

VTC



The aim of the VTC is to offer online the services typically provided by a traditional training centre and to satisfy some of the new training requirements generated by a modern, information-oriented society.

These services include:

- access to information (i.e. concerning material and courses available, service providers, etc.)
- access to training material (via the Library and the Resource Store)
- distance tutoring and participation in virtual classes
- distance consultancy services
- administrative functions (registration, payment, etc.)

Some of the VTC services are provided free-of-charge, for example the ITU training material and newsletters that are available in the library, as well as access to information on commercial training material and services available in the Resource Store.

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ITCI



The ITU Development Bureau (BDT) plans to establish a worldwide network of 50 Internet Training Centres providing training on Internet (IP) networks and services by mid 2003. Through a train-the-trainers approach, BDT will work with public- and private-sector players to provide students in developing countries with access to *affordable and relevant* training using both face-to-face and distance-based training methods.

One of the objectives of each Internet Training Centre will be to strengthen Internet skills within the staff of the national telecom operator(s). In this respect BDT will encourage each Internet Training Centre to develop partnership arrangements with the operator. Such partnership arrangements might include the provision of low-cost connectivity in return for cost-based training for a number of staff. The operator might also develop an agreement to employ the brightest students graduating from the Centre.

The ITCI implementation is starting as a partnership venture between BDT and the first partner of the Initiative: Cisco Systems. Cisco will contribute with its Cisco Networking Academy Programme (CNAP).

THE CENTRES OF EXCELLENCE PROGRAMME

CoE



All countries need highly developed human resources to facilitate the transition to the new telecommunication environment. The increased use of new technologies, the move towards corporatization and competition, and the separation of regulatory functions from operational services require advanced-level policy, regulatory, managerial and technological expertise.

The Centres of Excellence concept was established in order to develop and strengthen the capability to generate this expertise in developing countries around the world. Building on the experience and infrastructure already in place as well as responding to regional needs and priorities, BDT decided to create five CoEs as follows:

- 2 in Africa
- 1 in the Americas
- 1 in Asia and the Pacific
- 1 in the Arab States

They have been designed to assist and offer training to high-level decision-makers in telecom entities, so that they may manage sector reform, including national sector priorities and regulations, as well as senior corporate managers in the management of networks and services, technology awareness, etc. In addition, the centres serve as regional focal points for professional development, research and information, and provide consultancy services to the government and private sectors.

GLOBAL TELECOMMUNICATION UNIVERSITY/TRAINING INSTITUTE

GTU/GTTI



The GTU/GTTI project was designed to contribute to the development of human resources in the telecommunication sector by offering continuous training and educational courses at managerial and technical levels. The programme also includes an accredited Masters in Communication Management, developed in cooperation with Cable & Wireless.

Peculiarities: *Emphasis is placed on engineering and management training needs arising from the changing environment in developing countries as a result of privatization, competition, the opening of the market economy, the digitalization of networks and the introduction of new technologies and services. There is extensive use of modern telecommunication technologies to support distance education. Training is at present delivered through the Internet with WBT (Web Based Training) tools.*

GTU/GTTI is a partnership venture. It channels the contributions of its partners to the telecommunication institutions, the actual customers of GTU/GTTI, in developing countries. These contributions may take several forms: human resources, infrastructure, funds, training/educational material, teaching facilities and additional services.

MANAGEMENT DEVELOPMENT FOR TELECOMMUNICATIONS

MANDEVTEL



The traditional workshops known as the MANDEVTEL library are likely to be the best known HRD products which have been implemented and adapted in a number of countries all around the world. Thanks to the collaboration of valued partners, MANDEVTEL resources (manuals, traditional and multi-media training materials and workshops) have been developed worldwide in order to train senior and top managers in modern management techniques. They can be accessed through the VTC, and provide a sound background which proves to be of great assistance in the implementation of the most advanced and innovative training projects.

These materials deal with many sensitive issues of the telecommunication sector such as:

- Corporate Transformation to be Competitive
- Management for Senior Executives
- Policies, Strategies and Sector Reform
- Business-Oriented Planning
- Total Quality Management
- Marketing
- Activity-Based Costing
- Staff Planning
- Organizational Development
- Using the Internet for distance learning and many other topics.

The MANDEVTEL approach is a lively process and a unique tool for the development of managerial skills fitted to each regional context.

