

**2<sup>nd</sup> Steering Committee Meeting of the ITU Member States.**

**ITU-D Sector Members**

**Stakeholders of the Centre of Excellence Network for Africa**

**Ebène, December 4-6, 2015**

**Summary Records**

- 1- **Venue** : Business Parks of Mauritius Ltd CyberTower 1, Ebène CyberCity, Ebène, Mauritius
- 2- **Agenda** : The adopted Agenda is attached as Annex 1.
- 3- **Participants**: 14 participants from the 7 countries and 3 officials from the ITU attended the meeting. The list of participants is attached as Annex 2. Further to the approval of the members of the Steering Committee, observers were allowed to follow the deliberations.

**Session 1 - Official Opening**

- The first address was delivered by Mr. Teddy Bhular, Emtel's CEO. After welcoming the foreign delegates, the speaker noted that his company has been a key player in the field of innovation, largely shaping the ICT sector. Mr. Bhular wished the Steering Committee full success in its mission to charter the most appropriate road map while helping the various players to identify further actions liable to bring IT society to all the people of this region.
- Mr. Jayprakash Bundhoo, Mauritius Telecom's representative said that his company was proud to be associated with the second Steering Committee meeting of the Centres of Excellence Network for Africa. Mr. Bundhoo further added that Mauritius Telecom will fully support the decisions and recommendations of the initiative to develop the Centres of Excellence Network for Africa and will implement its action plans.
- The Steering Committee's outgoing chairperson, Mr Joseph Mofokeng, from Telkom SA, thanked Mauritius for hosting the second Steering Committee and Emtel for facilitating its organization. Mr Mofokeng wished that the participants may continue to build opportunities for excellence in Africa. Mr Mofokeng also indicated that television broadcast operators switch to Digital Terrestrial Television (DTT) have all chosen to respect the deadline of June 17, 2015. This provides opportunities that the CoE should seize.
- Speaking on behalf of the International Telecommunications Union (ITU), Mr. Marcelino Tayob, from the ITU Regional Office for Africa, Addis Ababa Ethiopia, explained why this 2<sup>nd</sup> Steering Committee was taking place less than one year after its first meeting, last February, in Cape Town. The Operational Process and Procedures stipulate Steering Committees meetings shall be convened by ITU within the 4<sup>th</sup> quarter of the year. After having stressed the transformative nature of ICT, Mr. Tayob underlined that the ICT can change the living conditions of the

people if they can use it in their best interest. In that perspective, the Centres of Excellences were conceived as a human and institutional capacity building initiative based on public and private partnership.

- The second Steering Committee of the Centre of Excellence network in Africa was officially opened by Dr. Subron, Chief Technical Officer at the Ministry of ICT. He observed that the meeting came at the right time, at a moment when the ICT industry is reinventing itself to become the backbone of economic development, whereas the Government in Mauritius has ambitious projects such as smart cities and the 2020 economic agenda. According to the CTO, decision makers will have to make sure that technologies effectively complement each other. Capacity building will continue to be an issue and partnerships will be critical. The government in Mauritius will support this momentum.

### **Session 2 – Approval of Agenda and Election of the Chairman of the Steering Committee**

- Under the guidance of the outgoing chair, further to a motion tabled by Dr Ikechukwu Abinde, from Nigeria, seconded by Mr Eustace Maboreke, from Kenya, the Agenda and time schedule of the 2<sup>nd</sup> Steering Committee were approved. The agenda is attached as Annex 1.
- Guided by the provision of ITU Operational Process and Procedures Document for the New Centre of Excellence strategy, paragraph 5.1.5, providing that the chair is attributed to the host country, Mauritius expressed its willingness to take over. Mauritius has delegated the ICT Academy, a state sponsored training institution, Mr. Vikash Bhoyroo, to undertake the responsibility, succeeding Mr. Joseph Mofokeng.
- The last item of Session 2 was the report of the outgoing chairperson of the Steering Committee. Mr. Mokofeng reminded the participants that each Centre of Excellence was required to sign an agreement with ITU. Out of the six existing centres, one – Telkom South-Africa – has not yet done so. It is also noted that AFRALTI in Kenya has conducted five training sessions whereas only four were initially planned. On the other hand, the set up in South Africa scheduled only one of the five planned sessions. The outgoing Chair considers that a more dynamic marketing of the courses is critical, noting that there is no real appetite for these training offers. Noting that the level of participation in CoE training remains low, Mr. Mokofeng suggests that synergies and cooperation with Centres of Excellence from other regions should seriously be considered.
- The Steering Committee is called upon to remember that, at its last meeting, in South Africa, it had been mentioned that Centres of Excellence would mutually promote their respective activities.

