**Telecommunication
Development Bureau (BDT)**

**4th Steering Committee Meeting
ITU Europe Centres of Excellence**

Copenhagen, Denmark, 12 December 2017

REPORT BY THE 2017 CHAIRMAN OF THE
STEERING COMMITTEE OF THE ITU EUROPE CENTRES OF EXCELLENCE

1. Introduction

ITU Centres of Excellence (CoEs) are institutions offering expertise, resources and capacity-building know-how in telecommunications and ICTs training/education through face-to-face or distance learning programmes. They have been identified following ITU CoE Strategy and Operational Processes and Procedures. In Europe, five CoEs (see Annex One) constitute the regional network of CoEs providing human capacity building opportunities in particular in field of broadband access, internet governance, cybersecurity, e-waste and conformance and interoperability. The Steering Committee constitutes the main governance structure of the CoEs in the region. Its annual meetings aim at taking key strategic decisions and guidance on implementation of CoE strategy at the regional level. Previous CoE Europe Steering Committee (CoE-EUR-SC) took place on

- 11 February 2015 (Chairman Report)

- 19 January 2016 (Chairman Report and Outgoing Chairman's Report)

- 17 January 2017 (Chairman Report and Outgoing Chairman's Report)

The following report is prepared as an input to the 4th meeting of the Steering Committee and outlines the activities implemented, some challenges encountered in the fourth implementation year of 2015-2018 cycle as well as some observations for consideration of the CoE-EUR-SC meeting.
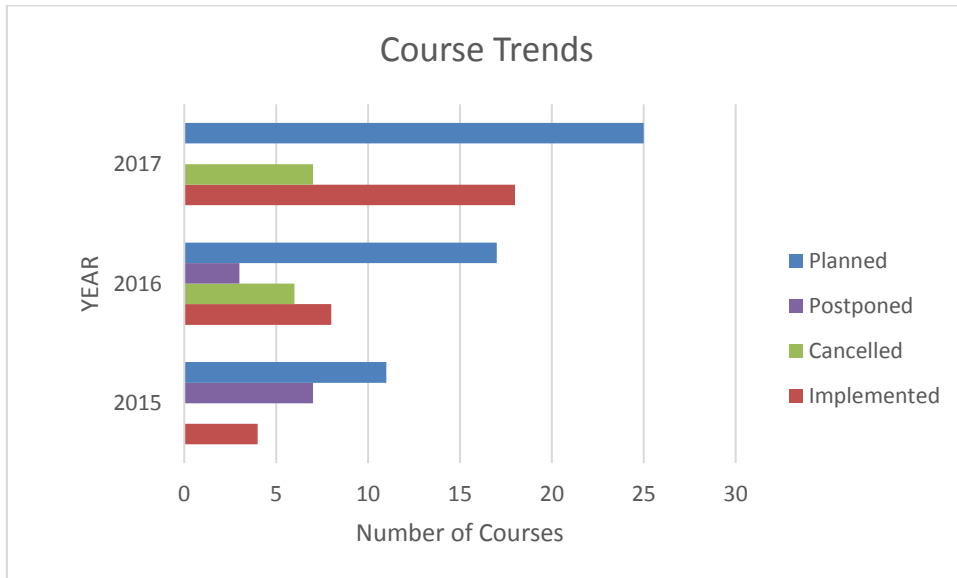
2. Implementation of Activities in 2017

The annual training plan for 2017 was established in consultation with CoEs at the third meeting of the Steering Committee, held on 17 January 2017 (see Annex Two). Out of the total 25 courses planned in the annual training plan for 2017, 18 courses have been implemented, 7 courses have been cancelled.

Table 1: CoE-EUR courses statistics for 2015, 2016 and 2017

	2015	2016	2017
Planned	11	17	25*
Implemented	4	8	18
Cancelled	0	6	7
Postponed	7	3	0

- This includes seven tailored courses to cater for preselected portuguese audience offered by ISQ

Course Trends

Year	Total	Face to face	E-Learning
2015	180	17	163
2016	263	36	227
2017	406	147	257

