

# e-COMMONWEALTH

A NEWSLETTER OF THE COMMONWEALTH TELECOMMUNICATIONS ORGANISATION

//AUGUST 2017

## MEMBERS NEWS

UK Government,  
Pakistani ICT industry  
and much more  
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## CTO ICTForum'17

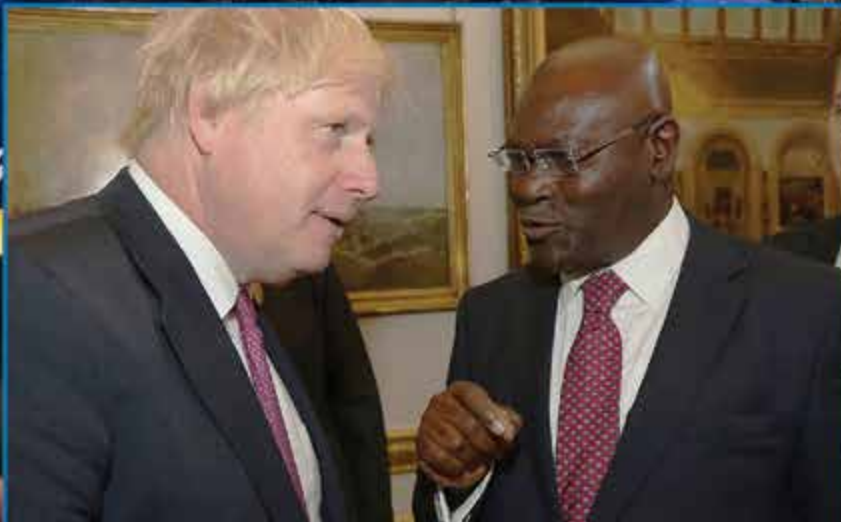
11-13 SEPTEMBER 2017, MAPUTO, MOZAMBIQUE

//COMMONWEALTH TO FOCUS  
ON DIGITAL FUTURE FOR ALL

// REGIONAL ICT ROUND TABLE

// TECHNICAL SUPPORT & CONSULTANCY  
CYBERSECURITY WORK AUGUST

//COMMONWEALTH YOUTH  
MINISTERS MEETING



UK Foreign Secretary Boris Johnson and CTO Secretary-General Shola Taylor.

## //EDITORIAL



**Shola Taylor**  
Secretary-General

Welcome to the August issue of e-Commonwealth.

Even for those of us based in the northern hemisphere, the summer months have remained as busy and productive as always. I write this following a mission to Australia, which I undertook to re-engage the nation in the CTO's work, both for the benefit of the ICT sector in Australia, and to contribute to the good work Australia does on ICT development in the Pacific Islands.

During meetings with senior officials from the communications ministry, the regulators and others in the ICT sector, we discussed a variety of ways through which Australia and the CTO can work together. Top of the agenda was cybersecurity and I outlined the Commonwealth approach and model, as demonstrated in the work carried out by our Technical Support & Consultancy team with Senegal, Tanzania and Uganda this month. Much of the CTO's work in cybersecurity is carried out with assistance of the UK Foreign & Commonwealth Office and I took the opportunity to thank the Foreign Secretary when I met him back in July.

The role of regulation in developing ICTs, particularly in the Pacific, was also discussed and I was able to describe our Commonwealth ICT Round Table, the most recent of which took place in Uganda, and how it can be developed regionally to build capacity in senior decision makers in the fast-developing area of communication technologies.

As we approach our annual flagship event, CTO ICT Forum, we will be bringing together members from across the Commonwealth to learn from each other as they discuss, debate and network with one another. The coordination of Commonwealth views at international ICT fora is another important strand of the CTO's work in the international arena, as I outlined in Australia and we are looking forward to participating in a number of upcoming international events and delivering our Spectrum Management Forum.

