



ITU CENTRES OF EXCELLENCE
NETWORK FOR THE ARAB REGION

REPORT OF THE
VIRTUAL MID-YEAR 5TH STEERING COMMITTEE
MEETING

07 SEPTEMBER 2021
VIRTUAL MEETING

Table of Contents

	Pages
1. Introduction and opening	3-4
2. CoEs Presentation of Q1 & Q2 2021 implementation of courses and training plans for Q3 & 4 2021	5
2.1. Presentation by ITU (Regional Office).....	5
2.2. Presentation by Centres of Excellences (CoEs)	5
2.2.1. CITET	5
2.2.2. NAUSS	6
2.2.3. S2T	7
2.2.4. SUDACAD	8
3. Presentation of all proposed courses for the remaining 4 months of the year	9-10
4. Presentation of ITU QA process	10-11
5. Training in the context of COVID-19 - CoE updates	11-12
6. Follow-up to the Global CoE meeting	13
6.1. Plan for the promotion of CoE courses	14
6.2. CoE capacity development	14
7. Closure of the meeting	14
8. Annex 1	15-19
9. Annex 2	20

1. INTRODUCTION AND OPENING

The virtual mid-year Steering Committee meeting for the ITU Arab Centres of Excellence (CoE) Network organized by ITU and held virtually on 7th September 2021 was attended by more than 40 participants including members from Centres of Excellence (CoEs), ITU member states as observers as well as ITU Secretariat. The list of participants is as attached to this report (see Annex 1).

Mr. Adel M. Darwish (Regional Director for Arab Regional Office, BDT/ITU), welcomed the participants to the Steering Committee meeting and thanked CoEs for being able to continue delivering training during this most difficult year due to the COVID-19 pandemic.

He highlighted the main objective of the meeting, which is to provide information on the implementation of training courses during the past 6 months, and to present and approve the training courses planned for the next 4 6 months of 2021.

He urged the Steering Committee members to reflect on issues and reasons for cancellation and postponement training courses and come up with plans to reduce these in the remaining half of the year.

He acknowledged that it is still a difficult journey to change from the traditional in-person training delivery format to effectively transition to delivering training courses online. He encouraged CoEs to continue delivering online courses to reach as many participants as possible across the Arab region and beyond.

He highlighted that the shortage of ICT skills is one of the major factors inhibiting growth of the ICT sector in the Arab region; and capacity development is one of the key driving factors of development and asked members of the Steering Committee to continue working together to contribute to the human and institutional capacity development in the region.

He finished his welcoming remarks by wishing the participants fruitful, constructive, and good deliberations throughout the duration of the Steering Committee (SC) Meeting.

Mrs. Kmaira Ben Jannet, Director General of Tunis International Centre of Environmental Technologies (CITET), Tunis, in her opening remarks, welcomed all participants to the Steering Committee meeting. She thanked ITU for organizing the mid-year SC meeting and its commendable role of providing continued support to CoEs to carry out their task of delivering capacity development activities in their areas of expertise.

She highlighted the importance of capacity building and skills development for the ICT sector in the Arab region. In addition, she shed light on the difficult periods given the COVID-19 pandemic and the devastating impact it had on learning. She ended by commending CoEs' work and efforts to continue working in these difficult times.

Ms. Sulyna Abdullah (Chief, Digital Knowledge Hub Department, BDT/ITU) highlighted the objectives of the meeting and expected meeting outcomes which will be the training catalogue for the remaining 4months of 2021. She also emphasized the importance of the quality assurance process of CoEs trainings content.

She appreciated the continuous efforts of the CoEs' to cope with the current situation to move to online training delivery modality. She indicated that ITU has not had any face-to-face activities since March last year and it is going to continue to be the case for the rest of this year. She encouraged the SC to take this into consideration when they approve the upcoming trainings.

