Curriculum Vitae: Charley Lewis

Charley Lewis ICT

Summary			
Name	Charles	**Surname**	Lewis
Title	Dr	**Nationality**	South African

Qualifications and Skills	
Language proficiency	- English: Fluent (read, write, speak) - Afrikaans: Fluent (read, write, speak) - French: Basic
Qualifications	**PhD** (University of the Witwatersrand, 2018) **M Comm** (Management of Information Systems) (University of the Witwatersrand, 2001)
Computer Literacy	Proficient office applications user: Word, PowerPoint, Outlook, Excel, Google and Google Scholar
Writing skills	Excellent. Has written a number of bespoke reports and policy submissions for clients, as well as book chapters, articles, a regular newsletter, and an award-winning PhD thesis. Has a book forthcoming with Palgrave Press.
Communications skills	- Excellent public speaking and interpersonal communications skills. - Has presented, facilitated and chaired sessions at numerous events, workshops & conferences, face-to-face & online, in SA, Africa, etc
Awards	Doctoral Award 2018, South African Association of Political Studies, for excellence in written work at doctoral level

Professional Experience	
Industry Sectors	ICT Policy, Legislation, Regulation & Markets, Education & Training, Government
Institutions & Companies	University of the Witwatersrand, Congress of SA Trade Unions, ABSA Bank , various high schools
Positions Held	Independent Analyst & Researcher, Senior Lecturer, Researcher, Trainer, IT Manager, Project Leader & Analyst Programmer, Teacher
Policy & Regulation	- ICT Policy Review: RSA National ICT Policy Review Panel, 2012 - 2015 (appointed by Minister of Communications, sub-committees on infrastructure & services and institutional arrangements, drafting team) - Save our SABC Coalition, 2012 - current (working group & legal sub-committee) - Lecturing and supervision in ICT policy and regulation, 2001 – 2016

	• Policy formulation, drafting & research (CRAN, ARICEA, infoDev) • Submission drafting: to DoC, Parliament, ICASA, FPB; for LINK Centre, SOS Coalition, Research ICT Africa
Stakeholder Engagement	• Work with regulatory bodies: South Africa, Namibia, Swaziland, Zambia • Interacted with international bodies: CRASA, ARICEA, WATRA, ITU, UNECA
Internet Governance	• Delegate & presenter, Internet Governance Forum, Baku, Azerbaijan, November 2012 • Worked on Internet projects for Consumers International & ZADNA • Authored a book chapter on the evolution of the Internet in SA
Teamwork & Co-operation	• Represented University of the Witwatersrand on NetTel@Africa programme (USAID-funded collaborative regulatory training initiative across 7 anglophone African countries), 2002 – 2006
ICT Training Delivery	• Lectured on a wide range of topics: LINK Centre, University of the Witwatersrand (Certificate in Telecommunications Policy, Regulation & Management, MA in ICT Policy & Regulation), 2001 - 2016 • eLearning module developer & convenor: 'Universal Service and QoS Regulation' for NetTel@Africa (USAID-funded, collaborative regulatory training initiative across 7 anglophone African countries) • Conducted workshops, training sessions, lectures & seminars in : Burkina Faso, eSwatini, Ethiopia, Ghana, Kenya, Lesotho, Namibia, Nigeria, Rwanda, Sweden, Tanzania, Uganda, Zambia
Training Programme Administration & Management	• Course convenor: Certificate in Telecommunications Policy, Regulation and Management, LINK Centre, University of the Witwatersrand (2001 – 2016) • Developed, launched & convened Master of Management in ICT Policy & Regulation degree, University of the Witwatersrand, 2004 – 2016
Professional Memberships	• SA Communications Forum, Internet Society SA, SOS Support Public Broadcasting Coalition

Currently an independent analyst and researcher across the broad field of ICT policy and regulation, Dr Lewis's career includes roles as an academic and researcher, trade union IT manager and policy representative, information systems analyst and developer, and high school teacher.

Dr Lewis' skills and expertise cover a wide range of competencies across the broad range ICT sector expertise, from telecommunications and broadcasting to broadband and the Internet, including:

- ICT policy analysis, formulation and evaluation;
- ICT sector policy, law, regulation and market developments;

- Universal access and service, and the digital divide;
- Consumer protection and quality of service;
- Spectrum management;
- Statistics and indicators;
- The 4th Industrial Revolution, the Information Society and the Knowledge Economy.

The projects he has completed cover a range of areas, including: developing and drafting of policies, research in a number of areas, including universal access and service, consumer protection, quality of service, the 4th Industrial Revolution, digital skills development, the Internet, spectrum and business process outsourcing.

Dr Lewis has shown himself to be a sound manager and a good leader, with an excellent grasp of a wide range of aspects within the purview of policy and regulation across the ICT sector, ranging from institutional design and policy analysis, through universal access and consumer protection, to spectrum management and price regulation.

He has also written and published a number of papers, articles in refereed journals, as well as several book chapters, and a soon-to-be-published book. He is well-known as an ICT expert across a broad range of ICT policy, regulatory and development issues, with extensive experience and exposure, not only in South Africa, but across many of the member states of the African Union. He has experience in interacting at many levels, from the shopfloor to executive level, from lay person to minister, across many stakeholder sectors, including private companies, the public sector and NGOs.

