



Digital
Transformation
Centres



Global DTC Workshop 2024

14 -16 May 2024
Bali, Indonesia



AGENDA ITEM 1

Introduction and setting the scene

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Tuesday 14 May 2024

11:00 – 11:30

Overview



Digital skills – global trends and gaps



Updates on the DTC Initiative



Objectives of the workshop

Digital skills – global trends and gaps



Updates on the DTC Initiative



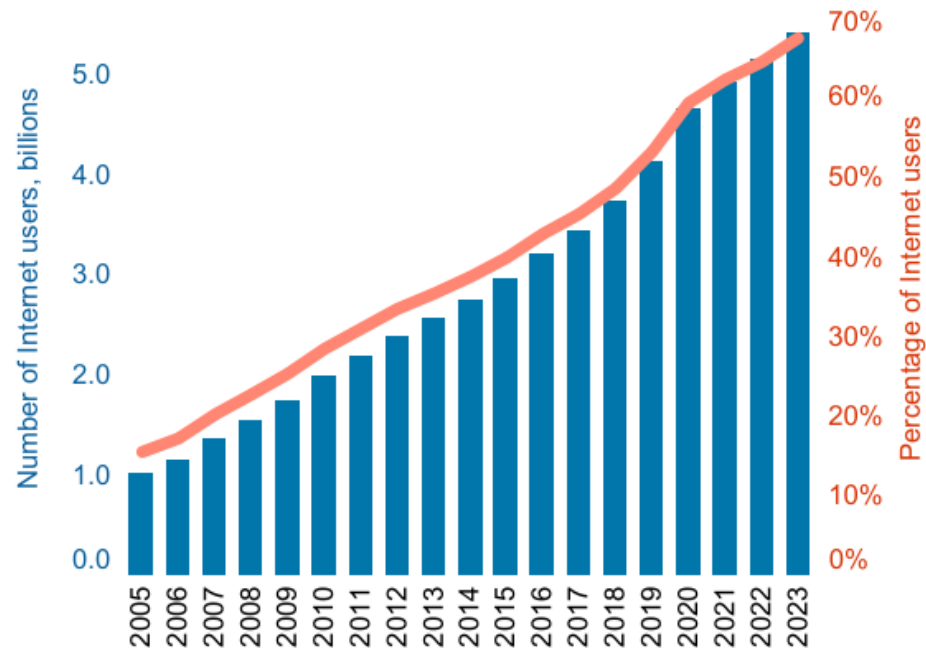
Objectives of the workshop

The growth of Internet and the digital economy

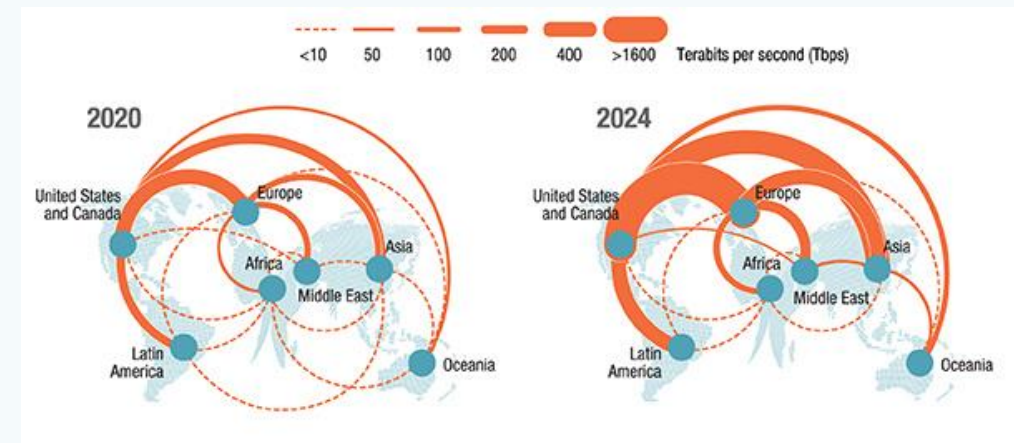
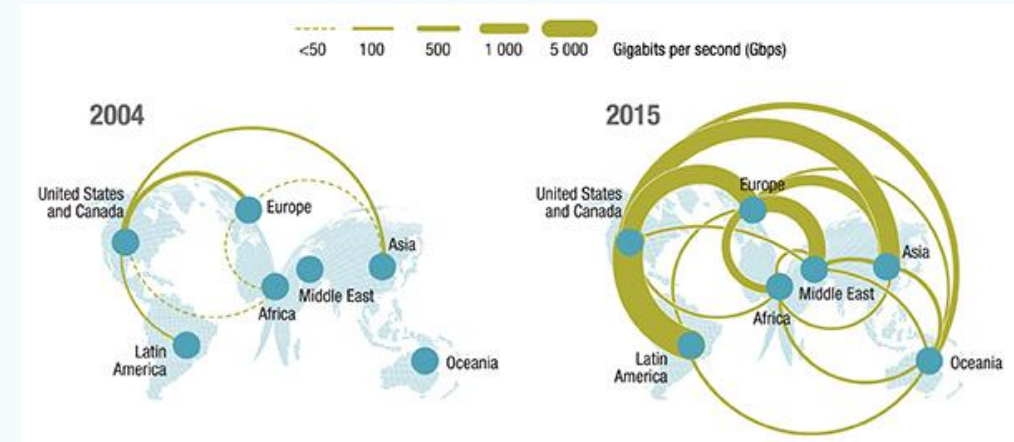