### **Session 3 – Implementation of the New CoE Strategy:**

- Ms. Letamo presentation highlighted that on a world-wide scale, 32 Centres of Excellence have been selected but only 26 have signed an agreement with ITU. The remaining six are in Africa (three), Asia-Pacific Region (two) and the Arab world (one). For the African region, the areas of focus for the centres are: Broadband Access; Cybersecurity; Digital Broadcasting; ICT Applications and Services; Policy and Regulation; Spectrum Management. Among the strategic initiatives to support the Centres of Excellence are: the development of standardized templates; the continued development of training materials; the ITU Academy platform upgrade; fees collection through implementation of payment based enrolment; provision of bank transfer option as an additional method of payment; development of Instructors' manuals to support maximized utilization of the platform's new features.
- Challenges experienced during the implementation of online payments through the ITU platform and implemented solutions were shared. CoE's were invited to make suggestion on how to better utilize the implementation of the online based payments
- Members were informed of the planned Global Capacity Development Symposium which will be held in September 2016, in Kenya. The symposium will promote the participation of Academia and the CoE's are expected to play a prominent role in the symposium. Exhibition stalls will be provided for CoE's to show case their work and will have an opportunity to interact with other CoE's from other regions: A reminder will be sent to CoE's of this event in the course of next year.

#### **Session 4 – Developments of the ITU Academy**

- The presentation made by Ms Letamo indicated that the previous online training platform presented, inter alia, the following shortcomings: separate content and learning management systems, lack of seamless integration between the applications supported, no proper dashboards for navigation, inefficient collaborative learning tools.
- In view of enhancing the solution's performance and improving its functionality and design, the new platform streamlines user management functions with the premium on ease of use, favours payment driven course enrolment, provides efficient administrative tools for monitoring of social forums and communities, reporting on progress, tracking payments made and managing content.
- An observation was made that the CoE's are not fully utilising the platform which disaggregates information and the registration process itself.

#### **Session 5 – Centres of Excellence reports and contributions to the implementation of 2015 Action Plans**

- The first CoE's presentation was Dr Boudal Niang's from *Ecole multinationale supérieure des télécommunications* (ESMT), in Dakar, Senegal. The latter was

created in 1981 with seven northeastern African founding states and now rallying 19 partnering countries. The centre has a threefold mission: Basic training; Research and expertise; Continued training.

Concerning the offers under the Centre of Excellence partnership, three seminars, out of four initially planned, were held in 2015. Their respective themes were: Digital Terrestrial Television; 4G Mobile networks; Satellite communications for Francophone Africa. They touched 71 participants from 11 countries.

- The second CoE's presentation was Dr Raoul Zamblé's from *Ecole supérieure africaine des TIC* (Esatic), in Abidjan, Côte d'Ivoire. The latter was created by the Ivoirian state.

In 2015, it held two CoE training seminars out of three initially planned. They touched a total of 39 trainees, in excess of provisions, including five foreigners, falling 50% short of expectations. The two themes addressed by the CoE seminars were Safeguarding Information systems & Safety in Bank and Financial Electronic Transactions.

- The third CoE's presentation was Dr Ikechukwu Abinde's, from Digital Bridge Institute (DBI), in Nigeria. The institution has three operational campuses, in Abuja, Lagos and Kano and is now planning to extend its network to three other state capitals, namely Asaba, Enugu and Yola. The institution was founded in 2004 and is fully owned by the Nigerian Communications Commission, the National Independent Regulatory Authority for Communication.

