

# **Certificate in Telecommunications Policy, Regulation & Management (TPRM)**

## **Module 2 ICT Trends, Organisations & Developments**



**Convenor: Abi Jagun**

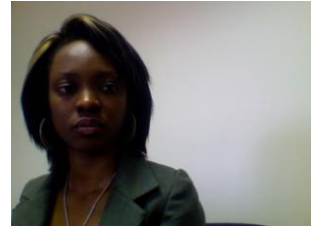
**20 – 24 June 2011**

<b>TPRM MODULE TWO - SESSION OUTLINE</b>			
<b>Day/Date</b>	<b>Time</b>	<b>Topic</b>	<b>Lecturer</b>
Monday 20 June	08:00 – 08:30	Student arrival and welcome address	
	08:30 – 09:00	Overview of <i>Ignite Learning</i>	Abi Jagun
	09:00 – 12:30	Knowledge management and organisational effectiveness: case of the non-profit sector	Titi Akinsanmi
	13:30 – 17:00	Globalisation & the knowledge economy	Abi Jagun
Tuesday 21 June	09:00 – 12:30	Global trends in regulatory reform: liberalisation, privatisation & regulation in a converging environment	Charley Lewis
	13:30 – 17:00	Global e-governance & regional regulation of the ICT sector: structures & institutions	Johan Smit
Wednesday 22 June	09:00 – 12:30	Management and strategy in regulatory institutions	Brian Goulden
	13:30 – 16:00	ICTs and development: concepts, issues and initiatives	Abi Jagun
	16:30 -	Presentation of Vodafone Policy Paper Series: "Making Broadband Accessible For All"	
Thursday 23 June	09:00 – 12:30	Universal access and service(UAS): the digital divide; approaches and models for UAS, & the South African experience	Charley Lewis
	13:30 – 17:00	ICTs and gender	Tina James
Friday 24 June	09:00 – 12:30	National responses to the global information economy: e-commerce in South Africa	Leona Menz
	13:30 – 17:00	Group assignment presentations	Abi Jagun

Session 1: Knowledge Management and Organisational Effectiveness: Case of the Non-profit Sector	
<b>Presenter</b>	Titi Akinsanmi
<b>Objectives</b>	<ul style="list-style-type: none"> <li>• To understand the concepts of Data, Information and Knowledge</li> <li>• To discuss the theory and meaning of “knowledge management” and interpret the concept in the organisational environment</li> <li>• To identify and discuss the fundamentals for knowledge creation, knowledge dissemination and knowledge sharing towards an effective organization</li> </ul>
<b>Content</b>	<ul style="list-style-type: none"> <li>• Laying the foundation: Data, Information, Knowledge, Effectiveness, Principles and Theories of Knowledge Management</li> <li>• Methodology, tools and techniques for managing knowledge in organizations                             <ul style="list-style-type: none"> <li>○ Communities of Practice/Knowledge networks/Expert profiles/Social Media</li> <li>○ ICTs: Storage, Collaborative and learning tools</li> </ul> </li> <li>• Developing a Knowledge Management Strategy towards an Efficient organization: Case of the Non-Profit Sector</li> </ul>
<b>Outcomes</b>	<p>Participants will be able to:</p> <ul style="list-style-type: none"> <li>• Apply Knowledge Management concepts, methods and tools useful in KM for OE</li> <li>• Develop a basic KM strategy for use within their organisational context</li> </ul>
<b>Core Readings</b>	<ul style="list-style-type: none"> <li>• Liebowitz, J. and Beckman, T. (1998) “Chapter 8: Sharing and applying Knowledge: Access, Distribution, Education, and Performance” in <i>Knowledge Organisations: what every manager should know</i>. Washington D.C., US: St Lucie Press. pp. 99 – 110.</li> <li>• Liebowitz, J. and Beckman, T. (1998) “Chapter 9: Creating knowledge: learning, experimentation, discovery and innovation” in <i>Knowledge Organisations: what every manager should know</i>. Washington D.C., US: St Lucie Press. pp. 111 – 132.</li> <li>• Beckman T. J. (1999) “Chapter 1: The Current State of Knowledge Management” in Liebowitz, J. (editor) <i>Knowledge Management Handbook</i>. Boca Raton, FL: CRC Press, pp. 1-1 to 1-20.</li> <li>• Gamble, P.R., and Blackwell, J. (2002) “Chapter 9: Technology and Knowledge Management” in <i>Knowledge Management: A State of the Art Guide</i>. London, UK: Kogan Page Ltd., pp. 162 – 184.</li> <li>• Akinsanmi, T.O (2010) “Chapter 2: Tracing the links: Networked southern NPO’s KM practices and organisational effectiveness” in <i>Networked NPOs in the global South: Knowledge Management and Organisational Effectiveness</i>. pp. 21 – 43.</li> </ul>
<b>Additional References</b>	<ul style="list-style-type: none"> <li>• Awad, E. M. and Ghaziri, H. M. (2004) “Chapter 1: Working Smarter, Not Harder” in <i>Knowledge Management</i>, Singapore Pearson Education/ Prentice Hall, pp. 2 – 15.</li> <li>• Davenport, T. H. and Prusak, L. (2000) “What do we talk about when we talk about knowledge?” in <i>Working Knowledge: How organizations manage what they know</i>. Boston, MA: Harvard Business School Press, pp. 1 – 24.</li> <li>• Smit, K. (2002) “What is the ‘Knowledge Economy’? Knowledge Intensity and Distributed Knowledge Bases”. <i>United Nations University INTECH Discussion Papers</i>, No. 6. Available online at <a href="ftp://ftp.cordis.europa.eu/pub/innovation-policy/studies/studies_knowledge_based_economy_wp4.pdf">ftp://ftp.cordis.europa.eu/pub/innovation-policy/studies/studies_knowledge_based_economy_wp4.pdf</a></li> </ul>

**About your  
Lecturer**

Titi Akinsanmi is a visiting researcher, lecturer and prospective PhD candidate with the LINK centre. She holds a Masters in Management specializing in Knowledge Management for development from the University of Witwatersrand. Her experience spans both the public and private sectors consulting for a range of international institutions including AfriNIC, IICD, UN-GAID and UNECA. Her area of growing expertise is in policy research & development (ICTs for development in particular education, Internet governance as it pertains to universal access and service provision). She is currently serving on nomination of the UN Secretary General, on the Internet Governance Forum Advisory Group, and as High-Level adviser of the United Nations Global Alliance for ICT for Development.



