OPERATIONAL PLAN

OF THE

ITU DEVELOPMENT SECTOR

2003

TABLE OF CONTENTS

PART 1 – INTRODUCTION

1. Bases for the OP- 03

The operational plan of the ITU Development Sector (ITU-D) for 2003 is based on the ITU strategic plan adopted by the Plenipotentiary Conference (Marrakesh,2002) and the Istanbul Action Plan (IsAP) adopted by the World Telecommunication Development Conference (Istanbul, 2002). Its financial base is the 2002-2003 biennial budget approved by the 2001 session of the ITU Council.

1.1   The ITU strategic plan

The ITU strategic plan set forth the general goals, as well as the indicated priority areas for the Development Sector (Resolution 71, (Rev. Marrakesh, 2002). The specific objectives to achieve the goals of ITU-D as adopted by WDTC-02 are listed below:

General

- Include measurable objectives and outcomes for all relevant projects undertaken by BDT, particularly as they relate to development of telecommunication facilities and services.

- Encourage relevant development and financial agencies, Member States and Sector Members to work with ITU to maximize progress toward network and infrastructure development, as well as sustainable universal access to telecommunication services, in developing countries.

- Include measurable telecommunication access goals and outcomes for all projects undertaken by BDT.

- Strengthen coordination and cooperation with the private sector, ensuring involvement of and information flow to Sector Members about the work and projects of ITU-D.

- Enhance communications and information sharing with all ITU-D members regarding specific projects for which ITU-D serves as executing agency; ensure that replicability is among the criteria for all pilot projects, and share results of pilot projects with recommendations for their replication.

- Include human resource and capacity-building components in all BDT projects and programmes.

- Strengthen regional presence by achieving a more effective sharing of responsibilities and functions and a better balance of work between headquarters and the regional offices.

- Include objectives and components for reducing the digital divide so that all inhabitants of the planet benefit from ICTs.

Goal A

Promote the development, expansion, operation and increased efficiency of ICT networks and services, particularly in the developing countries:

- Undertake appropriate actions to narrow the "digital divide".

- Provide incentives for private sector investment through market opportunities analysis, risk evaluation tools, and studies of regional, subregional and national macroeconomic trends.

- Develop, for the private sector, microeconomic studies and targeted tools in general management, with a view to strengthening the efficiency (cost-based activity financing) and competitiveness of network and service providers.

- Develop and implement programmes and projects aimed at facilitating sustainability of telecommunication projects and programmes in developing countries, beyond the pilot project phase.

- Drawing upon the particular strengths of BDT, provide assistance to developing countries in creating and developing network transition strategies, including sound policy and regulatory frameworks.

Goal B

Facilitate access to ICT networks and services for all, with a particular emphasis on the disabled and disadvantaged:

- Develop a special programme targeting the hundred lowest teledensity countries, in order to identify market opportunities, and collaborate with interested States and other institutions/agencies in building risk reduction programmes.

- Promote and develop e-readiness programmes and training activities for developing countries.

- Give appropriate assistance and support to countries afflicted by natural disasters and hostile activities that have disrupted critical telecommunication infrastructures, causing the need to rebuild telecommunication networks.

- Promote before credit and financial institutions the importance and priority of financing programmes and projects that have social impact and rely on the use of ICT, increasing the benefits of such programmes and projects with the offering of teleservices and tele-applications.

Goal C

Provide assistance and tools to Member States for creating regulatory and policy environments, institutional and organizational resources, and development activities that promote goals A and B above:

- Assist government in establishing appropriate telecommunication policies and regulatory structures, taking into account the potential benefits of liberalization, private investment and competition, creating a stable and transparent environment to attract investment; these policies and structures should also ensure the provision of universal access and universal service, promoting innovation and the introduction of new services and technologies to unserved and under-served users.

- Provide a forum to share regulatory and policy experiences.

- Provide training opportunities to new regulators, particularly those with resource constraints, helping such regulatory entities in the development of human resources to meet the challenges of new market requirements and structures.

- Encourage and assist Member States to establish infrastructure development and universal access goals and to progress toward these goals.

- Promote sharing of experiences by working cooperatively with Member States, Sector Members, the other ITU Sectors, other UN agencies, and other international organizations to provide information on best practices for training and capacity building, ensuring gender balance and emphasis on training of youth.

- Promote and provide training in human resources development (HRD) and human resources management (HRM) to meet the challenges of the rapidly changing telecommunication environment.

Goal D

Provide assistance and tools for Sector Members seeking to provide ICTs and other services in developing countries:

- Mobilize resources, including training, for newly-developing private sector entities, especially in developing countries.

- Foster partnerships and cooperation between the Sector Members and BDT.

Goal E

Collect, analyse and make available information, data and statistics on ICTs to assist Member States and Sector Members in making informed policy and development decisions:

- Review existing and, as needed, develop new indicators to appropriately measure development-related issues.

- Collect and analyze telecommunication indicators and policy/regulatory data.

- Publish reports highlighting sector trends and developments.

- Conduct case studies of different models or approaches undertaken in sector reform, identifying advantages and disadvantages to elaborate best practice guidelines.

- Increase awareness and visibility of BDT products through all relevant and useful means, including through the Internet, publications, and the regional offices.

Goal F

Strengthen communication channels between BDT, Member States and Sector Members and Associates, and ensure cooperative and effective communications and coordination between BDT, both at headquarters and at the regional offices, and the other ITU Sectors and the ITU secretariat:

- Improve communications with the ITU-D membership to ensure that Member States and Sector Members are informed of the work of ITU-D:

– Improve and expand web-based services that detail ITU-D programmes, achievements, and partnership opportunities, based on an assessment of member interests.

– Expand and improve web-based information-sharing that facilitates and encourages use of the ITU-D website by ITU-D members.

- Improve communications with and information flow to and from the regional offices.

- Coordinate and communicate effectively with the ITU-R, ITU-T and the ITU secretariat:

– to ensure that developing countries are sufficiently informed of and involved in the work of ITU-R and ITU-T and the ITU secretariat;

– to ensure that work is complementary and not duplicative.

Goal G

Improve communication channels and establish the necessary coordination and cooperation with other international, regional and subregional organizations and other entities involved in the development of ICTs and services, in order to create the appropriate framework needed in the application and development of services, ensuring that ITU's and ITU-D's role and mission are understood:

- Ensure that relevant information from these organizations and entities is channeled back to the ITU-D membership.

- Define and develop relationships with organizations within and outside the UN system to provide leadership, technical assistance and inter-agency collaboration in programmes to advance goals of sustainable and responsive telecommunication development.

- Promote and coordinate action with other entities, in particular the World Health Organization (WHO), in order to initiate and develop the appropriate framework for the provision of telemedicine services and applications.

Goal H

Ensure that the ITU Member States and ITU-D Sector Members and Associates derive maximum benefit from the ITU's role as a specialized agency of the United Nations and an executing agency for implementing projects under the UN development system or other funding arrangements:

- Provide leadership as an executing agency under the UN development system, if appropriate, in order that ITU-D members can benefit fully from development projects and programmes.

- Promote the mutual exchange of information with ITU-D members and with other UN agencies, members about projects related to telecommunication implemented within the UN structure.

Goal I

Ensure incorporation of a gender perspective in its programmes and activities and provide for its implementation as far as possible:

- Support and facilitate efforts within ITU and through the regional offices to ensure a gender perspective and promote gender balance in all activities of ITU-D, and the broader ITU community.

- Mobilize resources and provide information to Member States to improve gender balance in telecommunication development in the ownership, management and operation of telecommunication facilities and services, particularly in developing countries.

- Promote programmes and studies that improve the ability of women and men alike to be able to use basic and advanced telecommunication services, with a special emphasis on rural and developing areas.

- Provide a focus within BDT for the advancement of gender issues.

Goal J

Promote a focus on the needs and capabilities of youth in telecommunication development:

- Assess requirements and capabilities of youth in telecommunication development.

- Work with ITU-TELECOM and ITU Bureaux and offices to reach out and support youth-focused initiatives.

- Promote capacity building and internship programmes directed at youth.

- Appoint a focal point within BDT for youth-focused capacity building activities.

Goal K

Develop and strengthen the linkage between financial, strategic and operational planning.

Goal L

Monitor, through TDAG, the performance of the Sector against identified milestones and propose adjustments to the strategic plan as needed.

Goal M

Contribute, as appropriate, to preparation of the World Summit on the Information Society (WSIS):

- Address the serious lack of basic infrastructure in many developing countries.

- Invite ITU Member States to propose actions on how ICT developments may most efficiently contribute to poverty reduction and socio-economic development.

- Propose relevant initiatives aimed at bridging the digital divide, including to the UN ICT Task Force.

Goal N

Ensure that developing countries' experiences in the field of information and communication technologies (ICT) are taken into account for the establishment of partnerships in this field:

- Approve and coordinate the launch of projects for exchanges of experience between developing countries relating to the implementation of networks, services and applications, development of the regulatory framework and human resources development.

- To this end, deploy efforts with a view to seeking financing, through, in particular:

  - mobilization of resources, including extra budgetary resources from the TELECOM surplus;

-       - partnership between Member States and Sector Members.

1.2. The Istanbul Action Plan (IsAP)

The Istanbul Action Plan charts a course for developing countries to transform the digital divide into digital opportunities. Bridging the digital divide means providing access to telecommunications and information and communication technologies (ICTs) and promoting their use so that all segments of society can harness the opportunities of the information society. Digital opportunities not only serve as an engine for economic growth, they enable social, educational and medical progress. These goals hinge upon the rollout of ICT networks and services.

The Istanbul Action Plan is a comprehensive package that will enable developing countries to promote the equitable and sustainable deployment of affordable ICT networks and services.

The core of the Istanbul Action Plan is a series of six programmes to be implemented by the Telecommunication Development Bureau (BDT) of the International Telecommunication Union (ITU) focusing on regulatory reform, new technologies, e-strategies and applications, economics and finance, human capacity building and special assistance to least developed countries.

1.3   The financial base

The 2002-2003 biennial budget of ITU-D was approved by the 2001 session of the Council, in its Resolution 1174. The overall biennial budget of the Sector is CHF 65 882 636. The BDT budget for 2003 is CHF 10 703 487. The recapitulation of resources for BDT activities is presented in the Part 4.

