Digital Transformation Centres

DTC News

February - March 2020

Issue 01

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ITU

Welcome Message from the Director

Welcome to **DTC News**, the online newsletter of ITU's Digital Transformation Centres (DTCs) Initiative.

The initiative was established by ITU, in partnership with Cisco, to promote and deliver basic and intermediate digital skills training, with the aim of increasing people's ability to meaningfully participate in the digital economy and society.

In today's fast-growing digital ecosystem, promoting digital citizenry is a shared responsibility among all stakeholders. That's why we built the DTC initiative around a multistakeholder partnership model, where governments, the private sector, development agencies, civil society and other stakeholders all have an important role to play.

This newsletter features stories relating to the initiative in general, as well as specific DTC activities and news from DTC partners and other stakeholders. Published bi-monthly, DTC News will serve as a regular information tool for our broad network of DTC partners, as well as a platform for current and potential partners to follow the progress of different training activities.

This first issue covers activities that took place in February and March 2020, following the DTC Onboarding Workshop. We're looking forward to sharing many success stories with you, and we're delighted to welcome you as part of our global DTC community.

Doreen Bogdan-Martin
Director, BDT

Digital Transformation Centres

ITU & Cisco collaborate to provide free training on remote teaching

The COVID-19 pandemic has hit the world hard, leading to a total paralysis of life as we b know it. Air travel has been interrupted, commerce and industry have been severely curtailed as many businesses have been closed, and schools across the globe have been brought to a near total shutdown.

As working and learning virtually becomes the new norm during the COVID-19 health emergency, the recently launched ITU Digital Transformation Centres (DTCs) Initiative has embarked on a programme to provide trainers and teachers with digital tools and skills to conduct remote teaching.

The train-the-trainers online programme is offered free-of-charge in collaboration with Cisco, a founding member of the initiative. The programme responds to the need to equip teachers with the necessary skills to be able to teach remotely. In particular teachers and trainers will learn how to design their teaching and training plans for online learning; how to prepare students for online learning and keep them engaged throughout the learning process and how to collect and respond to student feedback.

The training can be offered on a one on one basis for a DTC or to groups of DTCs regionally. Several DTCs have already expressed their interest to participate in this course.

ITU & UNDP-IICPSD discuss DTC partnership

ITU and the Istanbul International Centre for Private Sector in Development (IICPSD) will soon sign a partnership agreement to collaborate in digital skills development under the auspices of the Digital Transformation Centres Initiative. IICPSD represents one of six Global Policy Centres of the United Nations Development Programme (UNDP) and leads the private sector strategy of UNDP.

One of the Centre's four thematic areas is private sector engagement in digital skills development. This is closely aligned with the DTC Initiative's strategy to engage the private sector as a key stakeholder for supporting skills development efforts at the national and local levels.

IICPSD is establishing the multi-stakeholder advisory network "Skills for an Inclusive Future" together with the European Bank for Reconstruction and Development (EBRD) in order to facilitate private sector engagement in skills development. All the activities are aligned with the DTC Initiative strategy.

IICPSD counts on the support of the United Nations Volunteers programme to advance digital transformation solutions through digital know-how and skills transfer via volunteers. Thanks to this partnership, the two organizations will support DTCs with critical human resources, expertise and talent.

The IICPSD experience and expertise on private sector engagement in skills development will contribute to the work DTCs in a number of ways such as partnership ecosystem mapping, skills need identification, curriculum and content development and placement. In addition, IICPSD will bring the UNDP network of country offices that will offer strong outreach opportunities to implement training programmes and contribute to ITUs efforts in scaling up DTCs.

Zambia submits ambitious training plan

The Smart Zambia Institute (SZI) has submitted an ambitious training programme for digital skills training as part of its training plan under the ITU Digital Transformation Centres Initiative. Smart Zambia Institute was selected as one of four DTCs in Africa to participate in the Initiative.