In 2015, the CoE trainings for which DBI and ITU were called upon to partner were cancelled. According to DBI, this is attributable to various reasons: transition to a new management, ITU-DBI communication issues, poor communication and, possibly, inappropriate marketing. Unfavorable political and economic environment must also be reckoned with.

- The fourth presentation was Mr Joseph Mofokeng's, from Telkom South Africa. This large state owned company with nearly 20,000 employees is the heritage service provider in South Africa and its network spans over nearly 40 countries. It has undergone, over the last years, a profound restructuring, with suggestions aired that the training capacity be loaded into a new ICT University project. That period of uncertainty has not been conducive to the delivery of CoE training projects. Telkom SA held only one of the five scheduled seminars.
- The fifth presentation was Mr Eustace Maboreke's, from African Advanced Level Telecommunications Institute (AFRALTI), Kenya. This organization is an inter-governmental institute, its current active members being Kenya, Malawi, Mozambique, Swaziland, Tanzania, Uganda, Zambia, and Zimbabwe. AFRALTI has been entrusted with the responsibility of being the CoE in Spectrum management and Broadband access. During his presentation, the speaker highlighted the need to be aware of the difficulties in the various countries, inviting the audience to listen to the users and try to be relevant to their needs. He also drew the audience's attention to AFRALTI's discussions with universities in view pooling their resources into a large training partnership.

## Day 2

### **Session 6 – Regional capacity building activities**

- The results of the Regional Development Forum 2015, held in Dakar, Senegal, on September 9 & 10, 2015, were presented by Mr. Marcelino Tayob.

The RDF provided the platform for members to discuss the progress in the implementation of regional initiatives for Africa agreed upon in the WTDC-14 that focus on the 5 priorities for the African region are : 1) Strengthening human and institutional capacity building ; 2) Strengthening and harmonizing policy and regulatory frameworks; 3) Development of broadband access and adoption of broadband; 4) Spectrum management and transition to digital broadcasting; 5) Building confidence and security in the use of telecommunications/ICTs.

RDF 2015 was attended by 144 participants, including 109 foreigners (76%) from 19 countries.

Among the main conclusions and recommendations, members were invited to Integrate Centers of Excellence (CoEs) in their ecosystem and make them the coordination centers for ICT development efforts at national level.

- The theme and recommendations of the regional workshop on the role of human resources in the migration to Digital Terrestrial Television (DTT) and the development of the digital economy, held in Abidjan, Côte d'Ivoire, from September 14 to 18, 2015 were presented by Mrs Halima Letamo.

The four issues addressed during the workshop were: transition from analog to digital; human resources; capacity building to service Digital Terrestrial Television networks; empowerment within a digital economy.

All African countries were invited to finalize their migration process to DTT; train staff dedicated to assisting consumers in adaptation and the acquisition of reception devices; consider inclusion strategies for people with disabilities by public authorities, service providers, associations in the migration process; define a plan to strengthen human resource capacity at national and regional level through schools, training centers, and specialists in digital business firms in the sector; establish a digital economy financing system type Public Private Partnership PPP; pool resources of African States for the manufacture of technical equipment.

It was noted that 161 participants attended the workshop.

On the Assessment of the new CoE Strategy, Ms. Halima Letamo presented issues that have been raised since the beginning of the meeting in relation to the implementation of the new CoE strategy, which the Steering committee needed to discuss and make decisions on. The issues were discussed at length and generated, decisions, recommendations and actions captured as part of this record. The SC also raised practical questions and largely relying on ITU

guidance based on the processes and procedures document, the committee reiterated the following guidelines:

