OVERVIEW OF ITU ACTIVITIES IN HUMAN CAPACITY BUILDING

Presentation to 2nd meeting of GCBI, Missenden Abbey

OUTLINE

❑ Mandate of Human Capacity Building

❑ Drivers of the Human Capacity Development Strategy

❑ Linkages: The Process Approach

❑ The ITU Academy

❑ Implementation of the CoEs Strategy

❑ Development of Standardized Content

OUR MANDATE: ITU-D Strategic Plan
Objective 5
WTDC Programme

*"To **build** human and institutional capacity in order to improve skills in the development and use of telecommunication/ICT networks and applications, and to **foster** digital inclusion for people with special needs, such as persons with disabilities, through awareness raising, training activities, sharing information and know-how and the production and distribution of relevant publications".*
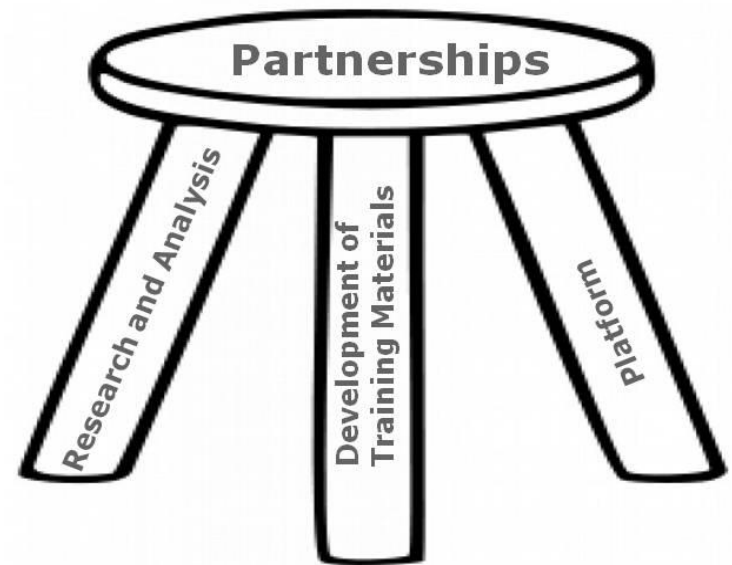
HOW WE DELIVER OUR THE MANDATE

❑ Transfer of knowledge

❑ Sharing of experiences and knowhow

❑ Strengthening human resources and training functions

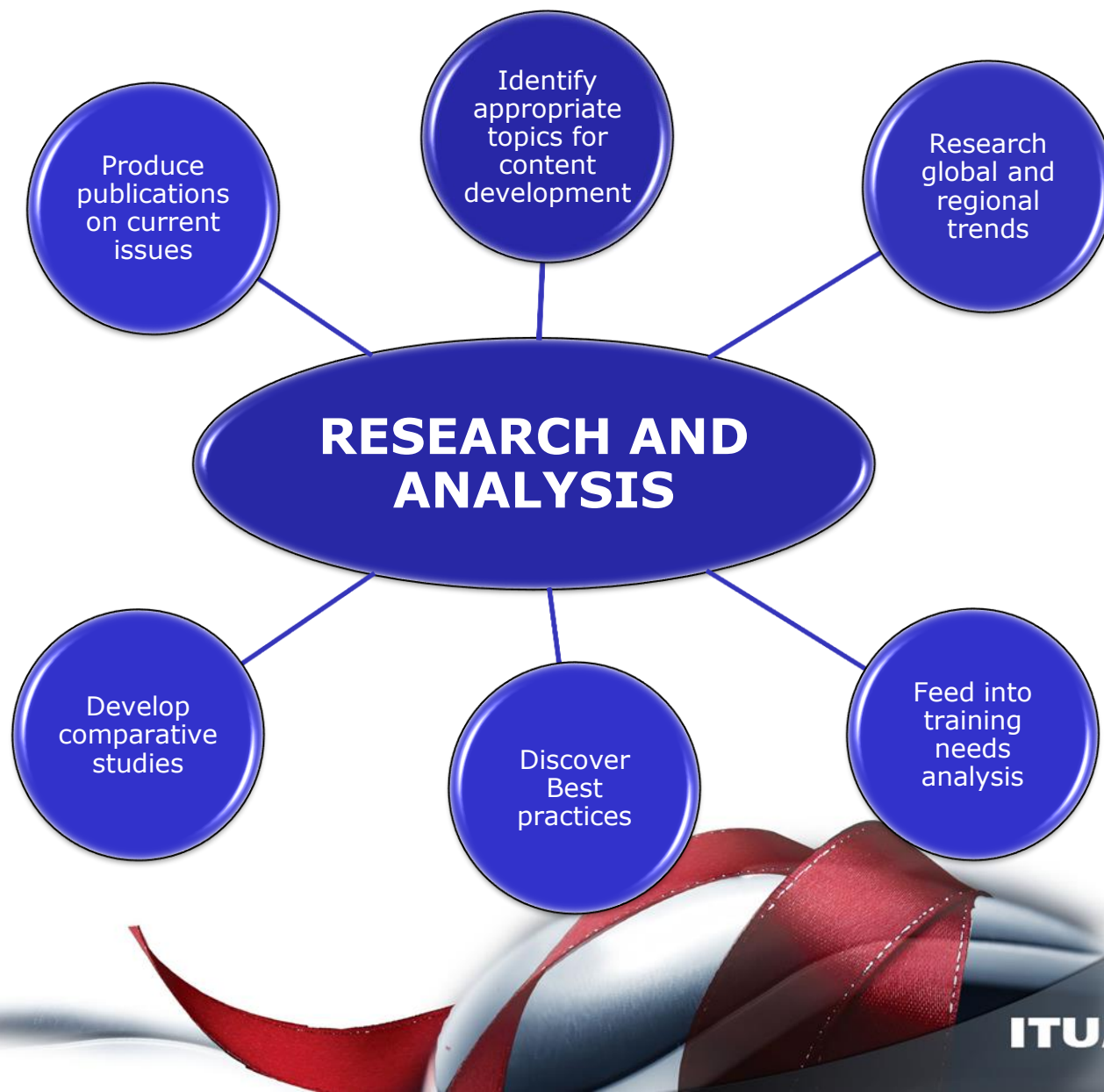❑ Dissemination of information and knowledge exchange