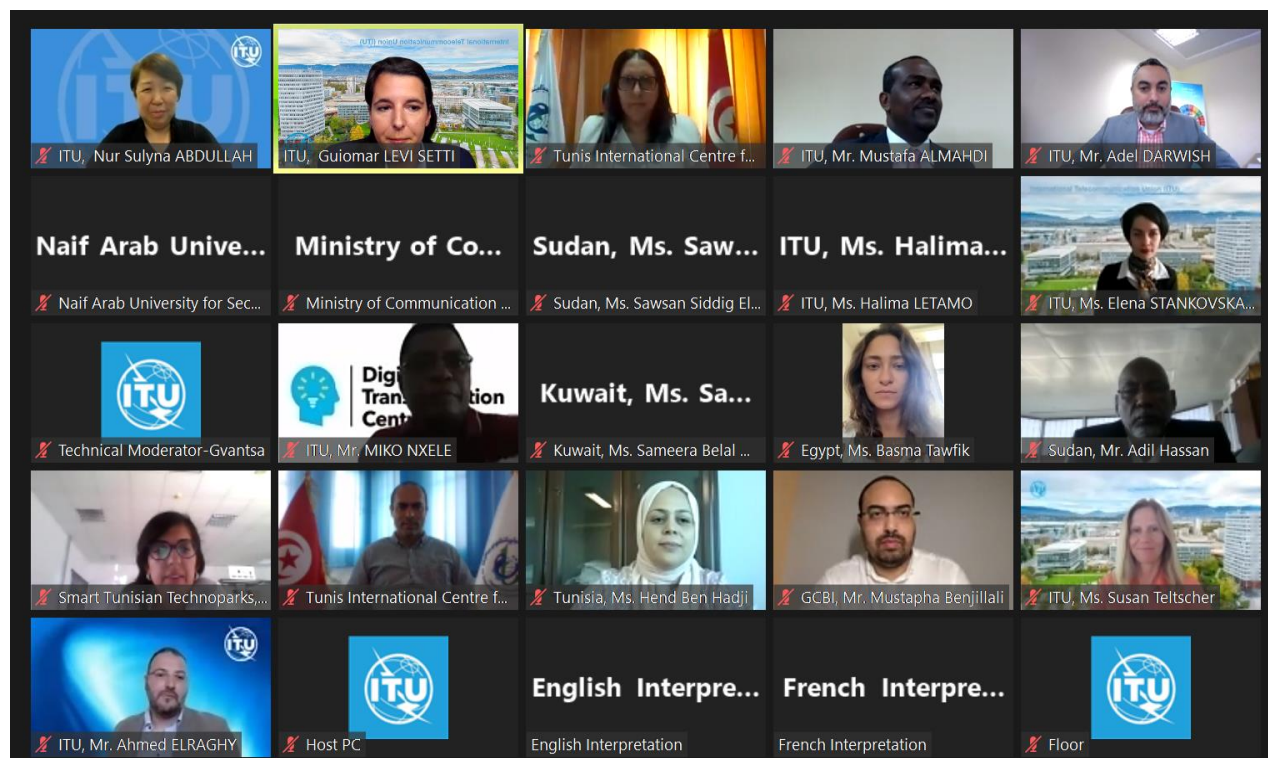
She recalled that this is the 3rd year of the current 4-year cycle CoE network and mentioned that during the mid-cycle review process launched at the beginning of the year, ITU noted that some CoEs have challenges in the implementation of training activities partly due to COVID-19.

She said that looking at the training plans, still not many courses were delivered this year in the Arab region, some courses were postponed, while others were cancelled. ITU is keen to hear how CoEs have been doing and what measures are being taken to address these challenges. She urged SC members to reflect on this situation as they are planning the training courses for the remaining 4 months .

She encouraged CoEs to share their experiences with each other in the region to help and support other CoEs, including how COVID-19 has affected CoEs training deliverables. She emphasized that it is through programmes like this that ITU is able to achieve its mandate of building capacities in its member states. She further highlighted that the objectives of the meeting, just as the Regional Director has already mentioned, is for ITU to see what happened during the first half of the year and the SC need to come to agreement about the training plan for the remaining 4 months of the year.

Before closing her remarks, she informed all CoEs that ITU is carrying out a strategic review of the CoE programme this year, based on the WTDC 17 resolution 73 which called on the BDT Director to carry out such a strategic review.

She mentioned that ITU will do the review of CoE programme in the second half of 2021 and will consider some of the views provided by the CoEs during the global CoE meeting and other previous meetings. She also said that CoEs will be consulted at some point as part of this exercise.



2. COEs' PRESENTATION OF Q1&2 2021 IMPLEMENTATION OF COURSES AND TRAINING PLANS FOR Q3&4 2021

2.1 Presentation by ITU (Regional Office)

Eng. Mustafa Almahdi (Capacity and Skills Development Regional Focal Point), gave an overview of the training activities implemented by the CoEs in Q1&2 2021. He presented to the SC members that from 25 trainings planned for 2021; CoEs implemented only 7 trainings so far that had 249 registered and 57 certified participants. He stressed that the region is not doing well looking at the implementation status for the first 8 months of the year.

He acknowledged the progress made by CoEs in the Arab region in improving the quality of training delivered online. He emphasized the need for CoEs in the Arab region to strategize better and attract as many potential participants as possible from the region.

