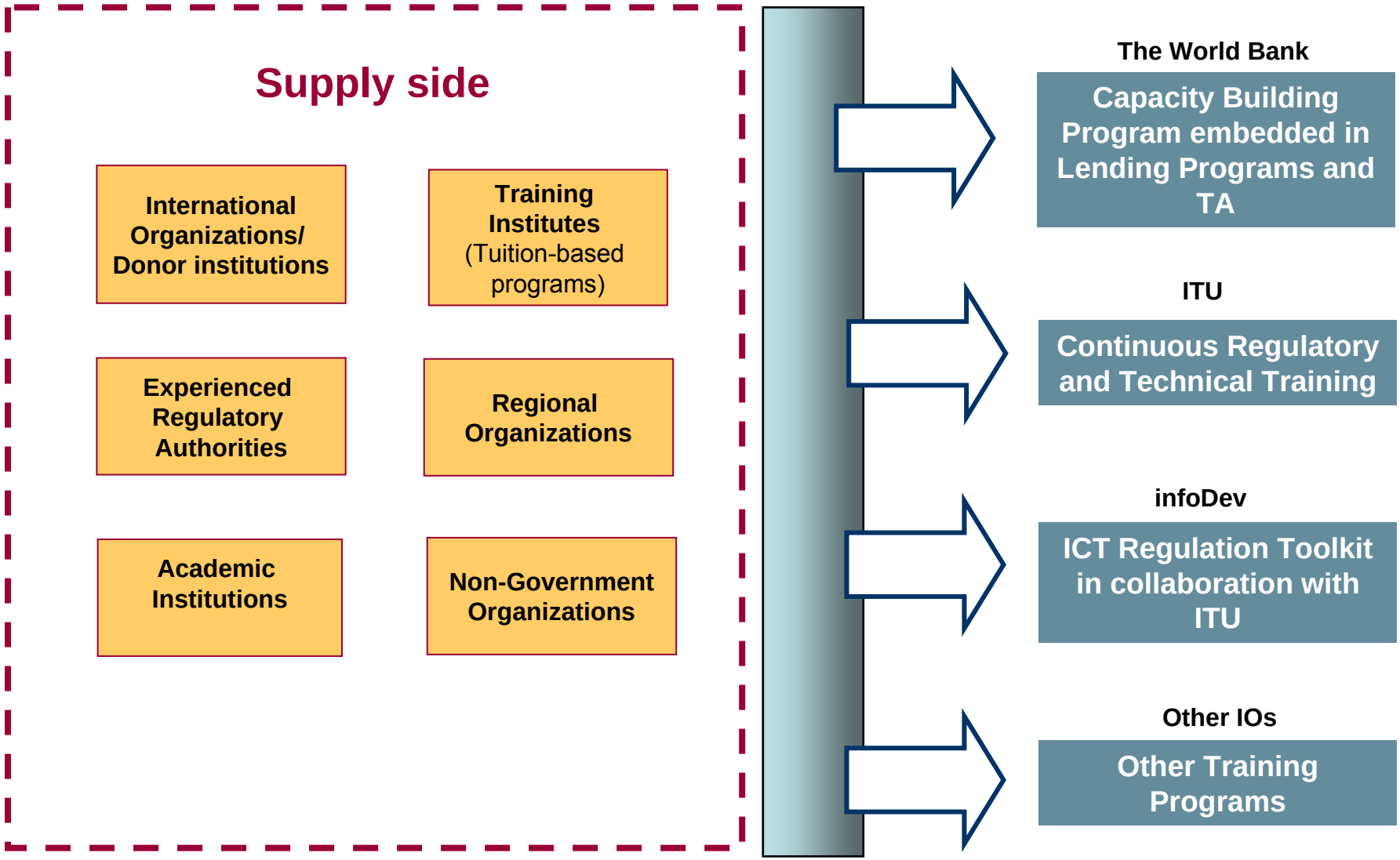
Context: Why Emphasize Capacity Building?