Session 2: Globalisation & the knowledge economy	
<b>Presenter</b>	Abi Jagun
<b>Outcomes</b>	<p>Participants will be able to:</p> <ul style="list-style-type: none"> <li>• describe the features of globalisation and the information age;</li> <li>• identify the social, political and economic impacts of globalisation and the information age;</li> <li>• articulate priorities and ideas for the development of a knowledge economy.</li> </ul>
<b>Content</b>	<ul style="list-style-type: none"> <li>• Globalisation: a definition and a timeline</li> <li>• Impact of globalisation on the nation state, society and the economy</li> <li>• Globalisation and the world system</li> <li>• The information revolution</li> <li>• Features of the information age</li> <li>• National strategies and global positioning</li> <li>• The global economic context from the perspective of the knowledge economy</li> <li>• The role of ICT in the knowledge economy</li> <li>• South African public policy in the emerging knowledge economy</li> </ul>
<b>Core Readings</b>	<ul style="list-style-type: none"> <li>• Castells, M (1999) 'Information Technology, Globalization and Social Development', Discussion Paper No 114, United Nations Research Institute for Social Development, Geneva, September 1999, available online at <a href="http://www.unrisd.org/80256B3C005BCCF9/(httpAuxPages)/F270E0C066F3DE7780256B67005B728C/\$file/dp114.pdf">http://www.unrisd.org/80256B3C005BCCF9/(httpAuxPages)/F270E0C066F3DE7780256B67005B728C/\$file/dp114.pdf</a></li> <li>• Houghton, J &amp; Sheehan, P (2000) 'A Primer on the Knowledge Economy', Centre for Strategic Economic Studies. Victoria University, available online at <a href="http://www.cses.com/documents/knowledgeeconprimer.pdf">http://www.cses.com/documents/knowledgeeconprimer.pdf</a></li> </ul>
<b>Additional References</b>	<ul style="list-style-type: none"> <li>• Braman, S (2005) 'The micro- and macro-economics of information', Annual Review of Information Science and Technology (ARIST), 40, 3 - 52</li> <li>• Oliner, S &amp; Sichel, D (2000) 'The Resurgence of Growth in the Late 1990s: Is Information Technology the Story?', Journal of Economic Perspectives, Vol 14 No 4, Fall 2000, available online at <a href="http://econ161.berkeley.edu/pdf_files/JEP_computer/Oliner_Sichel.pdf">http://econ161.berkeley.edu/pdf_files/JEP_computer/Oliner_Sichel.pdf</a></li> <li>• Smith, K (2002) 'What is the 'Knowledge Economy'? Knowledge Intensity and Distributed Knowledge Bases', United Nations University, 2002</li> <li>• Stiglitz, J (2003) 'Globalisation, Technology and Asian Development', Asian Development Review, Vol 20 No 2, 2003</li> </ul>
<b>About your Lecturer</b>	<p>Abi Jagun is a part-time lecturer at the LINK Centre of the School of Public and Development Management at the University of the Witwatersrand. She is also an independent researcher and consultant specialising on telecommunications policy in sub-Saharan Africa and on the impact of ICTs on societies and markets. Abi was previously a Research Fellow in the Department of Management Science at the University of Strathclyde, Glasgow. She holds a PhD in Management Science and an MSc in Operations Research from the University of Strathclyde. She also has an MBA from Cardiff University, UK and a BSc Hon in Botany from the University of Lagos, Nigeria.</p> 

### Session 3: Global trends in regulatory reform: liberalisation, privatisation & regulation in a converging environment