2.   Structure and presentation of the operational plan for 2003

The operational plan has four parts. Part 1 is the introduction. The operational plan activities for 2003 are grouped essentially into four sections in the Part 2. Sections 1, 2 and 3 follow the structure of the IsAP adopted by the WTDC-02 . Section 4 of the Part 2 presents activities to be implemented under TELECOM surplus projects. This section has been added to increase the transparency of the use of the TELECOM surplus programme. Part 3 of the document provides Member States and ITU-D Sector Members with an overview of BDT's internal management activities. Part 4 gives recapitulation of resources.

Every effort was made in order to keep the operational plan structure as close as possible to the one adopted in the final report of WTDC-02.

The operational plan focuses on activities, products and services for which BDT has assigned the required human and financial resources to implement the Istanbul Action Plan. In addition to being used as an internal management tool, the operational plan aims to establish a clear link between the activities being carried out and the resources required for these activities in order to increase the efficiency of our operations and to improve the quality of service delivered to our Member States and Sector Members.

For each key activity, product or service, the operational plan shows the objective pursued, the expected outcome of the activity, proposed performance indicators and the planned resources allocated to each programme and subprogramme.

The operational plan is used as the basis for the effective management of ITU-D's activities. The operational implementation process includes permanent control and assessment of the progress being achieved in the various IsAP activities. The assessment is carried out by using key performance indicators and takes into account both the workload placed on BDT and the resources available as decided by the Council.

PART 2 - THE ISTANBUL ACTION PLAN

SECTION 1: Programme of cooperation

3   Telecommunication Development Advisory Group

3.1   TDAG

Annual objectives:

Plan, organize and conduct the eighth and ninth meetings of TDAG

Performance indicators:

- Satisfaction of participants with the organization and conduct of a meeting
- Level of satisfaction of participants expressed in conclusions and recommendations
- Expectations of participants met
- Increase of the total attendance of a meeting
- Quality and accessibility of final output
- All contributions posted electronically
- Meetings held as planned

Actions:

5791   Ninth meeting of Telecommunication Development Advisory Group (TDAG)

5811   Eighth meeting of Telecommunication Development Advisory Group (TDAG)

Budget in CHF: 170 000

4   Communication and promotion

4.1   Communication and promotion

Annual objectives:

Create and establish a Web presence for each of the ITU regions

Assist content providers in restructuring their websites in order to conform to the structure and objectives of ISAP

Position the Istanbul Action Plan as a major mechanism and BDT as the key organ for bridging the digital divide

Provide communication support for a project-marketing approach at BDT (internal communications)

Promote ITU-D activities at major regional events

Provide sustained support for Goals F and G of the ITU-D Strategic Plan

Reinforce the development role and mission at major ITU events and major external events

Performance indicators:

- Growing number of external Web "hits" from the regions
- Favourable comments from internal and external clients
- Inquiries from the press and from potential partners
- Ten major press releases a year
- Periodic electronic newsletter to partners
- Regular monthly contribution to Notifications and to the Council Circular
- Promotion of development activities on major ICT portals

- Regular email bulletins to Sector Members

Actions:

5675   Website development

5716   Electronic newsletter for members and partners

5717   Publications for specialized audiences

5801   Content Development for Arab Website

Budget in CHF: 23 487

5   Study groups

Overall annual objectives:

Study questions and prepare reports, recommendations and guidelines containing responses to issues raised by the questions. The output of the studies is to be adopted in accordance with the procedures set out in the Convention and in WTDC-02 resolutions. All reports, recommendations and guidelines should be ready and adopted according to the timetable established for each question, and by September 2005 at the latest.

5.1   Study Group 1

Annual objectives:

In the field of telecommunication development strategies and policies, study questions and prepare reports, recommendations and guidelines containing responses to issues raised by the questions.

Performance indicators:

- Satisfaction of Study Group 1 participants as to timely publication of the output for each question in accordance with the working procedures.

- Accessibility of final output by the participants.

- All contributions posted electronically.

- Good organization of meetings (logistics and timely provision of documents).

Actions:

5334   ITU-D Project Group meeting on Question 6-1/1

5336   ITU-D Rapporteur Group meeting on Question 7-1/1

5339   ITU-D Project Group meeting on Question 10-1/1

5342   ITU-D Rapporteur Group meeting on Question 12-1/1

5347   ITU-D Rapporteur Group meeting on Question 17/1

5349   ITU-D Rapporteur Group meeting on Question 18/1

5351   ITU-D Rapporteur Group meeting on Question 19/1

5353   ITU-D Rapporteur Group meeting on Question 12-1/1

5355   ITU-D second meeting of Study Group 1

5766   ITU-D Rapporteur Group meeting on Question 10-1/1

5768   ITU-D Rapporteur Group meeting on Question 18/1

Budget in CHF: 351 500

5.2   Study Group 2

Annual objectives:

In the field of development and management of telecommunication services and networks, study questions and prepare reports, recommendations and guidelines containing responses to issues raised by the

questions.

Performance indicators:

- Satisfaction of Study Group 2 participants as to timely publication of the output for each question in accordance with the working procedures.

- Accessibility of final output by the participants

- All contributions posted electronically.

- Good organization of meetings (logistics and timely provision of documents).

Actions:

5357   ITU-D Rapporteur Group meeting on Question 9-1/2

5359   ITU-D Rapporteur Group meeting on Question 10-1/2

5361   ITU-D Rapporteur Group meeting on Question 11-1/2

5363   ITU-D Rapporteur Group meeting on Question 12-1/2

5365   ITU-D Rapporteur Group meeting on Question 14-1/2

5368   ITU-D Project Group meeting on Question 17/2

5370   ITU-D Rapporteur Group meeting on Question 18/2

5372   ITU-D Rapporteur Group meeting on Question 19/2

5375   ITU-D Rapporteur Group meeting on Question 20/2

5377   ITU-D Meeting of Resolution 9 and Rapporteur Group on Question 21/2

5379   ITU-D Editors meeting on Question 18/2

5381   ITU-D second meeting of Study Group 2

5760   ITU-D Rapporteur's Group meeting on Question 14-1/2

5762   ITU-D Rapporteur's Group meeting on Question

5764   ITU-D Editors meeting for Question 19/2

Budget in CHF: 411 500

5.3   Study Group (common actions)

Annual objectives:

Joint Management Team to advise the BDT management on the study groups' budget and to coordinate on issues common to different questions.

Prepare joint proposals to TDAG or other relevant bodies in ITU-D.

Performance indicators:

- Meetings and other activities held as planned and within the approved budget

Actions:

5325   Documentation

5330   PTT expenses

5332   Purchase publications/supplies

5627   ITU-D Study Groups Joint Management Team meeting

Budget in CHF: 80 000

SECTION 2A: Programmes

1 Regulatory reform

1.1 Creation of tools for effective regulation

Annual objectives:

Prepare reports and studies in view to disseminating among the membership useful information from the TREG database and other sources.
Prepare manuals and guidelines as additional tools to assist the members in finding solutions to the regulatory challenges they face.
The topics dealt with in the above publications shall meet the needs of the membership. SRU and regional offices will join resources to implement them.

Performance indicators:

- Work completed as planned

- Number of copies sold/distributed (paper/web)

- Number of press citations

- Number of citations in other publications

- Number of repeat customers

- Reports and studies used as training materials

- Evaluation/feedback from customers/percentage of favourable comments

Actions:

5682 Trends in Telecommunication Reform 2003

5683 One (1) special study

5684 Three (3) case studies

5685 Creation of planning tools for numbering

Budget in CHF: 268 000

1.2 Creation of training materials and opportunities

Annual objectives:

Develop curricula and materials for courses to be delivered in person and online.
(Activities to be defined in coordination with HRD).
Develop alternative ways (visiting regulator, regulator exchange) of transferring know-how from an expert to those wishing to learn.

Performance indicators:

- Proper and timely completion of course materials

- Actions implemented on time

- Level of satisfaction of those using the course materials

- Courses delivered as planned

- Level of satisfaction of trainees expressed in conclusions and recommendations

- Expectation of trainees met

Actions:

5689 Visiting/Echange regulators

5690   Workshop on Universal Service for AFR

5756 Workshop on Universal Service for EUR

5789   Workshop on Numbering Planning for Francophone Countries

Budget in CHF: 170 000

1.3   Assistance to members

Annual objectives:

Conduct forums (organized by ITU) or support forums (organized by regional regulatory organizations). Forums are either traditional live forums or online forums (G-REX).
Forums foster exchanges of information between participants from different countries. They also enable ITU to disseminate information on its products, services and activities and to receive feedback about the actual needs of the members/clients.
Elaborate projects to response to specific and complex requests from members, such as NEPAD and other similar projects, giving priority to regional or subregional initiatives, provided that resources are available.

Performance indicators:

- Electronic or in-person meetings held as planned

- Registration form and relevant material prepared and dispatched sufficiently in advance of meetings

- Satisfaction of participants with the organization and conduct of a meeting

- Level of satisfaction of participants expressed in conclusions and recommendations

- Expectations of participants met

- Increase/decrease of the total attendance of a meeting

- Timely delivery and quality of final output

- All contributions posted electronically

Satisfaction of participants with the content of a meeting

Actions:

5171   10th Subregional Telecommunication Meeting for Cambodia, Lao PDR and Vietnam

5183   Myanmar telecommunication policy & legislation (phase 1)

5205   Assistance to Swaziland in setting up the Telecommunications Regulatory Authority

5457   Assist Equatorial Guinea with the reform of its telecommunication sector

5692   Support to the African Telecommunication Regulatory Forum

5693   Global Symposium for Regulators

5754   ITU/CTU Policy Forum

Budget in CHF: 443 500

1.4   Information sharing

Annual objectives:

Establish, enhance and maintain a Regulatory Knowledge Centre (Annual Survey, Regulatory Database, TREG and GREX websites), in particular to provide information and analysis, on which other activities can be built.

