



ECONOMIC AND SOCIAL COMMISSION FOR ASIA AND THE PACIFIC

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**REVIEW OF ISSUES PERTINENT TO THE SUBSIDIARY STRUCTURE OF
THE COMMISSION, INCLUDING THE PROGRAMME PERFORMANCE
REPORT FOR THE BIENNIUM 2008-2009 AND THE WORK OF THE
ESCAP REGIONAL INSTITUTIONS: INFORMATION AND
COMMUNICATIONS TECHNOLOGY**

(Agenda item 3 (e))

**REPORT OF THE ASIAN AND PACIFIC TRAINING CENTRE FOR
INFORMATION AND COMMUNICATION TECHNOLOGY FOR
DEVELOPMENT**

Note by the secretariat

SUMMARY

The present annual report reviews the progress achieved by the Asian and Pacific Training Centre for Information and Communication Technology for Development (APCICT) in implementing its programme of work in 2009 as well as its administrative and financial status. The mission of APCICT is to strengthen the efforts of the 62 ESCAP members and associate members to use information and communications technology (ICT) in their socio-economic development through building the human and institutional capacity for such technology. In pursuance of this mandate, the work of APCICT is focused on three interrelated pillars: training; research and knowledge-sharing; and advisory services. Together, they form an integrated approach to ICT capacity-building.

In order to enhance the capacity of policymakers to leverage ICT and bridge the digital divide between nations and communities, APCICT conducted 23 training workshops and events in 2009, in which a total of 711 individuals from more than 30 countries of the region, including 195 women, participated. Approximately 85 per cent of the participants who attended APCICT training workshops and were surveyed expressed the view that the training content met their needs.

In order to optimize the on-the-ground impact in relation to the resources invested, APCICT has adopted a programme approach to ICT capacity-building based on a long-term vision, as opposed to ad hoc training sessions. The Centre's flagship programme is the Academy of ICT Essentials for Government Leaders, which includes a comprehensive ICT-for-development curriculum, with more than a dozen partners working with APCICT to roll out the Academy at the national level. Guided by the recommendations made by the

Governing Council at its third session, APCICT focused closely on the national roll-out of the Academy during the reporting period. The ESCAP priority of fostering regional cooperation and supporting programmes in countries with special needs continues to be mainstreamed in the Centre's approach. In total, 12 national and subregional workshops were held in nine countries, of which seven were countries with special needs. Regional workshops were also held to build and strengthen the pool of local resource persons for the national roll-out. The eight Academy training modules are now available in three different languages (English, Bahasa Indonesia and Russian), in print and online versions, and translations into other languages are in process. One notable impact of this approach is the fact that the Academy has been integrated into national capacity-building frameworks in a number of countries. Furthermore, the United Nations Development Programme and the European Union have committed themselves to funding for the Centre's national and subregional partners to expand the Academy programme to Kyrgyzstan and the Pacific islands. There has been strong field uptake of the programme, as evidenced by the fact that 11 additional Academy workshops were organized during the year by national partners independently of APCICT support.

As part of a strategy to diversify training delivery channels and increase reach, especially for women learners, the Academy launched an online distance-learning platform, the APCICT Virtual Academy (AVA), with self-paced courses that are based on the Academy modules. As at the end of 2009, 1,215 people from 71 countries had enrolled. Linked to AVA is the e-Collaborative Hub (e-Co Hub), the aim of which is to facilitate more in-depth interactions on the topics covered in the Academy modules as well as to serve as an online knowledge-sharing platform for peer learning in the region. It provides a forum for discussion and houses a growing database of resources relevant to the Academy modules. The e-Co Hub is being used by 600 members from 115 countries and has been visited by approximately 20,000 unique visitors.

Given the strong endorsement of APCICT by the members of the Governing Council at its fourth session and in the light of the increasing demand from member States, in the next reporting period APCICT will continue to expand the Academy programme in collaboration with strategic subregional and national partners. APCICT will be developing two new modules, on ICT for disaster risk reduction (module 9) and on climate change and ICT (module 10). The Centre will also examine the scope for the revision and updating of the existing modules. Bahasa Indonesia and Russian versions of AVA will be developed, and APCICT will continue to build on the networks and resource base of the e-Co Hub.

In order to permit more informed decision-making in the areas of ICT for development and the sharing of best practices, APCICT has initiated two research series: the Briefing Note series and the Case Study series. In 2010, at least eight Briefing Notes and two Case Study publications will be published and widely distributed. The Centre will also continue to support the journal *ICT World Today*. Furthermore, APCICT will provide ongoing advisory services to national Governments in the area of ICT capacity-building and focus on the development of e-competency standards for e-government.

The main contributor to APCICT (in cash and in kind) is the Government of the Republic of Korea. Additional contributors include the Governments of India, Indonesia, Papua New Guinea and Macao, China. A number of other countries have also made in-kind contributions to APCICT through national Academy partners.

At the fourth session of the Governing Council of APCICT, all members applauded the achievements of the Centre in the short period since its establishment and praised the range of valuable and innovative services that it had delivered in terms of ICT human capacity-building and bridging the digital divide in ESCAP members and associate members. An evaluation of APCICT has been commissioned, as envisaged in the statute, to assess its performance and serve as a basis for the Commission to determine whether to proceed with the operation of the Centre after 2011. In this context, the Council unanimously recommended to the Commission that APCICT continue beyond 2011.

I. RESULTS AND OUTCOMES ACHIEVED DURING THE REPORTING PERIOD

1. The overview of the achievements, outcomes and impacts of the Asian and Pacific Training Centre for Information and Communication Technology for Development (APCICT) is based on the three interrelated pillars that constitute the Centre's work programme: training; research, knowledge-sharing and outreach; and advisory services.

A. Training

2. The training pillar of APCICT was guided by expected accomplishment 7 (c) as set out in the ESCAP strategic framework for the biennium 2008-2009,¹ which relates to improving national and institutional capacities for the use of information and communications technology (ICT) for socio-economic development. In 2009, APCICT conducted 23 training workshops and events, primarily for policymakers and Government officials. Of those, 12 were national and subregional Academy workshops. In addition, a regional Academy training-of-trainers workshop was organized to strengthen and build the pool of local resource persons for national roll-out. A regional workshop was held in connection with options for funding information and communications technology for development (ICTD), while a regional Academy partners meeting was conducted for the sharing of learning and best practices across countries.

