

# Telecommunication Development Bureau (BDT)

3<sup>rd</sup> Steering Committee Meeting  
ITU Europe Centres of Excellence

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## REPORT BY THE 2016 CHAIRMAN OF THE STEERING COMMITTEE OF THE ITU EUROPE CENTRES OF EXCELLENCE

### 1. Introduction

ITU Centres of Excellence (CoEs) are institutions offering expertise, resources and capacity-building know-how in telecommunications and ICTs training/education through face-to-face or distance learning programmes. They have been identified following ITU CoE Strategy and [Operational Processes and Procedures](#). In Europe five CoEs (see Annex One) constitute the regional network of CoEs providing human capacity building opportunities in particular in field of broadband access, internet governance, cybersecurity, e-waste and conformance and interoperability. The Steering Committee constitutes the main governance structure of the CoEs in the region. Its annual meetings aim at taking key strategic decisions and guidance on implementation of CoE strategy at the regional level. The first meeting of the CoE Europe Steering Committee (CoE-EUR-SC) took place on 11 February 2015 ([Chairman Report](#)). The second meeting of the CoE Europe Steering Committee (CoE-EUR-SC) took place on 19 January 2016 ([Chairman Report](#)).

The following report is prepared as an input to the 3<sup>rd</sup> meeting of the Steering Committee and outlines the activities implemented, some challenges encountered in the second implementation year of 2015-2018 cycle as well as some observations for consideration of the CoE-EUR-SC meeting.

### 2. Implementation of Activities in 2016

Annual training plan for 2016 was established in consultation with CoEs at the second meeting of the Steering Committee, held on 19 January 2016 (see Annex Two). Out of the total 17 courses planned in the annual training plan for 2016, 8 courses have been implemented, 5 courses have been cancelled and 3 courses have been postponed to 2017 due to the lack of interest from potential participants (no registrations have been received for those courses).

In comparison with 2015, there was slightly positive change in 2016 CoE activities (table 1).

**Table 1: Comparison analysis on CoE-EUR courses for 2015 and 2016**

CoE-EUR courses status	2015	2016
Planned	11	17
Implemented	4	8
Cancelled	0	6

Postponed	7	3
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Below mentioned table (table 2) emphasizes a list of activities that were implemented in Europe region for 5 CoEs and indicates of successful implementation of courses with a fair participation.

**Table 2: Activities Implemented in 2016 with continuation in 2017**

Course title	Dates, 2016	CoE	Modality	Fee Applied	Number of participants
Strategic aspects for internet governance and innovation	26 September - 3 October, 2016	NIT	e-learning	150 USD	31
Wireless access technologies to internet network	3-4 November	NIT	Face-to-face	500 USD	3
CyberSecurity Awareness for SMEs	25-27 April 2016	CTU	Face to face	300 USD	2
Cybersecurity Lifecycle of the New Millennium	30 May - 1 June, 2016	CTU	Face to face	300 USD	2
Broadband Internet and Future Networks	31 May - 27 June 2016	FEEIT	E-learning	150 USD	123
4G and Next Generation Mobile Internet	22 November- 19 December, 2016	FEEIT	E-learning	150 USD	73
CE mark for Telecommunication, Achieving compliance: From the Directives to the Test Lab	23-25 November 2016	ISQ	Face to face	800 USD	2
Fiber optic splicing and installation	2-4 November 2016	ISQ	Face to face	800 USD	3
Advanced Training of Trainers in Telecommunications Infrastructure in Buildings	December 2016 - February 2017	ISQ/Ministry of labor	Face-to-face	52 USD	24
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The following table provides a list of activities that were cancelled, as no registrations were received. Taking into account high number of cancellations and related challenges encountered in 2016 it is proposed that Steering Committee is addressing the fundamental and underlying issues causing these cancellations. CoE-EUR-SC might consider the process of cancellation to be standardized for all courses across the region. The activities cancelled may be subject to revision by the meeting of the Steering Committee and possible inclusion in the training programme of 2017, should CoEs propose to do so.

