4th Steering Committee Meeting for the Centres of Excellence Network for Africa

Hôtel AZALAI Marcory, Abidjan, Côte d'Ivoire,

8 – 10 November 2017

Report

1. **Venue:** Hôtel AZALAI Marcory, Abidjan, Côte d'Ivoire
2. **Agenda**: The adopted agenda is attached as annex to this report.
3. **Participants:** The list of participants is attached as annex to this report

Opening ceremony

On Wednesday 8th November 2017 from 09:00 am to 10:45 am, the opening ceremony was held, with the welcoming remarks of the Director General of ESATIC, Professor Konaté Adama. In his speech, he wished the traditional akwaba to the Steering Committee Chairman, the ITU representatives, thanked the Chief of Staff of the Ministry of Communication, Digital Economy and Post Office for his availability and all guests for travelling in massive numbers to this country in order to attend this meeting. He gave a brief background of ESATIC. Professor Konate informed participants that in 2018 ITU will select CoEs for the next 4 years. He said that he believes the discussions for this meeting will be rigorous and achieve the mandate of the steering committee, which is to review the performance of the CoEs every year.

The Steering Committee Chairman, Administrator/CEO of Digital Bridge Institute, Dr. Ikechukwu Adinde, delivered his welcome remarks on behalf of the Steering Committee. In his remarks, Dr Adinde stated that previous SC meetings for the Africa network have been interactive, exciting and rewarding and this meeting should not be an exception. He mentioned that these meetings allow the network to share experiences, discuss issues, evolve strategies and roadmaps to promote capacity building in Africa. He encouraged the participants to bring the same passion and commitment demonstrated in previous meetings.

The ITU, through its representative, Mr. Marcelino TAYOB, expressed gratitude to ESCATIC for hosting the Steering Committee meeting in Abidjan. Mr Tayob recognized the large number of ITU Member states represented at this meeting, stating that this shows that the CoE network initiative is a relevant initiative for Africa. He commended all the countries that were present and reassured them of the support of the ITU in the promotion of ICTs in their countries. Mr Tayob acknowledged the support of ESATIC in hosting the digital marketing training that has just ended. He mentioned that ITU hopes that this training will contribute to improve the performance of the CoEs in the region. He also mentioned that the World Telecommunication Development Conference (WTDC) for 2017 has just ended in Argentina where regional initiatives have been adopted. He stated that capacity building has been adopted as a priority area for Africa and therefore ITU will continue to work in building capacity in the region.

The Chief of Staff of the Ministry of Communication, Digital Economy and Post Office, Andre Apete, closed the session with his opening speech. The representative of the sponsoring

Ministry recalled the Ivorian Government's commitment to turn Côte d'Ivoire into an ICT Hub in Africa. He stated that training has a key role in building the digital economy and development of Cote d'Ivore, and hopes that as ITU CoEs focus on priority areas, they can broaden their scope to work on other topics. Once again, he extended the Minister's congratulations to the countries that were present and sincerely thanked ITU for choosing ESATIC to host this meeting. The Chief of Staff expressed his desire to have this collaboration further strengthened before declaring open the 4th Steering Committee Meeting of the ITU Centres of Excellence Network for Africa.

Session 1 - Working methods and procedures

Approval of the agenda and work schedule

The outgoing chairman – Dr. Ikechukwu Adinde, CEO of DBI, Nigeria, presented the agenda of the 4th SCM for review and adoption. After discussion, the agenda and work schedule of the 4th Steering Committee Meeting of the ITU Centres of Excellence Network for Africa were adopted. The agenda is attached as Appendix 1 to this document.

As per the operational processes and procedures of the CoE network, which suggests that the host country should chair the Steering Committee, Dr. Ikechukwu Adinde, CEO of DBI, Nigeria, handed over the chairmanship to Prof. KONATE Adama, Director General of ESATIC so he can chair the 4th Steering Committee Meeting. Prof. KONATE Adama expressed his acknowledgement to ITU for his nomination.

