ITU ARAB CENTRES OF EXCELLENCE NETWORK

FINAL REPORT
OF THE
1ST STEERING COMMITTEE MEETING

19-20 FEB 2019

RIYADH – SAUDI ARABIA

1.0 INTRODUCTION AND OPENING

The 1st ITU Arab Centres of Excellence (ARB CoE) Steering Committee Meeting of the 2019-2022 cycle was held at the Naif Arab University for Security Science (NAUSS), Riyadh, KSA, from 19-20 Feb. 2019. The meeting was organized by the ITU and hosted by the Naif Arab University for Security Science (NAUSS), a new Centre of Excellence for the region. It was attended by 15 delegates including newly selected Centres of Excellence (CoEs), representatives from Governments hosting CoEs, GCBI Members from Arab states, ITU Sector members and ITU Secretariat. The two Centres of Excellence from Tunisia, CIFODECOM and CITET, were both unable to attend physically at the last minute due to administrative problems related to travel approvals from their Government. However, both CoEs participated in the meeting remotely and made presentations on behalf of their institutions. The list of participants is attached to this report (Annex 1).

Dr. Mohamed Alam, Consultant and Supervisor of Cybersecurity Programme, NAUSS, delivered the opening remarks on behalf of NAUSS president. He welcomed all the participants to the ITU Arab CoE Steering Committee and thanked the ITU for hosting the first meeting in the Kingdom of Saudi Arabia (KSA). Dr. Alam recalled the close cooperation between NAUSS and ITU in the framework of the Centres of Excellence, direct cooperation on developing certified training courses on cybersecurity.

Dr. Alam expressed his support going forward by organizing high quality trainings. He also expressed NAUSS's interest to support trainings in 2019 in areas such as Cybersecurity and Internet of Things.

Mr. Mike Nxele, Senior Human Capacity Building Officer, ITU representative delivered the welcome remarks on behalf of ITU. Mr. Nxele expressed his gratitude to NAUSS and KSA for their continued excellent support to the ITU as well as to the Centres of Excellence program. He also thanked the CoEs, partners and participants for their support in the past cycle and welcomed the newly selected CoEs (Table below) to the first Steering Committee meeting.

Table 1: List of ITU Arab CoEs (2019-2022) and their priority areas

Name of institution	Country	Priority areas
Centre d'information, de formation, de documentation et d'études en technologies des communications (CIFODE'COM)	Tunisia	Wireless and Fixed Broadband Cybersecurity
Centre International des Technologies de l'Environnement de Tunis (CITET)	Tunisia	ICTs & the Environment
Naif Arab University for Security Sciences (NAUSS)	Saudi Arabia (regional entity)	Cybersecurity Internet of Things
Sudatel Telecommunications Academy (SUDACAD)	Sudan	ICT Applications Wireless and Fixed Broadband

Mr. Nxele emphasized the importance of the Centres of Excellence trainings as a vehicle to meet the expectations of the ITU Members, as stipulated in the World Telecommunication Development Conference 2017 outcome and the Buenos Aires Action Plan, in close cooperation with the other ITU Sectors. He called upon the different stakeholders to work together to take the ITU Arab Centres of Excellence to new heights and in the process coordinate, cooperate and support each other.

2.0 CONFIRMATION OF THE ITU ARAB COE STEERING COMMITTEE CHAIRMAN

Mr Nxele invited the meeting for the confirmation of CoE Chairman. In line with the provisions of the Operational Processes and Procedures for the Centres of Excellence document, the hosting entity would become Chair for the meeting as well as Chair for the coming year until the next Steering Committee meeting. Accordingly, the meeting confirmed the chairmanship of NAUSS. Dr Mohamed Alam, Consultant and Supervisor of Cybersecurity programme thanked the meeting for the nomination and chaired the 1st ITU Arab CoE Steering Committee Meeting (2019-2022) Cycle.

Mr. Nxele confirmed the composition of the ITU Arab Steering Committee for the 2019-2022. The Committee includes

- Centres of Excellence: CITET, NAUSS, SUDACAD, CIFODECOM
- Member States hosting Centres of Excellence: KSA, Sudan and Tunisia,
- The member states of UAE, Morocco and Libya were selected following their expressions of interest to be members of the steering committee.
- ITU.

