



Arab Region

Centre of Excellence Network
in the Arab Region- Phase II
(7RAB07016)



BACKGROUND

Centres of Excellence (CoE) were conceived as a human and institutional capacity building partnership between ITU, private sector companies in the telecommunications industry, development and training institutions, who would deliver ICT related training, as well as be the recipients of institutional capacity building support. The trainings covered all the major areas of the CoE focus, which were namely telecommunications policies, regulation, new technologies and services, business management and rural communications.



REGION

WHY WAS THE PROJECT NEEDED?

The Centres of Excellence (CoE) programme was launched by ITU at the turn of the millennium, aiming to support capacity building in the field of information and communication technologies (ICTs). Designed to offer continuous education to ICT professionals and executives in the public and private spheres through face-to-face or distance learning programmes, the Centres of Excellence serve as regional focal points for professional development, research, and knowledge sharing, as well as provide specialist training services to external clients.

BENEFICIARY COUNTRIES

All countries
from the Arab Region

PARTNERS

- National Telecommunications Corporation (NTC) of Sudan
- National Telecommunication Regulatory Authority (NTRA) of Egypt
- Center of Information, Training, Documentation and Studies in Communication Technologies (CIFODE'COM) of Tunis
- Telecommunications Regulatory Authority of Oman



http://www.itu.int/en/ITU-D/Regional-Presence/ArabStates/Pages/Events/COE_Previous-Activities.aspx



OBJECTIVES

01

To deliver training programs to the Arab States in the following areas of action: Policy and Regulation; Business Management; New Technologies and Services, and Rural ICT Development.

02

To deliver training through ITU e-learning platforms.

RESULTS

The aim of this project was the building of capacities in the Arab Region, in various ICT-related fields.

- The project successfully designed, offered and implemented face-to-face and online training activities, in coordination with ITU and the CoE Coordination Unit. 1510 professionals were trained (face-to-face) in the areas of the four program of the project.
- 137 professionals were trained (online) in various ICT-related fields.





MAIN ACTIVITIES

Between 2008 and 2014, 53 training activities were conducted in the Arab Region.

On average, 8 training activities were run per year.

6 online training has been carried out within the CoE project.

MAJOR SUCCESSES

01

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- In 2008 - 2009, 10 training activities were conducted with the participation of 280 trainees.

02

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- In 2010 - 2011, 19 training activities were conducted with the participation of 540 trainees.

03

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- In 2012 - 2013, 16 training activities were conducted with the participation of 390 trainees.

04

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- In 2014, 8 training activities were organized with the participation of 300 trainees.



MAJOR SUCCESSES

05

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- In 2009, 1 online training was organized regarding “Telecommunications Policies and Regulations for Arab Region” theme with 20 participants (member states representatives and sector members).

06

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- In 2010, 1 online training was organized in the area of “VOIP” with 17 member participants (member states representatives and sector members).

07

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- In 2011, 2 online training were organized regarding the “E-learning from Concept to Delivery” and “ICT Security” themes. The trainings were attended by 50 participants (member states representatives and sector members).

08

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- In 2012, 2 online training were organized regarding the “Overview of Wireless Networking” and “Current Practices and E-learning from Concept to Delivery” themes. The courses were attended by 50 trainees (member states representatives and sector members).

Online Learning



Login

Terms and conditions



LESSONS LEARNED

Sound stakeholder cooperation is essential for the success of the project.

Establishing a long-term project coordination mechanism enabled the probability of success, as well as continuity and good results.

Good financial management resulted in the project closing with remaining funds. Follow-up on the collecting of the training fees was sometimes a challenge.

Annual Steering Committee meetings with the different stakeholders involved in the project are critical.



CONCLUSION AND RECOMMENDATIONS

The project was implemented efficiently and effectively, activities were completed, and results were achieved as planned. The project successfully designed, offered and implemented the activities, by training 1510 professionals face-to-face and 137 professionals online in various ICT-related fields.

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