❑ Conduct training activities

HUMAN CAPACITY BUILDING STRATEGIC ANCHORS

1. **RESEARCH AND ANALYSIS**
2. **DEVELOPMENT OF TRAINING MATERIALS**
3. **PLATFORM**
4. **PARTNERSHIPS**

Three-Legged Stool

Partnerships

Research and Analysis

Development of Training Materials

Platform

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1. RESEARCH AND ANALYSIS

```
                    Identify
                    appropriate
                    topics for
 Produce            content              Research
 publications       development          global and
 on current                              regional
 issues                                  trends


              RESEARCH AND
                ANALYSIS


 Develop                                 Feed into
 comparative                             training
 studies          Discover               needs
                  Best                    analysis
                  practices
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1. RESEARCH AND ANALYSIS

- New Centres of Excellence (CoEs) strategy

- M-Learning publication
- Training Needs Analysis (TNA)

- Development of training programmes

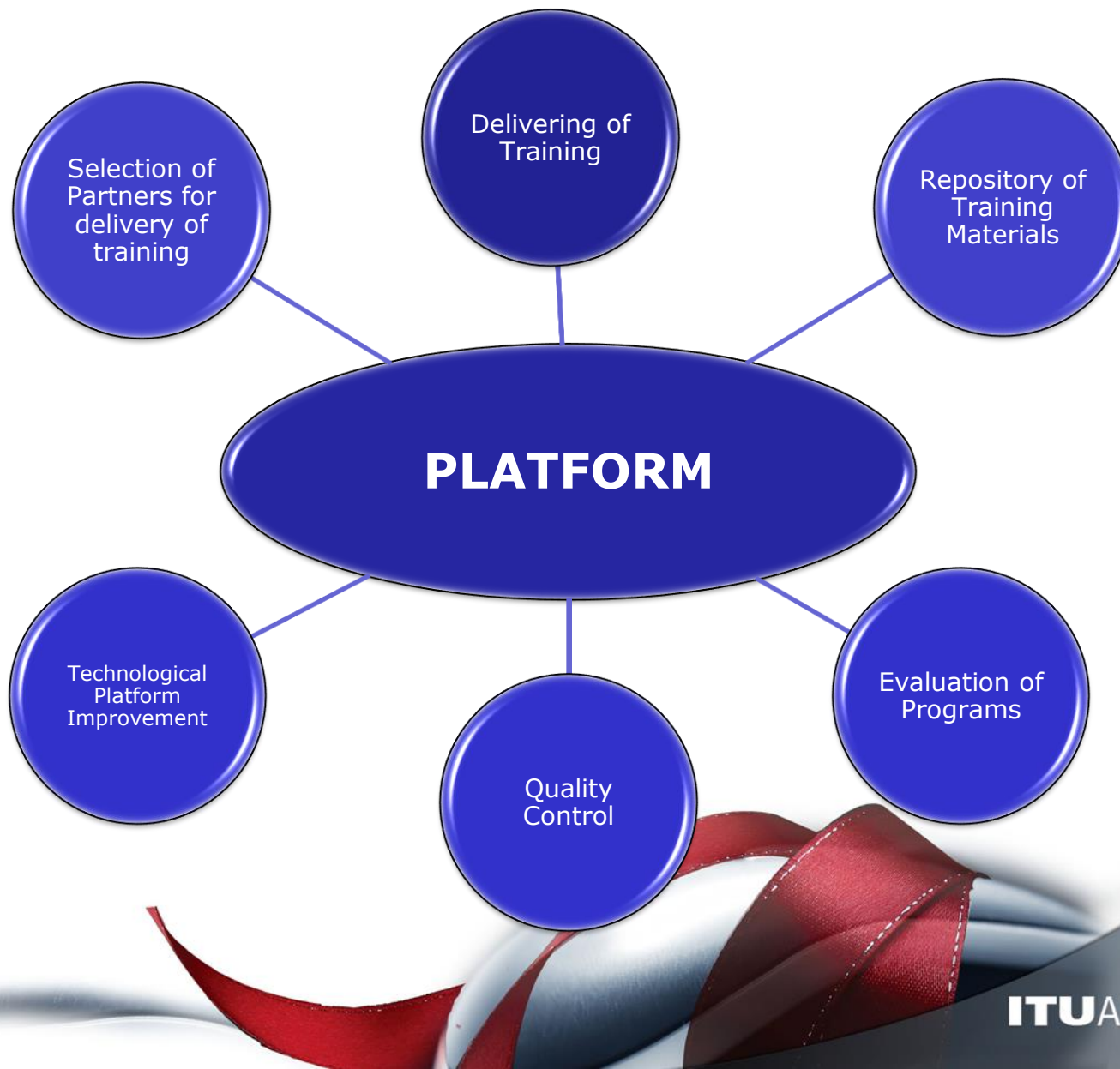# 2. DEVELOPMENT OF TRAINING MATERIALS

