

e-COMMONWEALTH

A NEWSLETTER OF THE COMMONWEALTH TELECOMMUNICATIONS ORGANISATION

//JULY 2017

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Shola Taylor
Secretary-General

Dear readers,
Welcome to the July issue of e-Commonwealth. I write this following my participation in the CTO's Commonwealth Broadband Pacific Forum in Samoa. It gave me great pleasure to play a part in contributing to the development of broadband in the region as it is clear that broadband and the Internet have a considerable role to play in connecting communities, increasing participation in government and generally enhancing Pacific lives.

A secure cyberspace in which to operate is also essential for Internet success and this was the focus of discussion at a meeting of Pacific ICT ministers that took place in the sidelines of the event. ICT ministers from Samoa, the Solomon Islands, Tonga and Tuvalu talked about the progress of their cybersecurity strategies and I was able to let them know how the CTO can assist their work.

Earlier this month we took a step closer to the creation of two new membership categories – Affiliate Member Country and Academic. I would like to thank those experts from our members who contributed to the development of this important constitutional reform which will greatly enhance the value of CTO membership, both for affiliate members and also for other members, as they participate in CTO activities at a higher level. This is a key pillar of our Strategic Plan for 2016-2020 and I look forward to finalising these reforms

Also contributing to key areas of the Strategic Plan this month were the Commonwealth ICT Round Table and consultancy work on cybersecurity and the ICT strategy of Botswana's Ministry of Transport & Communications. This body of work will assist members to develop enabling regulatory environments for ICTs in their country.

All elements of our Strategic Plan will come together at our flagship event, the CTO ICT Forum. This event will look to a digital future and how new technologies will contribute to digital wealth. I look forward to engaging with many of you there!

COMMONWEALTH BROADBAND PACIFIC FORUM 2017

DELEGATES GATHER TO DISCUSS HOW TO HARNESS BROADBAND TO ENHANCE PACIFIC LIVES

Broadband technology for fast and reliable Internet access has the potential to provide many economic, health and social benefits while also promoting citizen participation in government. The challenge facing many governments - and also those involved in ICT development - is to ensure as many people as possible can benefit from this revolution.

Promoting affordable, universal and high-quality broadband connectivity has long been a cornerstone of the CTO's work on ICT development in the Commonwealth and the CTO has organised conferences on broadband since 2006.

The Commonwealth Broadband Pacific Forum 2017, the latest in this series, took place in Samoa on 25 – 27 July to examine the issues from a regional Pacific focus within the wider Commonwealth and international context.

Connecting their far-flung communities is difficult for the Pacific Islands, but good progress is being made with the expansion of both submarine cable and

satellite communications. These supply-side improvements are taking place alongside demand-side progress, including the development of broadband strategies that actively promote the integration of broadband use in all facets of Pacific life.

"With the growing need for individuals, businesses and government agencies to achieve connectivity, the demand for access to state-of-the-art broadband services is increasing," said Honourable Afamasaga Rico Tupa'i, Minister of Communication and Information Technology, Samoa, and host of the Commonwealth Broadband Pacific

Forum 2017. *"Samoa is pleased to host this Forum as we are committed to the view that all communities within the Pacific region should have access to affordable and reliable broadband."*

With such potential to enhance Pacific lives, discussion focused on how universal broadband access could be achieved. Affordability in the Pacific was highlighted, alongside discussion on how to roll-out broadband to rural and remote areas and



Participants at the Commonwealth Broadband Pacific Forum 2017.



Honourable Peter Shanel Agovak, Minister of Communication & Aviation, Solomon Islands.



Alwyn Danitofea, Director, ICT, Ministry of Communications & Aviation, Solomon Islands



Honourable Afamasaga Rico Tupa'i, Minister of Communications & Information Technology, Samoa.



L-R: Honourable Siasosi 'Ofakivahafolau Sovaleni, Deputy Prime Minister, Tonga; Gisa Fuatai Purcell, CTO Regional Advisor to the Secretary-General, South Pacific; Honourable Lealalepule Rimoni Aiafi, Associate Minister of Communications & Information Technology

the role of satellites and fixed wireless and wifi services.

"Once people are connected, they must be able to use the Internet safely and securely in order to gain the most benefit," said Shola Taylor, secretary-general of the CTO. *"It was important to ensure that discussions on safety in cyberspace and tackling cybercrime were part of the agenda as well as examining how to educate the public, and young people in particular, on cybersecurity."*

"Broadband plays a key role in enhancing socio-economic development and is an essential component in achieving the objectives of the UN's Sustainable Development Goals," Shola Taylor concluded. *"The CTO is determined that all people of the Commonwealth are able to access this important technology and will continue to work with our members to increase broadband penetration."*



//CAPACITY DEVELOPMENT

Future of OTT services leads the discussion at the Commonwealth ICT Round Table

The Commonwealth ICT Round Table was established for senior officials – board members and lawmakers of national regulators, parliamentarians and others – who do not necessarily have a background in ICTs and telecommunications. Their roles can involve applying rules and regulations on Internet

policy within their countries, implementing ICT polices in disaster management, understanding spectrum and the digital dividend and much more. The round table aims to address these key challenges and provide solutions through practical outcomes and workshops.