Saudi Telecom Company (STC) and STC Academy attended the meeting as observers.

3.0 ITU PRESENTATIONS ON THE COE PROGRAM

Introduction to new cycle 2019-2022

Mr. Mike Nxele, Senior Human Capacity Building Officer, ITU, presented the details of the ITU CoE program and its strategic positioning in the ITU's capacity building and skills development activities. He gave the background history of the program from its days as a project way back in 200o and the continued support the program got from the membership at every WTDC meeting He explained the new strategy that came into effect in 2015 which emphasized the core elements of self-sustainability, defined priority areas and the number of CoEs.. Mr Nxele shared the performance assessment of the previous CoE Cycle and highlighted these key achievements:

- 26 Operational CoEs across 6 regions
- Over 90% of CoEs viewed their experience as CoE «excellent» or «very good»
- Over 5'000 participants were trained by the network over the cycle period through almost 200 courses
    - Increasing trend over the 4-year cycle (number of courses)
    - Course participation varied significantly (from 4 to over 300)
- 55% face-to-face courses, 45% online courses
- Online courses attract a higher number of participants than face-to-face courses (with some exceptions)
- There were high performers and low performers

Going forward, he informed the meeting on the process followed in the selection of the CoEs for 2019-2022 for all regions and the results of the selection process. He also summarized the following new elements in the new Cycle

- Each CoE can have up to three priority areas
- Strengthened role of Steering Committees
- Steering Committee (SC) can decide on courses to be delivered on other emerging topics
- CoEs are full and active members of SC
- Regional online meetings are recommended in between face-to-face meetings (CoEs, SC as necessary)
- CoE commitment to allocate resources to CoE operations was part of application
- New ITU Academy platform to be launched (2nd quarter of 2019)

ITU priorities in Arab and Centres of Excellence

Mr. Mustafa Al Mahdi, ITU Arab Regional Office, presented the key strategic areas of focus for the ITU-D globally and the Arab regional initiatives. He shared the priority areas of work undertaken by the ITU in the Arab region and highlighted the various means of potential cooperation and synergy between the ITU, its partners and the CoEs. He also highlighted the key achievements of the CoEs (trainings, participants, quality) in the Arab region for 2015-2018 cycle, key takeaways from previous network cycle and success factors. Key operational issues have been highlighted as well.

Mr Al Mahdi called for different potential partnerships on human skills development and capacity building activities that could be delivered specifically for Arab LDCs and LICs. He also called for direct cooperation between the new CoEs and partners to work together to implement capacity building projects on priority areas of Arab countries that are part of expected results of the Arab regional initiatives.

4.0 PRESENTATIONS BY CENTRES OF EXCELLENCE

The Chairman invited the ITU Arab Centres of Excellence to present their institution and their detailed operational/business strategy for the upcoming CoE cycle, including their marketing strategy. The following presentations were made:

- **Center of Information, Training, Documentation and Studies in Communication Technologies (CIFODE'COM), Tunisia:** Ms. Houda Jarraya, Head of Marketing and International Unit made her présentation remotely through video conference. She introduced the CIFODECOM structure, history, functions, business strategy outline, core capabilities, networking opportunities including National program of ICT skills certification, Mobile for Development project (M. Dev project) and key indicators from previous works.
  Ms Houda covered the resources the center has in terms of labs, equipment's, experts as well as the Marketing Strategy.
- **Centre International des Technologies de l'Environnement de Tunis (CITET) Tunisia:** Mr. Jawhar Abdelkrim, CITET FP for ITU CoE made his presentation remotely through video conference and presented the main missions of the CITET, vision, structure and overview of the CITET. He highlighted the activities of the center as is the National Cleaner Production Centre (NCPC) in Tunisia and the regional administrator of the Arab NCPC network including the center a membership of the Climate Technology Centre & Network (CTCN). Mr Kamel highlighted the meaningful role of the CITET in information sharing and capacity building in the field of environment protection and resources conservation are certified according to ISO 9001: 2015 standard; providing technical assistance in response to country requests, participating in outreach and networking activities related to environmental technologies as well as the center strategy and marketing actions.

