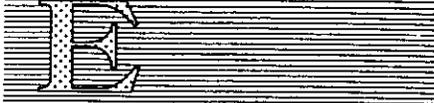




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Fifth Session of the Committee on
Development Information (CODI)

Addis Ababa, Ethiopia
29 April – 4 May 2007

CODI V

Information and Communication Technologies Committee

Report

(DRAFT)

Session 1 : Opening Session

Mrs Aida Opoku-Mensah, Director, ICT Science and Technology Division (ISTD) welcomed the participants to the ICT Subcommittee session and introduced the outgoing bureau which included: Nigeria (Chairperson); Egypt (Vice-Chairperson); and Tanzania (Rapporteur).

The outgoing Chairperson, Mr Ubaru Moses representing Nigeria informed participants that heads of delegations had met and elected the bureau for the subcommittee as follows:

- (i) Chair: Morocco,
- (ii) Vice-Chair: Cameroon,
- (iii) Rapporteur: Burundi.

The meeting approved the elected bureau.

Session 2 : Setting the Scene : ICTs and Employment

Dr Moses Ubaru made his presentation based on the findings of the study on "ICTs & Employment". He focused on policy development, strategic framework, reforms, awareness and necessary collaborations. Analysis was made based on the following common areas: Liberalization of the ICT sector, appropriate infrastructure, economic Reforms, Universal Access Provision, Large Pool of literate citizens and the importance of human capacity, Outsourcing, Contribution of the Diaspora, Gender, e-Commerce, Cost of Bandwidth for Internet Access and Entrepreneurship. Success stories, major achievements of countries involved and shared problems of ICT development in the continent were also highlighted.

After illustrating his presentation with ICT-led jobs opportunities and statistics on direct and indirect jobs generated by ICT in selected African countries, Dr Ubaru highlighted the following enabling conditions for ICT to generate more employment and have more impact on poverty alleviation: access to reliable and affordable telecommunications and electric power infrastructure, liberalization of ICT sector, universal services policy promotion, development of critical mass of qualified human resource and review of the education systems to encourage entrepreneurship which would encourage young graduates to be innovative, creative and job creators rather than job seekers. Regarding ICT contribution to poverty alleviation he indicated that the Poverty Reduction Strategy Papers (PRSPs) did not address ICT issues and that PRSPs should be reviewed with more emphasis on how ICT can be used as tool to accelerate development goals.

Dr Ubaru emphasized that according to his findings, African countries where the ICT sector have been liberalized tend to have higher telecommunications penetration, more vibrant economy with more jobs being created directly and indirectly and more positive impact on poverty alleviation than countries that are not liberalized. The high cost of bandwidth has been a major deterrent to ICT penetration and hence a major hindrance to creation of jobs through ICT most of the studied countries. The human capacity element involves increasing technical skills among computer users and strengthening local entrepreneurial and managerial capabilities.

Referring to other strategies for catching up on opportunities to generate employment, he listed the need to create the potential of African countries to participate in emerging Business Process Outsourcing (BPO), the harnessing of the Diaspora's potential, the enforcement of the

required enabling environment for e-payment systems as well as pro-active policies for gender equity promotion.

Dr Ubaru ended his presentation by highlighting potentials areas where African countries could make sustained efforts to create decent jobs, reduce unemployment and alleviate poverty; these include: Outsourcing, Community Multipurpose Telecenter (CMCs), Market driven e-Agriculture, business incubation, technological park, software development, education systems, entrepreneurship promotion, lifelong learning, R&D, promoting gender equality, creating enabling environment through appropriate policies and incentives. He emphasized on e-Agriculture potentials, which seems to be an effective way of touching the lives of the majority of Africans through ICT and could create a lot of decent jobs and hence lead to poverty alleviation.

No specific questions were raised since this presentation was made during the Expert Review Workshop on ICTs and Employment for Poverty Alleviation. Details on the outcomes of the workshop are available as an Annex to this report.

