ITUAcademy
Empowering minds

Registration information

Designing digital services for impact

Organized by:

Funded by

Training details

Modality: Online instructor led
Dates: *18 Nov 2025 - 16 Dec 2025*
Training fees: $0.00
Language: English
Application deadline: 13 Nov 2025

Training code: 25OI500354MUL-E-D
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Training description

In an era where citizens increasingly rely on digital services, governments face the challenge of ensuring these services are accessible, effective, and responsive to real needs. A design thinking approach provides a structured, human-centered methodology that enables public sector professionals to reframe challenges, understand user experiences, and co-create digital services that deliver meaningful impact, particularly for underserved groups.

This course covers key topics including identifying user pain-points, problem framing, ideation, prototyping, testing, and advocating for service adoption, with a strong focus on inclusivity, equity, and continuous improvement. Participants apply these concepts in teams, following a structured, step-by-step project to develop and refine a people-centered digital service prototype.

By the end of the course, participants will be equipped to design, test, and advocate for people-centered digital services that are inclusive and deliver measurable impact.

With the generous support of the Global Gateway initiative of the European Union, this course is offered for free for selected participants.

For more information about the training objectives, target population, entry requirements, methodology, evaluation and content, consult the page here.

How to apply

In order to register for the training, applicants should:

1. Create an ITU Academy account here
2. Apply for the course here
3. The selection of participants for the course will be made by the course coordinators, based on the course's entry requirements, selection criteria and available number of seats. If selected, you will receive a notification by email.

The ITU Academy is the International Telecommunication Union leading platform for capacity development initiatives.

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