

e-COMMONWEALTH

A NEWSLETTER OF THE COMMONWEALTH TELECOMMUNICATIONS ORGANISATION

//OCTOBER 2017

// COMMONWEALTH
SPECTRUM MANAGEMENT
FORUM 2017

// MEMBERS MAKE PROGRESS
ON CYBER STANDARDS

// CTO UPCOMING EVENTS

// NEW COMMONWEALTH
FELLOWS 2017

// ITU WTDC



//EDITORIAL



Shola Taylor
Secretary-General

Dear Readers,

I write this following the successful conclusion of the CTO's second Commonwealth Spectrum Management Forum.

Speakers and delegates at the forum agreed that international collaboration is vital to ensure successful spectrum management. The CTO was called upon to play a leading role in sharing good practices from across the Commonwealth and bringing different stakeholders together – a role we undertake following the mandate of Commonwealth ICT ministers and as part of our strategic goals.

I have committed the CTO to increase its efforts in regard to international coordination on spectrum management and the next spectrum forum will focus discussions in advance of the World Radiocommunication Conference taking place in 2019. This and our other international conferences are perfect opportunities to bring stakeholders together and share good practices.

It is also in the spirit of Commonwealth coordination that I represent the CTO at international meetings such as the World Telecommunications Development Conference. In November the CTO, in partnership with the UK, host of the Commonwealth Heads of Government meeting (CHOGM) taking place in London in April 2018, will convene a ministerial meeting in the margins of the Global Conference on Cyberspace.

Looking further ahead to next year, the CTO is planning to support a communiqué to the CHOGM calling upon heads to take action to ensure the safety, security and resilience of cyberspace to enable all their citizens have the opportunity to realise the social and economic benefits of cyberspace.

We hope that as many of our readers as possible can participate in these events and strengthen the Commonwealth's unique contribution to international ICT affairs.//

COMMONWEALTH SPECTRUM MANAGEMENT FORUM 2017

CTO undertakes to increase the organisation's efforts in international coordination on spectrum

Speakers and delegates at the Commonwealth Spectrum Management Forum'17 agreed that international collaboration on spectrum issues was vital in order to enable spectrum to deliver basic broadband access for all world citizens and to meet the needs of future technologies.

Honourable Anusha Rahman Ahmad Khan, minister of state for information technology, Pakistan, led the call for the CTO to play a leading role in this area.

"As we in Pakistan become more successful in connecting our citizens to the Internet, so the demand on spectrum increases," said Minister Khan. *"We are also looking forward to the future deployment of 5G and new technologies, so the use of new bands and spectrum sharing are ideas we will need to initiate. I call on the CTO to lead the way in sharing good practices and bringing different stakeholders together to collaborate."*

Minister Khan was speaking at the leaders' session on day one of the event alongside Shola Taylor, secretary-general of the CTO; Honourable Paul Lewis, minister of communications, works and labour

of Montserrat; Chris Woolford, director of international spectrum policy, at the UK regulator Ofcom; Fabio Leite vice-president of regulatory and market access at Inmarsat; and Austin Nwaulune, director of spectrum administration at the Nigerian Communications Commission. The leaders' session followed the opening ceremony which was addressed by Mario Maniewicz, deputy director of the Radiocommunications Bureau, International Telecommunication Union, Philip Marnick, group director for spectrum at Ofcom, and Michele Franci, chief technology officer at Inmarsat.

"As we move towards 5G, we have the opportunity to manage spectrum differently," said Chris Woolford. *"Spectrum sharing is an increasingly viable option, but it requires cooperation. We need to work together – across*

countries, regional borders and industries – in order to find solutions on the sharing of bands."

"With the increasing importance of spectrum to the international community, the structure provided by the WRC and the radio regulations remains of increasing importance to international spectrum management," said Mario Maniewicz. *"I*



Honourable Paul Lewis, Minister of Communications Works and Labour Montserrat.



Leaders session: Challenges of national spectrum planning - from 2G TO 5G.



Participants at the Commonwealth Spectrum Management Forum 2017, London, United Kingdom.

call on the Forum delegates and all members of the CTO to engage in the regional and Commonwealth discussions leading up to WRC-19 in order to develop consensus and bring together a broad range of nations to a common understanding.”

The theme of the Commonwealth Spectrum Management Forum’17 was *Internet of Things & Basic Broadband Access: Spectrum Implications* with discussion also covering subjects such as the future of broadcasting and spectrum implications, efficient spectrum utilisation, spectrum auctions, 5G issues and spectrum requirements and planning for the World Radiocommunication Conference (WRC) in 2019. The event was hosted by Inmarsat, with industry participants including GSMA, Huawei, Avanti and Facebook.