Performance indicators:

- Information kept up-to-date

- Relevant regulatory topics for membership addressed

- Work completed as planned

- Timely dispatch of annual survey

- Number of survey responses received

- Reliable set of regulatory data available for web and publications

- Respond to requests for information (via TREG, GREX, fax or phone) in a timely manner

- Number of website hits

- Feedback from customers

Actions:

5139 First Regulatory Meeting for the Arab Region

5694 Global Regulators' Exchange (GREX)

5696 Knowledge Centre

Budget in CHF: 120 000

1.6   Coordination within ITU

Annual objectives:

Contribute to Study groups 1(Q 6/1, 7/1, 10/1, 17/1 and 18/1).

Actions:

5757 Support to ITU Study Group 1(Q 6-1, 7-1,10-1,17, 18)

2   Technologies and telecommunication/network development

Overall annual objectives:

To assist developing countries to plan, build, operate, upgrade, manage and maintain technologies applicable in their networks and services. Particular attention should be given to resource mobilization.

2.1   Spectrum management and radio monitoring

Annual objectives:

Develop upgrade spectrum management tools and manuals for applications.

Performance indicators:

- Work completed as planned.

- Respond to requests for information in a timely manner.

- Number of requests met.

Actions:

5145 Spectrum management/utilization seminar

5146 Spectrum management workshop

5149 Calibration of monitoring equipment and spectrum monitoring in Myanmar

5150 National radio-frequency planning and spectrum management for Afghanistan

5218 Optimization of radio-frequency spectrum management and monitoring in Africa

5434 Frequency management and radio monitoring in Benin

5544 Alpha and beta testing of spectrum management systems

5750 Workshop on maritime radiocommunications for the Gulf of Mexico, Caribbean and Central Americas region

5753 Technical assistance - maritime radiocommunications

Budget in CHF: 226 000

2.2   Broadcasting

Annual objectives:

Enhance and update the Windows Based Basic Automated Spectrum Management Systems (WinBASMS), enhance local know-how of broadcasting issues.

Performance indicators:

- Work completed as planned.

- Respond to requests for information in a timely manner.

- Number of requests met.

Actions:

5151   ITU/AIBD workshop on frequency planning for DTTB

5152   Assistance on the development of a master frequency plan for broadcasting in Indonesia

5216   Seminar on audio and video equipment within the digital context

5531   AIBD/FES/ITU/UNESCO First conference of the ministers for information and broadcasting in Asia and the Pacific

5533   BR/BDT information meeting on regional radiocommunications conference

5616   Interactive set-top box testing for simplified Internet access via a digital terrestrial TV broadcasting channel

5617   Preparation of an engineering handbook for the setting up of rural FM broadcasting stations

5748   WinBASMS enhancement and update

5751   Subregional seminar on digital TV broadcasting for Central America and Caribbean

Budget in CHF: 246 000

2.3   Network planning

Annual objectives:
Develop new planning strategies and tools for the applications.

Performance indicators:

- Work completed as planned.

- Respond to requests for information in a timely manner.

- Number of requests met, satisfaction of recipient countries/entities.

- Satisfaction of beneficiary countries.

- Evaluation/feedback from customers.

- All contributions posted electronically.

Actions:

5153   Universal access and affordability

5154   Maldives: Feasibility study for a submarine optical fibre network

5189   Computerized subscriber management systems for regulatory authorities

5192   Seminar on telecommunication network management for regulatory authorities

5222   Central African experts meeting on traffic and service quality

5229   Assistance to the steering committee of the subregional maintenance centre project, Yaoundé

5231   Elaboration of a rural telecommunication project document in Equatorial Guinea

5440   Design of the Andean NAP and backbone network

5507   Manual on network planning strategy for evolving network architectures

5708   Regional Seminar for the EUR and CIS Region on network planning for evolving network architectures

2.4   Mobile terrestrial communications

Annual objectives:

To assist the countries in migration/evolution process from 2G to 3G mobile generation; to establish collaboration with regional organizations dealing with IMT-2000 mobile systems.

Performance indicators:

- Work completed as planned.
- Respond to requests for information in a timely manner.
- Satisfaction of beneficiary countries.
- All contributions posted electronically.
- Feedback from customers.

Actions:

5172   IMT-2000 regional seminar for the ASP region

5176   IMT-2000 regional seminar for the ARB region

5193   Study of mobile terrestrial communications propagation degradation

5194   Seminar on the impact of related electromagnetic field emissions on human health

5250   Handbook on IMT-2000

5709   IMT-2000 subregional seminar for the CEE region

5723   Coordination meeting on IMT-2000: Q.18/2 - Migration from 2G to 3G mobile networks

5725   Implementation of a database on IMT-2000 licensing

Budget in CHF: 370 000

2.5   Innovative application networks

Annual objectives:

To assist the countries to develop new application networks.

Performance indicators:

- Work completed as planned.
- Satisfaction of beneficiary countries.
- Project documents adopted by recipient countries.

Actions:

5155   India: Setting up of an NGN (VoIP) interoperability test bed (project)

5156   Interconnection of networks of the converging network infrastructure

5749   Network evolution

5752   Technical assistance - environnment

Budget in CHF: 110 000

3   E-strategies and e-services/applications

Overall annual objectives:

Increase the impact of ICTs as a vehicle for improving the socio-economical conditions of the population of developing and least developed countries.

3.1 Creation of tools

Annual objectives:

Increase number of countries that have defined and adopted appropriate policies for e-services/applications and IP.

Performance indicators:

- 80% of the work completed as planned.
- Copies distributed on demand.
- Documentation published on the website.
- Responded to requests in a timely manner.

Actions:

5249   ITU/CITEL joint publication on telemedicine

5501   IP Planning System

Budget in CHF: 50 000

3.2 Creation of training materials

Annual objectives:

Increase awareness and knowledge of the population in the technical and policy domains of IP and e-services/applications technologies and strategies.

Performance indicators:

- Work completed as planned.
- Beneficiary countries satisfied.
- Publication completed and distributed.

Actions:

5266   Implementation of the connectivity agenda in Ecuador

5530   Handbook on IP Planning

Budget in CHF: 55 000

3.3 Assistance to members

Annual objectives:

Increase number of countries aware of the international trends related to e-services/applications and IP legal framework and policies, including ICTs.

Increase number of developing countries that have adopted a favourable and harmonized legislative framework for IP and e-services/applications.

Increase number of societal applications and services aimed at brining benefits of ICTs to the population in developing and least developed countries.

Performance indicators:

- 90% of events held as planned.
- Responded to 80% of the requests in a timely manner.
- Project document adopted by recipient country.
- Satisfaction of participants met.

Actions:

5243   Design a project document for implementing a telecommunication information system in Cameroon

5268 Direct assistance to establish a plan for e-applications for Central America (e-commerce, e-governance, e-health, e-education)

5270 Fostering e-commerce services in Paraguay

5271 Rural development/MCTs in the Caribbean region

5272 Telehealth in the Caribbean region

5273 E-commerce in the Caribbean region

5299 E-commerce infrastructure/services in Mongolia

5315 ISP interconnection, e-government and e-health projects in the Democratic Republic of Congo

5316 Multiservice e-applications platform in Tunisia

5317 Registration Authorities Workshop

5387 World e-Trust event

5391 Establishment of e-commerce legislation and IACC in Mauritania

5406 IP symposium for Africa region - Africa region

5409 Internet improvements in the Cameroonian infrastructure

5410 Development of e-business infrastructure and policy framework in Azerbaijan

5411 Implementation of an e-government/e-commerce platform in Georgia

5412 World e-Trust Steering Committee Meeting

5423 E-agriculture tool and applications in Kyrgyzstan

5444 Regional preparatory meeting for the Information Society Summit

5509 Network interconnection and ONATEL informatization in Burundi

5518 IP symposium for the CEE and CIS region

5527 National IP- based network in Burkina Faso

5534 Internet and ICT policy in the Central African Republic

5539 Impact assessment of universal access projects

5540 Implementation (year 2) of network of telecentres at Ngara, K9 and Lukole refuge - Tanzania

5543 ITU-UPU telekiosks for e-post

5545 Assistance to Namibia in establishing a telecentre at Osire refugee camp

5546 Assistance to the MCT pilot project, Rajkot, India

5563 E-commerce infrastructure/services in the Seychelles

5603 E-government infrastructure and services for Cameroon

5722 E-government for Tunisia

5734 IP network and voice over IP for English- speaking region of Africa

Budget in CHF: 820 000

3.4   Information sharing

Annual objectives:
Extend the IT security & Internet protocol knowledge and legal issues, technology and policy awareness to a larger number of people in developing countries.

Performance indicators:
- Facilitated the exchange of information as foreseen.
- Created necessary tools addressing different subjects for distribution and increase of dissemination of information on Programme 3.

Actions:

5323   Regional seminar on rural telecommunications - Arab States

5324   Regional workshop on e-applications (e-government, e-education, e-health)

5601   Regional seminar on e-education (including the use of the arabic language) - Arab States

Budget in CHF: 257 000

3.5   Handling of special needs

Annual objectives:
Increase ICT skills for the rural communities in India.
Extend youth participation in ICTs and information society.

Performance indicators:
- Telecom Youth Forum held as planned.
- Project documents adopted by recipient countries.
- Satisfaction of beneficiary countries.
- 80% of the planned project was implemented on time.

Actions:

5242   ICT-aided community empowerment in India

5557   TELECOM Youth Forum

Budget in CHF: 32 000

3.6   Coordination within ITU

Annual objectives:
Increase coordination between BDT secretariat and ITU-D Study Groups .
Improve the efficiency of ITU services among units and Bureaux including its assistance to member states.

Performance indicators:
- Expert recruited on time.
- Analysis of Questionnaire on rural telecommunications completed.
- Meetings held as planned.
- Provided guidelines and models on e-commerce as the outcome of the meeting.

Actions:

5420   Analysis of questionnaire on rural communication for ITU-D SG 2 Question 10-2

5422   Annual meeting of Project Group for ITU-D SG 2, Question 17/2

5556   Participation of focal points in ITU-D SG rapporteur's group meetings

Budget in CHF: 100 000

3.7   Partnerships

Annual objectives:
Increase the number of partners, companies/organisations and scope of e-applications projects for the benefit of developing countries.

Performance indicators:
- Expectations were met.
- Partners were attached by the MOU framework.
- MOU increased participation of Member States and Industry Partners.

