

# Telecommunications Business Process Re-Engineering

19 - 23 October 2015,  
Johannesburg, South Africa



COMMONWEALTH  
TELECOMMUNICATIONS  
ORGANISATION

## Overview

This five-day training program will provide participants with essential knowledge about the structure of telecommunications businesses in a globalised industry and effective methods to identifying typical symptoms of business process dysfunctions. The training will particularly focus on how BPR role can help maximise service quality and customer satisfaction by matching process design to organisational objectives and customer needs.

For more information  
about this course, or to  
register, contact us on:  
**Tel:** +44 (0) 208 600 3800  
**Fax:** +44 (0) 208 600 3819  
**Email:** [h.muchando@cto.int](mailto:h.muchando@cto.int)

## OBJECTIVES

The objective of this course is to enable participants to develop a better understanding of BPR, strategies, operations and management issues related to BPR.

## TARGET AUDIENCE

This course is ideal for engineers, IT managers, executives planning to carry out a BPR programme and professionals operating within the quality improvement management.

## COURSE OUTLINE

### Day 1 Introduction to BPR

### Day 2 BPR Business Case - The Continual Improvement Cycle

- The strategic base for process re-engineering
- Why mission and vision statements are critical to the re-engineering process?
- Strategy and operations
- How do frameworks help your business case in the BPR?
- Connecting the dots to the enterprise
- Preparing for your re-engineering project
- Purpose and design
- Re-engineering strategy
- Change management
- Capabilities alignment
- Getting buy-in for your re-engineering project

### Day 3 Developing the Business Case

- Keys to successful BPR
- Governance and management
- Roles and responsibilities
- Enabling process ownership
- The process improvement cycle
- Selecting your first processes
- Managing expectations
- Building the business strategy and deriving project objectives
- Defining behaviours that will enable the organisation to achieve its aims
- Producing key performance measures to track progress
- Relating efficiency improvements to the culture of the organisation

### Day 4 Workshop Session BPR Projects and challenges

- Process review and implementation
- Process selection
- Establishing stakeholders
- Communication
- Establishing enablers
- Setting up the process management cycle
- Treating with triggers and challenges to process improvement
- Solution application
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### Day 5 Workshop session Process Project review and assessment

- Key communication techniques for successful process governance and management
- Summary of the week
- Assessment
- Questions and answers

## COURSE TRAINER

### Roger St Hilaire

Roger is an ICT strategy and governance specialist with over 20 years' experience in information systems design, development, implementation, and training. His current focus is governance and security in ICT to create auditable and repeatable innovation cycles in the business process for business growth. His specific areas of expertise include: ICT strategic planning, ICT policy design and implementation, business systems alignment, BPR, e-Government policy design, ICT security and risk assessment, ICT research and innovation, stakeholder relationship management. Previously, Roger worked with various United Nations agencies in the Caribbean, where he was involved in a great number of different projects.

He has been a part of the ISACA Trinidad and Tobago Chapter's education committee since 2009 and also serves on its board as the Research and funding director, and Academic liaison. Roger is also a licensed COBIT and training provider. In the past, he conducted BPR related courses in Mauritius and in Papua New Guinea.

## UPCOMING COURSES

INTERNATIONAL COURSES	DATE	LOCATION	DURATION
Mobile IP	October 19 - 23, 2015	Gaborone, Botswana	5 days
Public Key Infrastructure (PKI) - In Depth	October 26 - 30, 2015	Port of Spain, Trinidad & Tobago	5 days
ICT Regulation Understanding the Big Picture of ICTs for Development	October 26 - 30, 2015	London, UK	5 days
Telecommunications Finance for Non Finance	November 2 - 6, 2015	Johannesburg, South Africa	5 days
Building Consumer Advocacy in the Telecommunications	November 2 - 6, 2015	Port of Spain, Trinidad & Tobago	5 days
Licensing in a Converged Environment	November 2 - 6, 2015	Johannesburg, South Africa	5 days
Broadband Technologies and Multimedia Services	November 16 - 20, 2015	Gaborone, Botswana	5 days
Analogue to Digital Broadcasting Switchover	November 23 - 27, 2015	Johannesburg, South Africa	5 days
Introduction to IPTV	January 18 - 22, 2015	Johannesburg, South Africa	5 days

### Who we are

The CTO is the oldest and largest Commonwealth organisation engaged in multilateral collaboration in the field of ICTs. Using in-house and partner experience, it supports members in integrating ICTs to deliver effective development interventions that emancipate, enrich, equalise and empower people within the Commonwealth and beyond.

### What we do

The work of the CTO goes back to the Organisation's creation in 1901 as the Pacific Cable Board. Since then, the CTO has been at the centre of continuous and extensive international communications development funding, cooperation and assistance programmes. Since 1985, the Organisation has delivered to its members in Europe, the Caribbean, the Americas, Africa and Asia-Pacific over 3,760 bilateral and multilateral telecommunications and ICT capacity building projects in the form of policy, operational and regulatory training, and expert assistance. Moreover, the CTO has been at the forefront of generating cutting-edge knowledge through its research and consultancy services, as well as sharing ideas through its conferences and workshops held around the world. This long history as a development facilitator provides the Organisation with a unique and growing delivery capacity for ICT4D programmes and services.

### Supporting ICT4D in the Commonwealth

The CTO seeks to work collaboratively with other Commonwealth bodies to build mutually beneficial synergies in the interests of its members. The CTO has a key role to play in leading ICT4D initiatives across the Commonwealth, and it is committed to working together with other Commonwealth entities to reduce overlap and replication of activities. The CTO welcomes the opportunity to offer secretariat support to any Commonwealth ICT initiatives that reflect the needs and interests of its members.

