

Key ICT Competencies:

Sustainable network of

Qualification Labs

George Sharkov

Regional Manager, ESI Eastern Europe
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Kiev, Ukraine

**USAID/RCI: “Building a Sustainable Regional ICT
Training and Certification Network”**

October 7-8, 2009
Sofia, Bulgaria

EE: High potential, but fragmented capacity



Bulgaria:	7,322,858
Romania:	22,276,056
Albania:	3,600,523
Bosnia-Herzegovina:	4,552,198
Croatia:	4,493,312
Macedonia:	2,055,915
Serbia:	8,032,338
Kosovo:	2,126,708
Montenegro:	678,177
Ukraine:	46,299,862
Moldova:	4,328,816
Armenia:	2,971,650
Georgia:	4,646,003



small or **BIG**

Business depends on **excellence**

What is excellence?

Corporate Excellence is a feature of an organizational entity that manifests how incomparably excellent it is when assessed adhering to success criteria (ISO, CMMI, 6 Sigma etc.); excellence refers always to excellent performance concerning the best methodologies in the world and it manifests in official certification according to them.

Excellence is in:

repeating the success

turn it to sustainable growth

make the best with your people

for higher profit

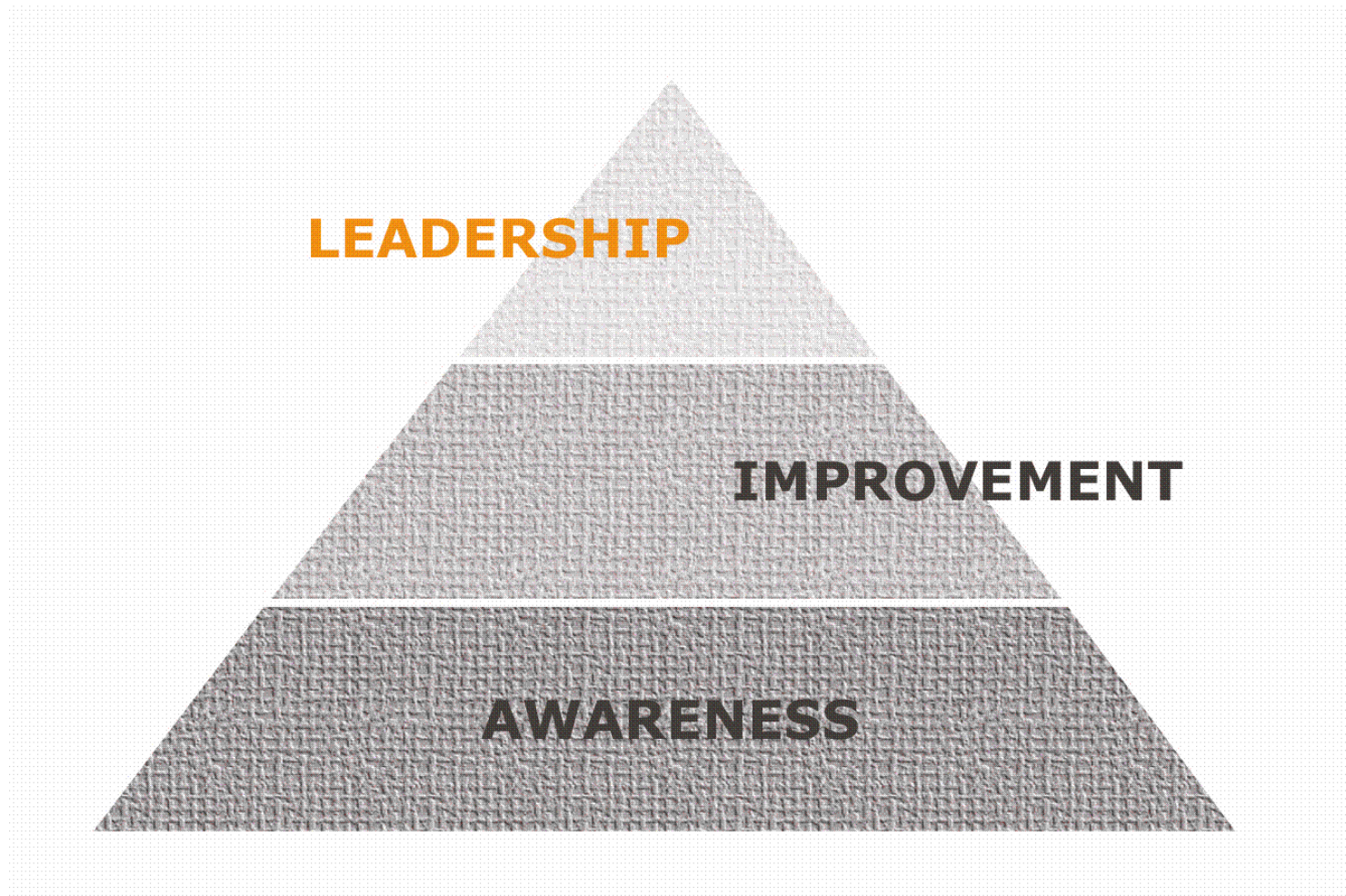
Regional capacity

- Talents
- Innovations
- Quality
- Mature companies?
- Mature industry?

Your situation?



Systematic approach



Industry maturity

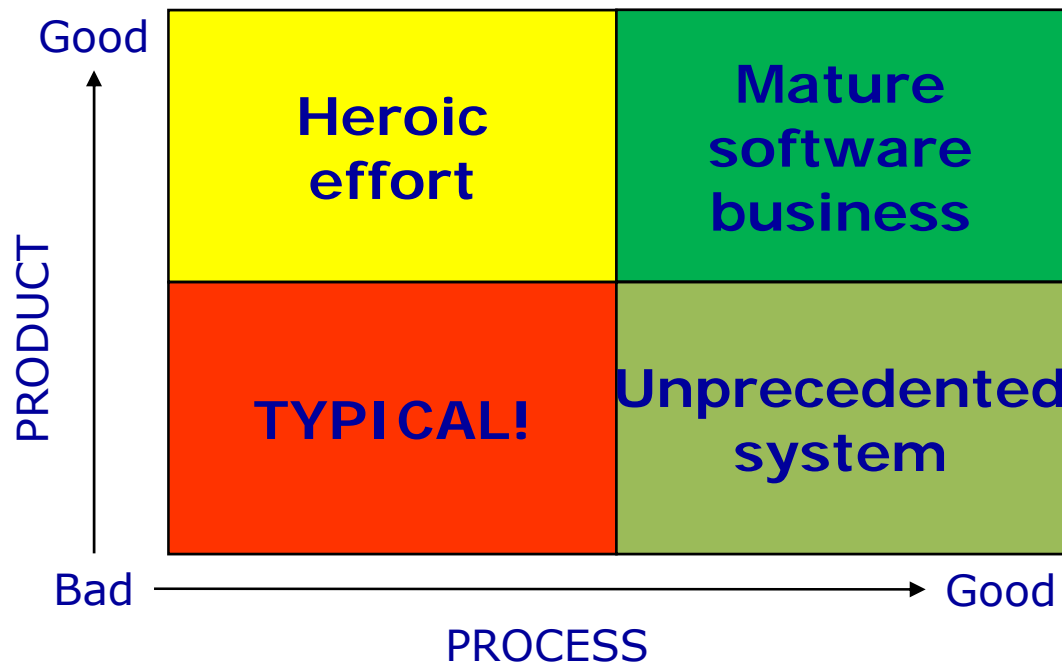
Qualified Professionals



Mature Organizations

Corporate excellence

Mature companies - why focus on processes?