3. The Academy has had a significant impact and continues to gather momentum and extend its reach, especially among countries with special needs, which have been accorded priority by ESCAP. The 12 APCICT-supported national and subregional workshops were held in Afghanistan, Indonesia, Kyrgyzstan, the Philippines, Samoa, Tajikistan, Timor-Leste, Tonga and Tuvalu. In addition, national Academy workshops were replicated in Kiribati (1), Kyrgyzstan (6), Mongolia (1) and the Philippines (3) by APCICT partners, independently of APCICT support, thus demonstrating the strength of national ownership.

4. Capacity-building for Government leaders through the Academy programme has influenced ICT policy and human resource development in the region, better equipping them to make informed decisions on issues related to ICTD. The Academy has been integrated into national capacity-building frameworks in a number of countries. In the Philippines, the Career Executive Service Board has adopted the Academy as a fully accredited training programme for senior-level Government officials, and ICTD-related questions adapted from the Academy modules have been added to the qualifying examination for civil servants. In Indonesia, the University of Indonesia is developing a master's degree programme based on the Academy curriculum, while the Academy is also being integrated into the Technical Guidance for Chief Information Officers Programme of the Ministry of Communication and Information Technology. Furthermore, knowledge-sharing by Academy alumni through e-mail lists has led to the establishment of a national e-governance forum and the drafting of e-government regulations. In Afghanistan, the Civil Service Commission has announced that six Academy modules have been incorporated into its training curriculum for civil servants. The Afghan Civil Service Institute is also planning to provide Academy training to central Government leaders, including deputy ministers, directors general and heads of department, supported by funding from the World Bank. In Mongolia, the Academy of Management has incorporated the Academy modules into its regular training programme.

¹ The expected accomplishments are set out in A/62/6 (sect.18).

5. Partners of the Academy have mobilized resources and secured funding, including from the United Nations Development Programme (UNDP) for roll-out in six of the seven provinces of Kyrgyzstan and from the European Union for roll-out in 14 Pacific island States. National partners of the Academy have also made substantial in-kind contributions to Academy roll-out.

6. APCICT has actively promoted South-South cooperation through the Academy. For example, the Academy has been made available in Africa through collaboration between the Centre and the Economic Commission for Africa, and discussions are under way with the Economic and Social Commission for Western Asia to extend the Academy to the Arab region and translate the modules into Arabic. APCICT has also been facilitating South-South cooperation between Academy partners, with resource persons from Indonesia helping to launch the Academy in Timor-Leste, and a Russian-speaking alumnus from Mongolia serving as a resource person for a subregional Academy workshop in Tajikistan.

7. During the reporting period, APCICT also contributed to building the ICTD capacity of policymakers in specific thematic areas. Four demand-driven training courses were conducted, focusing on e-government (1), ICT capacity-building for women in the Asia-Pacific Economic Cooperation region (2) and information security (1). Three regional and subregional workshops were also organized, focusing on ICT accessibility for persons with disabilities, ICT for disaster risk reduction and ICT for inclusive and sustainable economic development. Furthermore, APCICT is providing technical support and expertise to a joint project with the Asian Development Bank to improve public services through ICT in the Philippines, Mongolia and Viet Nam, and a joint project inception workshop was held in December 2009. In total, 711 people from more than 30 countries, including approximately 195 women, participated in the APCICT Academy and other thematic training-related events during the year. Approximately 85 per cent of the participants who attended APCICT training workshops and were surveyed expressed the view that the training content met their needs.

B. Research, knowledge-sharing and outreach

8. APCICT carried out ICTD-related research, analytical studies and information-sharing activities with a view to building relevant, demand-driven technical content and a broader knowledge base while promoting the absorption and application of ICTD best practices across countries. During the reporting period, APCICT released eight Academy modules in three languages: English, Bahasa Indonesia and Russian. The Centre also developed four publications and sponsored two issues of the journal *ICT World Today*, developed in partnership with the Korea Information Society Development Institute. The titles of the knowledge products are as follows:

- Academy of ICT Essentials for Government Leaders
 - Module 1 : The Linkage between ICT Applications and Meaningful Development
 - Module 2 : ICT for Development Policy, Process and Governance
 - Module 3 : e-Government Applications
 - Module 4 : ICT Trends for Government Leaders
 - Module 5 : Internet Governance
 - Module 6 : Network and Information Security and Privacy
 - Module 7 : ICT Project Management in Theory and Practice
 - Module 8 : Options for Funding ICT for Development

- Information Kit for Partners of the Academy of ICT Essentials for Government Leaders
- Handbook on Instructional Design for the Academy
- Training Needs Assessment: A Technical Paper
- ICT Human Resources Development Methods: A Compilation of Good Practices
- *ICT World Today* Spring 2009: ICTs and Environment
- *ICT World Today* Summer 2009: Broadband and Mobile Communications for Development

9. Recognizing the diversity of the Asia-Pacific region, APCICT promoted the customization and localization of Academy training content. The process of translating the Academy modules into Dari and Pashto (official languages of Afghanistan), French and Mongolian is under way. In Tajikistan, the non-governmental organization Open Society Institute (OSI) has allocated funding for the translation of the modules into Tajik.

10. The e-Collaborative Hub (e-Co Hub) (<http://www.unapcict.org/ecohub>) has been critical in providing a dedicated online platform for sharing knowledge about ICTD. The e-Co Hub is being accessed and used by an increasing number of people. From December 2008 to December 2009, its membership base more than doubled, with the number of registered members increasing from 270 to almost 600. The members come from 115 countries, including 46 ESCAP members and associate members. Of those 600 members, 27 per cent work in governmental organizations and 18 per cent in academic and research organizations. The total number of unique visitors to the e-Co Hub increased to about 20,000, from 5,200 in December 2008. The number of resources, which are provided by various reputable organizations, has more than doubled, rising from 230 to 480.