- **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**

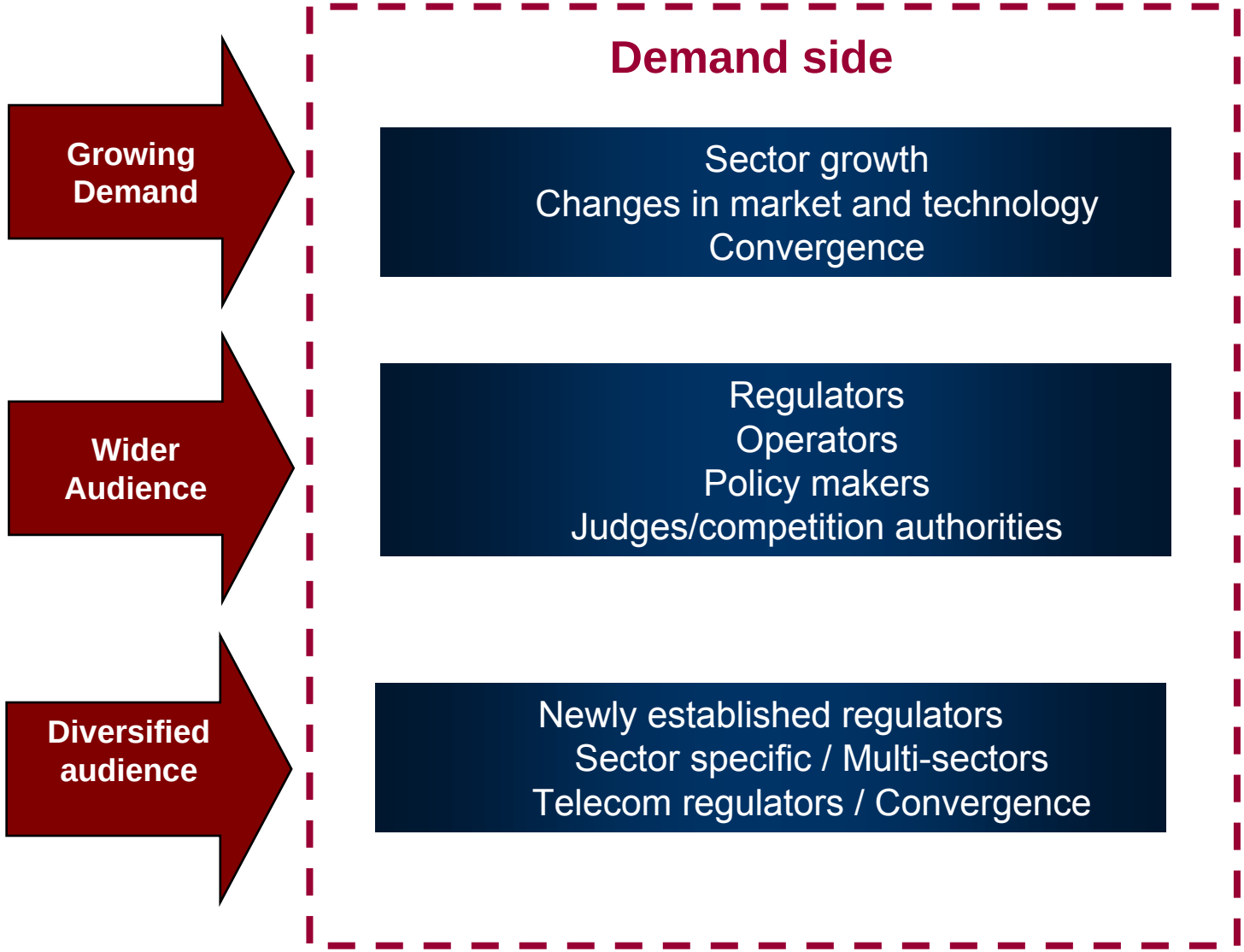
  → Lessons from experience
  → WSIS, Geneva 2003-Tunis 2005

- **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



Demand side: Constant growing Demand



Does the Current supply meet the demand?