<b>Presenter</b>	Charley Lewis
<b>Outcomes</b>	<p>Participants will be able to:</p> <ul style="list-style-type: none"> <li>• articulate the drivers and components of ICT sector reform nationally and internationally;</li> <li>• describe key global trends governing ICT sector reform;</li> <li>• understand the need for and the role of regulation in the ICT sector;</li> <li>• describe the need for integrated regulatory approaches to converging technologies and sectors.</li> </ul>
<b>Content</b>	<ul style="list-style-type: none"> <li>• Drivers of ICT sector reform</li> <li>• Features of ICT sector reform</li> <li>• Global trends in ICT sector reform</li> <li>• Privatisation vs liberalisation</li> <li>• Deregulation &amp; independent regulation</li> <li>• ICT sector reform in South Africa</li> <li>• Convergence</li> </ul>
<b>Core Readings</b>	<ul style="list-style-type: none"> <li>• Intven, H, Oliver, J &amp; Sepúlveda, E (2000) 'Overview of Telecommunications Regulation', in Intven, H (ed) (2001) Telecommunications Regulation Handbook, World Bank, Washington DC, available online at <a href="http://rru.worldbank.org/Documents/Toolkits/telecom_mod1.pdf">http://rru.worldbank.org/Documents/Toolkits/telecom_mod1.pdf</a></li> <li>• ITU (2011) 'Trends in Telecommunication Reform 2010-2011: Enabling Tomorrow's Digital World', Executive Summary, International Telecommunication Union, Geneva, available online at <a href="http://www.itu.int/dms_pub/itu-d/opb/reg/D-REG-TTR.12-2010-SUM-PDF-E.pdf">http://www.itu.int/dms_pub/itu-d/opb/reg/D-REG-TTR.12-2010-SUM-PDF-E.pdf</a></li> <li>• Souter, D (2009) 'Telecoms Policy and Regulation', Chapter 15, in Souter, D (ed) (2009) The APC ICT Policy Handbook, Association for Progressive Communications, Johannesburg, available online at <a href="http://www.apc.org/en/system/files/APCHandbookWeb_EN.pdf">http://www.apc.org/en/system/files/APCHandbookWeb_EN.pdf</a></li> </ul>
<b>Additional References</b>	<ul style="list-style-type: none"> <li>• Fink, C, Mattoo, A &amp; Rathindran, R (2003) 'An assessment of telecommunications reform in developing countries', <i>Information Economics and Policy</i> No 15, 2003</li> <li>• Gillwald, A (2002) 'Experimenting with institutional arrangements for communications policy and regulation: the case of telecommunications and broadcasting in South Africa', <i>The Southern African Journal of Information and Communication</i>, Vol 2, No 1, 2002</li> <li>• ITU (2011) 'Trends in Telecommunication Reform 2010-2011: Enabling Tomorrow's Digital World', Executive Summary, International Telecommunication Union, Geneva</li> <li>• Melody, W (1997) 'Policy Objectives and Models of Regulation', in Melody, W (ed) Telecom Reform: Principles, Policies and Regulatory Practices, Den Private Ingeniørfond, Technical University of Denmark, Lyngby, available online from <a href="http://lirne.net/test/wpcontent/uploads/2007/02/telecomreform.pdf">http://lirne.net/test/wpcontent/uploads/2007/02/telecomreform.pdf</a></li> <li>• Melody, W (1999) 'Telecom reform: progress and prospects', <i>Telecommunications Policy</i>, Vol 23, Elsevier, New York</li> <li>• Smith, W (1997) 'What the Transformation of Telecom Markets Means for Regulation', <i>Public Policy for the Private Sector Note No 121</i>, World Bank, Washington, available online at <a href="http://rru.worldbank.org/documents/PublicPolicyJournal/121smith.pdf">http://rru.worldbank.org/documents/PublicPolicyJournal/121smith.pdf</a></li> </ul>

**About your  
Lecturer**

Charley Lewis is a senior lecturer, researcher and consultant at the LINK Centre of the School of Public and Development Management at the University of the Witwatersrand. His areas of interest include: labour, work and ICT; ICT sector policy and regulation; universal service and access; the Internet, and business process outsourcing. He has lectured and presented widely, on a number of ICT policy, regulation and development issues. He has undertaken research in a number of areas, including the Internet, call centres, e-learning and universal access and service. He holds the degree of Master of Commerce in the Management of Information Systems from the University of the Witwatersrand.



## Session 4: Global e-governance & regional regulation of the ICT sector: structures & institutions


<b>Presenter</b>	Johan Smit
<b>Outcomes</b>	<p>Participants will be able to:</p> <ul style="list-style-type: none"> <li>• explain the telecom reform model and the move towards market access;</li> <li>• articulate the role of global institutions such as the ITU, WTO and ICANN;</li> <li>• articulate the role of regional institutions and processes such as NEPAD, SATCC &amp; CRASA;</li> <li>• explain the expression “think globally and act locally” in the telecoms sector;</li> <li>• debate solutions to the problem of developing countries’ participation in international ICT forums.</li> </ul>
<b>Content</b>	<ul style="list-style-type: none"> <li>• The shift from an international regime to a supranational regime</li> <li>• The structure of the ITU, WTO and ICANN and the strengths and weaknesses of each institution</li> <li>• The regional response to global developments, beginning with Panaftel</li> <li>• The role of NEPAD, SATCC, ATU &amp; CRASA</li> <li>• The future of telecom governance models</li> </ul>
<b>Core Readings</b>	<ul style="list-style-type: none"> <li>• Ó Siochrú, S (2007) ‘Institutional Overviews’ in Esterhuysen, A &amp; Bissio, R (eds) (2007) <i>Global Information Society Watch</i>, Association for progressive Communications, Johannesburg, available online at <a href="http://www.giswatch.org/files/pdf/GISW_2007.pdf">http://www.giswatch.org/files/pdf/GISW_2007.pdf</a></li> <li>• Schneider, V (2002) ‘The institutional transformation of telecommunications between Europeanization and globalization’, in Jordana, J (ed) <i>Governing Telecommunications and the New Information Society in Europe</i>, Edward Elgar, Cheltenham, UK</li> <li>• WTO (1996) ‘Telecommunications Services: Reference Paper’, World Trade Organisation, Geneva, available online at <a href="http://www.wto.org/english/tratop_e/serv_e/telecom_e/tel23_e.htm">http://www.wto.org/english/tratop_e/serv_e/telecom_e/tel23_e.htm</a></li> <li>• WTO (1999) <i>The General Agreement on Trade in Services, An Introduction</i>, World Trade Organisation, Geneva, available at <a href="http://www.wto.org/english/tratop_e/serv_e/gsintr_e.doc">http://www.wto.org/english/tratop_e/serv_e/gsintr_e.doc</a></li> </ul>
<b>Additional References</b>	<ul style="list-style-type: none"> <li>• Mueller, L &amp; McKnight, L (2004) ‘The post-.COM internet: toward regular and objective procedures for internet governance’, <i>Telecommunications Policy</i>, Elsevier, New York</li> </ul>
<b>Activity</b>	Discuss the state of the telecoms market in your country in terms of the scenarios as presented in slide 2. (15 minutes)
<b>About your Lecturer</b>	<p>Johan Smit is a regulatory specialist with 25 years professional experience in the telecommunication sector of which 17 years is on radio frequency spectrum related matters. During these 17 years he dealt with regulations, strategy, interference and management of the radio frequency spectrum. He represented Telkom in various national, regional and international forums and committees. Since 1997 he attended all ITU World Radiocommunications Conferences where he represented Telkom, South Africa, SADC and occasionally Africa as Rapporteur on conference agenda items. He is currently the Chairperson of South African Bureau of Standards</p> 

Technical Committee (SABS TC74) on Communication Technology and is the convenor of SC74B dealing with radiocommunication standards in particular.