He highlighted that there is a significant increase in number of participants from the Arab region expressing interest and participating in online courses planned by CoEs in other regions, mostly in Europe and Asia. This was evident mostly in the spectrum management related courses, and which is a positive development from the region.

2.2 Presentations by Centres of Excellence (CoEs)

Centres of Excellence presented and provided information on implementation of courses in the past 8 months and the courses planned for the next 4 months.

2.2.1 Tunis International Centre for Environmental Technologies (CITET), Tunisia

Mr. Jawhar Abdelkrim, Marketing and Communication Responsible, CITET, made a presentation that focused on the courses implemented in Q1/Q2 of 2021 and training courses plan for the remaining 4 months of the year.

Implementation per CoE 2021

Courses planned	Delivery mode	Original dates	Start date	End date	Implementation Status	Number of participants registered	Number of participants certified	End-of training reports
Application of GIS in environmental management and resources protection (level 1)	online	8-11 Feb	12-Jul-21	16-Jul-21	Implemented	8	6	NA
How to carry out a full life cycle assessment	face-to-face	1-5 Nov	13-Dec-21	17-Dec-21	Cancelled			
How to carry out a full life cycle assessment	online	22-25 Mar	2-Aug-21	6-Aug-21	Cancelled			

How to Assess Your Products Carbon Footprint	face-to-face	24-27 May	19-Jul-21	23-Jul-21	Cancelled			
How to Assess Your Products Carbon Footprint	online		20-Dec-21	24-Dec-21	Cancelled			
Smart and Sustainable Cities	online		7-Jun-21	11-Jun-21	Cancelled			
Environmental Impact Assessment	face-to-face		8-Nov-21	11-Nov-21	Cancelled			
Management of Electronics and Electrics Equipment Waste* (added in 2021 but not part of 2020 plan)	online	26-30 Jul	4-Oct-21	8-Oct-21	Cancelled			

- In 2021, 1 was successfully implemented, 7 were cancelled among which 1 was not part of 2020 plan.

Implementation per CoE 2021 (upcoming)

Courses planned	Delivery mode	Original dates	Start date	End date	Status
Application of GIS in environmental management and resources protection (level 2)	online	13-17 Sept	4-Oct-21	8-Oct-21	Planned
Environmental Impact Assessment	online	20-24 Sept	8-Oct-21	22-Oct-21	Planned
Implementation of a Management System for Sustainable Development in Communities (MSSDC) based on ISO 37101 standard* (added in 2021 but not part of 2020 plan)	online	7-11 Jun	6-Dec-21	10-Dec-21	New Planned

ISO 26000 CSR* (added in 2021 but not part of 2020 plan)	online	11-15 Oct	1-Nov-21	5-Nov-21	New Planned
Environmental Regulation* (added in 2021 but not part of 2020 plan)	online		15-Nov-21	19-Nov-21	New planned

- 5 courses are planned, of which 3 were not part of the 2020 plan.

2.2.2 Naif Arab University for Security Sciences, (NAUSS), Regional Entity, Saudi Arabia

Dr. Abdulrazaq Al-Morjan, Director of Center of Excellence in Cyber Crimes and Digital Forensics, NAUSS shared the NAUSS vision and commitments to deliver CoEs courses as well as the NAUSS capabilities to meet ITU requirements and implementing CoEs planned courses. He thanked ITU for organizing this meeting to review where we are in the implementation of planned training courses after first half of the year.

Implementation per CoE 2021

Courses planned	Delivery mode	Original dates	Start date	End date	Implementation Status	Number of participants registered	Number of participants certified	End-of training reports
Ransomware Analysis: file encryption and decryption mechanism* (added in 2021 but not part of 2020 plan)	online		7-Apr-21	8-Apr-21	Implemented	57	12	received
Cybersecurity Foundations	online	21-30 Mar	30-Aug-21	31-Aug-21	Implemented	133	36	received
Cybercrime Foundations	online	22-31 Feb	17-Mar-21	18-Mar-21	Cancelled			

- 3 courses were planned, of which 2 were implemented and 1 was cancelled.

Implementation per COE 2021 (upcoming)

Courses planned	Delivery mode	Original dates	Start date	End date	Status
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Ransomware Analysis: file encryption and decryption mechanism	Online				25-Oct-21	26-Oct-21	New Planned
Introduction to Digital Forensics	Online				24-Nov-21	25-Nov-21	New Planned

- 2 courses are planned for the remaining months of year and the CoE has interested participants who will register for these courses.

2.2.3 Smart Tunisian Technoparks (S2T), Tunisia

Ms. Houda Jarraya, ITU Focal Point, Smart Tunisian Technoparks (S2T) delivered a presentation that focused on the reasons for restructuring and postponement of all courses planned in Q1/Q2 of 2021 and the steps undertaken to address the challenges in order to deliver the remaining training courses planned for 2021.