International Internet traffic and cross-border data flows

Individuals using the Internet



Source: ITU



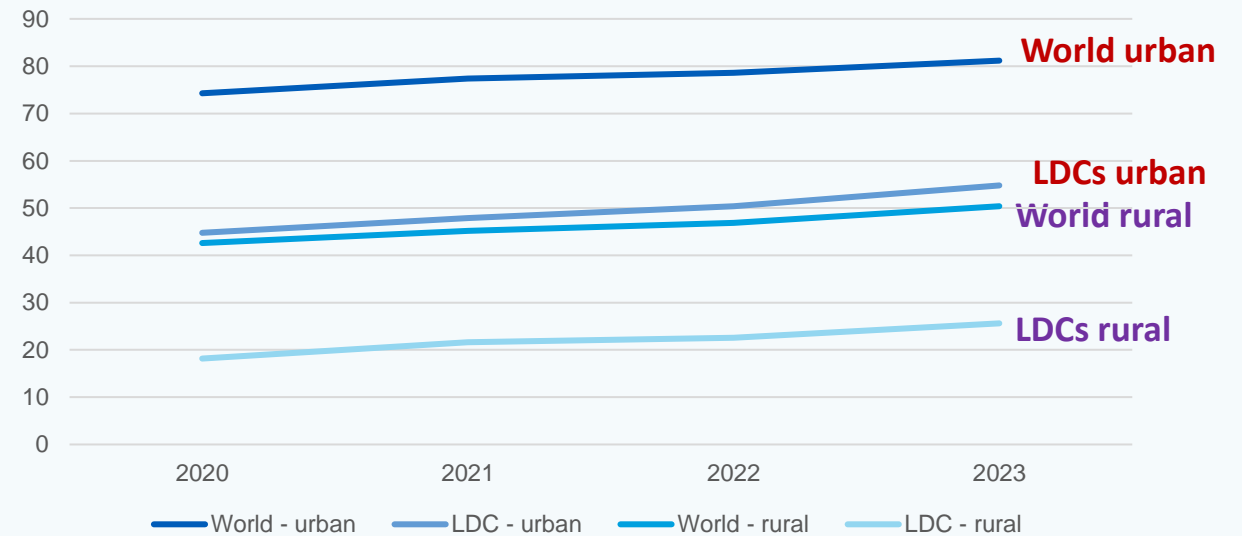
Source: UNCTAD, 2021

The digital divide: Internet users



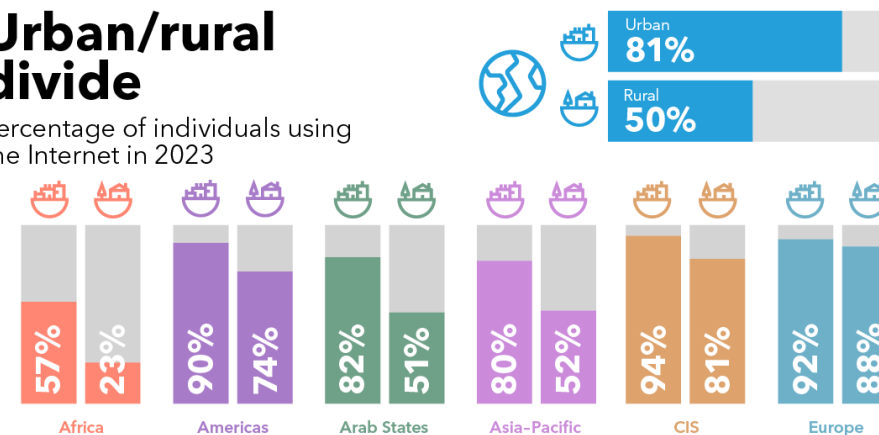
- **2.6 billion** people globally are **not yet** using the Internet
- In LDCs, **35.3%** of the population use the Internet, compared to **67.4%** globally
- In Africa, only **23%** of the **rural** population use the Internet, compared to **50%** globally and **88%** in Europe

Internet users (Urban and rural areas)



Urban/rural divide

Percentage of individuals using the Internet in 2023



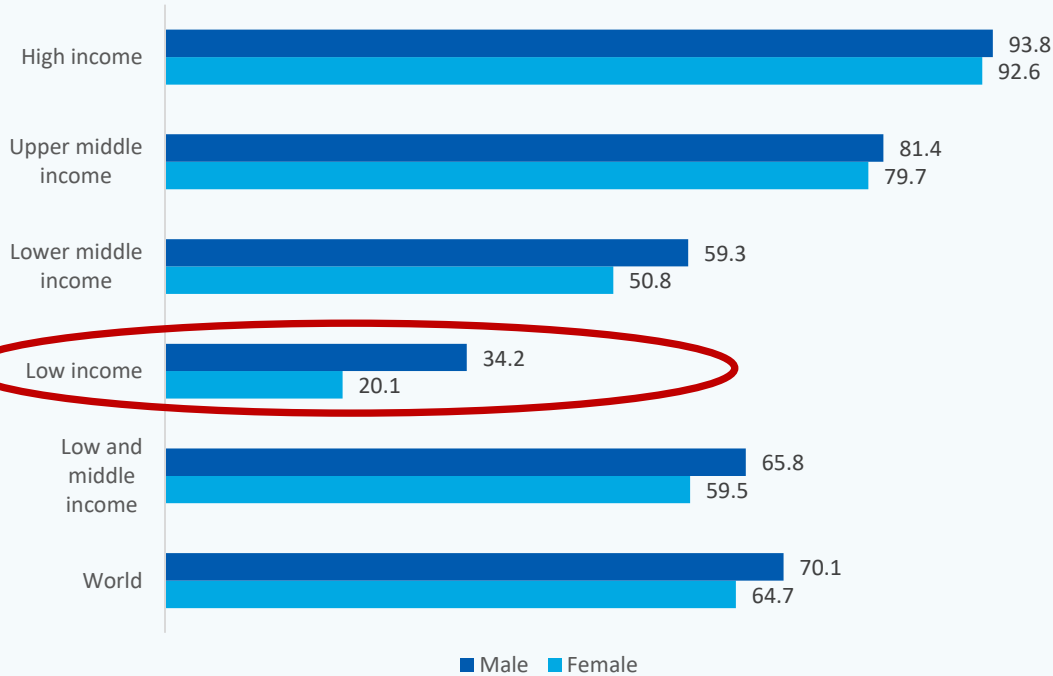
Source: ITU, Facts and Figures 2023
Note: ITU-D regions

Urban Rural



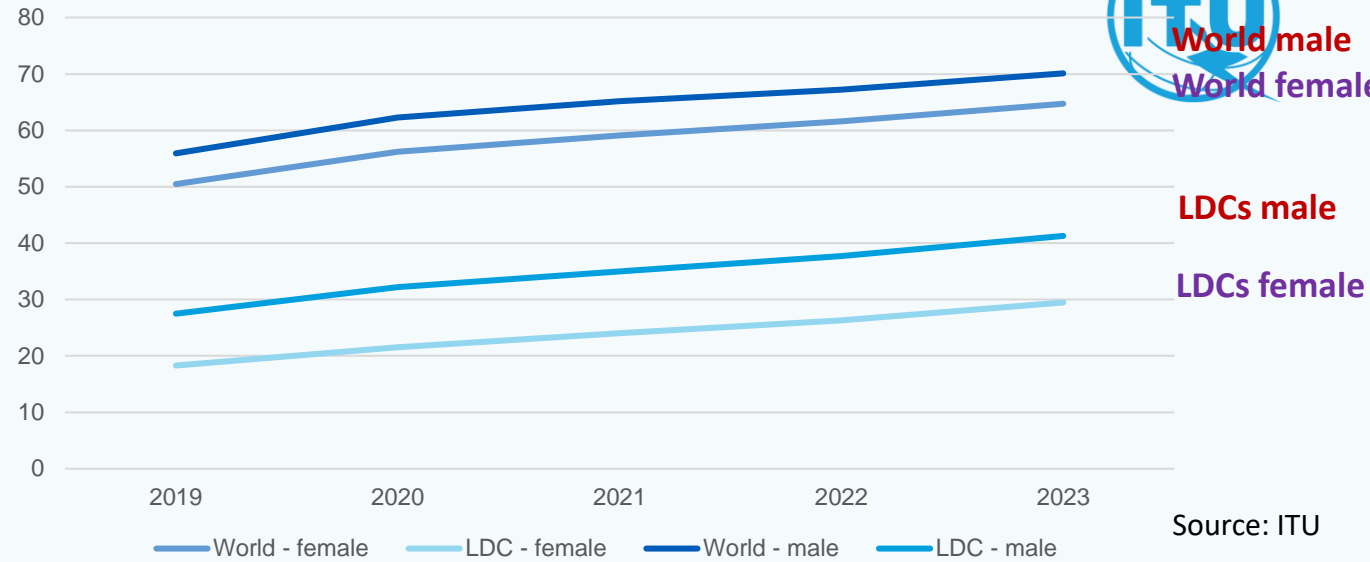
Digital divides: Internet users by gender

Internet use by gender % (2023)



- The gender gap is the largest in Africa and in the Arab States region
- In LDCs, only **30%** of women use the Internet, and in **low-income countries** only **20%**