In 2009 he was seconded to the Authority to assist in the development of an SADC regional frequency band plan, which Plan was adopted by the SADC Ministers in 2010. In 2010 he prepared spectrum related discussion papers for CRASA, which was sponsored by the ITU. He occasionally also presents to Master Students at the University of the Witwatersrand on ITU.

Johan has a Master's Diploma in Technology, Electrical Engineering (Light Current), Technikon Free State, 1993. He is currently doing his PhD at the University of the Witwatersrand on spectrum management methodologies in SADC (2nd year)

## Session 5: Management and strategy in regulatory institutions

<b>Presenter</b>	Brian Goulden
<b>Outcomes</b>	<p>Participants will be able to:</p> <ul style="list-style-type: none"> <li>• Identify the main governance and management models used in regulatory agencies</li> <li>• Understand the roles and responsibilities, decision-making and management challenges that exist in ICT regulatory bodies</li> <li>• Understand the skills needs of ICT regulators</li> <li>• Articulate the importance of stakeholder consultation and communication</li> <li>• Describe the purpose of strategy and how it is developed</li> <li>• Identify the factors influencing strategy development and implementation</li> </ul>
<b>Content</b>	<p>Management Issues</p> <ul style="list-style-type: none"> <li>• Governance – full-time versus part-time versus no Boards (various models)</li> <li>• Role of the Board</li> <li>• Role of Management (officials)</li> <li>• Decision-making / Process flows in a regulatory body</li> <li>• Monitoring management / organizational performance – the metrics</li> <li>• Stakeholder consultation &amp; communication</li> <li>• Capacity building in regulatory agencies.</li> </ul> <p>Strategy</p> <ul style="list-style-type: none"> <li>• What is strategy</li> <li>• what influences strategy <ul style="list-style-type: none"> <li>o external – technology, national objectives, global &amp; regional environment</li> <li>o internal – resources</li> </ul> </li> </ul>
<b>Core Readings</b>	<ul style="list-style-type: none"> <li>• Goulden B (2005) 'Building ICT regulatory capacity in developing economies: a learning framework for ICT regulators', <i>Info</i>, Vol 7, No 4 pp 3-7, Emerald.</li> <li>• Schware, R. (2003) 'ICT agencies: functions, structures and best operational practices' <i>Info</i>, Vol 5, No 3, pp 3 – 7, Emerald.</li> </ul>
<b>Additional References</b>	<ul style="list-style-type: none"> <li>• Williams, Kevan (2009) <i>Essential Managers Strategic Management</i>, Dorling Kindersley UK</li> </ul>
<b>About your Lecturer</b>	<p>Brian is Director of Strategy &amp; Capacity-building at Pygma Consulting. He has more than 35 years experience in management and consulting in the ICT and related sectors. His experience includes organizational development and capacity-building work with ICT regulatory bodies in Botswana, Ghana, Jordan, Iran, Lesotho, Malawi, Mauritius, Namibia, South Africa, Tanzania, and Zambia. He also has experience working on organisational development and institutional change projects with Governments and public and private telecommunications operators in Europe, Africa and the Middle East including the United Kingdom, China, Cyprus, Ghana, Jordan, Kenya, Malta, Nigeria, Uganda, and Qatar.</p> <div style="text-align: right;">  </div> <p>Prior to his international consulting work, Brian was for more than 20 years a senior manager in BT PLC, where he worked in a number of positions –</p>

including almost 5 years as HR Director of the international Operator Services Division. He also spent two years as the Academic Lead for the Institute of Development Management, Botswana – providing management and strategy training and consultancy for both public and private sector clients


Brian has an MSc in Human Resource Development from the University of Manchester, and is a Chartered Fellow of the Chartered Institute of Personnel and Development (UK).

Session 6: ICTs and development: concepts, issues & initiatives	
<b>Presenter</b>	Abi Jagun
<b>Outcomes</b>	<p>Participants will be able to:</p> <ul style="list-style-type: none"> <li>• debate key concepts relating to the use of ICTs in development and for poverty reduction;</li> <li>• describe the key service and economic sectors that are relevant for ICT interventions for development;</li> <li>• discuss the relevance of research and its influence on policy and practice in ICTs for development;</li> <li>• analyse national policies, practices, sectors and priorities in order to achieve development through ICTs.</li> </ul>
<b>Content</b>	<ul style="list-style-type: none"> <li>• Electronic materials developed by key international agencies as guiding principles around ICT4D</li> <li>• Current debates on poverty in the information age and contribution to the electronic exchanges that make up the knowledge economy.</li> <li>• Concepts around the levels of access, applications and content that are relevant in developing situations and the key challenges for integration in order to achieve the various thresholds of development through ICT4D</li> <li>• References to policy and regulation and market delivery for development</li> <li>• Reference to key international institutions and movements that have contributed to the body of knowledge on ICT4D globally and in Africa</li> <li>• Distinguish between research and implementation of various approaches to ICT4D</li> </ul>
<b>Core Readings</b>	<ul style="list-style-type: none"> <li>• DOI (2001) 'Chapter 2: ICT for Development- Making the Case' in <i>Creating a Development Dynamic: Final Report of the Digital Opportunity Initiative</i>, July 2001, Accenture, Markle Foundation &amp; United Nations Development Programme, New York, available online at <a href="http://www.markle.org/downloadable_assets/doifinalreport.pdf">http://www.markle.org/downloadable_assets/doifinalreport.pdf</a></li> <li>• Kleine, D. And Unwin, T. (2009) 'Technological revolution, evolution and new dependencies: what's new about ICT4D?', <i>Third World Quarterly</i>, Vol. 30, No. 5, 1045-1067.</li> </ul>
<b>Additional References</b>	<ul style="list-style-type: none"> <li>• de Silva, H, Zainudeen, A &amp; Ratnadiwakara, D (2008) 'Perceived Economic Benefits of Telecom Access at the Bottom of the Pyramid in Emerging Asia', LIRNEasia, Colombo, available online at <a href="http://www-personal.umich.edu/~parkyo/site/paper%20abstracts/LIRNEasia_ICApc_Benefits_at_BOP_v2_1.pdf">http://www-personal.umich.edu/~parkyo/site/paper%20abstracts/LIRNEasia_ICApc_Benefits_at_BOP_v2_1.pdf</a></li> <li>• World Dialogue on Regulation, 2007, Read the "Word to the G8" at <a href="http://www.regulateonline.org/content/view/999/63/">http://www.regulateonline.org/content/view/999/63/</a></li> <li>• Heeks, R (2007) 'Africa after the Africa Commission: What priorities for the German G8? e-Africa and m-Africa How can ICTs deliver?', Department for International Development, London. Available online at <a href="http://www.odi.org.uk/events/2007/05/02/336-article-e-africa-m-africa-can-icts-deliver-richard-heeks-university-manchester.pdf">http://www.odi.org.uk/events/2007/05/02/336-article-e-africa-m-africa-can-icts-deliver-richard-heeks-university-manchester.pdf</a></li> </ul>
<b>About your Lecturer</b>	See above