- The Centres of Excellence form an integral part of the steering committee,
- CoE's should stay within their field of excellence and strive to reach the highest possible competence in that field.
- After taking note of a discrepancy between the revenue sharing ratios in the French and English versions of the Cape Town report, the steering committee adopted a 75:25% allocation of funds to the CoEs and the ITU.
- CoE's needed clarification on the process of initiating CoE training. Ms Letamo in responding indicated that the CoE first develops a course and its description, draft invitation letter and the Information note which are sent to ITU for standardization. She appealed to the CoE's to use standardized templates provided by ITU to make this process easy. She then explained that once the comments have been standardized they are placed on the ITU Academy platform against the course and advertising of the course is commenced in the ITU Academy Platform
- The other issue for clarification was whether CoEs can market their trainings within their own platforms and use other advertising avenues. Ms Letamo responded by informing them that yes they are actually encouraged to use other avenues to advertise the trainings
- The CoE's also wanted ITU to clarify if CoE's can offer courses to outer market (provide training customized to organization under the CoE banner). Ms Letamo informed the meeting that the CoE's can offer courses that are customized for their clients and if the course is in the area of focus of the CoE, it is in order to offer it under the ITU/CoE banner.
- The CoE's wanted to know if it is possible to integrate their platforms to the ITU Academy platform. Ms Letamo informed them that integration could be very complex as there are 32 centres and that could also compromise the security of the data contained in the ITU academy platform relating to participants payment transactions. However it was clarified in day three that while integration is not possible, the CoE's can put the link to the ITU Academy on their websites to create a link for their participants and the ITU Academy will also include the link to the CoE's websites to create the necessary linkage.

### **Session 7/8/9 - CoE Strategy and Program, for 2016**

The represented CoE's had presented their programs for 2016 in their earlier sessions therefore the committee agreed that the budget should be added to the plans and they should be submitted to the secretariat to consolidate and present for adoption by the committee.

Telkom SA CFL presented its strategy and priorities for 2015-2016. Four recent drivers of change have been identified in the learning space: 1) Big Data – Data

Analytics & Visualization; Mobile Learning – anywhere at any time; Personalisation – Mass Customization; Mass Production; Edutainment.

## **Session 10- Conclusions and Recommendations for 2016**

The committee considered the programme and budget for 2016. They also considered all the decisions, recommendations and actions that have been reached during the meeting and adopted them as indicated below:

### **Decisions Made**

1. The committee elected Mauritius as the Chair. Mauritius appointed the ICT Academy of Mauritius to be the Chair of the SC for this cycle.
2. The chair to be the host country as discussed in the previous meeting and in the operational processes and procedures
3. ITU to propose procedure of how to conduct meetings
4. Agenda to include matters arising and approving minutes of the last meeting
5. The SC to make contributions to the agenda at the stage of formulation
6. Keep the adopted model as indicated in the report of the rapporteur for the first SC meeting 25% for ITU and 75% to the CoE
7. Maintain a free market approach to pricing: Definition of free market (members are free to set their prices in relation to their peculiar circumstances)
8. In the interest of the innovative marketing strategies we should accommodate free promotional courses. However those that are run with the ITU should not be free to ensure administration cost recovery. This does not restrict centres to allocate free slots in the courses for non-paying participants.
9. SC decided that the fees are printed in the standardized registration form.
10. Guiding principles for development of materials to be provided by ITU
11. CoE should ensure they subscribe to ITU Academy levels
12. CoE's should standardize image and processes across centres
13. CoE's pursues accreditation from other accrediting bodies (EFQM) Quality assurance mechanisms.
14. To operate in areas that are not focus areas of the CoE, the concerned CoE should discuss with the other CoE's for collaboration.
15. Nigeria to host the 2016 meeting; Ivory Coast 2017 (Senegal, Kenya, and Rwanda-2018 )

### **Recommendations**

1. Consider strategies to strengthen capabilities of the CoE's to be able to deliver on priority areas they have been selected to deliver in.
2. The role of the chairperson to be inserted in the processes and procedures document.
3. Consider possibilities of opening enrolment of participants prior to payment, with a voucher sent to the CoE concerned.
4. There is need to train CoE's on the use of the ITU platform. Telkom SA maintains its offer to train the CoE contact persons on Moodle.

5. Where fees have been collected by CoE's the CoE should remit the 25% to ITU and retain 75%.
6. ITU should consider supporting the CoE's through undertaking a training needs assessment for the Africa market.
7. Review of the revenue model to allow CoE to collect the fees.
8. Consider the provision that payments should be done after training.