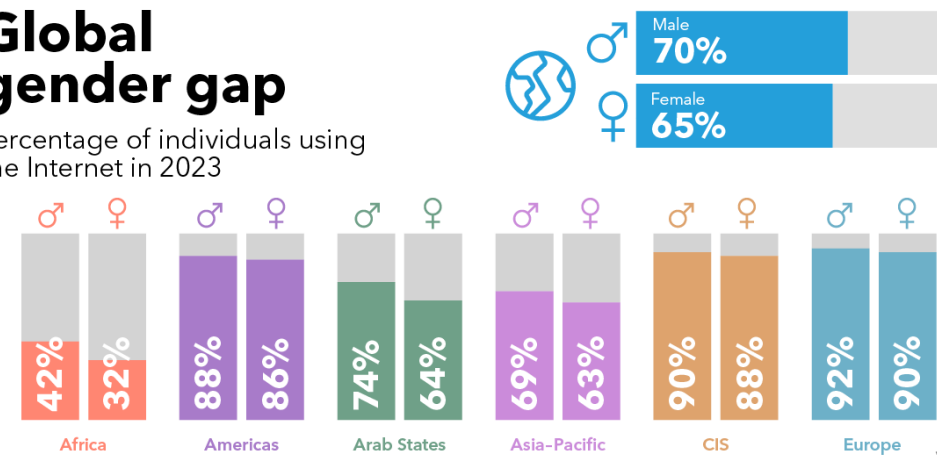
Internet users by gender



Source: ITU

Global gender gap

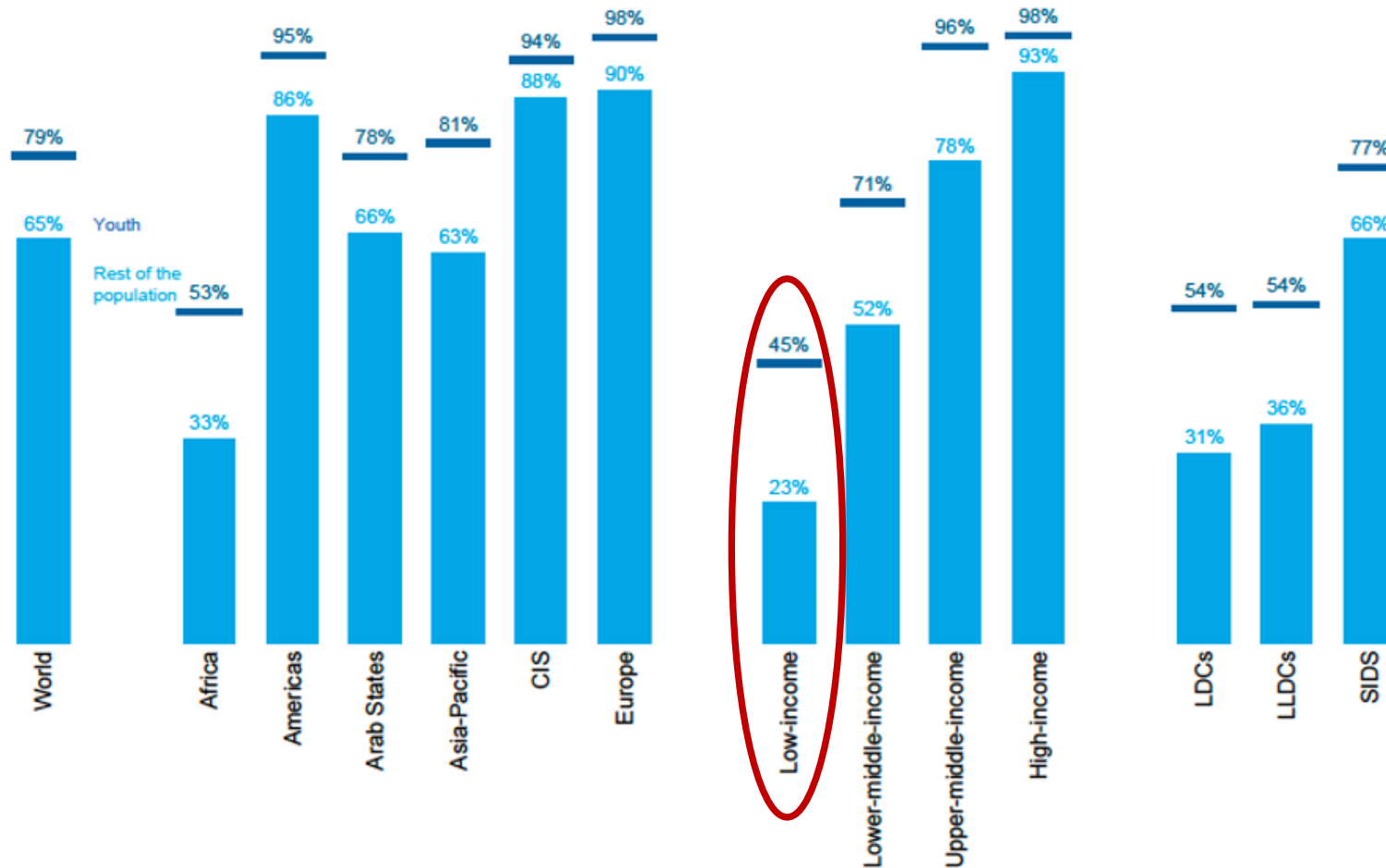
Percentage of individuals using the Internet in 2023



Source: ITU, Facts and Figures 2023
Note: ITU-D regions



Internet users by age



- Almost 80% of young people (15-24) use the Internet globally
- The generation gap is prevalent across all regions and countries
- In low-income countries, the gap is the largest: young people are twice as likely to use the Internet than other people
- The need for basic digital literacy skills is higher among the non-youth population

Mobile phone ownership

(% of individuals using a mobile phone, 2023)

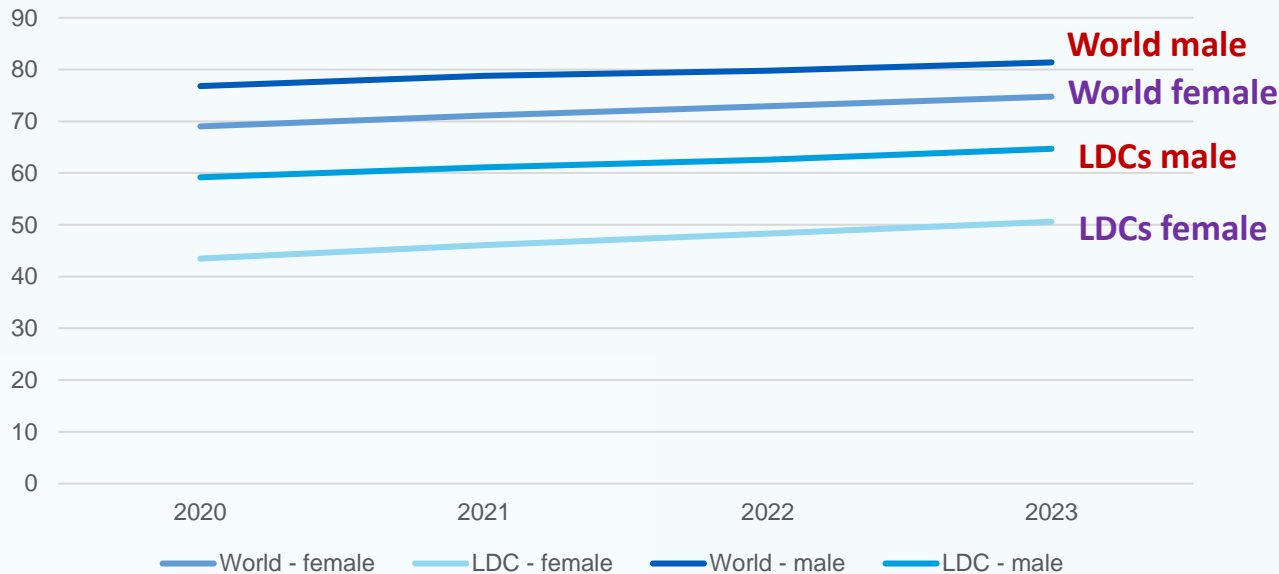


- In low-income countries, **less than 50%** of the population own a mobile phone compared to **95%** in high-income countries.
- In LDCs, only **50%** of women own a mobile phone compared to **64%** of men.