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

Does current supply meet demand?

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

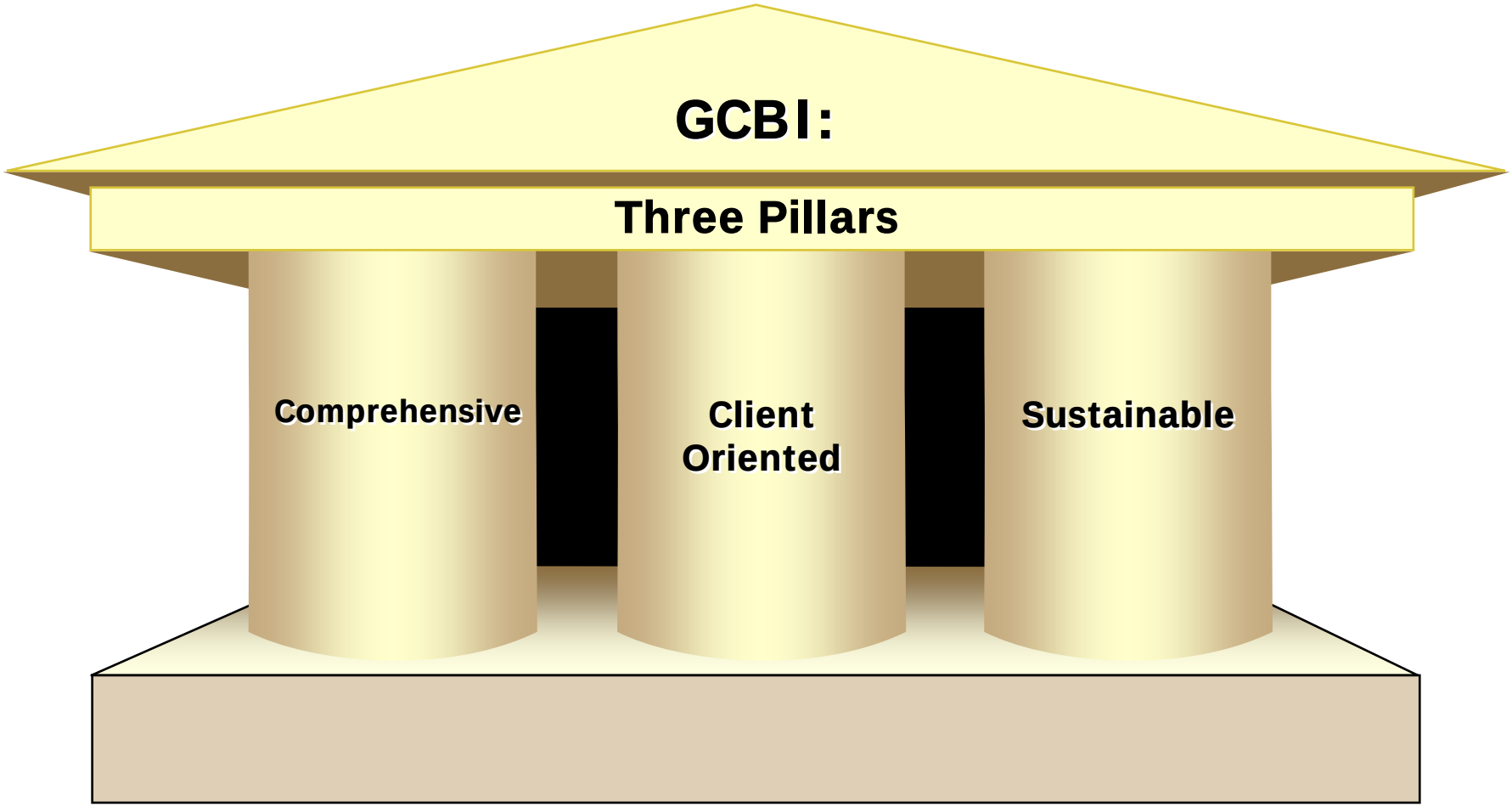
Do agencies have training programs for staff?
Program based on needs assessment
Based on knowledge gap
Ad-hoc

Budget allocation for staff training?

