



**Telecommunication  
Development Bureau (BDT)**

Ref.:

Geneva, September 2014

To: Communications Administrations; ITU-D  
Sector Members and Associates; Regional  
organizations of the CIS and Georgia

**Subject: ITU Regional Workshop for the CIS “Recommendations on Business Process Re-engineering (BPR) and Use of Key Performance Indicators (KPI) by Government Bodies and Enterprises”, Tashkent, Republic of Uzbekistan, 11-12 December 2014**

Dear Sir/Madam,

On behalf of the International Telecommunication Union (ITU), I am pleased to invite you to participate in the Regional Workshop for the CIS “Recommendations on Business Process Re-engineering (BPR) and Use of Key Performance Indicators (KPI) by Government Bodies”, which was organized by the Telecommunication Development Bureau in cooperation with the State Committee for Communication, Informatization and Telecommunication Technologies of the Republic of Uzbekistan and will be held in Tashkent, Republic of Uzbekistan, from 11 to 12 December 2014.

This Workshop is intended for representatives from ministries, regulators, telecommunication operators, universities and other stakeholders of the ITU Member States, Sector Members and Associates from the region.

The Workshop is aimed at exchange of practical experiences and elaboration of recommendations for the CIS countries on Business Process Re-engineering (BPR) and Use of Key Performance Indicators (KPI) by Government Bodies. In particular, the Workshop will cover the issues, such as:

- *strategic management of government bodies and enterprises;*
- *legal regulation of the activities of government bodies and enterprises;*
- *service organization and customer relationship management;*
- *service quality management;*
- *marketing as modern concept of management of government bodies and enterprises;*
- *financial leverages of management of government bodies and enterprises;*
- *ICT-based methods of management of government bodies and enterprises;*
- *business process electronization in government bodies and enterprises;*
- *modern technologies of efficient project management;*
- *Intranet and Extranet.*

The Workshop will be held in Russian.

The Workshop will be paperless. All materials, including presentations will be available on the ITU site: [https://staging.itu.int/en/ITU-D/Regional-Presence/CIS/Pages/EVENTS/2014/12\\_Tashkent/Business-Process-Re-engineering-Tashkent\\_11-12\\_December\\_2014.aspx](https://staging.itu.int/en/ITU-D/Regional-Presence/CIS/Pages/EVENTS/2014/12_Tashkent/Business-Process-Re-engineering-Tashkent_11-12_December_2014.aspx) .

The Workshop will be held using videoconference network connecting the ITU Area Office for CIS located in Moscow with Communication Administrations of the countries of the CIS region.

No registration fee will be required. All expenses of the workshop participants (travel, accommodation, meals) are to be covered by the sending organization.

If you wish to participate in the workshop, you are kindly requested to fill out the Registration Form attached (Annex 2) and send it to the contact persons indicated in the form by **26 November 2014**.

I am pleased to inform you that one full or two partial fellowships per country will be awarded, subject to available funding, to facilitate participation of low-income developing countries. An application for a fellowship must be authorized by the relevant Administration of the ITU Member State. In this regard, we kindly ask you to fill out the attached Fellowship Request Form (Annex 4) and send it to the ITU Fellowship Service by fax: +41 22 730 57 78 or email: [bdtfellowships@itu.int](mailto:bdtfellowships@itu.int) no later than **19 November 2014**.

For additional information and clarifications please contact Mr. Andrei Untila, Programme Officer, ITU Area Office for the CIS, e-mail: [andrei.untila@itu.int](mailto:andrei.untila@itu.int), tel.: +7(495)926-60-70, fax: +7(495)926-60-73; Ms. Umida Musaeva, Senior Specialist, International Relations Department, State Committee for Communication, Informatization and Telecommunication Technologies of the Republic of Uzbekistan, e-mail: [u.musaeva@ccitt.uz](mailto:u.musaeva@ccitt.uz), tel.: + 998 71 238-41-41; fax: +998 71 239-87-82.

Yours faithfully,

Brahima Sanou  
Director

Annexes:

1. Draft Agenda
2. Registration Form
3. Practical Information
4. Fellowship Request Form
5. Visa Support Form
6. Hotel Reservation Form