We have a productive time coming up and I look forward to engaging with many of you over this period.//

# CTO ICTForum'17

11 - 13 SEPTEMBER 2017, MAPUTO, MOZAMBIQUE

## Commonwealth to focus on digital future for all

As we enter the age of all-IP networks, IoT, Cloud computing, Big Data, immersive and machine-to-machine technologies and always-on mobile broadband, new economic opportunities are emerging. But not for everyone. With half of the world's population yet to use the Internet, many are facing further economic and social exclusion, making the need for universal access to the Internet more pressing.

Indeed, while liberalisation and privatisation proved critical instruments in the promotion of access to ICTs over the past two decades, current policy and regulatory models are becoming increasingly inadequate for the emerging technological and market trends that bring with them opportunities as well as threats for existing universal access funding models and national digital economies.

Turning nations into competitive digital nations is one of our biggest challenges for which Commonwealth ICT policymakers, regulators, industry executives and opinion formers will be meeting in Maputo, Mozambique next month.

Key discussions will include:

- The digital future
- Universal broadband
- ICT applications
- Regulating virtual environments
- The digital economy
- Machine-to-machine communications
- Security and privacy
- Data protection in the Cloud age
- Investment gaps

For more information about the CTO Forum 2017 please contact events at [events@cto.int](mailto:events@cto.int)

## CTO 57<sup>TH</sup> ANNUAL COUNCIL MEETING

The CTO ICT Forum '17 will be immediately followed by the organisation's annual Council meeting on 14 - 15 September. Representatives from CTO full member countries will meet to examine the organisation's performance for 2016-17 and elect the Executive Committee of the CTO.

The Council will also discuss important constitutional amendments and plans for the forthcoming financial year, including CTO events, training and consultancy, Commonwealth coordination for major international ICT events next year and hosting of the upcoming Commonwealth ICT Ministers Forum, future CTO Forums and Council meetings.//



Council members at 2016 Council Meeting.



## //RECENT DEVELOPMENTS



### UK Foreign Office and CTO working together on the cybersecurity challenge

UK Foreign Secretary Boris Johnson and CTO Secretary-General Shola Taylor.

At a reception in honour of HM Queen Elizabeth II, which took place at the Foreign & Commonwealth Office in London in July, Secretary-General Shola Taylor thanked UK Foreign Secretary Boris Johnson for the support the UK has given to Commonwealth countries in strengthening their cybersecurity

For over two years, thanks to funding from the UK, the CTO has supported a number of member countries in the development of their national cybersecurity strategies, the protection of critical information infrastructure, and the promotion of cyber standards.

"Mr Johnson and I discussed the urgency to deal with growing global cyberthreats, and it was also an opportunity for me to convey the gratitude of our beneficiary members for the UK's assistance," Mr Taylor said. //

## Uganda UCC executives discuss ICT policies and regulation

The Commonwealth ICT Round Table is a high-level programme designed to provide senior ICT policy and decision makers with an understanding of the major trends in ICTs and the emerging opportunities for social and economic development, as well as the most pressing and long-term challenges in the sector. Researchers and those working in regional regulatory associations, lawyers, consultants and NGO involved in telecommunications and in broadcasting and digital media gained deeper insights into electronic communications policy and regulation.

On 24 - 25 August, the Uganda Communications Commission (UCC) invited the CTO to deliver this event specifically for their board members. Dr Vincent Kasangaki, chairman of UCC who met Shola Taylor, secretary-general of the CTO at the Commonwealth ICT Round Table held in London in July had expressed the wish to hold a regional round table in Uganda.

*"The CTO has developed this regional round table series to provide UCC with a deeper understanding and experience-sharing opportunities for senior decision makers in policymaking, regulation and operations to assist them to find their way round the ICT landscape,"* said Hilda Muchando, Manager, Capacity Development at the CTO.

Bringing the round table to Uganda gave the UCC board members opportunities to better understand policy and regulation within their organisation, with an understanding of policies within the region.

This regional round table approach was based on teaching and learning. The interactive methodology used comprised of presentations, case studies, structured learning, group discussions and presentations from regional and African experts in the field, to give deeper insights into the challenges regulators face in the evolving ICT landscape. In this way participants were able to develop a strong practical focus

directly applicable to their own institutions.

The uniqueness of this regional round table allowed for speakers from the region to deliver expert advice and input into each session of the agenda.