Actions:

5564   Partnerships

<div align="right">**Budget in CHF: 50 000**</div>

4   Economics and finance including costs and tariffs

Overall annual objectives:

Based on 2003 priorities relative to economic and financial information, the overall annual objectives are: help members to fulfill their realistic development objectives; help members to identify pertinent actions which could have a favourable impact on the global environment provision of telecommunication/ICT services; support members by furnishing economic and/or financial assessment; assist members by furnishing tools and funding mechanisms to facilitate the promotion of financing of the above actions; and assist those involved in implementing these actions.

4.1   Creation of tools and financial support

Annual objectives:

Assist developing countries to formulate and implement economic/financial policies/plans by developing and/or providing tools to facilitate understanding of the cost of provision of retail services, interconnection and the fulfillment of USO. Develop a methodology to help decision-makers conduct economic estimates, forecasts, simulation and sensitive analyses of price changes in telecom/ICT services.

Create funding mechanisms to support users' access to ICTs in suburban and rural areas.

Assist in the GATS negotiation process by evaluating the impact of the technological and commercial evolution of the telecom market.

Performance indicators:

- Tools, case studies, models and mechanisms developed as planned.

Actions:

5187   Revision of COSITU software

5188   Identification and testing of tools and models

5228   Affordability and international price benchmarking for the Pacific islands

5251   Development of funding mechanisms to support users' access to ICT services in suburban and rural areas

5253   Global assessment of developing countries' needs and identification of relevant support projects

5254   Future initiatives for financing telecommunication development

5255   Evaluation: GATS and WTO reference paper concerning evolution of technology (IP protocol, mobility, etc.)

<div align="right">**Budget in CHF: 272 000**</div>

4.2   Creation of training materials

Annual objectives:

Develop economic and financial training materials to promote extensive use of the tools, models and methodologies identified in 4.1 with a view to enhancing and sustaining telecommunication development access and use.

Performance indicators:

- Training materials on COSITU and on development of telecom supply mechanisms to support users' access to ICT in suburban and rural areas prepared as planned.

- Training materials dispatched sufficiently in advance of workshops.

Actions:

5256   Preparation of training materials/modules relating to COSITU, demand elasticity and trading accounts

5292   Preparation of training materials/modules relating to development of telecom supply mechanisms to support users' access to ICT in suburban and rural areas

4.3   Assistance to Member States and/or Sector Members

Annual objectives:

Promote understanding on the best use of the tools identified in 4.1 with a view to improving the skill base among Member States/Sector Members in the application of quantitative methods for formulating and implementing economic and financial programmes for the delivery of telecommunication/ICT services within the context of efficiency and affordability.

Performance indicators:

- Seminars/workshops held as planned.
- Level of satisfaction of participants expressed in conclusions and recommendations.
- All contributions and results from seminars/workshops posted electronically.
- Successful execution of the direct assistance as planned and satisfaction of recipient countries/entities.

Actions:

5206   IP-based networks: pricing of telecommunication services (direct assistance)

5210   IP telephony costs and regulatory issues - Chile (direct assistance)

5224   Joint seminar on telecommunications and trade

5227   Costing and international settlements - TAS methodology

5303   Training workshop on COSITU for West African countries (English-speaking)

5305   Training workshop on COSITU for eastern and southern African countries (English-speaking)

5384   Training workshop on COSITU for Central African countries (French-speaking)

5385   Training workshop on COSITU for West African countries (French-speaking)

5388   Training workshop on COSITU for Central American countries

5389   Training workshop on COSITU and cost and tariffs for Caribbean countries

5407   Assistance to Cape Verde in tariffs and traffic analysis

5408   Assistance to Senegal in tariffs and traffic analysis

5417   Training workshop on COSITU for Arab countries

5699   Seminar on economic analysis, including market efficiency evaluation, determination of SMP (significant market power), tariff structure and accounting principles for the CEE

5700   Regional seminar on universal service account, determination of financial contribution and net cost, valuation of non-material benefits of the universal service providers

Budget in CHF: 555 000

4.4   Information sharing

Annual objectives:

To provide Member States/Sector Members with updated information regarding country tariff policies, tariff and traffic by country on a global and regional basis, and trends in the impact of new technology on developing countries.

Performance indicators:

- Regular update and maintenance of FSU databases.
- Creation of a new database on tariff and traffic as planned.

Actions:

5390   Revision of database on tariff policies

5392   Database on tariff and traffic

5393   Analysis of impact of new technology on developing countries

4.6   Coordination within ITU

Annual objectives:

Provide effective support for ITU study groups and regional tariff groups as part of the process of
assisting in the advancement of the work of those groups by providing guidance on economic analysis and
 financial strategies.

Performance indicators:

Effective organization/participation of one seminar per tariff group (TAF, TAL, TAS), in coordination with
ITU-T SG-3.

Regular follow-up of the work of the ITU-D study groups and of ITU-T Study Group 3.

Actions:

5394   Think-tank support to ITU-D Study Group 1 regarding Questions 12/1, 7/1 and 21/2

5396   Collaborate with and give support to ITU-T Study Group 3

5397   Assist in facilitating the work of regional tariff group TAF on costing

5398   Support and coordination regarding a regional seminar on costs and tariffs - TAL Group

Budget in CHF: 129 000

4.7   Partnerships

Annual objectives:

Establish working links/partnerships with universities, other scientific institutions, international, regional
subregional, private and public organizations and foundations in order to share and exchange
financial and economic data/information, harmonize development initiatives and promote the more efficient
use of resources.

Performance indicators:
- Effective exchange of data/ideas with external partners.
- Creation of a website for the exchange of economic/financial ideas and data.

Actions:

5399   Establish a data and ideas exchange programme on telecommunications/ICT with relevant external
         institutions

Budget in CHF: 10 000

5   Human capacity-building

Overall annual objectives:

In order to assist developing countries in strengthening their human, institutional and organizational
capacity through human resource management and development activities, the objective of the program for
2003 will focus on PREPARING THE HUMAN RESOURCES FOR THE INFORMATION SOCIETY by
building capacity of policy makers and regulators in preparing for the Information Society; assisting the HR
function to become a true agent of change in the organization; developing case studies based on various
country experiences; further promoting CoE and ITCI initiatives towards the Information Society; using e-
learning and tele-education as tools for the integration in the Information Society; and by organizing a
global meeting on the preparation of HR for the Information Society.

5.1 Transfer of knowledge

Annual objectives:

Provide high-level training in key areas for telecommunication and ICT development, with special emphasis on policies and regulation, corporate management and new technologies and services, through face-to-face and distance learning seminars/workshops, as well as development of new training material and case studies.

Performance indicators:

- 80% of the actions implemented.
- At least 250 people trained.
- At least 3 new courses/2 new case studies produced.
- At least 20 training sessions organized.
- 80% of the participants satisfied with the organized activities.

Actions:

5433   On-line training on policy and regulation

5437   Train the trainers in e-learning course development (validation+on-line session)

5438   Train the trainers in e-learning course development (on-line session in Spanish)

5441   Regional workshop on 'change management' for French-speaking African countries

5450   Workshop on 'change management' for the Arab region

5451   Managerial workshops for Portuguese-speaking countries (jointly with AICEP)

5452   On-line course on IP telephony for Latin America

5454   On-line course on basic telecoms for regulators (Part I) for Latin America

5455   On-line course on basic telecoms for regulators (Part II) for Latin America

5469   Development and preparation of training materials

5470   Repackaging of materials to be used at distance

5471   Delivery of distance learning courses

5485   Training agreement with Cable & Wireless Virtual Academy (CWVA)

5486   Training agreement with TEMIC (Telecom Executive Management Institute)

5487   Training agreement with UKTA (UK Telecom Academy)

5488   Training agreement with Malta College International

5489   Training agreement with Thunderbird University

5490   Training agreement with USTTI (US Telecom Training Institute)

5496   Subregional workshop on 'change management' for Central and Eastern Europe

5497   Subregional workshop on strategic management for CIS countries

5499   Regional workshop on telecommunications management

5503   On-line training on policy and regulation for English-speaking African countries

5505   Regional workshop on designing Web-based training materials

5521   High-level symposium on ICT issues for the Caribbean

5529   Training agreements for the Arab region

Budget in CHF: 614 000

5.2 Sharing of experience and know-how

Annual objectives:

Facilitate the exchange of experiences and know-how through regional and global meetings, electronic discussions, sharing of experts and country experiences as well as joint activities with other organizations and UN agencies. In particular, organize a global meeting on the preparation of human resources for the information/ICT society.

Performance indicators:

- 80% of the actions implemented.
- At least 3 regional and/or global meetings organized.
- 80% of the participants satisfied with the organized activities.

Actions:

5459   Regional HRM/D meeting for the Pacific islands

5460   HRM/D network annual meeting for the Arab Region

5472   Case studies on the preparation of human resources for the information society

5484   Electronic discussion forums (HRD virtual communities)

5522   Exchange activity among Latin American and African countries (Portuguese-speaking)

5524   Caribbean meeting to share experiences on e-government/governance

Budget in CHF: 175 000

5.3   Assistance to strengthen the human resource and training functions

Annual objectives:

Assist thehuman resource function to become a true agent of change in the organization, and strengthen national and regional training providers to enable them to utilize modern training techniques such as distance learning and Web-assisted training. Provide direct assistance to countries in the fields of training

Performance indicators:

- 80% of the actions implemented.
- At least 100 people trained.
- At least 5 training sessions organized.
- 80% of the participants satisfied with the organized activities.
- 80% of the direct assistance actions implemented.
- 90% of the beneficiary countries satisfied with the assistance provided.

Actions:

5424   Assistance to regulators and operators in HR issues for English-speaking African countries

5447   E-coaching on 'change management'

5448   Human Resources: a true agent of change in the organization (for ASP region)

5449   Human Resources: a true agent of change in the organization (for AMS region)

5461   Assistance to regulators in establishing a training function

5463   Establishing an e-learning facility for the Americas Centre of Excellence

5464   Establishing an e-learning facility for the Asia-Pacific Centre of Excellence

5468   Upgrading the HRD e-learning platform

5494   Human resources: a true agent of change in the organization (for English-speaking Africa)

5500   E-coaching on 'change management' for English-speaking African countries

5502   Assistance to establish an e-learning facility

5504   Assistance to selected training centres in the English-speaking African countries

5508   Competency profile management for French-speaking African countries

5510   Development of a regional HRM/D database for French-speaking African countries

5511   Assistance to SOCATEL to develop their HRM/D plans

5512   Establishing an e-learning facility: assistance to two training centres in French-speaking African countries

5514   Assistance to French-speaking Africa training centers

5515   Assistance to the organization of the CMTL training centre

5516   Support to the project for the creation of the 'Ecole Supérieure des Télécoms' in Central Africa

5517   Assistance to the Telecom Training Centre in Mali

Budget in CHF: 294 000

5.4   Dissemination of information

Annual objectives:
Disseminate pertinent HRM/D information for managers and decision-makers, including training materials, case studies, best practices and recommended training opportunities, both through the Web and through printed publications.

