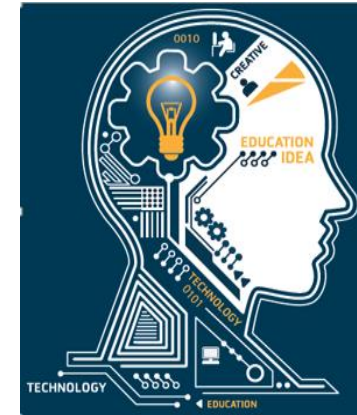# Operational Processes and Procedures for the ITU Centers of Excellence Network 2018

Susan Teltscher
Head, Human Capacity Building Division
ITU

Outline

- Overview of new cycle
- CoE Operations
  - Delivery of training
  - Fees and funding
  - Certificates
- Performance evaluation
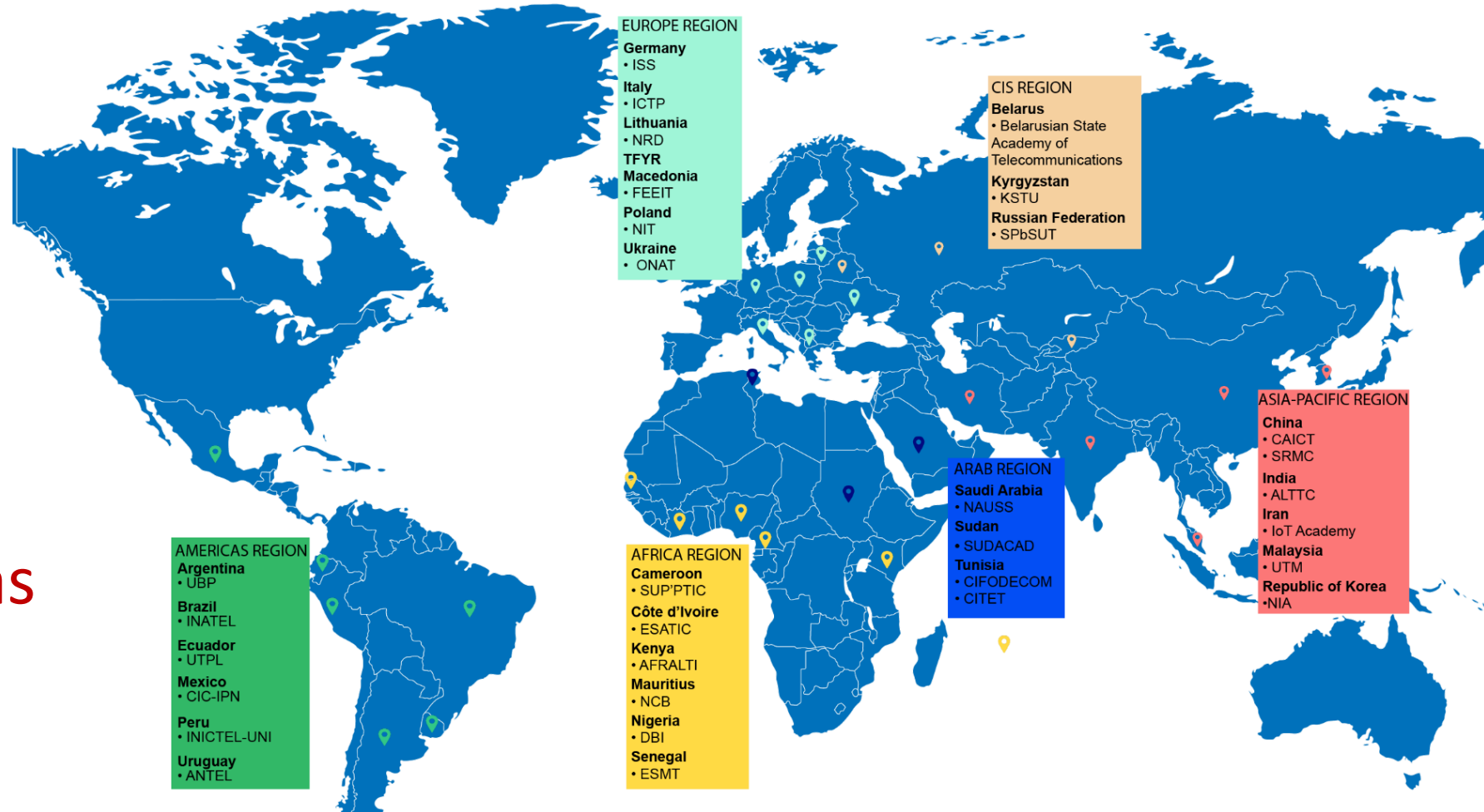- Steering Committees
- ITU support