“The CTO is mandated to coordinate ICT activities across the Commonwealth,” Mr Taylor said in response to the call from Minister Khan. “Alongside events such as this Forum, which are convened to facilitate good practices in spectrum management, we also coordinate Commonwealth views for the WRC in order to inform our members of the issues and processes, and also to facilitate wider international agreement at the meeting. We will increase our role in this important area as the international community strives to ensure that spectrum facilitates socio-economic development throughout the Commonwealth.”



Fabio Leite, vice-president for regulatory and market access, Inmarsat

Honourable Anusha Rahman Ahmad Khan, minister of state for information technology, Islamic Republic of Pakistan.

//RECENT DEVELOPMENTS

ITUWTDC

Speaking at the High-level Segment of the World Telecommunications Development Conference (WTDC) the CTO secretary-general, Shola Taylor, called for more investment in cybersecurity and in broadband to help achieve the Sustainable Development Goals.

"The CTO is dedicated to encouraging and fostering a culture of cybersecurity and effective cyber governance through the establishment of cybersecurity frameworks, standards and guidelines. We believe that in order to develop trust in the ICT sector and ensure that countries and communities can reap the full benefits of ICTs and cyberspace, there is the need to invest resources into cybersecurity," Mr Taylor said.

The 2030 Agenda for Sustainable Development recognises that the spread of information and communication technology and global interconnectedness has great potential to accelerate human progress, to bridge the digital divide and to develop knowledge societies. Mr Taylor also

announced that the CTO will raise the issue of cybersecurity to the Commonwealth Heads of Government Meeting to take place in London in April 2018.

Also calling for renewed effort to increase broadband access, Mr Taylor reminded that *"broadband access in rural and remote areas can not only encourage development, allowing for greater access to educational and professional resources, but also increase social inclusion."*

"Issues such as universal access, efficient utilisation of spectrum, QoS, technological neutrality, environmental protection and cybersecurity are some of the key elements which are considered by the CTO when we provide assistance to our members in national strategy development. We are pleased that these areas are also aligned to the work of the ITU; in fact, the CTO has partnered with the ITU in developing the national strategies for countries such as Dominica," Mr Taylor concluded.//

Commonwealth candidates for ITU elections

The ITU Plenipotentiary 2018 will meet to determine the direction of the union. The CTO will work with members to identify common objectives within the Commonwealth with a view to contributing to the discussions and also support the candidacies of Commonwealth nationals standing for positions with the ITU.

The following Commonwealth nationals have announced their candidature:

- **Malcolm Johnson**, UK candidate for ITU Secretary-General
- **William Ijeh**, Nigeria, candidate for Director, BDT

Candidates for ITU Council

- Bahamas
- Uganda
- Rwanda
- South Africa
- Pakistan
- Nigeria//

Candidate focus: the Bahamas

Caribbean members of the ITU are joined in their support for the Bahamas as candidate for the ITU Council.

The Bahamas is committed to developing policy that ensures ICTs play their full role in achieving the SDGs. The Honourable Pakesia Parker-Edgecombe, Parliamentary Secretary with responsibility for Information and Communications told the WTDC, *"We recognise that in a Smart Bahamas, the use of ICTs and cutting-edge technology will contribute to an improved quality of life for our citizens, efficiency of operation and services and competitiveness."*

"As the Bahamas seeks to make transformational strides within its borders, our desire is also to contribute to the development of this critical sector on the international stage," said Hon Parker-Edgecombe. *"And so, the Bahamas has pledged itself to service in the international community of nations and offers itself as a candidate for Council of the ITU."/*



Hon Parker-Edgecombe, Parliamentary Secretary, Bahamas

//CONFERENCES & EVENTS

Commonwealth Human Resources & ICT 2017

The Commonwealth Human Resources & ICT Forum '17 will draw together international experts in ICTs and human resource management to examine the impact of Big Data on human resources management.

Taking place in Port of Spain, Trinidad & Tobago on 14 - 15 November, the

forum will look at how modern digital technology can help refine and improve current HR practices. The event will consider the impact of Big Data on HR strategy planning, analytics driven HR management, the security implications of Big Data, how Big Data can be used for strategic planning and much more.//



Commonwealth Digital Broadcasting Caribbean 2017



The Commonwealth Digital Broadcasting Caribbean Forum '17 will enable policymakers, regulators and operators from the Caribbean broadcasting and ICT sectors to examine the challenges and solutions for digital broadcasting in the region.