Session 7: Universal access and service(UAS): the digital divide; approaches and models for UAS, & the South African experience	
<b>Presenter</b>	Charley Lewis
<b>Outcomes</b>	<p>Participants will be able to:</p> <ul style="list-style-type: none"> <li>• discuss the dimensions and impact of the digital divide;</li> <li>• articulate the role of ICTs in social and economic development;</li> <li>• describe the importance of UAS in the context of ICT sector reform;</li> <li>• articulate fundamental concepts and issues relating to UAS;</li> <li>• apply theoretical concepts and analytical tools to the issues of UAS;</li> <li>• assess the strengths and weaknesses of a range UAS mechanisms &amp; models;</li> <li>• critique the effectiveness UAS interventions in their country .</li> </ul>
<b>Content</b>	<ul style="list-style-type: none"> <li>• UAS &amp; the digital divide</li> <li>• UAS &amp; ICT4D</li> <li>• UAS &amp; ICT sector reform</li> <li>• Defining universal access and universal service</li> <li>• Some UAS issues &amp; concepts</li> <li>• Mechanisms &amp; models to extend universal access &amp; promote universal serviceUAS universality</li> <li>• Successes and failures of UAS policy, strategy and programmes in SA</li> </ul>
<b>Core Readings</b>	<ul style="list-style-type: none"> <li>• Benjamin, P &amp; Dahms, M (1999) 'Background paper on Universal Service and Universal Access issues', CommUnity, Johannesburg, last seen at <a href="http://www.communitysa.org.za/paperuni.htm">http://www.communitysa.org.za/paperuni.htm</a></li> <li>• Souter, D (2009) 'The "Digital Divide"', Chapter 6, in Souter, D (ed) (2009) The APC ICT Policy Handbook, Association for Progressive Communications, Johannesburg, available online at <a href="http://www.apc.org/en/system/files/APCHandbookWeb_EN.pdf">http://www.apc.org/en/system/files/APCHandbookWeb_EN.pdf</a></li> <li>• Souter, D (2009) 'Universal Access', Chapter 17, in Souter, D (ed) (2009) The APC ICT Policy Handbook, Association for Progressive Communications, Johannesburg, available online at <a href="http://www.apc.org/en/system/files/APCHandbookWeb_EN.pdf">http://www.apc.org/en/system/files/APCHandbookWeb_EN.pdf</a></li> <li>• InfoDev (2009) ) 'Universal Access and Service', Executive Summary, Module 4, ICT Regulation Toolkit, InfoDev, Washington DC and International Telecommunication Union, Geneva, available online at <a href="http://www.ictregulationtoolkit.org//Mod4ExecSummary">http://www.ictregulationtoolkit.org//Mod4ExecSummary</a></li> <li>• Lewis, C (2010) 'Achieving Universal Service in South Africa: What Next for Regulation?', paper presented at International Telecommunications Society Conference, 'Telecommunications: Ubiquity and equity in a broadband environment', Wellington, 26 - 28 August 2010, available online at <a href="http://www.iscr.org.nz/f555,17799/17799_Lewis_Achieving_universal_service_.pdf">http://www.iscr.org.nz/f555,17799/17799_Lewis_Achieving_universal_service_.pdf</a></li> </ul>
<b>Additional References</b>	<ul style="list-style-type: none"> <li>• Bridges (2001) Spanning the Digital Divide: Understanding and Tackling the Issues, executive summary, Bridges, Cape Town, available online at <a href="http://www.bridges.org/files/active/1/spanning_the_digital_divide.pdf">http://www.bridges.org/files/active/1/spanning_the_digital_divide.pdf</a></li> <li>• Dymond, A &amp; Oestman, S (2003) 'The Role of Sector Reform in Achieving Universal Access', in ITU (2003) <i>Trends in Telecommunications Reform</i>, International Telecommunication Union, Geneva, also available online at <a href="http://www.inteleconresearch.com/pdf/TTR03_Chapter_3.pdf">http://www.inteleconresearch.com/pdf/TTR03_Chapter_3.pdf</a></li> </ul>