11. The APCICT Virtual Academy (AVA) (<http://ava.unapcict.org>) is the online distance-learning platform of the Academy, created to diversify training delivery channels and enhance reach. The flexibility it offers in the learning process is especially conducive to encouraging the enrolment of women learners. The Academy modules, a module on instructional design and all presentation slides are made freely available on AVA. Learners can take self-paced courses based on the Academy modules. As at the end of 2009, there were a total of 1,215 enrolments for the modules from 71 countries, with the largest segments coming from governmental organizations (40 per cent), academia (25 per cent) and non-governmental organizations (17 per cent). With a view to providing assistance and support to the learners, a network of “AVA Mentors” has been formed, comprising Academy alumni. Prior to the launch of AVA, the online interfaces were tested for usability, relevance and accessibility by various groups of stakeholders. A pilot phase in the period from March to June 2009 allowed APCICT to further test the platform before its official launch in June 2009. A DVD-ROM version of AVA has been made available for those with no Internet access or with only limited access.

12. With regard to outreach, APCICT news and events, knowledge resources, programmes and projects, as well as information about partners, are featured on the Centre’s website, which attracted approximately 55,000 visitors from 199 countries

and territories in 2009. In addition, APCICT continued to disseminate its monthly online bulletin of ESCAP news and events, “What’s Ahead @ APCICT”, which features upcoming events at the Centre and is widely distributed to its network of media agencies. It is published on the website and sent out via e-mail to 500 subscribers. Furthermore, APCICT news, events and knowledge resources have been featured on a number of ICT and development websites and ICT-for-development e-mail discussion lists.

13. APCICT also promoted ICT capacity-building outreach through the media, issuing a number of press releases in 2009. There were at least 38 news items, in English and Korean, on APCICT-related activities from the United Nations News Centre, United Nations agencies, partner organizations and independent media groups in the region.

C. Advisory services

14. APCICT has been offering advisory services to national training partners of the Academy in localizing and delivering Academy training for 12 countries where national roll-out is in progress. APCICT is also providing advisory services to countries/subregions that are planning a national roll-out, including Armenia, Bangladesh, Bhutan, Cambodia, India, the Lao People’s Democratic Republic, Myanmar, Pakistan, Sri Lanka, Uzbekistan, Viet Nam and the Commonwealth of Independent States. Furthermore, on the basis of a request from the Government of the Republic of Korea, APCICT provided advisory services for the building of an ICTD component as part of the Government’s international cooperation strategy.

15. With a view to building the ICT capacity of young people, who comprise the task force of the future, APCICT has been collaborating with the Association of Southeast Asian Nations (ASEAN) University Network, the Ministry of Foreign Affairs and Trade of the Republic of Korea and Daejeon University on plans for the ICT Leaders Programme, which offers exchange scholarships to students from ASEAN nations to study ICTD. APCICT provides advisory services on the curriculum design of the programme and offers short-term work opportunities to selected students. In 2009, seven students, from Cambodia, the Lao People’s Democratic Republic, Indonesia, Malaysia, the Philippines, Thailand and Viet Nam, were offered practical work experience and engagement in ICTD research at APCICT. In addition, APCICT offered internships to five young people, providing them with work experience in the area of ICTD.

II. SUMMARY OF THE PROGRAMME OF WORK FOR THE NEXT REPORTING PERIOD

16. The Centre’s programme of work for the next reporting period incorporates the fundamentals of successful programme management, including the adding of value, relevance, efficiency, effectiveness and sustainability, and is based on the following key principles:

(a) The provision to member States of value-added capacity-building services and products that are demand-driven and based on peer reviews in order to ensure that APCICT initiatives are and remain relevant to member States;

(b) The involvement of all relevant stakeholders from the start of the process through a participatory and inclusive approach in the design/planning stage, and in the implementation and monitoring stages, to ensure relevant and high-quality outputs and commitment from stakeholders in sustaining, replicating and scaling up APCICT initiatives;

(c) The adoption of region-wide, focused and integrated programming that leverages other ongoing initiatives of the Centre across the three pillars of its work;

(d) A focus on the establishment of strategic partnerships for developing more effective and efficient programmes and promoting greater outreach, synergy and spin-off;

(e) The encouragement of lifelong learning by providing mechanisms for knowledge-sharing and facilitating ongoing dialogue, both online and offline.

17. The programme of work for the next reporting period will actively integrate the principles set out above in the process of planning and executing activities.

A. Training

18. In accordance with the provisions of its statute, as well as expected accomplishment 5 (d) as set out in the Commission's programme of work for the biennium 2010-2011 (see ESCAP/65/18/Add.1), APCICT will continue to strive to enhance the institutional capacity of member States, including countries with special needs, to apply ICT for socio-economic development. It will expand the Academy, in collaboration with strategic subregional and national partners. In many of the countries where the programme has been implemented, the initial roll-outs were focused on training using two or three of the eight Academy modules. APCICT will support countries in rolling out other modules, according to need. For those countries, APCICT will also support module customization, including by developing local case studies, enlarging the pool of resource persons, expanding the network of partners and organizing training workshops, in particular for provincial/local governments. Furthermore, APCICT plans to initiate the Academy in more countries through, among other things, the identification of national partner training institutions, advocacy and outreach to the target groups, curriculum localization, the building of a pool of local resource persons, ongoing partner engagement and motivation and the monitoring of progress. For both groups of countries, APCICT will continue to identify opportunities for South-South cooperation, facilitate the exchange of experts and trainers and encourage the sharing of best practices, learning and case studies. In order to strengthen the Academy, APCICT will assist in the ongoing process of translating the curriculum into Dari, French, Mongolian, Pashto and Tajik and explore the possibility of support for its translation into Kyrgyz and Vietnamese through partnerships.

19. With a view to promoting regional cooperation and further providing policymakers and trainers with an understanding of relevant ICTD-related issues, APCICT will organize a number of regional or subregional training events, including Academy training-of-trainers workshops, a workshop on ICT for disaster risk reduction, an expert group meeting on climate change and ICT and workshops on ICT capacity-building for women.