Topics discussed included:

- Overview of ICT policy, regulation and operation
- Floor discussion on key challenges faced by participants in their institutions
- The economics of regulation and options for action
- The Internet platform: over-the-top services and net neutrality
- Block chain technology and regulation
- Universal service/access funds: concept vs reality
- Internet governance and cyberspace
- Digital switchover and the future of broadcasting.

For more information about the Commonwealth ICT Round Table, email [programmes@cto.int](mailto:programmes@cto.int) //

## Secretary-General Taylor expresses gratitude for UAE's support



Mr Taylor and HE Al Mansoori.

At a meeting in Dubai in August, CTO Secretary-General Shola Taylor expressed his appreciation for facilitating this year's Commonwealth ICT Investment Forum '17 to H.E. Hamad Obaid Al Mansoori, Director-General of the Telecommunications Regulatory Authority for the United Arab Emirates. The first Commonwealth ICT Invest took place in Dubai in April and was attended by high-level delegates from across

the Commonwealth who came together to discuss mechanisms to encourage investment in ICTs to connect the next billion people.

The two officials discussed ways to maintain the momentum from the April forum and agreed to continue collaboration in areas of mutual interests.

The April event was the first event ever held in the region by the CTO. //

## //RECENT DEVELOPMENTS

## Commonwealth Youth Ministers meeting

The CTO highlighted the opportunities available for young people through ICT and media innovation at the Commonwealth Youth Ministers meeting, which took place in Uganda on 31 July - 1 August.

The high-level summit was convened by the Commonwealth on the theme *'Resourcing and Financing Youth Development: Empowering Young People'* in order to enable governments to do more for their young citizens and make it possible for young people to contribute to their societies.

The Youth Leaders Forum, which convened prior to the meeting of Youth Ministers, provided a platform for young leaders from Commonwealth member countries to influence and shape the global debate on youth development. CTO took part in the event at the invitation of the Commonwealth Secretariat, and chaired a panel session which examined harnessing the power of ICT, media and innovation.

*"ICT development offers young people the opportunity to become entrepreneurs and develop solutions for their country,"* said Ronald Katamba, co-founder of the Jaguza Livestock app and winner of the Commonwealth Youth ICT Applications Competition 2016, who took part in the panel after presenting his app to the ministers and delegates.

*"I was happy to share my experiences with Commonwealth ministers and hope I inspired other*

*young people to seize the opportunities available through ICTs."*

*"ICTs can assist in harnessing the full potential of the Commonwealth's youthful population,"* said Hilda Muchando, manager of the CTO's Capacity Development division, and chair of the panel. *"The CTO is committed to promoting the empowerment of youths using ICTs and will continue our work in this area in the future."*



The Rt Hon Patricia Scotland QC (centre), Secretary-General, Commonwealth and participants at the Youth ministers meeting

## Optimising ICTs in development and disaster management

Representing Secretary-General Shola Taylor, Marcel Belingue, Senior Manager, Membership & Communications took part in the second meeting of the second cycle of the Advisory Board of the Smart Sustainable Development Model (SSDM) initiative led by the ITU's BDT division. SSDM seeks to ensure that information and communication technologies are used for both development and for disaster management with the aim of improving the lives of millions of people across the globe.

*"Secretary-General Taylor has embraced fully the ethos behind this initiative and is committed to supporting it all the way. We hope that our member countries will put the recommendations of this initiative to good use"*, said Mr Belingue.

The objectives of SSDM are to:

- Better harness the potential for ICT and its likely future roadmaps in both development and disaster management.
- Identify, share and transfer best practices in each sector worldwide.

- Optimise the use of scarce resources.
- Encourage planning and co-ordination at national and intergovernmental levels for ICT4D and ICT4DM that takes account of dual-use deployments.
- Encourage stakeholders to work together for sustainable development and to avoid duplication.