DEVELOPMENT OF TRAINING PROGRAMS

- Quality Control
- Identifying Priority Areas to develop Material
- Identification and Selection od Partners
- Develop Content; Standards and Certification Guidelines
- Instructional design
- Identification and Selection of Subject Matter Experts

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2. DEVELOPMENT OF TRAINING MATERIALS

- Spectrum Management Training Programme
- Quality of Service Training Programme

- Training Needs Analysis
- Quality Assurance Mechanism

- New CoEs strategy
- Enhancement of the ITU Academy platform

3. ITU ACADEMY PLATFORM

4. PARTNERSHIPS

PARTNERSHIPS

- For development of Training Materials.
- For Funding of capacity Building activities
- For Delivery of training Programs
- For Hosting Capacity Building Events
- Quality Assurance and Control
- For Certification of Training

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4. PARTNERSHIPS

For Funding of capacity Building activities:

Industry Canada, other

**For development of Training Materials: ANE, ITSO, Rohde&Schwarz, IARU, GSMA, other**

For Delivery of training Programs: Rohde&Schwarz, King's College, etc.

For Hosting Capacity Building Events : e-Skills Institute, Telkom SA, other

Quality Assurance and Control: ANE, Czech Technical University, number of subject matter experts

For Certification of Training: AFRALTI, Ss. Cyril and Methodius University in Skopje.

STRATEGIC ANCHORS LINKAGES
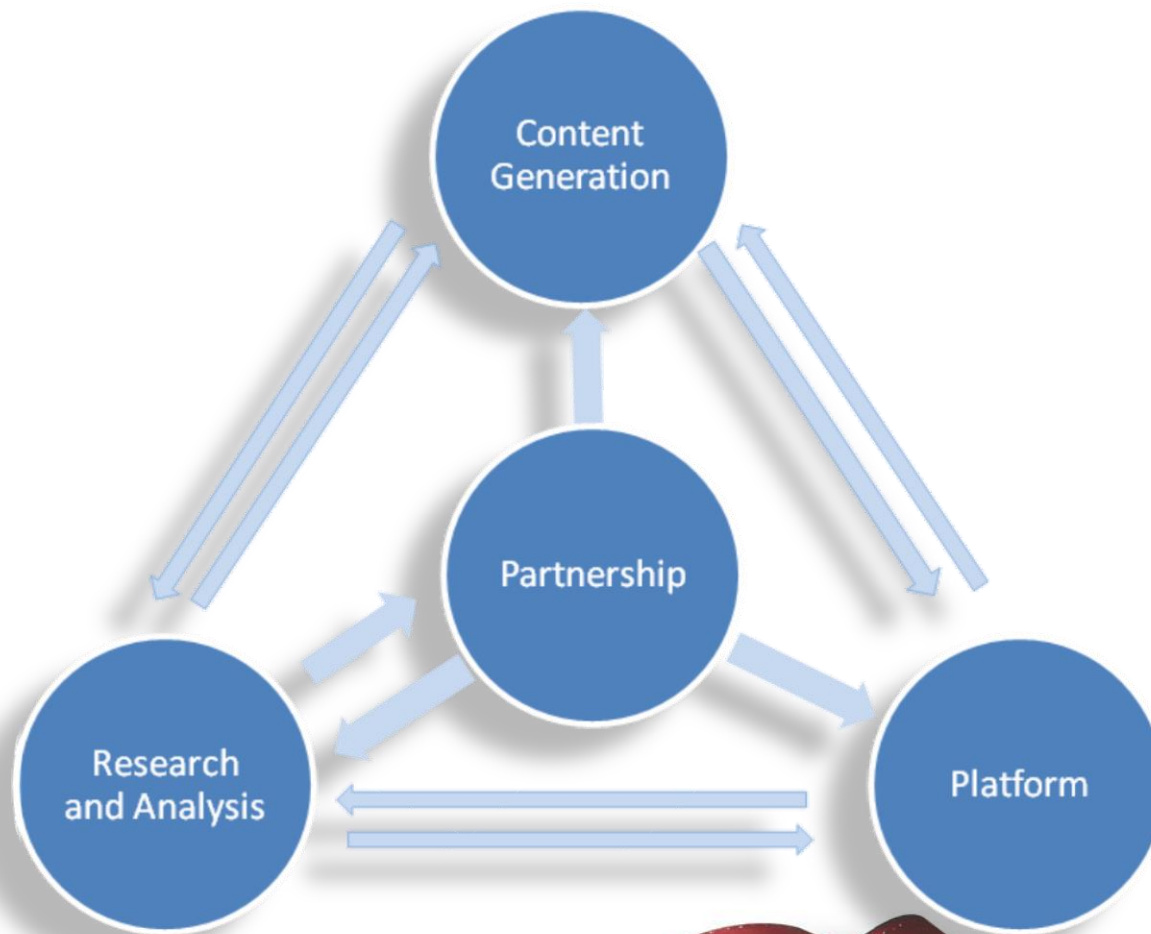
STRATEGIC ANCHORS

❑ Knowledge materials are delivered to the beneficiaries, in this case the ITU membership.

❑ Such delivery is done through **symposia, forums, workshops and working groups.**

❑ These are the mechanism through which we share the results of our analysis, debate issues that have been identified as key topics. This is also a place for sharing information, exchanging experiences and networking. This platform itself will be used to generate the subjects and topics for further analysis.
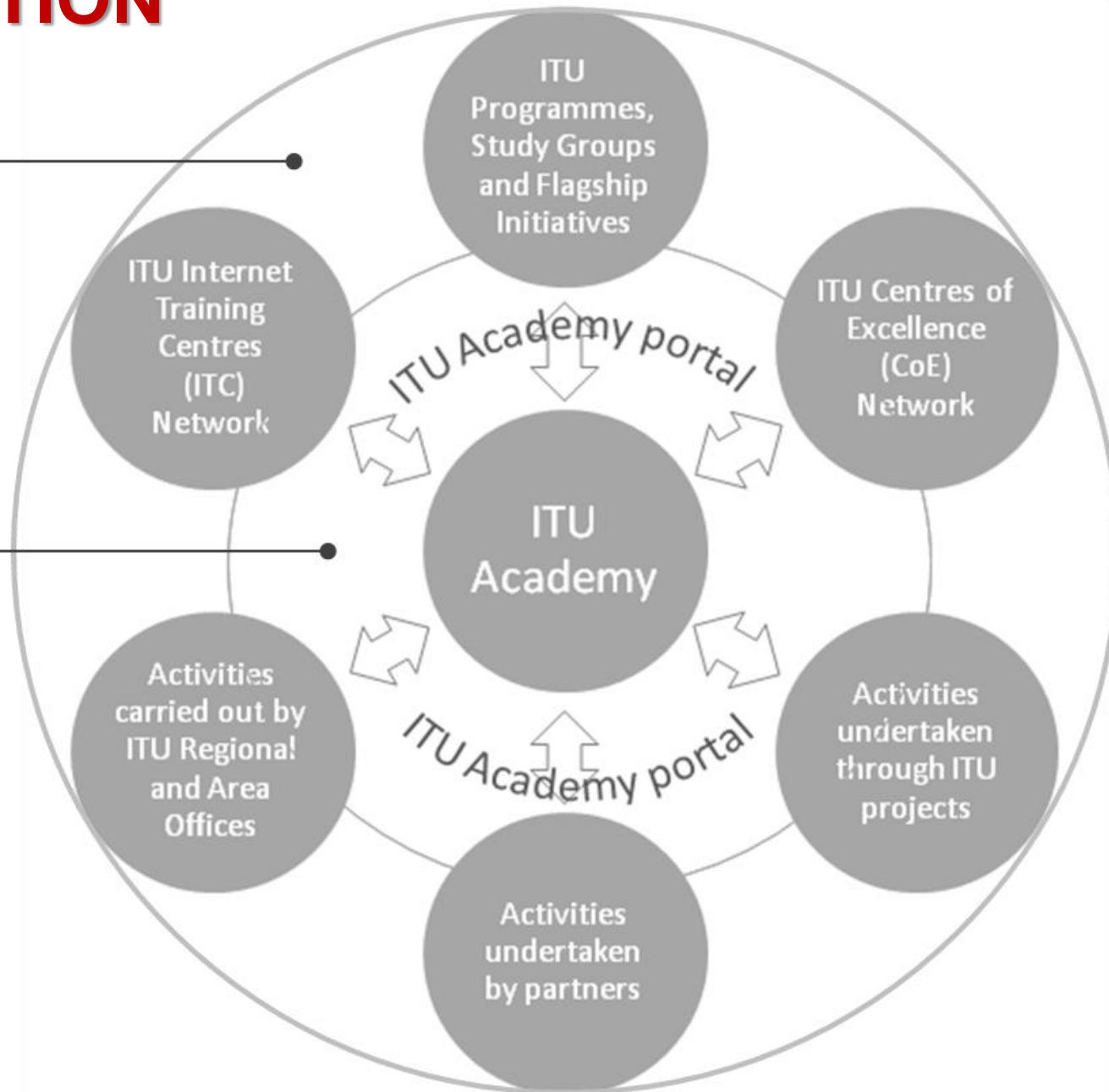
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DEFINITION

Strategic Level

Operational Level

ITU Programmes, Study Groups and Flagship Initiatives

ITU Internet Training Centres (ITC) Network

ITU Centres of Excellence (CoE) Network

ITU Academy portal

ITU Academy

Activities carried out by ITU Regional and Area Offices

Activities undertaken through ITU projects