Implementation per CoE 2021

Courses planned	Delivery mode	Original dates	Start date	End date	Implementation Status	Number of participants registered	Number of participants certified	End-of training reports
Domain Name System Security Extensions (DSSEC)	Online		8-Mar-21	14-Mar-21	Implemented	4	3	received
5G and IMT 2020 Mobile Networks and Systems	Online Face to face		8-Feb-21	14-Feb-21	Cancelled			
Wireless Networks Security	online		11-May-21	17-May-21	Cancelled			
Certified Fiber Optical Technician	face-to-face		12-Apr-21	16-Apr-21	Cancelled			
Certified Fiber Characterization Engineer	face-to-face		14-Jun-21	18-Jun-21	Cancelled			

- 5 courses were planned of which 1 course was implemented and 4 were cancelled.

Implementation per COE 2021 (upcoming)

Courses planned	Delivery mode	Original dates	Start date	End date	Status
Security aspects in emerging technologies	ICT Online		12-Oct-21	18-Oct-21	Planned
Infrastructure Solutions for Broadband Applications	online	22-28 Feb	TBA	TBA	Planned

- 2 courses are planned to be implemented in the remaining months of this year.

2.4 SUDATEL Telecommunications Academy (SUDACAD), Sudan

Ms. Sara Elmakki Abdalgadir, Planning & Development Department, SUDACAD presented the implementation status of training courses planned in Q1/Q2 and training courses planned for the remaining 4 months of the year.

Implementation per COE 2021

Courses planned	Delivery mode	Original dates	Start dates	End dates	Implementation Status	Number of participants registered	Number of participants certified	End-of training reports
Agile Project Management for ICT Applications & Services	online	22-31 Mar	8-Aug-21	17-Aug-21	Implemented	11		
Big Data	online	27-29 Jul	24-Aug-21	26-Aug-21	Implemented	13		
Cloud Computing* (added in 2021 but not part of 2020 plan)	online		16-Mar-21	18-Mar-21	Implemented	23	11	received
Risk Management for ICT Applications & Services	online		21-Jun-21	30-Jun-21	Cancelled			

- Out of the 4 courses that were planned for the first 8 months, 3 were implemented and 1 cancelled.

Implementation per CoE 2021 (upcoming)

Courses planned	Delivery mode	Original dates	Start dates	End dates	Status
Fiber To The Home (FTTH)	online	21-23 Sept	3-Oct-21	7-Oct-21	Planned
Computer Aided Spectrum Management	online	15-30 Sep	25-Oct-21	27-Oct-21	Planned
Ultra-Microwave Broadband Internet Access	online		23-Nov-21	25-Nov-21	Planned
Internet Governance:Policy and Technical Perspective	Online		21-Dec-21	23-Dec-21	planned

- 4 courses are planned to be implemented in the remaining part of this year.

CoEs representatives highlighted the following challenges:

- Lack of internet terminals and access; lack of trust in online courses, trainers not prepared and well equipped to deliver online courses:
- There was a debate on face-to-face vs online training, Mr Mustafa informed the participants that ITU still does not envisage having face-to-face training courses. He said that if there is a CoE that would want to deliver a face-to-face training in the 4th quarter, ITU will look at it on a case-by-case basis. He advised CoEs to contact ITU if they want to run a face-to-face in the 4th quarter;
- Lack of fees' collection method for training courses due to national restrictions;
- Political instability of some Arab countries hosting CoEs hinder the level of the implementation;
- Need more help and coordination with ITU and other CoEs partners to attract foreign participants

3. PRESENTATION OF ALL PROPOSED COURSES FOR THE REMAINING 4 MONTHS OF THE YEAR

Eng. Mustafa Almahdi presented all training courses proposed by CoEs for the next 4 months of 2021. The chair invited the SC to approve the training catalogue for the coming 4 months if everyone agrees; and after seeing no objection from SC members, the chair declared the below training courses approved.

