

Asian Productivity Organization

Hirakawa-cho Dai-ichi Seimei Bldg. 2F
1-2-10, Hirakawa-cho, Chiyoda-ku
Tokyo, 102-0093 Japan



Tel:(81-3)5226-3920 Fax:(81-3)5226-3950
E-mail: apo@apo-tokyo.org
URL: www.apo-tokyo.org

PROJECT NOTIFICATION ADDENDUM

9 November 2012

1. **Project Code** 12-IN-107-GE-WSP-B
2. **Project Title** Workshop on ICT Impact on Productivity of Service Sector
3. **Addendum** No. 1
4. **Reference** 12-IN-107-GE-WSP-B: Project Notification dated 5 October 2012
5. **Change** Item No. 3 "Duration"

The duration of the workshop has been changed as below:

Duration: 19 - 23 January 2013

Other terms and conditions as specified in the Project Notification dated 5 October 2012 remain unchanged.

A handwritten signature in black ink, appearing to read 'Ryuichiro Yamazaki'.

Ryuichiro Yamazaki
Secretary-General

Asian Productivity Organization

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5 October 2012

PROJECT NOTIFICATION

1. **Project Code** 12-IN-107-GE-WSP-B
2. **Project Title** **Workshop on ICT Impact on Productivity of Service Sector**
3. **Duration** 8–12 December 2012 (five days)
4. **Venue** Tehran, IR Iran
5. **Implementing Organizations**
National Iranian Productivity Organization (NIPO)
Address: No. 23, Daneshsara St., Baharestan Sq.
Tehran, Islamic Republic of Iran
Phone: 98-21-33276507/8
Fax: 98-21-77646271
e-Mail: nipo@mporg.ir
6. **Number of Overseas Participants**
Up to 18 qualified participants from Bangladesh, Cambodia, Republic of China, Fiji, India, IR Iran, Japan, Republic of Korea, Lao PDR, Malaysia, Pakistan, Philippines, Sri Lanka, Thailand, and Vietnam. However, other member countries with special interest in the subject are also encouraged to apply.
7. **Number of Local Participants** Up to six qualified participants
8. **Closing Date for Nominations** 31 October 2012
9. **Objective**

To share and exchange information and experiences on the innovative use of information and communication technology (ICT) in the service sector for accelerated productivity growth and improvement in the quality and cost of services; and assess the impact of ICT on the service sector.

10. Background

Today, the service sector is one of the major contributors to the GDP of APO member countries. However, the overall productivity level of the service sector in the APO member countries is not generally very high. In fact, traditionally, it has been difficult for the service sector to realize productivity growth, but modern advancements in ICT have changed that. A lot of IT-intensive users are in this sector, which capable of capturing the productivity benefit arising from IT unitization. It has been observed that growing importance of services in explaining productivity growth in Western economies in recent decades. In Asia, the contribution form service matches that of manufacturing. Among the four industries in the service sector, three are potentially IT-using industries: wholesale and retail trade, hotels and restaurants; transport, storage, and communications; and finance, real estate, and business activities.

Advances in ICT have given rise to multimedia and online phenomena that hold great promise for productivity promotion and enhancement, information dissemination, distance education, and other applications. ICT can boost productivity in all sectors of economy in different ways. The ICT sector has been growing rapidly since the early 1990s, and recent advances, especially in software, have made the sector a hotbed of innovation and technological progress. The Internet, interactive platforms/websites, new technologies, smart phones, etc. have direct/indirect impacts on productivity in the industry and service sectors. The proposed workshop will discuss the impact of ICT on productivity and analyze current ICT policies of APO members, along with likely future trends in ICT development and their relationship with productivity in the service sector.

11. Scope and Methodology

Scope

- ICT-related policies and development programs
- Latest ICT and techniques for the service sector
- Techniques for storage, retrieval, manipulation, transmission, or receipt of digital data
- ICT impact on the productivity of the service sector
- Understanding ICT for continuous innovation and learning and overall productivity growth of the service sector

Methodology

ICT expert presentations, group discussions, country presentations on ICT development and how it has impacted productivity of service-sector firms, best practices and success stories, and observational site visits.

12. Requirements for Candidates

- (a) Age: Preferably between 30 and 45 years.
- (b) Education: University degree or equivalent qualification from a recognized institution, preferably with a management, science, engineering, or related background.
- (c) Present Position: ICT experts/professionals or productivity practitioners with suitable IT backgrounds including economists, industrial engineers, industrial managers, NPO staff, ICT policymakers, and service-sector representatives using specific ICT tools.
- (d) Experience: At least five years of relevant service-sector experience.

- (e) Language Proficiency: All presentations and discussions are conducted in English, and participants are frequently required to make oral and written presentations. Those who are not proficient in English should not apply.
- (f) Health: Physically and mentally fit to attend an intensive five-day program requiring participants to complete a number of individual and group activities (it is therefore recommended that member countries refrain from nominating candidates likely to suffer from physical and mental strain).