Performance indicators:
- Website with HRM/D-related information up to date.
- At least 2 CD-ROMs / printed manuals with newly developed training resources.
- 90% of the requests for information answered in a timely manner.

Actions:
5481   Development of a Web version of the Human Resources Development Quarterly (HRDQ)

5482   HRD Web page with news, training opportunities and available training resources

5483   Publication of guidelines, manuals and training materials

5.5   Human capacity-building special initiatives

Annual objectives:
Promote innovative projects to enhance capacit- building mechanisms and networks in order to provide a wider range of advanced training products and opportunities, integrating special groups such as women and youth, and fostering the incorporation of appropriate partners in major HRD initiatives.

Performance indicators:
- Annual work plan for each of the 6 Centres of Excellence and the ITCI project established.
- 80% of each project's work plan implemented on time.

Actions:
5473   Support to the implementation of the Americas Centre of Excellence project

5474   Support to the implementation of the Arab Centre of Excellence project

5475   Support to the implementation of the Asia-Pacific Centre of Excellence project

5476   Support to the implementation of the Centre of Excellence project for English-speaking Africa

5477   Support to the implementation of the Centre of Excellence project for French-speaking Africa

5478   Support to the implementation of the Centre of Excellence project for Eastern Europe and the CIS

5479   Support for implementation of the Internet Training Centres Initiative

5480   Youth Education Scheme (YES) - Special training project for young people

5555   Regional tele-education project in cooperation with UNESCO

Budget in CHF: 17 000

5.6   Coordination within ITU

Annual objectives:

Strengthen coordination within ITU, especially with BR and TSB, in order to enhance BDT/HRD's training products with inputs in spectrum management and standardization issues.

Performance indicators:

- New course on spectrum management developed and validated.
- TSB participation in at least two Centre of Excellence activities related to standardization issues.

Actions:

5491   Coordination with BR for the development of spectrum management training courses

5492   Coordination with TSB for standardization-related training for the Centre of Excellence

6   Special programme for least developed countries

Overall annual objectives:

The programme seeks to increase the average telephone density to 5 main lines (ML) per 100 inhabitants and the number of Internet connections to 10 users per 100 inhabitants by 2010 (year of the fourth United Nations Conference for LDCs).

6.1   Development of rural telecommunications

Annual objectives:

To enhance universal access to telecommunication services in rural and remote areas under sustainable conditions including appropriate financing and tariff structures.

Performance indicators:

- Experts recruited in time as required by project objectives. Experts responding to requests in a timely manner.

Actions:

5160   Assistance to Bangladesh under the special programme for least developed countries

5175   Assistance to Djibouti in rural telecom development

5180   Establishment of MCTs in Haiti

5320   Development of rural telecommunications in Malawi

Budget in CHF: 144 000

6.2   Development of infrastructure and introduction of new technologies and services

Annual objectives:

Help countries to develop and modernize their networks and introduce the most appropriate technologies in order to implement universal access and entry to the information society.

Performance indicators:

- Respond to market needs within budgetary constraints. 85% of Actions to be implemented within the set time-frame.

Actions:

5209   Support to the 703 VSATs project in Mali

5383   Support in establishing a multipurpose telecenter

5547   Assistance to Djibouti in the introduction of new technologies

6.3   Sector restructuring

Annual objectives:

To facilitate telecommunication sector reform in LDCs according to each country's special needs.

Performance indicators:

- Experts recruited in time and responding to requests in a timely manner.

Actions:

5165   Assistance to Lao PDR in sector restructuring

5170   Assistance to Djibouti in sector restructuring

5178   Sector restructuring

5281   Frequency management and radio monitoring in Mali

5291   Support in implementation of sector reform in Central African Republic

5293   Support in reform of the telecommunication sector in the Democratic Republic of Congo

5321   Assistance to MACRA in strengthening the spectrum management unit

5322   Frequency management and radio monitoring in Zambia

5537   Frequency management and radio monitoring in Burkina Faso

5830   Assessment of the Communication Authority of Zambia (CAZ) in technical and human resource needs.

Budget in CHF: 488 500

6.4   Human resources development/management

Annual objectives:

Expectations of participants met and responding to requests in a timely manner. All requirements for implementation of fellowships processed within deadlines. Responding to requests in a timely manner and timely recruitment of experts.

Performance indicators:

- 90% of actions implemented on time. Respond to requests and experts recruited in a timely manner.

Actions:

5166   Management support and training for Kiribati

5168   Assistance to Djibouti in human resources development/management

5181   Assistance to Somalia in human resources development/management

5467   Human resources development - Haiti

5552   Bhutan: Capacity-building for new technologies and management

Budget in CHF: 207 000

6.5   Financing and partnerships

Annual objectives:

Create a self-sustaining economic basis for telecommunication operator(s). "Market-quality" product useful to potential development partners. Responding to requests in a timely manner.

Performance indicators:

- 85% of actions implemented on time and responding in time to requests.

Actions:

5182   Partnership Round Table for 8 LDCs

5724   Emergency telecommunications and ad hoc activities for least developed countries

Budget in CHF: 124 000

SECTION 2B: Activities

1   Statistics and information on telecommunications/ICT

1.1   Statistics and information on telecommunications/ICT

Annual objectives:

Maintain global leadership as premier source of international telecom/ICT indicators. Survey world on state of telecommunication/ICT development and produce global, regional and national reports, including special report for WSIS. Collaboration with other organizations such as UN, Eurostat, World Bank and OECD on elaboration and exchange of telecom/ICT indicators, including tracking of ICT Millennium indicators and development of gender-disaggregated statistics.Presentations/workshops to exchange and disseminate information. Collaboration with researchers on elaboration of ICT development and measurement indicators. Carry out national e-readiness assessments.

Performance indicators:

- Number of publications sold.
- Number of favourable comments from telecommunication sector.
- Number of citations, references, derivative works based on data and publications.
- Dissemination of national ICT case studies.
- Creation of relevant handbooks and models.
- Successful workshops.
- Improved quality and availability of ICT statistics.

Actions:

5257   Indicators to quantify ICT development & use in the Andean subregion

5258   Small island State/WSIS e-readiness workshop

5259   WSIS/SIS e-readiness assessment Cuba

5260   WSIS/SIS e-readiness assessment Maldives

5261   WSIS/SIS e-readiness assessment Fiji

5262   WSIS/SIS e-readiness assessment Mauritius

5263   Collaboration on telecom/ICT indicator activities

5264   ICT framework - Internet Society

5265   Formation of indicator correspondents of ECOWAS HQ and ITU/Dakar

5443   IMT-2000 database

5445   Survey of African villages with telecom access

5711   Third World Telecommunication/ICT Indicators Meeting

Budget in CHF: 179 000

2   Partnerships and promotion

2.1   Partnerships and promotion

Annual objectives:

Develop the scope and the number of partnerships with both public organizations and private-sector companies in all programmes and activities identified in the IsAP.Facilitate contacts and collaboration between ITU-D members and potential Sector Members through the development of tools allowing better identification of ICT market players in developing countries and their respective development projects that could require partnerships.Create a BDT partnership repository that will reflect all kinds of partnership agreements with permanent update. Also create an extensive "Call for Partners" website that will allow all members to be aware of all potential partnership opportunities with ITU/BDT.

Performance indicators:

- Implementation of actions within target dates.
- Level of satisfaction of beneficiary ITU-D members.
- Promotion of ITU-D Sector memberships.
- Facilitate the signing of partnership agreements in each of IsAP programmes and activities

Actions:

5239   Partnership and promotion in the Arab region.

5274   Creation/development of a repository of private/public investment firms/organizations.

5278   Participation in ICT public/private partnerships building capacity.

5285   BDT Public/Private Partnership Forum.

5287   Creation of BDT Partnerships Database.

5288   Development/maintenance of the Developing Countries Operators & Associations Database.

5289   Creation of a BDT "Call for partners" dedicated section on the website.

5294   Provide ITU-D members with partnership agreement models.

Budget in CHF: 107 000

2.2   Resource mobilization

Actions:

5236   Resource mobilization for equipment for CMTL SA laboratories in Lomé, Togo

5755   Second annual collaboration meeting with development agencies for Telecom Surplus programme

5796   Annual donor negotiation missions with foundations/banks/agencies - No. 1

5797   Annual donor negotiation missions with foundations/banks/agencies - No. 2

5798   Maintenance of prospect database and modern donor tracking system

5799   Annual collaboration roundtable of all sponsors and donors

Budget in CHF: 70 500

SECTION 2C: Special initiatives

1   Private sector initiatives

1.1   Private sector initiatives

Annual objectives:

Strengthen the role of private sector in all ITU-D relevant programmes and activities. Concentrate on selected priority issues selected and agreed by the ITU-D Sector Members and facilitate their rapid implementation within target dates.

Encourage the creation of working parties at regional level and their work on issues particularly relevant to the region.

Facilitate a greater participation of the private sector in annual regional cooperation fora and use those vehicles, among others, to attract new Sector Members.

Performance indicators:

- Increase of total attendance of meetings with Private Sector, both at global and regional levels.
- Materialize the creation of regional working parties on private sector.
- Implement agreed actions within target dates.
- Increase level of satisfaction of beneficiary ITU D members

Actions:

5237   Forum on public/private partnership in Africa

5240   Third Annual Private Sector Meeting in the Arab region

5306   First Meeting of the TDAG Working Group dealing with private sector issues

5307   Second Meeting of the TDAG Working Group dealing with private sector issues

5308   Creation of working parties on private sector regional issues

5309   Annual Coorporation Forum with Private Sector in Europe/CIS

5311   Creation/development of incubator projects and funding mechanisms

5313   Support for participation of developing countries in industry-led events

5314   Pilot BDT trade missions to support small and medium entreprises in developing countries

Budget in CHF: 269 000

2   Gender issues

2.1   Gender issues

Annual objectives:

In order to carry out the mandate of mainstreaming gender into BDT activities, concentration will be on capacity training in BDT to enable staff to introduce gender initiatives in IsAP programmes. There will be a particular focus on gender sensitive policies, legislation and regulations as well as promoting the development of gender indicators for ITU statistics and the integration of a gender perspective into the WSIS process.