Session 3 : Report of ECA's activities from 2005-2007, with highlights on follow-up on CODI IV recommendations and work programme for 2008-2009

The first part of the session started with an ECA secretariat presentation on implementation of CODI-IV recommendations focusing on the following areas :

- Development of National Information and Communication Infrastructure (NICI) policies and plans & Support on harmonization of sub regional policies and regulations
- Raising awareness on the challenges and opportunities of e-commerce
- Enhancing capacity of member states in the area of Measurement of the Information Society
- Developing capacity in Free and Opens Source Software (FOSS)
- Facilitating the Involvement of the Private Sector
- Setting a mechanism at national, regional and international levels to implement and evaluate activities and initiatives derived from the World Summit on the Information Society (WSIS) Plans of Action and the Accra Commitments
- Institutional and individual capacity building
- Mainstreaming gender in e-strategies
- Strengthening and harmonizing regulatory frameworks

The second part of the session dealt with the secretariat's presentation of its work programme on ICT for development for 2008-2009. The objective of the programme is to strengthen and sustain an African information society and KE & develop capacity for the formulation, adaptation and implementation of appropriate ICT, science and technology policies and programmes. Highlights of the work programme are as follows :

- Develop capacity for the formulation, adaptation and implementation of appropriate science and technology policies and programme with consideration given to gender equality
- Improved capacity of African RECs to harmonize and coordinate e-strategies in their respective sub-regions

- Improved capacity of African countries to formulate, implement, coordinate and evaluate sectoral policies and strategies for the socio-economic sectors such as health, trade, education, etc.
- Improved capacity of African countries to collect, analyze, and disseminate data on ICT4D indicators to support the policy making process; and promoting the Information Society in Africa with focus on new trends (MDGs and Indicators)
- Improved capacity of member states and stakeholders in ICT4D through ISTCA (policy makers, custom officials, parliamentarians, media practitioners, ambassadors etc...)
- Support various ICT4D stakeholders at national, and regional levels to develop their capacity in ICT4D process, including Research & Innovation activities
- Improved availability and use of information for development resources at the national, regional and sub-regional levels
- Studies and publications
- Partnership and Networking

Discussions started with the the Chairperson of the ICT Sub Committee comments on ECA's past and ongoing activities (2005-2007) and on the proposed work programme for 2008-2009. He highlighted the importance of the work carried out during the last biennium and stressed the need for ECA and member states to be proactive in order to obtain additional sources of funding. Gratitude to partners was reaffirmed while urging them to continue supporting ECA's programmes.

On provision of support to Regional Economic Communities (RECs), it was suggested to second experts to RECs to enable them work directly with countries in coordinating implementation of national e-strategies. The ECA secretariat informed the meeting that during the last biennium, ECA supported the formulation and design of regional policies, citing examples of the work done with ECOWAS, the West African Monetary Union (WAMU) and the East African Community (EAC).

In terms of implementing CODI IV recommendations by member states, concerns were raised on assessment of implementation in member States. The secretariat informed the meeting that although questionnaires were disseminated through out all member states on the implementation of the CODI-IV recommendations only 10 replies were received, hence there was not enough information from countries; and that is why evaluation focused on implementation from ECA side. In this connection it was agreed to establish CODI Committees like what was done in Nigeria to enable experts meet regularly throughout the year at the country level and explore issues related to CODI. This may be possible during the Committee on Development Information, Science and Technology (CODIST) process.

To facilitate on-going dialogue and exchanges between members of the Subcommittee, it was suggested to establish an online discussion list to be moderated by the various members of the subcommittee.

Report of the the African Technical Advisory Committee (ATAC) on the African Information Society Initiative (AIS).

The Chairperson of ATAC, Prof Clement Dzionu presented the report of the 4th ATAC meeting and gave recommendations stemming from the meeting. He also informed

participants on a planned ATAC retreat to discuss the work programme of ISTD in order to better be in a position to support its implementation.

On answering questions from the floor, the ECA secretariat informed participants that the ATAC has been constituted following a resolution adopted by the 1996 ECA Council of Ministers, which requested the Executive Secretary to establish an advisory committee to advise on the implementation of AISI. Members of the advisory committee were selected based on their expertise in ICTs related areas taking into account geographic and gender balance.

Terms of Reference of the Committee on Development Information, Science and Technology (CODIST)

The TORs of CODIST were introduced by the secretariat. He informed the meeting that CODIST, acting within the framework of the policies and procedures of the United Nations and subject to the general supervision of the ECA Conference of Ministers shall:

- a) Promote the growth of an information society in Africa through the utilisation of information and knowledge for the socioeconomic development of the continent;
- b) Promote access to libraries, archives, documentation and information and knowledge services for acquisition, dissemination and exchange of information and knowledge for the socioeconomic development of the continent;
- c) Advise on measures to improve all aspects of science, technology and innovation in member States;
- d) Advise on the building, maintenance and dissemination of regional development databases, including bibliographic, textual and spatial databases, and assist in strengthening the capacity of member States to improve their national information systems;
- e) promote the utilization of S&T to accelerate socio-economic development on the continent;
- f) Promote the development and utilization of geographic information technologies as decision support tools for the socio-economic development of member States;
- g) Foster regional cooperation and integration among members States, with the participation of key stakeholders in the field;
- h) Offer a platform for African participants to interact with their counterparts from the developed world and promote negotiation on bilateral and multilateral technical assistance.

