



**INTERNATIONAL TELECOMMUNICATION UNION
TELECOMMUNICATION DEVELOPMENT BUREAU**

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PRESENTATION

DEVELOPING HUMAN CAPACITY IN POLICY AND REGULATION

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Developing human capacity in Policy & Regulation

Mario Maniewicz,
BDT/HRD



An important thrust in Policy and Regulatory training began last year

Besides involving policy makers and regulators into the regular human capacity development activities of the BDT, through:

- workshops
- distance learning programmes
- regional/global meetings
- conferences, symposia
- ad hoc assistance

we have also started the development of a dedicated programme for the Policy and Regulatory functions.

We began with an Audit...



Though each Region focuses on its own priorities and realities:

- ▶ there are many similar needs; and
- ▶ not always all synergy opportunities among Regions are being explored

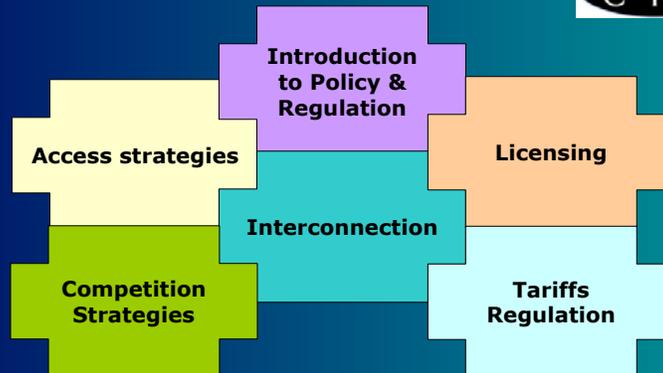


What is available from ITU now:



- ▶ Series of Trend Reports (SRU)
- ▶ 5 country and 3 topic case studies (SRU)
- ▶ 6 ITU/CTO week-long workshops (HRD)
- ▶ 4 workshops in French-Speaking Africa (HRD)
- ▶ 4 workshops and 5 case studies for Americas, including Caribbean (HRD)
- ▶ 4 workshops, 5 case studies and 5 self-development modules for Asia & Pacific (HRD)
- ▶ TREG: the global regulatory library (SRU)
- ▶ G-REX: the global regulators' exchange (SRU)

First six workshops co-designed with CTO



English-Speaking Africa: (available in English)



- ▶ delivery of the 6 ITU/CTO workshops
- ▶ Partnerships with:
 - CTO
 - TRASA (including Leland funded NetTel@Africa)
 - to roll out to other Regions such as COMESA (Common Market for East & Southern Africa) and then West Africa Regulators
 - USAID
- ▶ through ITU's Centre of Excellence (based presently at AFRALTI)

English-Speaking Africa: new in 2003



- ▶ Macro Environment & Implications of Telecommunications (Univ Fort Hare)
- ▶ ICT Technologies (Univ of Botswana)
- ▶ Financial Analysis (Univ of Dar-es-Salaam)
- ▶ ICT Industry & Markets (Univ of Zambia)
- ▶ ICT (e-)Applications (Univ of Zambia)
- ▶ Provider Resource Allocations (Univ of Western Cape)
- ▶ Approaches to Regulation (Univ of South Africa)
- ▶ Policy Law & Institutions (Univ of South Africa)
- ▶ Quality & Social Issues (Univ of Witwatersrand)
- ▶ Service Pricing (AFRALTI)
- ▶ Train the Trainers (USAID)

Workshops organised in French-Speaking Africa



- ▶ Licensing (in partnership with ATCI Côte d'Ivoire)
- ▶ Regulator's Impact on Sector Evolution (in partnership with ATCI Côte d'Ivoire)
- ▶ Interconnection and RIO (in partnership with ART France and ANRT Morocco)
- ▶ Tariffs Regulation and Competition Management (in partnership with ANRT Morocco)

Americas Region: (English/Spanish)



- ▶ 9 on-line courses on Regulatory Issues already conducted
- ▶ of which 2 were dedicated courses for the Caribbean (in partnership with ECTEL) with a case study from Jamaica
- ▶ 4 face-to-face workshops in 2002, including 5 case studies from Latin America
- ▶ 4 new modules and 4 new case studies to be completed within the next 2-3 months

Carried out in Americas 2002



- ▶ 4 Workshops:
 - Introduction to Regulation
 - Interconnection
 - Licensing
 - Spectrum Management
- ▶ 5 case studies produced:
 - Privatisation (Argentina)
 - Interconnection (Colombia)
 - Licensing (Peru)
 - Spectrum Management (Mexico)
 - Transformation of the sector (Dominica)

2003 in Americas...



