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, services provided, 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.
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 development, research and information, and provide consultancy services to the government and private sectors.

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, in the form of: human resources, infrastructure, funds, training/educational material, teaching facilities and additional services.

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.