<p><b>Additional References (continued)</b></p>	<ul style="list-style-type: none"> <li>• Bridges (2001) <i>Spanning the Digital Divide: Understanding and Tackling the Issues</i>, executive summary, Bridges, Cape Town, available online at <a href="http://www.bridges.org/files/active/1/spanning_the_digital_divide.pdf">http://www.bridges.org/files/active/1/spanning_the_digital_divide.pdf</a></li> <li>• Dymond, A &amp; Oestman, S (2003) 'The Role of Sector Reform in Achieving Universal Access', in ITU (2003) <i>Trends in Telecommunications Reform</i>, International Telecommunication Union, Geneva, also available online at <a href="http://www.inteleconresearch.com/pdf/TTR03_Chapter_3.pdf">http://www.inteleconresearch.com/pdf/TTR03_Chapter_3.pdf</a></li> <li>• Fink, C &amp; Kenny, C (2003) 'W(h)ither the Digital Divide?', World Bank, New York, available online at <a href="http://old.developmentgateway.org/download/181562/W_hither_DD_Jan.pdf">http://old.developmentgateway.org/download/181562/W_hither_DD_Jan.pdf</a></li> <li>• Intven, H, Oliver, J &amp; Sepúlveda, E (2000) 'Universal Service', in <i>Telecommunications Regulation Handbook</i>, Intven, H (ed), World Bank, Washington DC, <a href="http://www.infodev.org/projects/314regulationhandbook/module6.pdf">http://www.infodev.org/projects/314regulationhandbook/module6.pdf</a></li> <li>• ITU (1998) <i>World Telecommunication Development Report 1998: Universal Access</i>, International Telecommunication Union, Geneva, executive summary available online at <a href="http://www.itu.int/ITU-D/ict/publications/wtdr_98/wtdr98.pdf">http://www.itu.int/ITU-D/ict/publications/wtdr_98/wtdr98.pdf</a></li> <li>• ITU (2006) <i>World Telecommunication / ICT Development Report 2006: Measuring ICT for Social and Economic Development</i>, executive summary, International Telecommunication Union, Geneva available online at <a href="http://www.itu.int/dms_pub/itu-d/opb/ind/D-IND-WTDR-2006-SUM-PDF-E.pdf">http://www.itu.int/dms_pub/itu-d/opb/ind/D-IND-WTDR-2006-SUM-PDF-E.pdf</a> (full version currently available online at <a href="http://foss.org.my/projects/us-my-free-trade-agreement-issues/resources/wtdr2006-e.pdf">http://foss.org.my/projects/us-my-free-trade-agreement-issues/resources/wtdr2006-e.pdf</a>)</li> <li>• ITU (2007) <i>World Information Society 2007 Report 2007: beyond WSIS</i>, executive summary &amp; chapter two, International Telecommunication Union, Geneva, available online at <a href="http://www.itu.int/osg/spu/publications/worldinformationsociety/2007/WISR07-summary.pdf">http://www.itu.int/osg/spu/publications/worldinformationsociety/2007/WISR07-summary.pdf</a></li> <li>• ITU (2010) 'Measuring the Information Society', executive summary, International Telecommunication Union, Geneva, available online at <a href="http://www.itu.int/dms_pub/itu-d/opb/ind/D-IND-ICTOI-2010-SUMPDF-E.pdf">http://www.itu.int/dms_pub/itu-d/opb/ind/D-IND-ICTOI-2010-SUMPDF-E.pdf</a></li> <li>• Msimang, M (2006) 'Universal Service and Universal Access', chapter 8 in Thornton, L, Carrim, Y, Mtshaulana, P &amp; Reyburn, P (eds) <i>Telecommunications Law in South Africa</i>, STE Publishers, Johannesburg, available online at <a href="http://link.wits.ac.za/papers/telelaw10.pdf">http://link.wits.ac.za/papers/telelaw10.pdf</a></li> <li>• Wallsten, S (2008) 'Reverse Auctions and Universal Telecommunications Service: Lessons from Global Experience', Technology Policy Institute, Washington DC, available online at <a href="http://www.techpolicyinstitute.org/files/wallsten_global_reverse_auctions-1.pdf">http://www.techpolicyinstitute.org/files/wallsten_global_reverse_auctions-1.pdf</a></li> <li>• Xavier, P &amp; Ypsilanti, D (2007) 'Universal service in an IP-enabled NGN environment', <i>info</i> vol 9, issue 1, pp 15 - 31, Emerald Group Publishing Limited, Bingley</li> </ul>
<p><b>About your Lecturer</b></p>	<p>See above</p>

