

Become a Partner

In order to build synergies and mobilize additional resources for capacity-building initiatives, the HRD Unit welcomes strategic partnerships with private sector, regional and international agencies, governments, academia and training organizations. There are several opportunities for getting involved in telecommunications human resource development and management, and our present partnerships are tailor-made to the means and interests of each. Examples include:

- Providing subject-matter expertise (in new technologies, regulatory issues, telecom policies, etc.);
- Waiving training fees;
- Assisting in the development of training materials and case studies;
- Providing expertise for distance learning, web-based curricula, e-learning courseware and tools;
- Raising awareness, sharing "best practices" and "lessons-learned";
- Facilitating "train-the-trainer" programmes;
- Creating knowledge networks for better access and sharing of information;
- Providing relevant reference materials;
- Formulating and implementing innovative public-private sector pilot projects focused on building capacities.

Possible Contributions to Development

There are three main approaches for contributing to development: establishing a training agreement (by waiving training fees), contributing to the BDT yearly action plan, and/or joining existing regional projects based on public/private sector partnerships focused on long-term self-sustainability.

We would be very pleased to discuss any possible partnerships. Please contact us (see staff list).

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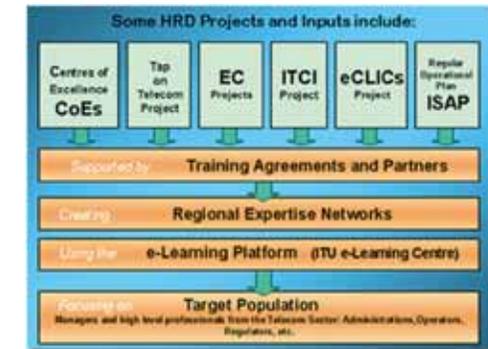
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Developing Human Resources for Strategic Advantage

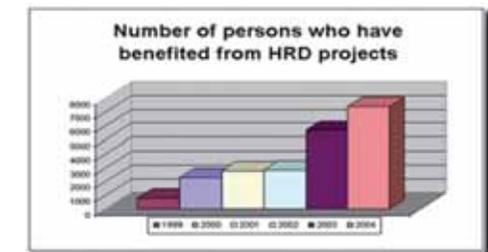
Human Resource Management/Development

BDT/HRD Major Initiatives in Capacity Building

Assisting developing countries in building human capacities has always been one of the fundamental roles of BDT. Our flagship initiatives include: Centres of Excellence, ITU e-Learning Centre, Internet Training Centres Initiative (ITCI), Tap-on-Telecom, e-Community Learning and Information Centres (eCLICs) and EC capacity-building projects.



The availability of highly qualified staff at key levels in telecommunication organizations has become a particularly critical factor for a smooth transition to the current telecommunication environment. Policy-makers and regulators at the governmental level, as well as corporate executives and senior managers at the service-provision level, are the priority target population for BDT's training and human resource development efforts.



For further information, please refer to our website: www.itu.int/itu-d/hrd. Our online training catalogue is available at www.itu.int/ITU-D/hrd/tc.

Internet Training Centres Initiative (ITCI)

This Initiative aims at establishing Internet Training Centres (ITCs) that will provide Internet and ICT (Information and Communication Technologies) training programmes to end users and advanced users in least developed and developing countries. Through a train-the-trainer approach, ITU/BDT will provide affordable and relevant training using both face-to-face workshops and e-learning methods. To date, 82 ITCs have been established, offering a variety of curricula: 70 centres in partnership with Cisco Systems and 12 centres in partnership with the European Union.

The partnership project with Cisco started with 53 centres assisting non-profit training and educational institutions in establishing the Cisco Certified Networking Associate programme developed by the Cisco Networking Academy. The latest phase of this project (2004-2005) focuses on training for government and public institutions, enhancing human capacity building in the field of IP networking in 20 additional centres around the world. This phase also introduces supplementary curriculum from other partners, such as Hewlett Packard's Information Technology Essentials and Panduit's Networking Infrastructure Essentials, in twenty of the best-performing existing academies.

The partnership project with the European Commission provides two streams of ICT training programmes to end users and advanced users. Seven centres worldwide run the Advanced ICT Curriculum, which was developed by the project and focuses on the use of open source software for dynamic and secure web design. Five centres in Africa run a basic ICT course that focuses on the use of computers and the Internet, applications and communications. The course has been donated by the Microsoft Unlimited Potential Curriculum and targets marginalized communities. All centres deliver courses using a combination of both self-learning and face-to-face methods.

Centres of Excellence

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 and managerial expertise as well as advanced skills on networks architecture. During the last four years, the Centres of Excellence network has been created and reinforced to generate these required competencies in developing countries all over the world. Relying on the experience and architecture already available, while addressing the priorities and regional needs, BDT has created the following six Centres of Excellence (CoEs):

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

These Centres have been designed to assist and offer training to decision-makers and senior executives in telecom entities so that they may contribute to sector reform, as well as have general control of how networks evolve and related diversification of the services offered by new-generation networks (NGN). In addition, the Centres serve as regional focal points for professional development, research and information, and also provide consultancy services to the government and private sectors.