B. Research and knowledge-sharing

20. In response to demand from member States, APCICT will develop two new modules, on ICT for disaster risk reduction (module 9) and on climate change and ICT (module 10), to assist in shaping national policies and programmes in those areas. The initiative will also link the Commission's technical cooperation efforts with analytical and normative considerations. In 2009, a workshop, an expert group

meeting and a needs assessment survey were conducted to assist APCICT in identifying strategic partners and resource persons for the development of module 9. The development process will continue in 2010, following the participatory and inclusive approach of the other modules. For module 10, intensive desk research and review of relevant literature was carried out with a view to developing a basic framework and identifying the key players in the field. Progress in the development of module 10 will continue in 2010. Furthermore, in order to keep up with the fast-changing field of ICT, APCICT will examine the scope for the revision and updating of existing Academy modules and their dissemination by cost-effective means.

21. The AVA initiative will enter its third phase of implementation, focused on the development of localized versions in Russian and Bahasa Indonesia, the creation of a community of learners and an integrated outreach strategy to increase coverage.

22. In order to strengthen the integration of the training and research pillars, the Centre will also endeavour to increase the membership base of the e-Co Hub and engage the members in supporting Academy trainers, peer reviewing APCICT knowledge resources and establishing linkages with AVA members. The e-Co Hub will be redesigned to further increase its user-friendliness, with additional functions being added to improve interactivity for the benefit of users. An online Academy partners resource centre will be created as a repository of useful information and resources to strengthen knowledge-sharing among the partners. Communities of practice on various ICTD-related themes will also be established to foster mutually beneficial dialogue. APCICT will continue to expand the resource base of the e-Co Hub, in particular in the areas covered by the new modules (disaster risk reduction and climate change).

23. To complement its advisory services and training programmes, APCICT has initiated two research series to help policymakers to make timely and appropriate decisions in choosing and adopting relevant ICT tools and to facilitate the sharing of best practices, as well as lessons learned: the Briefing Note series and the Case Study series. The purpose of the Briefing Note series is to provide at-a-glance information on key ICTD-related issues for policymakers, while the Case Study series provides analysis and compilations of best practices and case studies on various aspects of ICTD. The first set of Briefing Notes will focus on policy considerations drawn from the Academy modules. The inaugural issue of the Case Study series is focused on ICT human capacity-building for development, and includes contributions from national Academy partners, highlighting their experiences in rolling out the national Academy, while the second issue will focus on ICT for disaster risk reduction to complement the upcoming Academy module of the same title.

24. As part of its Case Study series, APCICT has also commissioned research on the development of common and internationally sharable e-Competency for e-Government (eCeG) standards—a set of skills, knowledge and attributes required for Government officials to be able to work effectively in an ICT-enabled environment. The study will be released in 2010.

C. Advisory services

25. APCICT will continue to provide advisory services to national Governments in the area of ICT capacity-building and offer technical support to national partners in curriculum localization and instructional design, as well as integrating the Academy into national capacity-building frameworks.

26. Based on the results of the eCeG study, APCICT plans to convene a multi-stakeholder study group to develop the standards. APCICT will assist countries in (a)

assessing various national e-government training programmes against the standards; (b) adapting the standards to reflect a unique country context; and (c) aligning national Academy courses or developing customized training programmes to achieve specified/preferred eCeG levels in those countries.

27. APCICT will continue to build the capacity of youth in cooperation with ASEAN through the Future ICT Leaders Programme by offering further short-term work opportunities and exploring avenues for the innovative expansion of the programme.

28. The workplan of the Centre for 2010 was endorsed by the Governing Council of APCICT at its fourth session, and APCICT was requested to proceed with implementation.

III. ADMINISTRATIVE AND FINANCIAL ISSUES

A. Financial issues

29. At the inception of APCICT, the Government of the Republic of Korea agreed to provide \$10 million (\$7.5 million in cash and \$2.5 million in kind) to cover the institutional and operational costs of the Centre for its first five years of operation, from 2006 to 2010. In terms of the financial contribution, \$1.5 million was received in 2007, \$1.5 million in 2008 and \$1.38 million in 2009. The Government also agreed to provide office space and three non-reimbursable loan experts to support the technical cooperation activities of the Centre.

30. In addition, through the Korea-ESCAP Cooperation Fund, the Government of the Republic of Korea contributed \$400,000 in support of two 2-year projects, one on the provision of ICT human capacity-building training programmes through the APCICT Virtual Academy, implementation of which began in June 2008, and another on the development of a new training module on climate change and ICT for the Academy of ICT Essentials for Government Leaders, which started in June 2009.

31. Furthermore, the Government of the Republic of Korea provided in-kind contributions in support of numerous training activities carried out by the Centre through the Incheon City government and the Korea Communications Commission. The Centre also received in-kind contributions from Government agencies, SK Telecom and Shinhan Bank.

32. Contributions from other members/associate members in 2009 were as follows:

- The Government of Papua New Guinea contributed \$20,000
- The Government of India contributed \$10,000
- The Government of Indonesia contributed approximately \$90,000 in kind
- The government of Macao, China contributed \$5,000

33. A number of other countries have also contributed to APCICT in kind through partner institutions.

34. At the fourth session of the Governing Council of APCICT, members stressed the importance of diversifying funding sources.² The Chair recommended that a contribution be budgeted into the national and annual budget so that it would be

² The report of the Governing Council on its fourth session is contained in annex III to the present document.

institutionalized at the national level. It was also suggested that funding sources be sought on a collective basis by member countries within and outside the region.

B. Human-resource-related issues

35. The staff of APCICT comprises three professional staff members (one Director, one Senior ICT Expert and one Programme Officer), three non-reimbursable loan experts and three support staff. The increasing demand from member States for the Centre's services has exerted greater pressure on its limited staff and underscored the need to allocate more human resources. In order to expand its programmes within the existing constraints, APCICT has established strategic partnerships at the regional, subregional and national levels and is collaborating with a wide range of organizations, including Government ministries, national training institutions, United Nations agencies, other international development organizations, academia, the private sector and civil society. This has helped to mobilize additional financial and in-kind resources for scaling up the reach and impact of the Centre's work.

36. APCICT has implemented a number of measures internally in order to ensure the smooth operation of the Centre and promote efficiency. These include annual workshops to involve all staff in the formulation of the workplan and build team ownership, and weekly team meetings to monitor the status of implementation of programmes and solicit feedback. The Centre also follows a systematic documentation policy with regard to reports, external correspondence and programme data. Electronic copies of key documents are maintained in an online repository for ready access, which helps to enhance coordination among staff and ensure the timely follow-up of activities.