- ▶ **4 new workshops:**
 - Regulation of Wireless Services
 - Consumer Protection
 - Universal Access
 - Process of Convergence (IP)

- ▶ **4 case studies to be produced:**
 - Regulation of Wireless Services (Guatemala)
 - Consumer Protection (Bolivia)
 - Universal Access (Chile)
 - Process of Convergence – IP (Mexico)

Workshops organised in the Arab Region:



- ▶ Telecom Policies (in partnership with ALCATEL)

- ▶ International Standards, Impact and Application (in partnership with ETSI)

- ▶ Interconnection Principles and Practices (in partnership with ART France and ANRT Morocco)

- ▶ Telecommunications Regulatory Issues (in partnership with TRC Jordan, ALCATEL and GLOBAL VSAT)

Asia & Pacific:



- ▶ a complete web-based portal dealing with regulatory issues, providing a diversified support to a number of high-level training activities
- ▶ series of workshops and case studies

Asia & Pacific workshops and case studies:



- ▶ **4 Workshops:**
 - Integrated programme on Policy and Regulation (in partnership with Post and Telegraph Department, Thailand)
 - Training in Development of Training Modules on Policy & Regulation
 - Multi-media training module on Numbering (in partnership with Australian Communication Authority)
 - New Technologies and Policies Trends in ICT (in partnership with Waseda University, Japan)
- ▶ **5 case studies:**
Retail tariffs, interconnection charges, interconnection, 3G licensing and numbering (in partnership with Post and Telegraph Dept, Communication Authority of Thailand and TOT Corporation PCL Thailand)

ASP self-development modules (English/Chinese)



- ▶ Roles of Independent Regulators
- ▶ Competition Safeguards
- ▶ Interconnection
- ▶ Frequency Spectrum Management
- ▶ Licensing
- ▶ ICT Legislation

(in partnership with OFTA, Hong Kong SAR China)

permanently available online

http://itu-coe.ofta.gov.hk/index_ie.htm

A new initiative and partnerships



e-MRP



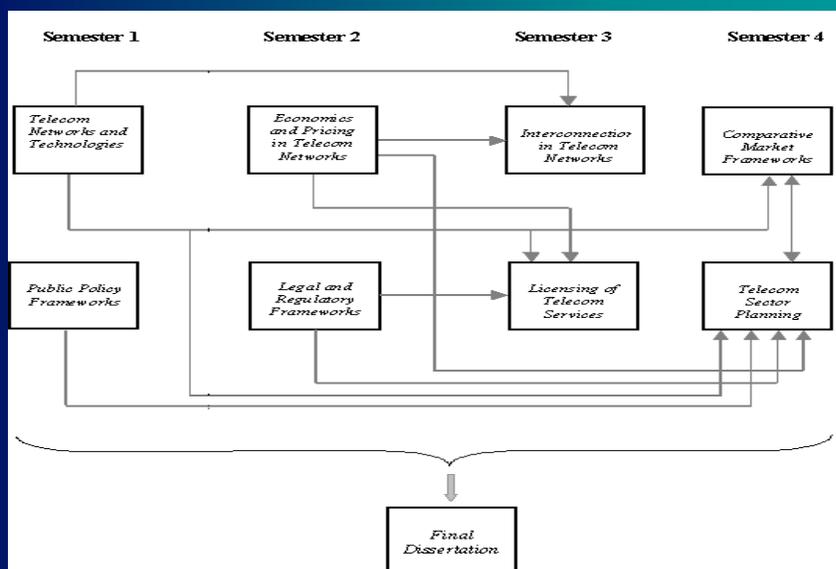
Main features of the e-MRP Caribbean Programme (1/2)



- ✓ A 2-year Master's degree programme
- ✓ To be delivered at a distance (Web-based training)
- ✓ Including 3 face-to-face training sessions
- ✓ Contents to be developed in a way to develop a synergy with the Regional Centre of Excellence activities on Regulatory Issues
- ✓ Compliance of the Distance Learning programme with the ITU/GTU recommendations
- ✓ Programme supported by UKTA, Cable & Wireless and USTTI.