In its training plan, SZI is targeting to train 100,000 civil servants, 110,000 teachers and 30,000 citizens from communities around Zambia in digital skills at basic and intermediate levels. Around 40 per cent of those to be trained in each of the targeted groups will be women. Commenting on the proposed training plan, Mr Mulomba Hameja, Assistant Director in charge of Change Management and the DTC Focal Point, emphasized that these are ideal figures to be achieved under the initiative, and guide the development of the 2020 training plan and the long-term strategies for support from partners who would want to work with SZI.

Discussions have already been held between Smart Zambia Institute and key DTC partners, namely Cisco, HP Foundation and Istanbul International Centre on Private Sector in Development (IICPSD),

to organise train-the-trainer programmes for Zambia as the first step in the implementations of the training plan. Plans to support SZI with face-to-face train-the-trainer programmes have been shelved because of the COVID-19 pandemic and will be reviewed in July or August 2020. In the meantime, options to conduct the train-the-trainer programme online are being explored. SZI has also expressed an interest in the remote teaching training course offered by ITU and Cisco, and in the HP LIFE programme for institutional and general capacity-building.

Smart Zambia Institute is a division under the Office of the President, mandated to coordinate and implement electronic government services for the citizens, and within the government for improved service delivery. The institution aims to enable Zambia to be a prosperous and globally competitive knowledge-based country and to provide efficient, relevant and transparent e-services to the citizens using affordable and available information and communication technologies (ICT's) for the attainment of a smart Zambia.

GIFEC to train 2000 Girls to commemorate International Girls in ICT Day 2020

The Ghana Investment Fund for Electronic Communications (GIFEC) has embarked on training 2,000 girls in coding under the Digital Transformation Centres Initiative as part of its commemoration of the International Girls in ICT Day. The training will continue beyond 23 April, the designated International Girls in ICT Day 2020.

The request to train 2,000 girls in coding was submitted by GIFEC as part of its DTC training plan for 2020. The selection of master and other trainers has been done by GIFEC from their pool of trainers. Cisco is responsible for the training of 40 master trainers who will in turn train 150 other trainers from selected districts. The 150 trainers will then be assigned to train the 2,000 girls. The planned face-to-face training of the 40 master trainers was suspended because of the C0VID-19 pandemic. However, the training will now be conducted remotely.

The Norwegian Government has expressed interest in supporting GIFEC in the implementation of its DTC activities, and ITU has submitted a concept paper to this effect. The Norwegian delegation attended the DTC onboarding workshop in February 2020 in Geneva and has held meetings with ITU on future collaboration on the Initiative.

International Girls in ICT Day is an initiative backed by ITU Member States to create a global environment that empowers and encourages girls and young women to consider studies and careers in the growing field of ICT's. Resolution 70 ((Rev. Dubai, 2018) of the Plenipotentiary Conference calls for all ITU members to celebrate and commemorate International Girls in ICT Day on the fourth Thursday of April every year.

GIFEC is one of four DTCs from the African region participating in Phase 1 of the DTC Initiative. GIFEC is the Universal Access Fund agency of the Ministry of Communications of Ghana, mandated to provide universal access to all persons through the use of affordable ICTs for socioeconomic development. As a result, one of their key programmes is the provision of ICT education, capacity building and awareness creation throughout Ghana.

DTCs attend onboarding workshop in Geneva

The Digital Transformation Centres participating in Phase 1 of the Initiative gathered in Geneva, Switzerland from 11 to 13 February 2020, for an onboarding workshop. The workshop was organized by ITU in partnership with Cisco, a founding partner of the Initiative. The purpose of the workshop was to bring together the selected DTCs to discuss the activities to be undertaken during this phase and to gain a common understanding of how best to achieve the objectives of the Initiative.