*For more information, visit [itu.int/en/ITU-D/Initiatives/SSDM](http://itu.int/en/ITU-D/Initiatives/SSDM)*

## //EVENTS &amp; CONFERENCES

**commonwealth**  
**SpectrumManagement'17**  
 25 - 27 OCTOBER 2017, LONDON, UK

**Commonwealth Spectrum Management Forum '17**

The Commonwealth Spectrum Management Forum 2017, taking place in London on 25 - 27 October, will examine the spectrum implications for both basic broadband access and the Internet of Things.

While industry experts are busy equipping all things with Internet connectivity to facilitate machine-to-

machine communications and man-machine interactions, there are many in the developing world for whom even basic access is still a distant dream. The Commonwealth Spectrum Management Forum will address the competing demands for spectrum from services ranging from basic broadband access to the Internet of Things.

For more information, or to register, please visit the website at: <http://www.cto.int/events/upcoming-events/the-commonwealth-spectrum-management-forum/>

**commonwealth**  
**DigitalBroadcasting'17**  
**Caribbean**  
 21 - 22 NOVEMBER 2017, TERRA NOVA ALL SUITE, KINGSTON, JAMAICA

**Commonwealth Digital Broadcasting Caribbean Forum '17**

The Commonwealth Digital Broadcasting Caribbean Forum '17 will take place in Kingston, Jamaica, on 21 - 22 November.

The switch to digital broadcasting has created a range of opportunities for those involved in broadcasting, but also a number of challenges. The event will examine the position of digital switchover in the region,

## //CAPACITY DEVELOPMENT

# Marketing telecommunication services



TSTT employees attending the marketing telecommunication services course in August in Trinidad & Tobago.

**C**TO held a workshop to train officers from the Telecommunications Services of Trinidad and Tobago (TSTT) on marketing telecommunication services in Port of Spain. This course was designed to train professionals on telco product development in the context of new growth areas in the fast changing telecom industry. The course taught delegates to transform customer needs into successful product designs by focusing on decision-making processes about markets, concepts and procedures. The five-day course looked at the latest concepts in service marketing as well as the role of marketing in the customer relation process.

On completion of the course, delegates were able to understand manufacturing and management aspects of product development. This will assist them to design and implement a product development plan by adhering to compliance procedures and rules. They also learnt customer relation process by understanding customer segmentation and building a segmentation model that would put theory into practice through successful case studies.

Delegates also greatly focused on next-generation services and opportunities for the product developer as well as new service opportunities by learning about

issues relating to triple-play versus quad-play, competitive strategy processes, service level agreements, quality of service considerations and case studies relating to the above.

There was an important focus on critical decisions that cross-functional teams must make for successful market shares. The delegates learnt the best channels to market and sell products through strategic market planning by mitigating risk and reducing marketing-sales disconnect.

For more information about PDT Courses please contact Hilda Muchando at [h.muchando@cto.int](mailto:h.muchando@cto.int).

with case studies and input from around the world, the impact of digital switchover on spectrum, and the opportunities presented by digital radio and local content creation. For more information, or to register, please visit: <http://www.cto.int/commonwealth-digital-broadcasting-caribbean-forum-2017/>

**commonwealth**  
**HumanResources&ICT'17**  
14 -15 NOVEMBER 2017, PORT OF SPAIN, TRINIDAD & TOBAGO

## Commonwealth Human Resources and ICT Forum '17

The Commonwealth HR&ICT Forum '17 will take place in Port of Spain, Trinidad & Tobago, on 14 – 15 November.

This year's event will on the impact of gig data on HR.

For more information, or to register, please visit: <http://www.cto.int/events/upcoming-events/hrict-2017/>





## //TECHNICAL SUPPORT & CONSULTANCY

### Tanzania to address protection of critical information infrastructure



Participants attending the CIIP workshop in Tanzania.

Critical Information Infrastructure Protection (CIIP) is a vital component of cybersecurity, in addition to protection against cybercrime and raising awareness about cybersecurity. There is a need for the CTO member countries to understand the need to protect their critical national infrastructures (CNI) such as rail networks, power stations, airports, major roads etc, and any cross-border infrastructures such as gas and oil pipelines, and water supply systems.