ITU Academy portal

Activities undertaken by partners

ITU ACADEMY: STRATEGIC LEVEL

❑ A strategy for the harmonization, coordination and integration of the human, institutional and organisational capacity development activities of ITU

❑ An umbrella network bringing together capacity building partners, each according to their contribution

❑ A network of institutions offering certificated high quality training services to the ITU membership

❑ A capacity building Brand

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ITU ACADEMY: OPERATIONAL LEVEL

❑ Common platform, a Portal, allowing for delivery of training activities; information dissemination

❑ Allows single visibility to all ITU-related training opportunities

❑ Provides for a harmonized and streamlined approach to capacity building

❑ A repository of training resources enabling members to access material

❑ Powered by sophisticated Open source technologies, driven by LMS and CMS with technical upgrade feasibilities for managing, coordinating and implementing the BDT training programs

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ITU ACADEMY:
AN INTEGRATED APPROACH TO CAPACITY BUILDING

IMPLEMENTATION OF THE CoEs STRATEGY

STUDY

NEW CoEs STRATEGY
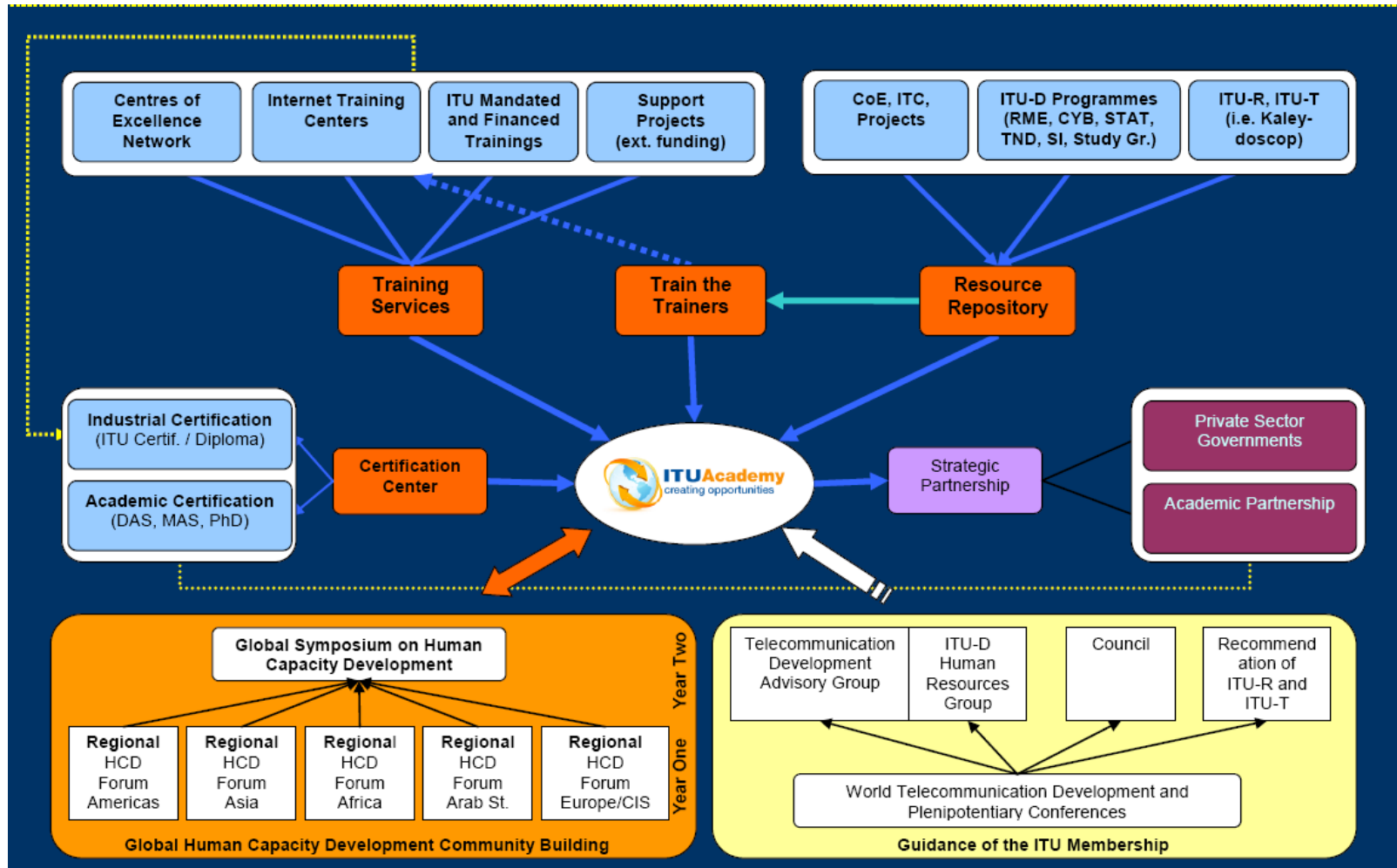
OPERATIONAL PROCESSES AND PROCEDURES DOCUMENT FOR THE NEW CoEs STRATEGY
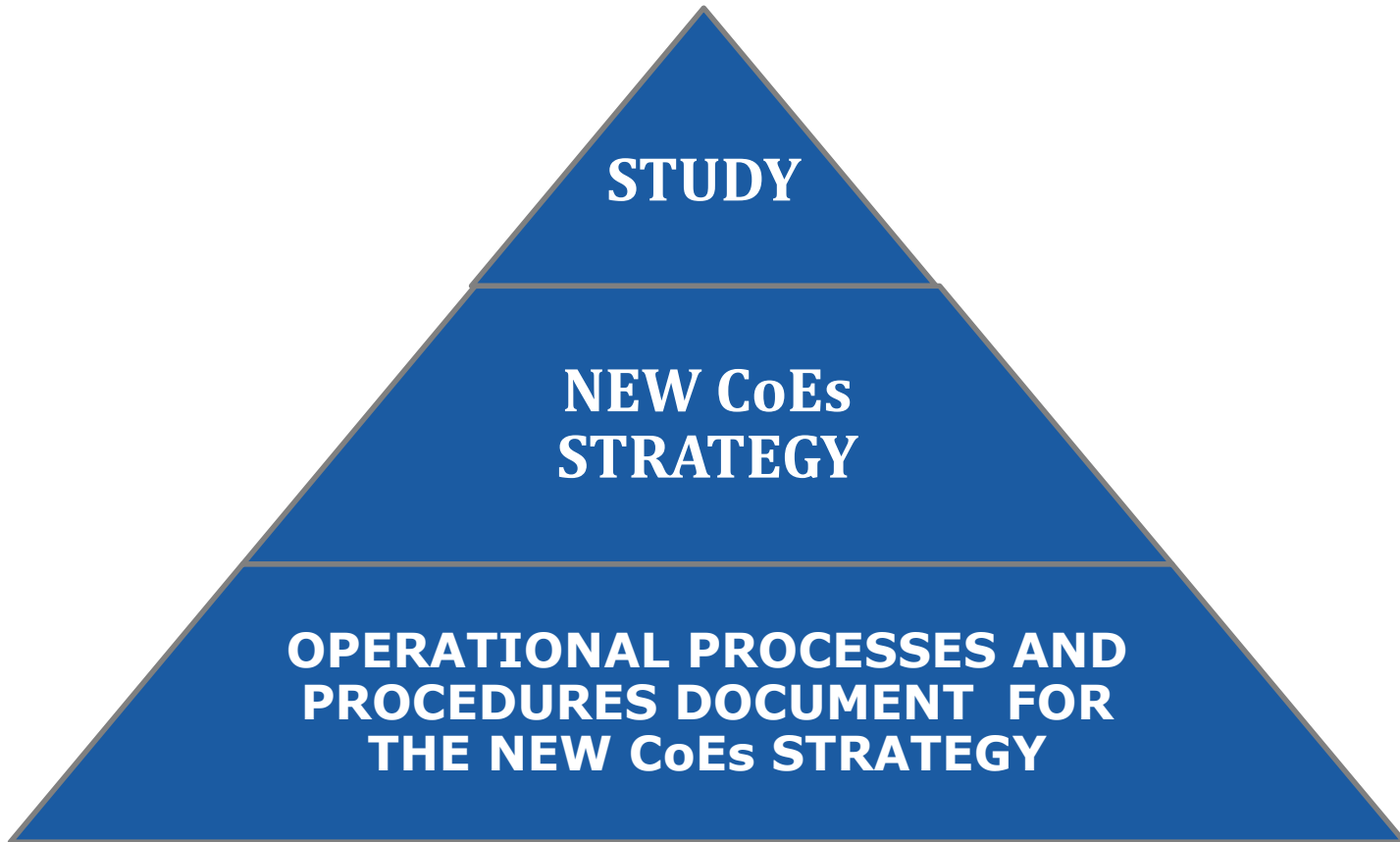
IMPLEMENTATION OF THE CoEs STRATEGY

NEW STRATEGY IS BUILT AROUND:

❑ Clearer set of objectives established by WTDC and BDT

❑ Clear commitment to demonstrate "excellence" and quality

❑ Focus on smaller range of priority issues for the ITU membership

❑ Clear administrative structure at both global and regional levels

❑ Coordination with other ITU programmes

❑ Self-sustainability

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MAIN COMPONENTS OF THE NEW CoEs STRATEGY

❑ Takes effect from January 2015

❑ Will be implemented after the WTDC-14

❑ Will be applicable for all future 4-years cycles

❑ Includes open and transparent selection process

❑ At the end of each WTDC cycle all CoEs status will expire

❑ Limits the number of CoEs to a maximum of 6 per region

❑ 8 main themes from which 4 will be drawn from the respective Regional Initiatives

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OPERATIONAL PROCESSES AND PROCEDURES DOCUMENT FOR THE NEW COES STRATEGY

❑ Overview

❑ Application and selection process

