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Title: Proposal for establishing the capacity building centre contribute to sustainable growth of ICT in the developing countries

Abstract

We are studying the establishment of Capacity Building Centres (CBCs) in order to achieve further development of ICT in the developing countries. This contribution proposes requirements of CBC establishment, especially on the location, the number of the centres, and the structure of the organization.

Rationale

■ Background

As agreed at the WTU's Council Meeting in October 2014, we have begun to study the establishment of CBC in detail. The goal of the CBC is the simultaneous development of ICT in the world through the technical transfer to developing countries. The WTU spent many efforts for the same purpose. However, these measures lacked coherence and had only a limited effect on the global capacity building. We should therefore implement the measure in an integrated and effective manner and the CBC must take the role.

■ Approach

This is our first time to plan the CBC as the central organization for the global capacity building. And given the difficulty of predicting of the first-time project, we couldn't take a risk of big investments. Furthermore the development of human resources is generally hard to achieve a whole lot of results in a short period of time. So, we have to take a step-by-step approach in order to assure the success. We offer the following policy as explained in concrete terms below for establishing the CBCs contribute to sustainable growth in developing countries;

- Small start quick win
- Continual improvement
- Sharing of burden

■ Location of CBCs

The choice between establishing the CBCs in developing countries or developed countries is a big issue. If the developing country has the CBC in the country, WTU may be able to provide the highly detailed assistance to the country. Additionally the operational cost such as utility charges, labor charges and office rent, is lower in developing country than developed country in general. As you know, however, it is impractical that all of the countries that require the education have their own CBC. Choosing some developing countries but not all of them will cause a new issue of inequality among the developing countries. Instead, establishing a single CBC in a

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developed country has many advantages in the aspect of cost and risk of startup. One of the most reasonable plans would be starting with low risk and low investing, and determining the expansion of other countries by result of monitor and assess the first CBC. This plan will enable WTU to concentrate the resource on a single CBC and obtain the first success early.

We plan to study the second CBC after 2 or 3 years of the establishment of the first CBC. We make a decision about whether to establish the second CBC based on the first CBC experience. We will be able to estimate the costs and benefits on the second CBC, and select the location to cover the shortcomings of the first CBC.

■ Poland as a candidate for location of CBC

Poland has recently been classified as one of the top group countries for the SSC/BPO centres, which means that it has over 50 existing centres belonging to the most important world corporations. The specific reasons behind the SSC/BPO influx in Poland are: the ability to speak multiple languages by potential employees with lower cost than other large cities, quality of university education, political, economic stability and the high opinion of the country among international firms. These factors will also work to advantage for successful CBC.

■ Structure of CBC Organization (Committee for CB Centre Operation)

We think that the organization should be always open for outside to catch up with constantly advancing ICT field because the closed organization is hard to obtain the sufficient information and become to have difficulty with technology obsolescence with the rapid changes in the ICT. Meanwhile, one of the successes of this project will be ICT industrial vitalization in developing countries. And motivating investment by the private sector will accelerate the process to the goal. So, it will be beneficial for both to involve the private sector in the arrangement of the educational program. We would propose to bring the expert on the Committee as additional key position named General for Technical Affairs having a right to design the educational program.

We will think about the distributed management with more CBCs in the future. It is reasonable to maintain the primary structure as long as central management has superiority over distributed management. According to our research, the central management continues to be a better choice as long as the number of CBCs does not exceed 5.

Proposal

We propose the following requirements on the establishment of CBC;

- The first CBC should be established in developed country. Poland is a potential candidate having the merits in developed countries and operational cost.
- The establishment of the second CBC should be judged based on the first CBC experience.
- The CBC should have a central management team consisting of Head, Deputy Head, Secretary General of the committee, and General for Technical Affairs for the private sector.
- The CBC organization should put a central management system in principle from the aspects of efficiency and knowledge sharing among the CBCs.

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