IV. ISSUES FOR CONSIDERATION BY THE COMMISSION

37. An evaluation of APCICT was conducted between November 2009 and February 2010 (see E/ESCAP/66/18). Its purpose was to provide the Commission with a means of assessing the performance of APCICT and determining whether to proceed with the operation of the Centre, as required by the Commission (resolution 61/6, para. 10). Key stakeholders, including representatives of member States and selected national-level partners, were consulted as part of the evaluation process.

38. In paragraph 2 of the report on its fourth session (see annex III), the Governing Council of APCICT strongly recommended to the Commission that the operations of APCICT be extended beyond 2011 to enable it to continue delivering its services for the benefit of ESCAP member States.

39. APCICT seeks support from the Commission in implementing its workplan for 2010, including rolling out the Academy programme in new countries, scaling up the programme in countries where it is already under way, localizing and updating on an ongoing basis the Academy curriculum, exploring the extension of the programme to new beneficiary groups, expanding the Academy's reach through AVA and reinforcing those efforts through integrated research, knowledge-sharing and the provision of advisory services.

40. In carrying out its workplan for 2010, APCICT anticipates a number of challenges. These include:

(a) Identifying suitable/capable partners with the capacity and will to adopt/utilize/institutionalize the Academy;

- (b) Developing appropriate implementation arrangements to ensure the sustainability of the Academy at the national level;
- (c) Encouraging greater appreciation on the part of key decision-makers of the potential of ICT for promoting socio-economic development;
- (d) Increasing the number of women participants in training;
- (e) Addressing the lack of local resources for building a sufficient pool of local trainers and ensuring the financial sustainability of the roll-out efforts.³

41. The Centre seeks the Commission's recommendations in addressing those challenges and providing support, in particular in the following areas: (a) advocating ICTD and APCICT programmes nationally; (b) allocating budgets for ICT capacity-building and promoting ICTD training for national and local governments; (c) identifying potential partners for Academy roll-out and for collecting and documenting case studies on various aspects of ICTD; and (d) encouraging regional cooperation in sharing resources, experts and trainers, and, in particular, the participation of women.

42. APCICT also requests the Commission's advice on broadening sources of institutional support for APCICT, either through a regular annual contribution by members on a voluntary basis, to be administered by the United Nations, or through other means.

³ Once the Academy has been launched at the country level, it often generates demand for roll-out at the provincial level as well. The APCICT strategy has always been to empower national partners to take on that task. However, owing to the limited resources of the Centre and its partners and to soaring demand, requests from the local level have not been adequately met.

Annex I

CONTRIBUTIONS IN 2008-2009

**Table 1. Institutional support, Ministry of Information and Communication of the Republic of Korea and Incheon City government:
funds received as at 31 December 2009**

(United States dollars)

Country/area	2008	2009
Republic of Korea (Incheon Metropolitan City)	999 980.00	999 980.00
Republic of Korea (Ministry of Information and Communication)	500 000.00	500 000.00
Total	1 499 980.00	1 499 980.00

**Table 2. Institutional support, other donors (joint contributions):
funds received as at 31 December 2009**

(United States dollars)

Country/area	2008	2009
India	-	9 975.00
Macao, China	5 000.00	5 000.00
Papua New Guinea	20 000.00	20 000.00
Total	25 000.00	34 975.00

Annex II

STATEMENT OF ACCOUNTS

**Institutional support and technical cooperation projects,
as at 31 December 2009**

(United States dollars)

Donor	Balance carried over 31 December 2008	Contributions (2009)	Expenditures (2009)	Interest earned (2009)	Account transfers (2009)	Balance as at 31 December 2009
Institutional support						
Ministry of Information and Communication of the Republic of Korea and Incheon Metropolitan City	1 403 518.67	1 499 980.00	1 339 958.35	48 310.83	0.00	1 611 851.15
Joint contribution	30 380.39	34 975.00	0.00	203.30	0.00	65 558.69
Subtotal	1 433 899.06	1 534 955.00	1 339 958.35	48 514.13	0.00	1 677 409.84
Technical cooperation projects						
Korea-ESCAP Cooperation Fund	163 659.20	200 000.00	70 048.86	0.00	0.00	293 610.34
Subtotal	163 659.20	200 000.00	70 048.86	0.00	0.00	293 610.34
Total	1 597 558.26	1 734 955.00	1 410 007.21	48 514.13	0.00	1 971 020.18

Annex III

REPORT OF THE GOVERNING COUNCIL ON ITS FOURTH SESSION

I. RECOMMENDATIONS OF THE GOVERNING COUNCIL

1. The Council applauded the achievements of APCICT during the short period since its establishment, and expressed its praise for the range of valuable and innovative services that had been delivered by APCICT for information and communication technology (ICT) human capacity-building and bridging the digital divide in the members and associate members of ESCAP. The Council also noted that the Centre had already demonstrated sustainable impacts at the national and subregional levels.
2. After reviewing the activities and accomplishments achieved by the Centre, and in recognition of the increasing demand for ICT capacity-building from ESCAP developing countries, the Governing Council expressed appreciation that, in addition to demonstrating its effective impact at the national level, the work of APCICT had increased its complementarities with, and value added services to, the work of other international and regional organizations in the area of ICT capacity development. The Council unanimously and strongly recommended to the Commission that the operations of APCICT be extended beyond 2011 in order to enable it to continue to deliver its services for the benefit of ESCAP member States.
3. The Council reviewed the activities and accomplishments of APCICT since the last session of the Governing Council. It commended the inclusive and participatory approach of the Centre and the progress achieved in extending the reach and enhancing the impact of its Academy of ICT Essentials for Government Leaders programme through an increasing number of national and subregional roll-outs, and the successful integration of the programme into national capacity-building frameworks in many countries. It also applauded the Centre for its launch of the APCICT Virtual Academy, an online distance learning version of the Academy programme, its ongoing efforts to promote ICT-enabled knowledge sharing, and its provision of other needs-based research and advisory services on ICT human capacity-building.
4. The Council endorsed the activities proposed by APCICT in its work plan for 2010, including the roll-out of the Academy programme in new countries, scaling up the programme in countries where it was already underway, the localizing and continued updating of the Academy curriculum, exploring the extension of the programme to new beneficiary groups, expanding the Academy's reach through the APCICT Virtual Academy, and reinforcing those efforts through integrated research, knowledge sharing and advisory services. The Council also recommended the development of an assessment framework for capturing the effectiveness of ICT capacity-building projects.
5. The Governing Council recognized the importance of the contribution of APCICT to ICT capacity-building and recommended that it develop a mid- to long-term strategic plan to be presented during the next Governing Council session. The Governing Council also acknowledged the importance of diversifying funding sources and increasing ownership for the sustainability of the Centre's operations in the coming years. In that context, the Governing Council member countries noted their appreciation for the continued financial commitment expressed by the Republic of Korea and agreed that each member would explore the possibilities and various means of making regular annual financial contributions.

