

# e-COMMONWEALTH

A NEWSLETTER OF THE COMMONWEALTH TELECOMMUNICATIONS ORGANISATION

//FEBRUARY 2018

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**Shola Taylor**  
Secretary-General

Dear Readers,  
I write this at the end of a busy and successful month for the CTO where the very first Commonwealth Data Forum 2018 was held earlier this month in Gibraltar. The event was very productive in its discussions around Big Data and GDPR and its implications globally, reaching consensus on a number of important issues for policymakers and regulators to implement within their countries. The event gave the CTO an opportunity to develop a framework that can be adopted to Commonwealth countries, enabling them to work together and ensure that data flow is continuous and safe. I am particularly grateful to the Government of Gibraltar for the wonderful hosting arrangements for the event.

February was also a busy month for the PDT team where our capacity development partners have delivered training courses to our members in South Africa with three training courses for ICASA on ICT regulation drafting, telecommunications finance for non-finance managers and cybercrime management: a proactive approach.

Our partnerships in technical support and consultancy have continued this month as the team conducted a final validation of the national cybersecurity strategy for Malawi, followed by a critical information infrastructure protection workshop to engage relevant ICT stakeholders in the region.

We are also proud to showcase a number of confirmed events for this year. One of our most popular events on Commonwealth Cybersecurity'18 will be hosted in Malaysia at the end of May; Commonwealth Spectrum Management'18 held in Mauritius in early September; our annual CTO Forum'18 will be held in October in Trinidad and Tobago followed by the CTO Council Meeting.

I am energised by the successes of this month and excited about working with my team and members to deliver on the plans for the coming year. I hope to take you all in this journey with us.//

# commonwealth DataForum Europe

21 - 23 FEBRUARY 2018, GIBRALTAR

## CTO urges members to consider shared model data protection framework

**S**hola Taylor, secretary-general of the Commonwealth Telecommunications Organisation (CTO), urged Commonwealth countries to develop a Commonwealth model data protection framework, at the Commonwealth Data Forum'18.

Mr Taylor was speaking at the opening ceremony of the Commonwealth Data Forum'18, which took place over two days on 21 - 22 February in Gibraltar, examined the challenges of the implications of GDPR on the Commonwealth.

"Commonwealth countries need to take more responsibility on data protection and possibly develop a model that works specifically for the Commonwealth," said Mr Taylor.

Mr Taylor was speaking at the opening ceremony alongside the **Honourable Sir Joseph Bossano**, minister of economic development, telecommunications of Gibraltar, **Malcolm Johnson**, deputy secretary-general of the International Telecommunication Union, **Paul Canessa**, chief executive officer of the Gibraltar Regulatory Authority and **Tim Bristow**, chief executive officer of Gibtelecom.

Participants agreed that GDPR is an evolution, not a revolution and if

Commonwealth governments and regulators have good data protection laws and practices, GDPR will not be overly onerous.

"Large companies are like small governments where chief data officer roles need to be developed to ensure access for those needing data is managed correctly, giving empowerment, rather than super-

access to everyone. GDPR must have data protection officers to ensure data is controlled accurately," said **David Espadas**, digital service director for customer unit for Ericsson.

"Data is about privacy of an individual and we must take it more seriously. Regulation must empower individuals in the digital space to encourage controlled and safe data

flow. However, we need governments and companies to take more responsibility for data protection, and impose privacy by design through new models after GDPR takes effect," said **Giovanni Buttarelli**, supervisor of European Data Protection.

"To effectively prepare for GDPR there needs to be a change programme, with two streams that focus on service delivery and the enabler. We need to train more people about data protection, IT security and develop frameworks that work. An evaluation



Honourable Paul Lewis, Minister of Communications, Works, Energy and Labour, Montserrat



David Espadas, digital service director for customer unit for Ericsson.



Graham Butler, Chairman, Bitek Global Limited, United Kingdom.



High-level Indian delegates from the Government of India.



Participants at the CTO Data Forum 2018 Gibraltar.

process should be developed which is an evolutionary journey," said **Alain Kapper**, senior policy officer from the Information Commissioner's Office, United Kingdom.

The event heard about data protection laws and regulations experiences of countries from across the Commonwealth and beyond, including India, Montserrat, Gibraltar, United Kingdom, the European Union and Nigeria.

