

e-COMMONWEALTH

A NEWSLETTER OF THE COMMONWEALTH TELECOMMUNICATIONS ORGANISATION

//NOVEMBER 2016

COMMONWEALTH HR&ICT CONFERENCE

CTO: CONNECTING THE NEXT BILLION
REQUIRES BOLDER POLICIES



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//EDITORIAL



Shola Taylor
Secretary-General

Dear readers,
November was rich in activity for the CTO and its members. It started with the Commonwealth Spectrum Management Forum held in Cameroon where I was pleased to see greater resolve among our member country officials to improve their countries' use of spectrum.

ITU Telecom World 2016 taking place in Bangkok, was an opportunity to showcase efforts by some of our members to improve their regulatory environment and attract investment. Whilst at the event, I was honoured to take part in a high-level discussion on how to connect the next billion people; this was an opportunity to put across the CTO's calls for better policies, more effective spectrum planning, and continued public investment.

Shortly after leaving Bangkok, I was pleased to hear that the UK has announced a £1 billion investment for its full-fibre broadband infrastructure and trialling 5G networks, a move which I hope to see many more of our members follow.

Beyond investment, government ministries, regulators and operators across the Commonwealth are faced with the challenge of sourcing and retaining the right skills. The Commonwealth Human Resources & ICT conference that took place in Kingston, Jamaica gave us an opportunity to reflect on the major changes that affect the ICT sector, and also explore trends and solutions for HR executives.

The Kingston event was also an opportunity for our members taking part in the CTO's Programme for Development & Training, the Commonwealth's largest capacity development scheme, to hold their annual meeting during which they reviewed current programmes and agreed a timeframe to approve the 2017 programmes by early next year.

In this issue, we also report on other efforts and achievements by some of our members, most notably Pakistan's focus on empowering women through ICTs, Intelsat's recognition as the satellite operator of the year and Safaricom as the African mobile operator of the year by well-known media groups. We also welcome SES's recent agreement with MADA to increase access to the Internet for the South Sudanese.

I wish you an enjoyable reading. //

//RECENT DEVELOPMENTS

2016 HR&ICT conference - Focu



Participants at the Commonwealth Human Resources & ICT conference 2016, Kingston

Human resource professionals from 15 countries gathered in Kingston, Jamaica this month to discuss how ICTs will shape the future of their profession.

HR&ICTs, an annual forum convened by the CTO, was hosted by the Government of Jamaica and the country's Office of Utilities Regulation, and examined human resources in the context of the information society. In an era of rapidly evolving technological development, participants examined how new technologies, such

as Cloud and artificial intelligence might redefine the workplace and how HR professionals manage their human resources.

Delegates discussed the impact of ICTs within the workplace and how they are reshaping the concept of work, and also examined how ICTs can enhance human resource management within the workplace, through streamlining recruitment and transforming performance evaluation and performance

management. *"Managing people and talent in this*

"Even as we focus on the developments in technology, we consequently need to develop the human capital which is our greatest asset."

Mr Trevor Forrest, Senior Advisor, Ministry of Science, Energy and Technology, Jamaica

//RECENT DEVELOPMENTS

Connecting the next billion
CTO calls for bolder policies and public investment

It is estimated that over two billion people worldwide are yet to access the Internet. Taking part in a high-level discussion on *"Reaching another billion: understanding what works to stimulate ICT adoption"*, the CTO's secretary-general, Shola Taylor highlighted three key factors that must be considered by policymakers to extend access to ICTs to the billions of unconnected people around the world.

Policy formulation

Policy formulation remains the most important factor in reaching out to the unconnected, and governments must access gaps and formulate clear connectivity objectives in response. *"From a governance perspective, it is our experience at the CTO that policy and lawmakers in our member countries are not always equipped with the necessary information to come up with ICT policies and frameworks relevant and adapted to their national environment. So, four times a year, we hold a round table with regulatory board members and commissioners, members of parliaments, investment boards and local governments to appraise them of the issues at stake,"* Mr Taylor said.

Spectrum planning

Mr Taylor argued that better spectrum planning holds part of the solution to the challenge of universal access. *"We are all excited about 5G networks, and rightly so,"* he said, but noted that contrary to spectrum bands being earmarked for 5G networks, spectrum in the 600MHz and 700MHz bands have a far greater potential to reach out to rural and very remote areas where most of the unconnected live.

