

# e-COMMONWEALTH

A NEWSLETTER OF THE COMMONWEALTH TELECOMMUNICATIONS ORGANISATION

//MARCH 2018



// PAKISTAN  
NATIONAL CONSULTATION ON  
TACKLING CYBERCRIME

// BERMUDA  
STRATEGISING FOR  
CYBERSECURITY

Commonwealth workshop on tackling cybercrime in Pakistan.

// CAPACITY DEVELOPMENT  
TELECOM BUSINESS PROCESS  
RE-ENGINEERING, TELCO  
MANAGEMENT, AND TELECOM  
FINANCE



Participants at the Telecommunications Business Process Re-engineering programme in Trinidad & Tobago.

## //EDITORIAL



**Shola Taylor**  
Secretary-General

Dear Reader,

Welcome to the March issue of e-Commonwealth.

As expected, collaboration, partnerships and outreach were the dominant features in ICTs within the Commonwealth. With their new agreement on 5G deployment, CTO sector members BT and Huawei are working on a highly promising mobile future for UK users. The CTO's workshop on Tackling Cybercrime in the Telecommunications Sector in Pakistan centered around bringing the country's existing initiatives under a more cohesive approach to tackling cybercrime. I am forever grateful to The Honourable Anusha Rehman Khan, Pakistan's minister of information technology and telecommunication and His Excellency Thomas Drew, high commissioner of the UK to Pakistan for setting the scene for this well-attended workshop and showing leadership so well.

On the wider international space, through the CTO's participation in the Third Advisory Board Meeting - Second Cycle of the ITU's Smart Sustainable Development Model (SSDM) initiative held in Washington DC, we maintained commitment to work with others to ensure technology affects peoples lives worldwide ever more positively.

As cybersecurity is a key priority of the CTO, and for ICTs to play their full role in enhancing social and economic development, they must be cyber secure, and users must be safe online. We are therefore pleased to announce that the CTO was honoured to work with the Government of Bermuda to assist with and finalise the country's cybersecurity strategy. This will be an ongoing process where CTO will conduct workshops and seminars to help facilitate the government making robust decisions on making the country cyber secure.

The CTO events team have a whole new array of upcoming events for 2018 that we encourage our members to join and participate in. //

PAKISTAN

## National cybercrime workshop



Right: Minister of IT and Telecom Anusha Rehman addressing the "Tackling cybercrime in Pakistan" workshop in Islamabad, Pakistan on 15 March 2018.

The Commonwealth Telecommunications Organisation (CTO) facilitated a workshop on tackling cybercrime in the telecommunications sector in Pakistan. The workshop took place 15 - 16 March 2018 in Islamabad and was hosted and organised by the Ministry of Information Technology and Telecommunications. The event featured participation from the Commonwealth Secretariat as well as key local stakeholders, including amongst many others the Ministry of Information Technology and Telecommunication, Pakistan Telecommunications Authority, Pakistan Telecommunications Company Limited, the National Forensic Science Agency and the National Response Centre for Cyber Crime.

The event was opened by The Honourable Anusha Rehman Khan, Pakistan's minister of information technology and telecommunication and His Excellency Thomas Drew, high commissioner of the UK to Pakistan. Citing as an example Pakistan's ICT for Girls programme, Ms Rehman Khan highlighted efforts by the Government to promote ICTs in a manner that is both economically inclusive and socially desirable. She referred to the need for child protection online and measures against targeting women online, stressing that people in cyberspace should have

the same rights and protections they are entitled to in the physical world. She reminded that cybercrime was a rapidly growing and increasingly complex phenomenon that threatened the country's potential for ICTs and called on all national ICT institutions taking part in the workshop to use this opportunity to find ways to help address this challenge most effectively.

For his part, Mr Drew said that cybercrime was borderless and global, that the risks to Pakistan's potential to benefit economically from technological evolution were significant, and that the British Government was delighted to support the workshop as well as Pakistan's broader efforts for ICTs.

In his opening remarks, Marcel Belingue, Acting Director of ICT Development at the CTO said that Pakistan already had in place some of the building blocks needed to address cybercrime, including the country's Prevention of Electronic Crime Act 2016. But just as with most other countries, national collaboration and coordination were essential, he said.

