Telecommunication Development Sector (BDT)

IV Steering Committee Meeting
Centres of Excellence of the Americas Region
Lima, Perú, 29 – 30 November 2017

FINAL REPORT

1   Introduction

The Fourth Steering Committee Meeting for the Centres of Excellence of the Americas Region was organized by the Telecommunication Development Bureau (BDT) of the International Telecommunication Union (ITU), in Lima, Peru from 29 to 30 November 2017 and hosted by the *Instituto Nacional de Investigación y Capacitación en Telecomunicaciones de la Universidad Nacional de Ingeniería (INICTEL-UNI),* in close collaboration with the *Ministerio de Transportes y Comunicaciones de Perú* (MTC).

The objective of the meeting was to enable the Steering Committee to review the performance of the CoEs for the year 2017 and plan for 2018, as well as to provide recommendations on the administrative and operational aspects of the Centres of Excellences (CoEs), strategic recommendations on the improvement of activities carried out by the CoEs related to quality, promotion, visibility and number of activities implemented in 2017.

2   Participation

The meeting was attended by 19 participants representing the following institutions:

- 5 Centres of Excellences (CCAT-LAT, CINTEL, CITIC, INATEL e INICTEL-UNI)

- Representatives of Administrations

- Representatives Members of the Steering Committee

- ITU Staff

The completed list of participants is attached as **Annex 2** of this report.

Members of the Steering Committee for the 2015-2018 cycle present at the meeting were:

- Colombia (represented by ANE)
- Paraguay (represented by CONATEL)
- Peru (represented by MTC)
- ASETA (International Organization)

Participants approved the Provisional Agenda of the meeting. The final version of the Agenda is attached as **Annex 1** to this report.

The representative of the Centre of Excellence in Peru, INICTEL-UNI, Isabel Guadalupe, was elected as Chairman of the Meeting.

3   Day 1

Opening Ceremony

The opening ceremony of the meeting was attended, among others by ITU representatives, Ana Veneroso and Halima Letamo, the Executive Director of the INICTEL-UNI, Mr. José Oliden and the Vice Minister of the Ministry of Transport and Communications in Peru, Dr. Carlos Valdez.
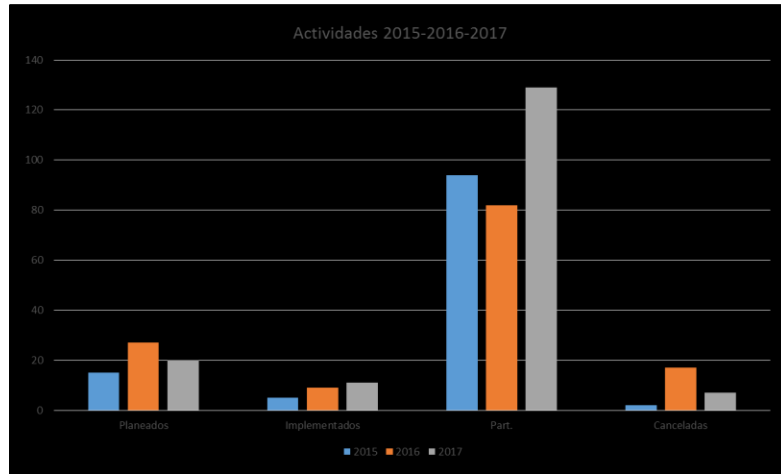
Discussions

ITU representative informed the committee that the representatives of the GCBI, Erick Huerta and Santiago Reyes were not able to attend the meeting as the dates of the meeting conflicted with other activities. Mr. Erick Huerta sent Mr. Carlos Baca to represent him in the meeting. Mr. Baca requested a slot in the Agenda for an institutional presentation of the entity which he represents (REDES S.A), and the committee accepted the request.

Each CoE representative was invited to deliver an institutional presentation and provide information on the activities carried out in 2017, as well as those planned for 2018.

Ana Veneroso delivered her presentation which covered the following topics:

- The ITU Academy and its objectives.

- The ITU mandate in the field of capacity building and the strengthening of capacity building activities/initiatives in line with the World Telecommunication Development Conference (WTDC-17), held from 9 to 20 October 2017 in Argentina.

- Different ways to implement capacity building activities in ITU (CoEs, Operational Plan, projects, contracts, direct assistance, among others).

- The CoE global network and regional distribution.

- The CoEs in the Americas region and their respective priority areas.

- The level of implementation of capacity building activities by the Americas CoEs in the period 2015-2017. She presented the number of activities implemented since 2015 as indicated in the table below, and the joint effort to avoid increasing the number of cancellations of training courses, stating that since 2016, the Steering Committee made the decision to publish 2 courses per CoE in the ITU Academy portal and consecutive

planning/publication of courses as they become ready for implementation, in order to avoid the impact on the image of both ITU and CoEs.