The workshop was attended by 19 participants from the DTCs in Africa, Americas and Asia-Pacific and 13 other participants from Cisco, HP, Digital Skills Foundation (DSF), Basic Internet Foundation, Ministry of International Development of Norway, and from the Norwegian University of Science and Technology (NTNU). The participants attended interactive sessions that covered topics such as essential skills in the digital economy, practices

of digital skills training, stakeholder roles and responsibilities, strategies to scale and reach underserved communities, train-the-trainer programmes, and performance criteria and key performance indicators for the DTCs.

The participants discussed and agreed on the frameworks for developing their training plans and setting key performance indicators. These were mainly to do with the number of female participants in digital skills programmes run under the initiative, as well as the percentage of enrolments covering people from rural/ and underserved communities. The workshop also discussed the action plan for the DTC Initiative throughout Phase 1.

The onboarding workshop marked the start of the implementation of the training activities under the initiative. The report of the onboarding workshop is available at website

Delegates to the DTC Onboarding Workshop

ITU and HP sign partnership agreement for DTC Initiative

HP Foundation signed a partnership agreement with ITU on the Digital Transformation Centres Initiative, making HP the first organization outside Cisco to join the initiative. The agreement was signed in February 2020 by Ms Doreen Bogdan-Martin, Director of ITU Telecommunication Development Bureau, and Ms Elizabeth Moreno, Vice-President and Managing Director of HP Africa. Under the agreement, the two organizations will collaborate in activities relating to the development of digital skills to enable people to leverage digital technologies and improve their livelihoods. They will also pool together resources and expertise in support of any activities that are aligned to the goals of the DTC initiative. These include access to the HP Foundation's HP LIFE training programme, which consists of 32 free, online courses enabling users to develop relevant IT and business skills; development of a joint certification approach; provision of initial online instructor training; and introduction of the DTC Initiative to HP's partner network in countries where DTCs operate. Further areas of cooperation will be explored as the partnership unfolds.

The partnership with HP is already paying dividends for the initiative. Discussions are advancing with various other HP partners who have delivered HP LIFE in the past and are willing to contribute to the initiative with their expertise in delivering the training.

Speaking of the ITU partnership, Ms Moreno stated: "It is vital that everyone, everywhere is empowered to succeed in the new digital economy—particularly those in marginalized communities. We are delighted to be collaborating with ITU through our HP LIFE programme, offering people across the globe the opportunity to develop the entrepreneurial and digital skills they need to create sustainable futures for themselves, their families and their communities".

HP participated actively in the DTC Initiative onboarding workshop that took place in February 2020.

Digital Transformation Centres

Philippines mobilizes stakeholders for Digital Transformation Centres Initiative

The Department of Information and Communication Technology (DICT) of the Philippines is actively mobilizing institutions within the country who are involved in digital skills development to rally around the DTC Initiative.

The Philippines was represented at the Geneva onboarding workshop by Mr Emmanuel Rey Caintic, Assistant Secretary, Digital Philippines, Mr Rior Santos, DICT and Ms Katherine Navarra, DICT.

To date DICT has managed to obtain the commitment of various government agencies, local and international partners, and private stakeholders in designing a robust strategy for implementing the DTC Initiative. These are:

- Development Academy of the Philippines (DAP)
- Department of Education (DepEd)
- Early Childhood Care and Development Center (ECCD)
- Technical Education and Skills Development Authority (TESDA)
- Commission on Higher Education (CHED)
- Civil Service Commission (CSC)
- International Labour Organization (ILO)

This impressive level of buy-in in the short period of time following the onboarding workshop reflects a seriousness of purpose on the part of DICT. The training plan under preparation by DICT is adopting an all-inclusive consultative approach. A stakeholder meeting planned for 15-17 March 2020 had to be cancelled following the global outbreak of the COVID-19 pandemic. Consultations are taking place online.

Know Your DTCs

Americas
IFB - Brazil
CTC - Dominican Republic
CTNA - Paraguay

Africa
EMSP - Côte d'Ivoire
GIFEC - Ghana
RISA - Rwanda
SZI - Zambia

Asia-Pacific
BPPTIK - Indonesia
PNGUoT - Papua New Guinee
DICT - Philippines

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