CoE	Courses planned	Delivery mode	Start date	End date	Status
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CITET	Application of GIS in environmental management and resources protection (level 2)	online	4-Oct-21	8-Oct-21	Planned
CITET	Environmental Impact Assessment	online	8-Oct-21	22-Oct-21	Planned
CITET	Implementation of a Management System for Sustainable Development in Communities (MSSDC) based on ISO 37101 standard	online	6-Dec-21	10-Dec-21	New Planned
CITET	ISO 26000 CSR	online	1-Nov-21	5-Nov-21	New Planned
CITET	Environmental Regulation	online	15-Nov-21	19-Nov-21	New planned
NAUSS	Ransomware Analysis: file encryption and decryption mechanism	online	25-Oct-21	26-Oct-21	New Planned
NAUSS	Introduction to Digital Forensics	online	24-Nov-21	25-Nov-21	New Planned
S2T	Security aspects in emerging ICT technologies	online	12-Oct-21	18-Oct-21	Planned
S2T	Infrastructure Solutions for Broadband Applications	online	TBA	TBA	Planned
SUDACAD	Fiber To The Home (FTTH)	online	3-Oct-21	7-Oct-21	Planned
SUDACAD	Computer Aided Spectrum Management	online	25-Oct-21	27-Oct-21	Planned
SUDACAD	Ultra-Microwave Broadband Internet Access	online	23-Nov-21	25-Nov-21	Planned
SUDACAD	Internet Governance: Policy and Technical Perspective	Online	05-Dec-21	07-Dec-21	Planned

Wrap up and takeaways from CoE presentations

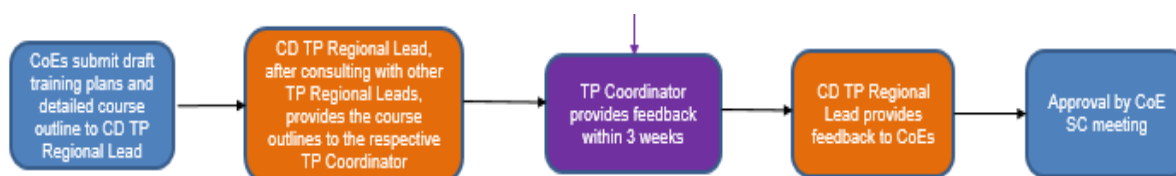
- Online training mode is working very well for some CoEs; but it is difficult for other CoEs to transition from face-to-face to online mainly due to the nature of CoEs courses (hands-on trainings), lack of staff and trainers with expertise to prepare and deliver online courses;
- Face-to-face training courses could not be implemented due to the pandemic;

- One positive takeaway that came out of this discussion is that some CoEs managed to run online courses and get more participants from outside the Arab region.

4. PRESENTATION OF ITU QA PROCESS

Eng. Mustafa Almahdi presented a quality assurance process adopted last year internally for the development and/or checking of training materials to assure quality of the training materials that are delivered under ITU’s name and according to ITU’s mandate.

- The process for developing/checking CoE training plans and training materials entails that CoEs are expected to submit their draft training plans to the ITU Regional Capacity Development Focal Point (Mustafa Almahdi) **two months before the date of the Steering Committee meeting**. Each course must be accompanied by a detailed course description showing the objectives of the course, the topics to be covered and the learning outcomes.
- ITU Regional Capacity Development Focal Point submits the course description to the respective Thematic Priority Coordinators leading the topic for their review and feedback.
- Thematic Priority Coordinators provides feedback within 3 weeks.
- ITU Regional Capacity Development Focal Point provides feedback to CoEs
- Training catalogue (all CoE training plans) approval by CoE SC meeting.



Questions and Comments

Questions	Responses
<p>Ms. Sawsan SIDDIG ELHADI Director of Capacity Development Dept at regulator of Sudan appreciated ITU efforts on this quality assurance process asked if ITU could send the training plans for the year in advance to allow members to select courses related to their needs and skills gaps.</p> <p>She thanks the ITU presenter for the presentation and its content which relevant to the works of the CoEs.</p>	<p>Mustafa responded by clarifying that training catalogue of the year will be posted in the ITU academy platform.</p>
<p>Dr. Abdulrazaq Al-Morjan, asked how the training participants could benefit from this training quality assurance process and how the training outcomes could be measured.</p>	<p>Mustafa explained that the feedback from the participants and end of activity evaluation is one of the key elements for the quality assurance and for the content review and enhancement. In this regard, ITU is taking the participants views and feedback into consideration in reviewing the courses delivery mechanisms.</p>