❑ Operations (partnership, fees and funding, awarding of certificates, monitoring and evaluation

❑ Governance of CoEs

❑ Set of 10 annexes

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# OPERATIONAL PROCESSES AND PROCEDURES DOCUMENT FOR THE NEW COES STRATEGY

Every topic answers the following questions:

❑ What is the process to be followed?

❑ Who is the process owner and who are the other parties involved?

❑ How is the process to be executed?

❑ When does it start and end?

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DEVELOPMENT OF STANDARDIZED CONTENT

❑ Part of the HCB mandate

❑ To bridge digital divide and to assist ITU membership

❑ Build human and institutional capacity

❑ Help to acquire skills to benefit from the Information Society

❑ Support in achieving universal education worldwide

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PROCESS APPROACH
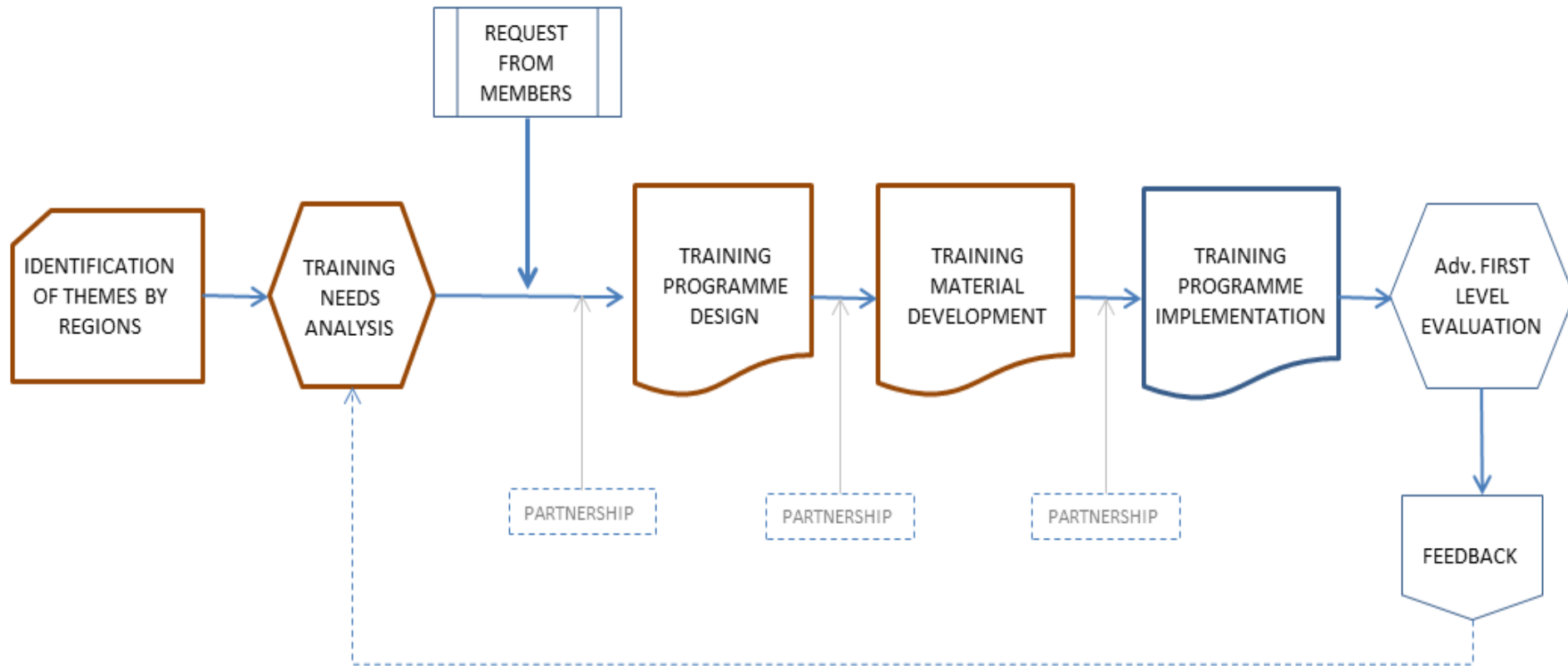
Categories of Implementation Actions:

- Substantive Actions

- Enhancing Actions

- Supportive Actions

DEVELOPMENT OF STANDARDIZED CONTENT

❑ **High quality training material**

  ITU membership priority areas

  ITU expertise and internal collaboration