Within the context of CODIST, the specific terms of reference of the information and communication technologies and Knowledge Resources subcommittee is described as follows :

The sub-committee on information and communication technologies and Knowledge Resources (ICT & KR) will provide a forum for discussion on all matters related to the utilization of information and knowledge for socioeconomic development in Africa, with particular reference to:

- a) Examination of progress in this area since its last meeting;
- b) Examination of trends, globally and within Africa, and present state of knowledge in this area;
- c) Advise on the building, maintenance and dissemination of regional development databases, including bibliographic, and use libraries, knowledge and information in economic growth and human development;

- d) identification of priority issues to be recommended for action by African member States;
- e) Examination and approval of norms and standards relating to this area;
- f) reviewing the situation of human resources development in Africa in this area and making recommendations for its improvement;
- g) Reviewing and making recommendations on activities on promoting information and communication technologies for development and use of information and knowledge resources in ECA's work programme; and
- h) Recommending any studies or documentation that may be required to facilitate the work of the Committee on Development Information.

Session 4 : Enabling environment for the Knowledge Economy

Mr. Guellouz Ridha started the session by making a presentation on « LA RELATION TIC/EMPLOI ET LA PROMOTION DE L'EMPLOI ». The presentation outlined the relationships between ICTs and employment creation by highlighting the important policy considerations required to enhance the use of ICTs for creating new jobs both in the ICT sector as well as ICT as enabler in the other socio-economic sectors. The presentation highlighted on the specific features of the ICT sector and how it is becoming the key economic sector in a number of countries. The various fields and skill mixes of the ICT sector were outlined as they relate to employment creation. The presentation concluded by highlighting on the new trends in classification of jobs, capitalising on good practices, and accepting instability in the job market.

Prof. Abdoullah Cisse followed with a presentation on the « Enabling sub-regional regulatory frameworks: the case of ECOWAS ». The presentation outlined the interim results of the study commissioned by ECA on harmonisation of ICT legal frameworks in the ECOWAS sub-region. The presentation highlighted on the current practices in the ECOWAS member States and identified the key challenges and opportunities as well as best practices. The conclusions stressed the need for creating conducive and safe environments among States, utilise existing best practices through harmonisation at legal, security and technology level, the need for national as well as regional level interventions to integrate and avoid duplication, and achieve harmonization of legal frameworks.

In his presentation on Innovation, Science and Technology policy for the Knowledge Economy, Mr. Constantino Sotomane, provided a background to ICT, Science and Technology innovation in Africa in general and in Mozambique in particular. Highlighted the experience of Mozambique in developing a national S&T and Innovation strategy and the establishment of the necessary institutions to support its implementation. The presentation shared the Mozambique model for such activities, particularly the work being done under the Mozambique ICT Institute (MICTI) to incubate ICT entrepreneurs through the programme. The presentation concluded that S&T affect the degree of job-creation enhancing competitiveness increasing the demand for labour.

Following presentations made by the above mentioned resource persons, a discussion session was opened.

A delegate raised the difficulties and challenges associated with the implementation of sub-regional frameworks/guidelines at national level, as the situation varies from country to country in terms of technology level as well as institutional arrangements. The delegate has also pointed out the difficulty in multiplication of actors and guidelines, which results in duplication of effort and resources. In addition, the delegate stressed the importance of the private sector in generating jobs. The experiences of the ECOWAS region in addressing these challenges need to be reflected.

A delegate from Ghana stressed that regional integration is extremely important, and for this to happen harmonization of policies at sub-regional and regional level. The issue of interoperability of technologies and technology solutions across boundaries was also highlighted, and these issues can be addressed at the level of the RECs. Furthermore, integration at local level and measuring its impact on development is so crucial. A regional approach in addressing these issues will increase the size of intervention for developing the ICT industry.