Overall, the event was highly engaging, with the 60+ participants making significant contributions to the two-day discussions on how best to address cybercrime in the country and beyond. //



Marcel Belingue, Acting Director, ICT Development (fourth from left) facilitated stakeholder discussions on behalf of the CTO.

## //CONFERENCES & EVENTS

### Commonwealth ICT Ministers Forum 2018

The Commonwealth ICT Ministers Forum 2018, will take place on the 18 - 20 June 2018, in London. The biennial meeting, first convened in 2014, will place emphasis on the outcomes of CHOGM 2018. The theme for this year's event is *Committed leadership: harbouring a roadmap for ICT enabled growth* and will focus on leveraging ICTs for prosperity.

The event will take place in two parts; the first component is a closed-door meeting, for Ministers and their advisors that will take place on 18 June 2018 at Marlborough House, home of the Commonwealth Secretariat. This will be followed by a two-day open ministers forum at the Copthorne Tara Hotel London Kensington, on the 19 - 20 June 2018.

The open forum is open to regulatory bodies from the Commonwealth and beyond, civil

society and interested parties who will have the opportunity to meet and engage on the various policy issues with participating Commonwealth ICT ministries. On 19 June, the outcomes of the closed-door meeting will be presented, and will showcase best practices across the industry. The interactive programme will allow for further policy and technical discussions with the ministers.

During the Commonwealth ICT Ministers Forum in 2016, Commonwealth ministers issued a declaration which called for more efforts by countries in the key areas of broadband, cybersecurity, applications as well as greater Commonwealth coordination at international fora.

Private sector players expected to take part in the open forum will range from manufacturers, service providers, carriers

and operators. International organisations and other stakeholders such as the International Telecommunication Union, International Telecommunications Satellite Organization and GSMA are invited to speak at the event.

This year the open forum will discuss the following issues:

- Finance and investment opportunities
- Enabling regulatory environments
- Expanding the reach of broadband
- Commonwealth ICT and Industry Awards
- Over-the-top services
- Privacy and cybersecurity
- ICTs for disaster management

For more information contact the CTO Events Division at [events@cto.int](mailto:events@cto.int) or call us at +44 20 8600 3805. //

### Commonwealth Cybersecurity Forum 2018

Cyberspace adds not only socio-economic development but also facilitates understanding between countries, communities and people. However, cyber attacks and cybercrime prevent the global ICT community from drawing the full benefits of cyberspace.

Responses to these challenges require a high degree of preparedness, collaboration and continuous international cooperation.

The Commonwealth, built on consensus and mutual support, is an ideal platform to build international cooperation on various aspects of cybersecurity. Building on previous years efforts, the CTO will be holding the Commonwealth Cybersecurity Forum 2018 in Malaysia which will be hosted by National Cyber Security Agency of Malaysia. The forum will bring together cybersecurity stakeholders from across

the Commonwealth; from policymakers, regulators and implementing agencies to private sector and civil society.

The Forum will showcase expertise, and emerging cybersecurity models, in addition to facilitating collaboration and building links between members, their private sector and civil society. As such, the event will help deepen collaboration among Commonwealth countries in the area of cybersecurity. //

### Spectrum Management Forum 2018

Following the successful launch of this conference series, the Commonwealth Spectrum Management Forum 2018 will take place in Port Louis, Mauritius on 5 - 7 September 2018.

This series has been developed to facilitate a more efficient use of spectrum in order

to assist national economic development efforts. Advances in Internet of Things, alongside ever increasing opportunities for mobile data communications will result in increasing demand for spectrum, and the Commonwealth Spectrum Management Forum will examine the challenges involved

in managing this demand. There will also be presentations on spectrum's role in broadband development, spectrum auctions, the efficient use of spectrum for universal access and preparations for the World Radiocommunication Conference in 2019 including regional consultations. //

## CTO ICTForum'18

1 - 3 OCTOBER 2018, PORT OF SPAIN, TRINIDAD AND TOBAGO

The CTO's annual Forum will take place in Port of Spain, Trinidad and Tobago, on 1 - 3 October 2018, hosted by the Government of Trinidad and Tobago. As with previous years, the event which is the most important annual gathering of policymakers and opinion

formers on ICTs within the Commonwealth will be followed immediately by the CTO's annual Council meeting.