## Registration Form

### Personal Details

Mr/Mrs/Ms/Other \_\_\_\_\_ First Name \_\_\_\_\_ Last Name \_\_\_\_\_  
 Job Title \_\_\_\_\_  
 Organisation \_\_\_\_\_  
 Address \_\_\_\_\_  
 City \_\_\_\_\_ Postcode \_\_\_\_\_ Country \_\_\_\_\_  
 Tel. \_\_\_\_\_ Mobile \_\_\_\_\_ Fax \_\_\_\_\_  
 E-mail \_\_\_\_\_  
 Authorising Line Manager's Name \_\_\_\_\_  
 Authorising Line Manager's E-mail \_\_\_\_\_

Event ID: 8129 09 October 2015

### REGISTRATION DEADLINE

### 3 SIMPLE WAYS TO REGISTER!

Fill in and fax this form back at  
+44 20 8600 3819

Call the programme team at  
+44 20 8600 3800

E-mail the programme team at  
programmes@cto.int, quoting the course  
"Event ID" above.

### NEED HELP?

Call us now on +44 20 8600 3800  
or e-mail the Programmes team at  
programmes@cto.int

### Payment Options

#### 1. Select Delegate Rate (please refer to the list of CTO members/PDT Partners provided overleaf)

	Standard Rate	Early Registration by: 04 September 2015
CTO Members	<input type="checkbox"/> £750	<input type="checkbox"/> £700
Others	<input type="checkbox"/> £1,150	<input type="checkbox"/> £1,100

#### 2. Payment Mode (choose from either Invoice, Bank Transfer, Cheque, or Credit Card)

Invoice  
Invoice me at the above address  
 (Discounts do not apply, payment  
 must be received by us prior to the above  
 event's start date)

Bank Transfer  
To: Coutts & Co., 440 Strand, London WC2R 0QS, UK  
 A/c Name: CTO; A/c Number: 83675071  
 Reference: GB72COUT18000208367507  
 Sort Code: 18-00-02; Swift Code: COUTGB22

Cheque  
Cheque enclosed,  
 payable to "CTO HQ"

Credit Card: Visa / Mastercard (circle as appropriate)

Card Holder's Name \_\_\_\_\_

Card Holder's Billing Address (if different from above) \_\_\_\_\_

Card Number

Valid From   /   Expiry Date   /   3-digit security code on back of card

### Signature

Date \_\_\_\_\_ Name \_\_\_\_\_ Signature \_\_\_\_\_

### Additional Information

To help us improve our services to you and your organisation, please tell us more about you and your organisation.

#### Your role in the organisation

- Strategic/executive  
 Planning  
 Control  
 Operational

#### Your area of work in the organisation

- Business development  
 Corporate affairs  
 Customer service and care  
 Engineering and technical management  
 Financial, purchasing and investor relations  
 IT/IP management  
 Marketing and sales  
 Public relations and corporate communications  
 Regulatory and legal affairs  
 Telecoms network management  
 Human resources  
 Other

#### Your organisation type

- Government  
 Regulator  
 Operator  
 Manufacture  
 Other

#### Your organisation's service areas

- Fixed network/services  
 Mobile/wireless network/services  
 Satellite network/services  
 Internet  
 Broadcasting  
 Value-added services  
 Support  
 Other services

### Summary Terms and Conditions

The CTO will endeavour, as can be reasonably expected, to ensure that the course is delivered to meet delegates' expectations. Registration is subject to availability and payment received by the deadline where specified, or else before the course start date, whichever applies. Dates may be subject to changes. Travel, accommodation, daily transportation to venue, subsistence and other costs are the sole responsibility of the delegate and are not included in the above fees. Applicants are responsible for their visa arrangements and other formalities wherever required. Course bookings may be cancelled at the discretion of the CTO or its partners. Applicants paying by bank transfer are responsible for bank charges and any other such costs and should ensure the exact amount in GBP Sterling is credited in the CTO bank account. Applicants requiring additional information prior to their booking should ensure they provide sufficient time before the booking deadline. Cancellation rules apply, as summarised below. For a full version of our Ethical Framework or our Terms and Conditions, please visit our website at [www.cto.int](http://www.cto.int)

### Cancellations / Refunds

For delegate cancellations/withdrawals, the following refund rules apply:  
 - 31 days or more prior to event: the full amount less a handling charge of 10% or a minimum of £55, whichever applies  
 - 30 days or less prior to event: no refund  
 For CTO cancellations/withdrawals, delegates are entitled to a 100% refund within 60 days of the withdrawal/cancellation.  
 Refunds will be made by bank transfer only.

### Data Protection / Privacy

The CTO does not sell, rent or lease its customer information to third parties. We may, from time to time, contact you on behalf of a third party/partner about a particular offering that may be of interest to you. In those cases, your unique personally identifiable information (e-mail, name, address, telephone number) is not transferred to the third party/partner. In addition, we may share your information with trusted partners to help us perform statistical analyses, send you by e-mail or postal mail, provide customer support, or arrange for deliveries or other such services. All such third parties are prohibited from using your personal information except to provide these services to the CTO and they are required to maintain the confidentiality of your information. For more information about our privacy policy, visit our website at [www.cto.int](http://www.cto.int)

Fax it back to +44 20 8600 3819, or return to the CTO at [programmes@cto.int](mailto:programmes@cto.int).