



ITU Regional
**Human Capacity Development
 Forum for Arab States**



Cairo, Egypt
 1-3 November 2009

Agenda

This event is one in a series of ITU Regional Forums promoting excellence in human capacity and talent development – with a focus on the telecoms and information and communications technology (ICT) sector. The objective of the Forum is to identify key challenges and needs of the sector and to share best practices in learning, training and development. The Forum is targeted at decision-makers and managers involved in human capacity building, training, and learning and development activities from national Administrations and service providers, as well as executive training providers and telecom academies.

The event is an excellent opportunity to meet leading experts in talent management and development as well as training providers operating in Arab States. Leading professionals from the telecoms, education, and information technology industries will gather to share emerging trends from the intersection of these three sectors. The Forum is a unique occasion for networking with thought leaders on learning and development, as well as to develop new business strategies and contacts in the region.

Day 1 (Sunday) 1 November:	
ICT/Telecoms Sector Challenges and the Impact on Arab States	
08:00 – 09:00	Official Registration
09:00 – 09:30	Opening Ceremony <ul style="list-style-type: none"> ▪ Welcoming Remarks by Mr. Akil BESHIR, Chairman of Telecom Egypt ▪ Opening Remarks by Dr. Miloud Ameziane , Head of ITU Arab Regional Office ▪ Official Opening Speech by Prof. Dr. Ahmed EL-SHERBINI, Deputy to the Minister of ICT for Int'l Cooperation and Director of NTI on behalf of H. E. Dr. Tarek KAMEL, Minister of Communications and IT, Egypt
Session 1: Industry Trends and Adapting Learning and Development to the Changing Telecoms/ ICT Environment	
09:30 – 10:00	Mr. Fahad Al Shirawi , Managing Director, 2Connect Bahrain & Chairman of MENO (Middle East Network Operators Group) "Dynamics of the Telecoms/ICT Industry in the Arab states and their impact on human capital development" <i>How is the Telecoms/ICT industry in the Arab States evolving, and how has this growth impacted human capital development?</i>

10:00 – 10:30	Mr. John Ingham , Consultant, Strategic Dynamics Consultancy Services, Ltd. UK "Biggest challenges for talent managers in the telecom / ICT sector"
10:30 – 11:00	Coffee Break Group photograph of all delegates with Guest of Honour
11:00 – 11:30	Dr. Fahad Alzahrani Senior Vice President Human Capital Services, Mobily, Saudi Arabia "Effective Nationalization for Business Growth & Sustainability: Mobily as a case study" <i>This presentation is a case study of how an Arab operator uses homegrown measures to attract and retain talent in the organization.</i>
11:30 – 12:00	Mr. Nigel Paine , Learning and Development Specialist, UK "Key Trends in Learning and Development and their implications on Human Capacity Development" <i>This presentation will track the trends and share the key pointers for success in the post-downturn world, where the quality of human capacity development will begin to differentiate the corporate winners and corporate losers in the future.</i>
12:00 – 13:00	Panel Discussion
13:00 – 14:00	Lunch
Session 2: Managing Talent within the Telecommunications/iICT Sector	
14:00 – 14:30	Mr. Abdulmalik Abdulkarim Albushi , Manager, Human Resources & Administration, Oman Telecommunication Regulatory Authority, Oman "Using Talent Management to develop Leaders: A Case Study of Oman Telecommunications Regulatory Authority" <i>The presentation explores ways by which organizations can develop leadership through development of internal talent.</i>
14:30 – 15:00	Mrs. Gladys Ogallo , Head of Human Resources & Administration, UUNET Kenya Ltd., Kenya "How Do I give Value Training on a Lean Budget?" <i>When companies are pushed to the edge with lower revenues and profits, the first budgets to get slashed are marketing and training. This presentation explores some cost effective in-house initiatives that can have a greater impact than more costly alternatives.</i>