Taking place in Kingston, Jamaica on 21 - 22 November under the hosting of the Broadcasting Commission, the conference

will discuss, among other topics, the status of digital switchover in the region, innovations in broadcasting, regulatory challenges in technology convergence and investing in the digital market. Key topics discussed at the forum will include:

- The state of play
- International standards
- Digital switchover case studies//

Commonwealth Data Forum Europe 2018

The CTO is pleased to announce the launch of a new conference series on data.

With Big Data playing an increasingly important role in development, government and national security; data roaming essential to gain the benefits of ICT applications and IoT; open data

enabling technological innovation and data privacy a key issue in security discussions, how to manage data is a vital discussion for today's regulators and policymakers.

The Commonwealth Data Forum '18 will aid these discussions when it takes place in Gibraltar on 21 - 23 February 2018.//



//CAPACITY DEVELOPMENT TRAINING

Transforming customer experience

The CTO Programme for Development Team carried out a successful course on transforming customer experience for employees of the Botswana Telecommunications Commission (BTC). The course took place on 9 - 13 October 2017, in Gaborone, Botswana.

This course was designed to assist delegates with creating value through transforming customer journeys within their organisation. BTC employees learnt that best customer-experience efforts begin with a perspective driven by the customer's wants, and not the needs of a

traditional organisational structure. In a fast-growing telecoms market, delegates learnt ways to increase consumer satisfaction and develop innovative customer experiences to increase revenue and market share.

The main aim of the course was to transform customer experience within the telecommunications sector, by analysing unique key factors for the telecom market, transformations within the industry and developing models and ways to transform customer experiences.//

CTO welcomes new staff



The CTO welcomes the arrival of the new senior human resources and administration officer, Dorothy Elangot.//

//TECHNICAL SUPPORT AND CONSULTANCY

Technical support to Swaziland commences

The Prime Minister of Swaziland, Dr Sibusiso Dlamini, has launched the CTO's project to develop Swaziland's national cybersecurity strategy. The project is being carried out in partnership with the ITU and the Ministry of Information, Communication and Technology.

"Swaziland's Ministry of Information is fully aware of the need to develop a robust

cybersecurity strategy to protect the national ICT industry," said Dr Martin Koyabe, Manager,



Delegates at the national cybersecurity strategy Swaziland.

Technical Support & Consultancy. *"Our work on this project will enable ICTs to realise their full contribution to Swaziland's national development."*

Work has also begun on developing the strategic plan for the national telecommunications regulator, the Swaziland Communications Commission.//

Uganda and Jamaica make progress on cyber standards

The CTO, in partnership with IASME, has been working with a number of member countries over the last two years to promote cyber standards, such as Cyber Essentials, a UK-backed, industry supported scheme to help organisations protect themselves against common cyber attacks.

Uganda and Jamaica are the latest countries to enlist potential assessors for the programme, joining three from Botswana and one from Montserrat. Workshops in Nigeria and Trinidad & Tobago will take place before the end of the year.//

New Commonwealth Fellows 2017

The CTO is pleased to welcome four Commonwealth professional fellows who will be working with the organisation for the next three to six months. Commonwealth professional

fellowships are offered by the Commonwealth Scholarship Commission to support mid-career professionals from developing countries to work in the UK on a programme for their professional

development. As well as developing their skills and experience, the work of the Commonwealth fellows is of great benefit to the mission and strategy of the CTO.//



Ebele Akwara, deputy manager of the IT department at NCC is working on ICT applications. Ebele's work programme will result in a framework to enable successful ICT applications in developing Commonwealth countries.

ICT applications offer the potential for socio-economic development and by studying the key trends in this area, and how applications have been successfully realised in developed countries, Ebele will make recommendations as to how developing countries can enable and benefit from an app economy.



Temitope Joseph Orebe joins us from the Nigerian Communications Commission (NCC) where he is manager for competition and tariffs. Tope is working on investment in ICTs with a view to producing the agenda for the next Commonwealth ICT Investment Forum 2018.

Tope's work will identify key ICT trends and relevant financing models alongside potential projects that can pitch for investment at the event. To ensure that ICTs can deliver on their promise of social and economic development, urgent investment needs to take place now and Tope's work will play a key role in moving ICT investment forward.



Robin Busolo, assistant manager of regulatory affairs at the Communications Authority of Kenya, will be working on ICT governance.

