

On-Line Training Needs Analysis

Concept presentation by

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Outline

- Background – ITU Academy.
- Why Training Needs Analysis?
- Design Criteria
- Implementation Schedule
- Expectations



Background – ITU Academy

- Brings together all human capacity-building activities across the ITU.
- Is a single point of entry for all ITU human capacity-building resources.
- Harmonise and integrate all existing ITU training services and to extend the portfolio.



Why Training Needs Analysis?

1. Inform ITU of the Priority training Needs of our membership (globally and regionally).
2. Generate accurate information for scheduling training delivery.
3. Align training delivery capability with specific stakeholders' requirements.
4. Develop an information source for publication of a trends in Training Needs.



Design Criteria

- Simple design, quick and easy to use.
- Capturing the training needs of ICT service providers, regulators and policy-makers.
- Web-based.
- Able to indicate the priority training needs of ITU members.



Design Criteria

TARGET GROUPS

1. Telecommunications and ICT service providers.
2. Sector regulators.
3. Sector policy-makers (government departments).
4. Others Institutions.



TRAINING NEED ANALYSIS - WEBSITE

The screenshot shows the ITU Training Needs Analysis (TNA) website home page. The header includes the ITU logo and the slogan "Committed to connecting the world". A navigation menu is visible with categories like ITU, Services, Technical, Telecommunications, Standards, Development, ITU Training, and Membership. The main content area features a "Training Needs Analysis" title and a large graphic with the text "TRAINING NEEDS ANALYSIS (TNA) - AN INNOVATIVE CAPACITY-BUILDING APPROACH". Below the graphic, there are sections for "OPERATORS", "REGULATORS", "ADMINISTRATIONS", and "ANY QUESTION?". Each section contains a brief description and a link to a survey form. The footer includes the ITU logo and the text "© 2013 ITU. All Rights Reserved".

The screenshot shows the "Operators (pilot test)" section of the ITU Training Needs Analysis (TNA) website. The header is the same as the home page. The main content area features a "User Guide" section with a "User Guide" link. Below this, there is an "Introduction" section that describes the ITU Academy's role in developing a comprehensive resource to support human capacity building in the telecommunications and ICT sectors. It also mentions the ITU's plans to undertake regular surveys of member organizations to identify training priorities. A "Confidentiality" section states that the ITU training needs analysis questionnaire will be used solely for the purposes of planning the delivery of training services. A "The Questionnaire" section explains that the TNA questionnaire is based on the enhanced Telecommunications Operating Map (e-TOM). A "Completing the Questionnaire" section provides instructions on how to complete the questionnaire, including selecting relevant topics and providing contact information. A "Completion Deadline" section states that the questionnaire should be completed by the date specified in the invitation email. The footer includes the ITU logo and the text "© 2013 ITU. All Rights Reserved".

The screenshot shows the survey form for the ITU Training Needs Analysis (TNA) website. The header is the same as the home page. The main content area features a "Operators (pilot test)" section with a "User Guide" link. Below this, there is a "What is the name of your organisation?" question with a text input field. A "What is the country where your organisation operates?" question with a dropdown menu. A "In which year was your training needs analysis data collected?" question with a dropdown menu. A "How many employees in your organization?" question with a text input field. A "What is the percentage of female employees in your organization?" question with a text input field. A "What percentage of your total staff budget is used for training?" question with radio button options. A "What is your name?" question with a text input field. The footer includes the ITU logo and the text "© 2013 ITU. All Rights Reserved".

<http://www.itu.int/en/ITU-D/Capacity-Building/Pages/Survey-tna.aspx>

Questionnaire Design

Based on the **e-TOM model** and comprise 3 main core categories.

- Commercial operations.
- Technical operations.
- Enterprise management.



Questionnaire Criteria

Commercial Operations.

Business Strategy, Market Strategy, Product and Service Strategy, Network and IT Strategy, Supply Chain Management Strategy, Customer Relationship Management.

Technical Operations.

Operational Management, Technology, Workforce Management.

Enterprise Management.

Business Planning, Finance, Risk Management & Business Continuity, Business Support, Human Resources, Regulatory Affairs.



Implementation Schedule

- Questionnaire Design Complete :
<http://www.itu.int/en/ITU-D/Capacity-Building/Pages/Survey-tna.aspx>.
- Pilot Test: Under way : 75 sample.
- Completion Date:..



Expected timing

Pilot ends June
2013

Post Pilot
Evaluation by end
of July 2013

Tool ready for
global rollout
September 2013





Questions? More Information?

ITU / BDT / PKM / HCB

<http://www.itu.int/en/ITU-D/Capacity-Building/Pages/Survey-tna.aspx>



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