Senior policymakers, regulators and industry leaders from across the Commonwealth and beyond will examine the

most pressing issues in ICTs. Discussions will focus on policy, regulation, technologies, operations, investment and multilateral cooperation. As the programme begins to take shape, the CTO is now looking for opinion formers to contribute to the discussions. //

## //CAPACITY DEVELOPMENT

### Commonwealth ICT round table April 2018

Building on the success of the PDT, the CTO also offers a range of bespoke training courses, designed and run on request, or as part of a portfolio of courses offered for general access. Among these courses is the Commonwealth ICT Round Table series, designed for newly appointed board members, lawmakers and senior officials from ICTs and telecommunications regulatory organisations responsible for the development or implementation of national ICT programmes. The first Commonwealth ICT Round Table for 2018 took place in London on the 9 -12 April, aiming to enable participants to develop a better understanding of policy, regulatory and management issues relating to the ICT sector.

**“The CTO has developed over the last 117 years to become an organisation focused on the provision of training and the exchange of knowledge and experience in the telecommunications management.”**

Hilda Muchando, Manager, Capacity Development

Two other round tables have been scheduled to take place this year in July and October. The first event, taking place at the CTO training suite in London will include

industry visits to UK regulator Ofcom, BT, Huawei and mobile industry association GSMA.

*“The workshop is good for all those interested in ICTs, especially those who play a key role in formulating legislation in their countries on area of ICTs,”* said former participant, Honourable Jackson Kiptanui, Member of Parliament, Kenyan National Assembly. *“I highly recommend this workshop for parliamentarians, government agencies and authorities in charge of formulating laws in their countries.”*

Following the success of these events, the regional ICT Round Tables are also planned this year for East Africa, the Caribbean and Europe. //

### PDT - Putting emphasis on telco management courses

Throughout March, the Programme Development Training team was busy delivering bespoke training courses for our members in the Caribbean and Africa.

#### Telecommunications business process re-engineering

This five-day training programme took place on the 5 - 9 March 2018 in Port of Spain, Trinidad & Tobago, for employees of the Telecommunications Services of Trinidad and Tobago.

This course began with essential modules on the structure of telecommunications businesses in a globalised industry and taught them effective methods to identify typical symptoms of business process dysfunctions.

The course focused on how business process re-engineering (BPR) role can help maximise service quality and customer satisfaction by matching process design to organisational objectives and customer needs. //



Delegates at the BPR course

#### Three-day introduction to telecommunications management

This three-day training took place on the 26 - 28 March 2018 in Port of Spain, Trinidad & Tobago, for employees of Telecommunications Services of Trinidad and Tobago. The changing telecommunications landscape is global and convergence is a technological evolution/revolution. This means that policymakers, engineers, regulatory staff, marketing staff, product specialists all have to better understand each other's specialism in order for them to work together harmoniously. The training focused particularly on how business process re-engineering roles can help maximise service quality and customer satisfaction by matching process design to organisational objectives and customer needs. //



#### Telecommunications for non-finance managers

A three-day training course on telecoms finance took place on the 26 - 28 March 2018 in Johannesburg, South Africa, for employees of the Independent Communications Authority of South Africa. Increasingly, non-finance managers such as heads of operations must understand key financial management concepts and their applications to telecommunications to ensure more efficient financial management.

This course introduced telecommunications finance to ICASA heads of divisions such as human resources, network operations, IT, sales and marketing. The agenda covered vital concepts of practical financial management and how to review financial statements and analysis, along with best practices in budgeting, forecasting, project evaluation and analysis. Upon completion of this course, learners were able to master the processes of financial management and cost control strategies for tariffing/estimation of cost of network services and negotiation. //

## //TECHNICAL SUPPORT AND CONSULTANCY

### CTO assists with Bermuda's cybersecurity strategy



From left: Dr Marisa Stones, Director of IPI; Minister Jamahl Simmons; Ronnie Viera, Chair of the Cybersecurity Working Group; Minister Walter Roban; Minister Wayne Caines; Stu Daniels, Security Manager, IDT; Minister Lovitta Foggo; Dr Martin Koyabe, Manager, Technical Support and Consultancy, CTO; Michael Tucker, Deputy Chair, E-commerce Advisory Board.