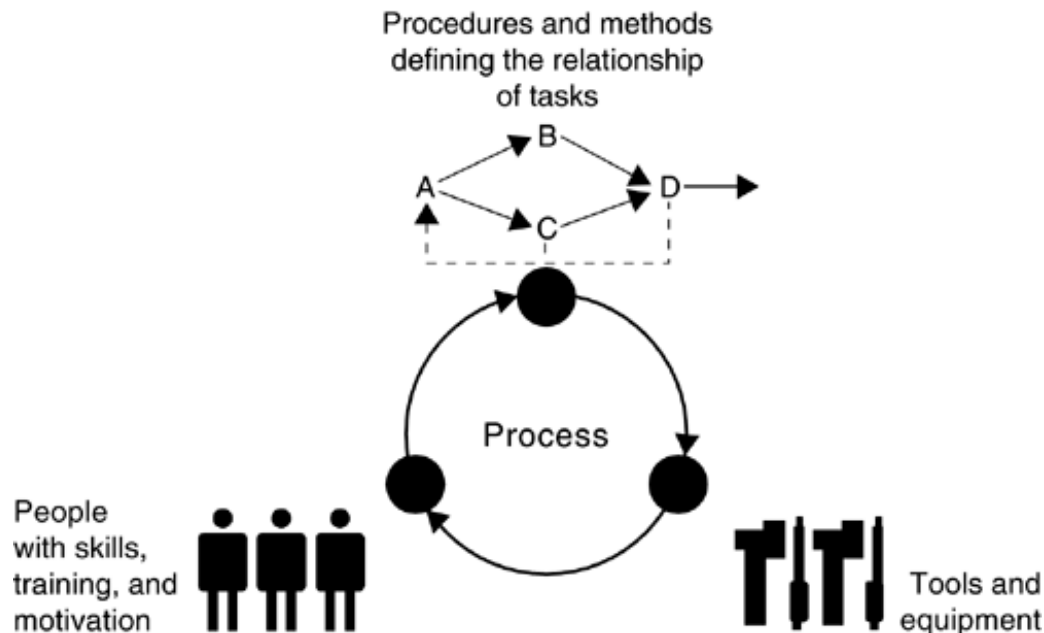
*"The **quality of a product** is largely determined by the **quality of the process** that is used to develop and maintain it."*

Based on TQM principles as taught by Shewhart, Juran, Deming and Humphrey.

Why using models? Which models? Refer to standards?

“All models are wrong,
but some are useful.”

George Box



Process \neq Bureaucracy

Process $=$ Work

Get closer

- Industry/country/sub-region specifics
- Local/global markets
- Entry barrier
- Affordable prices
- Donor support
- Government programs/EU