Outgoing chairman's report

The outgoing chairman, Dr.Ikechukwu Adinde presented the 2017 CoE report. He noted that CoEs could do a lot more than what they achieved this year. In addressing the issue of funding of CoE activities Dr Adinde referred the delegates to the position paper by Africa Network during the 2nd SCM. Part of the position paper featured during the Capacity Building Symposium 2016 in Nairobi, Kenya, where the proposal for countries to use part of Universal Service Fund for capacity building was discussed. After the review of this report by the participants, the following remarks and suggestions were made:

- The absence of some members at the Steering Committee during meetings could affect the smooth operation of the entire network.
- The ITU should continue to support to the Centres of Excellence so as to help them be in a better position to achieve their mandate
- Check whether the centres of excellence can provide trainings for other institutions.
- Consider the possibility of conducting the CoE trainings in countries where there is high demand

Session 2 - Review of 2nd SCM Decisions, Recommendation and Action status

Decisions

— Decisions 1,2,3 – Decisions have been implemented
— Decision 4 – Still being worked on.
— Decision 5 – done

— Decision 6 – Data base of experts is available and CoEs can send a request to ITU whenever they need experts and ITU will provide
— Decision 7 – CoEs present reported on their activities to implement this decision as follows
    - DBI – met with partners, organized meeting where ITU participated,
    - AFRALTI – Governing council are member states, who meet at least twice a year to report and gather feedback on their needs.
    - ESATIC – two meetings per year with the sector and make decisions on what they will need to be trained on ICT operators meetings, the scientific group authorities and the universal telecom department board of Esatic, favor this meetings, to organize
    - DBI signed an MoU with Afralti, nothing implemented, no collaborations were effectively implemented. Institutional issues should be addressed. Esatic tried to sign an MoU with Accra but did not agree on an article so still working on it.

Decision 8 – done

Recommendations

— Recommendation 1 – Paper prepared by DBI to be discussed during this meeting
— Recommendation 2,3,4,5,6 – on-going
— Recommendation 7 – done
— Recommendation 8 – done

Actions

— Action 1 – did not happen. CoEs will make an effort to coordinate their efforts for the next CBS
— Action 2, 3, 4, 5 – done
— Action 6 – Paper presented

Session 3 - ITU capacity building activities

Ms Halima Letamo from ITU made a presentation on the overview of ITU Capacity building activities in 2017. The presentation included the following information;

1. Globally the COE network has implemented less than 50% of course they have planned for the year
2. The Africa region has implemented 8 courses this year
3. ITU has completed development of SMTP, QoSTP, ICT & Climate Change, and has started developing material in IoT
4. ITU continues to partner with other institutions to deliver training
5. ITU organised the annual capacity building workshop in Mauritius on IoT this year

6. The current cycle for the CoEs is coming to an end
7. ITU will evaluate the performance of the CoEs at the end of this cycle
8. The evaluation criteria will include number of trainings conducted, number of participants trained and number of international participants
9. The selection of the CoEs for the next cycle is scheduled for 2018
10. The CoEs should make input into the review of the OPP document which will be used to guide the selection process among other things
11. During WTDC-17 in Argentina, the strategic plan of ITU-D action plan for the next 4 years and regional initiatives have been adopted. These form part of the information needed for the selection of CoEs for the next round

Participants from member states wanted to understand how the CoEs were established and why there are no CoEs in some countries. ITU explained the basis of the CoE strategy and informed them that ITU CoEs serve the entire region and has to reach the global market. It was further explained that any person interested in CoE courses should be able to enroll in these courses irrespective of where the CoE is located. Participants raised the concern that there are no courses offered in Portuguese, which makes it difficult for people in Portuguese speaking countries to benefit from CoE trainings. ITU briefed them that while there has been no CoE courses in Portuguese, ITU partners with other providers who offer courses in Portuguese.

