ANNEX

**WORKINGDOCUMENT:SWOT(Strengths,Weaknesses,OpportunitiesandThreats)AnalysisoftheICTProgramEnvironment**

|  | **STRENGTHS – S** | **WEAKNESSES - W** |
|---|---|---|
|  | 1. Well-trainedanddedicatedstaff<br>2. Sufficientbudgetaryresources<br>3. SupportbyMemberStatesandmanagement<br>4. Anexistingglobalnetwork<br>5. AccountableperfomanceofICTDivision<br>6. AvailabilityofskilledICTresources<br>7. StrongICTmanagementteam | 1. Certain%ofstaffhaveonlylegacysystems knowledgeandskillsets<br>2. LackofawarenessofthefullpotentialofICT<br>3. Exposuretorapidlychangingtechnologies<br>4. Paper-basedworkpractices<br>5. Lackofagreedstandardsfore -business environment |
| **OPPORTUNITIES –O**<br>1. MemberStatesrequiree -business solutionsandaree -businesscapable<br>2. EmergingIPbusinessrequirements<br>3. IPcustomersaree -businesscapable<br>4.GlobalgrowthinIP | **SO STRATEGIES**<br>1. DevelopglobalIPe -businesssolutions (S2,S3,S4,O1,O2,O3)<br>2. SupportMemberStatesindeveloping e-businesssolutionsandservices (S2,S3,S4,O1,O2)<br>3. Utilizeamixofinternalandexternalresources (S1,S4,S6,S7,O1,O2) | **WO STRATEGIES**<br>1. Standardizeonhardwareandsoftwareplatforms fornewsolutions(W3,O2)<br>2. Developne we -businessstandards (W5,O1,O2,O3)<br>3. Undertakeprojectstoillustratethebenefitsof e-workingversuspaper -basedworkpractices (W4,O2) |
| **THREATS – T**<br>1. Staffturnoverdrainsknowledge<br>2. Futurefinancialresourcesmaybe limited | **ST STRATEGIES**<br>1. Keepstaf fwelltrainedandmotivated(S1,T1)<br>2. KeepMemberStatesandseniormanagement informedofprogressofICT(S7,T2) | **WT STRATEGIES**<br>1. Stafftrainingpolicyneedstobeestablishedto ensureskillsetsarekeptup -to-date(W1,T1)<br>2. UndertakeanICTawarenessand information campaigntobuildunderstandingandsupport (W2,T2) |

**Key:SOstrategies –strategiesdevelopedbycombiningstrengths(S)ando pportunities(O)**

**STstrategies –strategiesdevelopedbycombiningstrengths(S)andthreats(T)**

**WOstrategies –strategiesdevelopedbycombiningweaknesses(W)andopportunities(O)**

**WTstrategies –strategiesdevelopedby combiningweaknesses(W)andthreats(T)**

[EndofAnnexandofdocument]