- **Naif Arab University of security Sciences (NAUSS), KSA (League of Arab of States (LAS)):** Eng. Mousa N. Sarkhi, Cyber Security Specialist made the presentation on behalf of the NAUSS. The presentation introduced the organization, the structure, the business strategy for NUASS to deliver the courses as an ITU CoE on cybersecurity and IoT. Mr. Sarkhi also highlighted the human resource

capabilities, training content resource integration and collaboration with national and international entities.

- **SUDATEL Telecom Academy (SUDACAD), Sudan:** Eng. Atif Hamad, Senior Manager, Academy Planning & Development, introduced the SUDACAD history, administrative structure, vision, mission, key strategies and tasks of SUDACAD. Mr Hamad gave information and statistics on the performance of SUDACAD during the last cycle as it was a CoE. These figures showed high levels of performance in terms numbers of training activities undertaken, number of participants, number of countries and regions covered, and the revenues generated. SUDACAD had met the key criteria of self-sustainability for the CoE. SUDACAD had also participated in all the Steering Committee meetings of the CoE. Eng. Atif assured the meeting that SUDACAD is ready to play its role in the next cycle and working together with CoEs members. Sudacad expressed an interest in delivering the Spectrum management training Program (SMTP) as well as hosting some ITU regional events.

The meeting had interesting discussions on many strategic issues including promoting CoEs courses and future trend of capacity building in the Arab region. The ITU, CoEs, GCBI representatives shared their thoughts, ideas and experiences on the following topics:

- Role of R&D on capacity building
- Importance of capacity building statistics to policy makers
- The need for capacity building needs assessment
- Importance of assessment of the impact of the outcomes of capacity building programmes on the organization
- Importance of delivering online courses via the ITU academy platforms or use the CoEs platforms
- CoEs expressed the need for improved communication between the CoEs and ITU to avoid situations of conflict
- CoEs were urged to take full advantage of the ITU Training materials that have been developed so that they can use these in their training activities.
- CoEs were informed that ITU is actively engaging global partners in different areas who would then be available to CoEs to render support wherever they can.
- CoEs expressed the need for certified and verified courses on cybersecurity with support and guidance from ITU
- CoEs discussed extensively the fee setting framework, and expressed the need to strike a balance between course viability and affordability. There were many countries in the region that came from LDCs and other countries with financial constraints.
- CoEs asked ITU to develop standardized terminology in areas of capacity buildings (e.g define training, workshop, training workshop)
- Consideration of different elements of costing/pricing business model including taking into account participants from Arab LDCs and LICs
- Overlaps between CoEs activities
- Organizing a global meeting for ITU CoEs Network members
- Importance of CoEs to open its course to all ITU membership
- Promoting the training programs through different marketing channels including but not limited to:
  - Invitations to the ITU Membership
  - Promotion at ITU Academy and regional websites
  - Promotion in regional events

- Promoting through partners and third parties
- Using government networks
- The Chairman emphasized the need to adopt a number of practices including digital marketing channels.

5.0 PRESENTATION ON OPERATIONAL PROCESSES AND PROCEDURES FOR THE ITU CENTERS OF EXCELLENCE NETWORK

Mr. Mike Nxele, ITU, presented the "Operational processes and procedures for the ITU CoE network 2018" document and advised all Steering Committee Members to use it as the key reference document for the CoE. He mentioned that the document had been revised in 2018, taking into account the experiences of the first cycle and the view and comments made by the CoEs and the ITU Regional Focal Points for the CoEs. He explained in detail the key elements relating to:
- Delivery of trainings (Number of trainings, schedule, advertisement of courses, use of ITU Academy platform, training material development, evaluation and training report submission);
- Templates for use by the CoEs (Information note, Course outline for face-to-face courses, Course outline for online courses, Training course feedback form, Evaluation matrix for face-to-face courses, Evaluation matrix for online courses, User guide for evaluation matrix, Training report)
- Funding of CoE operations
- Training fees and revenue share
- Certificates
- Performance evaluation (Assessment report, KPI)
- Steering Committee (Role, Composition, Chair)

Mr. Mike Nxele presented the ITU Academy platform and informed the meeting of the features in the platform. He mentioned that the platform is being upgraded by a new development company, with a view to improving its features functionalities and user experiences. He briefly introduced the new platform features.