Percentage of individuals owning a mobile phone (2023)

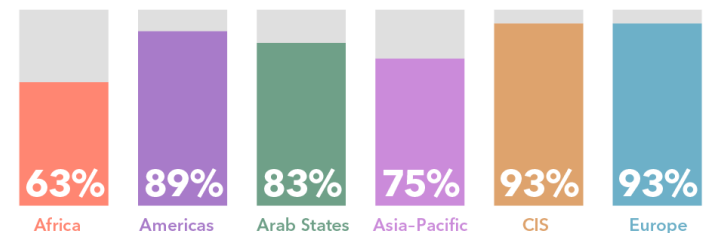


Mobile phone ownership by gender



Mobile phone ownership

Percentage of individuals* owning a mobile phone in 2023



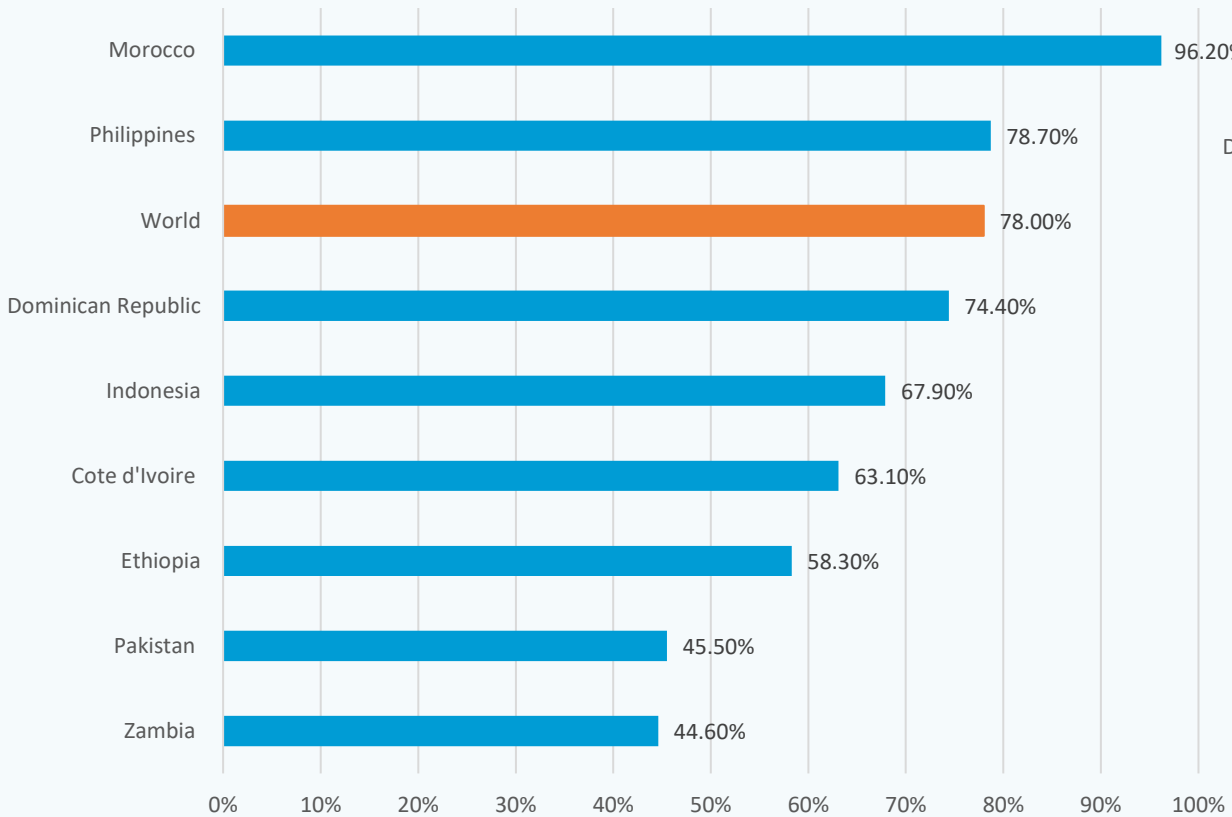
Source: ITU, Facts and Figures 2023
 Note: ITU-D regions
 *Individuals aged 10 years and over



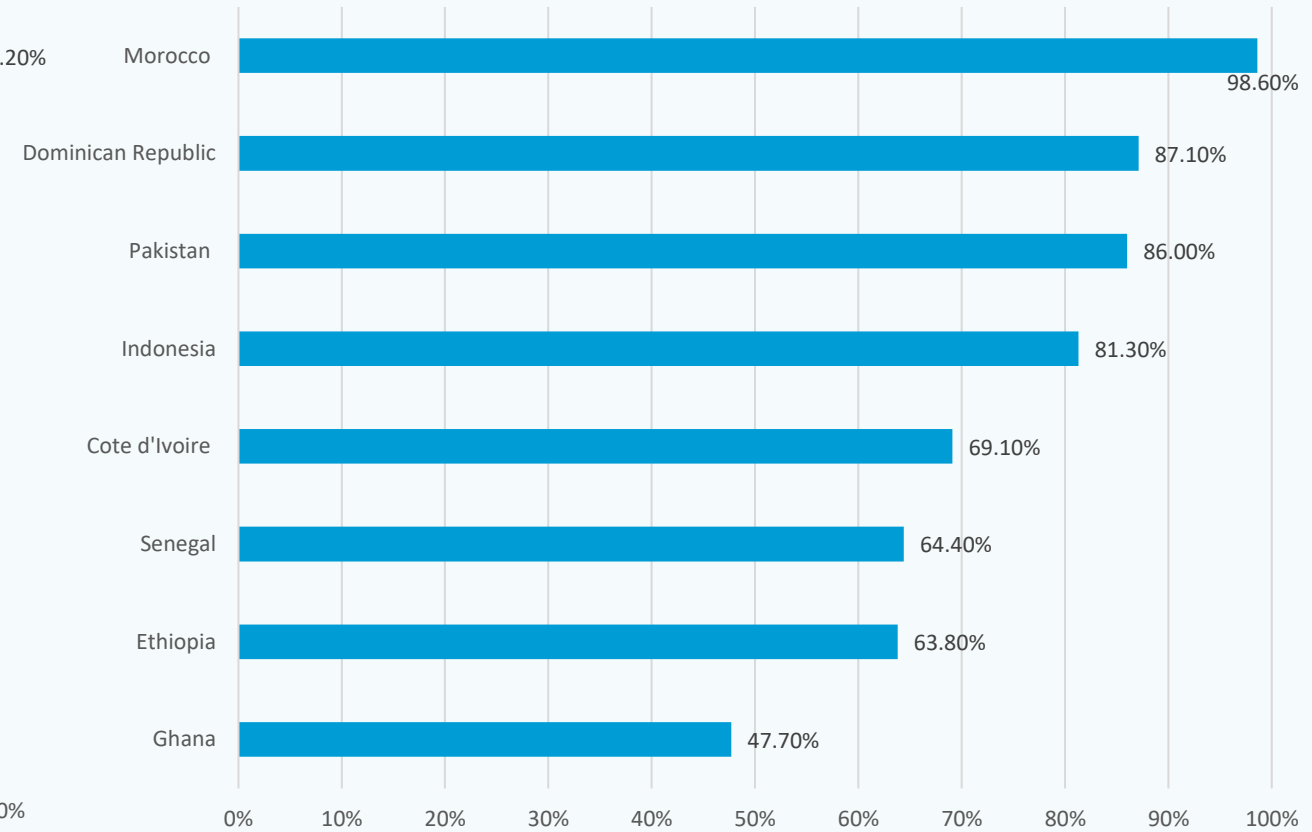
Mobile phone ownership and usage across DTC countries



Individuals owning a mobile cellular telephone (2018-23)