In this respect, they mainly address six major subjects that are key for most players in the telecommunication sector: Business management, Technology awareness, Regulatory issues, Spectrum management, IP awareness, and Rural connectivity.

During the last four years, the CoEs have trained more than 12'000 managers and executive staff. The diversity of the activities has been improved with the implementation of new projects operated under the umbrella of the CoE network (Tap-on-Telecom, Simobiz, ITU/ADB and ITU/Costa Rica).

	AFE	AFF	AMB	ARB	ASP	EUR	CIS	TOTAL
Business management	6	11	7	5	3	9	2	35
Technology awareness	6	5	13	4	3	6	1	38
Regulatory issues	5	8	2	5	3	6	3	36
Spectrum management	2	3	0	1	0	4	2	12
IP awareness	4	1	1	3	0	1	3	13
Rural connectivity	2	1	0	2	0	0	1	6
TOTAL	28	24	25	20	7	13	13	129

AFE = Africa (English-speaking) ASP = Asia and the Pacific
 AFF = Africa (French-speaking) EUR = Europe
 AMS = Americas CIS = Commonwealth of Independent States
 ARB = Arab States

ITU E-Learning Centre - A Knowledge-Building Platform

Since 1995, the HRD Division has been using information and communication technologies (ICTs) as a tool to deliver distance learning in developing countries. Over the years, the ITU e-Learning Centre has been established as a global learning platform aimed at strengthening human capacities in the area of telecommunications and human resources development by leveraging on the digital opportunities available. The main purpose of establishing the ITU e-Learning Centre is twofold:



- To facilitate online skills development and knowledge sharing;
- To promote the e-learning culture itself.

Each year, more than 50 online courses are offered mainly in the areas of Telecom Policy, Technology Awareness, Regulatory Issues, Strategic Management, Change Management, e-Services, Spectrum Management and Network Engineering. Another service provided through the ITU e-Learning Centre is the set-up of e-communities to facilitate knowledge sharing among telecom professionals.

In the area of education, through the ITU Centres of Excellence for the Americas Region, an online postgraduate programme on telecommunication technologies has been developed in Spanish and is being delivered in the Region. A second postgraduate programme is being elaborated in partnership with the United Kingdom Telecommunication Academy (UKTA) and the Kigali Institute of Science, Technology and Management (KIST) in Africa.

In a cost-effective manner, the ITU e-Learning Centre provides a flexible strategy to develop human capital through the use of the Internet to foster skills development and continuous learning. Further information is available at www.itu.int/ITU-D/hrd/elearning.

e-Community Learning and Information Centres (eCLICs)

There has been sufficient evidence that Information and Communication Technologies (ICTs) provide unprecedented opportunities to accelerate development. However, connectivity being driven primarily by market forces gives rise to the concern of "e-exclusion" – isolated communities in geographically remote areas are being further marginalized and disadvantaged by not having access opportunities.

A pilot project, called eCLICs, has been proposed to establish ICT Community Learning and Information Centres connected via satellite or other means to the Internet in schools that will in turn serve as hubs for community development. Through these centres, various human capacity building initiatives will be extended to the rural community.

TAP-on-Telecom

This five-year project aims at supporting the Centre of Excellence Network actions towards aligning technology choices with regional objectives, as well as understanding technology and its requirements for deployment, service implementation, maintenance, replicability and scalability of NGN networks.

Phase one has been conducted over two years as a pilot project focusing on Africa and the Arab Region with the purpose of evaluating and testing, during 27 face-to-face workshops and hands-on sessions, the parameters of a larger scale application to each of the CoEs and concerned regions.

Further steps will help ITU Member States to enhance their autonomy and capacities on NGN issues through:

- Technology training for senior managers and operational teams, with a strong commitment for developing subject-matter experts
- Hands-on technical assistance including remote broadband access to the IIT technical platform
- Testing of local innovations (technologies and applications) for proof-of-concept, performance and interoperability

EC-ITU Regulatory capacity-building project for West Africa

The EC-Reg Training Project on ICT Regulatory Reform for West Africa aims at developing and providing regional training resources in the field of ICT regulatory reform, and at delivering training sessions for regulators, policy-makers and service providers in West Africa.

This project is jointly funded by the European Union and ITU and is being implemented in close coordination with another EC-ITU project (West Africa Common Market) supporting UEMOA and ECOWAS in the creation of an integrated ICT market in the same region. In this context, the training sessions set up the necessary background for implementing a series of regional recommendations generated by the second project, as well as for ensuring that national skills and practices will be fully compliant with these recommendations.

Most activities are being delivered in face-to-face mode in order to facilitate integration of a number of case studies and best operational practices. In addition, each activity is being delivered both in French and in English through replication in order to avoid high interpretation costs. This mix aims at the development of a real community of subject-matter experts, able to guarantee the effective sustainability of the project inputs.

The training materials used result in a practical toolkit available to regulators, appropriate to their Region.