

2nd Pan Commonwealth Conference on Services Trade

*Creating an enabling
environment for IT services*

*Mauritius, 20 - 22 April 2010
Four Points by Sheraton, Cybercity, Ebene*



Sponsored by
Commonwealth Secretariat



In collaboration with

The World Bank Institute

Regional Multidisciplinary Centre of Excellence
(RMCE), Mauritius



Common Market for Eastern and Southern Africa

Day 1

Tuesday, 20 April 2010

08:00	Registration and Opening
09:00	Welcome and Opening Remarks Mauritius World Bank Institute RMCE/COMESA
	Opening Speech Commonwealth Secretariat
10:00	Coffee break
10:15	Session 1: Issues and Trends in Services Trade Moderator: Commonwealth Secretariat Overview of trends and performance in services trade Gianni Zanini, Lead Economist, World Bank Institute Policy and Negotiations for Development Aaditya Mattoo, Trade Manager Development Research Group, World Bank Addressing the Statistics Gap Dr. Sieh Mei Ling, Advisor on Services, Malaysian Industrial Development Authority Q & A
12:00	Lunch
13:10	Session 2: Services Trade: A Regional Outlook Moderator: Mina Mashayekhi, UNCTAD The role of EPAs in supporting services reform in Africa Paul Brenton, Lead Economist (Trade and Regional Integration) Africa Region, World Bank The Caribbean Experience Allyson Francis, CARICOM The view from ASEAN Amb. Supperamaniam Manickam, Former Ambassador of Malaysia to WTO The COMESA experience Dr. Francis Mangeni, Director of Trade Customs and Monetary Affairs, COMESA Q & A
15:00	Tea break
15:20	Session 3: The ICT/ITES Revolution: Challenges and Opportunities Moderator: COMESA/RMCE Opportunities and Strategies in IT Enabled Services Manju Haththotuwa, Adviser, ICT & e-Development, South Asia - Private Sector Development, The World Bank + Q & A Country Experiences on Exporting ITES South Africa- Pumela Salela, Director : BPO & ICT Enabled Services, Department of Trade and Industry Kenya – Peres Were, ITES Advisor - Office of The Prime Minister Sri Lanka- Fayaz Hudah, ICT Agency of Sri Lanka + Q & A
17:00-18:00	ICT-Enabled Development, Innovation, and Business Transformation Nagy Hanna, e-Development and Corporate Strategy specialist (Video Conference) + Q & A
18:30 -20:00	Welcome Cocktail Ebony 2

Day 2

Wednesday, 21 April 2010

09:00	Session 4: Enabling ITES Export Development Moderator: World Bank Overview of the Building Blocks of a Country Program Manju Haththotuwa, World Bank The Enabling Environment & Reforms for ITES Development Mina Mashayekhi, UNCTAD The role of institutions Ir. Ahmad 'Asri Abdul Hamid, Professional Services Development Corporation, Malaysia Michelle Hustler, Barbados Coalition of Services Industries Charles Basajja, ICT Cluster, Uganda Q&A
10:40	Coffee break
11:00	Session 5: The Mauritius ICT/ITES Experience Moderator: Mr. Ramgolam, Chair National Computer Board, Mauritius Managing the transition to an IT-based economy Raj Makoond, Director, Joint Economic Council, Mauritius Donald Lim Fat The role of telecom reforms Dr. Oolun, Information and Communication Technology Authority, Mauritius Investor perspective Mr. M Govinda, Director Board of Investment The BPO Success Story: a private sector perspective Josie Lapierre, Lead, Accenture Delivery Center for BPO Good practice in regulation for IT-related services: a private sector perspective EMTEL Q & A
12:35	Lunch
13:45	Session 6: Human Capital for ITES sector Development Moderator: Commonwealth Secretariat Human capital requirements for ITES Vidia Mooneegan, CEO, CERIDIAN & President OTAM Gilda Odera, Chairperson of the BPO/ITES Working Group, Kenya
15:00	Tea Break
15:15	Session 7: The Role of International Trade Negotiations for ITES Export Development Moderator: Aaditya Mattoo, World Bank Mina Mashayekhi, UNCTAD Regional priorities for ITES development Dr. Francis Mangeni, Director of Trade Customs and Monetary Affairs, COMESA Q & A Mode 4: Issues and the way forward Antonia Carzaniga, Counsellor, Trade in Services Division WTO Secretariat (Video Conference) GATS ICT/ITES Commitments and the DDA Laura Lee Tuthill, Counsellor, Trade in Services Division WTO Secretariat (Video Conference) Q & A
	RMCE dinner

Day 3

Thursday, 22 April 2010

Moderator: Commonwealth Secretariat

8:30	<i>Addressing the challenges of ITES growth</i> (Group Discussions) Commonwealth Secretariat
10:00	<i>Plenary Session: Report from Groups and Discussions</i>
11:00	<i>ITES in India</i> (Video Conference with NASSCOM and CII)
12:00	<i>Wrap Up</i> Panel chaired by N. Treebhohun with WBI, RMCE, COMESA, UNCTAD
12:30	<i>Closing and lunch</i>
14:00	<i>Site Visit</i>

Special Advisory Services Division (SASD) Commonwealth Secretariat

Through its Trade Section, the SASD delivers advisory services to Member Countries to improve their export competitiveness. The current focus is on export and private sector development, trade facilitation, tourism and professional services. The Trade Section supports countries to design and implement strategies in its focal areas, and provides fora for capacity building, networking and sharing of experiences.

Contact:

Nikhil Treebhohun
Marlborough House
Pall Mall
London
SW1Y 5 HX

Tel: 00 44 207 747 6302
Fax: 00 44 207 747 6203
n.treebhohun@commonwealth.int
www.thecommonwealth.org