**Table 3: Activities Cancelled in 2016**

Course title	Dates, 2016	CoE	Modality	Fee Applied in 2016
Network and IT Security	19– 20 July 2016	TUC	Face to face	570 USD
Broadband Access	21-22 July 2016	TUC	Face to face	570 USD
Software Conformance Testing and Audit	20-21 June, 2016	ISQ	Face to face	800 USD
	17-18 October, 2016			800 USD
E-Waste Management: from Waste to Resource	16-18 November, 2016	ISQ	Face to face	700 USD
Teletraffic Engineering for Internet and Analytical Approach	24-25 November 2016	NIT	Face to face	500 USD

The following table provides a list of activities that were postponed, as no registrations were received. The activities postponed are subject to revision by the meeting of the Steering Committee and possible inclusion in the training programme of 2017, should CoEs propose to do so.

**Table 4: Activities Postponed to 2017**

Course title	Dates, 2017	CoE	Modality	Fee Applied in 2016
IPv6 Deployment and Configuration	TBD	ISQ	Face-to-face Lisbon	800 USD
Information Security Management and Compliance in Telecommunications	TBD	ISQ	Face to face Lisbon	800 USD
Managing IT Services in the Cloud according to international standards	TBD	ISQ	Face to face Lisbon	800 USD
Advanced Training of Trainers in Telecommunications Infrastructure in Buildings and Advanced Training of Trainers in Fiber optic	January-June, 2017	ISQ/Ministry of Labour	Face to face	52 USD

### 3. ITU Academy Platform Developments

The ITU Academy platform is performing well after the major upgrade that took place in 2015. That upgrade saw several features added to the platform. Some of the key features include the following:

- Secure online course payment, using debit and credit cards;

- Generation of invoices for payments through wire transfer;
- Enhanced user management (user accounts, forums, chats, user dashboards);
- Automatic generation of certificates at the end of a training course;
- Automatic generation of grading reports;
- Tracking of student course history using the student's profile;
- Creation and management of communities.

Additions to the platform that have been made in 2016, and are also being added currently include the following:

- Installation of an anti-plagiarism;
- Generation of group invoices: This will allow an organization to pay for a number of people within the organization under one invoice. The registration can be done either by the individual or by a designated Focal Point. This has been a request made several times by a number of organizations in Europe;
- Allowing the direction of payments for a course to Centres of excellence. This will facilitate payments being made to CoEs based on a prior agreement for a particular course;
- Automatic Notifications: This allows a User to be notified automatically of any future courses in an area of interest.

Introduction of these new features to the ITU Academy platform will enhance the value and user friendliness of the platform.

ITU is committed to continued optimization of the ITU Academy platform, allowing the CoEs to fully benefit from the modality and to add value to the joint work.

#### **4. Building upon Experiences Collected during Implementation of Activities in 2016**

The following presents series of actions undertaken in 2016 in order to address the challenges that came up during the implementation. It also includes some observations for further consideration of the CoE-EUR-SC meeting.

- With the aim of facilitating work of tutors and encouraging them to use all available features of the platform a detailed manual on the e-learning platform was provided by ITU to all CoEs, while individual guidance was provided upon request of the CoEs.
- Participants are encouraged to pay the course fee online by credit card at the time of registration. In comparison with 2015, online payments by credit card have increased in 2016. Payments by bank transfers are still being made, especially when it comes to registrations for a group of participants from the same organization.
- For courses implemented in 2015, invoices could only be issued manually by ITU through direct requests from applicants ahead of training. The ITU Academy platform has been upgraded and individual applicants are now able to automatically generate invoices through the platform. ITU personnel needs to do the follow up to request the proof of bank transfer and manually register the applicant to the course in the platform. Further consideration is still needed in relation to offering the possibility of automatic invoicing for groups of participants in the platform.
- Having considered the range of course fees applied in different regions, it might be assumed that some of the courses have not generated interest from potential participants, possibly due to the level of fees

applied. It is important to note that following the outcomes of the first meeting of CoE-EUR-SC the CoEs have flexibility in establishing the course fees. In the international comparison a larger proportion of face-to-face courses have been implemented in other regions than in the region of Europe. However, ITU Academy and EUR-CoEs are encouraging countries to take part at those courses.