This expertise is built on the foundation of an English major first degree, and exhibits extensive, consistent involvement in the field of information and communications technologies, from information systems to ICT policy and regulation. Dr Lewis has a strong command of both written and spoken English, along with excellent interpersonal, communications, presentation and report-writing skills, as a result of many years of fulfilling these capacities. His PhD thesis recently received the 'Doctoral Award 2018' from the SA Association of Political Studies in "recognition of excellence in written work at the doctoral level".

Dr Lewis also has extensive teaching and lecturing experience, from his early career as a high school teacher, through to his more recent role as a senior lecturer at the University of the Witwatersrand where he managed and taught both professional development and academic courses to ICT regulators, policy-makers and industry practitioners. He has also conducted training sessions, lectures and seminars in a wide range of countries, mainly in Africa: Burkina Faso, eSwatini, Ethiopia, Ghana, Kenya, Lesotho, Namibia, Nigeria, Rwanda, Sweden, Tanzania, Uganda.

1   Personal Details:

Name: Charles Alasdair Iain Murray Lewis

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Mobile No: + 27 83-539-5242

Telephone No: + 27 21-782-0073

E-mail: Charley@ICT-Policy.Africa**,** Charley.A.Lewis@gmail.com

Languages: English (home language), Afrikaans, French (basic)

Health: Excellent

Driving Licences: Light Motor Vehicle, Motor Cycle

2   Academic Qualifications:

- *Ph D* (Wits, 2018) (Thesis: Universal Access & Service)
- *M Comm* (Management of Information Systems) (Wits, 2001)
- *Higher Education Diploma* (UNISA, 1978)
  Teaching subjects: English (with distinction), Mathematics
- B A Honours (English) (UCT, 1976)
- B A (UCT, 1974)
  Subjects: English I, II, III, Drama I, II; Maths I; Physics I; Afrikaans-Nederlands I

3   Computer Skills:

- *Office Applications:* Microsoft Office (Word, Excel, PowerPoint, Outlook, Project), Acrobat, Dreamweaver, Photoshop, Lightroom, Google & Google Scholar
- Cobol Programming, Systems (Van Zyl & Pritchard Certificate, Grade A, 1988) (Computer Users Council of SA - Cobol language: top student in SA, 1988)
- Courses in: BASIC, Assembler, IDMS/R, IMS, DB2, Oracle, Systems Analysis & Design

4   Management and Administrative Skills Training:

- Activating Leadership (ABSA), 1993
- Effective Leadership Skills (AECI), 1991
- Managing Assertively: How to improve your people skills (AECI Info Services), 1991
- Effective Supervision (AECI Info Services), 1991

5   Membership of Professional Bodies & Associations:
South African Communications Forum – member
SOS Support Public Broadcasting Coalition – Legal Subcommittee
Internet Society - South Africa Chapter

6   Distinctions, Fellowships & Awards

Appointed by Minister of Communications and Digital Technologies to serve on the Ministerial Task Team on Post Covid-19 Economic Response Strategy, 2020

Doctoral Award 2018, South African Association of Political Studies, for excellence in written work at doctoral level, 2018: PhD thesis: 'The Digital Donga: Universal Access and Service in South Africa 1994 - 2014

Appointed by Minister of Communications to serve on national ICT Policy Review Panel, 2012 – 2015

Hewlett Fellow, University of Maryland, 2002 – 2004

7   Professional Experience

Current:	**2017 – present (30 months)**
	Independent Consultant
Sector:	ICT: Telecommunications, Broadband, Internet, Broadcasting
Key Focus Areas:	Policy & regulation, Universal access & service, Consumer protection, Quality of service, Statistics& indicators, Spectrum, the 4IR, Convergence

Services Provided:
Analysis
Research (desk & field research)
Policy development, formulation & drafting
Report writing
Peer review & editorial services
Drafting, writing & editing
Training & capacity building
Course design
Training materials development & delivery
Facilitation & presentations
Chairing
Project management & implementation
Coaching, mentoring and advice

Recent Assignments & Projects:

Research Triangle Institute (USA)
- Impact of undersea cables (South Africa & India)

Dark Fibre Africa
- Spectrum and WOAN licensing

Department of Telecommunications and Postal Services
- National Digital Skills Strategy
- Annual Performance Plan facilitation (2017 & 2018)
- Spectrum auctions benchmarking research

Research ICT Africa
- Artificial Intelligence (6 reports)
- Sector Performance Review: Kenya
- Policy submission: ECA Amendment Bill
- Peer review & editing: 4IR in South Africa, ICT in Nigeria, Cloud computing (5 African countries)

SOS Coalition
- Vision document
- Facilitation: Digital Terrestrial Television, Strategic planning
- Policy submission: ECA Amendment Bill