Key outcomes from the event included:

- Agreement that developing uniform international data protection legislation is necessary.
- Privacy is a human right and accountability to protect that right is key. Over-the-top services need to work together with telcos to provide safe flow of data. Regulation is important in order to ensure the data is used in a safe way where users feel that their privacy is respected.
- Commonwealth regions should work together on the protection of data as there are no centralised global laws or regulations for protecting the individual user.
- An opportunity for the CTO to develop a framework that can be adopted to Commonwealth countries, enabling them to work together and ensure that data flow is continuous and safe, with legal processes in place to ensure safety. //



The Honourable Sir Joseph Bossano, Minister for Economic Development, Telecommunications and the GSB, HM Government of Gibraltar



## // CONFERENCES & EVENTS

### Upcoming CTO 2018 Events

#### CTO ICTForum'18

1 - 3 OCTOBER 2018, PORT OF SPAIN, TRINIDAD AND TOBAGO

The CTO's annual forum will take place in Port of Spain in Trinidad & Tobago, from 1 - 3 October 2018, hosted by the Telecommunications Services of Trinidad and Tobago. The prestigious ICT discussion forum will be immediately followed by the CTO Council meeting.

Senior policymakers, regulators and industry leaders from across the Commonwealth and beyond will gather to examine the most topical issues in the ICT sectors. Discussions will focus on policy, regulation, technologies, operations, investment and multilateral cooperation.

As the programme begins to take shape, the CTO is now looking for opinion formers

to contribute to the discussions. For more information on taking part, please contact the Events team at: [events@cto.int](mailto:events@cto.int).

#### commonwealth SpectrumManagement'18

5 - 7 SEPTEMBER 2018, PORT LOUIS, MAURITIUS

Following the successful launch of this conference series in November 2017, the Commonwealth Spectrum Management Forum 2018 will take place in Port Louis, Mauritius on the 5 - 7 September 2018.

This series has been developed to facilitate a more efficient use of the radio spectrum frequency in order to assist national economic development efforts. The advance of the Internet of Things, alongside ever increasing opportunities for mobile data communications will result in increasing demand for spectrum, and the

Commonwealth Spectrum Management Forum will examine the challenges involved in managing this demand. There will also be presentations on the efficient use of spectrum for universal access and preparations for the World Radiocommunication Conference in 2019.

#### commonwealth CyberSecurity'18

22 - 24 MAY 2018, KUALA LUMPUR, MALAYSIA

Traditionally held in London since its launch 2010, this must-attend three-day event dedicated to Commonwealth collaboration on cybersecurity moves to Asia for the first time, with new and long-established national cybersecurity bodies alike expected in attendance. //

## // TECHNICAL SUPPORT AND CONSULTANCY

### CTO conducts final validation of the national cybersecurity strategy for Malawi

The technical support and consultancy team conducted a final validation of the national cybersecurity strategy (NCS) for Malawi in February, followed by a critical information infrastructure protection (CIIP) workshop to engage relevant ICT stakeholders in the region.

The CTO partnered with the Ministry of ICT and the Malawi Communications Regulatory Authority (MACRA) and conducted a one-day review meeting to validate the national cybersecurity strategy before submission to the cabinet.

The review meeting was attended by the NCS steering committee, which was chaired by the principle secretary of the ministry of ICT. In conclusion the committee identified the following projects for consideration by the Government of Malawi:

- Establishment of Malawi computer emergency response team

- Identification and protection of critical information infrastructures
- Develop and fund cybersecurity awareness campaigns across Malawi
- Establish child online protection

implementation of the NCS once approved by the cabinet. During the workshop, the CTO presented the current status of the NCS project and validated the strategic goals and respective strategic objectives.

The CTO also presented and identified quick win NCS implementation projects that would be beneficial and should be considered by the Malawian government.

Dr Koyabe also met with **Erica Maganga**, principle secretary at the Ministry of Information and Communications Technology, Malawi and **Godfrey Itaye**, director-general of MACRA. They

discussed the Digital Malawi project which will be supported by the World Bank, and the completion of the NCS strategy work is a timely manner. They planned how the CTO can assist the e-government department to fully support implementation of ICT across all government departments as they have limited resources at this present time. //



Participants at the CIIP workshop in Malawi.

- Create cybersecurity capacity to mitigate emerging forms
- Cybersecurity support for Digital Malawi
- Cybersecurity standards deployment to be harmonized across the country.

Following up, Dr Martin Koyobe engaged with relevant stakeholders regarding the

framework across the country

## // TECHNICAL SUPPORT AND CONSULTANCY

### CTO participates in discussion at the Global Cyber Security Capacity Centre

The Global Cyber Security Capacity Centre (GCSCC) held its annual conference on 6 February 2018 in Oxford University. The conference was dedicated to recognise the efforts and the progress made by the international community in cybersecurity capacity building, and discussed ways on becoming more strategic and more collaborative.

The meeting was attended by stakeholders from across the UK and the world, who work in the area of cyber capacity building, including the CTO. The CTO uses the Cybersecurity Capacity Maturity Model developed by the GCSCC as an assessment tool when assisting countries with the

development of their national cybersecurity strategies.



