

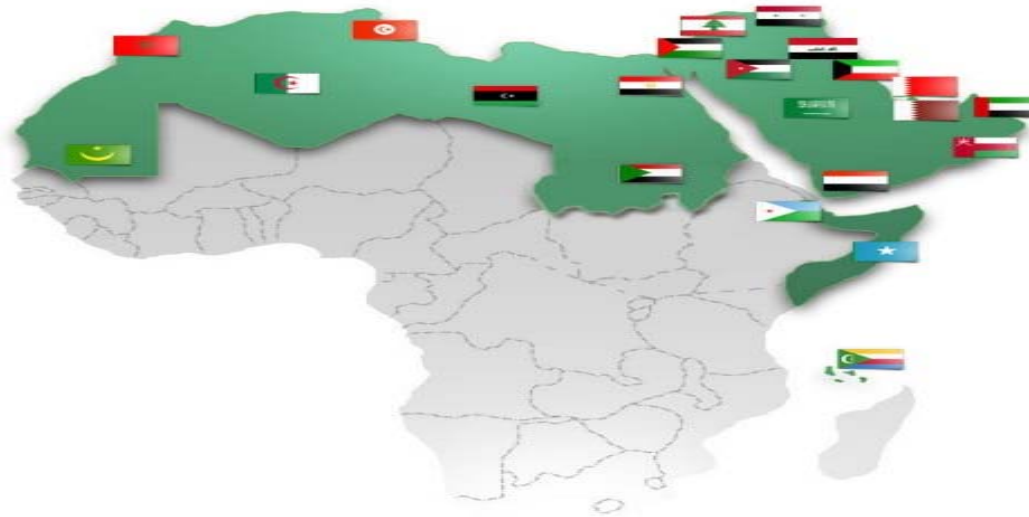
4th Steering Committee Meeting of the ITU CoEs Network for Arab States

Tunisia, Hammamet, 13-14 November, 2017

ARAB REGION

Centre of Excellence Network in the Arab Region

Performance and Lessons learnt



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TOPIC AGENDA

- THE ROLE OF THE REGIONAL HUMAN CAPACITY BUILDING (HCB) FOCAL POINT
- OPPORTUNITIES AND CHALLENGES FOR CAPACITY BUILDING IN THE ARAB REGION: **HOW CAPACITY BUILDING ACTIVITIES ARE ORGANIZED IN THE REGION?**
- ITU ARAB COEs NETWORK:
 - COEs ACTIVITIES IN THE ITU ARAB REGIONAL HOMEPAGE
 - ACTIVITIES OF THE COE NETWORK IN THE ARAB REGION
 - RESULTS
- 4. LESSONS LEARNT



1. THE ROLE OF THE REGIONAL CAPACITY BUILDING FOCAL POINT

1. Act as “catalyst” to assist in the process of training documents review, entering the actions in the APS and creating the trainings catalogue.
2. Review the working documents (invitations letters, training outlines, info notes,..etc)
3. Support the work of a CoEs Focal Point in terms of the identification of the subjects of the activities, promotion of the activities and invitations follow-up with members
4. Develop a plan of engagement with different members to deepen understand the nature of the ITU CoEs works, take part in its activities and contribute to the works of the steering Committee.
5. Promote the CoEs Network in the Region by disseminating and promoting better knowledge of ICTs via the Network activities and other ITU activities in the region.
6. Coordinate logistics for activities in coordination with CoEs-FPs, including coordinating related incoming/outgoing correspondence from CoEs.
7. Ensure timely and accurate activities reports from CoEs-FP.
8. Maintain communications between HCB at HQ and CoEs Focal Point
9. Follow-up the CoEs activities payment related issues
10. Identify the training needs in the Arab region and develop the required assistance to LDCs
11. Develop a projects documents on HCB on different aspects of ICTs regulation to meet specific requests of the members
12. Implement and coordinate the other HCB activities in the region.
13. Delivering some trainings to the region