	<p>On the question of measuring the training outcomes, Mustafa highlighted that there are some ways to measure training effectiveness such as but not limited to: post-training quizzes, forum/group or one to one discussion for both online trainings or in person trainings, participants surveys, participant case studies, and training certification exams. He also explained that there is a framework to monitor the quality of training activities and their impact over time. He added that these elements are part of the QA process and each part either ITU or CoE plays a role in order to accomplish during the implementation of the CoE courses.</p>
<p>Mr. Jawhar Abdelkrim asked if this is a new process for the training quality assurance process and how ITU is going to implement.</p>	<p>Mustafa responded that this process has been introduced by BDT in 2020 and a draft concept note was shared with CoEs for their inputs. He mentioned that this quality assurance process is aiming to assure quality of training materials that are delivered through the various delivery channels in BDT including the CoEs and it has roles and responsibilities of both ITU and CoEs.</p> <p>Mustafa also explained that this process is part of ITU work to deliver high quality training to its members and promised the meeting participants to send the quality assurance process document to SC members.</p> <p>Ms. Halima took the floor and added that this quality assurance process is very important to ITU and ITU staff is ready to support CoEs during all the phases of the implementation of the training activities including at the design phase of the training. Halima confirmed to the CoEs that ITU has knowledge experts and technical expertise to provide support to CoEs and review the training content they want to deliver in their respective areas of work.</p>

5. TRAINING IN THE CONTEXT OF COVID-19 COE UPDATES

Eng. Mustafa Almahdi introduced the discussion on “training in the context of COVID-19”, and asked CoEs to share their updates, and experiences on face-to-face (in-person) vs online training delivery. He shared following questions to guide the SC members through the discussion.

- How can we better engage with participants to support the expected level of learning in online trainings?
- Are participants more engaged in face-to-face trainings than online trainings?
- Is the quality of interactions (engagement) between participants and instructors comparatively better in a face-to-face training than online training?

Mr. Jawhar Abdelkrim shared CITET views on the online trainings versus hand on training and highlighted that CITET prefers face-to-face trainings and this is due to nature of the training they are delivering. He also mentioned that most of the participants prefers the in-person training as it has a lot of benefits such as the travel and meeting new people which is part of their culture.

Ms. Sara Elmakki Abdalgadir, shared SUDACAD's experience saying that online courses have limited the number of participants compared to face-to-face courses and this is due to the nature of the courses SUDACAD is delivering which required hands-on training. She also highlighted the benefits mainly because they can reach easily many participants from different regions than with in-person courses. However, she highlighted some challenges with online training as well such as the limited duration of live lectures that cannot exceed 3 hours; and it is difficult and demanding to prolong the course for an extended period like one month or more.

Dr. Abdulrazaq Al-Morjan shared NAUSS's experience and informed the meeting that since COVID-19 started, NAUSS has conducted 2 trainings online with a total number of 190 registrations from 71 countries and were successful in delivering training to 53 trainees (42 Male and 11 female) from 18 Arab countries (Algeria, Bahrain, Egypt, Ethiopia, Iraq, Jordan, Kuwait, Lebanon, Nigeria, Oman, Qatar, Saudi Arabia, Somalia, Sudan, South Sudan, Tunisia, UAE, Yemen) and 20 non-Arab countries (Singapore, UK, Canada, India, New Zealand, Pakistan, Malawi, Cameroon, Mauritius, Bangladesh, Ghana, Grenada, Indonesia, Kenya, Madagascar, Peru, Philippines, Rwanda, Sierra Leone and Tanzania). Based on their experience of conducting both in-person and online training, they find that the quality of delivery and learning is high with online training. They believe that online training is equally able to give the same standard and even better of learning required as an in-person training. The level of interaction and participation is high. Dr. Abdulrazaq shed light on the benefits of the online courses mainly because they can reach many participants from different regions easily than in-person courses as well as the lab seats are limited and e-learning platform can accommodate more participants. He also highlighted the cons of the online course which is the commitments from the participants once they are registered.

Ms. Houda Jarraya shared S2T's experience saying that online courses have limited the number of participants compared to face-to-face courses and this is due to the nature of the courses S2T is delivering which required labs and they have invested a lot on this. She also added that the participants prefer hands-on training to get the technical knowledge and direct interaction with instructors.

6. FOLLOW-UP TO THE GLOBAL COE MEETING

6.1 Plan for promotion of CoE courses

Ms. Halima presented on a "strategy for the promotion of CoE courses" which is one of two tangible follow up actions responding to proposals that came out of the global CoE meeting.

As a response to the recurring request by CoEs for support to promote courses, and the observation by CoEs during the Global meeting that they need to invest in marketing and promotion of courses, ITU proposes a "plan for promotion of CoE courses" (Annex 2), to be implemented and progress reported in the next SC meeting.

She asked CoEs to take time after the meeting to look into the plan and reflect on it, see if there are activities that they may wish to be included, ITU will be happy to discuss and follow up. Initial reactions from CoEs were all in support of the plan as well as to use current training courses to promote new ones. They promised to provide their feedback after taking time to read this very important plan.