Main features of the e-MRP Caribbean Programme (2/2)



BDT/HRD also plans to:



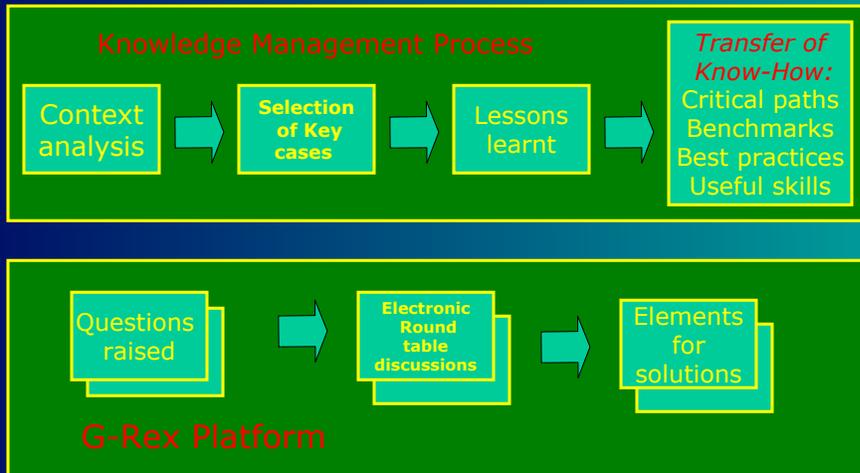
- ▶ transfer present training modules to distance learning mode to open up access to more professionals
- ▶ run an increasing number of on-line workshops
- ▶ acquire more case studies
- ▶ continue to search for additional partnerships
- ▶ implement a dedicated regulatory project for Africa, jointly funded with the EC

The growing need to address diversified Regulatory Training Requirements

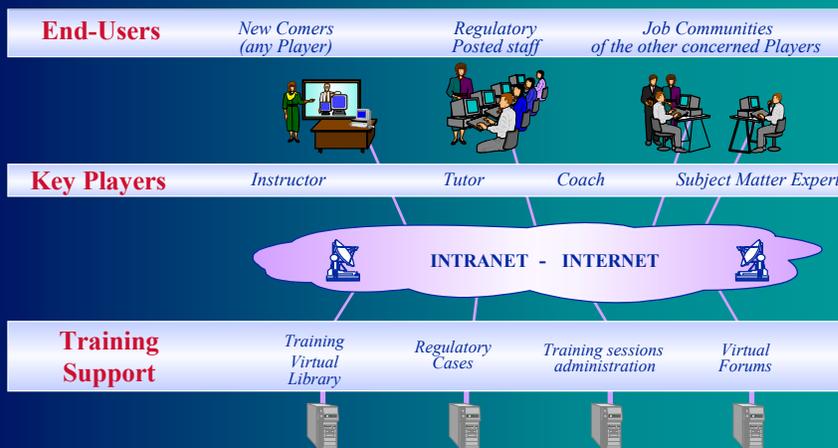


- ▶ Among the current 189 ITU Member Countries:
 - A little more than 100 are equipped with a regulatory body
 - a) The **current** HRD training resources have been built upon their experience (How to set up an effective Regulator?) but don't necessarily match their forthcoming training needs
 - b) They express new requests on the **G-Rex** forum which are not currently being addressed by suitable training resources
 - Nearly half of them still need to implement such a body
 - a) The **current** HRD resources are appropriate to match their training needs
 - b) New delivery scenarii integrate more and more e-learning activities
 - A growing number of players (operators, service providers, etc.)
 - a) ask for training content dealing with Regulatory Issues
 - b) want this content to focus on best practices more than on generic and organizational issues

A learning process which could complement G-rex



The Distance Learning Platform: The **core** component of the Knowledge Management Process



The required commitment of Subject Matter Experts, from Design to Delivery



- ▶ New training materials need to be complemented with data, summaries of experience, real models, etc.
- ▶ They need to reflect the reality of a number of different contexts which cannot be identified through global trends
- ▶ They need to be designed and delivered with the effective background of those who have gained the concerned experience

**CAN YOU HELP
to set up the appropriate communities of
representative TRAINING Contributors in the
different Regions?**

An important contribution would be to provide :



**** Subject Matter Expertise offered to run short face-to-face Workshops or provide guidance in distance learning activities referring to the topics addressed by G-Rex.**

**** Commented Regulatory cases which could provide diversified benchmarks and visibility on current practices**



ITU/BDT would like to circulate a request to you, asking in which domains your Entity could provide expertise and materials for supporting the current Capacity Building actions and reinforcing the related networking processes