



**Digital  
Transformation  
Centres**



**Digital Transformation Centres Initiative  
Annual virtual meeting**

**Thursday 7 November 2024, 11:00 - 12:30 CET**

**Objectives of the meeting:**

- Provide updates on the DTC Initiative by ITU and Cisco;
- Follow-up on some of the action areas following the Global workshop (ITU/Cisco/DTCs);
- Share updates on achievements or work undertaken in the past 6 months (DTCs);
- Share results and lessons learned from the implementation of training activities; and
- Discuss upcoming milestones for 2025.

**AGENDA**

<b>Time</b>	<b>Items</b>
<b>11:00 – 11:10 (10 minutes)</b>	<b>Welcome and objectives</b> <ul style="list-style-type: none"><li>• Ms Susan Teltscher, Head, Capacity and Digital Skills Development Division, ITU</li><li>• Mr Alfie Hamid, Senior Manager, Global Partnerships, Cisco</li></ul> <b>Group photo</b>
<b>11:10 – 11:30 (20 minutes)</b>	<b>Agenda item 1 - Updates from the Initiative</b> <ul style="list-style-type: none"><li>• <b>Update on the DTC Initiative implementation and support (7 minutes)</b> Ms Robyn Fysh, Senior Project Manager, ITU</li><li>• <b>Update on Cisco programmes (7 minutes)</b> Mr Alejandro Pérez Conesa, Technical Program Manager, Cisco NetAcad</li></ul> <b>Q&amp;A and discussion (5 minutes)</b>
<b>11:30 – 11:35 (5 minutes)</b>	<b>Interactive activity (Mentimeter)</b>
<b>11:35 – 12:20 (45 minutes)</b>	<b>Agenda item 2 – Measuring the success and impact of DTC interventions</b> <p>During this discussion, DTCs will share their experiences on how they follow-up with their beneficiaries to assess the impact of digital skills training on them. DTCs will share the methodologies they have used and what helped in conducting the follow-up assessments.</p>

	<p><b>Break-out groups (20 minutes)</b></p> <p><i>Guiding questions</i></p> <ul style="list-style-type: none"> <li>• Has your DTC conducted impact assessments or is your DTC planning to conduct an impact assessment?</li> <li>• How do you define and measure the impact of your digital literacy programs?</li> <li>• What methodology(ies) do you use for your follow-up assessments?</li> <li>• How do you maintain a participants database to support your follow-up assessment?</li> <li>• How do you establish baselines to compare with your follow-up assessments?</li> </ul> <p><b>Reporting back (15 minutes)</b></p> <p><b>Recap and wrap-up (5 minutes)</b></p>
<p><b>12:20 – 12:25 (5 minutes)</b></p>	<p><b>Agenda item 3 – Things to look out for....</b></p> <p>This session will provide updates on upcoming activities, including:</p> <ul style="list-style-type: none"> <li>• DTCL Cisco NetAcad virtual train-the-trainer sessions in November</li> <li>• Submission of implementation reports and training plans</li> <li>• Renewal of the DTC Cooperation Agreements</li> <li>• Global Workshop for 2025</li> </ul>
<p><b>12:25 – 12:30 (5 minutes)</b></p>	<p><b>Closing remarks</b></p> <ul style="list-style-type: none"> <li>• Mr Alfie Hamid, Head of Global Strategic Partnerships, Cisco NetAcad</li> </ul>