- All of the postponed courses were planned as face-to-face, while the e-learning/online courses have generated a lot of interest, including from other regions.
- Taking into account high number of course cancellations CoE Steering Committee might be invited to readdress the issue of the process for cancelling of courses that should be uniform for all actions undertaken in the region.
- There were no challenges observed as related to the distribution of funds generated from training fees between ITU and the CoEs in line with the parameters prescribed in the Operational Processes and Procedures and decisions by the 2nd Meeting of the Steering Committee (February 2016). As agreed by the Steering Committee, a 20% retention by the ITU should be applied by the ITU on all funds generated from the course fees, while 80% of collected fees will be transferred to CoEs.
- ITU has been informing its Member States, Sector Members and Academia members with an official communication for each of the training courses. Information on the courses was reflected on the ITU website as well as those of ITU Academy. ITU has also undertaken to promote the CoE training model and upcoming courses at various regional events in Europe. A promotional flyer with a list of all courses was created and used for the communication campaign using social media. Centres of Excellence might be encouraged to strengthen their efforts in promoting the courses through their networks.
- The ITU Academy platform has become a basis for all training activities of the Centres of Excellence model globally. It should be noted that certain courses of the CoE for Europe have generated interest from the other regions of the world.
- As recommended by the first meeting of the Steering Committee, all major ITU events should be considered in the future in planning of the CoE training activities, in order to avoid overlap.

**Annex One**  
**Centres of Excellence for Europe Selected for 2015-2018 Cycle**

The following five institutions were selected as Centres of Excellence for Europe:

1. Czech Republic - Czech Technical University, Faculty of Electrical Engineering (CTU)  
*Priority Area: Cybersecurity*
2. Germany - Technische Universität Chemnitz (TUC)  
*Priority Areas: Cybersecurity and Broadband Access*
3. FYR of Macedonia - Ss. Cyril and Methodius University in Skopje, Faculty of Electrical Engineering and Information Technologies  
*Priority Area: Broadband Access*
4. Poland - National Institute of Telecommunications (NIT)  
*Priority Area: Capacity Building in Internet Governance*
5. Portugal - Institute for Technology and Quality (ISQ)  
*Priority Areas: e-Waste and Conformance and Interoperability*

## Annex Two Annual Training Plan for 2016

In consultation with the Centres of Excellence a draft annual training plan for Europe has been agreed at the second meeting of the Steering Committee, held on 19<sup>th</sup> January 2016:

1. **Czech Republic** - Czech Technical University, Faculty of Electrical Engineering (CTU)
  - CyberSecurity Awareness for SME, 25-27 April 2016, Face to face
  - Cybersecurity Lifecycle of the New Millennium, 30 May-1 June, 2016, Face to face
  
2. **Germany** - Technische Universität Chemnitz (TUC)
  - Network and IT Security, 19– 20 July 2016, Face to face
  - Broadband access, 21-22 July 2016, Face to face
  
3. **FYR of Macedonia** - Ss. Cyril and Methodius University in Skopje, Faculty of Electrical Engineering and Information Technologies
  - Broadband Internet and Future Networks, 31 May - 27 June 2016, E-learning
  - 4G and Next Generation Mobile Internet, 22 November-19 December, 2016, E-learning
  
4. **Poland** - National Institute of Telecommunications (NIT)
  - Strategic aspects for internet governance and innovation, 26 September-3 October, 2016, E-learning
  - Wireless access technologies to internet network, 3-4 November 2016, Face to face
  - Teletraffic engineering for Internet and analytical approach , 24-25 November 2016, Face to face
  
5. **Portugal** - Institute for Technology and Quality (ISQ)
  - Software conformance testing and audit 20-21 June, 2016/ 17-18 October, 2016, Face to face
  - IPv6 Deployment and Configuration, 19-21 October, 2016, Face to face
  - Information Security Management and Compliance in Telecommunications, 10- 12 August, 2016, Face to face
  - Managing IT Services in the Cloud according to international standards, 21-23 September, 2016, Face to face
  - Fiber optic splicing and installation course OU Installation of FO Cable Plants, 28 - 30 September, Face to face
  - CE mark for Telecommunication, Achieving compliance: From the Directives to the Test Lab, 3-5 October, 2016, Face to face
  - E-Waste Management: From Waste to Resource , 16-18 November, 2016, Face to face