## **Actions**

1. Review the processes and procedures document to ensure that the membership of CoE's in the Steering committee is clearly captured
2. The role of the Chair to be clearly defined
3. Provide a list of experts in Cyber security to ESATIC
4. The CoE's in Africa to draft a letter to ITU requesting for consideration for Member states to reserve a percentage of their Universal Service Funds for capacity building through the ITU CoE project.
5. CoE's to craft the Mission, Vision and Core Values (DBI to lead, and ITU to provide communities function in the ITU Academy platform)
6. ITU to make an intervention on behalf of the CoE for possible partnership with CISCO, ORACLE and AFRINIC
7. ITU to include the link to the CoE's websites in the ITU Academy platform

## **Day 3**

### **Session 11 – Partnership Support to the CoE Strategy**

The morning session on day 3 was devoted to presentations from various industry partners who are engaged in training. The presenters were:

- The ICT Academy/Emtel partnership in Mauritius
- Oracle
- Afrinic
- Cisco

Jointly delivered by the Steering Committee Chair, Mr Vikash Bhoyroo and Emtel Business Development Manager Vassenden Dorasami, this presentation provided insight into the training system in Mauritius, largely concerned in the present case with empowering small entrepreneurs, with no business/technology training. The members of the steering committee were particularly interested by the funding system designed in Mauritius, relying on accreditation, claims from the training levy which are reported to have quick approval and refund.

Delivered by Mr Nasseem Taujoo, the Oracle presentation, focused on capacity building, was based on a fundamental observation: the world has changed. Both in terms of scale,



diversity and complexity, IT based solutions have completely changed the way we work, learn and play. Besides, the cloud is a complete game changer, its rate of growth being five times that of IT services. Oracle place much importance upon training people to cloud literacy. Oracle shared its accreditation activities and its capacity building initiatives.

Delivered by Mr Mukom Tamon, Training Manager charge of Afrinic in Mauritius, the presentation on Afrinic's approach and strategy was also, as noted by Dr Adinde, from DBI, Nigeria, an "inspirational and thought provoking" moment. Considering that training needs to be closely adapted to the trainees realities, from one country to the other, the speaker insisted that Africa should not be content with being a continent that consumes but be also a continent that creates content.

Afrinic has trained 2,500 network engineers. Considering that delivering excellence in training is a priority objective, the speaker invited his audience to just imagine what could be done if six centres of excellence could be leveraged towards a well understood excellence.

In deliberating the discussion, members were encouraged to think about what do we exactly mean when we say that we are centres of excellence acknowledging that there is need to understand the concept of excellence.

Delivered by Mr Altaaf Hamid, Regional Manager, Cisco Systems, Corporate Affairs, Sub-Saharan Africa, the Cisco presentation raised first the issue of education. After quoting Nelson Mandela's famous saying on the role of education in society, the speaker went on to quote Cisco's president, John Chambers, on the same issue: "The two fundamental equalizers in the global economy are the Internet and Education."

The presentation main focus was the evolution of online facilities over the years, leading now to the Internet of everything. These technologies, already operational, will completely change the way people live, in the smallest details of everyday life. This places a heavy responsibility on training organisations, the concept needing to be presented and clarified for grass root users.

The presentation covered ITU/Cisco partnerships through the Internet Training Centre project. The successes of the project were highlighted, with Cisco indicating that in Africa the Mozambique ITC is the one lagging behind.

## **Session 12 – Closing Ceremony**

Closing remarks

Chairperson thanked the participants for an interactive session and for coming from their respective countries to attend this meeting in Mauritius. The chair also thanked the participants for electing Mauritius as the chair of the committee and wished all participants a safe journey home.

Vote of thanks

ESATIC on behalf of the participants thanked the Government of Mauritius for their hospitality and for the good work that they did in chairing the proceedings of the meeting. He thanked EMTEL and all involved in the planning and making this event a successful event.