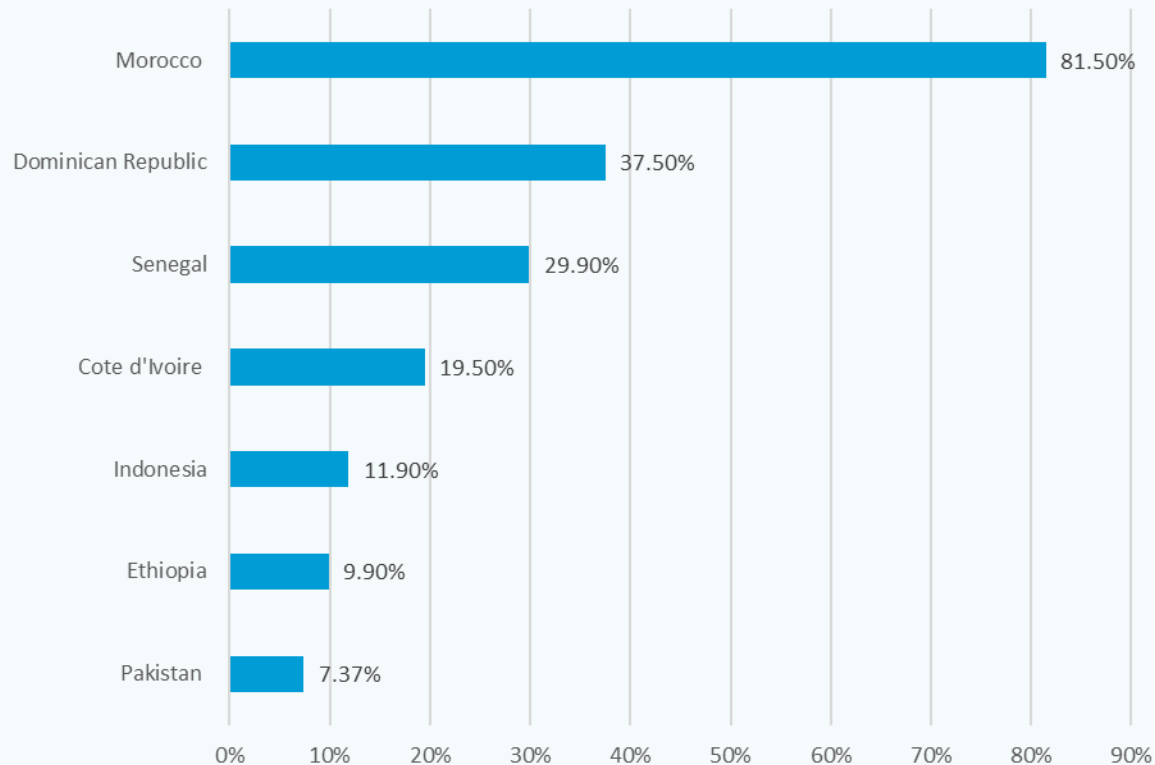
Individuals using a mobile cellular telephone



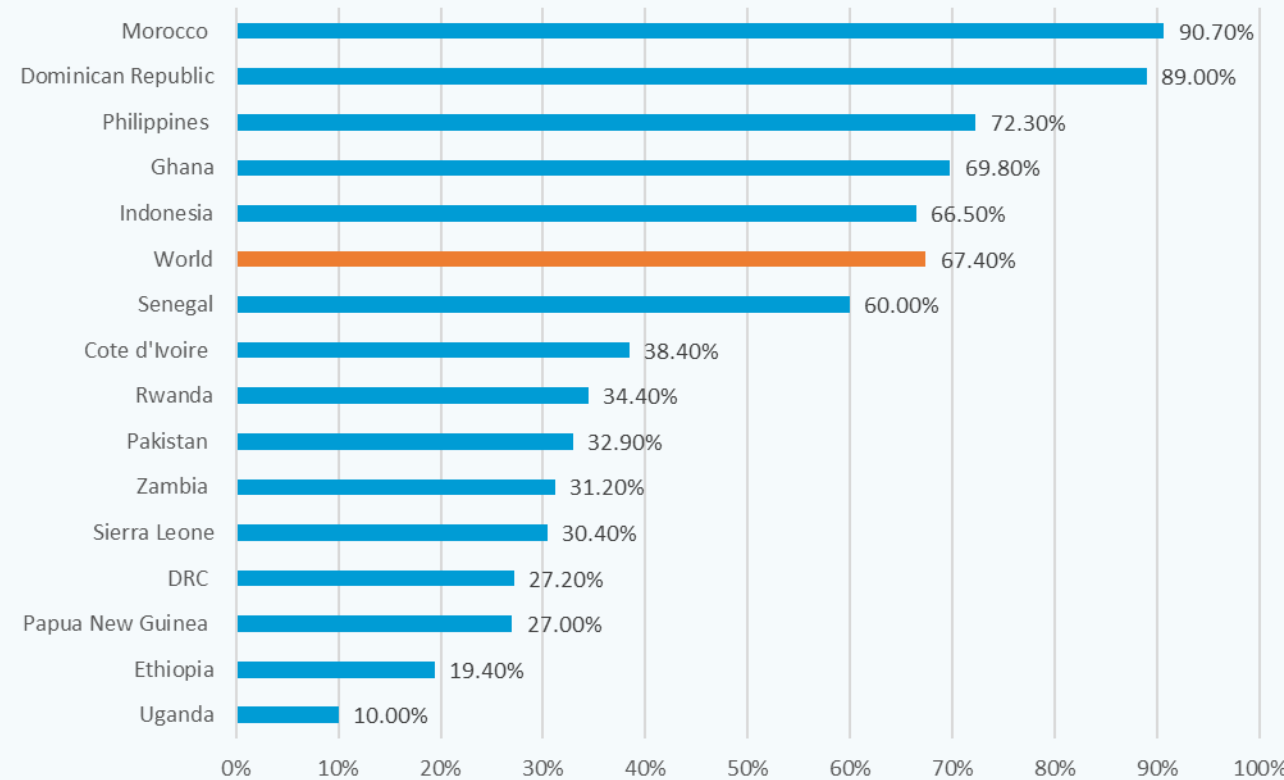
Computer and Internet use across DTC countries



Individuals using a computer (%), 2020-22

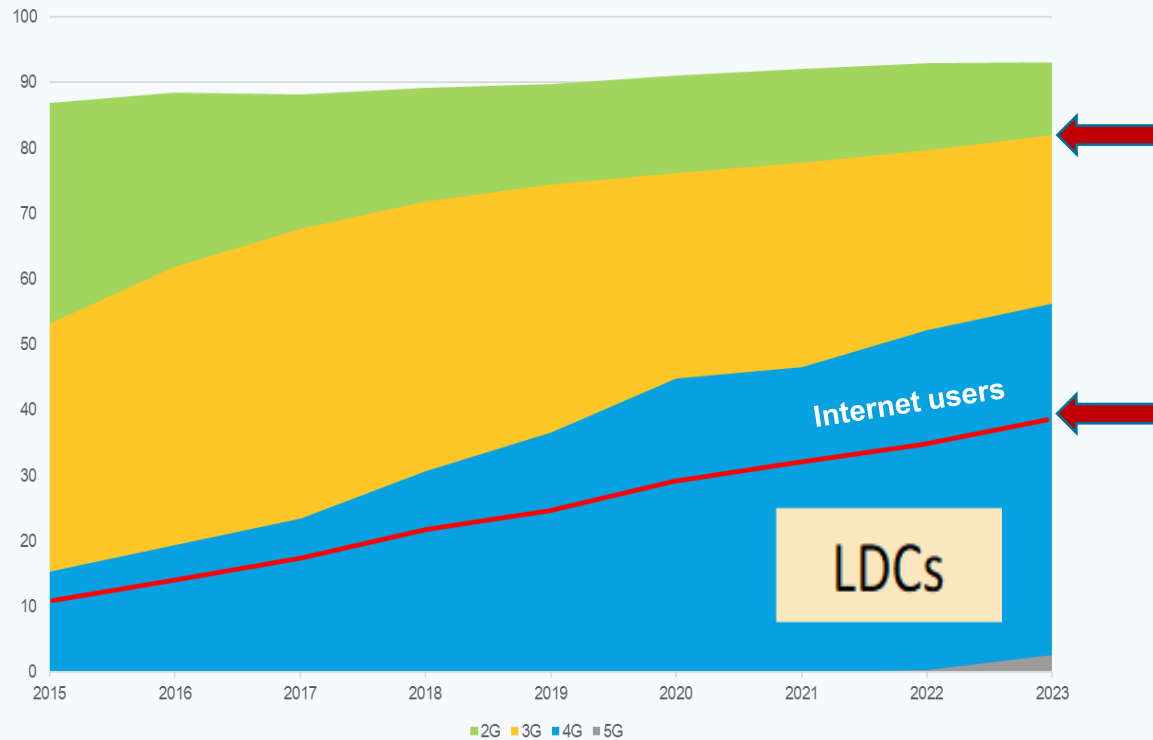


Individuals using the Internet (%), 2021-23



- Computer use is much lower than Internet use
- There are significant difference in computer and Internet use across the DTC countries.
- No data for urban-rural differences are available but numbers are much lower in rural areas.