Participants from institutions that are not yet CoEs wanted to understand how they can become an ITU CoE. ITU explained that in general a call for applications will be made and interested parties will apply, CoEs will be selected and agreements to formalise the collaboration will be signed. ITU explained that at this stage the selection is still being discussed and will be made available as soon as it has been approved by the relevant structures. They were encouraged to keep checking the ITU Academy platform for the call for applications which is expected to be published around April 2018

Participants also wanted to know if it is possible to partner with ITU to deliver training outside the CoE framework. ITU informed them that there are other partnership options and they can contact ITU to learn more about these.

Participants raised concern that countries do not benefit from CoE activities as it is not clear if they should approach CoEs or CoEs have to approach them. Some indicated that they do not know the ITU CoEs well and appealed to ITU to work on branding the CoE network and create intensive awareness of the brand.

A proposal was made to include in the evaluation criteria, the relevance of training offered to the priority area of the CoE. The issue of measuring quality of training was also discussed, with the committee noting that measuring quality will not be easy as it is a qualitative measure and could be highly subjective.

The committee thanked ITU for the support they had in implementing online courses. They confirmed that they will be implementing more online courses in the future with the experience they gained this year in using the ITU Academy platform.

The committee acknowledged the difficulty they had in attracting international participants to their courses, nothing that this will affect the performance evaluation of the CoEs negatively. They also noted that this is due to their marketing strategies which have been focus on their local markets. They appreciated once again the training on digital marketing and agreed to use what they have learnt to attract international participants for their 2018 courses.

Key issues that emerged during these discussions which have a bearing to the review of the OPP include:

- Absence of some CoE representatives in SC meetings affect the smooth operation of the network in the region. ITU should find means to ensure that there is more than one contact person for each CoE to facilitate continuity
- ITU should consider preparing a waiting list of CoEs for each focus area during the selection of CoEs for the next round. This waiting list can be used to replace CoEs that do not perform during the 4 year cycle.
- ITU Should consider allowing CoEs to operate in more than one focus area, with a flexibility to also respond to market needs
- The evaluation criteria of the CoEs could include relevance of training to the CoE's focus area
- Collection of fees should be made more flexible for CoEs

Session 4 – CoE activities 2017

The 3 CoEs (AFRALTI, Digital Bridge Institute and ESATIC) presented their CoE activities for 2017. The following issues emerged from discussions of these presentations:

- The low rate of participation, approximately 180 participants in 2017 was observed
- Cost of some courses still seen to be high. SC agreed that they need to look closely at their pricing strategies to ensure they have inclusive prices while ensuring that they recover costs of training
- CoEs need skills is pricing and calculating ROI in training
- The issue of linguistic barrier was discussed and COEs agreed that they need to work closely together to address this issue
- The low rate of online training was raised and CoEs were encouraged to continue exploring the use of the ITU Academy platform for online training
- The low numbers of women participating on CoE courses was observed and CoEs encouraged to make efforts to have more women trained

In relation with the low participation rate of the CoEs to the Network's periodical meetings, namely Rwanda and South Africa, the committee criticized the lack of communication on the motives of the absences.

The committee raised an observation that the number of courses offered per year per CoE was low. CoEs indicated that this was due to the specialized nature of their role as CoEs, as well as limited resources. CoEs agreed that they need to collaborate more with each other to increase the number of courses they deliver. They also noted that there are other opportunities in the region that they could leverage on to improve their performance, such as

collaboration between CoEs in the French speaking countries and those in English speaking countries. They agreed to continue discussions on how each CoE can deliver courses they have been delivering in a different language with the assistance of other CoEs in the network. They also expressed a need for a global meeting of CoEs where CoEs could exchange knowledge and build networks to support each other with operating in each-others markets.

Recommendations:

Recommendation 1: prepare if possible a waiting list of potential CoEs in order to palliate the absences. The selection of these CoEs can be made in the same conditions as that of all CoEs.
Recommendation 2: relatively to the low rate of participants, the online training has been highly recommended. The capacity building of the marketing team will permit undoubtedly to increase the rate of the participants.