**Annex 1**  
**2<sup>nd</sup> Steering Committee Meeting of the Centres of  
Excellence Network for Africa**



**Mauritius**

**2 – 4 December 2015**

**DRAFT AGENDA**

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**Wednesday,  
2 December  
Morning**

**TIME**

**Session 1 - Opening**

9:00 – 10:00

Registration and Welcoming Address from Mauritius authorities

- Welcome remarks by CEO of EMTEL: Mr Teddy Bhular
- Welcome remarks by the Chairman of the Steering Committee (Telkom SA SOC)
- Opening remarks by representative of the ITU (M. Tayob)
- Official Opening speech by Hon. Sudarshan Bhadain, Minister of Technology, Communications and Innovation

10:00 – 10:30

**Coffee break and group photo**

10:30 – 11:00

**Session 2 – Working procedures**

- Approval of the Agenda and Working Time ( Outgoing Chair -Telkom)
- Election of the Chairman of the Steering Committee (Secretariat - ITU)
- Report of the Outgoing Chairman of the Steering Committee (Telkom)

11:00 – 12:30

**Session 3 – Implementation of the New COE Strategy**

- Information on implementation of the new CoE strategy ( ITU - Halima Letamo)
- Developments on the ITU Academy (ITU - Halima Letamo)

12:30 – 14:00

**Lunch 12:30 – 14:00**

**Afternoon**

14:00 – 15:30

**Session 4 – COE Activities in 2015**

- Review of the decisions and recommendations of the first steering committee. (New Chairperson – Co Chaired by EMTEL and ICT Academy)
- CoEs reports and contributions to the implementation of 2015 Actions Plan (CoEs)

15:30 – 16:00

**Coffee break**

16 :00 – 17 :00

**Session 5 – COE Activities in 2015**

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- CoEs reports and contributions to the implementation of 2015 Actions Plan ( Continuation )

Thursday, 3 December	TIME	Session 6 – Regional Capacity Building Activities
Morning	09:00 – 10:00	<ul style="list-style-type: none"> <li>• Presentation of the results of RDF Africa Meetings held in Dakar from September 7 to 9, 2015 : lessons to learn for CoE for future regional initiatives ( ITU - M. Tayob)</li> <li>• Presentation of HCB forum recommendations held in Cote d’Ivoire in 2015 : Lessons to learn for CoEs ( ITU -Halima Letamo)</li> <li>• Information on the assessment of the new CoE strategy, following the agreement signatory (ITU - Halima Letamo)</li> </ul>
	10:00 – 10:30	<b>Session 7 –CoE Strategy and program for 2016-2017</b> <ul style="list-style-type: none"> <li>• Development of the training programme for 2016- by CoE (Topics; objectives; content; elaboration of training materiel; face to face or online courses, etc...) (CoEs)</li> </ul>
	10:30 – 11:00	<b>Coffee break</b>
		<b>Session 8 – Assessment of CoE Strategy and program for 2016-2017 (continuation)</b>
	11:00 – 12:30	<ul style="list-style-type: none"> <li>• Development of the training program for 2016 by nodes (cont.)</li> <li>• Elaboration of a business plan for each activity by nodes</li> </ul> (Elaboration and implementation of training activities; cost and budget; specifics and general objectives, content; quality of course; topics, etc...) (CoEs)
	12:30 – 14:00	<b>Lunch 12:30 – 14:00</b>
	14:00 – 15:30	<b>Session 9 – Budget for 2016</b>

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Drawing up the Operational Plan and financial budget for 2016 (CoEs)

15:30 – 16h00

**Coffee break**

16:00 – 17:00

**Session 10 - Conclusions and Recommendations for 2016**

Creation of synergy between nodes training programs for network

- Adoption of the final training programme
- Adoption of the draft report and recommendations of the Steering committee
- Date and place of the next meeting of the project of Centres of Excellence for Africa
- Any other business
- Approval of recommendations

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**Friday,**  
**4 December**  
**Morning**

**TIME**

**Session 11 Partnerships- Support to the CoE Strategy**

9:30 – 11:00

- Presentation of CISCO Academy Centres
  - Review of the training program of CISCO Academy Centre
  - Strengthening of the collaboration between CISCO Academy Centre and the CoE.
- Presentation by ICT Academy and Emtel

11:30 – 13:00

**Coffee break**

- Presentation by ORACLE
- Presentation by Afrinic

13:00 – 14:00

**Lunch 12:30 – 14:00**

14:00 – 16:00

**Session 12 Closing Ceremony**

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## Annex 2

### List of Participants

#### LIST OF PARTICIPANTS

##### MAURITIANS & RESIDENTS

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Annex 3

CoE 2016 Training Program