Session 8: ICTs and gender	
<b>Presenter</b>	Tina James
<b>Outcomes</b>	<p>Participants will be able to:</p> <ul style="list-style-type: none"> <li>• discuss the role of gender in the ICT sector;</li> <li>• describe a range of indicators tracking the participation of women in ICT;</li> <li>• debate issues and challenges facing women and men in the ICT sector;</li> <li>• apply gender concepts in relation to the ICT sector.</li> </ul>
<b>Content</b>	<ul style="list-style-type: none"> <li>• The role of gender in ICTs</li> <li>• ICT and gender concepts</li> <li>• Indicators measuring ICT &amp; gender</li> <li>• Issues facing women in ICTs</li> <li>• South African and international experiences of gender &amp; ICTs</li> <li>• Gender and ICT case studies</li> </ul>
<b>Core Readings</b>	<ul style="list-style-type: none"> <li>• DST (2009) <i>Facing the Facts: Women's participation in Science, Engineering and Technology</i>, Department of Science and Technology, Pretoria  <a href="http://www.nacinnovation.biz/wp-content/uploads/pdf/NACI%20Resources%20studies,%20reports%20and%20publications/2009/NACI%20Resources%20Studies,%20etc%20Facing%20the%20Facts%202009.pdf">http://www.nacinnovation.biz/wp-content/uploads/pdf/NACI%20Resources%20studies,%20reports%20and%20publications/2009/NACI%20Resources%20Studies,%20etc%20Facing%20the%20Facts%202009.pdf</a></li> <li>• Hausmann, R, Tyson, L &amp; Zahidi, S (eds) (2009) 'South Africa' in Hausmann, R, Tyson, L &amp; Zahidi, S (eds) (2009) <i>The Global Gender Gap Report</i>, World Economic Forum, Geneva, available online at <a href="http://www.weforum.org/pdf/gendergap2009/SouthAfrica.pdf">http://www.weforum.org/pdf/gendergap2009/SouthAfrica.pdf</a></li> <li>• ITU (nd) 'Gender-Aware Guidelines for Policy-making and Regulatory Agencies', International Telecommunication Union, Geneva  <a href="http://www.itu.int/ITU-D/gender/pdf/GenderAwarenessGuidelines.pdf">http://www.itu.int/ITU-D/gender/pdf/GenderAwarenessGuidelines.pdf</a></li> <li>• Thas, A, Ramilo, C &amp; Cinco, C (2007) 'Implications of Integrating a Gender Perspective at National Level', in Thas, A, Ramilo, C &amp; Cinco, C (2007) <i>Gender and ICTs</i>, Asia-Pacific Development Information Programme, Bangkok, available online at <a href="http://en.wikibooks.org/wiki/Gender_and_ICT/Implications_of_Integrating_a_Gender_Perspective_at_National_Level">http://en.wikibooks.org/wiki/Gender_and_ICT/Implications_of_Integrating_a_Gender_Perspective_at_National_Level</a></li> </ul>
<b>Additional References</b>	<ul style="list-style-type: none"> <li>• APC (2005) 'Gender Evaluation Methodology. For Internet and ICTs', Association for Progressive Communications, Johannesburg, available online at <a href="http://www.apcwomen.org/gemkit/pdf/GEMforDownload_English_112005.pdf">http://www.apcwomen.org/gemkit/pdf/GEMforDownload_English_112005.pdf</a></li> <li>• Buskens, I &amp; Webb, A (2009) <i>African Women and ICTs: Investigating Technology, Gender and Empowerment</i>, International Development Research Centre, Ottawa, available online at <a href="http://www.idrc.ca/openebooks/399-7/">http://www.idrc.ca/openebooks/399-7/</a></li> <li>• DANIDA (2008) 'Gender Equality in the Private Sector', Ministry of Foreign Affairs of Denmark, Copenhagen, available online at <a href="http://www.danidadevforum.um.dk/NR/rdonlyres/27708C2A-B3AF-4E19-9FCF-DEE5931CA974/0/054_GEintheprivatesector.pdf">http://www.danidadevforum.um.dk/NR/rdonlyres/27708C2A-B3AF-4E19-9FCF-DEE5931CA974/0/054_GEintheprivatesector.pdf</a></li> <li>• Hafkin, N &amp; Huyer, S (eds) (2006) <i>Cinderella or Cyberella? Empowering women in the Knowledge Society</i>, Kumarian Press, Bloomfield CT, available via <a href="http://www.styluspub.com/clients/kum/books/BookDetail.aspx?productID=187254">http://www.styluspub.com/clients/kum/books/BookDetail.aspx?productID=187254</a></li> </ul>

<p><b>Additional References (continued)</b></p>	<ul style="list-style-type: none"> <li>• Huyer, S &amp; Hafkin, N (2007) <i>Engendering the Knowledge Society: Measuring Women's Participation</i>, Orbicom, Montréal, available online at <a href="http://www.orbicom.ca/projects/knowledge_society2007/2007orbicom_eng_know_soc.pdf">http://www.orbicom.ca/projects/knowledge_society2007/2007orbicom_eng_know_soc.pdf</a></li> <li>• James, T (ed) (2006) <i>Women in the Information and Communication Technology Sector in South Africa</i>, Meraka Institute, Pretoria, available online at <a href="http://women-in-ict.meraka.csir.co.za/images/7/76/National_print.pdf">http://women-in-ict.meraka.csir.co.za/images/7/76/National_print.pdf</a></li> <li>• UNIFEM (2008) <i>Who Answers to Women? Gender and Accountability: Progress of the World's Women 2008/2009</i>, United Nations Development Fund for Women, New York, available online at <a href="http://www.unifem.org/progress/2008/media/POWW08_Report_Full_Text.pdf">http://www.unifem.org/progress/2008/media/POWW08_Report_Full_Text.pdf</a></li> </ul>
<p><b>About your Lecturer</b></p>	<p>Tina James has more than 26 years experience in various aspects of ICTs in developing countries (particularly Africa). Work undertaken to date has drawn on her wide range of expertise in the management of multidisciplinary projects, strategic planning, programme design, training and stakeholder management processes. Specific experiences include: an Africa-wide initiative on ICT policy advocacy; development of ICT policies and strategies at regional and national levels; numerous studies on the ICT sector in South Africa and other African countries, including e-readiness studies.</p>  <p>She has edited three books – <i>Enhancing Innovation in South Africa: The COFISA experience</i>, an <i>Information Policy Handbook for Southern Africa</i> and <i>one African School networks</i>. Additional experience includes research on gender and ICTs, community telecentres, universal access, the use of ICTs to support entrepreneurs in developing countries, and monitoring and evaluation of ICT-related projects. She has a particular interest in supporting women entrepreneurs in technology-enabled businesses.</p> <p>Tina was Senior Programme Officer and Senior Advisor to the Canadian International Development Research Centre's Acacia Programme. She has operated as an independent consultant since 1997, prior to which she held various ICT-related management positions at the South African Council for Scientific and Industrial Research (CSIR).</p>