OVERVIEW OF NEW CYCLE

Centres of Excellence (CoE) network
31 CoEs in six regions (2019-2022 cycle)

Total of 15 priority areas

EUROPE REGION
Germany
• ISS
Italy
• ICTP
Lithuania
• NRD
TFYR Macedonia
• FEEIT
Poland
• NIT
Ukraine
• ONAT

CIS REGION
Belarus
• Belarusian State Academy of Telecommunications
Kyrgyzstan
• KSTU
Russian Federation
• SPbSUT

ASIA-PACIFIC REGION
China
• CAICT
• SRMC
India
• ALTTC
Iran
• IoT Academy
Malaysia
• UTM
Republic of Korea
• NIA

ARAB REGION
Saudi Arabia
• NAUSS
Sudan
• SUDACAD
Tunisia
• CIFODECOM
• CITET

AMERICAS REGION
Argentina
• UBP
Brazil
• INATEL
Ecuador
• UTPL
Mexico
• CIC-IPN
Peru
• INICTEL-UNI
Uruguay
• ANTEL

AFRICA REGION
Cameroon
• SUP'PTIC
Côte d'Ivoire
• ESATIC
Kenya
• AFRALTI
Mauritius
• NCB
Nigeria
• DBI
Senegal
• ESMT

CoE network priority areas

Digital broadcasting

Big data & statistics

AI

Conformance & interoperability

Internet governance

Wireless and fixed broadband

Spectrum management

Digital inclusion

Cybersecurity

Smart cities and communities

ICT applications

Digital economy

ICTs & the environment

Innovation & entrepreneurship

IoT

Centres of Excellence (CoE) network
CIS region (2019-2022 cycle)

Name of institution	Country	Priority areas
Belarusian State Academy of Telecommunications	Belarus	Wireless and Fixed Broadband Cybersecurity
The Bonch-Bruevich Saint-Petersburg State University of Telecommunications (SPbSUT)	Russian Federation	Internet of Things Digital Broadcasting Cybersecurity
Institute of Electronics and Telecommunications (IET) at the Kyrgyz State Technical University (KSTU)	Kyrgyz Republic	Digital Inclusion

Centres of Excellence (CoE) network
Europe region (2019-2022 cycle)

Name of institution	Country	Priority areas
A. S. Popov Odessa National Academy of Telecommunications (ONAT)	Ukraine	Wireless & Fixed Broadband Digital Broadcasting
Faculty of Electrical Engineering and Information Technologies, Ss. Cyril and Methodius University, Skopje (FEEIT)	Macedonia	Wireless & Fixed Broadband
Institute for Security and Safety (ISS) at the Brandenburg University of Applied Sciences	Germany	Cybersecurity
National Institute of Telecommunications (NIT)	Poland	Internet Governance Wireless & Fixed Broadband
NRD Cybersecurity	Lithuania	Cybersecurity
The Abdus Salam International Center for Theoretical Physics (ICTP)	Italy	Internet of Things Big Data & Statistics