6.2 CoE capacity development

Ms. Halima also made a presentation on a “proposal to organize short webinars for CoEs”. This is a proposal that came from CoEs on the need for capacity development for CoEs, and ITU developed a proposal based on following approaches:

- 1-hour webinars (keep them short and focused)
- Closed attendance to CoE focal points and trainers
- Cover on one topic per webinar
- 1 or 2 experts per webinar (prioritize depth than breadth)

She asked CoEs to share their immediate reactions to the plan, and also think around the questions below and share their feedback and thoughts that will help ITU to better plan for these webinars and make them relevant for CoEs.

Questions to consider are:

- How often could we have the webinars?
- Should the topics be subject specific (e.g. cybersecurity) or strategy focused (e.g. quality assurance in training)
- Which topics should we prioritize?
- Should the webinars be regional or global?
- Any ideas on how we can make the webinars relevant and responsive to the needs of the CoEs?

Immediate feedback were the following:

- Co-create some parts of the training experience with trainees as this will serve both the goal of engagement and promotion. Example: Ask trainees in advance about the prefer delivery channels, the length of the course, the nature of activities or activities they would like to be part of;
- Enhance the role of the moderator during the online training to be a training assistant, this means he/she will be focusing on the trainees, asking them questions to keep them active, create discussions, etc. and in alignment with the main trainer;
- Let trainees pick subtopics of the courses, since some like theory, other like practical labs, others like case studies, etc;
- Label some courses to be "By invitation only" and target specific level of trainees, this will create curiosity and encourage better interaction during the course.

She asked CoEs to share their inputs and thoughts through Mustafa, as soon as possible.

7. CLOSURE OF MEETING

Ms. Susan Teltscher thanked all CoE participants for their active participation; and said that she hopes that there will be a face-to-face meeting at some point in the future. She thanked CoEs for sharing their experiences, views and updates on COVID-19, and encouraged CoEs to reach out to ITU whenever they have any concerns or challenges through Mustafa in the region or any colleagues based at HQ. She ended her closing remarks by thanking Mrs. Kmaira Ben Jannet for her great job chairing the meeting and wishing CoEs success in implementing training activities planned in the remaining months of the year.

Mrs. Kmaira Ben Jannet, Chair of the Steering Committee, after making a quick summary of takeaways, thanked ITU staff and CoEs for a productive and informative meeting. She ended her closing remarks by thanking all SC members for their active participation and contribution to the meeting.

ANNEX 1: LIST OF PARTICIPANTS

Centres of Excellence:

- Mrs. Kmaira Ben Jannet (Tunis International Centre of Environmental Technologies (CITET))
- Mr. Kamel SAIDI (Tunis International Centre of Environmental Technologies (CITET))
- Mr. Jawhar ABDELKRIM (Tunis International Centre of Environmental Technologies (CITET))
- Mr. Abdulrazaq AL-MORJAN (Naif Arab University for Security Sciences (NAUSS))
- Ms. Houda JARRAYA (Smart Tunisian Technoparks (S2T))
- Ms. Maha DIAB (SUDATEL Telecommunications Academy (SUDACAD))
- Mr. Muhanad SULIMAN (SUDATEL Telecommunications Academy (SUDACAD))
- Ms. Sara ALMAKKI (Planning & Development Dept. SUDATEL Telecommunications Academy (SUDACAD))

Observers:

- Ms. Rania EL ABHAR (International Relations Director, National Telecommunication Regulatory Authority (NTRA), Egypt)
- Ms. Basma TAWFIK (ITU Affairs, Ministry of Communications and Information Technology (MCIT), Egypt)
- Mr. Al-Ansari ALMASHAKBEH (Senior Adviser, Telecommunications Regulatory Commission (TRC), Jordan)
- Eng. Sameera BELAL MOMEN (Manager of Technical Office of the Chief Executive Officer, Communication and Information Technology Regulatory Authority (CITRA), Kuwait)
- Mr. Saad ALAZMI (Chief of Advisors Division, Communication and Information Technology Regulatory Authority (CITRA), Kuwait)
- Ms. Lulwa ALLOGHANY (Communication and Information Technology Regulatory Authority (CITRA), Kuwait)
- Ms. Lateefah ALSABAH (Communication and Information Technology Regulatory Authority (CITRA), Kuwait)
- Mr. Abdelaziz TIB (Directeur Central Chargé de la Mission Réglementation, Agence Nationale de Réglementation des Télécommunications (ANRT), Morocco)
- Mr. Ibrahim MOHAMUD (Director of ICT Department, National Communications Authority of Somalia, Somalia)
- Ms. Howida SALIH (Training Supervisor, Telecommunications and Post Regulatory Authority, Sudan)
- Ms. Sawsan SIDDIG ELHADI (Director of Capacity Development Dept, Telecommunications and Post Regulatory Authority, Sudan)
- Mr. Adil HASSAN (Director of Financial and Administration, Telecommunications and Post Regulatory Authority, Sudan)
- Ms. Hend BEN HADJI (Directrice chargée du programme UIT, Ministère des Technologies de la Communication, Tunisia)
- Mr. Bilel CHABOU (Deputy Director, Agence Nationale des Fréquences, Tunisia)
- Mr. Majid ALMADHLOUM (Head of UAE Center of Digital Innovation, Telecommunications and Digital Government Regulatory Authority (TDRA), United Arab Emirates)