DAY 2: THURSDAY, 9 NOVEMBER, 2017

Session 5: CoE strategy and programs 2017-2018

The 3 CoEs represented in this meeting presented their trainings for 2018. Plans are attached to this report as annex.

Analysis:

- Few online training are proposed due to anticipated internet connectivity challenges.
- a reduced number of participants due to the need for practical activities was noted
- CoEs noted the need to revise the duration of trainings to make them meaningful for participants coming from abroad
- plan a minimum number of participants to train in order to avoid enormous financial losses

Training plans for 2018 were adopted with an indication that the CoEs will strive to increase the number of trainings and participants per course. Afralti was also encouraged to include a budget in their training plan.

Recommandations :

- Advertise training programmes within the African Network the earliest possible time to allow organizations to include the trainings while preparing their budgets.
- ITU to explore collaboration with ATU in the promotion of training programmes for ITU CoEs in Africa

Intervention of ICANN

The Vice President of ICANN, Coordinator of the Internet Africa (Mr Pierre DANDJINOU) made a presentation in which the following areas of work of ICANN were shared:

- IPv6 reinforcement capacity
- DNS development policy
- The positioning of Africa concerning the internet security
- IoT

Steering committee appreciated this presentation and suggested that more information should be shared between the CoE Network and ICANN to assist CoEs with ideas of what their role can be in building capacity in the area of IG in Africa

Intervention of HCLS Group

Human capital learning solutions ICT Academy is a private institution that focuses on delivering ICT training. The company offers services such as videoconference, capacity building, technical support, certificates in Telecom/ICT domain, business analysis, digital marketing strategy and planning, etc.

After some question/answer exchange, CoE President Prof. KONATE Adama discussed the payment matter of the trainers of this group with ITU representative who thinks it is possible to find a financing mechanism depending on the quality and specificity of the training.

Day 3: FRIDAY 10 NOVEMBER, 2017

Session 6: Partnerships

Representatives of member states attending the meetings gave brief presentations of their organizations and shared their expectations of the CoE program. The following issues were raised in this discussion:

Members expressed interest in learning more about trainings that ITU CoEs offer. They requested to be included in the mailing list of ITU so that they receive training advertisements whenever offers are made

Members will explore more collaboration with ITU CoEs and will begin with those they met at this meeting

Members confirmed relevance of the trainings being offered by CoEs and that the costs of training offered by CoEs can enable them to train more people.

Presentation by ICANN was appreciated, with members indicating that it has been an eye opener to them and will be exploring further what they need to build capacity in the area of IG

Participants from training institutions that are not yet CoEs informed CoEs that they are willing to act as relay centers to assist CoEs to expand their market reach

The following areas were specifically mentioned as topics that countries need to be trained on:

- Spectrum management
- Electronics
- Fibre optic
- Data analysis
- Domain name systems
- IoT
- Frequency management
- Train the trainer

Session 7: Closing Ceremony

Dr Adama Konate, thanked ITU for choosing ESATIC to host this meeting. He thanked representatives of member states who attend this meeting and their extensive contributions to the discussions. He wished all a safe trip home. On behalf of the participants of the meeting, Representative of Niger, Mr Boubacar Issoufou Djibo, read a motion to thank Ivory Coast for the hospitality extended to all participants and specifically ESATIC staff who worked tirelessly to ensure the meeting is a success. On behalf of ITU Mr Marcelino Tayob thanked all participants for their active participation, and also thanked Ivory Coast for the high standards upheld in hosting the meeting. He encouraged the participants to take what they have gained in this meeting to build new collaboration and progress their work in delivering capacity for the region. The representative of the Ministry of Communication, Digital Economy and Post Office of Ivory Coast, Mr Abraham Djekou, thanked the ITU for hosting this meeting in Ivory Coast, and continued support to CoEs in the region. He expressed his gratitude at the reports that the meeting has been productive and stated that he hopes the discussions held during the meeting will help to strengthen operations and collaboration of the ITU CoE network. He informed participants that the Ministry pledges to support ESATIC to continue the work of the ITU. He extended the Minsters thanks to the ITU and declared the meeting closed.