CoE OPERATIONS

Overview – CoE Operations

- Guided by the document «Operational Procedures and Processes for the ITU Centers of Excellence Network 2018» (OPP 2018)
  - available in 6 languages on the ITU Academy website
  - must-read for all CoEs

- Delivery of training

- Fees and funding

- Certificates

Delivery of training

- Number of training courses per year:
    - minimum of 2 per priority area per CoE
    - cancellation of courses not acceptable
- Each CoE presents the training schedule for the coming year at the regional SC meeting
- All courses are advertised in the ITU Academy platform
    - CoE sends course outline and info note
- ITU Academy platform can be used for online courses
- CoEs need to market their activities to a regional/global audience

Delivery of training
Curricula, evaluation and report

- ❑ Training material/curricula:
  - ❑ Developed by CoEs (to be shared with ITU in advance)
  - ❑ Developed by ITU (available to CoEs)
- ❑ Evaluation of training courses
  - ❑ Each participant must complete a standardized evaluation form (can be done online)
  - ❑ CoEs must submit to ITU all evaluation forms in a consolidated manner after each training
- ❑ Training report
  - ❑ CoE must submit to ITU a report at the end of each training course (including evaluation report)

Templates

❑ ITU templates available and to be used by 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

❑ Available on ITU Academy portal

Funding CoE operations

❑ CoE programme is based on self-sustainability principle

❑ ITU does not provide funds for CoE operations/activities

❑ Institutions hosting a CoE make budgetary provisions for the implementation of CoE operations

❑ Operations are based on a self-sustainability model

❑ Possible sources of funding:

❑ Training fees (in previous cycle, all but 3 CoEs charged a fee)

❑ Financial contributions from partners

❑ Donations from Governments or other organizations

Training fees

❑ Training fees:

- ❑ Cost-sharing model between ITU and CoEs
- ❑ CoE determines the fees, to be approved by SC
- ❑ Training fees are collected by ITU through the ITU Academy platform
- ❑ ITU shall retain between 20-30% of training fees (determined by SC)
- ❑ ITU will transfer the CoE share to the CoE
- ❑ ITU share will be used to support the CoE network (ITU Academy, curriculum development, quality assurance etc)

Certificates

- ❑ CoE will grant certificates of achievement (no certificates of attendance are granted)
- ❑ Each participant in training course must complete an assessment test
- ❑ CoEs must develop assessment tools:
  - ❑ Practical exercises, quizzes and chats, final test
- ❑ Certificates are issued by ITU upon receipt of the training report including the results of the assessment tests (template)
- ❑ Certificates are signed by ITU and the CoE/partner

International Telecommunication Union

CERTIFICATE

This is to certify that

Name and Last Name

has successfully completed the [eLearning or face-to-face] training on

TITLE OF THE COURSE

in collaboration with the [training Institution name]
[City, Country]
from XXX to XXX

02-10-2015

02-10-2015

Signature _____ *Date*

Signature

Date

Name of signatory
Title

Cosmas Zavazava
Chief BDT/PKM

PERFORMANCE EVALUATION

Evaluation of CoE performance

- ❑ ITU will carry out annual assessments based on key performance indicators (KPIs)

- ❑ Assessment report will be part of agenda of annual regional SC meetings

- ❑ SC will review and discuss CoE performance and make recommendations

- ❑ ITU will follow up with low-performing CoEs
  - ❑ In case of continued low performance, CoE status may be withdrawn

Key performance indicators (KPIs)

- ❑ Number of training activities implemented by CoE
  - ❑ required: at least 2 per priority area per year
- ❑ Number of participants per course
- ❑ Number of international participants per course
- ❑ Level of satisfaction of trainees (training course evaluation form)
- ❑ Timely submission of training reports by CoEs to ITU (template)

STEERING COMMITTEES

Steering Committees

- Main role: to oversee the functioning of the CoEs
- Composition: Governments hosting a CoE, CoEs, ITU, others
- All members, in particular CoEs, are expected to attend all SC meetings
- Observers can also participate
- CoEs will present their past activities and their training plan for the coming year for approval by SC
- CoEs will exchange experience, discuss strategic issues and strengthen cooperation