  Best subject-matter experts with global representation

  Quality Assurance Mechanism
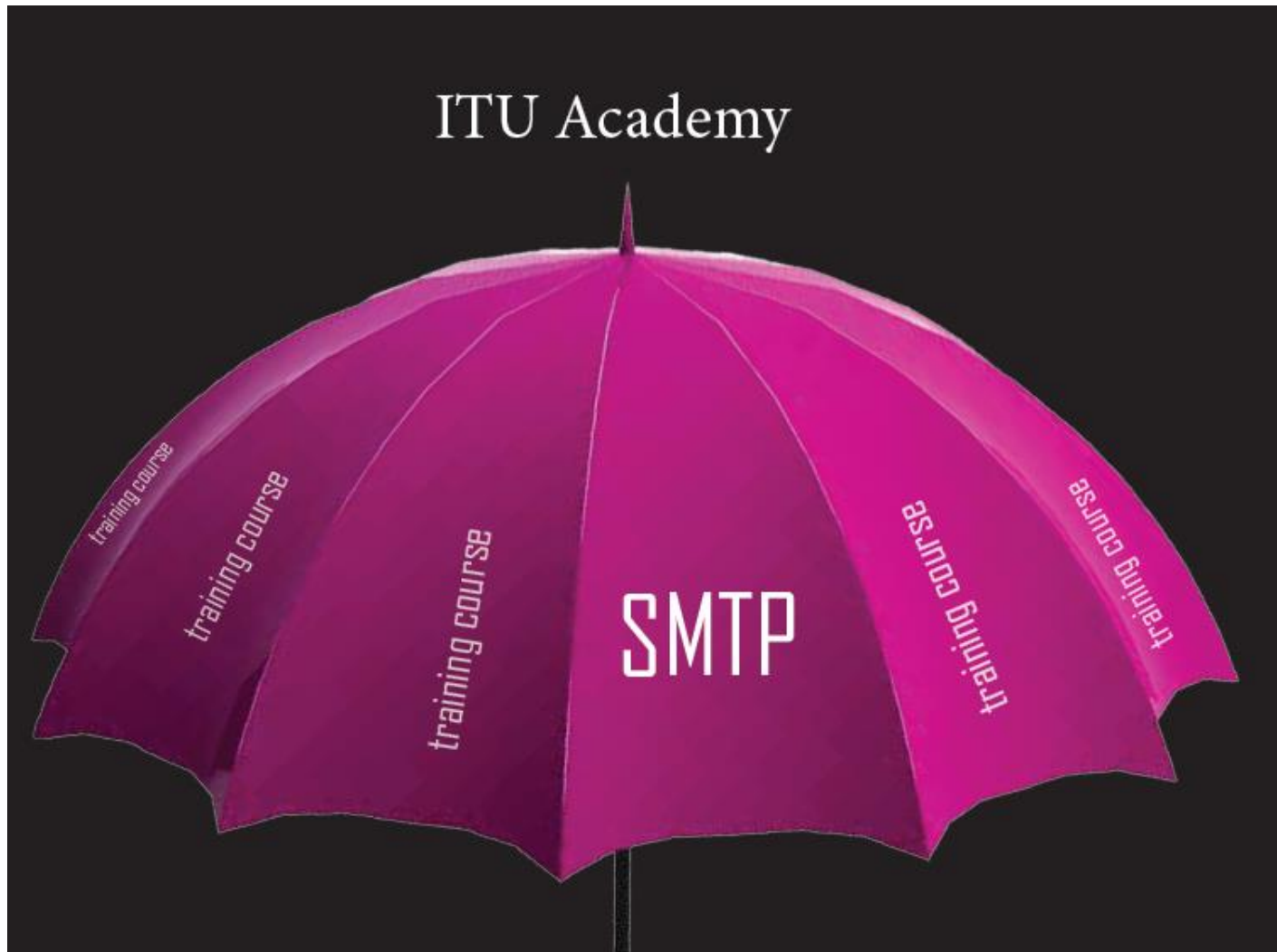
❑ **Availability to all ITU membership through:**

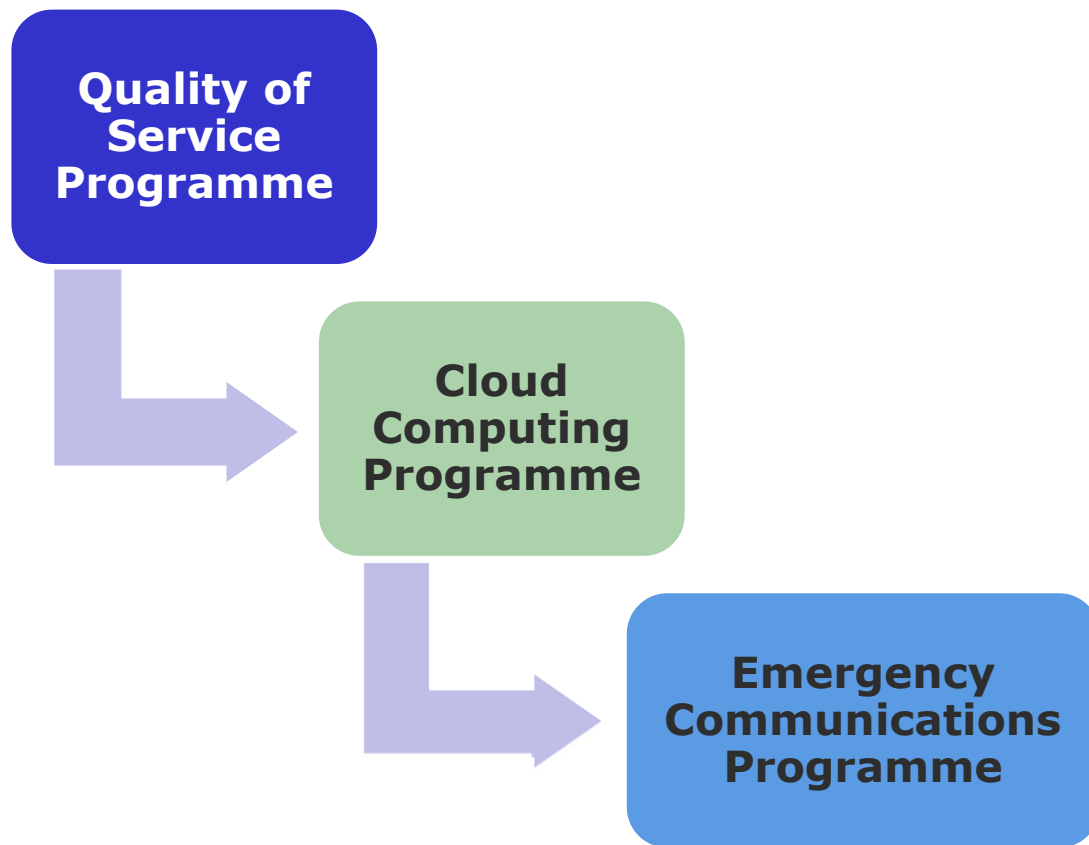 ITU Academy (repository of material, distance learning)

  CoEs

  Partner universities and institutions

❑ **Possibility of certification and accreditation**

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DEVELOPMENT OF STANDARDIZED CONTENT

DEVELOPMENT OF STANDARDIZED CONTENT: NEXT

Quality of Service Programme

Cloud Computing Programme

Emergency Communications Programme

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CONCLUSION

❑ Rebalancing the HCB anchors as both a strategic necessity and a resource – driven imperative

❑ New CoEs Strategy will improve the quality and guaranty "excellence"

❑ HCB to be a service provider to TSB and BR through the ITU Academy while they enrich the BDT training products with their Content and expert inputs

❑ ITU Academy training solutions will be beneficial for all ITU membership

❑ Additional human resources, additional competency sets for HQ and regional human capacity building staff

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