Support Services and RoadMap for the Future

Gregory Sadyalunda

IP Office Business Solutions Division

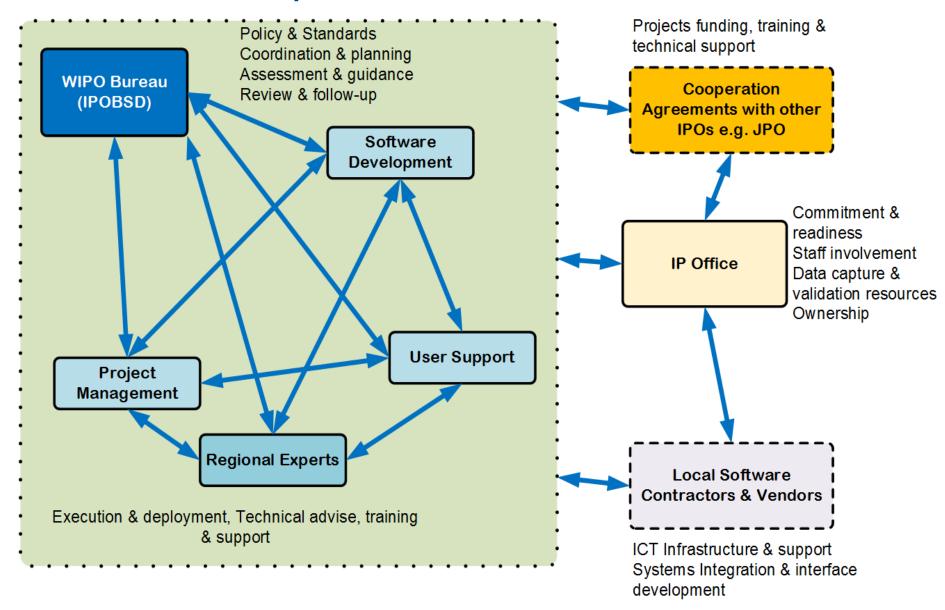


Presentation Outline

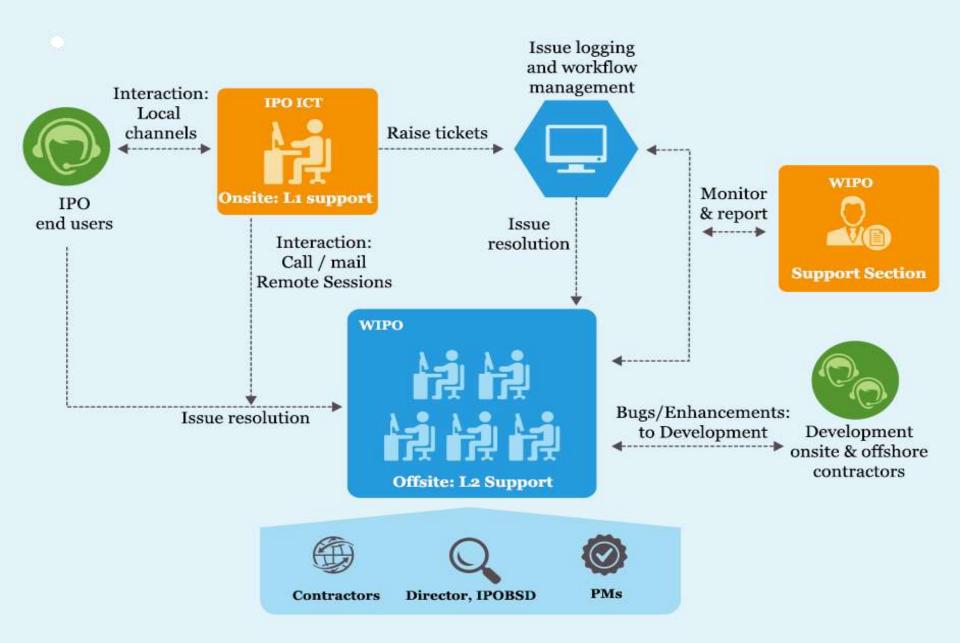
- IPOBSD Overview
- Cooperation Framework
- Member States Support Framework
- Fellowship Programme
- Modernization Strategy Projects Approach



Cooperation Framework



Member States Support Framework



Fellowship Program

resolved at L1

Build troubleshooting & analysis skills of IPO ICT staff **Build technical** capacity of IPO ICT Optimization of issues turnaround time Eliminate **Build regional Fellowship** inefficiencies knowledge **Programme** Improve Level 1 Support Increase number of issues

Creation of knowledge bases for IPOBSD products in the AFRICA Region

Modernization Strategy – Projects Approach



Thank you