Investment

Too many governments around the world continue to perceive the ICT sector as "profitable" and use this as a reason not to invest in the sector's infrastructure. For Mr Taylor, those countries that continue to leave it to the private sector to invest in ICT infrastructure may find themselves among the least attractive markets for investors in the long run. //

industry is very unpredictable," said Shola Taylor, Secretary-General of the CTO. *"Many of the core functions that we currently perform will be done in radically different ways in the future and this conference discussed how HR professionals can recognise the key signs of change."*

Issues such as emerging technologies and new investment opportunities are more often discussed at conferences than the people who make the industry and how technology affects them, their work and their future.

Trevor Forrest, Senior Advisor, Ministry of Science, Energy and Technology, representing the Honourable Dr Andrew Wheatley, Jamaica's Minister of Energy, Science and Technology, told the conference: *"Even as we focus on the developments in technology, we consequently need to develop the human capital which is our greatest asset."* //



Delegates attending the forum



Trevor Forrest, Senior Advisor, Ministry of Science, Energy & Technology, Jamaica



Philip Cross, CTO's new Regional Advisor during the conference



Top right: Secretary-General Shola Taylor with Brahim Sanou, Director of the BDT, ITU

//RECENT DEVELOPMENTS

ICANN57

Supporting greater Commonwealth participation



Opening ceremony of ICANN 57, Hyderabad, India

The 57th meeting of the Internet Corporation for Assigned Names and Numbers (ICANN) took place in Hyderabad, India on 3 - 9 November. ICANN is the global, multistakeholder organisation that manages Internet resources for the public benefit and is best known for its role as technical coordinator of the Internet's Domain Name System.

As usual, the CTO convened a meeting of the Commonwealth Governmental Advisory Committee (GAC) to hear updates on the work of ICANN's GAC and discuss how the Commonwealth community can participate in the work of the GAC. Henri Kassen, Vice Chair of the GAC, informed delegates that

one of the GAC's key priorities is to promote more active engagement in the GAC's work. Mr Kassen invited delegates to join working groups and to ensure the voice of their country is heard in intersessional teleconferences and document reviews.

"It was encouraging to note that over 30 delegates from Commonwealth governments, international organisations and civil society attended the Commonwealth GAC meeting in Hyderabad," said Lasantha De Alwis, Director of ICT Development at the CTO after he chaired the meeting. *"The purpose of these meetings is to ensure that Commonwealth values and interests are represented in Internet governance fora."*

A key part of the CTO's mandate is to assist all Commonwealth countries, including small and developing countries, to play a more active role in ICANN, and we will be continuing this coordination with a view to ensuring that the Commonwealth family maximises the developmental potentials of the Internet."

The meeting also received updates on the transition of stewardship of the Internet Assigned Names & Numbers Authority, discussed ways in which Commonwealth countries could be helped to engage actively in the GAC and discussed the upcoming Internet Governance Forum (IGF) and the work of the Commonwealth IGF. //

Vanuatu resumes status as Full Member Country of the CTO



The CTO is pleased to announce that the Republic of Vanuatu has resumed active membership of the Organisation.

The CTO Forum took place in September in Fiji, and there was a regional focus on how to develop the ICT sectors of small island developing states (SIDS). Vanuatu's active participation in the CTO will ensure it

reaps the benefits of networking with other governments and receiving first-class training and consultancy from the CTO.

Vanuatu is already leading the way in the region, with a national ICT policy, a cybersecurity policy and a universal access policy which were introduced in 2014. The country recognises the potential ICTs have

to transform education, expand and improve government services, make the country more resilient in the face of natural disasters and preserve and promote the country's culture.

The CTO looks forward to working with the Office of the Government Chief Information Officer and other national ICT stakeholders in the country. //

//RECENT DEVELOPMENTS

APPOINTMENTS

Commonwealth citizen appointed to ICANN's Governmental Advisory Committee

In last month's issue of e-Commonwealth we reported on the election of Patrick Masambu as director-general of the International Telecommunications Satellite Organization. The CTO is now delighted to note the appointment of UK citizen, Mark Carvell, as one of the vice-chairs of the Governmental Advisory Committee (GAC) of the Internet Corporation for Assigned Names & Numbers (ICANN).