The CTO research and consultancy team met with Honourable Wayne Caines, Minister of National Security of Bermuda to assist with the country's cybersecurity strategy.

The CTO has extensive, in-depth, international experience of working with ICT ministries, regulatory authorities and private-sector stakeholders on national cybersecurity strategies, national ICT strategies, regulatory frameworks, strategic planning for regulatory authorities and ICT ministries, e-governance as well as regulatory and operational capacity building.

*"The CTO is working closely with the department of ICT policy and innovation, specifically related to creating a robust cybersecurity framework for Bermuda. Earlier this month, the CTO was here on the island supporting Bermuda, by providing technical assistance to the cybersecurity working group for the development of Bermuda's national cybersecurity strategy",* said the Honourable Caines.

CTO also conducted a series of workshops with relevant stakeholders to assess the cybersecurity maturity of Bermuda and facilitating a series of strategic planning sessions with stakeholders to develop strategic objectives of the first draft of Bermuda's National Cybersecurity Strategy. The aim of these

planning sessions was to facilitate open dialogue and brainstorming among the stakeholders in order to identify gaps in Bermuda's current cybersecurity posture. The process identified key needs, gaps, and opportunities most pertinent to Bermuda's cyber ecosystem.

*"The discussions have resulted in the development of the draft strategy and the identification of solutions for addressing priority needs. This included consideration of resource requirements, dependencies, potential roles, responsibilities, mechanisms and commitments to realize the proposed cybersecurity strategy,"* added Minister Caines.

Beyond the completion of the workshops, the CTO will continue to work with the cybersecurity working group to finalise the draft national cybersecurity strategy. The CTO team will then work with cybersecurity working group to finalise the strategy, incorporating agreed modifications and comments.

The national cybersecurity strategy is a plan of actions to develop and strengthen the security and resilience of cyberspace, including its infrastructure and ICT services for Bermuda to keep its citizens safe online.

Over the past three years, the CTO has worked in over 15 countries on their national cybersecurity strategies, including non-Commonwealth country Senegal. //

### ICT strategy for Botswana ministry of transport and communications



Key contributors and consultants in the elaboration of Botswana MTC's ICT strategy

In early February 2018, the CTO in partnership with Leading Associates (LA) Consulting met with senior directors and heads of departments at the Botswana Ministry of Transport and Communications to discuss outcome of the country's ICT strategy development initiated by the ministry. The mission, which was led by the CTO, discussed the final inputs to the strategy before the project sign-off which is scheduled for early May 2018.

The meeting included a representative from the permanent secretary as well as, senior directors and heads of departments at the ministry.

Mooketsi Motsumi, the project manager at the ministry thanked the CTO and LA for assisting the ministry to develop a robust ICT strategy. Indeed, the strategy is aligned to Botswana's Vision 2036. //

### CTO works with the Ugandan government to implement ICT frameworks

The CTO prepared an inception report for the Ministry of Information and Communication Technology and National Guidance and the National Information Technology Authority of Uganda to carry out a gap analysis of the policy, legal and regulatory frameworks of Uganda's ICT sector. This was to identify any policy, legal and regulatory hindrances towards connectivity and e-Government development objectives of the regional communications infrastructure programme.

The purpose of the CTO report was to set forth the project objectives and the main activities that will be undertaken through technical approaches and work processes that will be employed during the project, until its completion in July 2018. //

## //COLLABORATION

# CTO participates in third advisory board meeting for Smart Sustainable Development Model initiative

The Smart Sustainable Development Model (SSDM) initiative is an ITU initiative which 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.

The CTO participated in the third Advisory Board Meeting of the Second Cycle held at Intelsat's headquarters in Washington DC on 15 - 16 March 2018.