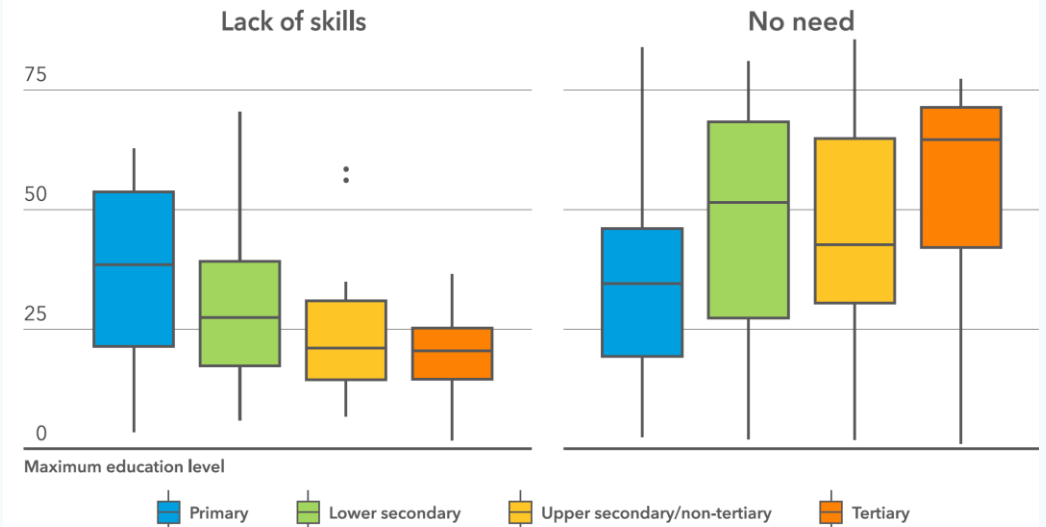
Lack of digital skills: major barrier to Internet usage



Source: ITU

Figure 2.12: Level of education and reasons for not using the Internet

Share of individuals not using the Internet citing various barriers, by maximum education level attained, latest year data available



Notes: Full description of individual barriers (indicator HH19) available in the Manual for Measuring ICT Access and Use by Households and Individuals (ITU 2020a). Includes countries providing data in 2018 or later. Primary refers to ISCED 0-1, Lower secondary to ISCED 2, Upper secondary/non-tertiary to ISCED 3-4, Tertiary to ISCED 5+. The bars indicate the 25th, median and 75th percentile of all country values. The bottom and top lines indicate the minimum and maximum values (excluding outliers). Outliers are marked with a dot. Source: ITU.

- In LDCs, around **83%** of the population live within reach of a mobile broadband network/signal (compared with 95% globally) but only **36%** use the Internet
- **Internet user gap**: gap between those who live within a broadband network reach and those who use the Internet

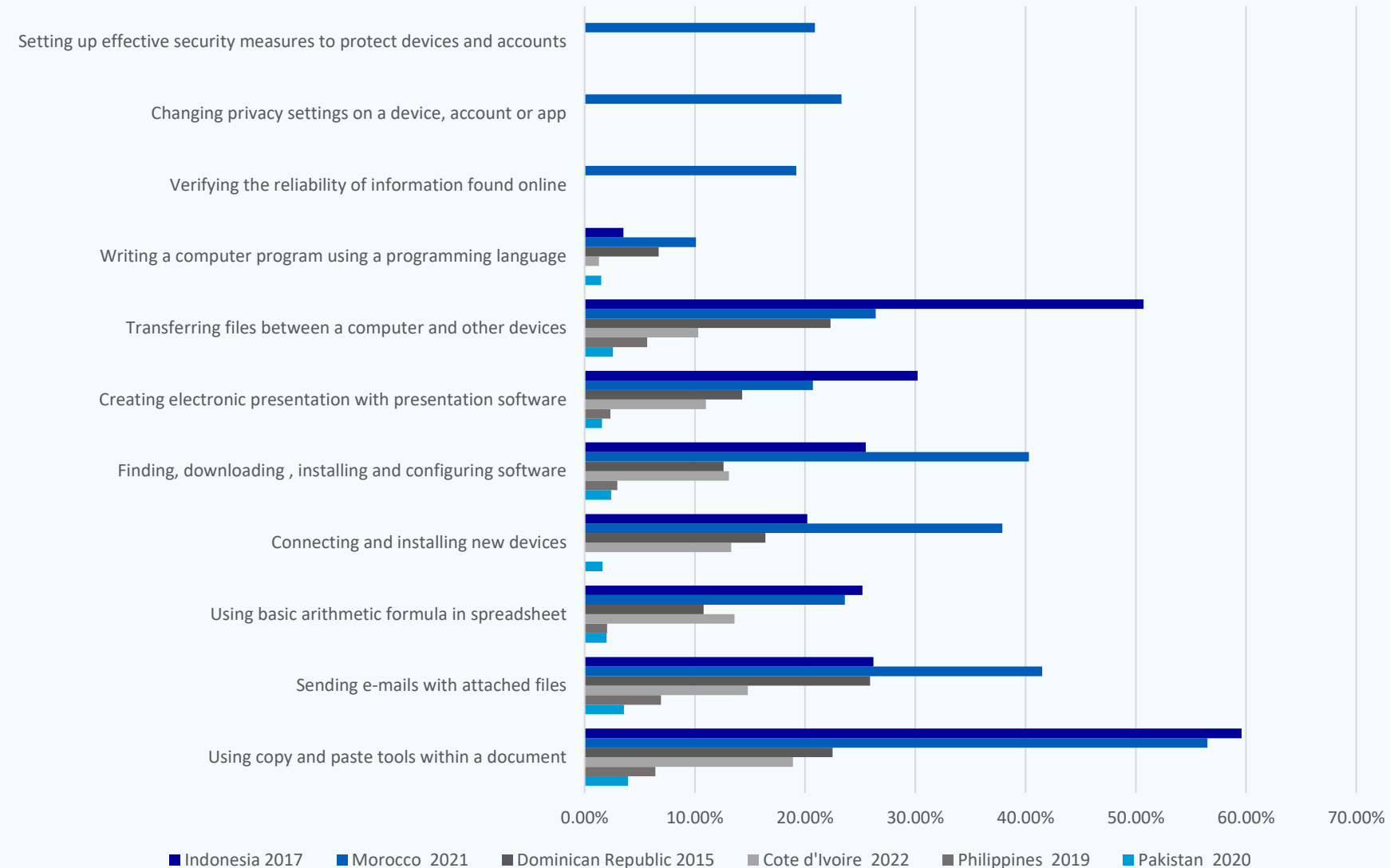
Digital skills in DTC countries



Individuals with ICT skills in DTC countries, by type of skill

- Data availability is limited
- Significant differences among countries
- More complex tasks are less prevalent

The proportion of individuals with ICT skills, defined as having undertaken certain activities in the last three months, independent of the device(s) used. Individuals can have carried out multiple activities and therefore be considered to possess several ICT skills.