2. OPPORTUNITIES AND CHALLENGES FOR CAPACITY BUILDING IN THE ARAB REGION

2.1 Opportunities

- High rate of educated people in ICT field
- New partnership on HCB programme (Intel (BB), One net (Satellite regulation))
- High rate of Internet penetration: Internet become an important means for knowledge acquisition and information diffusion- **online courses**
- Modern ICT technologies in the region for bridging the knowledge gap
- Sustainable development using ICT tools (CC, ET, E-waste, green energy..etc).
- High demand for training activities in Arab region especially LDCs



2.2 Challenges-1 (General)

- Security Situation in Region
- Lack of HCB programme funding
- The frequent movement of highly-qualified staff from LDCs country to other (brain drain)
- Lack of qualified trainers and specialized training institutes
- Quality and coverage of the training programs
- Lack of the training needs assessment
- High unemployment rates especially for young people and women and across all levels of education (45%)
- Mobilization of financial resources in Arab region
- National regulation related to fee payment or experts recruitment



2.2 Challenges-2 (CoEs Implementation)

- The network is NOT fully functionally: **5 instead of 6 (1 not signed the CA, 2 are fully active and 3 partially)**
- Online registration (sophisticated process)
- Limited access to bank cards (credit cards and debit cards) in some members
- Payment of a course more than once by one participant
- Difficulties to make international payment
- Currency (due to some national regulations, payment in USD is not allowed in some countries)
- Promotion of the activities
- Some CoEs due to national regulations are not allowed to receive any cash directly to their treasury



How capacity building activities are organized in the Arab region?

1. ITU CoEs Model

1. Through CoEs Network (Sustainable model)

2. Partnership Model

- ITU-ITSO (Satellite)
- ITU-Intel (Digital Transformation)
- Direct support from members (SL ITU-UAE Project)
- LDCs programme (ITU-TRA-UAE/NTC-Sudan IPv6 Project)