- The activities carried out by the CoEs in 2017 and the respective statistics. The CoEs planned 20 activities and implemented 11 in 2017 as indicated in the table below:

2017				
CoE	N. Courses planned	N. Courses implemented	N. Of participants	N. Of courses cancelled
CCAT-LAT	2	0	0	2
CINTEL	5	2	19	3
INICTEL-UNI	7	7	94	0
CITIC	2	0	0	2
INATEL	2	2	16	0
UNLP	2	0	0	0
	20	11	129	7

- The strengthening of ITU-CITEL cooperation in capacity building. It was highlighted that the importance of this cooperation is to strengthen the promotion of activities and efforts of both institutions towards the enhancement of skills in the Americas region. It is known that most part of ITU CoEs in the Americas are also CITEL Training Centres, in this sense, it is important that ITU and CITEL work in close collaboration to achieve common goals.

- Capacity building activities carried out in the region in 2017. It was highlighted that about 1400 people have been trained through various activities of CoEs and the Operational Plan actions in 2017 in the following areas: Cybersecurity, C&I, Smart and Sustainable Cities, training for indigenous groups, Spectrum Management and Emergency Telecommunications. It was also highlighted that the pilot excercise to offer a paid online training course for the Caribbean countries on Spectrum Management was tried and it was concluded that training activities should be offered at no cost for the Caribbean.

- Training courses proposed by the CoEs for the year of 2018 were shared.

At the end of the first day of meeting, participants were invited to visit the premises and labs of INICTEL-UNI.

Following this visit, the representatives of the CoEs were invited by the ITU to report on their experiences in the quality of CoEs, sharing their main challenges and best practices and to start

thinking of suggestions for the improvement of operational and administrative procedures related to the functioning of the CoEs to be discussed in the following day. The main objective of this exercise was to allow the ITU to take note of suggestions for the revision of the OPP Document.

Day 2

Halima Letamo made a presentation and highlighted the following issues:

- The level of implementation of the activities of CoEs worldwide in the period 2015-2017. It was highlighted that there is an increase in the number of training courses implemented in all regions, however, it is believed that all CoEs are recognized institutions and have potential to deliver more activities.

- The committee was informed that at the global level, 62% of the planned courses have been implemented and 24% canceled to the date of this meeting. They were also informed that it is not possible to state that one region performed better than other since each region works according to its specific requirements, what is important is for each region to evaluate itself on the basis of their own performance.

- It was reported that ITU continues to develop materials in priority areas. The following training programs have been developed in line with this mandate: Spectrum Management (SMTP), Quality of Service (QoS), Internet governance (in the form of regional workshops), Internet of the Things (IoT) and ICT and Climate Change. It was reported that SMTP material has been reviewed. ITU is also discussing possibilities for accreditation of the SMTP with an European Accrediting entity and if successful, the other capacity building programs that can be delivered at Master Degree level will be taken through the same process.

- The committee was informed that ITU is counting on the support of experts who developed training materials, and other experts willing to assist, to translate the training materials from English to Spanish. Due to budgetary constraints, ITU is not able to do the translation of the materials into the 6 official languages at once, therefore the goodwill of experts and institutions to sponsor translation of modules will be highly appreciated. The committee was informed that already some experts have offered to translate some SMTP modules from English into Spanish. Because of this offer, ITU was able to support the translation of the remaining modules that make up the basic level of the SMTP into Spanish.

- Collaboration with Academia: Feedback on the meeting held in Budapest, from 19 to 21 September 2017 (ITU-Academia Partnership Meeting: "Developing Skills for the Digital Era") was given. The main proposals resulting from this meeting in relation to the CoEs were the following: definition of standards for courses, formal recognition of training courses, courses to be aligned with market needs, and the need to strengthen cooperation between CoEs and universities.

- Publication: ITU encourages the submission of articles for the publication . The CoEs were encouraged to to submit abstracts, which, if approved, may lead to the 2018 "Capacity

Building in a Changing ICT Environment" publication. The committee was referred to the 2017 publication in the ITU Academy website to see how the publication looks like.

- With regards to the closure of the CoEs cycle in 2018, it was emphasized that CoEs have until July 2018 to improve their level of implementation, when the statistics of the period 2015-2018, will be consolidated for the evaluation of the CoEs for the period. The following criteria will be used for the performance evaluation:

  1. NUMBER OF COURSES IMPLEMENTED BY YEAR.
  2. NUMBER OF PARTICIPANTS TRAINED PER YEAR.
  3. NUMBER OF INTERNATIONAL PARTICIPANTS PER COURSE /PER YEAR.