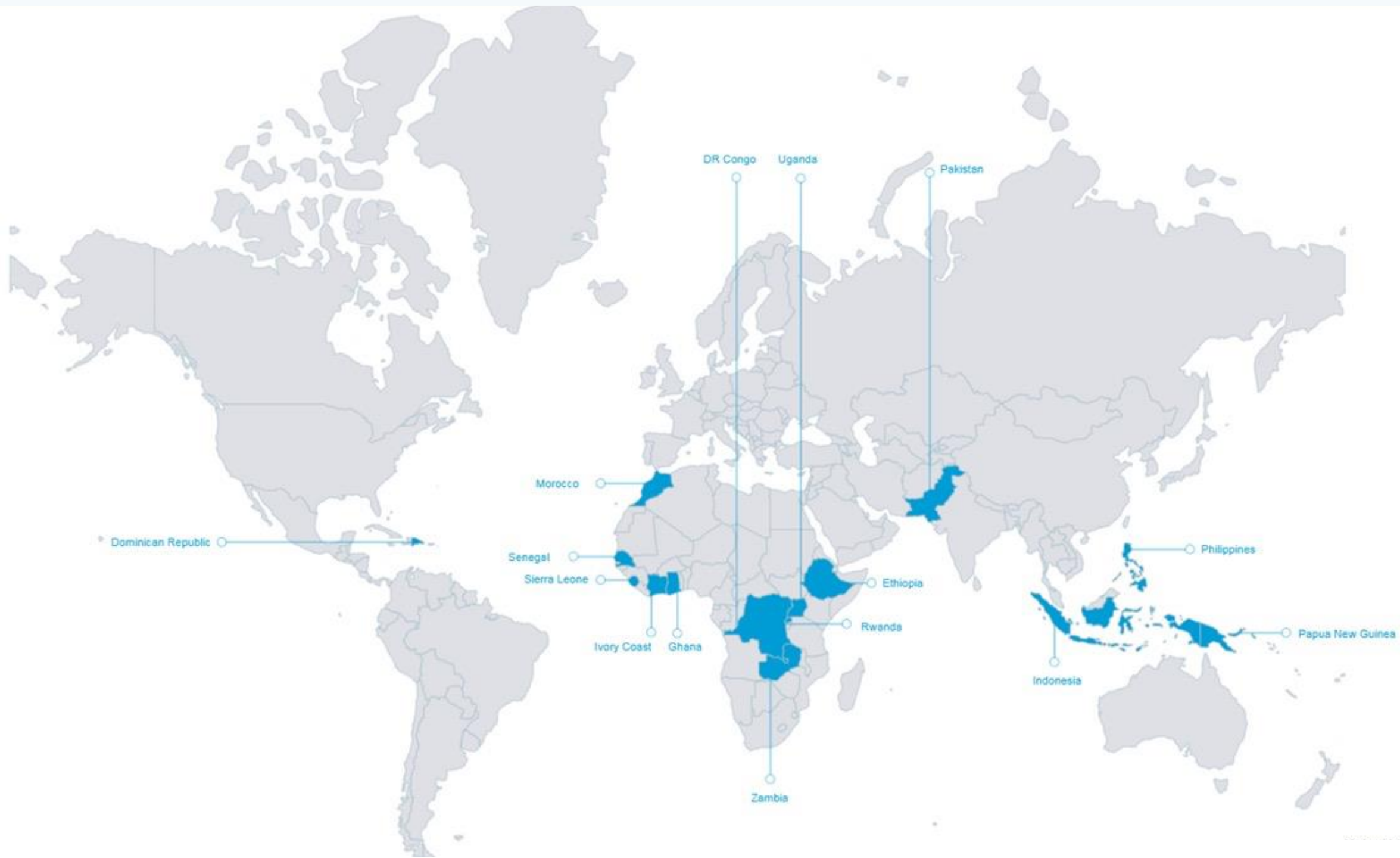


The digital divide and the DTC Initiative

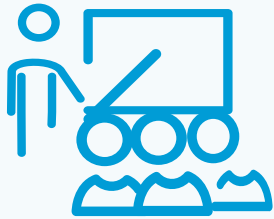
Updates on the DTC Initiative



Objectives of the workshop



Highlights from 2023



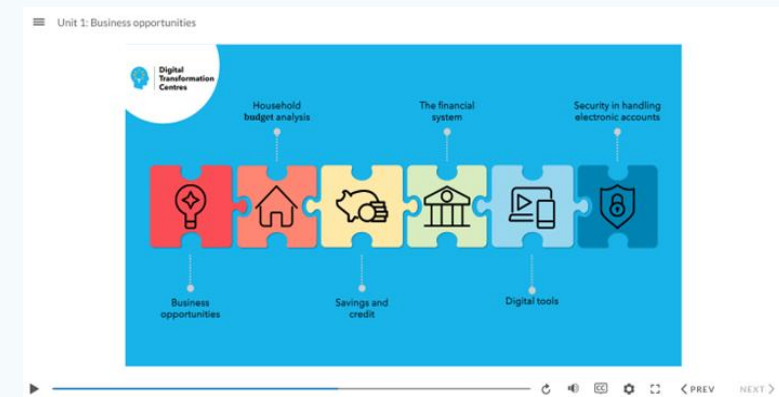
- + **121,000 (48% female)** participants from underserved communities trained with basic and intermediate digital skills in 2023.



- New DTCs in **Senegal** (Concept) and **Sierra Leone** (BDDSL)
- New partnerships with telecommunication companies to support the work of the DTCs: **Indosat, Airtel Africa, PLDT**.
- ITU Project **“Boosting digital skills through Digital Transformation Centres - Phase II”** launched, with new funding from **Norad**.



- HP-LIFE train-the-trainer sessions conducted in English, French and Spanish.
- Roll-out of the **“Introduction to Computer Basics for the Visually Impaired”** training programme in Ghana, through the partnership with ST Foundation.
- New ITU course on **“Digital finance for small businesses”** under development.



Highlights from 2023 (cont.)



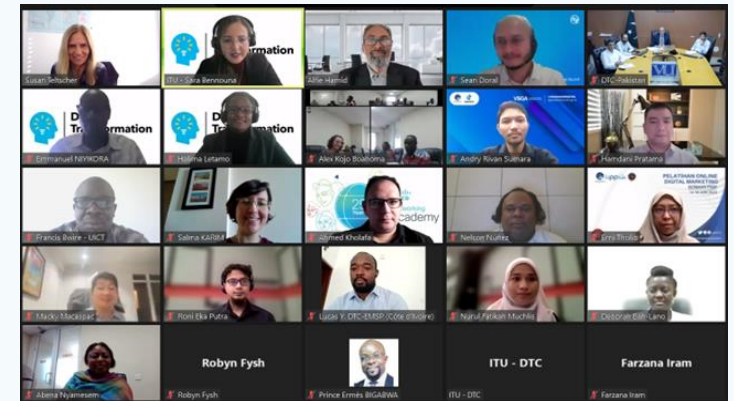
- Annual global workshop Cebu City
- Virtual meeting 2023



- Direct support to DTC training activities from ITU and Cisco (technical, operational, financial)
- ITU staff missions to 4 DTCs



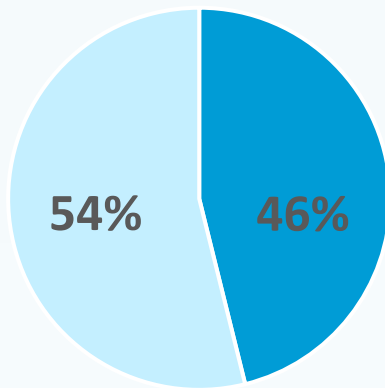
- Guidebook on “Managing e-waste in ITU’s Digital Transformation Centres” available in English, French and Spanish.