*Total for 2017 is not final as 2 courses are not run yet
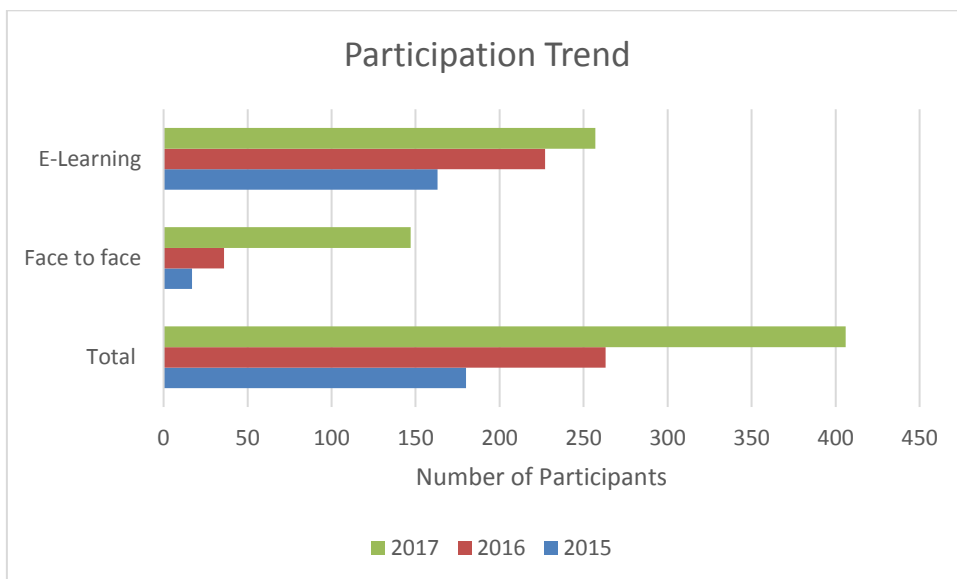
Participation Trend

Table 2: Details of courses planned in 2017

Course Name	Course Dates	COE	Modality	Status	Training fees per persons (USD)	No. Participants	Total Fees to be received by ITU (USD)	Remarks	Participation type
Strategic Aspects for Internet Governance and Innovations	3-10 APR17	NIT, Poland	E-learning	Implemented	150	34	1020		Worldwide
Fiber optic splicing and installation	3-5 MAY17	ISQ, Portugal	Face-to-face	Implemented	500	5	500		National
NGN, Cloud Computing and Ultra Broadband	30 MAY-26 JUN17	FEEIT, Macedonia	E-learning	Implemented	150	106	3180		Worldwide
Giga Speed Wireless and Mobile Broadband Internet	21 NOV-18 DEC17	FEEIT, Macedonia	E-learning	Implemented	150	63	1890	Implementation in progress.	Worldwide
Software Conformance Testing and Audit (postponed then cancelled)	4-5 DEC17 (New dates)	ISQ, Portugal	Face-to-face	Cancelled	800	0	0	Fee is possibly too high. Was also cancelled in 2016.	
Information Security Management and Compliance in Telecommunications-ISO27001	28-30 JUN17	ISQ, Portugal	Face-to-face	Cancelled	800	0	0	Fee is possibly too high. Was also postponed (cancelled) in 2016.	
Training of Trainers in Fiber Optic*	20 JAN-4 FEB17	ISQ, Portugal	Face-to-face	Implemented	250	12	600	Worked well with no need for invitation letter and direct payment by ISQ	National
Training of Trainers in ITED*	9 DEC16-24 FEB17	ISQ, Portugal	Face-to-face	Implemented	250	10	500	Worked well with no need for invitation letter and direct payment by ISQ	National
2nd Training of Trainers in ITED*	16 DEC16-17 FEB17	ISQ, Portugal	Face-to-face	Implemented	250	11	550	Worked well with no need for invitation letter and direct payment by ISQ	National
2nd Training of Trainers in Fiber Optic*	10-18 MAR17	ISQ, Portugal	Face-to-face	Implemented	250	9	450	Worked well with no need for invitation letter and direct payment by ISQ	National

Course Name	Course Dates	COE	Modality	Status	Training fees per persons (USD)	No. Participants	Total Fees to be received by ITU (USD)	Remarks	Participation type
Cyber Security Awareness for SMEs	17 Jul-17	CTU, Czech Rep.	Face-to-face	Implemented	150	2	60	Very low participation	Regional
Wireless access technologies to internet network	25 SEP-2 OCT17	NIT, Poland	E-learning	Implemented	150	54	1620		Worldwide
Training of Trainers in ITUR*	24 MAR-05 MAY17	ISQ, Portugal	Face-to-face	Implemented	250	15	750	Worked well with no need for invitation letter and direct payment by ISQ	National
2nd Training of Trainers in ITUR*	11 MAY-8 JUL17	ISQ, Portugal	Face-to-face	Implemented	250	16	800		National
Security and Quality of Service in Internet Network	26-27 OCT17	NIT, Poland	Face-to-face	Implemented	500	9	900		Worldwide
Broadband Access	11-12 OCT2017	Chemnitz, Germany	Face-to-face	Cancelled	500	0	0	Fee is possibly on high side. Was also cancelled in 2016	
Network and IT Security	18-19 OCT17	Chemnitz, Germany	Face-to-face	Cancelled	500	0	0	Fee is possibly on high side. Was also cancelled in 2016	
Cyber Security Lifecycle of the New Millenium	23 OCT17 (New dates)	CTU, Czech Rep.	Face-to-face	Cancelled	150	0	0	No participants	
Legal and regulatory barriers to the introduction of cloud services in the European Union	14-15 DEC17	NIT, Poland	Face-to-face	Implemented	500	7	700	Will be implemented. Participants registered as at 28.11.2017	Worldwide
Fiber optic splicing and installation	18-20 OCT17	ISQ, Portugal	Face-to-face	Cancelled	500	0	0	No participants	
4th Training of Trainers in Fiber Optic*	2017	ISQ, Portugal	Face-to-face	Implemented	250	6	300	Worked well with no need for invitation letter and direct payment by ISQ	National