Recommendations

Recommendation 1: prepare if possible a waiting list of potential CoEs in order to address the issue of non-performance. The selection will be made at the same time as all other CoE following the same criteria for selection. The OPP will be reviewed to cover the specific details of the criteria.

Recommendation 2: relative to the low rate of participation in CoE trainings, the online training has been highly recommended. The capacity building of the marketing team will permit undoubtedly to increase the rate of the participants.

Recommendation 3: Commence advertising CoEs training programmes at the earliest possible time to allow organizations to include the trainings while preparing their budgets.

Recommendation 4: ITU to explore possibility of collaboration with ATU in the promotion of training programmes for ITU CoEs in Africa.

Recommendations 5: Submit recommendation that the restructuring of the ICT sector should not disrupt the functionality of ITU CoEs.

Recommendations 6: ITU to identify a communication channel within CoEs which will enable continuity even when structures change.

Recommendation 7: Keep the outgoing chair supporting the incoming chair of the SC during the meeting for a smooth transition of the chairmanship.

Annex 1: 4th Steering Committee Meeting for CoE Africa Network

Abidjan, Côte d'Ivoire

8 - 10 November 2017

Draft Agenda

Wednesday 8 November 2017 (Day 1/3)	
Opening ceremony	
9 :00-9 :30	Registration of participants
9 :30-10 :00	**Welcome Remarks :** • ESATIC • Chairman Steering Committee • ITU • Côte d'Ivoire
10 :00-10 :30	Group Photo
10 :30-11 :00	**Coffee Break**
11 :00-11 :30	Session 1: Working methods and procedures • Approval of the Agenda and Working Time • Election of the Chairman of the Steering Committee • Report of the Outgoing Chairman of the Steering Committee
11 :30 -12 :30	Session 2: 3rd SCM recommendation status • Decisions made • Recommendations • Action points
12:30-14:00	**Lunch break**
14:00-14:30	Session 3 ITU capacity building activities • Overview of the ITU Capacity Building Activities in 2017
14:30-15:30	Session 4: CoEs activities in 2017 • CoEs reports and contributions to the implementation of 2017 Actions Plan
15:30-15:45	**Coffee break**
15:45-17:00	Session 4: CoEs activities in 2017 (Cont)

	• CoEs reports and contributions to the implementation of 2017 Actions Plan
Thursday 10 November 2017 (Day 2/3)	
9:00-10:30	Session 5: CoE strategy and programs 2017-2018 • Development of the training programme for 2018- by CoE (Topics; objectives; content; elaboration of training material; face to face or online courses, etc...)
10:30-11:00	**Coffee Break**
11:00-12:30	Session 6: Budget 2018
12:30-14:00	**Lunch Break**
14:00-15:30	Preparation of the SC report
15:30-15:45	**Coffee break**
15:45-17:00	Wrap-up: recommendations and follow-up
Friday 10 November 2017 (Day 3/3)	
9:00-10:30	Session 6: Partnership
10:30-11:00	**Coffee Break**
10:45-12:30	Session 7: Partnership
12:30-14:00	**Lunch Break**
14:00-15:00	Closing ceremony