The purpose of the meeting was to advance the discussion from coordinated national investments towards a meaningful

global approach to cybersecurity capacity building. This approach can then ensure that the combined investments of resources around the world, whether intellectual or monetary, result in the greatest gains for the global community.

The meeting sought to produce an output which recognises the challenges to becoming more strategic and proposes ideas designed to help overcome them. The final output will be openly published and available to all to promote by the end of the month.

Participants shared their experiences in the area of cyber capacity building, where discussions on obstacles, implementations and future collaborative projects we discussed. //

## // CAPACITY DEVELOPMENT AND TRAINING

### ICASA learns about ICT regulation drafting

A second course for the Independent Communications Authority of South Africa was taught on ICT regulation drafting on the 26 - 28 February 2018 in Johannesburg, South Africa.

This course equips participants to understand the complexities of ICT regulation in its wider context. The course discussed the key processes of how regulatory models are developed, their roles, functions and implementations in the ICT landscape. Understanding these principals will help the

participants to recognise opportunities and challenges that ICT regulation poses within the sector.

Delegates were informed about the advantages of universal access and universal services in relation to the digital divide. This will help them focus on licensing and monitoring and creating effective policies and regulations within their organisation.

Trainers focused on key political and social stakeholders for universal service access funds, backed up by case studies showcasing

universal service access funds in action. The case studies taught delegates on balancing the interests of governments, regulators, private sector and citizens strategically.

By the end of the course participants were able to understand the main issues that ICT regulatory bodies and ministries face within South Africa. The trainer taught delegates how to identify sources of information and expertise available to them that will help assist them in ICT regulation and policymaking. //

## Commonwealth ICT Round Table scheduled for April 2018

The Commonwealth ICT Round Table is a high-level programme designed to provide senior ICT policy and decision-makers with an understanding of the major trends in ICTs and the emerging opportunities for social and economic development, as well as the most pressing and long-term challenges in the sector.

The first round table of 2018 will take place in London on 9 - 12 April 2018 and will combine sessions led by well-established

experts in their respective fields with face-to-face meetings with private-sector executives and visits to key ICT institutions in London. Session topics confirmed so far include:

- Overview of ICT policy, regulation and operation
- The economics of regulation
- Spectrum and the digital dividend
- Social media and regulation
- Influencing global decisions on ICTs
- Cyberspace and cybersecurity

- Consumer protection
- Universal service

*"The CTO has developed this round table series to provide an unrivalled knowledge-building and experience-sharing opportunity for senior decision makers in policy making, regulation and operating to assist them find their way round the ICT landscape"* said Hilda Muchando, Manager, Capacity Development.

For more information, or to register, please write to [programmes@cto.int](mailto:programmes@cto.int)//



## //CAPACITY DEVELOPMENT AND TRAINING

### South Africa ICASA hosts course on telecommunications finance for non-finance managers



Participants at the telecommunications finance for non-finance managers workshop in South Africa.

The CTO Programme for Development Team carried out a successful course on telecommunications finance for non-finance managers for employees of the Independent Communications Authority of South Africa (ICASA) on the 12 - 14 February 2018

This course was specifically designed for non-finance managers such as heads of operations to understand the key financial management concepts and their applications to telecommunications to ensure more efficient financial management.

The aim of the three-day course was to introduce telecommunications finance to

heads of divisions such as human resources, network operations, IT, legal, sales and marketing.

The course covered vital concepts of practical financial management and reviewing financial statements, along with best practices in budgeting, forecasting, project evaluation and analysis. This was achieved by introducing delegates to financial accounting, financial analysis, costing/efficiency, and achieving budgets.

The expert taught ICASA employees the importance of analysing financial documents and interpretation ratios that can then be

used to enhance the planning of budgets and allocations.

In a fast growing telecom market, delegates learnt ways to understand financial statements and how to carry out annual report analysis and make interpretations of balance sheets to account for profits and losses.

They learnt how financial performances are measured and how ratio analysis is carried out. Participants were able to master the processes of financial management and cost control and strategies for tariffing the cost of network services and negotiations. //

## //MEMBER NEWS

### Gibraltar celebrates Data Protection Day 2018



The Gibraltar Regulatory Authority (GRA) and the government of Gibraltar celebrated Data Protection Day to raise awareness of data protection and privacy issues, enabling people to exercise their rights more effectively and take better control over their information. This event forms part of the GRA's "Control Your Privacy" campaign, whose aim is to provide different sectors of the community with information about their

privacy rights. This includes the right to information granted by data protection law and the right to ensure that companies are processing personal data properly.

With emergence of new technologies comes an increased amount of information that organisations collect and process about individuals. Data protection is therefore increasingly important to ensure that organisations collect and use information

securely, responsibly, and legitimately in accordance with the law.