II. SUMMARY OF DELIBERATIONS

6. The Council had before it the following documents: (a) report on the administrative and financial status of APCICT (IDD/APCICT/GC(4)/1); and (b) work programme and project activities of APCICT (IDD/APCICT/GC(4)/2). Presentations were made by the Director of APCICT and by APCICT partners from Indonesia, Kyrgyzstan, Mongolia, the Philippines and the Pacific island countries.

A. Report on the administrative and financial status of APCICT

7. The presentations of the Director of APCICT had four aspects: (a) a briefing on the background and mission of APCICT; (b) an overview of the Centre's administration and management; (c) the financial status of the Centre; and (d) the Centre's outreach and knowledge dissemination activities. It was highlighted that APCICT had been established in 2006 with a mission to strengthen the efforts of ESCAP members and associate members to use ICTs in their socio-economic development through the building of the human and institutional capacity for ICT. In pursuance of that mandate, the work of APCICT was focused on three interrelated pillars: training, advisory services and research.

8. The summary of the financial status of the Centre highlighted contributions from the host country and from other member States.

9. The Council noted with deep appreciation the generous financial and institutional support for the Centre from the Government of the Republic of Korea.

10. The representative of Indonesia shared with the Council members the impacts of APCICT activities at the national and provincial levels. Regarding the diversification of funding, the representative of Bangladesh recommended that financial contributions be sought from ESCAP members and associate members at large, taking into account their level of economic development and budget size. The Chair recommended that a contribution be budgeted into the national and annual budget, so that it would be institutionalized at the national level. The representative of India confirmed the country's strong support to the Centre and proposed that a subregional approach be explored, so that cultural and local considerations could be taken into account. The Director of APCICT expressed her appreciation for the financial contributions and recommendations. She also underlined the importance of financial and in kind contributions from ESCAP member countries that were not Governing Council members. The Chief of the Trade and Investment Division of the ESCAP secretariat summarized other proposals, such as seeking funding sources collectively among member countries within and outside the region. Regarding the issue of annual financial contributions, he emphasized the importance of planning ahead.

B. Presentation of the work undertaken by APCICT since the third session of the Governing Council

11. The Director of APCICT presented the programme activities of APCICT since the third session of the Governing Council (see IDD/APCICT/GC(4)/2). The presentation was structured along the six key recommendations adopted by the Council at its third session.

12. The Council was briefed on the Centre's flagship programme, the Academy of ICT Essentials for Government Leaders, the aim of which was to strengthen the capacities of policy- and decision-making and national training institutions through the training-of-trainers approach. The steps taken to develop the Academy modules in

an inclusive and participatory manner were outlined. The Council was informed of the progress made as regards translation and localization of the curriculum of the Academy.

13. The representative of the Republic of Korea stated that the Government expressed appreciation for the inclusive and participatory approach of APCICT and that the high quality outputs were a key indication of its value. He noted that the adoption of the Academy programme by an increasing number of countries was evidence of success. He was also delighted to inform the Governing Council members that other agencies of the Government of the Republic of Korea were using the Academy programme in their international cooperation strategy. He was of the opinion that, in the current economic crisis, ICT was a powerful tool and APCICT could play a critical role in assisting developing countries.

14. The Council greatly appreciated that, since its inception, APCICT had delivered valuable and innovative services to the important cause of ICT human capacity-building and bridging the digital divide in the Asia-Pacific region, and had made a key value-added contribution to that cause. The representative of Indonesia recommended that a) the national roll-out of the Academy programme be followed up with monitoring and evaluation, b) e-competency standards be expanded to professional standards for government officials and c) e-competency standards be integrated into the competencies of the Chief Information Officer. In view of the natural disasters that had affected not only Indonesia but also other South-East Asian countries, he proposed that the experience of Indonesia be shared in the development of the Academy module on ICT for disaster risk reduction. In addition to expressing his views on climate change, he also expressed his view that ICT for managing pandemics, such as the H1N1 influenza, would be an immediate concern of member countries. The representative of Sri Lanka discussed the experience of his country in developing software for disaster management, which could be shared in the process of developing the module on ICT for disaster risk reduction. The representative of Cambodia posed a question about how to maintain the same standards of the Academy programme while the localization and customization of the Academy modules took place.

C. Presentation of the APCICT work plan for 2010

15. The Director of APCICT presented the APCICT work plan for 2010, which was guided by the mandate of APCICT.^a APCICT had gone through an initiation phase (2006), a development phase (2007-2008) and was currently in its expansion phase (2009-2011).

16. The Council was informed of the lessons learned that would enable the Centre to enhance its capacity and impact:

- (a) Content and curriculum development:
 - (i) Developing relevant, needs-based content is important;
 - (ii) Curriculum should be flexible and modular;
 - (iii) Localizing training materials to suit local contexts and target groups was key to success;

^a See Commission resolution 61/6 of 18 May 2005 on the establishment of the Asian and Pacific Training Centre for Information and Communication Technology for Development.