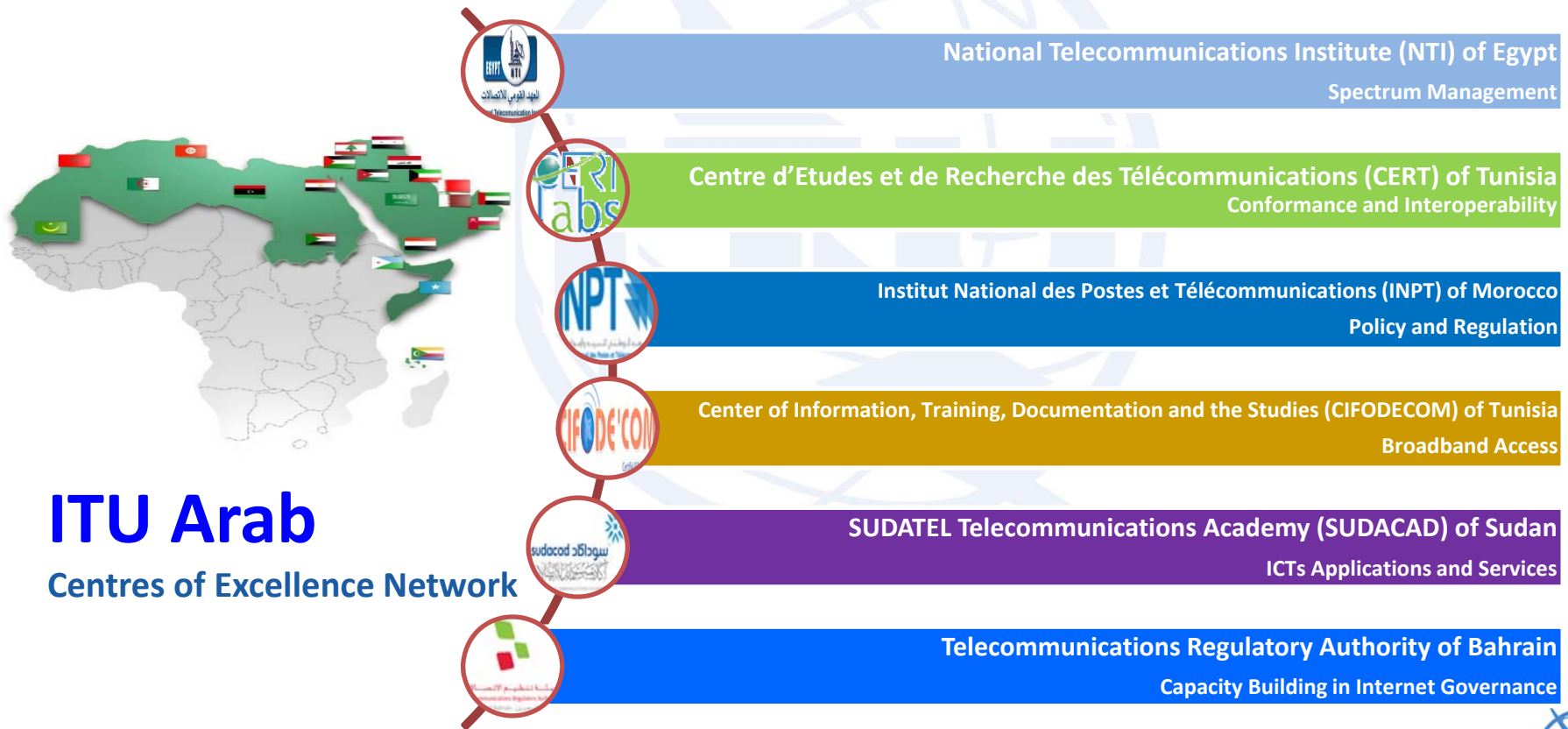


4. ITU ARAB CENTRES OF EXCELLENCE (2015-2018)

Steering Committee Members

Bahrain*, Egypt, Tunisia (2), Morocco, Sudan

Present Chairman (2017): **Morocco**



ITU Arab

Centres of Excellence Network

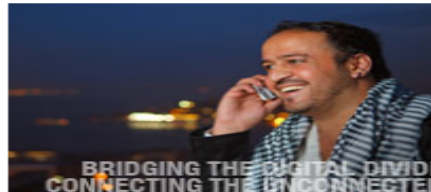
* Bahrain as CoE for IG not signed the agreement



CoEs activities in the ITU Arab regional homepage

The Arab Regional Office in Egypt was established in 1991. It serves 22 Member States, ITU Sector Members, and Associates in the Arab region.

The Arab Regional Office provides the support to Member States under several activities through consultancy, training courses, workshops, studies, regional conferences, seminars, pilot projects, direct assistance and other special partnerships, which the Union undertakes specially in the following fields:



Foster international cooperation on telecommunication/ICT development issues.

Foster an enabling environment conducive to ICT development and foster the deployment of telecommunication/ICT networks as well as relevant applications and services, including bridging the standardization gap.

Enhance confidence and security in the use of telecommunications/ICTs, and roll-out of relevant applications and services.

Build human and institutional capacity, provide data and statistics, promote digital inclusion and provide concentrated assistance to countries in special need.

Enhance environmental protection, climate-change adaptation and mitigation, and disaster-management efforts through telecommunications/ICTs.

Assist Member States in the development process by using the applications of ICT (Communications and Information Technology) in several areas such as health and education.

In addition to many other areas, including the Arabic digital content to support and measuring the information society in the Arab countries, support the open source software, support the women and persons with disabilities in the use of Telecommunications and Information Technology.