The CTO strongly supported Mr Carvell's candidacy as we believe that it is important for Commonwealth values and interests to be represented at the highest level in international forums in order to strengthen

the position of the Commonwealth. Mr Carvell has already done much in this regard as the GAC representative for the UK Government and the CTO looks forward to working with him in the future, particularly to improve the Commonwealth's engagement in the GAC.

"I look forward to continuing the close working relationship with CTO on all issues relating to global Internet governance," said Mr Carvell following his appointment. *"As a GAC vice-chair, I intend to consult regularly with the CTO, in particular on enhancing the GAC's working methods and its management of the important work*

it is tasked with, so that the interests of Commonwealth members are fully taken into account. I hope all Commonwealth members of the GAC understand that they can contact me at any time to express their views, ideas and concerns relating to the conduct of the Committee's affairs."

The CTO encourages GAC members to liaise with Mr Carvell to input to the Committee's work and we very much hope that the Bahamas, Bangladesh, Lesotho, St Kitts & Nevis and St Vincent will join the other Commonwealth members of the GAC in the near future. Mr Carvell can be contacted at mark.carvell@culture.gov.uk //

Jamaican Philip Cross appointed Regional Advisor for the Americas

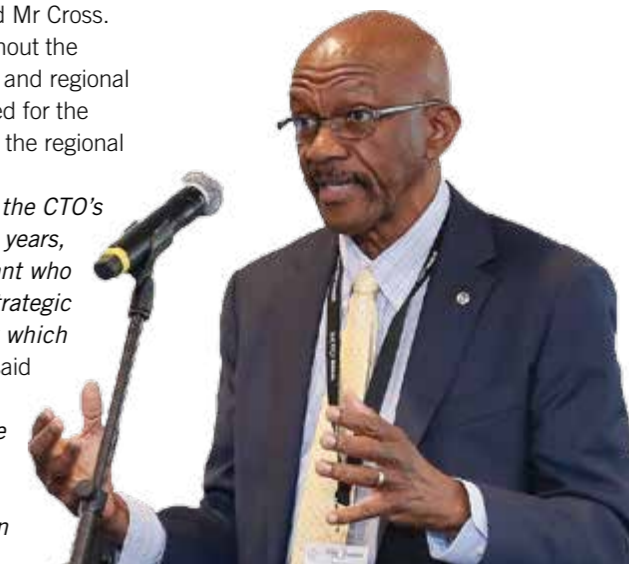
Jamaican citizen Philip Cross has been appointed as the CTO's Regional Advisor for the Americas. Mr Cross, an independent IT consultant, has over 35 years of experience in the ICT sector, including 26 years at the International Telecommunication Union, with 20 of them as the Caribbean Representative based in Barbados. He is an engineer by training.

"It is an honour for me to be asked to serve in this regional capacity on behalf of the CTO. This will allow me to assist the CTO in undertaking its mandate in the Americas region and it will also provide greater synergies between regional governments and organisations, especially in the Caribbean. This position will also provide an opportunity to promote the CTO's role in relation to coordinating

Commonwealth positions in respect of key international ICT issues," said Mr Cross.

The CTO's activities throughout the Commonwealth cross national and regional boundaries, and there is a need for the Organisation to stay abreast of the regional priorities of its members.

"Philip has contributed to the CTO's work in various ways over the years, most recently as the consultant who helped develop our current strategic plan for 2016 - 2020, a task which he handled extremely well," said CTO Secretary-General, Shola Taylor. *"It is always a pleasure to work with him, and I look forward to his regular advice on issues and opportunities in the region."* //



Other appointments in the Commonwealth ICT sector

Mr Phil Rushton, Senior Consultant with InterConnect Communications and a UK citizen, has been appointed to chair Study Group 2 of the International Telecommunications Union's Telecommunications Standardization Bureau (ITU-T). Study Group 2 covers operational aspects of telecom management, including numbering, routing, internet and OTTs.

A number of other Commonwealth citizens were appointed as vice-chairs of

ITU-T study groups:

- Raynold Crispin Mfungahema, Tanzania, Vice-Chair of Study Group 3;
- Yvonne Umtoni, Rwanda, Vice-Chair of Study Group 12;
- Edoyemi Ogoh, Nigeria, Vice-Chair of Study Group 12;
- Brice Murara, Rwanda, Vice-Chair of Study Group 13;
- Fidelis Onah, Nigeria, Vice-Chair of Study Group 13;
- John Messenger, UK, Vice-Chair of

Study Group 15;

- Bako Wakil, Nigeria, Vice-Chair of Study Group 20.