- (iv) Curriculum modules and AVA online courses were required to be continuously updated in response to needs;
- (b) Knowledge sharing:
 - (i) Creation of knowledge-sharing platforms facilitated peer learning and networking;
 - (ii) Collection and dissemination of case studies and best practices were critical;
- (c) National-level support:
 - (i) Targeting high-level government officials helped to leverage support for the Academy and to generate a multiplier effect;
- (d) Partnerships:
 - (i) Adopting a participatory and inclusive approach encouraged partner ownership;
 - (ii) Effective programme implementation required the establishment of synergistic partnerships and the maintenance of a rapport with partners;
- (e) Programme sustainability:
 - (i) Integrating the programme into national ICT capacity-building frameworks promoted adoption and sustainability;
- (f) Delivery of training:
 - (i) Diversifying channels for the delivery of training led to the wider coverage of trainees;
 - (ii) There was a demand for the expansion of the Academy's beneficiary group to include youth, non-governmental organizations and media;
 - (iii) E-government should be covered in greater depth.

17. The Council was briefed about the Centre's research and knowledge sharing strategies.

18. The Council was informed about the challenges anticipated by APCICT in undertaking its work plan for 2010. They included identifying and nurturing champions at the national level for Academy roll-out, addressing the lack of local resources for building a sufficient pool of local trainers, ensuring the financial sustainability of the roll-out efforts, ensuring the quality of the customization and delivery of Academy training, overcoming a possible lack of appreciation for the potential of ICT in promoting socio-economic development among key decision makers, and increasing the number of women participants in the training.

19. The Council was also informed that, on the basis of the lessons learned, APCICT would continue to align with regional and national needs on human and institutional ICT capacity-building, develop niche programmes for value-added

contributions, form strategic partnerships and design its programmes in an integrated manner.

20. Issues put forth for the Council's advice included: (a) strengthening partnerships for the national roll-outs of the Academy; (b) increasing the active participation of national focal points in mentoring Academy partners, in advocating for APCICT programmes and in expanding the national partnership base; (c) encouraging greater regional cooperation in such initiatives as sharing Academy resources/experts/trainers for training events in other countries, and encouraging participation in regional and subregional workshops. In addition, the following issues were highlighted for the consideration of the Council: (a) the extension of the Centre's operations beyond 2011; and (b) broadening the sources of institutional support for APCICT through regular annual contributions by members on a voluntary basis, to be administered by the United Nations.

21. The Council acknowledged the very significant contribution of APCICT towards enhancing the ICT capacity and skills of policymakers and ICT professionals in member States, so they were better equipped to address the challenges of socio-economic development. It also expressed its appreciation for the Centre's role in strengthening national ICT training institutions and in successfully integrating the Academy programme into national ICT capacity-building frameworks in many countries. Furthermore, the Council recognized the competent stewardship of APCICT by its Director.

22. After reviewing the achievements made by the Centre in a short period of time, and in recognition of the increasing demand for ICT capacity-building, the representative of India emphasized that the Centre's operation could not end in 2011, and that member countries should not waste the efforts that had been made by APCICT and member countries or the significant financial investments that had been made by member countries. He shared information on the e-governance plan of his country, which included ICT capacity-building at the federal, provincial and municipal levels in the coming years. Taking into account the high rate of failure of e-government initiatives (80 per cent), he highlighted the importance of change management within the government and of changing the mindset of government officials, policymakers and decision makers, while engaging civil society and the private sector in leveraging ICT.

23. The representative of the Republic of Korea noted with satisfaction the great achievements demonstrated by APCICT in the area of ICT capacity-building among policymakers and decision makers, as well as ICT trainers. She recognized the challenge of having the Centre's operations be made permanent, which would require strong partnerships with all the concerned parties. She conveyed the firm commitment of the Government of the Republic of Korea to the continuity of the Centre's operations beyond 2011 by making financial contributions.

24. The representatives of Cambodia and Mongolia expressed their appreciation for the support of the Republic of Korea for the continued operation of the Centre. The representative of Bangladesh also stated that ICT capacity-building for policymakers, decision makers and government officials was the priority of his Government. The representative of Cambodia fully supported the APCICT work plan for 2010.

25. Council members were of the view that the training of nearly 600 people was an impressive feat. The Council agreed on the following points:

- (a) The importance of the financial sustainability of the Centre was fully recognized;
- (b) The financial contributions by the Republic of Korea were appreciated;
- (c) The demand for further work in ICT capacity-building was confirmed;
- (d) The complementarities and value addition of the services provided by APCICT to other international and regional agencies in the area of ICT capacity-building were acknowledged, and duplication might be necessary in view of the huge demand for ICT capacity-building, as well as the gaps, among member countries.

26. There was unanimous and strong support among Governing Council members for the extension of the Centre's operation beyond 2011.

27. Recognizing the need for a long-term perspective in planning ICT capacity-building activities, the representative of India requested APCICT to present a mid- to long-term strategic plan during the next session of the Governing Council.

28. Following the endorsement by the Council of the work plan, APCICT was requested to proceed with its implementation.

D. Presentations by APCICT partners on their experiences with the roll-out of the Academy of ICT Essentials for Government Leaders

29. Representatives from Indonesia, Kyrgyzstan, Mongolia, the Philippines and the Pacific Islands Applied Geoscience Commission (SOPAC) reported on experiences with the roll-out of the Academy programme in their countries.

30. The representative of Indonesia described the current ICT situation in his country and listed the various stages that had been followed for the national roll-out of the Academy, including a field testing workshop, TOT workshops, the translation of the curriculum into Bahasa Indonesia and three national workshops for government officials. The synergy among the various partners, such as the University of Indonesia and the Ministry of Communication and Information Technology, was pointed out as one of the factors for success. The impact of the programme included knowledge sharing through e-mail lists by Academy alumni that had led to the establishment of a national e-government forum and the drafting of e-government regulations. The sustainability of the workshops, however, had been regarded as a challenge. Among the lessons learned had been the need to compile more local case studies and to arrange for site visits during the workshops. Utilizing the Academy modules in a master's degree programme on information technology at the University of Indonesia and in the chief information officer training programme of the Government was part of the planning that was underway.

31. The representative of Kyrgyzstan highlighted the following achievements of the programme: the translation of the Academy curriculum into Russian by the National Information Technology Center of Kyrgyzstan; the launch of the Russian version of the Academy modules in Dushanbe on 30 September 2009; and the subsequent national workshop held in Bishkek from 5 to 7 October 2009. In partnership with UNDP, the Academy was currently being rolled out in six provinces out of seven in Kyrgyzstan, covering 120 participants. Arranging for Internet connectivity had been one of the challenges faced. The impacts of the Academy had included the initiation of an ICT committee under the presidential office, and the

utilization of the curriculum by universities for new courses and by policymakers for making new plans for ICT for development. The lessons learned had included having local resource persons conduct research to identify more local case studies, and enlisting leadership support. A Russian language version of AVA was planned for the future.