The aim of the meeting was to finalise the following documents:

- Draft report 2018 - regulatory toolkit and guidelines
- Draft report 2018 - volunteer emergency network
- Draft report 2018 - global emergency fund for rapid response

Presentations on all three reports were delivered by representatives of the respective working groups, following which the reports were approved.

The work accomplished by the working groups and the concrete recommendations, checklists and models identified by the SSDM initiative will be crucial in supporting countries integrate digital technologies for disaster risk reduction and emergency telecommunications. The implementation of the initiative's work plan will now be the priority.

For more information on CTO and its activities please visit us at [www.cto.int](http://www.cto.int) or email us at [info@cto.int](mailto:info@cto.int) //

## Upcoming events & courses...

EVENT	DATE	LOCATION
Strategic Planning for ICT Policy and Regulation	9 - 4 April 2018	South Africa
Human Resource Management for Non-Human Resource Managers	9 - 4 April 2018	Botswana
Telecommunications Regulation	9 - 11 April 2018	South Africa
Competition and Convergence	9 - 13 April 2018	Trinidad and Tobago
Strategic Planning for ICT Policy and Regulation	9 - 11 April 2018	South Africa
Human Resource Management for Non Human Resource Managers	9 - 13 April 2018	Botswana
Value Based Leadership	16 - 20 April 2018	Trinidad and Tobago
Management Excellence	20 March - 16 April 2018	Botswana

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## //MEMBER NEWS

### Bangladesh to deploy LTE in all district headquarters

Bangladeshi mobile operator Banglalink aims to provide 4G mobile services in all its district headquarters by June 2018, reaching about 30 per cent of the population. Banglalink Chief Executive Officer Erik Aas says that "the mobile operator currently offers



the service over 400 of its 9,500 mobile sites, with plans to upgrade around 3,000 base transceiver stations by June. Banglalink's 4G network is available in seven major cities, with several hundred thousand subscribers signed up to the service." //

### Indian government approves spectrum cap reforms

India's union cabinet has approved relief measures for the telecom sector, revising limits on spectrum holdings and allowing operators longer to pay for airwaves won at auction, with a view to freeing up funds for investment, improving ease of doing business and allowing for consolidation in the sector. The government approved recommendations from the Telecom Regulatory Authority of India and the Telecom Commission to increase the overall

spectrum cap from 25 per cent of all licensed frequencies in a circle to 35 per cent and remove the 50 per cent cap for holdings with a particular band per circle.

The government noted that the revised limits may be revisited following the ITU's World Radiocommunication Conference in 2019. The reforms will primarily affect mergers and acquisitions, simplifying the ongoing consolidation drive in the sector, but the government also hopes that the

move will encourage providers to participate in the upcoming spectrum sale.

Operators have also been given a one-time opportunity to spread the cost of spectrum won at auction over 16 years rather than the current ten. With the restructuring of the deferred payment liability, the cash flow for the telecom service providers will increase in the immediate time frame providing them some relief. //

## //MEMBER NEWS

### South Africa MTN expects to list Nigerian unit by July

South African telecoms company MTN Group expects to list its Nigerian unit by July. MTN plans to raise at least US\$400 million from the initial public offering (IPO), with sources stating that the group is preparing to file an application to the

Securities and Exchange Commission to launch the offer, after getting approvals from existing investors last week. MTN plans an offer price of around 0.2 per share for the IPO. MTN Nigeria revealed in July 2016 that

it planned to list its shares on the Nigerian stock exchange, subject to suitable market conditions, and had appointed Citigroup and Stanbic IBTC Capital as joint transaction advisors and global coordinators. //

### Uganda cracks down on illegal SIM cards

The government of Uganda has ordered the country's telecoms regulator, the Uganda Communications Commission, to investigate the continued use of illegal unregistered mobile SIM cards. Minister of ICT Frank Tumwebaze said "all telecom operators are on notice, if they don't switch off illegally acquired SIM cards they



will be penalised, or have their licences revoked. Cabinet has taken this position and we will enforce it without exception." Under current legislation, all operators are required to register customer details using national ID cards to prevent cell phones from being used for criminal activity. //

### SES networks bring high-speed connectivity in Africa



Under the agreement with Atlantique Future Technology (AFT), SES Networks satellite-enabled solution will bring high-speed connectivity to companies in Niger and Burkina Faso, and help bridge the digital divide.