REGIONAL INITIATIVES AND PROJECTS/ ACTIVITIES



EVENTS



Regional Events

Past events

- ▶ **Planning and Design of WDM Networks**
MONDAY, NOVEMBER 6, 2017 - WEDNESDAY, NOVEMBER 8, 2017 TUNISIA [TUNIS]
- ▶ **ITU-MPTT-World Bank National Workshop on Numbering Planning and Policies for Somali's ICT stakeholders**
WEDNESDAY, NOVEMBER 8, 2017 - THURSDAY, NOVEMBER 9, 2017 KENYA [NAIROBI]
- ▶ **4th SC Meeting of ITU Arab CoEs Network**
MONDAY, NOVEMBER 13, 2017 - TUESDAY, NOVEMBER 14, 2017 TUNISIA [TUNIS]
- ▶ **15th World Telecommunication/ICT Indicators Symposium (WTIS 2017)**
TUESDAY, NOVEMBER 14, 2017 - THURSDAY, NOVEMBER 16, 2017 TUNISIA [HAMMAMET]
- ▶ **Training on Quality of Service aspects in Mobile Networks**
WEDNESDAY, NOVEMBER 15, 2017 - THURSDAY, NOVEMBER 16, 2017 TUNISIA [TUNIS]

1 - 5 ▶

[More... >](#)

ADDITIONAL EVENTS

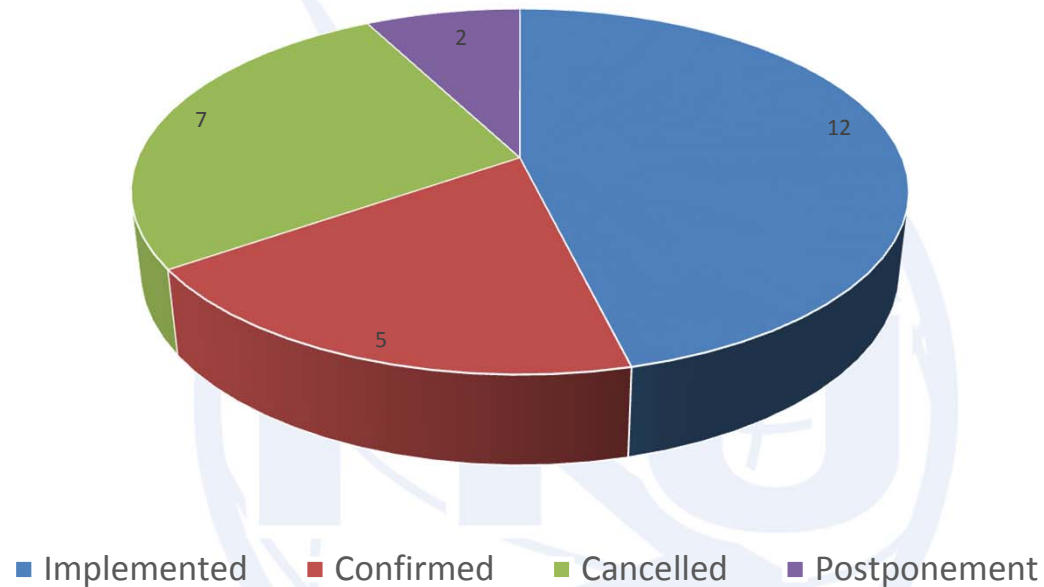
- ▶ **Project Management for ICT Applications and Services Implementation**
- ▶ **Workshop on Numbering Planning and Policies for Somali's ICT stakeholders, World Bank Country Office, Nairobi, -Kenya, 8-9 Nov. 2017**
- ▶ **Training on "Planning and Design of Wavelength-Division Multiplexing (WDM) Networks" Tunis-Tunisia, to 6-8 November 2017**
- ▶ **Training on "Planning and Design of Wavelength-Division Multiplexing (WDM) Networks", Tunis, Tunisia 6-8 November 2017**



Activities of the CoE network in the Arab region (Nov-2017)