- Participants were invited to share their views and make suggestions on the OPP Document.

- The results of the WTDC-17 were highlighted mostly in what corresponds to the Regional Initiatives, the Strategic Plan and Action Plan and the transversal role of capacity building in all areas that have been validated by the ITU Member States. Moreover, it was reported that member states validated Resolutions 40 (GCBI) and 73 (CoEs).

- The timeline of the ITU tasks related to preparations for the next cycle of CoEs was shared with the committee as presented below.

						2018										2019
	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb
Meetings of current SCs	■	■														
Review of strategy and OPP document	■	■	■	■	■											
GCBI meeting (t.b.c.) (present reviewed docs)				■												■
TDAG meeting (20-23 March 2018) (present reviewed docs)					■											
Launch of call for applications new CoEs						■										
Deadline for submissions									■							
Performance evaluation of current CoEs										■	■					
Evaluation of submissions/selection of new CoEs										■	■					
Notification to new CoEs											■					
Signing of CA												■	■			
Preparation of CoE signs (plaques)													■			
Selection of new SCs												■	■			
Meetings of new SCs													■	■		
New CoEs start operations															■	

- It was reported that the ITU Capacity Building Symposium (CBS 2018) will be held in Dominican Republic, in July of 2018, and ITU invites the CoE to make use of this opportunity to strengthen their visibility and participate in the session dedicated to the CoEs, among other activities.

Issues raised by CoEs in relation to the review of the OPP

The following issues were raised by the committee as proposals to ITU for the review of the OPP and planning for the next round of CoEs:

- The CoEs stated that ITU should continue to collect fees on behalf of CoEs and only allow for collection of training fees in local currency for some specific activities, especially for face to face courses.

    ITU: It was reiterated that, in case it is adopted, each of the parties collecting the fees must assume any eventual loss caused by the currency exchange.

- To configure the ITU Academy platform according to the local time of each CoE.

    ITU: In order to mitigate any technical difficulty since the platform is prepared for global use, it was suggested to define deadlines for electronic activities based on dates instead of local time. In the case of synchronous activities that involves all participants, a common schedule can de agreed in advance.

- To make more visible and attractive the information about the courses announcements at the ITU Academy website.

    ITU: The contract for the ITU Academy website provider is coming to an end and ITU is in the process of reviewing providers to manage the platform. These issues will be raised with the provider that will be offered the contract to manage the ITU Academy form 2018 in order to improve the visibility of information available in the portal.

- Possibility to offer payments of training fees in installments.

    ITU: In cases where CoEs collect the fees, they can decide what payment modality they wish to use.

- Issuance of certificates automatically through the platform.

    ITU: It was reported that the platform has this functionality and that it can be used once the all the CoEs are able to harmonize their respective processes in the platform.

- Digital marketing of the courses and use of social networks.

    ITU: CoEs are encouraged to promote CoE courses using their respective social networks.

Criteria for the evaluation of the Centres:

- Maintain the criteria of statistical analysis, i.e. analyses on the number of courses planned and implemented.

- Analysis based in the level of satisfaction of participants should be considered.

Selection Process:

- No limit to the number of priority areas submitted by institutions at the time of application in order to allow entities to apply according to the areas which the entities consider to be their expertise.

- To maintain the validation of application process through the Administrations.

The Members of the Steering Committee:

- To maintain the functioning and the composition of the Committee as shown in practice, mainly considering the difficulty of participation of Administrations' representatives in the meetings.

Payment System:

- It was agreed that ITU continue to be responsible for the collection of training fees and, if possible, to make available the feature in the platform for the collection of payment in local currency by the CoEs, especially for courses whose participants are locally based (face-to-face).

Participants of the meeting had the opportunity to provide their suggestions to the OPP and have been invited to submit any other suggestion to ITU until **15 December 2017**.

4 List of activities for 2018

The list of activities for 2018 is available as **Annex 3** of this report.

- The plan of activities is comprised of 12 training courses proposed by the CoEs. ITU will make available the information of all courses proposed in the ITU system, and each course will be launched when it is ready for implementation.

5 Next Steering Committee meeting

Considering that in 2018 starts the new cycle of the Centres of Excellence, and it is not known which institutions will be selected to be ITU CoEs, ITU informed the committee that the next meeting of the Steering Committee will be held in Brasilia, Brazil, at the headquarters of the ITU Americas Regional Office, if it is not possible for the selected CoEs to host the meeting at short notice.

6 Closing of the meeting

The meeting was considered very fruitful by all participants mainly because they had been given the opportunity to contribute to the discussions that will result in the next OPP document, although it is clear that contributions from other regions will be equally weighted for these purposes.