Session 9: National responses to the global information economy: e-commerce in South Africa	
<b>Presenter</b>	Leona Menz
<b>Outcomes</b>	<p>Participants will be able to:</p> <ul style="list-style-type: none"> <li>• Discuss the legal factors inhibiting and promoting Electronic Commerce generally;</li> <li>• Describe the UNCITRAL approach to Electronic Commerce legislation;</li> <li>• Articulate the South African approach to Electronic Commerce legislation;</li> <li>• Analyse the approach in the Electronic Communications and Transactions Act with regard to:               <ul style="list-style-type: none"> <li>○ Electronic contracting,</li> <li>○ Electronic signatures,</li> <li>○ Electronic evidence / storage etc.</li> </ul> </li> </ul>
<b>Content</b>	<ul style="list-style-type: none"> <li>• Electronic Commerce and development</li> <li>• Analysis of legal factors in electronic commerce</li> <li>• Overview of the UNCITRAL Model Law on Electronic Commerce and the UNCITRAL Model Law on Electronic Signature</li> <li>• Electronic commerce legislation in South Africa</li> </ul>
<b>Core Readings</b>	<ul style="list-style-type: none"> <li>• RSA (2002) <i>Electronic Communications and Transactions Act, No 25 of 2002</i>, Republic of South Africa, Pretoria, available online at <a href="http://www.internet.org.za/ect_act.html">http://www.internet.org.za/ect_act.html</a></li> <li>• RSA (2002) <i>Regulation of Interception of Communications and Provision of Communication-related Information Act, No 70 of 2002</i>, Republic of South Africa, Pretoria, available online at <a href="http://www.internet.org.za/ricpci.html">http://www.internet.org.za/ricpci.html</a></li> <li>• UN (1996) UNCITRAL Model Law on Electronic Commerce (1996) with additional article 5 bis as adopted in 1998 and Guide to Enactment, United Nations, Geneva</li> </ul>
<b>Additional References</b>	<ul style="list-style-type: none"> <li>• Dempsey, J (2003) 'Creating the Legal Framework for ICT Development: The Example of E-Signature Legislation in Emerging Market Economies', Global Internet Policy Initiative, Washington, DC, available online from <a href="http://www.internetpolicy.net/e-commerce/">http://www.internetpolicy.net/e-commerce/</a></li> <li>• Hughes, B (2008) 'Electronic Litigation and the Strategic Value of Metadata during Legal Proceedings', Journal of Information, Law &amp; Technology, Warwick, available online at <a href="http://www2.warwick.ac.uk/fac/soc/law/elj/jilt/2008_2/hughes/hughes.pdf">http://www2.warwick.ac.uk/fac/soc/law/elj/jilt/2008_2/hughes/hughes.pdf</a></li> <li>• Moodley, S, Morris, M &amp; Velia, M (2003) 'E-commerce for exporting garments from South Africa: "digital dividend" or leap of faith?', IDS Working Paper No 182, Institute for Development Studies, Brighton, available online from <a href="http://www.gapresearch.org/production/Wp182form.pdf">http://www.gapresearch.org/production/Wp182form.pdf</a></li> <li>• RSA (1999) <i>Discussion Paper on Electronic Commerce Policy</i>, Republic of South Africa, Pretoria, available online at <a href="http://www.polity.org.za/html/govdocs/discuss/ecom.html">http://www.polity.org.za/html/govdocs/discuss/ecom.html</a></li> <li>• Sibanda, O (2008) 'Anti-spam: A Comparative Appraisal of Canadian, European Union, and South African Regulatory Regimes', Journal of Information, Law &amp; Technology, Warwick, available online at <a href="http://www2.warwick.ac.uk/fac/soc/law/elj/jilt/2008_2/sibanda/sibanda.pdf">http://www2.warwick.ac.uk/fac/soc/law/elj/jilt/2008_2/sibanda/sibanda.pdf</a></li> </ul>

<p><b>Additional References (continued)</b></p>	<ul style="list-style-type: none"> <li>• Snail, S, (2009) 'Electronic Contracts in South Africa – A Comparative Analysis', Journal of Information, Law &amp; Technology, Warwick, available online at <a href="http://www2.warwick.ac.uk/fac/soc/law/elj/jilt/2008_2/snail/snail.pdf">http://www2.warwick.ac.uk/fac/soc/law/elj/jilt/2008_2/snail/snail.pdf</a></li> <li>• UNCTAD (2003) 'Executive Summary' in E-Commerce and Development Report 2002, United Nations Conference on Trade and Development, Geneva</li> </ul>
<p><b>About your Lecturer</b></p>	<p>Leona Menz, is Director: Policy &amp; Regulation at Pygma Consulting, based in Johannesburg, South Africa. She is an experienced regulatory advisor and admitted Attorney of the High Court of South Africa. Leona's fields of legal expertise include electronic communications, competition and corporate law. Before becoming a consultant, she was the Head of Regulatory Compliance with a major South African mobile operator, where she was the principal interface with government and the regulator on issues such as consumer protection, market regulation, privacy and licensing in a converging environment. She participated in commercial negotiations on a range of issues with other private sector operators both locally and internationally and represented the mobile operator with government and regulatory authorities such as ICASA, the Department of Justice, Competition Commission and the Department of Trade and Industry. Prior to this, Leona was an Advisor to the Council of ICASA, the South African ICT regulatory body. In this role she participated in determining general ICT policies – in broadcasting, relating to competition matters and consumer issues, including policies and regulations affecting Community Broadcasting and People with Disabilities. Before joining ICASA, Leona was with the Competition Commission in the Enforcement and Exemptions Division, where she participated in investigating prohibited practices. She is currently working on a number of regulatory issues including extending her activities into the area of energy regulation.</p>  <p>Leona has a Master of Laws (LLM) in Intellectual Property law and an Honours in Psychology from UNISA, a Master of Laws (LLM) in Corporate Law, a Bachelor of Laws (BLC)(LLB) from the University of Pretoria, a Certificate in Telecommunications Law from Witwatersrand University and completed a leadership programme with the Gordon Institute of Business Science (GIBS).</p>