And finally, in South Africa, Robert D Nkuna, has been appointed to the position of director-general at the Department of Telecommunications and Postal Services and Dr Thulani Dlamini has been appointed as the Chief Executive Officer of the Council for Scientific and Industrial Research.

Congratulations to all! //

// TECHNICAL SUPPORT & CONSULTANCY

Cybersecurity plans developing in Cameroon



Delegates at the cybersecurity workshops organised by the CTO in Cameroon

Senior officials from the Cameroon Ministry of Post & Telecommunications and the ICT Authority attended two cybersecurity workshops in Cameroon delivered by the CTO. Cybersecurity and cybercrime are key areas of concern for Cameroon, and the CTO has been working with the Cameroonian government under our Development Assistance Programme (DAP) since 2015 to help it develop a national strategy to address these areas.

The work with Cameroon was launched after the Yaoundé Cybersecurity Declaration, which was signed by members of the Economic Community of Central African States in Cameroon in February 2015. The Declaration committed member states to establish regional and national cybersecurity policies in order to combat cyber crime and cyber terrorism. Later that year, the CTO, with the support of the UK Foreign & Commonwealth Office, launched a project to develop Cameroon's national cybersecurity strategy. This draft strategy was finalised in February 2016 and is now under consideration for adoption.

As part of this work, the CTO delivered two workshops in Yaoundé on Critical Information Infrastructure Protection (CIIP) and cyber standards for small- and medium-size enterprises (SMEs). Critical infrastructure includes water, energy and the power grids, and roads, defined by the EU as "assets or systems that are essential for the maintenance of vital societal functions."

Attacks on this infrastructure can come from various directions, and many are dependent on each other, so a plan to protect a country's infrastructure is vital. The workshop examined the technological considerations needed to develop a CIIP plan, alongside the policy, legal and regulatory issues.

The second workshop on cyber standards introduced the UK government's Cyber Essentials Standard for SMEs, and the process of establishing these standards in Cameroon. Cyber standards provide an assurance of the state of security of the standards holders, which in turn will improve confidence in online interactions. The introduction of these standards in the SME sector will significantly raise the level of cybersecurity in Cameroon, and also certify SMEs who wish to trade with the UK. Promoting standards helps the CTO to deliver on its goals of promoting connectivity and utilisation of ICTs.

At the end of the workshops Dr Martin Koyabe, Manager, Technical Support & Consultancy, CTO said "it is highly encouraging to see Cameroonian stakeholders' keen interest to improve the country's cybersecurity posture. They actively took part in these workshops, contributed to the deliberations and sought new knowledge with a high degree of commitment. I am confident that the foundation CTO helped lay will lead to a safe, secure and resilient cyber environment in Cameroon." //

PDT Liaison Officers elect new management committee

Members taking part in the Programme for Development & Training (PDT), the Commonwealth's ICT training and consultancy programme managed by the Commonwealth Telecommunications Organisation (CTO), have elected a new management committee during their annual meeting held on 23 - 24 November in Kingston, Jamaica.

The new committee will be tasked with reviewing members' needs for 2017 and select suppliers through a pooled procurement system.

Elected members of the committee are:

- Chair: Communications Authority of Kenya (East Africa Representative)
- 1st Vice-Chair: Swaziland Posts & Telecommunications Corporation (Southern Africa Representative)
- 2nd Vice-Chair: Office of Utilities Regulation, Jamaica (Caribbean Representative)
- Vodafone Ghana (West and Central Africa Representative)
- Development Consulting Centre (Supplier Group Representative)

The secretary-general of the CTO is a permanent member of the committee.

"The PDT is an important source of expertise for public and private sector alike, training hundreds of professionals in areas such as telecoms, IT, broadcasting and cybersecurity, and the Communications Authority of Kenya is honoured by the trust of members to lead this committee," said Juma Kandie who represented the Communications Authority of Kenya.

The PDT operates as a corporate membership programme in which organisations can take part either as "requesting partners" seeking training or consultancy services, or as "offering partners" providing such services.

PDT training courses are delivered as either stand-alone bespoke courses or as regional programmes after competitive bids by registered offering partners. By aggregating demand and adding the element of competition, the cost of PDT services is very attractive. //

// MEMBER NEWS

Pakistan invests in ICTs for women and girls



Honourable Anusha Rhaman, Minister of State for IT & Telecommunications, and chairperson of the board of the country's universal service fund (USF Co), presided over the fund's meeting on 22 November to expand projects aimed at empowering women and supporting girls through ICTs.

