



Telecommunication Development
Bureau (BDT)

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Subject: **ITU Centres of Excellence Workshop on “Internet Services Providers (ISPs) Operation” for Portuguese and Spanish speaking countries in Africa, Praia, Cape Verde, 13-17 June 2011**

Dear Sir/Madam,

On behalf of the International Telecommunication Union (ITU), I am pleased to invite you to participate in the workshop on **“Internet Services Providers (ISPs) Operation”** for Portuguese and Spanish speaking countries in Africa, to be held in **Praia, Cape Verde, from 13-17 June 2011**. The workshop will be hosted by the **Agência Nacional das Comunicações, ANAC**. The workshop is being conducted under the aegis of the ITU Centres of Excellence Network for Portuguese and Spanish speaking countries in Africa.

The purpose of this workshop is to learn how to mount and operate an ISP. The workshop will cover both commercial and technical aspects of operating an ISP. The workshop will guide ISP engineers in the best practices of network, covering a wide range of topics on ISP operations from design, operations to security.

The following topics will be addressed:

- Internet: environment, markets, principles and technology know-how
- ISP - Preliminary issues: feasibility, expectations and types
- ISP - Building and developing the business: commercial and marketing objectives
- Regulation, Licensing and Registration
- Client Access: modes and configuration
- Backbone access: networks, wholesale, tearing organization, POPs and IXs
- VOIP – Opportunities and challenges
- Security and IOS features

The workshop will also analyze and discuss situations in different markets and will include a visit to an ISP data centre.

This Workshop will target network engineers, systems administrators, and anyone who is involved in managing ISP services and operations.

In order to benefit from each other's experiences, participants are invited to prepare and present case studies during the workshop.

If you wish to participate in this workshop, please complete the attached Registration form (Annex 1) and return to the Project Coordinator (see contact details above) by **21 May 2011** at the latest.

A registration fee of USD 50 per participant is required to attend this workshop. Bank account details for payment of the fee will be sent to you at the confirmation of your participation by ANAC.

A partial fellowship, covering only the daily subsistence allowance in Cape Verde, will be granted to one participant of each eligible country at the request of the administrations. However, countries are free to send more than one participant to this workshop, as long as they meet the cost of travel, accommodation and related expenses in Cape Verde.

If interested, please complete the attached Fellowship Application Form (Annex 2) and return it to bdtfellowships@itu.int, as indicated in the form, **no later than 21 May 2011**.

Additional information on this workshop, including the programme of the workshop as well as useful information for participants can be found on the ITU Academy Portal at <http://academy.itu.int/index.php/events>.

Yours faithfully,



Brahima Sanou
Director

Annexes: 2

ITU Centres of Excellence

Workshop on "ISPs Operation" for Portuguese and Spanish
speaking countries in Africa



Praia, Cape Verde, 13-17 June 2011

Registration Form

Please use **CAPITAL** letters.

Family Name:.....

Given Name:.....

Title/Function:.....

Name of Organisation/Company:.....

Office Address:.....

Town:..... Country:.....

Telephone Number(s):.....

Fax Number(s):.....

E-mail:.....

Arrival: Date..... Time Flight No.

Departure: Date..... Time Flight No.

Please fax or email this form duly completed by **21 May 2011** to the following persons:

Ms Marise Lima

Executive Secretary of the Board of ANAC
Agência Nacional das Comunicações
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