13. Financial Arrangements

(a) To be borne by the APO

- (i) Round-trip economy-class international airfare by the most direct route between the international airport nearest to the participant's place of work and Tehran, IR Iran, for all participants. As far as practicable, all participants should purchase discount tickets (following IATA PEX or other applicable discount fares). Please note that arrangements for the purchase of air tickets should be in accordance with the "Guide on Purchases of Air Tickets for APO Project Participants" dated 7 July 2006, which will be sent to selected participants and is available from APO Liaison Officers in member countries.
- (ii) All assignment costs of overseas resource persons.

(b) To be borne by the host country—IR Iran

- (i) Expenses for hotel accommodations for 18 overseas participants for six days;
- (ii) Per diem allowances for all overseas participants for up to six days; and
- (iii) Other local implementation costs.

(c) To be borne by participants or participating countries

- (i) Participants must be fully insured against accident and illness (including hospitalization) for a principal sum of US\$10,000.00 for the entire duration of the project and travel and must submit to the APO a copy of the comprehensive travel insurance certificate before participation. Such insurance must be valid in the countries to be visited. If a participant is unable to arrange for insurance coverage in the host country at the start of the project, he/she must pay the premium himself/herself out of the per diem allowances provided. Neither the APO nor the implementing organization will be responsible for any eventuality arising from accident or illness.
- (ii) Any expenses incurred by participants for stopovers on the way to and from the project venue as well as for extra stay at the project venue before and/or after the official project period on account of early arrival or late departure, for example, due to either limited available flights or any other reason whatsoever.

(iii) Any expenses related to visa fees and airport taxes.

14. Actions by Member Countries

- (a) Each member country is requested to nominate three or more candidates for selection. Please ensure that candidates nominated meet the qualifications specified above.
- (b) We will not accept any form of self-nomination. All nominations must be endorsed and submitted by an APO Director, Alternate Director, Liaison Officer, or their designated officer.
- (c) Please note that when a candidate is nominated it does not follow that he/she is considered selected. Selection is at the discretion of the Screening Committee. A basic criterion for selection is the homogeneity of the participants in terms of qualifications and work experience. Nonselection therefore does not mean that the candidates concerned are not competent enough. Sometimes candidates are not selected because they are overqualified.
- (d) Each nomination should be accompanied by the documents listed below. A nomination lacking any of these documents may not be considered:
 - (i) Two copies of the candidate's biodata on the APO biodata form together with passport-sized photograph. The biodata form can be downloaded from the APO website. Downloading information is also available from www.apo-tokyo.org. We encourage submitting the biodata form to the APO Secretariat in electronic form as an attachment to a cover e-mail message from the APO Director, Alternate Director, or Liaison Officer.
 - (ii) APO Medical and Insurance Declaration/Certification Form. Every candidate must complete and submit a copy of the APO Medical and Insurance Declaration/Certification Form with his/her biodata at the time of nomination. Please note that for this particular project self-declaration is sufficient for candidates without any of the health conditions or illnesses enumerated on the reverse side of the medical form. However, for all others, medical certification by a recognized physician on the reverse side of the medical form is required.
- (e) Member countries are encouraged to submit the necessary documents electronically as mentioned in (d)-(i). In that case, there is no need to send a hard copy by postal mail. However, if the documents are submitted by fax, member countries are requested to mail the originals of the documents to the APO Secretariat as well. If a digital photograph of a nominee is not attached to the electronic biodata form, a hard-copy photograph should be sent to the Secretariat by postal mail. Please specify the candidate's name and the project code on the reverse side of the photograph.
- (f) Member countries are requested to abide by the ***nomination deadline of 31 October 2012***. The APO may not consider late nominations as they have in the past resulted in considerable difficulties to the implementing organization in its preparatory work for the project.

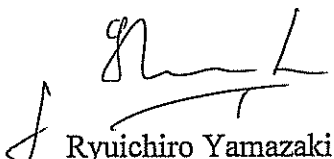
- (g) Under normal circumstance, candidates who are selected after the initial screening will be informed of their acceptance at least four weeks prior to commencement of the project.
- (h) Member countries are requested to inform candidates upon selection that they are not to bring family members or to engage in any private business activities during the entire duration of the project. Further, if they should become unable to take part, the NPOs concerned are requested to inform the APO and the host country promptly of this and their reasons for withdrawal.
- (i) Each selected candidate is required to arrive in Tehran one day before the start of the official project. Also, they are expected to return home upon completion of the official project because they are visiting the host country for the specific purpose of attending this APO workshop.

15. Preparation of Country Papers

Each selected candidate is requested to prepare a country paper following the guidelines to be provided later.

16. Other Conditions

Other conditions for participation are given in the *APO Guide for Participants* which is available on the APO website and from APO Liaison Officers/NPOs in member countries and on the APO homepage (http://www.apo-tokyo.org/05part_guide.htm).


Ryuichiro Yamazaki
Secretary-General