



International Telecommunication Union (ITU)

Centre for Applied Studies in International Negotiations (CASIN)

1st Training Programme for Young Politicians from Kosovo

The role of specialized agencies in the International
System: Fostering Development Through E-Commerce

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Why does ITU work with and for developing countries? Why is ITU interested in working on e-commerce matters and in developing such infrastructure in DCs?

- International organization in which Governments and the private sector coordinate global telecom networks and services
- 1947: ITU becomes a specialized UN agency.
- ITU is composed by 189 Member States & 653 Sector Members
- Instruments of the Union (Constitution, Convention, Plenipotentiary Conference every four years [resolutions, recommendations, decisions], Strategic Plan)
- The ITU has three bureaus: ITU-T; ITU-R; and ITU-D (BDT created in 1989 -VAP-Strategic Plan).
- ITU-D covers telecom development in the areas of telecom sector reform (policies and regulation infrastructure), technologies, management, financing, and human resource (promote training). BDT = (Strategic Plan 2000-2002 + partnership, rural development, and information sharing). Build technologies applicable in networks and services. 2



The ITU E-Strategy Unit / BDT / FOP, its projects and activities

- The ITU has experience in designing, development, and implementation of e-commerce applications and services/e-services. (Rec. X509 Digital Certificates)
- ITU does not endorse a particular technology.
- Assists DCs addressing policies and strategies for IP networks and services and for e-services. (Demand)
- Assists DCs to introduce and use new information and communication technologies (ICT), new tech. For networks and e-services by coordinating the execution of BDT ICT programmes (VAP).
- Facilitate the development of core infrastructure based in IP and other network protocols.
- National Projects, Global Project, E-services, and Internet Protocol (IP) projects

How could Kosovo participate in the BDT / FOP E-Strategy Unit projects and activities?

→ ECDC National projects:

Requirements and Procedures

Official letter

→ ECDC Global Project (RA deployment):

Requirements (technical, physical, legal)

Official letter

→ Internet Protocol.

→ E-Services.

→ Other activities:

Seminars, workshops, conferences, etc.



What are the benefits for a country to go into e-commerce?; and Why should Kosovo be interested to encourage such initiatives?

- E-Commerce Definition.
- Governments (e-voting, e-procurement, e-government).
- E-education (huge amount of data, online training & courses),
- E-health (Doctors, reduce costs, tele-medicine),
- Employment (job creation/disable people, timing, multi skilled work force, online information, no fixed location)
- SMEs (virtual companies, reduce costs, increase efficiency, new affordable services, inventory costs, customers support),
- Hobbies & entertainment (discussion forums, chat rooms, virtual travel agencies, online air tickets, multimedia)
- Market (open, new, worldwide, advertising costs)
- Distribution channel (intermediaries, taxes, digital products, low costs, transportation)
- Consumers (buy from home, compare prices and products, competition)



Technical requirements to develop an e-commerce/services environment

- Need for proper functioning and affordable communications networks
- In case of low tele-density, adopt institutional solutions (cyber café, libraries, universities, franchised shops, telecentres, post office, schools)
- Appropriate terminal to access Internet and E-services.
- Need for affordable ISP services
- Need for a physical distribution system reliable (express courier, air & sea transportation)
- Easy and fast custom clearance (e.g. pre-clearance, paperless documents)
- Advanced payment system and agreement with financial institutions
- Need for qualified people and basic IT skills for users.



Legal requirements to develop an e-commerce/services environment

- Eliminate obstacles, remove legal and policy barriers
- Take into account the industry self-regulation
- Adopt the internationally agreed flexible legal framework for the e-environment. (digital signatures, e-contracts, e-evidences, certification authorities, basics for limitation of liability[content])
- Encourage programmes to increase the citizens access to Internet services.
- Adopt methods to promote privacy, consumer and copyright protection.
- No tariff on cross-border e-commerce. (No-taxes or low customs taxes). Tariff free zone for e-transactions.



What politicians should do to enhance the development of an e-commerce/services environment?

- Invest in Internet technologies and e-commerce. Create online services (procurement, payment, transactions)
- Encourage the business sector and the rest of the community to adopt Internet and e-services. (create awareness, disseminate best e-commerce practices). Develop the necessary skills in the society
- Implement Government's PKI to allow secure exchange of information and payments. Promote the use of strong cryptography. Develop certification and authentication practices.
- Adopt a market oriented approach to e-commerce. Encourage a liberalized market for telecom development.. Promote competition among ISPs, etc
- Should avoid taxes on commercial activities done on Internet.
- Promote alternative dispute resolutions mechanisms
- Prevent fraud, foster transparency. Improve criminal law to deal with e-commerce fraud and computer crime (hackers, junks, etc).



What are the obstacles to develop a healthy e-commerce/services environment..if any?

- Technical and Legal Requirements
- Politicians' policies and strategies directly related to the current needs.
- Qualified people
- Financial issues

Any questions?

Thank you for your attention

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