As ICTs are a fast-evolving field they require strong and effective governance to realise their full potential. Robin will identify emerging technologies and applications and engage with relevant stakeholders and leading entities in ICT governance in order to propose a framework for managing new and future technologies. This framework will guide the programme of the CTO's Commonwealth ICT Round Table, ensuring its content remains relevant at all times.



Mpho Leseke, currently working on ICT standards and standardisation for the Department of Telecommunications and Postal Services in South Africa, will be focusing on research about over-the-top (OTT) services and applications.

The CTO was mandated by Commonwealth ICT ministers in June 2016 to carry out a study on OTTs. Working with key CTO stakeholders and regional organisations and using the input gained from a survey carried out by the CTO last year, Mpho will outline potential regulatory responses and policy approaches for managing OTTs.//

//MEMBER NEWS

Ghana NCA gives permission for merging of Bharti Airtel and Millicom International Cellular

National Communications Authority of Ghana (NCA) has given permission to Bharti Airtel and Millicom International Cellular to merge. Both companies will be required to submit a network integration plan to the NCA in order to ensure efficient and equitable

distribution and access to spectrum. This process will be deployed over a course of 18 months. A supplementary agreement to the licences of the two companies will be signed between the NCA, Millicom's Tigo unit and Airtel by the end of October 2017.//

Pakistan government gives PTA green light to establish 5G testing framework

Pakistan is making its first steps towards developing 5G services, with the federal cabinet approving plans for the Pakistan Telecommunication Authority (PTA) to enable testing of 5G technology. PTA will

now establish a regulatory framework for the trials to be carried out before the allocation of full licences. The regulator is also planning to auction additional spectrum for 5G in 2021.//

Nigeria NCC joins partners to raise awareness on cybersecurity

The Nigerian Communications Commission (NCC) launched a campaign on cybersecurity to mark the start of cybersecurity awareness month in Nigeria.

The campaign is being launched as part of NCC's commitment to consumer protection to raise awareness and educate the general public on the importance of

cybersecurity. The themes of the campaign are as follows:

- Educate the public on the steps to online safety;
- Understanding cybersecurity and cyberthreats;
- Consider a career in cybersecurity;
- Commitment to protecting critical infrastructure from cyber threats.//

Affordable broadband available to the rural populations of Sri Lanka

Sri Lanka Telecom's chairman P. G. Kumarasighe Sirisena has stated that affordable broadband is "finally available to the wider population of Sri Lanka, bringing government machinery and economic mainstream particularly to those in the rural areas of the country". Sri Lankan national mobile network operator Mobitel, a wholly owned unit of Sri Lanka Telecom have the largest 4G footprint in the country due to its recent decision to roll out LTE-900 technology.

The mobile network operator is working to bridge the digital divide between urban and rural areas. Roll-out coverage of eleven cities around the island country, including Colombo, Kandy, Kalutara, Galle, Matara, Hambantota, Jaffna, Nuwara Eliya, Negambo, Gampaha and Ratnapura have been deployed this month.//

Gibotelcom offers measures to manage consumer data usage

With increased smart phone usage comes increased mobile data traffic. Mobile users have become increasingly more reliant on data access to go about their daily lives and as a result local mobile data use has tripled in the past 18 months in Gibraltar. "To assist customers, Gibetelecom is extending its data consumption notification messages and caps to local data usage" said Adrian Ochello, Gibetelecom's head of marketing and business development. Subscribers will receive notifications when they reach 50 per cent, 80 per cent and 100 per cent of this limit, after which data usage will be barred until a bolt-on or larger bundle is purchased. This will help customers manage their data usage in the long run.//

commonwealth

Human Resources & ICT '17

14 -15 NOVEMBER 2017, PORT OF SPAIN, TRINIDAD & TOBAGO

The Impact of Big Data on Human Resources

Organised by



COMMONWEALTH
TELECOMMUNICATIONS
ORGANISATION

Hosted by



REGISTER TODAY

For more information, contact Hilda Muchando
on +44 20 8600 3818 or h.muchano@cto.int

For information: www.cto.int/events/upcoming-events

commonwealth

Digital Broadcasting '17

Caribbean

21 - 22 NOVEMBER 2017, THE KNUTSFORD COURT HOTEL, KINGSTON, JAMAICA

Reinventing broadcasting for a new-generation

Organised by



COMMONWEALTH
TELECOMMUNICATIONS
ORGANISATION

Hosted by



REGISTER TODAY

For more information, contact Robert Hayman
on +44 20 8600 3805 or r.hayman@cto.int

For information: www.cto.int/events/upcoming-events