

# Abbreviations

---

ACP	African, Caribbean and Pacific
AFR	Sub-Saharan Africa
ASEAN	Association of Southeast Asian Nations
BCI	Business Continuity Institute
BCSI	Barbados Coalition of Services Industries
BPO	Business process outsourcing
CAGR	Compound annual growth rate
CARICOM	Caribbean Community and Common Market
CARIFORUM	Caribbean Forum of ACP States
CIB	Central Informatics Bureau
CII	Confederation of Indian Industry
CMI	Chartered Management Institute
COMESA	Common Market for Eastern and Southern Africa
CPC	Central product classification
DSL	Digital Subscriber Line
EAC	East African Community
EAP	East Asia and Pacific
EC	European Community
ECA	Europe and Central Asia
ENT	Economic needs test
EPAs	Economic partnership agreements
EPZs	Export processing zones
EU	European Union
FATS	Foreign Affiliates Trade Statistics
FDI	Foreign direct investment
FTAA	Free Trade Agreement of the Americas
GATS	General Agreement on Trade in Services
GATT	General Agreements on Trade and Tariffs
GCC	Gulf Cooperation Council
GDP	Gross Domestic Product

GSLI	Global Services Location Index
ICT	Information and communications technology
IDRC	International Development Research Centre
IPR	Intellectual Property Rights
ISO	International Organization for Standardization
IT	Information technology
ITES	IT enabled services
ITO	Information Technology Outsourcing
ITU	International Telecommunications Union
KPO	Knowledge Process Outsourcing
LAC	Latin America and Caribbean
LDCs	Least developed countries
MENA	Middle East and North Africa
MFN	Most favoured nation
MNCs	Multinational corporations
NAFTA	North American Free Trade Agreement
NGOs	Non-governmental organisations
OECD	Organisation for Economic Co-operation and Development
PSDC	Professional Services Development Corporation
R&D	Research and Development
SAARC	South Asia Association for Regional Cooperation
SADC	Southern Africa Development Community
SAR	South Asia
SIDA	Swedish International Development Agency
SMEs	Small and medium enterprises
STRI	Services Trade Restrictiveness Index
TRIPS	Trade-Related Aspects of Intellectual Property Rights
UNCTAD	UN Conference on Trade and Development
VoIP	Voice over Internet Protocol
WTO	World Trade Organization