DTC activities (2020-2023)

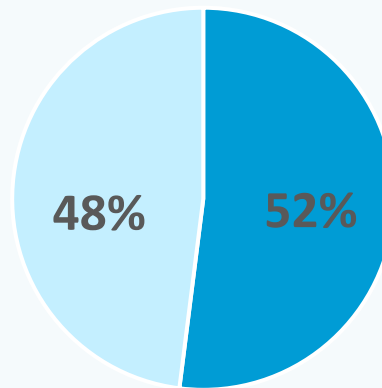
- **314,000+** course participants trained since 2020
- Diverse numbers across the DTCs
- Stable share of female participants in 2023

TOTAL COURSE PARTICIPANTS BY GENDER (2020 - 2023)



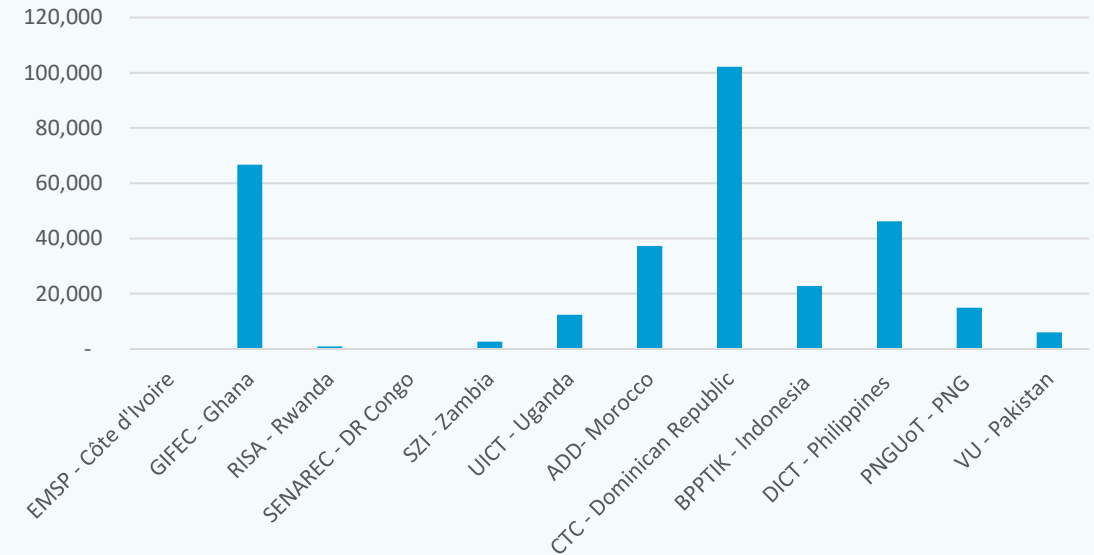
■ Total Male ■ Total Female

TOTAL COURSE PARTICIPANTS BY GENDER (2023)



■ Male ■ Female

Total course participants trained to date



- ITU and DTCl partners provided financial support to **9 DTCs** in conducting train-the-trainer activities, reaching **743 trainers** in total, and **one DTC** to conduct stakeholder engagement workshops.

DTC activities

Between May 2023 and April 2024, ITU and DTCl partners supported **six DTCs** in conducting train-the-trainer activities, reaching **220 trainers (81 female)**, and **one DTC** to conduct two stakeholder engagement workshops.



Cote d'Ivoire: Train-the-trainer on Cisco Skills for All in five localities (Young Digital Ambassadors Programme)



Indonesia: Train-the-trainer on Cisco NetAcad basic digital skills programmes



Papua New Guinea: Train-the-trainer on Cisco NetAcad basic digital skills for Resource Centers and ICT trainers



Philippines: Train-the-trainer for centre managers and ICT Literacy and Competency Development Bureau



Ghana: Roll-out of the ICBVI train-the-trainer and citizens training programme



Dominican Republic CTC



DRC SENAREC: Launch of the Young Digital Ambassadors programme (CONADIG) and training of trainers



Zambia: Two stakeholder engagement workshops in Ndola and Lusaka

Partnership discussions



Launched phase II
of the project



Digital Skills
Passport licenses
and training roll-
out to DTCs



HP-LIFE
programme and
train-the-trainer
course



Course content for
persons with
visual impairment,
seniors, etc.



Exploring delivery
of Foundational
Skills training
course





The digital divide and the DTC Initiative



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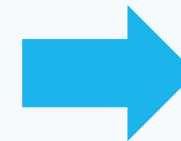
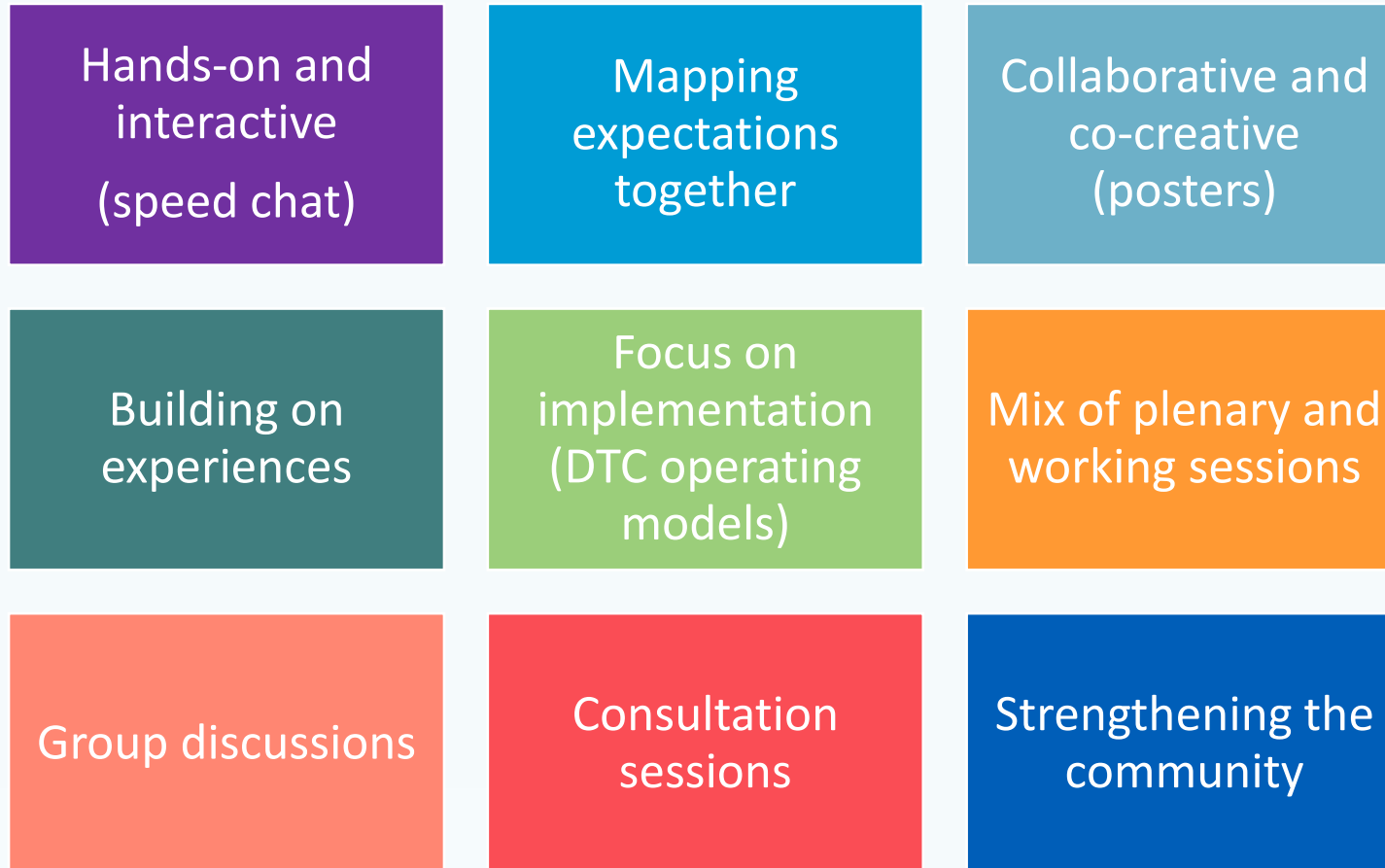
Objectives



Digital Transformation Centres

- Continue to build the DTC community and share experiences
- Review and strengthen DTC operating models
- Build/reinforce collaboration between DTCs and DTCl partners
- Enhance outreach and scale DTC activities on the ground
- Increase the impact of the Initiative

Workshop methodology



Be ready to:

- Engage with other DTCs, ITU and DTCl partners
- Share experiences and lessons learned from your DTC
- Lead sessions and discussions
- Celebrate successes of the DTCl community
- Unpack challenges in implementation
- Brainstorm and discuss solutions
- Advance the Initiative

Practical, outcome-oriented, forward looking



THANK YOU!