Eng. Majid Al Madhloum, Senior Manager, Centre of Digital Innovation (CDI), TRA-UAE shared the various possible means for promotion of courses and expand the outreach. He shared experiences from Centre of Digital Innovation, TRA-UAE relating to entrepreneurship and innovation activities of the CDI.

6.0   TRAINING PLAN 2019

The CoEs presented their proposed training programs for 2019 and the Steering Committee agreed on the following:

ITU ARB CoE Trainings for the year.

Training Topics	CoE	Dates	Mode of training	Training Fees *1	Partners 2
Big Data	SUDACAD	21-23 April	F2F		
SDN	SUDACAD	18-20 June	F2F		
Cloud computing	SUDACAD	23-25 June	F2F		
Ultra-Microwave Broadband Internet Access	SUDACAD	3-5 Sept.	F2F		
Artificial intelligence	SUDACAD	8-10 Oct.	F2F		
Internet Governance FTTH	SUDACAD	5-7 Nov.	F2F		
Computer-aided Spectrum Management	SUDACAD	17-19 Dec.	F2F		

Waste Electronic and Electrical Equipment (WEEE) management	CITET	23-26 April	F2F		
TIC & environment	CITET	25-28 June	F2F		
Application of GIS in environmental management and resources protection	CITET	23-26 Sept.	F2F		
Energy management system according to ISO 50001	CITET	TBA	F2F		

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1 Fees to be set by CoEs within the range have decided by the SC

2 CoEs will identify partners to work with them in coordination with SC chairman and ITU

standard					
ICT and Ecodesign: assessment of ICT services performance by using LCA tools	CITET	TBA	F2F		
The role of ICT to achieve the UN Sustainable Development Goals (SDG)	CITET	TBA	F2F		

Basic Cyber Security Training (CompTIA Security)	NAUSS	2-6 June	F2F		
Advanced Cyber Security Training (CompTIA Security+)	NAUSS	16-20 June	F2F		
Digital Forensic Training	NAUSS	25-29 August	F2F		
Basic IoT Training	NAUSS	27-31 Oct.	F2F		
Ethical Hacking (CIEH)	NAUSS	15-19 Dec.	F2F		

FTTx Outside Plant Design	CIFODECOM	25-31 March	F2F		
Cybercrime Management:	CIFODECOM	25-31 March	F2F		
Smart Cities and IoT	CIFODECOM	15-19 April	F2F		
Optical Fiber Characterization	CIFODECOM	22-26 April	F2F		
Cyber security awareness & forensics	CIFODECOM	6-9 May	F2F		
Security of E-Government Services	CIFODECOM	27-31 May	F2F		
Optical Network Design	CIFODECOM	10-14 June	F2F		
4G/5G systems	CIFODECOM	10-14 June	F2F		

Digital Proofs and Security of Electronic Transactions	CIFODECOM	24-28 June	F2F		
Domain Name System Security Extensions (DNSSEC)	CIFODECOM	1-4 July	F2F		
Smart Cities and IoT	CIFODECOM	9-13 Sept.	F2F		
Wireless Security	CIFODECOM	23-26 Sept.	F2F		
Optical Transport Design	CIFODECOM	21-25 Oct.	F2F		
Public Key Infrastructure in Depth	CIFODECOM	21-25 Oct.	F2F		
Innovations and security aspects in ICT technologies	CIFODECOM	4-7 Nov.	F2F		

- The Regional Focal Point will examine the approved plan more closely to ensure that there are no conflicts especially on the dates, before uploading it on the ITU Academy platform.

- CoEs will inform ITU if they wish to organize online courses using ITU academy platform.