It is even more important however to protect the critical information infrastructure such as telecommunication and data networks, financial systems and process control systems, because these don't just cross country borders, but are connected to public networks through the Internet. This therefore means all these infrastructures are

dependent on each other's security as the weakest link can cause vulnerabilities for many others. The CTO has just completed conducting two CIIP workshops in Uganda and Tanzania. The CIIP workshop in Uganda was co-hosted by the National Information Technology Authority of Uganda (NITA-U) and Uganda Communications Commission (UCC), agencies within the Ministry of ICT and the Ministry of Security in Uganda. The workshop was officially opened by Hon Lt General Henry Tumukunde the Minister of Security, Uganda and addressed by Joseph Bolton, Second Secretary (Political), British High Commission, Uganda.

While in Tanzania the CIIP workshop was co-hosted by the Ministry of Works, Transport and Communications (MWTC) and Tanzania Communications Regulatory Authority (TCRA).

It was addressed by Dr. Jones Killimbe, TCRA Board Chairman, H.E. Matt Sutherland, Deputy High Commissioner, Tanzania; and Mr Honest Njau, Senior Officer, MWTC.

The aim of both workshops was to engage and assist owners, operators, regulators and critical sectors ministries responsible for Critical Information Infrastructure Protection (CIIP) to understand the implications and consequences of cybersecurity issues and to maintain an awareness of current developments.

*"The CIIP capacity building is one of the key strategic objectives, by the CTO, which is assisting both Uganda and Tanzania implementation their respective National Cybersecurity Strategy,"* said Dr Martin Koyabe, Manager for Technical Support & Consultancy at the CTO.

### CTO's Technical Support & Consultancy team wins new contracts to deliver ICT development

Nigeria and Swaziland have turned to the CTO to assist them in the development of the ICT sectors of their countries.

In Swaziland the CTO will work with the Swaziland Communications Commission to develop a five year strategic plan for the Commission. The plan will ensure the Commission delivers on Swaziland's national economic goals and the Sustainable Development Goals.

The CTO, in collaboration with Nigerian consultants JAENO Digital Solutions, will undertake two separate pieces of work for the Nigerian Communications Commission

(NCC) – the national telecoms regulator and the Digital Bridge Institute (DBI) – Nigeria's foremost training and educational centre in information and communications technology. The contract with NCC will involve developing a licensing framework for mobile virtual network operators. With DBI the consultancy team will work to establish a centre for ICT for Development innovation and practice.

*"These three varied contracts will enable the CTO to assist our members achieve their ICT aspirations,"* said Dr Martin Koyabe, Manager, Technical Support & Consultancy. *"We look forward to beginning our work with Swaziland and Nigeria on these projects."*



## //MEMBER NEWS

### EUROPE

## Universal broadband to reach every part of the UK

Homes and businesses from all parts of the UK are set to benefit from universal high speed broadband, as BT put forward an offer to voluntarily provide Openreach services across UK. The offer has been received after the government committed to introduce a Universal Service Obligation (USO) through regulation to give every home and business in the UK the right to request a high speed connection.

*"The government is taking action to ensure that people everywhere in the UK can get a decent broadband connection as soon as possible. We warmly welcome BT's offer and now will look at whether this or a regulatory approach works better for homes and businesses,"* said Culture Secretary, Karen Bradley

BT proposes to provide homes and businesses to receive connections more quickly than could be delivered under a

regulatory approach. The UK Government is considering this offer alongside a consultation on the regulatory USO. BT proposes to build the necessary network infrastructure to connect the majority of households and businesses rather than wait for this to be done on request.

*"We are pleased to make a voluntary offer to deliver the Government's goal for universal broadband access at minimum speeds of 10Mbps,"* said BT Chief Executive Gavin Patterson.

This would involve an estimated investment of £450m - £600m depending on the final technology solution.

This investment will reinforce the UK's status as the leading digital economy in the G20. This latest initiative aims to ensure that all UK premises can get faster broadband, even in the hardest to reach parts of the UK.

## Government to strengthen UK data protection law

The British people are to have more control over their personal data and be better protected in the digital age under new measures announced by Digital Minister Matt Hancock.