Sample (simple) steps

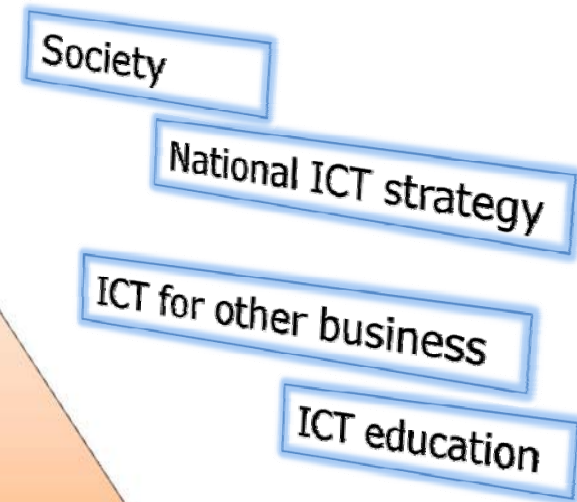
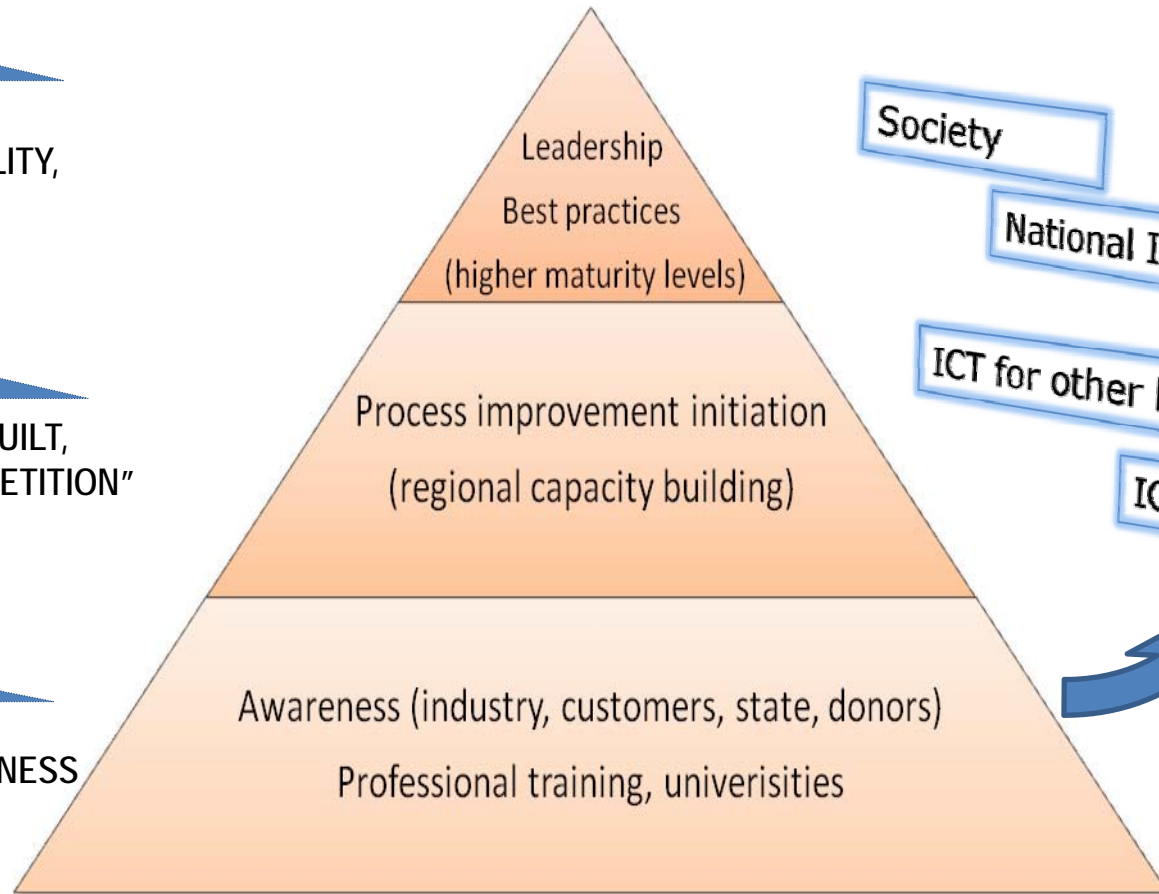
- Identify and involve relevant stakeholders
- Provide resources
- Assign responsibilities + obtain commitment
- Partner and integrate/coordinate efforts
- Monitor progress (tangible results)
- Sustainability = business goals/plan

...

The stakeholders

Towards building
regional capacity

Towards **increased competitiveness**
of the ICT sector



EE: readiness for cooperation and common IT brand, based on common standards



ESI European Software Institute
Eastern Europe



National competitiveness initiatives clustered into a regional program for highly competitive regional brand, based on quality “SEE IT”

Opportunities:

- Change the industry “outsourcing” model from low-cost to high-quality competitiveness in the SEE region
- Regional partnership between the small countries can lead to high regional competitiveness in SEE
- Use of the PI models not only for SW but also for increased competitiveness in other industries

* Results as of April 2009 (some appraisals performed by other organizations – Romania, Turkey, Ukraine, Hungary)

* Western Balkans Cluster approach program under implementation in 6 countries

* Overall regional competitiveness program supported by USAID/RCI project

Clustering countries, sub-regions for optimized capacity



Western Balkans (Albania, Bosnia and Herzegovina, Serbia, Montenegro, Macedonia, Kosovo)

Caucasus (Armenia, Georgia, Azerbaijan)

Larger countries – Ukraine

Pioneers - Moldova, Croatia

Others to join – Kazakhstan, Belarus

Advanced SPI – Bulgaria, Romania
(Hungary, Poland, Czech, Slovenia...)

How it works?

- Identify profile - PPP
- Assistance (RCI, ESI):
 - Basic qualifications (awareness, trainings, assessments...)
 - Needs identification
 - Organizational model
 - Coordinated activities
 - Networking

the formula

1-1-1

it is our joint endeavor
a “laboratory”

... **Qualification Lab**