International Telecommunication Union
-       ITU Digital Consumer Forum 2019, Presentation: 'Models of ICT Self-
        Regulation for Africa
SA Communications Forum
        - DNS Market Study: peer review, editing, drafting
Communications Regulators' Association of Southern Africa (CRASA)
        - Universal Access and Service Project Management
eSwatini Communications Commission
        - Regulatory training: High court & supreme court judges
eSwatini Communications Commission
        - Regulatory training: High court & supreme court judges
ITWeb
        - Various op-ed articles
endcode
        - IT sector analytical framework
UNISA
        - Digital skills research peer review (2)

Period:	**2001 – 2016 (15 years)**
Institution:	**LINK Centre - University of the Witwatersrand**
	A leading African academic research and training body focused on ICT ecosystem policy and practice, LINK engages in public interest knowledge production and accredited capacity-building at post-graduate level for the broad communications and information and communications technologies sector.
Designation:	**Senior Lecturer**
Responsibilities:	

☑ **Development, Launch, Delivery & Continuance Management of:**

Master's Degree in ICT Policy & Regulation, 2004 - 2014

MM(ICTPR) / MA(ICTPR) - 2 years, part-time, HEQF 9, CHE-accredited

Target audience: Management, policy & decisionmakers, regulators & other senior staff at post graduate level from ICT private & public sectors

➢ Degree Convener for 10 years
➢ Student admission approvals
➢ Scheduling of courses
➢ Development of course content & course material
➢ Selection of lecturers
➢ Delivery of course modules
➢ Lecturing, preparation and presentation
➢ Marking of assignments & exams
➢ Supervision to completion of M-level research reports

☑ **Delivery & Continuance Management of:**

Professional development course: **Certificate** in Telecommunications, Policy, Regulation & Management, 2001 - 2016

TPRM - 3 weeks, block-release, HEQF 6, Wits-accredited, running since 1996, provides a policy & regulatory foundation to some 25 ICT regulatory & policy staff from public bodies & private sector companies in the sector

- ➢ Programme Convener for 15 years
- ➢ Scheduling of course modules
- ➢ Development of course content & course material
- ➢ Selection of lecturers
- ➢ Delivery of course modules
- ➢ Lecturing, preparation and presentation
- ➢ Marking of assignments & exams

☑ **Academic Expert & Researcher:**

o Focus areas: telecommunications, Internet, broadband, ICT sector trends & developments, policy, legislation, regulation, digital divide, universal access and service, consumer protection, ICTs & labour, call centres & business process outsourcing.
o Academic research and externally-funded project work as required.
o Management of, and content preparation and development for, the LINK Centre web site http://link.wits.ac.za

☑ **Administrative & departmental duties:**

o Participation in relevant academic activities and meetings of the University, including research report review panels, postgraduate, research & teaching committees
o Acting member of School Management Committee, 2007 – 2008

☑ **Miscellaneous teaching & lectures, public presentations & facilitation, marking & evaluations, in RSA, Africa & internationally**

*** *See Annexure for details* ***

Achievements:

o Member of national ICT Policy Review Panel (2012 - 2015)
o Consistent high evaluation scores from students & course participants
o Guest lecturer at the Wits Business School & Blekinge Tekniska Högskola in Sweden
o Acting Director of the LINK Centre during the sabbatical leave of the Director

Period:	**1994 – 2001 (7 years)**
Institution:	**COSATU – Congress of South African Trade Unions**
Designation:	**HoD Information Technology**
Responsibilities:	

☑ **Management of IT Department:**

o Management of technical support team responsible for hardware, software, computer systems and networks
o Budgets & financial reporting
o Planning, quality control & progress reporting

- o Procurement of ICT goods and services
- o Webmaster for the COSATU web site
- o Providing IT advice and consultancy services to affiliated unions;
- o Overseeing departmental administration
- o Managing and motivating staff
- o Internal & external liaison with management structures & donors

☑ **METRIC Project Co-Ordinator:**

Italian-funded project to develop IT capacity for COSATU & affiliates

- o Development and implementation of customised, Oracle-based membership and subscriptions system
- o Related organisational development work & business process alignment within COSATU affiliates
- o Provision of computer hardware and software support
- o Implementation of e-mail and internet connectivity and related services

☑ **Job Creation Trust (1998):**

- o Responsible for the establishment of the Job Creation Trust, a trade union fund to support job creation projects
- o Chair of oversight Board

☑ **Representative Roles:**

- o Representative COSATU on various ICT structures, processes & initiatives in SA, including National IT Forum, Acacia Initiative Advisory Committee

*** *See Annexure for details* ***

Period:	**1988 – 1994 (6 years)**
Institutions:	**ABSA (Feb 1992 - Mar 1994)**
	AECI Information Systems (May 1988 - Jan 1992)
Designations:	**Project Leader**
	Applications Analyst
	Senior Analyst Programmer
	Programmer

Period:	**1977 – 1987 (10 years)**
Institutions:	**Chisipite Senior School**, Harare, Zimbabwe (1984 – 1987)
	Liebenberg High School, Chivhu, Zimbabwe (1983)
	Livingstone High School, Lansdowne, Cape Town (1979 - 1982)
	Arcadia High School, Bonteheuwel, Cape Town (1977 – 1978)
Designations:	**Teacher – Mathematics & English**