Course Name	Course Dates	COE	Modality	Status	Training fees per persons (USD)	No. Participants	Total Fees to be received by ITU (USD)	Remarks	Participation type
3rd Training of Trainers in Fiber Optic*	2017	ISQ, Portugal	Face-to-face	Implemented	250	10	500	Worked well with no need for invitation letter and direct payment by ISQ	National
3rd Training of Trainers in ITED*	2017	ISQ, Portugal	Face-to-face	Implemented	250	7	350	Worked well with no need for invitation letter and direct payment by ISQ	National
CE mark for telecommunication, achieve/ng compliance: from directives to the test lab	22-24 NOV17	ISQ, Portugal	Face-to-face	Cancelled	700	0	0	Fee is possibly too high	
International Summer School on Cybersecurity	14-16 AUG17	CTU, Czech Rep.	Face-to-face	Implemented	90	30	540	Course was listed initially as free with fee mentioned after delivery only - Awaiting info from CoE	National

* Tailored Courses targeting Portuguese Audience

Note that Total Fees to be received by ITU has been calculated as 20% of total fees

Highlights

I. 25 courses were planned out of which 18 were run (implemented including 2 in progress) and 7 were cancelled

II. 406 persons followed courses offered by the Europe CoEs with a total of 15210 USD

III. 4 E-learning courses were run with 257 participants and 7710 USD is expected to be collected by ITU

IV. 14 Face to Face courses were run with 149 (includes estimates for 2 courses running soon) participants and 7500 USD is expected to be collected by ITU

Details on Cancelled courses

I. All 7 cancelled courses were face to face

II. 6 of the cancelled courses were offered at a fee of 500 USD or more per participant

III. 3 courses of the cancelled courses had a history [cancelled in 2016]

IV. One CoE did not run any course since the 2 courses it offered were cancelled due to lack of participation.

V. One CoE run one out of the 3 courses offered since the 2 courses offered were cancelled due to lack of participation.

3. **ITU Academy Platform Developments**

Introduction of new features to the ITU Academy platform since June 2017 l enhanced the value and user friendliness of the platform. Users have been successfully embraced the new features.

I. Group registration: A focal point of an organization can create an account and register a group of users.

II. Group payment: A focal point can pay for a group of users either online or offline.

III. Payment by organization: An individual can register for a course and request its organization to pay for him/her. The user will be asked to indicate the email address of the focal point. An email will be sent to the focal point with detailed instructions of how to pay for the user.

IV. Users editing offline invoices: An individual user or focal point can edit the details of the invoice before downloading it.

V. Administrator viewing and editing all invoices: The Administrator can view and edit all invoices generated by users in the ITU Academy.

VI. Payment through Centres of Excellence: The Administrator can edit the payment settings for a course and indicate users to directly contact and pay to the CoE. If this setting is selected, all users will have to pay through the CoE. ITU is committed to continued optimization of the ITU Academy platform to facilitate coordination with the CoEs and enhance effectiveness for the potential participants.

4. Looking towards 2018

Observations from 2017

I. The process of invoicing has been improved by a new function on the platform, which will relieve Finance from issuing invoices manually.

II. Catalogue 2017 was elaborated and sent to ITU membership. CoE focal points were asked to use the catalogue for promoting all courses. Catalogue 2017 was also provided online from EUR region website.

III. ITU Office for Europe integrated in all its messaging [e.g. presentations at events] to its membership, information on CoE training opportunities.

IV. CoEs provided information in some cases with much delay and reports reach ITU after deadlines.

V. Requests for reducing the fees practised for groups of 3, 5 and more than 10 participants from the same organisation have been received and were turned down by CoEs

VI. ISQ conducted courses [with a * in Table 2] targeted to an audience within Government which did not require issuing of ITU invitation letter and promotion on ITU Academy. These courses provided a streamlined way of processing training with a fixed existing set of participants requiring no promotion.