Annex 2: List of Participants

N°	Nom	Prénoms	Titre ou fonction	Organisme	Pays
1	ATCHOKOSSI	GEOFFROY	DIRECTEUR DES RESSOURCES HUMAINES ET DE L'ADMINISTRATION	ARCEP-BENIN	BENIN
2	BOUDA	MAHAMADI	DIRECTEUR DES RESSOURCES HUMAINES	ARCEP	BURKINA FASO
3	SIE	OUMAROU	Membre du conseil de Régulation de l'ARCEP	ARCEP	BURKINA FASO
4	MESSAN	BEUGRE	CONSEILLER TECHNIQUE DU DIRECTEUR GENERAL	ARTCI	CÔTE D'IVOIRE
5	ASSEU	OLIVIER PASCAL	DIRECTEUR DE LA RECHERCHE ET DE L'IINNOVATION TECHNOLOGIQUE	ESATIC	CÔTE D'IVOIRE
6	KONATE	ADAMA	DIRECTEUR GENERAL	ESATIC	CÔTE D'IVOIRE
7	SORO	ETIENNE	DIRECTEUR DE LA PEDAGOGIE	ESATIC	CÔTE D'IVOIRE
8	MIEZAN- EZO	YVES	CONSEILLER TECHNIQUE	MINISTERE DE LA COMMUNICATION DE L'ECONOMIE NUMERIQUE ET DE LA POSTE	CÔTE D'IVOIRE
9	SAMAKE	MODIBO	CONSEILLER TECHNIQUE	MINISTERE DE LA COMMUNICATION DE L'ECONOMIE NUMERIQUE ET DE LA POSTE	CÔTE D'IVOIRE
10	BA	MALICK	HEAD OF ADMINISTRATION	GAMTEL	GAMBIA
11	MOMODOU	JAMMEH	DIRECTOR, HUMAN RESSOUCES	GAMTEL COMPANY LIMITED	GAMBIA
12	TOURAY	MAM NDERY	DIRECTOR	GAMBIA TELECOMMUNICATIONS AND MULTIMEDIA INSTITUTE	GAMBIE

13	ESONO ANDEME	BONIFACIO NGUEMA	HEAD OF TECHNICAL DEPARTMENT AND QUALITY SERVICES	ORTEL E.G	GUINEE EQUATORIALE
14	OYONO NZENG MANGUE	JESUS ALFONSO	REGIONAL DIRECTOR	ORTEL E.G	GUINEE EQUATORIALE
15	MWAKIJELE	JONATHAN PETER	HEAD OF TRAINING CONSULTANCY AND RESEARCH UNIT	AFRALTI	KENYA
16	MARIA MONICA	LEVY	HEAD OF TRAINING AND HUMAN DEVELOPMENT DIVISION	INCM	MOZAMBIQUE
17	DJIBO	BOUBACAR ISSOUFOU	DIRECTEUR GENERAL	ECOLE SUPERIEURE DES TELECOMS	NIGER
18	CHAIBOU	ABOUBACAR	SECRETAIRE GENERAL ADJOINT	MINISTERE	NIGER
19	IKE	ADINDE	ADMINISTRATOR/CEO	DIGITAL BRIDGE INSTITUTE	NIGERIA
20	VIOLA	ASKIA USORO	HEAD ACADEMIC PROGRAMMES	DIGITAL BRIDGE INSTITUTE	NIGERIA
21	YAKUBU	MAITALATA	HEAD EDUCATION AND TRAINING UNIT	DIGITAL BRIDGE INSTITUTE	NIGERIA
22	QUARESMA DA GRAÇA DO SACRAMENTO	CECILIO	DEPARTMENT OF RADIO COMMUNICATION	AGER- GENERAL REGULATORY AUTHORITY	SAO TOME ET PRINCIPE
23	COLY	AMADOU MACTAR	INGENIEUR TELECOMMUNICATIONS	RTS	SENEGAL
24	DIA	AMADOU	CHEF DE SERVICE MAINTENANCE, TRANSMISSION ET DISTRIBUTION	RTS	SENEGAL
25	IBRAHIM	KOROMA	REGULATOR	NATCOM	SIERRA LEONE
26	Tayob	Marcelino		ITU	ETHIOPIA
27	Letamo	Halima		ITU	GENEVA

Annex 3: Training Plan -2018