COE	Dates	Title of the event	Country	Status	Number of Participants
SUDACAD	30/4-02/05/2017	Training on Risk Management for ICT Implementation	Sudan	Implemented	25
	07-09/05/2017	Training on IPv6 Certified Network Engineering	Sudan	Implemented	19
	23-25/05/2017	Training on Business Analysis for ICT projects	Sudan	Implemented	37
	23-25/05/2017	Second Training on Risk Management for ICT Implementation	Sudan	Implemented	24
	09-20/08/2017	Online Training on Business Analysis for ICT projects	Sudan	Implemented	43
	19/10-10/11/2017	Online Training on "Project Management for ICT Applications and Services Implementation"	Sudan	Implemented	29
	27/11-07/12/2017	Second Online Training on "Business Analysis for ICT Applications and Services"	Sudan	Confirmed	
	05-07/12/2017	Third Training on Risk Management for ICT Implementation	Sudan	Confirmed	
	09-11/12/2017	Training on Cloud Computing	Sudan	Confirmed	
CERT	20-22/07/2017	Training on Practices for EMC conformity and electrical safety testing (theory and practice)	Tunisia	Postponement	
	05-07/08/2017	Training on C&I of Mobile Devices	Tunisia	Canceled	
	14-15/11/2017	Training on QoS of Mobile	Tunisia	Confirmed	
	25-27/12/2017	Training on Type Approval Testing for Mobile Terminals	Tunisia	Postponement	
CIFODECOM	18-20/01/2017	Training on Practices for "PKI, Digital proofs and Security of Electronic Transactions"	Tunisia	Implemented	4
	30/01-02/02/2017	Training on "Fundamentals of Fiber and Optical Networks"	Tunisia	Implemented	5
	13-15/04/2017	Training on Engineering, Installation and Deployment of Optical Networks	Tunisia	Implemented	11
	16-18/05/2017	Training on Planning and Deployment of 4G	Tunisia	Implemented	4
	09-11/10/2017	Training on "Optical Access Networks and Fiber to the Home (FTTH)"	Tunisia	Implemented	5
	06-08/11/2017	Training on Planning and design of WDM networks	Tunisia	Implemented	5
NTI	16-18/07/2017	Training on Spectrum Engineering Techniques	Egypt	Postponement	
	12-14/10/2017	Training on Spectrum Management Essentials	Egypt	Canceled	
	04-05/12/2017	Training on Spectrum Monitoring	Egypt	Canceled	
	12-14/12/2017	Training on Spectrum Costing	Egypt	Canceled	
INPT	29-31/06/2017	Training on Telecommunications Regulation	Morocco	Canceled	
	26-28/07/2017	Training on Cost Modeling and Pricing of Broadband Services »	Morocco	Canceled	
	26-28/07/2017	Training on Current Challenges for Telcos and Regulators	Morocco	Postponement	
	25-27/10/2017	Training on Emerging Technologies, Eco-systems and Challenges » (m-Payment, 5G, IoT, SDN, Cloud, Smart, Cities, ...)	Morocco	Confirmed	
	22-24/11/2017	Training on Competition Versus Telecommunications Regulation	Morocco	Canceled	
ITSO	8-12 /10/2017	ITSO-ITU Regional Training on Satellite and VSAT for Arab states:	Egypt	Implemented	45