A delegate highlighted on the importance of involving people from other sectors including economists, statisticians, Finance ministries and others deciding on national budgets. The delegate has asked how the exciting ICT and innovation projects of Mozambique are getting their funding?

The controversial issue of ICTs not creating jobs, but introducing losses of jobs as seen by workers was also raised. The delegate also emphasized the challenge of relying on expatriates, which is hindering the participation of local workers and experts in the ICT sector. Africa becoming net importer, rather than production of ICTs also hinders development in this sector. The delegate asked which African countries are producing SIM cards, for instance. Compatibility as well as keeping the balance between producers and consumers is also very important.

A representative from ILO stressed the important role ICTs play in enhancing productivity, as any technology always increases productivity. However, this is true only in societies that can learn and adapt technologies quickly; and Governments have a great role to play in making this happen by providing conducive legal and regulatory environments. The delegate also stressed that when it comes to the Knowledge Economy, there is no such a concept called "African context". There can be some conditions, but due to globalisation, as Africa can equally compete with other regions in the world by actively participating in the Knowledge Economy.

The representative of ECOWAS argued that ICTs are the net creators of new jobs in Africa. For instance, Nigeria produces its own SIM card supported by a decree by the Government. This has encouraged a lot of investment in this sector and thus created thousands of new jobs at each of the production cycle. ECA should take this on and lead in showcasing ICT best practices in Africa, as it was started with the 2007 TIGA Awards.

A delegate from Kenya supported the point raised with regard to the role of ICTs in creating new jobs based on evidences in Kenya, and most of these key players in the ICT sector are the major taxpayers contributing positively to the growth of the national economy.

The ECA secretariat and the resource persons provided answers to participants as follows. The convergence of telecom laws and multiplication of implementing institutions both at national and sub-regional level is the challenge. That is why the current study for harmonisation of the ICT strategy for ECOWAS was launched by ECA. The results would be beneficial for other sub-regions to learn from the challenges and lessons in the sub-region. We also need a paradigm shift in articulating the issues involved in harmonisation of policies and strategies.

It was also noted that ECA's document on Regional Integration, published 2 years ago did not adequately reflect ICTs as enablers for regional integration in Africa. Further study is required in this area to fill this gap, as it was also reflected in the outcomes of WSIS.

Participation of all stakeholders is very important in the formulation of national e-strategies. With regard to funding information and knowledge projects in Mozambique, it was noted that this was a challenge at the beginning. However, innovative funding schemes were developed by engaging different institutions such as the university to support the research and teaching activities at the MICTI. In addition, partners are supporting the projects through knowledge transfer.

The creation of new jobs due to use of ICTs is much more higher than the loss of jobs that result from use of ICTs. We also need to consider the new jobs that will be created in non-ICT sectors. In addition, the issue of job conversion and the creation of new profile of employment need to be addressed.

The following recommendations were made as result of the discussions :

- The ECOWAS representative has announced that ECOWAS will sponsor two of the TIGA Award winners to a sub-regional regional ICT conference scheduled to take place in Abuja, Nigeria in July 2007.
- An in-depth study on the role of ICTs in regional integration in Africa is required to supplement ECA's publication on Regional Integration.
- ICTs play a significant role in generating new jobs, and the appropriate legal and regulatory frameworks should be put in place both at national and sub-regional levels to support the process.
- Harmonisation of ICT policies and strategies at sub-regional level would enhance regional integration, thereby contributing to economic growth in the countries.
- ECA should lead and coordinate in showcasing ICT best practices in Africa to enhance knowledge sharing and avoid duplication of efforts.
- The chairperson urged ECA to make all presentations as well as list of participants available, and ECA informed participants that a Resource CD will be made available at the end of CODI V, and the draft list of participants will be distributed for edits, if any. ECA will also set up an online discussion list for the ICT Sub-Committee to strengthen information and knowledge sharing.

Session 5: Roundtable on the outcomes of ICTs and Employment study

A report of the Expert Review Workshop on “ICTs for Employment and Poverty Alleviation in Africa” was presented by Mr Mactar Seck. The report of the Expert Review Workshop on “ICTs for Employment and Poverty Alleviation in Africa” that was held on 30 April 2007 was presented to the sub-committee. The study was a joint study by ITU, ILO and the ECA. The expert review workshop received three opening statements and two presentations (overall findings and country case studies). The two specific objectives of the study were to examine the ICT sector as a major contributor to employment generation, and ICT as an enabler that could boost productivity of other sectors and create jobs in other sectors of the economy. The discussions and recommendations focused on data accuracy, methodology, sector liberalization, viewpoint of trade unions, the ICT informal sector, the need for a template to present country findings, and the need for a model to represent the link between ICTs and employment.