The July round table was held in London

with 20 participants from 10 countries. The workshop also included an industry visit to the BBC headquarters in London where the participants had a chance to discuss digital switchover and content regulation. This will help them find solutions to these challenges within their own countries.



Carol David -Executive President HR/IR/Corporate support services, Telecommunications Services of Trinidad and Tobago (TSTT)

TSTT's ICT vision is to be a world class services provider, offering outstanding quality services and excellent customer relationship management services.

Carol David is responsible for the people side of the digital transformation in Trinidad & Tobago.

Mrs David was impressed by the mixture of operators, academics and practitioners that were present at the round table, making the contributions rich and current.

"This has been a phenomenal exercise where I was able to participate in discussions about many aspects of ICTs and regulation. I was able to look at and discuss possibilities for different forms of financing, analyse the social impact of the Internet and Internet governance and the functionalities of other various governing bodies."

Mrs David found the session on over-the-top (OTT) services the most useful as it gave her an industry perspective on how successfully sustain the business.

Mrs David hopes to find ways to implement some of what she learnt in the OTT session into TSTT ICT policy by proposing a plan for collaboration with the CTO and other industry partners from the workshop.



Long Hui Ching -Head of strategy and policy review, Malaysian Communications & Multimedia Commission (MCMC)

MCMC's ICT vision is to enable Malaysia's aspirations for a digital nation through convergence, quality and affordability, and to be the leaders in a digital future.

Long Hui Ching's role involves reviewing existing policies and renewing guidelines regulatory instruments and making recommendations to management and considerations for ministers about ICT policies in Malaysia.

Ms Long's experience lies in universal service, access and policy regulation. The session on over-the-top services was the most useful for her, as it tied in with her experience and responsibilities and the Malaysian vision of growth.

The session on virtual currencies and OTT services were the most relevant topics that she learnt the most from. These sessions will assist her to implement and discuss new strategies within MCMC.

Ms Long hopes to use the knowledge she gains from the ict round table to expand the ICT growth of MCMC.

For more information about the Commonwealth ICT Round Table please contact Hilda Muchando at h.muchando@cto.int.



Anne-Doris Kaumbi -Chairperson of the legal and technical committee of the board, Communications Regulatory Authority of Namibia (CRAN)

CRAN's ICT vision is to be a dynamic regulator for the information and communications technology sector, and transform Namibia and its people into an active knowledge based society that uses ICTs to drive social and economic growth.

Mrs Kaumbi found the session on over-the-top (OTT) services presented by Bitek Global the most useful part of the workshop. The OTT session focused on providing regulators ways to better manage these services without a financial loss. The importance of this session was of great interest to CRAN as they have been asked by the Namibian government to address this issue. Mrs Kaumbi hopes to find creative ways to generate revenue from OTT in Namibia.

Mrs Kaumbi would like to invite Graham Butler, the chairman of Bitek Global, to Namibia to advise the board on how to use OTT services to generate revenue to fund Namibia's Universal Access Fund. *"This will allow the Namibian government to make sure they can provide Internet services to the most vulnerable communities in the country. This applies especially to areas where access is remote and which dominant operators do not view as economically viable for delivering their services." //*

//RECENT DEVELOPMENTS

Affiliate and Academia membership categories added to the CTO



The CTO constitutional amendment committee 2017 in London.

Territories associated with Commonwealth countries will soon be able to fully participate in the CTO Council as the creation of the new membership category – Affiliate Member Country – moves a step closer.

The new membership category, alongside another category for Academia, was approved in principle at the CTO Council meeting last September and discussed in detail by a constitutional amendment committee comprised of legal experts and human resource professionals from CTO's members. The meeting also created the position of

"This is a very exciting development for overseas territories, which reflects positively on the progressive nature of the CTO"

Honourable Joseph Bossano, Minister for Economic Development, Telecommunications & the GSB, Gibraltar.

Affiliate Member Country representative on the CTO's Executive Committee, ensuring that Affiliate Members have a voice in the management and direction of the organisation.

"This is a very exciting development for overseas territories, which reflects positively on the progressive nature of the CTO," said the Honourable Joseph Bossano, Minister for Economic Development, Telecommunications & the GSB, Gibraltar. *"This will enable Affiliate members to learn from and contribute to the organisation in a way which has not been possible until now."*

Gibraltar will join Montserrat and Bermuda – until now categorised as ICT Sector Members – as Affiliate Members when the proposal is finalised by the Council at their meeting in Mozambique in September.//

CTO participates in ITU regulatory symposium

The CTO called for cost-free mobile roaming at a meeting of the international telecommunications regulators this month.