2018 promises to be an important year for data protection within the European Union, as organisations prepare for the new General Data Protection Regulation (GDPR), which will come into force in May of 2018. The GDPR will strengthen citizen's data protection rights within the EU, and was the main focus of the Commonwealth Data Forum 2018. //

## //MEMBER NEWS

### Malawi adopts a new converged licensing framework

The Malawi Communications Regulatory Authority (MACRA) met content service providers earlier this month to brief them on the emerging technologies in the industry.

In his message, MACRA's director of broadcasting Fegus Lipenga discussed the converged licensing framework, which is a new model that MACRA has adopted for issuing licences. The framework is important for the broadcasting industry as it paves ways for achieving effective Internet broadband which gives way to numerous technological advancements.

*"As you may have noticed, nowadays broadcasters are called content service providers because they no longer transmit their own signal to the end users. Their transmission ends at a signal carrier who further takes the signal to the end users,"* said MACRA Director of Broadcasting Fegus Lipenga.

The demand for communication services has rapidly grown in both developing and developed countries. It is this unprecedented growth that has prompted the authority to introduce the new converged licensing framework. //

### BT steps up battle against cybercrime

BT has become the first telecommunications provider in the world to start sharing information about malicious software and websites on a large scale with other ISPs, and has urged UK broadband providers to follow its lead.

BT has launched a free collaborative online platform to share its threat intelligence data across the ISP community in a secure and trusted way. This is in direct response to an initiative led by the National Cyber Security Centre (NCSC) to enable ISPs to share detection events with an ongoing effort to disrupt millions of online commodity attacks against the UK.

As a result of growing cybercrimes, BT has identified and shared over 200,000 malicious domains since initiating the sharing of threat information at the end of last year.

Domain name system filtering is a key part of the government's active cyber defence strategy, and BT has been supporting this by automatically blocking tens of millions of malware infections which try to cross its infrastructure every week.

Mark Hughes, chief executive officer BT security, said *"This is an important step in helping the Government achieve its aim of making the UK the safest place to live and do business online. We believe that only by working together with Government and the rest of the telecommunications industry can we collectively succeed in stemming the tide of cyber-crime."* //

### NCC holds 91st consumer outreach programme

NCC held the 91st edition of its consumer outreach programme (COP) in Mangu under the theme *"information and education as catalyst for consumer protection"* to keep up with the commission's mandate of consumer education.

The NCC's deputy director of consumer affairs bureau, Ismail Adedigba stated that the NCC is determined to empower the telecom consumer through information sharing, education and dialogue. He added that the NCC would ensure that consumers receive clear, complete and accurate information on services they subscribe to, to enable them to make informed decisions on products and services offered.

The theme reflected one of the cardinal

objectives of the NCC which ensures the protection of telecom consumers from market exploitation and empowering them to make rational and informed decisions. To safeguard the telecom consumer, NCC developed a series of initiatives with the main goal of empowering consumers with appropriate information.

The consumer outreach programme which is an initiative of the NCC, seeks to bring together the consumers, service providers and the commission on one platform to address telecom issues and challenges affecting consumers while providing the consumer with appropriate and up-to-date Information to enjoy the competitiveness of the industry. //

### Huawei announces new £3bn five year investment into the UK

Huawei has announced that the company will procure a total of £3 billion in the UK over the next five years, helping UK companies to increase exports to China. Madam Sun Yafang, Chairwoman of Huawei met with the UK Prime Minister Theresa May in Beijing, and reaffirmed the company's long-term commitment to the UK.

Prime Minister, Theresa May, said *"thanks to the drive and innovation of UK business, backed by this Government, trade between the UK and China is already at record*

*levels. This visit is an opportunity to further showcase the best of British and boost jobs and prosperity throughout the UK."*

Madam Sun Yafang, Huawei Group, Chairwoman said *"Huawei values long-term partnership. The UK was one of the first international markets we entered, when we opened our first office there in 2001. We have now been working with our major customers in the UK for more than twelve years, helping to build a better connected UK"*. //



Safaricom hosted the annual Safer Internet Day (SID) to advocate for the responsible use of the internet. The event that aims to promote safer and responsible use of online technology and mobile phones, especially among children and young people across the world.

*"This event is to trigger every stakeholder to act their role by creating an environment where internet users, especially the younger demographic have a better and wholesome experience. This way all of us will view the internet as an important resource for the betterment of our lives",* said Steve Chege, Director Corporate Affairs- Safaricom..

The event will provide a platform for all the stakeholders involved to discuss ways forward towards achieving a better digital experience for all internet users.



# commonwealth ICT Ministers Forum '18

18 - 20 JUNE 2018, LONDON, UNITED KINGDOM

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