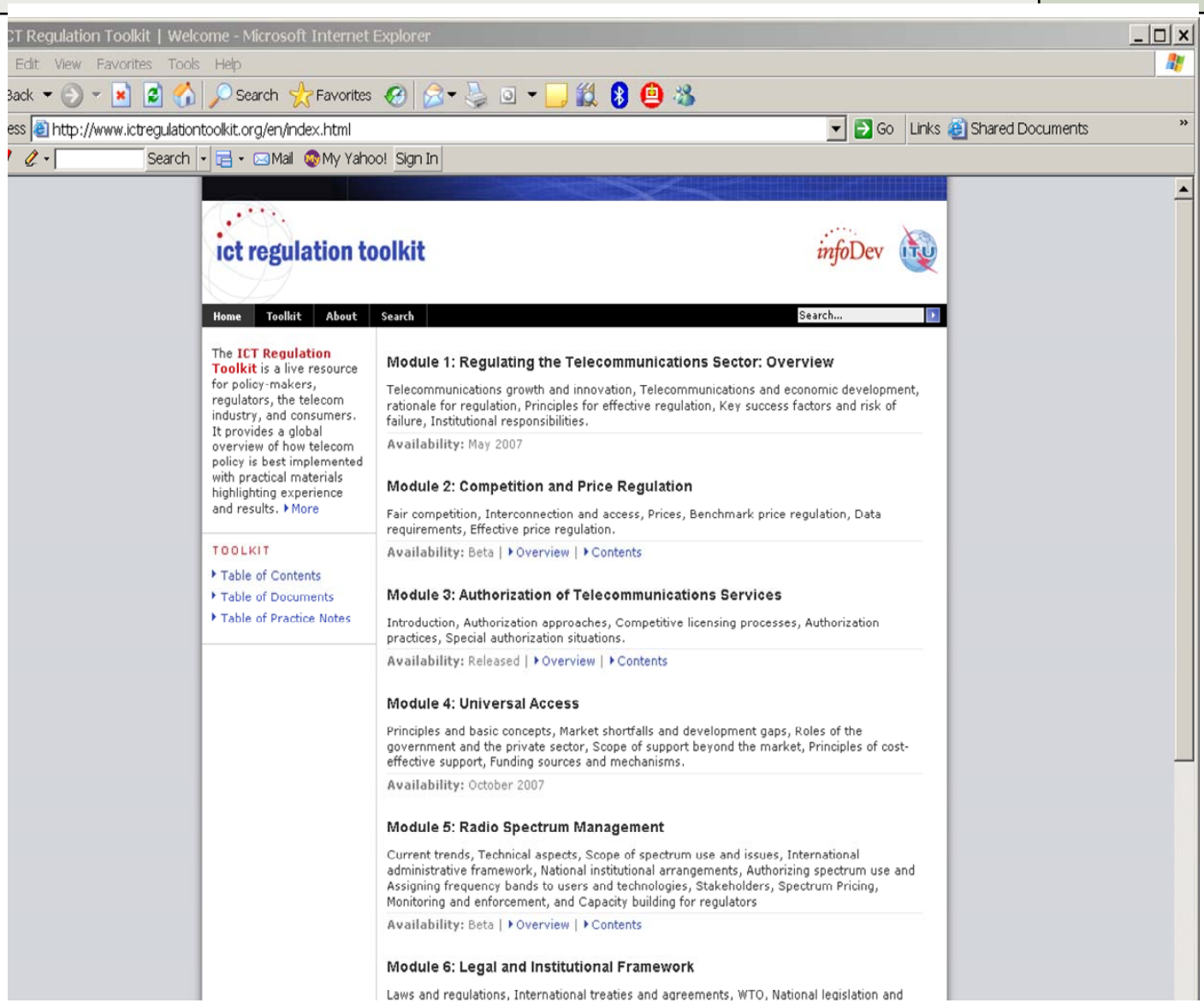
Criteria for participation in off site training?
Seniority?
Needs of each staff
Other?