Performance indicators:

- WGGI meetings planned, organized and held as scheduled.
- Training organized on gender mainstreaming for BDT staff
- Activities undertaken to promote gender considerations in WSIS process
- Actions taken to promote gender sesitive policies

Actions:

5185   Asia & Pacific: ICT & gender - preparing for WSIS

5196   Annual meeting of the Working Group on Gender Issues

5197   WGGI Steering Committee preparatory meeting

5199   Regional gender/ICT workshop/seminar

5200   Inter-agency network on women and gender equality

5201   Development of training materials

5202   Regional meeting on gender issues: ICT/policies and strategies

5403   Women lead MCT network

5710   Integrate a gender perspective in five BDT seminars/workshops

Budget in CHF: 376 000

3 Youth initiatives

3.1 Youth initiatives

Annual objectives:

To create training centres in countries emerging from war in order to train ex-child soldiers in ICT skills. It will be necessary to conclude a partnership agreement with Accord and other potential partners; identify other countries where such training centres could be established; and translate the available training materials into French for French-Speaking countries where centres could be established.

To offer internship-like opportunities with the BDT to young university graduates. 3-4 young people will be invited to work for 2-3 months on special projects of use to BDT programmes and activities that will also serve as practical training and experience for the young graduates.

Performance indicators:

* Number of agreements, accommodation and facilities, translation of materials
* Number of young accepted for project work.

Actions:

5548   Technokids training centres in countries emerging from war

5550   Youth incentive programme

Budget in CHF: 66 500

SECTION 3: Regional initiatives

1 Execution of technical cooperation projects and other direct assistance for the regions

1.1 Africa region

Actions:

5718   Execution of technical cooperation projects and other direct assistance for the regions

Budget in CHF: 353 000

1.2 Americas region

Actions:

5719   Ad-hoc assistance to countries and support for the implementation of projects
5845   Assistance to Project 9-PER/96/017 - Participation in Final Acceptance Tests of Phases 2 and 3 of Contract CTR/97/234

Budget in CHF: 400 000

1.3 Arab region

Actions:

5414   Direct assistance to Arab countries

Budget in CHF: 224 000

1.4 Asia and the Pacific region

Actions:

5310   Ad hoc assistance for the ASP region

5312   Emergency support to the Ministry of Communications of Afghanistan

Budget in CHF: 185 000

1.5 Europe and CIS region

Actions:

5678   Ad hoc assistance for the EUR & CIS region

5679   Implementation of Resolution 33 of WTDC-02 (Assistance and support to the Federal Republic of Yugoslavia for rebuilding its public broadcasting and telecommunication systems)

5705   Seminar on development and standardization in communications and the information-communication technologies area on the threshold of twenty-first century

5852   Fellowship to attend the Rapporteur's Group meeting on Question 14-1/2 (Telemedicine)

Budget in CHF: 180 000

2   Cooperation on regional initiatives with regional and international organizations

2.1   Cooperation on regional initiatives with regional and international organizations

Actions:

5157   ITU/CITEL/TIA meeting

5158   ITU/CITEL Action Plan for the introduction of IMT-2000 in the Americas region

5161   ITU/CITEL database on frequency management

5162   ITU/CITEL updated version of the Blue Book

5164   Support for Asia-Pacific telecommunity initiatives for the ASP region

5169   Support for UN ICT working group website

5174   Annual meeting for telecom development in the Arab region

5395   Assistance to African countries in ICTs in partnership with other UN agencies and partners

5400   Implementation of Resolution 35 of WTDC-02 (Support to NEPAD)

5401   Implementation of Resolution 36 of WTDC-02 (Assistance to ATU)

5402   Joint ADB/ITU seminar: African ICT roadmap for achieving the NEPAD objectives

5802   Website development

Budget in CHF: 500 000

SECTION 4: TELECOM surplus programme

1   HRD projects

1.1   Centre of Excellence for the Arab Region (ITU/7RAB/02/015-UNDP/7RAB/02/016)

Actions:

4783   Workshop on benchmarking practices for marketing

4784   Workshop on telecom sector reform

4787   Programme technology awareness: workshop on DSL technologies and applications

5067   Project support equipment and stationary

5106   Project coordination

5758   Regulatory issues programme: workshop on licencing

5759   IP Awareness Programme: workshop on E-initiatives

5771   Universal access programme: workshop on universal service obligation

5772   Regulatory issues programme: workshop on spectrum management

5773   Regulatory issues programme: virtual forum for managers

5774   Programme new technologies: workshop on NGN

5775   IP awareness programme: workshop on security

5776   Business management programme: virtual forum

5777   Business management programme: worshop on VSAT applications

5778   Spectrum management programme: virtual forum

5779   Programme new technologies: UMTC and 3G principles

5780   IP awareness programme: workshop on e-initiatives (2)

5781   Telecom policies programme: workshop on competition policies

5782   Arab CoE server and web-site building

5783   E-learning resources development

5784   4th steering committee meeting

5785   5th steering committee meeting (members only)

5786   Network for the capacity building meeting (training managers)

5787   Meeting with CoE partners

5790   Working group on financial matters

1.2   Centre of Excellence for the English-speaking countries of Africa (9RAF/98/047)

Actions:

4872   Universal access & rural connectivity workshop: 2nd module

4875   Advanced spectrum management workshop (for operators)

4878   Policy and regulatory issues workshop: Interconnection

4887   Spectrum management workshop: Regional mobile rollout

4888   Spectrum management workshop: Regional mobile rollout

4891   Virtual forum on spectrum management issues

4963   Finalize development of universal access and rural connectivity course modules

4964   AFRATLI website development

5065   Project coordination

5093   Business management workshop: restructuring the telecom sector

5643   Network capacity-building (NetTel) module support

5644   AFRALTI staff development

5645   Transformation consultancy assistance for AFRALTI

5647   Strengthening of AFRALTI marketing strategy

5648   CoE office support

5649   AFRALTI hardware upgrade

5650   25th AFRALTI Governing Council meeting

5651   26th AFRATLI Governing Council meeting

5652   Regional coordination meeting

5653   Management information system

5654   Business management interconnection COSITU-training the trainer

5655   Policy and regulatory issues workshop on interconnection

5656   Business management workshop on economic aspects of interconnection

5657   Universal access and rural connectivity workshop (2nd module)

5658   Business management workshop on cost, tariffs and prices - the COSITU model

5660   Fraud management workshop - detection and prevention

5661   Regulatory issues workshop - introduction to regulation

5662   Workshop on policy and regulation- broadcasting

5664   Business management workshop - economical aspects of interconnection for South Africa region and propagation of COSITU model

5666   Network for capacity-building meeting

5667   Universal access and rural connectivity task force meeting

5668   New AFRALTI Director's mission visits to network centres and ESMT Governing Council meetings

5669   1st meeting of CoE network partners

5670   2nd meeting of CoE network partners

5671   Strengthening of network partnerships in areas of competencies

5815   Review existing AFRALTI Governing Council instruments (participation of partners)

5817   Review current AFRALTI business plan

5818   Carry out study to introduce e-learning

5819   Develop courses in high priority needs

5820   Purchase of a structured cabling toolkit

5821   Purchase of an optical fibre TDR

5822   Purchase of a computer planning tool for wireless access

5823   Purchase of a CD writer

5824   Purchase of ITU publications (TS and BR publications and standard recommendations)

5825   Developing the library and subscriptions to professional journals

5826   Restructuring of the incumbent telecoms operator

5827   Business management programme: workshop on interconnection (economic aspects) for West Africa COSITU model

5828   Regulatory issues workshop on access strategies

5829   Develop courses for identified training needs in the study

5846   AFRALTI performance improvement consultancy

5848   Creation of an AFRALTI Internet leased line

5849   Development of regional training expertise on regulatory issues

1.3   Centre of Excellence for the French-speaking countries of Africa (9RAF/98/046)

Actions:

4807   Support to research and development programme

4808   ENPT visit for the network implementation programme

4810   Audit of the integration of the ESMT management tools

4812   ISO certification

4813   Training the trainer on distance learning issues

4815   Training to reinforce the marketing service

4817   Training to master Hélisa and other ESMT management tools

4820   Regional workshop on e-commerce

4821   Forum on mobile and cellular radiocommunications

4824   Workshop on spectrum management automatisation

4825   Training for trainers in the Spectrocan AFSM software for spectrum management: Part 2

4831   Business management workshop on the implementation of activity-based costing and assessment of the production process

4864   Regulatory issues programme: Course development on tariff regulation and competition improvement: Module 2

4892   Workshop on spectrum management supervision

4894   UA/RC: Workshop on universal access and rural connectivity (fundamentals and development policies)

4895   UA/RC: Workshop on ICT impact on development

4937   Business management workshop on economic aspects of interconnection

5064   Project coordination

5727   Training-the-trainer session: frequency control system

5728   Regional technology awareness seminar on IP V6

5729   Technology awareness workshop on broadband networks

5730   Purchase of equipment for distance learning training and for ESMT laboratories

5735   Training-the-trainer in ESMT laboratory equipment

5736   Steering Committee meeting

5740   ESMT round-table on partnership issues

5741   CoE Programme Coordinator's missions

5742   ESMT Administrative Council

5743   Project final evaluation

5745   Train-the-trainer: COSITU-1st session

5746   Complementary educational and technical training

5747   Train-the-trainer session: COSITU-2nd session

5836   Train-the-trainer: COSITU-3rd session

5837   Various train-the-trainer sessions

5838   Individual training on various programmes

5840   Purchase of equipment

5841   Various experts required

5842   Various missions

1.4   Centre of Excellence for the Americas region (9RLA/98/001)

Actions:

5190   On-line training session on IP-basics (Caribbean)

5565   On-line course on clients and users in a competitive market

5566   On-line course on technological aspects of the Internet

5567   On-line course on network interconnection II

5568 On-line course on strategic management with leadership - Part II

5569 On-line course on regulation of new services and IP applications

5570 On-line course on public network security, technical issues

5571 On-line course on management of the telecommunication environment

5572 On-line course on competitive strategy in e-business

5573 On-line course on regulatory trends in telecommunications

5574 On-line course on voice over IP technologies

5575 On-line course on competitiveness in telecommunication services

5576 On-line course on network interconnection I (basic)

5577 On-line course on coaching - a new style in management

5578 On-line course on e-business project management

5579 On-line course on advanced SDH

5580 On-line course on spectrum management

5581 On-line course on introduction to telecommunication services marketing

5582 Workshop on strategic planning and negotiations in telecommunications

5583 On-line course on technical aspects of e-business management: protocols, standards and tools

5584 On-line training course on wireless technologies (Caribbean)

5585 On-line training session on mobile networks (Caribbean)

5586 Workshop on transitional scenarios towards next-generation networks (Caribbean)

5587 On-line training session on general policies vis-à-vis specific policies

5588 Workshop on spectrum management practices and challenges

5589 On-line training session on interconnection (regulatory issues programme)

5590 Improvement of the regional distance-learning access to the ITU/HRD WEBCT campus for CoE nodes

5591 Improvement of the CoE nodes website

5597 CITEL meeting

5598 Americas region, perception of the information society and its perspectives for the development of human talent

5599 Promotion and follow-up of the centre of excellence

5600 CoE Steering Commitee meeting

1.5   Centre of Excellence for the Asia & Pacific region (9RAS/98/014)

Actions:

4791 Policy and regulation training programme - Philippines

4793 Policy and regulation training programme - Lao P.D.R, Cambodia and VietNam

4795 Policy and regulation training programme - Mongolia

4867 Development of training materials in broadcasting in association with ABU/AIBD

4912 Sixth centre of excellence Steering Committee meeting

4917 Modules for training based on ACA experience

4921 Modules for training based on OFTA experience

5081 Project coordination

5105 Project coordination assistance

5605   Website development support for LCV, Philippines, reading guide

5606   Policy and regulation training programme in LCV-Philippines

5607   ICT pilot projects – Itcentre

5608   ICT training/EduPACT

5609   Broadcasting multimedia

5610   Seventh CoE Steering Committee meeting

5611   Eighth CoE Steering Committee meeting

5612   Round-table meeting for senior representatives from administrations and telecommunication service providers in least developed countries in the Asia Pacific region

5613   E-university network in HRD for e-government

5614   Telecom standards - number portability and USO

5615   Maintaining and extending the website

1.6   Internet training centers (9GLO/01/038A)

Actions:

5833   Project Development and Implementation in Central America and the Caribbean

1.9   Center of Excellence for Europe and CIS - Russian speaking branch (RER/02/015)

Actions:

5562   Business management workshop on interconnection

2   Infrastructure / Sector reform projects

2.1   AFRITEL (9RAF/97/043) + INTELCOM II (9RAF/99/048)

Annual objectives:

Consolidate various initiatives aimed at putting in place network infrastructure in Africa in line with the NEPAD objectives.

Assist Member States in identifying funding to initiate implementation of cross-border links identified under the AFRITEL, INTELCOM II.

Performance indicators:

• A consolidated project document containing all relevant projects in line with the NEPAD.

Actions:

5304   Revision of the AFRITEL II project in the light of the NEPAD project

2.2   INDAFTEL (9RAF/97/044)

Annual objectives:

Undertake the assessment study on the telecom industry in Africa

Continue resource and partnership mobilization

Promotion of existing industry in Africa

Performance indicators:

• Participation of regional partners in the implementation of project objectives (political, technical and financial contribution).

- Submission of a detailed report on telecommunications and ICT with project proposals for investors.
- Detailed report on the state of the industry in Africa and submission of assistance and investment projects.

Actions:

4925   Telecom industry study

4927   Project partners meeting

5286   Regional feasibility study for telecom equipment manufacturing

5290   Mobilization of partners

5295   Regional feasibility study of telecom and ICT equipment

5298   Development of the telecom industry in Africa

3   Application of new technologies (A) – Common MCT project

3.4   Multipurpose community telecentres (MCT) pilot project Tanzania (9URT/98/001)

Actions:

5844   ITU contribution in procurement of network technician, consumables, development of business plan in conformity with Cooperation Administrative Agreement.

3.5   Multipurpose community telecentres (MCT) pilot project Viet Nam (9VIE/97/004 + 9VIE/98/005)

Actions:

5839   Programme and organization for a study visit in Sweden

5843   Recruitment of an expert to prepare and deliver a professional training programme for MCT personnel and officials of different Ministries.

8   Assistance to countries in special need

8.3   Sector reform assistance to countries in special needs

Annual objectives:

To provide focused assistance to Countries in special need in the reconstruction of their telecommunication infrastructures damaged or whose development was delayed by war.

Performance indicators:

- 85% of actions to be implemented in time except if delay is caused by acts of war, civil strife and failure to get security clearance.

Actions:

4736   Assistance towards the privatisation of ONATEL, Burundi

4741   Sector reform assistance to Liberia, legal framework.

4742   Sector reform assistance, spectrum monitoring and interconnection.

4745   Drafting of a telecom development master plan towards a universal access in Rwanda

4747   Feasibility study and project document on the implementation of MCTs in Rwanda

4748   Assistance to Rwanda for the establishment of a regulatory authority

4749 Preparation of terms of reference and project document related to the accounting processes for Rwandatel

4751 Feasibility study on the implementation of a telemedicine project in Rwanda

4754 Preparation of project document for technical assistance for Rwanda television

PART 3 - BDT OPERATION

1   BDT management and administration

Annual objectives:
Efficient planning and managemnt of BDT resources
Effective internal and external communications
Support to ITU-D conferences and meetings

Performance indicators:
- All policies and regulations applied.
- Good working climate.
- All resources used efficiently.
- High opinion of BDT among Member States and Sector Members.
- Operational plan for 2003 ready in time and approved.

Actions:
2609 Presenting policy and strategy proposals to ITU conferences and meetings

2615 Implementation of policies decided by ITU conferences and the Council

2616 Preparation, management and evaluation of operational plan implementation

2617 Supervision, monitoring and support of field offices

2618 Representing BDT in meetings

2619 Reporting to the Council

2   Functioning of the regional presence

Annual objectives:
To maximize the benefits of the regional presence for the Union's membership
To strengthen the visibility of the field offices

Performance indicators:
- Implementation of regional operational plans and projects.
- Proper and timely presentation of inputs for OP-2004; prioritization of activities and direct assistance.
- Percentage of countries visited; number of administrations, regulators, etc., met; number of agreements signed.

Actions:
3295 Close liaison with telecommunication administrations/regulators/operators/other enterprises and regional organizations

3296 Analysing telecommunication development needs

3297 Broadening of the information dissemination functions of the regional presence

3298 Maintaining close liaison and cooperation with the other Sectors and General Secretariat of ITU

3301 Participation of representatives of the regional/area offices in important ITU/BDT events (PP, WTDC, Council, TDAG and study group meetings, etc.)

3302 Assistance to the ISS Department for the provision of modern logistic equipment and connectivity for

the field offices according to a separate plan

3 Administrative services

Annual objectives:

Establishment of ITU-D budget and financial plan, budget control and cost analysis for products and services/activities with a view to optimising resources and improving internal control

Establishment and control of budgets for projects (UNDP, FIT, TELECOM Surplus, voluntary contributions)

Provision of financial statements and analyses on various ITU-D activities to enable Director to take rapid decisions and establish appropriate priorities

Establishment and periodic review of ITU-D activities, evaluation of the relevance and efficiency of operational processes linked to budgets and proposition of appropriate modifications.

Examination of the quality of operational methods and procedures and provision of proposals for optimization.

Control and follow-up of the volumes of document production in order to optimize resource good organization and
improve methods and processes.

Performance indicators:

- Approval by the Council and reliability of financial data (reactions from administrations, private sector, external auditors, General Secretariat)

- Speed and quality of service provided and accuracy of information supplied. Client satisfaction (UNDP, administrations and private sector)

- Fast and effective decision-making, top-level ITU-D management satisfaction

- Pertinence of statistics provided and usage of financial data provided in the management of BDT/ITU

Actions:

2610   Establishment of BDT biennial budget

2620   Financial management control

2621   Implementation of auditing and control systems and processes

2622   Financial control for projects entrusted to us by our partners

2623   Preparation of reports based on historical, real or projected data

4 Programming and ITU-D Sector Members

Annual objectives:

Provide BDT staff with efficient administrative tools for cooperation with ITU-D Sector Members
Increase the number of ITU-D Sector Members
Coordinate preparation of the ITU-D operational plan for 2004 and prepare the final document
Coordinate assessment of ITU-D activities and provide reports (posted on the Web) on progress in their implementation"
Updating of schedule of ITU-D meetings and corresponding links on the Web

Performance indicators:
- Timeliness and pertinence of replies to queries from ITU-D Sector Members and potential Sector Members.

- Availability of updated data on ITU-D Sector Members.

- Availability of the operational plan and other relevant reports on the Web.

- Availability of the schedule of ITU-D meetings on the Web (updated weekly).

Actions:

2561 Serve as a BDT contact point for ITU-D membership

2624 Keep the database on Sector Members up to date

2625 Disseminate information on ITU-D Sector
Members on a regular basis

2626 Coordinate preparation of the operational plan

2627 Coordinate quarterly assessments of implementation of the current operational plan

2667 Monitor and assist in the updating of the database on operational planning

2671 Disseminate information on the operational plan and on its implementation

5   Fellowship service

Annual objectives:

Timely implementation of fellowships to the satisfaction of the fellows, their home administrations, the host training institutions and BDT organizers of workshops, seminars and meetings.

Performance indicators:

• Allocated resources for Special Training Agreements utilized to the fullest extent possible.

• Satisfaction within BDT with regard to the efficiency of the service.

• No ITU-attributable delay in the implementation of fellowships.