Mr. George Okutho’s intervention brought the ILO perspective on the report and covered four main areas: methodology, ICT strategy, employment generation potential, and opportunity for job creation through outsourcing and e-business.

The issues needed to be addressed under methodology were the need to quantify jobs gained, the need to address the issue of job attrition, the need for impact indicators and having similar data in all country case studies, and the need for comparative analysis including policies on data availability.

As part of the ICT strategy, a very rigorous cost-benefit analysis on ICTs, including social costs and returns were needed. The social costs included inequality and loss of jobs. In addition it was noted that there was a need to investigate if costs were of transitional /temporary or of continuous nature.

Regarding the issue of employment, too many general statements were made in the study and there was a need for deep analysis of the type of jobs created and the type of expertise needed.

Regarding outsourcing and e-business it was important to address the readiness of African countries for outsourcing, and that competitiveness in other areas of business was important as well. For e-business to be effective, the necessary infrastructure needs to be in place.

Another resource person from ILO, Mr. Roberto Zackman, made a presentation on the way forward on ICTs/Employment and summarized practical views for future actions. According to Mr. Zackman, a job creation strategy was effective only if it created jobs across the economy covering all sectors. Job creation depended on productive, competitive and innovative enterprises. A job creation strategy should address the labour supply side (education and skill development) and the labour demand side (public procurement strategies, trust systems, and infrastructure). ICTs also should assist SMEs and some target populations (young, workers in the informal economy, disadvantaged groups and those with disabilities, and women.) Social capital was important to leverage employment opportunities from ICTs.

Mr. Yasser Helmy, from Egypt, shared his country’s experience regarding infrastructure projects targeting rural areas. He also noted that the study should have included the open

source issue. An office that serves as a repository of SME related activities in the ICT area exist in Egypt. A similar portal for all SMEs and ICT initiatives in Africa was proposed.

As part of the discussions, the following remarks were made:

- The study/report didn't cover the users in rural areas of Africa consisting of 70-90% of the population.
- There was a need to address the business model side of community multipurpose telecentres in order to make them sustainable and functional.
- The issue of e-commerce and e-signature needed to be addressed.
- Regarding the issue of social capital, the findings in Brazil and Chile were requested.

Session 6: Employment generation in ICT sectors

Mr. Aziz Rabbah from Morocco made a presentation on Emerging IT Offshoring opportunities in Morocco. The presentation shared the Moroccan experiences in this area as one of the best practices. Mr. Aziz Rabbah highlighted on the activities carried out by the Government and private sector in developing IT offshoring in Morocco based on e-Morocco strategy developed in 2001. The strategy has been re-examined and specific plans were developed to support and promote ICT businesses and industries making Morocco one of the emerging economies in this sector. In addition, specific guidelines were prepared to work with large ICT enterprises as well as specialised businesses that are engaged in IT offshoring in Morocco. Mr. Aziz Rabbah's presentation also stressed the significant success achieved through offshoring such as creating over 2000 jobs. However, some gaps exist in terms of skills, as the sector is so dynamic. Therefore, a key component of the programme is human resource development in all priority areas including local manufacturing of ICT equipment. Finally, Mr. Aziz Rabbah outlined that the programme focuses on three aspects: 1) promoting offshoring business by providing incentives to businesses, 2) capacity building through human resource development and training, and 3) infrastructure development. It's planned that offshoring business can result in 30,000 jobs and 0.5 billion dollars income.

Mr. Newrajllal. Burton from Mauritius made a presentation on Business Process Outsourcing: The case of Mauritius. The presentation highlighted the current state of the growth of the ICT industry in Mauritius and identified BPO/ITES as the fastest growing segment of the ICT industry. The presentation cited appropriate legal framework, skilled and bilingual manpower, State-of-the-art telecommunications, Quality infrastructure, business friendly environment and favourable time zone as to why Mauritius is the right ICT and BPO/ITES destination. The presentation concluded by putting forward the following suggestions: creativity from stakeholders; education/training; exchange/partnership/business forum; regional project/investment and time for Action – to put ideas into implementation.

