



Training course outline

Title	ITU - Digital Regulation training course for the Americas Region
Modality	Blended: Face to Face course in Mexico City, Mexico with online assessments
Dates	Monday 22 to Wednesday 24 August 2022
Duration	3 days
Registration deadline	15 of August 2022
Training fees	Free (Travel expenses to be covered by participants)
Description	This course is primarily based on the ITU/World Bank Digital Regulation handbook and platform with a focus on the following aspects: competition and economics, consumer affairs and emerging technologies. The scope of this course is the introduction of specific aspects of digital regulation to enhance knowledge of participants on the issues at stake. The Regional Economic Dialogue (RED-AMS) will be organized after the training on 25 to 26 August 2022, delegates are invited to participate in both events.
Code	22BL500087AMS-E-D

1. LEARNING OBJECTIVES

The course objective is to better equip trainees to navigate the emerging challenges associated with digital transformation while protecting users and creating competitive environments for the ICT industry to thrive. This course allows trainees to better understand collaborative approaches to regulation, and gain insights on the latest developments and global trends.

2. LEARNING OUTCOMES

Upon completion of this course, participants will be able to:

- Understand the evolution of regulation and how the digital environment is affecting markets, policy and regulatory frameworks, businesses and consumers.
- Understand what the regulatory issues at stake in this environment are, what is new, what are the basics that still apply, and what needs to change to better assess how this applies to their national circumstances.
- Identify good practices.

3. TARGET POPULATION

The target audience for this course is staff from Telecommunication/ICT National Regulatory Authorities (NRA), other relevant regulatory agencies, policymakers and sector members dealing with



regulatory and economic issues in the Americas Region. Delegates are invited to participate in the training and the RED-AMS.

4. ENTRY REQUIREMENTS

It is important for participants to be working on or have knowledge/experience on telecommunication/ICT policy, regulatory and economic issues.

5. TUTORS/INSTRUCTORS

Name of tutor(s)/instructor(s)	Contact details
Ms Nancy Sundberg, ITU/BDT	nancy.sundberg@itu.int
Ms Youlia Lozanova, ITU/BDT	youlia.lozanova@itu.int
Ms Sofie Maddens, ITU/BDT	sofie.maddens@itu.int
Mr Joaquin Restrepo, ITU/BR (TBC)	joaquin.restrepo@itu.int
Mr David Rogerson (TBC)	
Ms Mirjana Stankovich (TBC)	
Ms Elisa Vieira Leonel (TBC)	

6. TRAINING COURSE CONTENTS

The topics covered in this training are:

Day 1: (Monday 22 August)

Introduction to digital regulation and collaborative regulation – Ms Youlia Lozanova and Ms Nancy Sundberg, Regulatory and Market Environment Division BDT/ITU

This introductory session will provide an overview of the [ITU/World Bank Digital Regulation handbook and platform](#), followed by an overview of the collaborative regulation G5 benchmark for digital transformation.

Competition and economics – Mr David Rogerson, Incyte consulting (TBC)

This session will examine how the new digital environment is affecting the structure of communication services markets, undermining established patterns of competition and creating new market dynamics that require substantially different forms of economic regulation. The session will therefore address the transition from traditional forms of telecommunications regulation to the new digital environment to understand what aspects of the legacy framework need to be retained and what needs to be modified or replaced to be effective and relevant in the digital economy. The objective of the session is to provide good understanding of traditional telecommunications regulation and explain why and how it is having to adapt to meet the challenges of the digital economy.

Day 2: (Tuesday 23 August)

Consumer protection - Ms Sofie Maddens, Head Regulatory and Market Environment Division BDT/ITU



This introductory online presentation will describe the main outcomes of the ITU-D Question 6/1 on Consumer information, protection and rights: Laws, regulation, economic bases, consumer networks.

Consumer protection and empowerment - Ms Elisa Leonel Vieira, Rapporteur Question 6/1 (TBC)

This session will examine the importance of consumer protection and consumer empowerment in a digital environment, the roles of regulators and international bodies in the consumer support framework and highlight specific consumer issues, such as traditional issues of quality of service, contracts, billing, and complaints, as well as emerging issues linked to digital products and services, including nuisance calls (spam).

