

**Opening Ceremony Goodwill Address by  
Teresa Wankin, Secretary General, CANTO  
Commonwealth Telecommunications Organization  
Human Resources and ICT 2017  
14<sup>th</sup> November 2017, Hilton Hotel, Trinidad and Tobago.**

- The Honourable Stuart Richard Young, Minister in the Ministry of the Attorney General and Legal Affairs, Trinidad & Tobago
- Senator the Honourable Robert Le Hunte, Minister of Public Utilities, Trinidad & Tobago
- Mr Gilbert Peterson, Chairman, Telecommunications Authority of Trinidad & Tobago and Chairman of the CTO Council
- Mr Rakesh Goswami, Executive Vice-President, Strategic Alliance, Enterprise and Tobago Operations, Telecommunications Services of Trinidad & Tobago
- Mr Nigel Cassimire, Deputy Secretary-General, Caribbean Telecommunications Union
- Distinguished delegates, colleagues and friends

It gives me great pleasure to deliver remarks at this Human Resources and ICT Conference 2017, which will focus on “**The Impact of Big Data on HR**”. In its own unique way this Conference will look at how ICT can help employees and employers maximise their efforts, make better decisions and yield better returns. The discussions that will take place over these two days are destined to cause paradigm shifts which every business executive would find hard to resist, given current global trends.

I wish to thank the Commonwealth Telecommunications Organisation for providing a platform upon which these discussions can be explored in a holistic way. As the oldest Commonwealth membership organization, promoting the use of information and communication technologies, the relevance and timeliness of this event is right on point - as the growth in technology, increased digitalization and a plethora of other factors are changing the way employers and employees work.

I also wish to extend congratulations to all the HR Professionals in attendance. Your investment in this forum, is an indication of your commitment to ensuring that your companies are leaders in adopting cutting edge technologies while also developing the Human Capital of the Region.

It also gives me pleasure in recognizing our very own member, Telecommunication Services of Trinidad and Tobago, as the host and sponsor of this wonderful forum. Your continued efforts are applauded and appreciated - especially recognizing the challenging economic environment in which we are required to operate. This further highlights the fact that TSTT, is focused on using cutting edge technology to manage and develop its human resource capacity, and create a better workplace and employee experience.

Of course, I cannot continue without saying a big welcome to all the visitors to my lovely Trinidad and Tobago. This is our paradise which I hope you enjoy by engaging all of your senses.

Organizations that succeed in this new digital work environment are those that are open to innovation and adopting new digital methods, while also preserving the digital experiences and cultures of their employees. Successful organizations harness the power of Big Data, bringing together various data sources to understand the human dynamics which is critical to making better workforce decisions. Successful organizations use Big Data to better source talent, manage compensation, achieve higher retention, and gain an overall competitive advantage.

Together, the partnership of HR & ICT has become a powerhouse of intermingling processes and tools. This unique complimentary relationship, will be explored, in detail at this event.

As we grapple with the management of people within the telecommunications and other sectors, we also deal with numerous mergers and acquisitions. It is therefore imperative that those tasked with protecting the greatest assets of a company can do so with the greatest tool available - ICT!

CANTO, as an association of telecommunications operators and suppliers, welcomes this event as it will contribute to the enrichment and development of the regional ICT sector.

It is my hope, that you engage the experts so that the knowledge, tools and best practices in the sector can be used to build a better environment in your companies, and collectively improve the social, economic and human development in the region.

I would like to thank the organisers of this prestigious event for extending an invitation of collaboration and partnership to CANTO. To return this graciousness, I will like to extend my own invitation for collaboration and partnership at our thirty-fourth Annual General Meeting, to be held from the 4th – 6th February 2018 at the Hyatt Regency, right here in Trinidad. The theme **“Guiding Digital Adoption to lead Global Markets”** will focus on Business Continuity, Cybersecurity and the lessons learnt from the devastation left in the aftermath of Hurricanes Irma and Maria.

I wish you all good deliberations and a successful event!

Thank you