- Mr. Mohamed CHEMANI (Secretary General, Arab Regulators Network)
- Mr. Mustapha BENJILLALI (GCBI Member, Institute of Electrical and Electronics Engineers, Inc. (IEEE))
- Ms. Zeina BOUHARB (Head of International Cooperation, Ogero Telecom, Lebanon)
- Mr. Emhamed Ali ADABA (Ministry of Communication and Informatic, Lybia)
- Mr. Ali SHERIEF (Journalist, Ethiopia)

ITU Staff members:

- Ms. Sulyna ABDULLAH (Chief, Digital Knowledge Hub Department)
- Mr. Adel M. DARWISH (Regional Director of Arab Regional Office)
- Ms. Susan TELTSCHER (Head, Capacity and Skills Development Division)
- Mr. Ahmed ELRAGHY (Senior Advisor, Arab Regional Office)
- Mr. Mustafa ALMAHDI (Programme Officer, Arab Regional Office)
- Ms. Elena STANKOVSKA-CASTILLA, (Capacity and Digital Skills Development Officer)
- Mr. Mike NXELE (Senior Capacity and Digital Skills Development Officer)
- Ms. Robyn FYSH (Project Manager)
- Ms. Halima LETAMO (Capacity & Skills Development Officer)
- Ms. Guiomar LEVI-SETTI (Junior E-Learning Officer)
- Mr. Marian PLETOSU (Junior Digital Skills Officer)
- Ms. Sylvie RAPOSO (Capacity Development Admin. Coordinator)
- Ms. Rania DANIAL FALTAS (Admin. Assistant, Arab Regional Office)

ANNEX 2: Plan for promotion of CoE courses

Activity	Description	Medium	Impact	Implementer
Include courses as part of events.	If an event is held in X topic, when advertising the event, list the courses linked to that topic which are available on the ITU Academy platform, especially on the event website.	Event webpages and other promotional materials	This will expand the target market for the CoE courses	ITU
Promote participation of CoEs in ITU regional and global capacity development events	Provide a space for CoEs to showcase their work at ITU capacity building events.	Events	This will provide a regional and global marketing platform for CoEs as well as opportunities to network	ITU
Provide information on review of courses	On the ITU Academy website, provide information on reviews of courses done by attendees for public viewing.	ITU Academy website	This might encourage some participants to take the courses when they are re-run and improve visibility of the outcome of the CoE courses.	ITU
Send push messages on upcoming courses	Provide option for visitors of the ITU Academy to indicate their interest in receiving information on future courses. An update is sent to them once a month on the upcoming courses in the areas of interest they indicated.	ITU Academy website, emails	This will allow ITU to send targeted messages to potential participants who have indicated their preferences, thus increasing the chances of enrolment	ITU
CoEs to publish reviews of the courses by their respective attendees	CoEs encouraged to ensure end of course evaluations are analyzed, and results shared with ITU for publishing of the ITU Academy website	ITU Academy website	This will encourage other participants to take the CoE courses if they see they are well rated by previous participants	CoEs
CoEs to create social media promotional content.	CoEs to create snapshot videos and or ppt slides (social media compatible) of what the course will be about to be used on social media platforms	Videos and ppt slides	This will expand the target market for the CoE courses	CoEs
CoEs to use social media to promote courses.	Post at least 1 promotional message per course on 1 social media platform and tag ITU's respective accounts to increase visibility when advertising new courses	Social media platforms	This will expand the target market for the CoE courses	CoEs
CoEs to include variety of incentives for taking courses	CoEs can prepare their courses in modular version. If three courses are taken on the same topic one can earn a discount for the third module. Or discount applied for the second course taken with the same CoE .. e.t.c	Incentives highlighted on course catalogue	This will encourage the participants to return to the same CoE for additional courses	CoEs
Use the Steering Committee (SC) platform to plan promotional strategies and monitor progress	As part of the SC agenda, include a session on recommendations for new promotional strategies and report on progress made	SC meetings	Assessing progress on implementing the promotional strategies will allow planning for more strategies or re-aligning if necessary	ITU/CoEs