Day 3: (Wednesday 23 August)

Spectrum challenges for emerging technologies – Mr Joaquin Restrepo, ITU-R (TBC)

This introductory online presentation will describe the importance of spectrum allocation for deployment of 5G and emerging technologies.

Emerging technologies – Ms Miriam Stankovich, Senior Digital Policy Specialist, Center for Digital Acceleration (DAI) (TBC)

Technological innovation has transformed everyday life and disrupted established industries. Artificial intelligence (AI), big data, blockchain, machine learning, Industry 4.0, and the Internet of Things (IoT) are not just buzzwords: they impact agriculture, communications, energy, healthcare, infrastructure, social welfare, and transportation. While emerging technologies may contribute to positive social change, they can also pose risks and dangers if left unchecked. This session will examine the implications of emerging technologies (e.g., AI, big data, IoT, blockchain, etc.) on regulation and policy, the role of regulators, and the impact of emerging technologies on business, access, and use. The session will cultivate the critical skills necessary for assessing emerging technologies' strengths, weaknesses, opportunities, and threats and introduce frameworks for developing regulatory responses tailored to contexts.

7. TRAINING COURSE SCHEDULE (Mexico City timezone)

Day	Topic	Exercises and interactions
Day 1 - Monday 22 August	09:00-10:00 Introduction to digital regulation and collaborative regulation 10:00-17:00 Competition and economics 17:00-17:30 Quiz	Each participant must: <ul style="list-style-type: none">• Read material posted on the Regulation handbook and platform and ITU Academy• Participate actively in the session activities• Answer quiz in the platform (6 questions)
Day 2 Tuesday 23 August	09:00-10:00 Consumer protection 10:00-17:00 Consumer affairs 17:00-17:30 Quiz	Each participant must: <ul style="list-style-type: none">• Read material posted on the Regulation handbook and platform and ITU Academy• Participate actively in the session activities• Answer quiz in the platform (6 questions)



Day 3 Wednesday 23 August	09:00- 10:00 Spectrum challenges for emerging technologies 10:00- 17:00 Emerging technologies 17:00-17:30 Quiz	Each participant must: <ul style="list-style-type: none">• Read material posted on the Regulation handbook and platform and ITU Academy• Participate actively in the session activities• Answer quiz in the platform (6 questions)
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8. METHODOLOGY (Didactic approach)

This course will be delivered face to face. The course is delivered using power-point slides posted on the course page and selected reference materials that the participants must revise, study, participate in scheduled activities and undertake self-assessments. Students will reinforce their understanding of the topics studied by drawing on their specific environments and are encouraged to consult with experienced colleagues who are working on a relevant topic. The following methods will be used for this course:

- Self-study of PPTs, [ITU Digital Regulation Platform](#) and reference materials;
- Instructor led presentations face to face;
- Interactive participation in face to face sessions;
- Quiz to be answered at the end of the core sessions in the ITU Academy platform; and
- Each participant must bring their computer to read and consult the reference materials on the ITU Academy platform and on the ITU Digital Regulation Platform, as well as use it to answer the Quiz for each Session.

The course will have English - Spanish interpretation, however, it is highly recommended that participants be able to understand texts in English.

9. EVALUATION AND GRADING

Students' performance in this course will be determined using a combination of grades for the participation in face to face sessions and self-assessment quizzes.

Where:

- Active participation in the face to face sessions will be awarded 30 per cent.
- Daily self- assessments quizzes will be worth 70 per cent of the final grade of the course. Six questions per quiz.

Total score higher than 60% is required to obtain the ITU certificate.

10. TRAINING COURSE COORDINATION

ITU Americas Regional Office Coordinator: Name: Mr Rodrigo Robles email address: rodrigo.robles@itu.int	ITU Regulatory and Market Environment Division (RME) Coordinator: Name: Ms Carmen Prado-Wagner email address: carmen.prado@itu.int
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