32. The representatives of Mongolia presented the accomplishments of the Academy in their country, including two national workshops, Academy training for police chiefs and the conducting of 40 hours of training on e-governance based on the Academy curriculum, which had been delivered at the Academy of Management. The challenges had included the following: ensuring effective leadership and support for the Academy; issues related to funding; and building a team of resource persons. The future plans had included the following: the incorporation of the Academy into specialized training for civil servants; the extension of the Academy to the provincial level; the compilation of Mongolian case studies; and the establishment of a team of resource persons.

33. The representative of the Philippines was from the Career Executive Service Board, the national agency responsible for the capacity-building of civil servants in the country. The Board had adopted the Academy as a fully accredited training programme for civil servants. The participants evaluated the course materials and the programme design and delivery very positively. The strengths of the Academy programme in the Philippines had been identified as the quality of the Academy module authors and resource persons, the strong political support for the programme, an existing legal mandate of the Career Executive Service Board to roll out the Academy programme for civil servants coupled with the Board's capacity to train, and the linking of the training with incentives for career development. Five national workshops/training sessions had been held. In terms of impact, the training had instilled heightened confidence among senior government officials to use ICT as a leadership and management tool, imparted the ability to immediately utilize the learnings in various government agency operations to improve performance, awakened a sense of the urgent need to contribute to nation building, and helped to reduce red tape through the use of ICT in service delivery to citizens. The lessons learned through the Academy roll-out experience had so far included the following: (a) having a champion was essential; (b) it was necessary to advocate for and mobilize support from all directions and at all levels; (c) convergence and intra-agency collaboration was important; (d) stakeholder buy-in was a must, otherwise one should "legislate" support or provide appropriate incentives; and (e) it was necessary to outsource when internal expertise was inadequate. Plans for the future had included the earmarking of 300,000 Philippine pesos to fund the 2010 Academy roll-out sessions on a quarterly basis and the fine-tuning of an ICT competency framework that could help to make the acquisition of knowledge and skills from the training universal and standard.

34. The representative of SOPAC stated that the approach of SOPAC to the implementation of the Academy programme was based on in-country workshops as they were more effective in reaching a wider audience and allowed for greater flexibility and scope of customization. Five Academy workshops had been held so far. Outputs of the workshops included (a) better informed managers and policymakers, (b) raised awareness about the need for ICT policies and for bridging the digital divide, (c) draft ICT policies, (d) the highlighting of the need for cyber crime legislation, (e) a platform for e-government discussions, including requirements for online portals and (f) recommendations to Governments on how to make progress in using ICT for development. Furthermore, in terms of the sustainability of the Academy programme, SOPAC had secured funding from the European Union for a

project to build the ICT capacity of African, Caribbean and Pacific States parliamentarians using the Academy modules.

35. The Council expressed appreciation for the achievements of the partners in implementing the Academy programme in their countries, for the successful public-private partnerships, and for the training of the managerial cadre of government officials.

36. The Council discussed the development of an assessment framework for capturing the effectiveness of ICT capacity-building projects.

E. Date and venue for the fifth session of the Governing Council

37. The Republic of Indonesia offered to host the next session of the Governing Council, and the Council agreed to make a final decision on that matter in due course, with Incheon, Republic of Korea, being an alternative option.

F. Other matters

38. The Council was provided with an overview of the process that would guide the forthcoming evaluation of APCICT. The representative of the secretariat of ESCAP informed the Council that the results of that evaluation would provide a knowledge base for the Commission at its sixty-sixth session, in 2010, to assess the performance of APCICT. As part of the evaluation, key stakeholders, including selected national-level partners, would be consulted. The Council was informed that the terms of reference for the evaluation had been advertised and that the report of the evaluation of APCICT was expected to be prepared by the end of January 2010.

G. Adoption of the report

39. The Council adopted the present report on 13 November 2009.

III. ORGANIZATIONAL MATTERS

A. Opening of the session

40. The fourth session of the Governing Council of the Asian and Pacific Training Centre for Information and Communication Technology for Development (APCICT) was held at Incheon, Republic of Korea, on 13 November 2009.

41. In her opening statement, the Executive Secretary welcomed the members of the Governing Council of APCICT and said that ESCAP recognized the importance of ICT in accelerating inclusive and sustainable development. She noted that APCICT had been providing demand-driven programmes since its inception, which had helped to equip policymakers with the awareness and skills necessary to integrate information and communication technology (ICT) into development policies and programmes. The Executive Secretary also stressed the role of ICT in responding to the current threats of the financial crisis, climate change and natural disasters, and in bringing about greater regional cooperation. She remarked that the high enrolment rate in the Academy of ICT Essentials for Government Leaders programme reflected the strong commitment and support from ESCAP member States, and expressed special gratitude to the Republic of Korea for its generous financial contribution to the activities and operations of APCICT.

B. Attendance

42. The session was attended by 14 representatives of 8 members countries of the Governing Council, namely Bangladesh, Cambodia, India, Indonesia, Mongolia, Republic of Korea, Sri Lanka and Thailand.

C. Election of officers

43. The Council elected Mr. Madapathage Don Raweendra Senanayake, Board Director, Information and Communication Technology Agency of Sri Lanka, as Chair and Mr. Udi Rusadi, Director of ICT Profession Research and Development Centre, Ministry of Communication and Information Technology, Indonesia, as Vice-Chair.

D. Adoption of the agenda

44. The Council adopted the following agenda:

1. Opening of the session
2. Election of officers
3. Adoption of the agenda
4. Report on the administrative and financial status of APCICT
5. Presentation on the work undertaken by APCICT since the third session of the Governing Council
6. Presentation of the APCICT work plan for 2010
7. Presentation by APCICT partners on their experience with roll-out of the Academy of ICT Essentials for Government Leaders
8. Confirmation of the date and venue for the fifth session of the Governing Council
9. Other matters
10. Adoption of the report

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