Courses Implementation Status

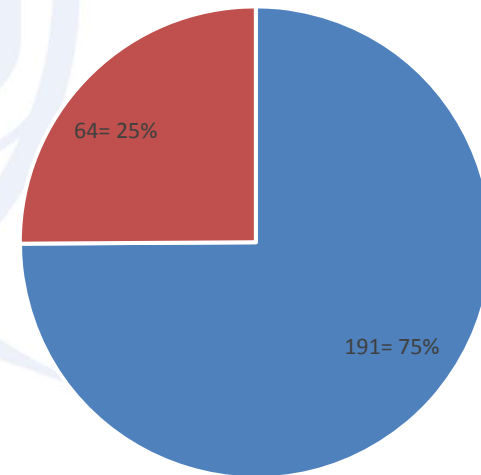
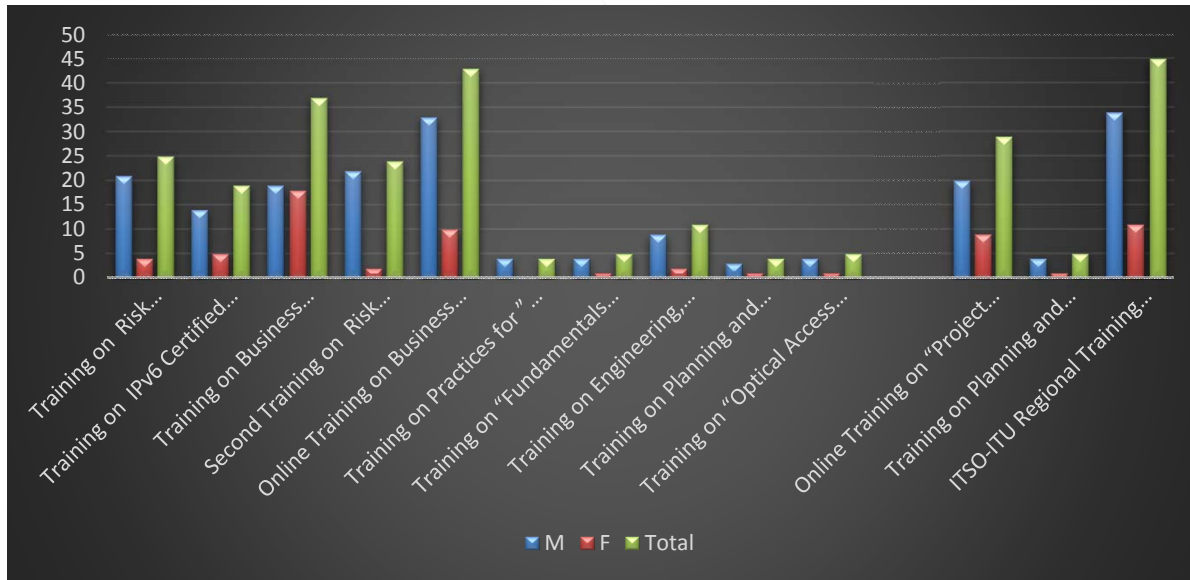


26 activities proposed for Operational Plan of 2017, **12** activities were implemented, **5** confirmed to be implemented before end of 2017, **2** postponement (invites sent out) and **7** canceled.

Implemented Activities – Nov, OP17

Name of the training	Number of Attendees		Total	Name of CoE/Country	Collected fees in USD	80% to be kept by CoE	20% to be transferred to ITU Project
	Name of the training	M					
Training on Risk Management for ICT Implementation	21	4	25	Sudan-SUDACAD	7500	6000	1500
Training on IPv6 Certified Network Engineering	14	5	19	Sudan-SUDACAD	5700	4560	1140
Training on Business Analysis for ICT projects	19	18	37	Sudan-SUDACAD	11100	8880	2220
Second Training on Risk Management for ICT Implementation	22	2	24	Sudan-SUDACAD	7200	5760	1440
Online Training on Business Analysis for ICT projects	33	10	43	Sudan-SUDACAD	4300	3440	860
Training on Practices for " PKI, Digital proofs and Security of Electronic Transactions"	4	0	4	Tunisia-CIFODECOM	1200	960	240
Training on "Fundamentals of Fiber and Optical Networks"	4	1	5	Tunisia-CIFODECOM	1500	1200	300
Training on Engineering, Installation and Deployment of Optical Networks	9	2	11	Tunisia-CIFODECOM	3300	2640	660
Training on Planning and Deployment of 4G	3	1	4	Tunisia-CIFODECOM	1200	960	240
Training on "Optical Access Networks and Fiber to the Home (FTTH)"	4	1	5	Tunisia-CIFODECOM	1500	1200	300
Online Training on "Project Management for ICT Applications and Services Implementation"	20	9	29	Sudan-SUDACAD	2900	2320	580
Training on Planning and design of WDM networks	4	1	5	Tunisia-CIFODECOM	1500	1200	300
ITSO-ITU Regional Training on Satellite and VSAT for Arab states	34	11	45	Egypt -ITSO	0	0	0

