DAY ONE 21 NOVEMBER 2016

REGISTRATION
08:30 - 09:30

08:30 Registration

OPENING CEREMONY
09:30 - 10:20

09:30 Welcome address
Yasmin Chong, Member of the Office, Office of Utilities Regulation (OUR), Jamaica

09:40 Goodwill message
Hannah Ashiokai Akrong, Chairperson, Management Committee of the Programme for Development and Human Resources Director, Vodafone Ltd, Ghana

09:50 Welcome address
Shola Taylor, Secretary-General, Commonwealth Telecommunications Organisation

10:00 Ministerial welcome address
Official opening of the Commonwealth Human Resources and ICT Forum 2016
The Honourable Dr. Andrew Wheatley, M.P., Minister of Science, Energy, Technology, Jamaica

GROUP PHOTOGRAPH & MORNING REFRESHMENTS
10:20

THE ICT LANDSCAPE OF TOMORROW
10:50 - 12:30

Chair: Shola Taylor, Secretary-General, Commonwealth Telecommunications Organisation

10:50 Presentation: Tomorrow's ICT landscape
Florah Ngwenya, Head of Telkom Learning and Development, Telkom South Africa

11:10 Presentation: Technological innovation: The changing world of work
Cordel Green, Executive Director, Broadcasting Commission, Jamaica

11:30 Panel discussion:
Ansord Hewitt, Director Regulator, Policy, Monitoring & Enforcement, Office of Utilities Regulations

NETWORKING LUNCH
12:30

ICT RESHAPING THE CONCEPT OF WORK
13:30 - 15:10

Chair: Hannah Ashiokai Akrong, Human Resources Director, Vodafone Ghana

13:30 Presentation: Creating a customer service culture
Richard Dick, Principal Consultant and CEO, Development Consulting Centre, Trinidad & Tobago

13:50 Presentation: Employee engagement: from engagement to passion
Juma Kandie, Director, Administration, Communications Authority of Kenya

14:10 Group discussion:
Dr Leith Dunn, Senior Lecturer & Head, Gender Studies and Development, University of West Indies Mona
Mitzi Hyde, HR Consultant, HRM Options Group International

AFTERNOON REFRESHMENTS
15:10

ENHANCING KNOWLEDGE AND MANAGEMENT THROUGH ICTS
15:40 - 16:40

Chair: Makeba Bennett-Easy, Human Resource Manager, First Global Bank

15:40 Presentation: Data analytics, security and privacy
Stephen Spence, Chief Executive Officer, SMS Communications Ltd., Jamaica

16:00 Presentation: Big Data Analytics and HR – incompatible?
Karl Hentschel, Independent Consultant and Trainer, Modern Concepts Communications Solution Inc, Canada

16:20 Panel discussion:
Peter Crabbe, Learning and Talent Development Manager, Vodafone Ghana
Janet Henry, HR Manager, Jamaica Civil Aviation Authority (invited)

CLOSE OF FORUM DAY ONE
16:40

GALA DINNER
19:00

DAY TWO 22 NOVEMBER 2016

USING ICTS TO STREAMLINE THE RECRUITMENT PROCESS
09:30 - 11:00

Chair: **Masego Ndwapi**, General Manager – HR, Botswana Telecommunications Corporation (invited)

09:30 Presentation: Using ICT to streamline the recruitment process
Hannah Ashiokai Akrong, Human Resources Director, Vodafone Ghana

09:50 Presentation:
Marilyn Flynn, Manager Talent Acquisition, Sagicor Group

10.10 Panel discussion:
Sharon Maziya, General Manager, Corporate Services, Swaziland Posts and Telecommunications Corporation
Francis Msungu, Deputy Director, HR & Administration, Tanzania Communications Regulatory Authority (invited)

11.00 MORNING REFRESHMENTS

FROM HUMAN RESOURCE TO HUMAN CAPITAL DEVELOPMENT
11:30 - 13:00

Chair: **Cecile McCormack**, Special Project & Logistics Manager, Jamaica Public Service

11.30 Presentation: The role of HR in proactively creating and ensuring an Ethical Workplace
Busi Mtsweni, Human Resources General Manager, Independent Communications Authority of South Africa

11.50 Presentation: Women in ICT
Dr Leith Dunn, Senior Lecturer & Head, Gender Studies and Development, University of West Indies Mona

12.10 Panel discussion:
Giovana Malcolm, Change Management Consultant
Bernita Locke, Director, Human Resources, Jamaica Information Services

13:00 NETWORKING LUNCH

USING ICTS TO TRANSFORM: FROM PERFORMANCE EVALUATION TO PERFORMANCE MANAGEMENT
14:00 - 15:15

Chair:

14:00 Presentation: Managing Performance and Talent
Jamiilah Linton, Senior Manager, Organisational Development & Transformation, Telecommunications Services of Trinidad & Tobago

14:20 Presentation:
Dr Patrick Sterling, Group Human Resources and IR, Seprod Ltd

14:40 Panel discussion:
Kamanie Jayalth, General Manager/ Training & Development at Sri Lanka Telecom
Venton Brown, HR Director, J Wray & Nephew Limited

15:15 AFTERNOON REFRESHMENTS

TAKE AWAYS
15.45 - 16.15

Chair: **Hannah Ashiokai Akrong**, Chairperson, Management Committee of the Programme for Development and Human Resources Director, Vodafone Ltd, Ghana

CLOSING CEREMONY
16.15 - 16.45

15.45 Discussion: Understanding today's challenges: Key take-aways

16.15 Thank you address
Shola Taylor, Secretary-General, Commonwealth Telecommunications Organisation

16.30 Official close of the Commonwealth Human Resources and ICT Forum 2016
Hopeton Heron, Deputy Director General, Office of Utilities Regulation (OUR), Jamaica

16.45 CLOSE OF FORUM