7.0 ISSUES DISCUSSED AND DECISIONS TAKEN BY THE STEERING COMMITTEE

Issues discussed and recommendations made:
1. SC members emphasized on the importance of delivering online courses and utilize the ITU academy platform
2. CoEs are encouraged to make more efforts on promoting their activities using different promotion mechanisms, including digital marketing tools, and should target customers regionally (Arab and Africa) and globally.
3. SC members emphasized on importance of capacity building statistics for policy makers;
4. SC members emphasized on the need for capacity building needs assessment;
5. CoEs and ITU are encouraged to make sure that there are no overlaps between CoEs activities as much as possible
6. SC members emphasized on importance of assessment of the impact of the outcomes of capacity building programmes on the organization;
7. Consideration of different elements of costing/pricing business model including taking into account participants from Arab LDCs and LICs

8. SC members are encouraged to look for mechanisms to support the participation of participants from Arab LDCs and LICs in CoEs activities
9. Mobile network operators and administrations are encouraged to sponsor the activities of the CoEs.
10. Academia and sector members are encouraged to take part on the SC meeting to present their capacity building activities needs in order to harmonize them with CoEs OP.

8.0 MEETING DECISIONS:

Below are the main decisions made by the meeting:

1) CoEs are encouraged to work regionally and globally in collaboration with other ITU CoEs.
2) CoEs were further advised of the process they have to follow if a CoE wishes to offer another course outside of its priority areas.
3) It was decided that the timeline for issue of invitations should be 2 months before the courses to commence.
4) CoEs are encouraged to use the ITU academy platform to implement online courses.
5) CoEs were encouraged to share their experiences and knowledge with ITU and others by sharing materials for courses that they have developed.
6) CoEs agreed to ensure international practices in the training content and agreed to send the CVs of the experts along with training syllabuses to the ITU Regional Office one month before the course for verification and approval.
7) It was agreed that all Steering Committee members, CoEs and partners should promote all the CoE courses.
8) The CoEs should identify key stakeholders in the country/region/global and send invitations to them specifically.
9) ITU is urged to develop standardized terminology for use in capacity building (e.g. training, workshops, seminar).

10) The Steering Committee approved the following ceiling of training fees:
   - Face-to-face: Between 50-500 USD for 5 days per person.
   - Online training: USD 100 per person per course regardless of number of days of training.

11) Steering Committee agreed that the CoEs would individually present their respective fee discount within that range in order to attract more participants.
12) The Steering Committee decided to use revenue sharing model of 20% to the ITU and 80% to the CoEs.
13) SUDACAD offered to host the next Steering Committee meeting. The meeting will be held in the last quarter of 2019 and dates will be announced later.
14) The meeting expressed appreciation for SUDACAD's offer to host next SC meeting.

9.0 CLOSING SESSION

The meeting ended with closing remarks from Eng. Mustafa ALMAHDI, ITU Arab Regional Office, on behalf of ITU thanked NAUSS for hosting the meeting and the participants for their effective participation and engagement and the fruitful discussions the meeting had. He encouraged the meeting's participants to take part on the ITU RDF for Arab states that will take place in Lebanon in 19 of March 2019.

Mr ALMAHDI encouraged the meeting's participants to continue the same spirit of cooperation for the implementation of the agreed OP19.

Dr. Mohamed Alam, Consultant and Supervisor of Cybersecurity Programme, NAUSS, KSA. The Chairman stated that this report is a draft, and will be shared with all the participating members for their comments. If no comments or changes are proposed within five days of being circulated, the report will be considered as adopted.

ANNEX 1: LIST OF PARTICIPANTS

No.	Title	First Name	Last Name	Functional Title	Organization	E-mail	Country
1	Dr.	Mohamed	Alam	Consultant and Supervisor of Cybersecurity Programme	NAUSS	MAlam@nauss.edu.sa	KSA (LAS)
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10	Mr.	Wassem	Aboukreeat	SC member and representative of Libya General Authority for Communications and Informatics (GACI)	General Authority for Communications and Informatics (GACI)	w.bokriet@cim.gov.ly	Libya

11	Mr.	Jawhar	Abdelkrim	CITET FP for ITU CoE Project	CITET	financement@citet.nat.tn	Tunisia
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