Number of trainees: November,2017

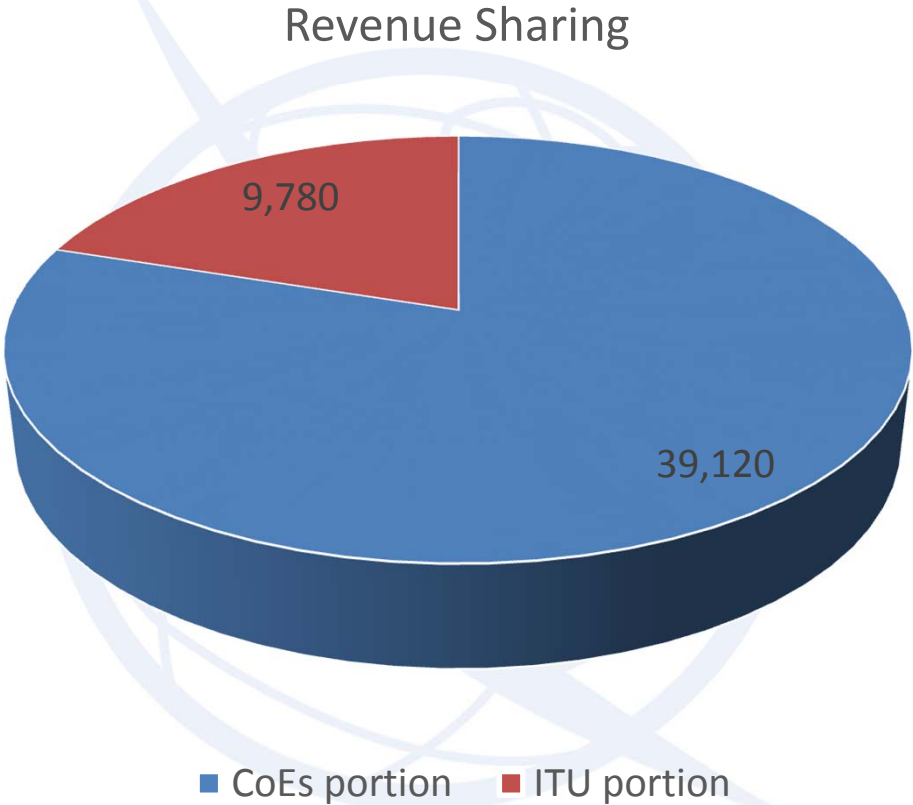


Built Capacity of around 255 trainees as of Nov 2017

■ Male ■ Female



Revenue Shared as of November,2017



49,900 USD estimated revenue generated from the activities implemented as of Nov 2017 **39,120** should be transferred to CoEs and **9,780** should be kept for ITU.



RESULTS

- The aim of this network is the capacity building through 6 CoEs selected for various ICT-related fields in the Arab Region. Each CoE is responsible for taking care of one priority areas.
- The CoEs led the design and the implementation of the training activities in consultation with ITU and offered face-to-face and online training activities.
- 240 participants were trained on 2017 , 60 of them are female and 180 are male.
- The online platform of the ITU academy started being used



6. LESSONS LEARNT

- **Registration:** Registration system and process need to be simplified
- **Payment:** New mechanism for collecting fees need to be developed
- **Activities promotion:** Encouraging CoE network members to promote local customers to attend workshops organized by other centers. A promotion strategy document need to be developed.
- **CoEs Operation:** Organize training sessions for CoE focal points on how to manage the network activities especially for e-learning activities (development & administration of e-programs).
- **New CoEs Cycle:** New mechanism for CoEs selection should be developed to take into consideration the current challenges facing the ARB CoEs Network.
- **Regional HCB:** Regional Human and Institutional Capacity Development platform for gathering all Capacity building FPs of ICTs stakeholders is needed





THANK YOU

QUESTIONS?

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ITU- Arab Regional Office