The UK Government has committed to updating and strengthening data protection laws through a new Data Protection Law, giving the nation the confidence that their data will be managed securely and safely.

Under the plans individuals will have more control over their data by having the right to be forgotten and ask for their personal data to be erased. This will also mean that people can ask social media channels to delete information they posted in their childhood.

The data protection regulator, the

Information Commissioner's Office, will also be given more power to defend consumer interests and issue fines of up to £17 million or four per cent of global turnover, in cases of the most serious data breaches.

*"Our measures are designed to support businesses in their use of data, and give consumers the confidence that their data is protected and those who misuse it will be held to account,"* said Matt Hancock, Minister of State for Digital, UK.

*"The UK has always been a world leader in data protection and data-driven innovation. Key to realising the full opportunities of data is building a culture of trust and confidence,"* said Julian David, CEO of techUK.

### AFRICA

## South African minister applauds Cell C's recapitalisation

The South African Minister of Telecommunications and Postal Services, Dr Siyabonga Cwele has announced an investment of R5.5 billion into Cell C. This investment is to prevent the monopolisation of the telecommunications industry within South Africa.

The recapitalisation through investment and management actions has saved approximately 15 000 jobs. This is in line with Government's national integrated policy, to advocate for the opening up of the sector to new players, particularly to businesses.

*"It is when the industry is open and deconstructed that we, as citizens, may realise the call for Data Must Fall, through effective competition and innovation that also improves the quality of service,"* said Minister Cwele.

Over the next 12 months Cell C projects that the company will be fully owned by South African investors.

*"We call upon Cell C management to prioritise transformation, job creation and join our partnership to ensure that all South Africans are connected to affordable and reliable internet by the end of 2020,"* said Minister Cwele.

## Vodacom Africa accelerates rural coverage programme

Vodacom has outlined plans to expand network coverage in South Africa by bringing faster data services to tens of thousands people living in extremely remote and rural areas of the country. Additional investment will increase network capacity, improve voice quality and enhance mobile data speeds in these regions.

*"Network accessibility for people who reside in rural areas remains central to Vodacom's commitment of extending network coverage to all South Africans, irrespective of class and economic status. It is our firm view that broadband penetration has transformative power and is an enabler for economic and social growth and as such, makes it an essential tool for empowering people in rural areas,"* said Andries Delport, Chief Technology Officer for Vodacom Group.

### ASIA

## Pakistan to launch training for one million

The National ICT R&D Fund Company plans to launch a digital skills training program for one million participants. A DigiSkills Consultative Conclave will be set up, to solicit feedback about the approaches that are needed to develop the training programme. The council

will define the detailed scope as well as execution. Attendees invited in the conclave include representatives from members of national curriculum review committees and universities, ICT industry experts, industrial wave think tanks and vocational training institutes.

# commonwealth Spectrum Management

25 – 27 OCTOBER 2017, LONDON, UK

## Internet of Things & Basic Broadband Access: Spectrum Implications

Preparations for WRC-19  
The Promise of 5G  
Spectrum utilisation  
Policy Options for Spectrum Efficiency  
Spectrum Sharing  
Digital Broadcasting Switch Over  
Regulatory environments  
Spectrum trading

### Why attend

- Listen to insightful keynotes from thought-leaders and innovators
- Gather information about policy and regulatory trends
- Discover new technologies which help improve spectrum utilisation
- Gain practical advice from experts in the sector
- Build long-lasting and meaningful relationships with prospective clients, partners and suppliers
- Meet policy makers and government officials who are key decision makers in their jurisdictions

While industry experts are busy equipping all things with Internet connectivity to facilitate machine-to-machine (M2M) communications as well as man-machine interactions, there are many in the developing world for whom even basic access is still a distant dream. The Forum will address the competing demands for spectrum for services ranging from basic Broadband access to Internet of Things.

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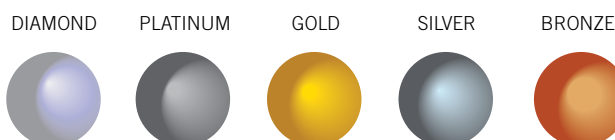


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