CTO Secretary-General, Shola Taylor, made the call at a panel session at the ITU's Global Symposium of Regulators which took place in the Bahamas on 11 – 14 July. Mr Taylor argued that a move to free mobile roaming would decrease the cost for customers, while increasing revenue for operators and regulators.

"By eliminating mobile roaming charges in the EU, mobile users will use their phones

more to communicate and entertain," Mr Taylor said. *"This is a great start that other regional economic communities can emulate."*

Roaming in a digital world is essential to facilitate the growth of the Internet of things which is growing more prevalent in today's connected environment. The move towards a cost-free roaming framework, from regional to global, is still a long way off, however the recent ITU recommendation on determining mobile roaming rates is a step in the right direction.//

Chairman's award for excellence goes to Fargani Tambeayuk



Fargani Tambeayuk, senior programme officer for the CTO's Technical Support & Consultancy team, has been awarded the Chairman's Award for Excellence by the CTO's Executive Committee.

The award is bestowed every year following nominations from staff and a recommendation from the Secretary-General.

"I am humbled and privileged to receive this award," said Fargani. *"It is only with the support of my colleagues that I have received this and I would like to thank them for all their hard work." //*



// TECHNICAL SUPPORT & CONSULTANCY

Senegal to tackle the challenge of cybersecurity with the CTO

The Dutch government has turned to the CTO to assist Senegal develop their national cybersecurity strategy. The CTO will work with the Ministry of Post & Telecommunications in Senegal over the next six months to develop and implement a strategy to secure all Internet services in the country.

This work will build on similar projects the CTO has carried out with a number of Commonwealth countries over the last few

years. The CTO's expertise in this area is based on the Commonwealth approach to developing national cybersecurity strategies, developed by the organisation in 2014. The approach is based on four key principles, steeped in the values of the Commonwealth.

"We welcome the opportunity to work outside of the Commonwealth with the Dutch and Senegalese governments to develop Senegal's national cybersecurity

strategy," said Shola Taylor, secretary-general of the CTO. "This is a major step for Senegal which will enable their citizens to access the Internet more safely and reap the benefits of cyberspace."

The CTO will work with Senegal to form a national steering committee to oversee the project, and to set up working groups who will then be assisted by the CTO's experts to develop Senegal's national cybersecurity strategy based on the CTO model. //

CTO and Botswana progress ministry's ICT strategy

The Botswana Ministry of Transport & Communications is developing an ambitious ICT strategy to enable the ministry to provide its services to customers, government departments and the general public. The CTO, in partnership with Leading Associates (LA) Consulting, has been working with the ministry since 2016 to develop this strategy.

Following a situational analysis carried out by the project team earlier this year, Dr Martin Koyabe, manager of the CTO's

Technical Support & Consultancy team, and LA Consulting met with senior managers from the ministry's departments in July in order to develop the key strategic goals.

"Nine key issues were identified for the project to develop in order to meet the goals," said Dr Koyabe. "These include a review of the processes currently in place, combining legacy technology with new systems, the need to digitize information to enable open data and how to manage information security and data privacy in the

new system."

The mission concluded with a workshop with representatives from all departments within the ministry to map out the way forward for the project. "The final ICT strategy will be built with input from all departments," concluded Dr Koyabe. "It will provide the ministry with a comprehensive and joined-up ICT strategy that will help the ministry in its work driving the development of ICTs and integrated transport services." //

// EVENTS & CONFERENCES

Join the discussion on the digital future at CTO ICT Forum

The digital future will come under the spotlight at the CTO ICT Forum 2017 as speakers and delegates examine how new technologies will contribute to the digital wealth of their respective nations.

The rapid development of new technologies such as the Internet of things, augmented applications and immersive technologies opens up a world of possibilities for citizens, policymakers, regulators and the private sector, but

regulating this new virtual environment presents a new set of challenges.

These issues and many more will be addressed via a combination of expert presentations and facilitated panel discussions at the Forum which takes place in Maputo, Mozambique on 11 – 13 September.

"A key question for this Forum to address is how new technologies will impact the Sustainable Development Goals," said Shola

Taylor, secretary-general of the CTO. "I am convinced that they have a substantial role to play in the key areas of education, health, agriculture, environment and financial inclusion, and I invite you all to play a part in achieving this digital future."

To find out more, or to register to attend this event, please visit the website at: <http://www.cto.int/events/upcoming-events/cto-ict-forum-2017/> or contact the events team at events@cto.int //

Upcoming events & courses...