Outsourcing de facto solution to respond to urgent needs

GCBI: A joint ITU/InfoDev/World Bank initiative



GCBI builds on the success of the regulatory toolkit



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

www.itu.int/grex

Issues for discussion

- **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?

How do we build a Comprehensive capacity building program ?

- **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

Options for sustainability

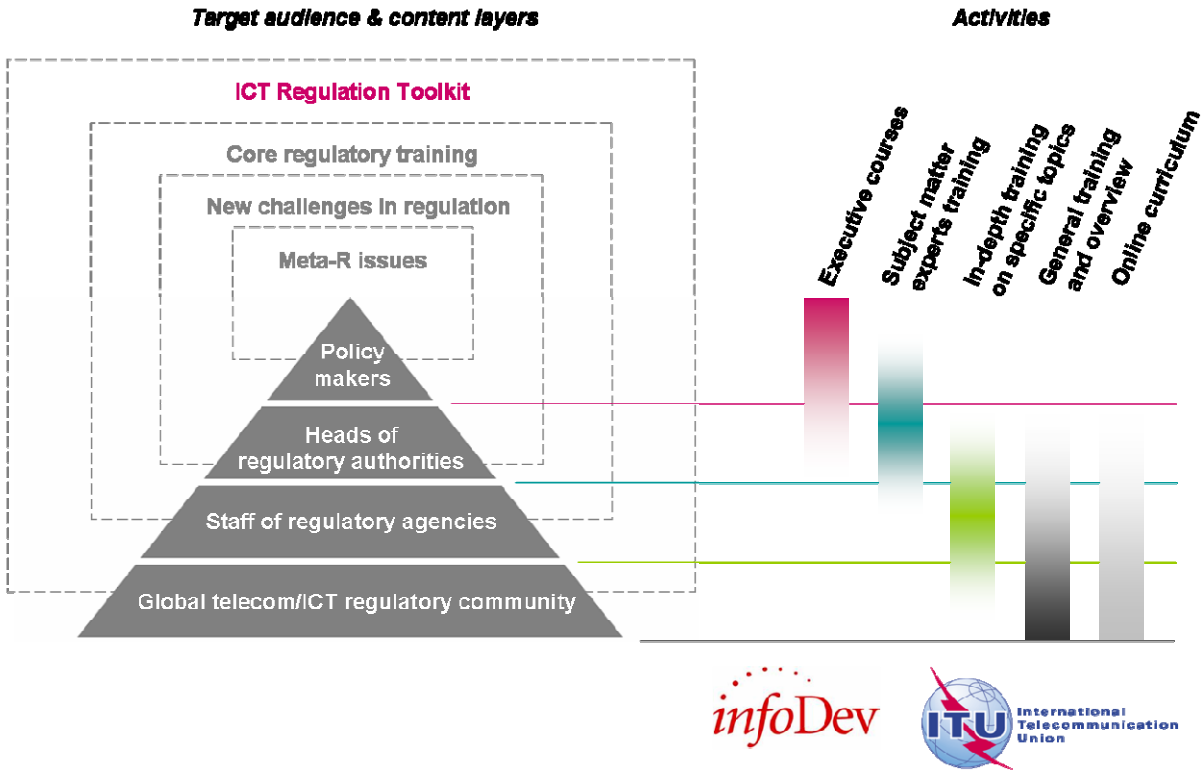
- **Train the trainers?**
  - **Identifying the trainers**
    - **Members of regulatory associations**
    - **Nominated members of academic/training institutes**
    - **Others (ITU center of excellence,…)**
  - **How do we ensure quality training for the trainers? How to ensure the quality of the 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?**

Options for sustainability (2)

- **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