The new connectivity solution will allow local Internet service providers and telcos to deliver high-speed Internet and application access to their customers in urban and remote locations.

"SES Networks has been playing a pivotal role in improving the ICT landscape of Burkina Faso and Niger through various projects, and has extensive knowledge of the countries' connectivity needs. Together, we can further bridge the digital divide by enabling Telcos and Internet Service Providers to deliver reliable, high throughput connectivity anywhere it is needed," said George Wilson, chief executive officer of AFT. "This current agreement with SES Networks will help transform the Internet connectivity business in Niger and Burkina Faso, but we are ready to go beyond and deliver this service in other countries."

"The advantage of the satellite-enabled service is that it can be delivered even to the places where fibre is not available. The ultimate winners are AFT customers and end users," said Carole Kamaita, vice-president of fixed data sales Africa at SES Networks. "With this new solution, users in Niamey, Ouagadougou, Essakane, Maradi and other cities will have fibre-like connectivity. This will allow access to a variety of applications, including videoconferencing and streaming, and improve customers' day-to-day Internet user experience, such as sending emails or browsing the web." //

### UK BT Group and Huawei extend strategic partnership with a focus on 5G

BT Group has signed an agreement with Huawei where they will extend their strategic partnership, with a clear focus on ensuring 5G leadership for BT Group and its mobile network, EE. The updated partnership will reportedly involve development and live trials of a new 5G new radio air interface, core network technology and 5G customer premises equipment, with the aim of testing real-life 5G performance in a range of environments in preparation for commercial launch.

BT and Huawei started joint work on 5G research and development in 2016 and have already established a wide-ranging research

collaboration agreement. Commenting on the latest deal, Howard Watson, group chief information officer of BT Group said "Our 5G research has been hugely promising, and this partnership with Huawei will turn that research into reality. The EE network is already the UK leader for speed and coverage, and with the weight of BT's research and design partnerships we can ensure that leadership continues with the introduction a world class 5G experience. Huawei has helped us drive the evolution of the EE 4G network, and they are the ideal partner to help us push the barriers of 5G." //

### Ofcom confirms start date for 2.3GHz, 3.4GHz spectrum sale

Having earlier this month unveiled the identities of the six companies that will take part in the sale process, UK telecoms regulator Ofcom has now confirmed that bidding for frequencies in the 2.3GHz and 3.4GHz bands will start on 20 March 2018. Ofcom revealed that six companies had qualified to proceed to the sale process, all of which have confirmed they plan to participate. These include: Airspan Spectrum Holdings Limited; Connexin Limited; EE Limited;

Hutchison 3G UK Limited; Telefonica UK Limited; and Vodafone Limited. As per the sale plans, 40MHz of spectrum in the 2300MHz band and 150MHz in the 3.4GHz band is set to offered up. //



# commonwealth ICT Ministers Forum '18

18 - 20 JUNE 2018, LONDON, UNITED KINGDOM

## Committed Leadership: Harbouring a Roadmap for ICT Enabled Growth



### KEY TOPICS

Finance and investment opportunities

Enabling regulatory environments

Expanding the reach of broadband

Over-the-top services

Privacy and cybersecurity

5G development

### Event Synopsis

The Commonwealth ICT Ministers Forum 2018 is an open conference on the 18 - 20 June 2018. The forum will focus on the outcomes of the ministers meeting and provide an opportunity for the discussions to be shared with a wider stakeholder group within the international ICT sector on issues such as broadband, internet governance and cybersecurity.

### Why Attend

- **Listen** to insightful keynotes from ministers
- **Gather** information about new markets, competitors, legislation, policies and opportunities
- **Learn** 'best practice' to effectively develop ICT country initiatives
- **Discover** new technologies which help improve the way you do your organisations
- **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
- **Benchmark** yourself against leaders in your industry

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