Dr. Meoli Kashorda from Kenya made a presentation on ICTs, Trade and Economic Growth: the case of Kenya. The presentation outlined the objectives of the study commissioned by ECA on ICTs, Trade and Economic Growth in Kenya. It highlighted some of the findings including the trends in the ICT regulatory framework; implementation of KCA 1998 and KCR 2001; the new ICT Policy 2006, the ICT Tax regime, etc. and concluded by forwarding some

key recommendations regarding the communications regulation, enforcement of rules of law and the IT regulation.

Dr. Assefa Admassie from Ethiopia made a presentation on ICTs, Trade and Economic Growth: the case of Ethiopia. The presentation outlined the objectives of the study commissioned by ECA on ICTs, Trade and Economic Growth in Ethiopia. It provided a general overview of the Ethiopian economy. It went on to present its findings of the study as related to policy, legal and regulatory framework, and private sector readiness of users ICTs in Trade. It concluded by putting forward the recommendations including efforts to create enabling policies, infrastructures, and skills; mainstream ICTs in all sectors of the economy; ensure ICT friendly legal and regulatory environment; liberalization of the telecom sector; providing incentives for ICT development; substantial investment in human capital development, and encouraging SMMEs to use ICTs.

Mr. Muroro Dziruni from Zimbabwe made a presentation on ICT Employment Creation for the Youth. The presentation outlined the reasons why it is needed to focus on the challenges of the youth and how ICT can be an appropriate response to the issues and presented a partnership project targeting bottom-of-the-pyramid (BoP) youths, with an innovative “unaccredited training” in ICT employment options.

It concluded by urging the future of ICT employment opportunities to target the youth sector – the BoP sub-segment in particular and identifying the refurbish, repair, recycle space as a viable secondary market for the BoP youth.

Following presentations made by the above mentioned resource persons, a discussion session was opened.

A delegate from Senegal took the floor to share the experiences of a similar study on ICTs and Economic Growth in Senegal. The study has examined the various policy documents available, and all of them address the role of ICTs for development as well as increasing productivity and competitiveness. However, the main challenge was to establish a clear linkage between ICTs and economic growth. The contribution of ICT to economic growth in most cases is not direct, it is rather through facilitation of productivity in the other economic sectors. As the current available indicators to measure impact are not well developed, the study has found this as one of the difficulties. The delegate has also mentioned that in terms of infrastructure rollout Senegal is doing well, but the manpower capacity is not adequate, which hinders investment in the sector.

A delegate from Uganda commended Mauritius on what they have achieved in promoting BPOs and can serve a role model for the rest of Africa. The delegate has also requested for suggested for the study team from Kenya to measure impact rather than focusing on Indices. The delegate requested for clarification from Ethiopia on does the regulation work is done in a monopoly environment. In response to this, the presenter said that regulation has many aspects, not only ICTs, but also other actors such as banks, consumers, and producers are engaged in the process. Therefore, even within a monopoly environment people need some sort of regulatory frameworks and standards.

A delegate from Angola reiterated the importance of Governments as key player, and there is a need to put in place appropriate mechanisms to monitor the quality of ICT training, as this

issue is becoming a great concern in many countries. The delegate also commended the presentation from Zimbabwe on engaging the youth in ICTs, but adults should also be encouraged to gain ICT skills through some form of appropriate training programmes to enhance overall economic growth.

A delegate from Sudan stressed on the importance of considering ICTs as tools to enhance productivity in the other sectors, and national policies and plans should consider this aspect as well as clearly defined roles of the private sector so as to achieve economic growth and effective resource mobilization to finance large ICT programmes. In reaction to this, the delegate from Mauritius stressed the need to consider ICT as a sector, not only as enabler.

A delegate from Senegal stressed on a long-term vision of building ICT capacity, and shared the experience of Senegal whereby an agency was created to set up youth institutions in over 102 villages to assist the youth develop new skills such as ICTs.

A delegate from Egypt offered support to the ICT capacity building programme in Ethiopia and exchange of technical expertise in higher educational institutions.

Recommendations:

Effective national leadership and coordination is needed to support new employment generation sectors, as BPOs and offshoring businesses are emerging economic areas.

There is a need for awareness rising, particularly for policy makers on the ICT benefits and new opportunities for economic growth in Africa.

ICT capacity building is so crucial at all levels to meet the ICT industry requirements and benefit from new businesses.

The youth should be encouraged to gain new ICT skills to achieve economic benefits and opportunities in this sector.