Actions:

2611 Prospection and negotiation for training opportunities

2628 Travel/payment and reporting instructions to fellows

2629 Database update/statistics

2630 Cost estimates and expenditure monitoring

2631 Transactions with host institutions, UNDP offices, government/private-sector administrations

6   Contracts & procurement service

Annual objectives:

Correct formulation of the legal parts of project documents, administrative agreements and contracts as far as purchasing activities are concerned.

No ITU-attributable delays in the delivery of equipment and services as specified by project documents, administrative agreements and contracts.

Inventory of non-expandable project equipment bought by the ITU is up to date.

Performance indicators:

• Percentage of delays caused by EQT.
• Adherence to the rules and procedures in force.
• Zero oversights of contractual and purchase order issues which are to the disadvantage of ITU.
• Satisfaction of BDT users with the service.

Actions:

2612 Maintenance of a roster of companies

2632 Review of administrative agreements

2633 All activities in connection with purchasing of equipment and services

2634 Keeping project inventories

7   Field personnel service

Annual objectives:

NoITU-attributable delay in the recruitment of experts and consultants.

Speedy settlement of travel claims.

Administration of experts, outposted and locally-recruited ITU personnel according to the applicable rules.

Satisfaction within BDT with regard to efficiency of the service.

Performance indicators:

- Expert roster kept up to date; contract offers made in good time and in conformity with rules, regulations and accepted practices.
- Security procedures applied.
- Prompt settlement of claims subject to verification that they are duly substantiated.
- Satisfaction within BDT with regard to efficiency of the service.

Actions:

2613   Recruitment of experts

2635   Maintenance of Roster and updating of RCA database

2636   Administration of contracts, travel arrangements, verification of claims, entitlements and benefits

2637   Updating of RCA database and payroll database (SIGAGIP) and statistics required by UN system

2638   Coordination with UNDP offices, government or telecommunication entities

8   Information systems support

Annual objectives:

Adherence to deadlines when implementing and maintaining computerized support systems.

A maximum of two ISS-caused problems with the consistency and transparency of BDT data.

All BDT users trained in the BDT applications.

 99% of the hardware and software required in BDT ordered on time.

Performance indicators:

- Successful implementation of new systems and requests for maintenance.
- Adherence to deadlines.
- User satisfaction within BDT.

Actions:

2614   Analyse current information flows and work procedures and design/implement new ones

2639   Prepare BDT administrative database systems for future requirements and exchange of information outside BDT

2640   Upgrade hardware and software, conduct user support and train users in standard software and BDT databases

Part 4 - Recapitulation of Resources

4.1 Budget resources

Activities	TOTAL DIRECT COSTS*
	CHF
ISTANBUL ACTION PLAN (IsAP)	
SECTION 1: COOPERATION AMONG THE MEMBERS IN THE ITU-D	
Telecommunication Development Advisory Group	170 000
Communication and promotion	23 487
Study groups 1 & 2	843 000
SECTION 2 A: IsAP PROGRAMMES	
Prog. 1 – Regulatory Reform	1 001 500
Prog. 2 - Technologies and telecommunication network development	1 222 000
Prog. 3 – E-strategies and e-services/applications	1 364 000
Prog. 4 - Economics and finance, including costs and, tariffs	966 000
Prog. 5 – Human capacity-building	1 100 000
Prog. 6 – Special programme for least developed countries	1 103 500
SECTION 2B: ACTIVITIES	356 500
SECTION 2C: SPECIAL INITIATIVES	711 500
SECTION 3: REGIONAL INITIATIVES	1 842 000
TOTAL	**10 703 487**

* **Direct costs**
   Direct costs are the cost, which can be directly attributed to a particular activity or product/service. They include:

- **Primary costs –** charged directly to the cost centre established for the product/service activity, such as:
  - staff involved exclusively in the particular activity
  - travel expenditure
  - contractual services engaged exclusively for the activity
  - materials, premises, rental, public services and miscellaneous expenditure incurred exclusively for the particular activity;
- **Invoiced costs –** services regarding the documentation process: translation, typing and reprography.

(excerpt from Document C98/4)

List of ABBREVIATIONS AND ACRONYMS

LISTE D'ABRÉVIATIONS ET D'ACRONYMES

LISTA DE ABREVIATURAS Y ACRÓNIMOS

E F S	ADB BAD BAFD	African Development Bank Banque africaine de développement Banco Africano de Desarollo
E: F: S:	AIBD	Asia-Pacific Institute for Broadcasting Development Institut de Développement de la Radiodiffusion pour la région Asie-Pacifique Instituto Asia-Pacífico para el Desarrollo de la Radiodifusión
	AICEP	Associaçao dos Operadores de Correios e Telecomunicaçoes dos Países e Territórios de Língua Oficial Portuguesa
E F S	ATU UAT UAT	African Telecommunication Union Union africaine des télécommunications Unión africana de telecomunicaciones
E: F: S:	CEE PECO CEE	Central and Eastern European countries Pays d'Europe centrale et orientale Países de Europe Central y Oriental
E: F: S:	CIS CEI CEI	Commonwealth of Independent States Communauté des Etats indépendants Comunidad de Estados Independientes
E: F: S:	CITEL	Inter-American Telecommunications Commission Commission interaméricaine des télécommunications Comisión Interamericana de Telecomunicaciones
E F S	CMTL	Lomé regional telecommunication maintenance centre (Togo) Centre régional de maintenance des télécommunications de Lomé (Togo) Centro regional de mantenimiento de las telecomunicaciones de Lomé (Togo)
E F S	CTU	Caribbean Telecommunication Union Union des télécommunications des Caraïbes Unión de Telecomunicaciones del Caribe
E F S	DTTB	Digital terrestrial television broadcasting Radiodiffusion télévisuelle numérique par voie hertzienne de Terre Radiodifusión de televisión terrenal digital
E: F: S:	ECOWAS CEDEAO ECOWAS	Economic Community of West African States Communauté Economique des Etats de l'Afrique de l'Ouest Comunidad Económica de los Estados del África Occidental
E F S	GATS AGCS AGCS	General Agreement on Trade in Services Accord général sur le commerce des services Acuerdo General sobre el Comercio de Servicios
E: F:	HRD/HRM DRH/GRH	Human Resource Development / Human Resource Management Développement des ressources humaines / Gestion des ressources humaines

S:	**DRH/GRH**	Desarrollo de los Recursos Humanos / Gestión de los Recursos Humanos
E: **F:** **S:**	**ICT** **TIC** **TIC**	Information and communication technology Technique de l'information et de la communication Tecnologías de la Información y las Telecomunicaciones
E: **F:** **S:**	**IP**	Internet Protocol Protocole Internet Protocolo Internet
E: **F:** **S:**	**ITCI** **ITCI**	Internet Training Centres Initiative Initiative des centres de formation à l'Internet Iniciativa sobre Centros de Capacitación en Internet
E: **F:** **S:**	**ITU-D** **UIT-D** **UIT-D**	International Telecommunication Union – Telecommunication Development Sector Union internationale des télécommunications - Secteur du développement des télécommunications Unión Internacional de Telecomunicaciones - Sector de Desarrollo de las Telecomunicaciones
E: **F:** **S:**	**ITU-R** **UIT-R** **UIT-R**	International Telecommunication Union – Radiocommunication Sector Union internationale des télécommunications - Secteur des radiocommunications Unión Internacional de Telecomunicaciones - Sector de Radiocomunicaciones
E: **F:** **S:**	**ITU-T** **UIT-T** **UIT-T**	International Telecommunication Union – Telecommunicatio Standardization Sector Union internationale des télécommunications - Secteur de la normalisation Unión Internacional de Telecomunicaciones - Sector de Normalización
E: **F:** **S:**	**LDCs** **PMA** **PMA**	Least developed countries Pays les moins avancés Países Menos Adelantados
E **F** **S**	**MACRA**	Malawi Communication Regulatory Authorities Organismo de Reglamentación de las Comunicaciones en Malawi
E: **F:** **S:**	**MCT**	Multipurpose community telecentre Télécentre communautaire polyvalent Telecentros Comunitarios Polivalentes
E **F** **S**	**NGN**	Next generation network Redes de Próxima Generación
E **F** **S**	**NEPAD**	New Partnership for Africa's Development
E **F** **S**	**OECD** **OCDE**	Organization for Economic Cooperation and Development Organisation de coopération et de développement économiques Organización de Cooperación y Desarrollo Económicos
E **F** **S**	**REGULATEL**	Latin American Forum for Telecommunication Regulators Foro latinoamericano de Entes Reguladores de Telecomunicaciones

E: F: S:	**SOCATEL**	Central African Telecommunication Company Société centrafricaine des télécommunications
E: F: S:	**TAF, TAL, TAS**	Tariff Groups for Africa (TAF), America (TAL) and Asia-Pacific (TAS) Groupes de tarification pour l'Afrique (TAF), l'Amérique (TAL) et l'Asie-Pacifique (TAS) Grupos de Tarificación para África (TAF), América (TAL) y Asia-Pacífico (TAS)
E: F: S:	**TDAG** **GCDT** **GADT**	Telecommunication Development Advisory Group Groupe consultatif pour le développement des télécommunications Grupo Asesor de Desarrollo de las Telecomunicaciones
E F S	**TIA**	Telecommunication Industry Association
E: F: S:	**TRASA**	Telecommunication Regulators Association for Southern African countries Association des responsables de la réglementation des télécommunications pour les pays d'Afrique australe Asociación de Organismos Reguladores de la Telecomunicaciones para los países del África Meridional
E F S	**TREG**	Telecom regulation Réglementation des télécommunications Reglamentación de las Telecomunicaciones
E F S	**UKTA**	United Kingdom Telecommunications Academy Académie des telecommunications du Royaume-Uni Academia de Telecomunicaciones del Reino Unido
E: F: S:	**UNDP** **PNUD** **PNUD**	United Nations Development Programme Programme des Nations Unies pour le développement Programa de las Naciones Unidas para el Desarrollo
E F S	**UPU**	Universal Postal Union Union postal universel Unión postal universal
E F S	**WGGI**	Working group on Gender Issues Groupe de travail sur les questions de genre Grupo de Trabajo sobre Cuestiones de Género
E F S	**WSIS** **WSIS** **CMSI**	World Summit on Information Society Sommet mondial sur la société de l'information Combre Mundial sobre la Sociedad de la Información

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