"It is our utmost priority to connect the unconnected. Our focus is on broadband connectivity and provision," said Hon Rhaman.

She also urged for better monitoring and evaluation resources to ensure optimal use and sustainability of these projects. //

UK government pledges £1bn broadband investment

In his autumn statement, UK Chancellor of the Exchequer, Philip Hammond, announced £400m funding for a new Digital Infrastructure Investment Fund. Private investors will be asked to match the amount. The money will be aimed at fibre broadband providers who are looking to expand. Mr Hammond will also commit £740m to the development of 5G and the further rollout of fibre connections.

"The UK must move towards providing

"fibre-to-the-property" broadband, rather than fibre to the roadside cabinet," Mr Hammond said.

Currently only two per cent of the country has access to this "full-fibre" connection, offering download speeds of up to one gigabit per second, according to government figures. Full-fibre access is 35 times faster than the 28.9Mbps average UK download connection according to Ofcom, the country's telecoms regulator. //

Intelsat named satellite operator of the year by ASBU

Intelsat was named "Satellite Operator of the Year" at the 2016 Arab States Broadcasting Union (ASBU) BroadcastPro Selevision Awards. The result was announced during a ceremony in Dubai earlier this month.

Nominees were judged by a panel of experts across the Middle East and North Africa region on



their work towards improving communications in the region and the lives of the people living there.

"This award recognises Intelsat's continuing leadership as the innovator in

space-based communications. In 2016, Intelsat delivered on the promise of high throughput satellite (HTS) technology when it launched the first two satellites in the Intelsat Epic network, providing immediate

benefits to users," said Shahrokh Khazadeh-Amiri, Intelsat's Managing Director, MENA.

The company said it has also continued to give communities access to affordable,

high-quality and reliable television/video programming. Intelsat 36, which has now entered service, bolsters the penetration of high definition programming for viewers in the broader Middle East and Africa regions. //

Safaricom named top African mobile operator

Safaricom was named the 'African Mobile Operator of the Year' in the annual CommsMEA Awards 2016 organised by media group ITP. The award, which was given during the 11th edition of the annual CommsMEA Awards, seeks to acknowledge operators who have taken a leadership role in the region's fast growing and rapidly changing telecoms sector.

Over the last six months Safaricom has grown its vision to "Transform Lives" by redefining its emphasis on putting the customer first, providing relevant products, and enhancing operational efficiencies.

Increasing competitive pressures have ensured that the company continues to invest heavily in building a network that is fit for future challenges. //

SES partners with MADA to provide high-quality Internet connectivity in South Sudan



SES have announced a multi-year agreement with MADA, a licensed voice and data communications Internet provider, to provide Internet services to an ISP and MNO in Juba, South Sudan.

"We live in a digital era where consumers expect to be always connected from a personal and business perspective, regardless of their geographical location," said Ferdinand Kayser, Chief Commercial Officer at SES. "This deal will enable end users to have Internet connectivity, communicate across social media platforms and stay connected to the digital world thus bridging the digital divide. With this new deal, SES is able to bring Internet connectivity to MADA's customers where terrestrial infrastructure is currently non-existent." //

CSF17

22 – 24 MARCH 2017, LONDON, UK

Commonwealth Cybersecurity Forum 2017 (CCSF17)

cybersecurity: from strategies to implementation

Implementing National Cybersecurity Strategies
Protecting Critical Information Infrastructure
Cross border cooperation in Cybersecurity
Economics of Cybersecurity
Cyber Capacity building

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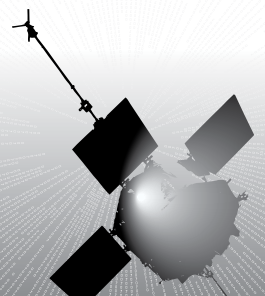
TTRT17 AFRICA

26 – 27 JANUARY 2017, JOHANNESBURG, SOUTH AFRICA

Commonwealth Transforming Telcos Round Table 2017 (CTTRT17)



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DBF17 CARIBBEAN

8 – 10 MARCH 2017, KINGSTOWN, JAMAICA

Commonwealth Digital Broadcasting Forum 2017 (CDBF17)



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