EVENT	DATE	LOCATION
Commonwealth ICT Round Table East Africa	24 - 25 August 2017	Kampala, Uganda
CTO ICT Forum 2017	11 - 13 September 2017	Maputo, Mozambique
Commonwealth Data Forum 2017	4 - 6 October 2017	Gibraltar
Commonwealth Spectrum Management Forum 2017	25 - 27 October 2017	London, UK
Commonwealth ICT Round Table 2017	30 October - 3 November 2017	London, UK
Commonwealth HR and ICT Forum 2017	14 - 15 November 2017	Port of Spain, Trinidad & Tobago
Commonwealth Digital Broadcasting Caribbean Forum 2017	21 - 22 November 2017	Kingston, Jamaica

For more information on events, contact us at events@cto.int

// MEMBER NEWS

PACIFIC

Tonga in-country workshop combats cybercrime

The Council of Europe and INTERPOL hosted a workshop in Tonga on investigations, digital forensics capabilities and public and private collaborations aiming to fight cybercrime.

The National Crime Commander Superintendent Ms Kalisi Tohifolau, stated: "As the use of and reliance on information technology becomes ever more pervasive in our society, the targeting and exploitation of computer systems has also become increasingly common. Offenses involving computers have grown rapidly both in number and

in sophistication".

Deputy Police Commissioner Viliami 'Unga Fa'aoa said, "Cybercrime is one of the big challenges for us Tonga as there are no laws or jurisdiction in relating to cybercrime".

"At the end of the day, we will gain knowledge and skills from INTERPOL and our people will benefit from it," he added.

Deputy Fa'aoa also stressed the need for participants to uplift the golden rules, which are trust no one and assume nothing and establish everything. //

AFRICA

NCC hosts 80th edition of Telecom Consumer Parliament

The Nigerian Communications Commission (NCC) hosted a broad spectrum of telecom consumers, operators and other stakeholders for the 80th edition of the Telecom Consumer Parliament in Abuja.

Professor Umar Danbatta, NCC's executive vice-chairman and chief executive officer, stated that the Nigerian Telecom Consumer Programme is an offshoot of a desire to improve the quality of telecom services and the protection of the consumer.

The programme reiterates NCC's commitment to consumer empowerment and protection through continuous improvement of qualitative, universal

and affordable services. The programme encourages consumers to identify challenges, needs and desires as well as creating platforms for consumer information and education.

The Telecom Consumer Parliament is the flagship interactive programme of the NCC which was developed in 2003. It brings operators and consumers together to offer solutions on the challenges of telecom operations. The two companion programmes, the Consumer Outreach Programme and Townhall Meeting were designed by NCC for the same purpose of consumer information, education and resolution of challenges faced by Nigerian consumers. //

Facebook confident in providing Internet to four billion people

Facebook completed its first successful flight of a solar-powered drone that could provide worldwide Internet access globally.

The drone, called Aquila, could provide Internet access to around four billion unconnected people worldwide.

"When Aquila is ready, it will be a fleet of solar-powered planes that will beam Internet connectivity across the world," said Mark Zuckerberg, Chief Executive Officer, Facebook.

A test run allowed the drone to fly for one hour and 46 minutes over a desert landscape

on 29 June, before landing successfully near Yuma, Arizona on 29 June. //



AFRICA

Mauritius develop new e-Services

Thirty-six new e-Services, geared to back the Mauritian Government's vision in offering effective public services through e-Government initiatives and ICT deployment, were launched by the Ministry of Technology, Communication and Innovation (MTCI).

"ICT has become an intrinsic feature of our daily life and has drastically changed the way we operate personally and professionally but, most importantly, it has democratised access to knowledge," said Minister Sawmynaden.

The focus is on e-Government to review the current processes in the public sector so as to better serve citizens and businesses. The goal is to meet the needs of citizens and engage them by streamlining service delivery and bringing accuracy, promptness and transparency to the process.

In addition MTCI is also developing mobile apps such as Smart Traffic Monitoring and Smart Police Force App.

The importance of e-Education and the process of deployment from foundation, primary and tertiary level of education are also underway. //

EUROPE

UK in billion pound connectivity boost

The UK government's £400 million Digital Infrastructure Investment Fund will unlock over one billion pounds for full fibre broadband, and kick-start better broadband connections across the country which will soon see the end of Internet buffering and slow download times

Making Internet access more reliable for homes and businesses and enabling people to work remotely will drive the UK economy forward. The government has already invested £1.7 billion to spur industry to roll-out superfast broadband across the UK. This new fund will take that to the next level.

The launch of the Digital Infrastructure Investment Fund will help accelerate the roll-out of ultra fast digital networks by increasing access to private finance for companies delivering them. //

Conference
&
Exhibition

CTO ICTForum'17

11 - 13 SEPTEMBER 2017, MAPUTO, MOZAMBIQUE

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