Chair of the SC

- ❏ Chairmanship shall rotate among SC members
- ❏ Host country of SC meeting shall normally assume chairmanship
- ❏ SC Chair will be Chair for the following year
- ❏ SC Chair will present a report to the SC regarding the performance of the network under his/her chairmanship
- ❏ During the year, Chair will follow up on decisions and recommendations made at the last SC meeting and facilitate online meetings of the SC that may be organized

ITU SUPPORT

- ❑ ITU Academy platform (CMS, LMS)
- ❑ Facilitation of online courses
- ❑ Administrative support (registration, fee collection, certificates etc.)
- ❑ Promotion of CoE network among the ITU membership
- ❑ Promotion of training catalogue
- ❑ Curricula development
- ❑ Facilitation of partnerships
- ❑ Support to the governance of the network (e.g. organization of Steering Committee meetings)

Development of curriculum

- ❑ Standardized training materials in priority areas as defined by ITU membership

- ❑ Training materials of the highest level and quality; materials undergo thorough peer review

- ❑ Up to date - using the expertise from membership and academia

**Training programmes developed/
under development**

ICT and Climate Change
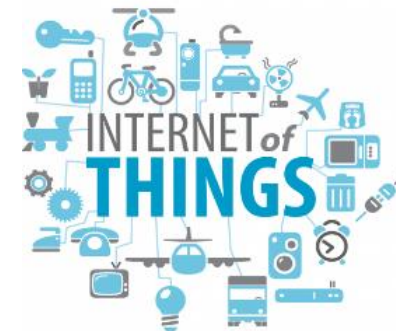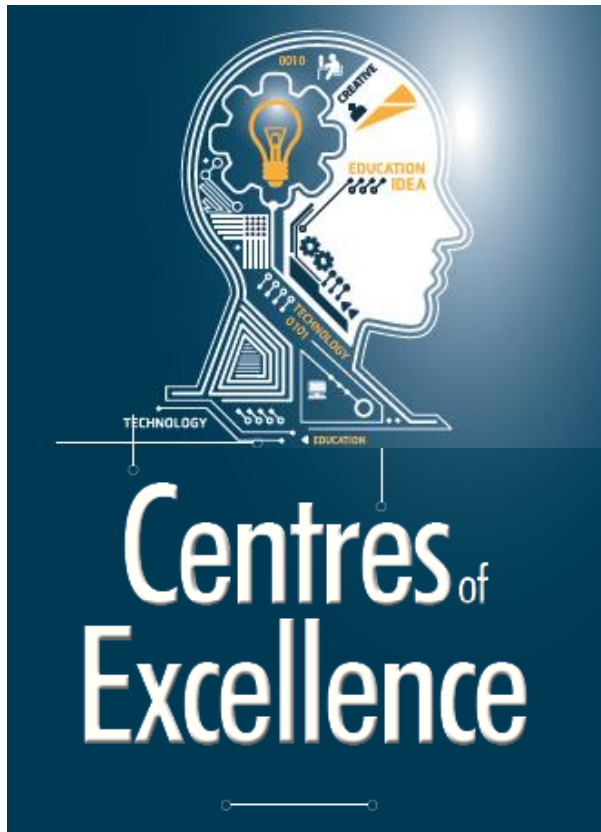
Complete and available

SMTP
SPECTRUM MANAGEMENT TRAINING PROGRAMME
AN ITU ACADEMY INITIATIVE

QUALITY OF SERVICE TRAINING PROGRAMME
An ITU Academy Initiative

Complete and available

INTERNET of THINGS

Complete and available

In progress, close to completion

Final observations

- ❑ **Highly visible programme (ITU membership)**

- ❑ **ITU regional focal points and HQ team are ready to support you**

THANK YOU

http://academy.itu.int