15:00 – 15:30	Coffee Break
15:30 – 16:00	<p>Dr. Samia M. Abdel Latif, Chief Executive Officer, Business Excellence Center , Egypt</p> <p>"Top Management Role in Human Resources Performance Excellence"</p> <p><i>This presentation highlights the roles that top management could play in enhancing the quality performance of its Human Resources, using the concepts of total quality management as a basic step towards business excellence. It focuses on concepts of employee empowerment and motivation, using, among others, the Six Sigma methodologies.</i></p>
16:00- 16:30	<p>Mr. Nigel Paine, Learning and Development Specialist, UK</p> <p>"Why Talent Walks out of The Door?"</p> <p><i>The Presentation looks at the reasons why talented people leave organizations, and the strategies to be adopted to keep them</i></p>
16:30 – 17:00	Panel Discussion
<p>Day 2 (Monday) 2 November:</p> <p>Challenging Executive Training Services Providers and Fostering Partnerships in Learning and Development</p>	
<p>Session 3 Building Human Capacity through Training</p>	
09:00 – 09:30	<p>Mr. Abdalmounaem Haj Bakour, Administrative and Legal Affairs, Syrian Telecom Establishment, Syria</p> <p>"Developing links between Training and Career Tracks –The Syrian Experience"</p> <p><i>Presentation shows how training is tailored to meet the needs of the professions within the industry in Syria.</i></p>
09:30 – 10:00	<p>Ms. Nevine El-Kadi, Regional Academy Manager - Middle East & Africa (Egypt) and Mr. Wadih Zaatar, Technical Manager for the Middle East, Cisco</p> <p>"Developing Human Capital through Public Private Partnerships: Cisco Networking Academy"</p> <p><i>This presentation examines an example of a successful Private/Public Partnership programme that addresses a global ICT and communication networks skills shortage</i></p>
10:00 – 10:30	<p>Dr. Nezar Nabil Sami, Director, Information Systems Department, Nile University, Egypt</p> <p>"Using New Technologies for Research Universities: A Case Study of the Deployment of IPv6 at Nile University"</p> <p><i>This presentation explains how Nile university has exploited IPV6 Technology to promote its research and development capability.</i></p>

10:30 – 11:00	Coffee Break
11:00 – 11:30	<p>Mr. Robert Shaw, Head, Human Capacity Building Division, BDT/ITU</p> <p>"New Paradigms for Capacity Building"</p> <p><i>We are increasingly living in knowledge-based societies where ICTs bring access to fundamental knowledge resource and support learning in new ways. Human capacity building efforts in developing countries need to embrace these changes and leverage ICTs to emphasize life-long learning.</i></p>
11:30 – 12:30	Panel Discussion
12:30 – 14:00	Lunch
Session 4. Training Challenges, Interventions and Partnerships for Development	
14:00 – 14:30	<p>Mr. Medhat SELIM, Telecom Egypt, Egypt</p> <p>"What Blocks "Human Development" - The MINDSET"</p>
14:30 – 15:00	<p>Mr. Zied Choukair, Associate Professor, Engineering of Telecom Services, Sup'Com, Tunisia</p> <p>"New Skills for Next Generation Networks"</p> <p><i>The presentation looks at the skills and competencies required to run and manage Next generation Networks competently and competitively.</i></p>
15:00 – 15:30	Coffee Break
15:30 – 16:00	<p>Mr. Hacene Tibermacine, Regional Director, Algeria Telecom, Algeria</p> <p>"Training: From telecommunication to information and communication technology in Algeria: A case study"</p> <p><i>This presentation shows the new trends in training, and the new specializations to fit the changes in training programs in Algeria and the achievement of the strategic goal of "e-algerie2013"</i></p>
16:00- 16.30	<p>Ms. Hadeel Sakkijha, Senior Research Analyst, Arab Advisory Group, Jordan</p> <p>"On-line Usage Patterns and Habits in the Arab World"</p> <p><i>This presentation highlights results of findings from a series of surveys conducted by the Arab Advisory Group with regard to the adoption and usage patterns of online tools.</i></p>

16:30 – 17:00	Panel Discussion		
17:00-17:30	Official Closing		
Day 3 (Tuesday) 3November:			
e-Learning Strategy workshop(Optional)			
Workshop			
Developing an e-Learning Strategy			
This open one-half day workshop will enable attendees to gain an understanding on the business case for using e-learning and how to develop an in-house e-learning strategy.			
Instructors: Mark Harrison, Partner, Kineo, UK			
09:00 – 09:15	Introductory remarks: ITU	09:00 – 10:30	The business case for using e-learning Why do you need an e-learning strategy? The 10 key principles of an effective e-learning strategy
09:15 – 10:00	Workforce Development Program (WDP)		
10:00 – 10:30	WDP Best Practices		
10:30 – 11:00	Coffee break	10:30 – 11:00	Coffee break
11:00 – 12:00	Sustainability: Definition, purpose and factors	11:00 – 12:30	Your e-learning strategy implementation plan How do you sell the idea of using e-learning to your colleagues and key stakeholders?
12:00 – 12:30	Business planning - telling the story		
12:30 – 14:00	Lunch	12:30 – 14:00	Lunch
14:00 – 15:30	Workshop: Draft business plan prepared by teams	14:00 – 15:30	Optional Q&A session – your specific questions answered and advice on your specific plans for implementing e-learning

15:30 – 16:00	Coffee break		
16:00 – 17:00	Workshop: Team presentations		
17:00 – 17:30	Workshop: Open discussion		
17:30 – 17:45	Wrap up and closing remarks: ITU		