Proposals for 2018

I. Catalogue 2018 draft is submitted for adoption by the CoE Steering Committee and will be finalised for promotion in January 2018. ITU focal point is coordinating this initiative.

II. It is proposed to that other CoE may consider the targeted audience approach of ISQ.

III. It is proposed to review the fee of courses above 500 USD that were cancelled. For courses with a history of cancellation, additional actions would be needed, on top of fee review.

IV. A sustained promotion campaign starting right from January 2018, led by the CoE and monitored closely by the CoE focal point could be envisaged. The promotion would include

- a course web page hosted at the CoE level with detailed, practical and knowledge focused information that attracts participation
- this course web page to point to the ITU Academy page and which is referenced with all other [non ITU CoE related courses that the CoE proposes]
- tweeting by the CoE [and ITU] on the course with "Save the Date for course registration & start info"and "Count down to course registration closing and course starting"
- CoE to develop a list of events and special interest groups where the course can be promoted and effect focused promotion

V. Training reports for face to face courses should mandatorily require at least 2 photos [group photo and training in action] so as to provide a more real perspective to the ITU focal point and these elements would be used in future promotional material. Such a practice is currently followed for non CoE training offered in the Europe region.

VI. Popular courses need to be investigated to understand and replicate positive elements leading to large participation.

VII. Courses cancelled due to lack of participation to be further investigated at CoE level to understand reason for lack of interest.

VIII. Courses that have less than 10 participants for 2 years in a row need to be further investigated for revamp or cancelling.

IX. A strategy of running courses that have already proved themselves in terms of high participation and to revamp or cancel those that have cancellation history or poor participation, would be optimal for Europe.

X. Courses on emerging topics of interest such a Big Data, Internet of Things, Artificial Intelligence and Digital Innovation may be considered.

Annex One
Centres of Excellence for Europe Selected for 2015-2018 Cycle

The following five institutions were selected as Centres of Excellence for Europe:

1. Czech Republic - Czech Technical University, Faculty of Electrical Engineering (CTU)
    Priority Area: Cybersecurity

2. Germany - Technische Universitat Chemnitz (TUC)
    Priority Areas: Cybersecurity and Broadband Access

3. FYR of Macedonia - Ss. Cyril and Methodius University in Skopje, Faculty of Electrical Engineering and Information Technologies (FEEIT)
    Priority Area: Broadband Access

4. Poland - National Institute of Telecommunications (NIT)
    Priority Area: Capacity Building in Internet Governance

5. Portugal - Institute for Technology and Quality (ISQ)
    Priority Areas: e-Waste and Conformance and Interoperability

Annex Two
Annual Training Plan for 2017

In consultation with the Centres of Excellence a draft annual training plan for Europe has been agreed at the third meeting of the Steering Committee, held on 17th January, 2017

CoE	Venue	Course	Modality	Dates	Fees applied
ISQ (Portugal)	Lisbon	1.Software conformance testing and audit	Face to face	1-2 June 2017	800 USD
		2.CE mark for Telecommunication, Achieving compliance: From the Directives to the Test Lab	Face to face	24-26 May 2017	700 USD
		3.Fiber optic splicing and installation	Face to face	3-5 May 2017	500 USD
		4.Information security management in Telecommunications – ISO 27001	Face to face	21-23 June 2017	800 USD
		5. Tailored Courses targeting Portuguese Audience [9 in total]	Face to face	Feb – June 2017	
FEEIT (TFYR Macedonia)		1.NGN, Cloud Computing and Ultra Broadband	E-learning	30 May - 26 June 2017	150 USD
		2.Giga Speed Wireless and Mobile Broadband Internet	E-learning	21 November - 18 December 2017	150 USD
TUC (Germany)	Berlin	1. Broadband Access	Face to face	July 2017	500 USD
		2. Network and IT Security	Face to face	July 2017	500 USD
CTU (Czech Republic)	Prague	1.Cyber Security Awareness for SMEs	Face to face	July 2017	150 USD
		2.Cyber Security Lifecycle of the New Millennium	Face to face	September 2017	150 USD
		3.International summer school on Cybersecurity	Face to face	August 2017	350 USD
NIT (Poland)	Warsaw	1.Strategic Aspects for Internet Governance and Innovations	E-Learning	3-10 April 2017	150 USD
		2.Wireless Access Technologies to Internet Network	E-learning	25 September – 2 October 2017	150 USD
		3.Security and QoS in Internet Network	Face to face	26-27 October 2017	500 USD
		4.Legal and regulatory barriers to the introduction of cloud services in the EU	Face to face	23-24 November 2017	500 USD