ITU Americas Centres of Excellence Steering Committee Meeting
Lima, Peru
From 29 to 30 November de 2017

Agenda

	Wednesday, 29 November 2017
08:30 –09:30	**REGISTRATION OF PARTICIPANTS** **OPENING REMARKS** • **UIT: ANA VENEROSO AND HALIMA LETAMO** • **INICTEL- UNI: ENG. JOSÉ OLIDEN, EXECUTIVE DIRECTOR** • **MTC: DR. CARLOS VALDEZ, VICEMINISTER OF TRANSPORT AND COMMUNICATION**
09:30 – 10:00	**DESIGNATION OF THE PRESIDENT OF THE MEETING** **PRESENTATION OF THE AGENDA FOR APPROVAL**
10:00 – 10:30	**SESSION 1 – INTRODUCTION AND PRESENTATION OF THE MEMBERS OF THE MANAGEMENT COMMITTEE OF THE COE.**
10:30 – 11:00	**COFFEE BREAK**
11:00 – 12:30	**SESSION 2 – INSTITUTIONAL PRESENTATION OF THE NEW CENTERS OF EXCELLENCE: ACTIVITIES 2017 AND WORK PLAN FOR 2018** • CCAT-LAT • CINTEL • INICTEL-UNI
12:30 – 14:00	**LUNCH**

14:00 – 15:00	**SESSION 3 – INSTITUTIONAL PRESENTATION OF THE NEW CENTERS OF EXCELLENCE: ACTIVITIES 2017 AND WORK PLAN FOR 2018** • INATEL • CITIC • UNLP
15:00 – 15:30	**COFFEE BREAK**
15:30 – 16:30	**SESSION 4 – ITU PRESENTATION** Activities 2017 – results, challenges and best practices
16:30 – 17:00	**VISIT TO INICTEL-UNI PREMISES**
Thursday, 30 November 2017	
08:30 –10:30	**Session 5: ITU PRESENTATIONS – UPDATE ON CAPACITY BUILDING ACTIVITIES AND CLOSURE OF THE CYCLE 2015-2018**
10:30 – 11:30	**COFFEE BREAK**
11:00 – 13:00	**Session 6: DEBATES ON STRATEGY FOR PROMOTION OF TRAINING ACTIVITIES AND THE OPERATIONAL PROCESS AND PROCEDURES (OPP)** • Promotional strategies • Operatinal Process and Procedures • Payment system • CoE selection process
13:00 – 14:00	**LUNCH**
14:00 – 17:00	**Session 7: DEBATES ON STRATEGY FOR PROMOTION OF TRAINING ACTIVITIES AND THE OPERATIONAL PROCESS AND PROCEDURES (OPP)** • Promotional strategies • Operatinal Process and Procedures • Payment system • CoE selection process
17:00 – 17:30	Closing ceremony

List of participants

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List of activities planned for 2018

Curso	Centro	Fecha	Duración	Modalidad	Costo (USD)
Puntos de Intercambio de Trafico: El valor agregado en la región	**CCAT-LAT**	**TBD**	**4 semanas**	**Online**	**400**
TICs: La Digitalización de la Sociedad	**CCAT-LAT**	**TBD**	**4 semanas**	**Online**	**300**
Tecnología y Negocios con Internet Multimedia y Voz sobre LTE	**INICTEL**	**TBD**	**3 semanas**	**Online**	**280**
Protocolos de Comunicaciones para Internet de las cosas	**INICTEL**	**TBD**	**4 semanas**	**Online**	**290**
Fundamentos para la gestión económica del espectro radioeléctrico	**CINTEL**	**TBD**	**4 semanas**	**Online**	**300**
	CINTEL	**TBD**		**Online**	
Riesgos y oportunidades de la Gestión de Residuos de Aparatos Eléctricos y Electrónicos (Básico)	**CITIC**	**TBD**	**4 semanas**	**Online**	**99**
Riesgos y Oportunidades de las Telecomunicaciones, TIC y el Cambio Climático (Básico)	**CITIC**	**TBD**	**4 semanas**	**Online**	**99**
	INATEL	**TBD**	**4 semanas**	**Online**	
	INATEL	**TBD**	**4 semanas**	**Online**	
Ciberseguridad: primeros pasos de un gran desafío	**UNLP**	**TBD**	**4 semanas**	**Online**	**300**
CSIRT*: Coordinando prevención, detección, manejo de incidentes, respuesta y mitigación de ciberataques *Computer Security Incident Response Team, en español "Equipo de respuesta a incidentes de seguridad informática"*	**UNLP**	**TBD**	**6 semanas**	**Online**	**400**

Observaciones:

1. **The titles of the courses can be modified/adapted by the CoEs if necessary.**
2. **These 12 activities will be publised in the ITU Academy portal in January 2018.**