

Digital Transformation
Centres Initiative

REVIEW
2020 -2025

EMPOWERING COMMUNITIES THROUGH DIGITAL SKILLS: LOOKING BACK, MOVING FORWARD



Digital
Transformation
Centres



EXECUTIVE SUMMARY

The Digital Transformation Centres Initiative (DTCI) was launched in September 2019 by the International Telecommunication Union (ITU) in partnership with Cisco. Established to strengthen digital skills, particularly among underserved communities, the Initiative's ecosystem is composed of a global network of Digital Transformation Centres (DTCs) focused on building digital literacy and fostering both inclusivity and accessibility, together with partner organisations which support the implementation of the centres' activities.

The DTCI's core objective is to provide quality digital skills training at both basic and intermediate levels, tailored to empower a diverse range of target groups—including women, persons with disabilities, and micro, small and medium-sized enterprises (SME), and entrepreneurs.



Key highlights

Network growth: From 9 to 14 centres across Africa, the Americas, Asia-Pacific, and the Arab States.

Training impact: Over 555,000 participants trained (54% female) from March 2020 to April 2025.

Partnerships: Support from Cisco, HP, ST Foundation, DSF, PLDT, Indosat, Airtel, and the Norwegian Government (Norad).

Workshops & networking: 5 virtual meetings and 5 in-person workshops held.

Sustainability: DTCs empowered to scale digital skills and foster digital inclusion, with new e-waste guidelines supporting environmental responsibility.

EXECUTIVE SUMMARY

Since its inception, the DTCL has grown from an initial group of nine DTCs to a network of 14 centres across Africa, the Americas, Asia-Pacific, and the Arab States. In addition to the co-founding partner Cisco, ITU & Cisco have engaged several key partners such as the ST Microelectronics Foundation, HP, and the Digital Skills Factory, each playing a vital role in scaling the Initiative's impact by enabling effective, comprehensive digital training programmes that meet the evolving needs of its target groups.

The Norwegian Government (through the Norwegian Agency for Development Cooperation) has played an instrumental role in the advancements of the DTCL. Cisco played a vital role in cultivating the partnership with the Norwegian Government through the Cisco Government Affairs team. The DTCL also partnered with leading telecommunications companies such as Indosat, Philippine Long Distance Telephone Company (PLDT), and Airtel Africa to further empower the DTCs, creating an enabling environment for sustainability.



The Initiative's impact is underscored by the achievement of key performance indicators and success stories across various DTCs. Between March 2020 and April 2025, the DTCs have trained more than 555,000 participants under the DTCL, with 54% female participation, underscoring their commitment to gender inclusivity.

Each DTC—many of which have been operational for over a decade before joining the Initiative - serves as a cornerstone of local digital empowerment. With a mandate to deliver accessible digital education, the centres have extended their reach and impact through the DTCL. Supported by internationally accredited resources, financial and technical assistance, and the collective insights of a global network, these centres have been empowered to lead digital skills development.

EXECUTIVE SUMMARY

Looking ahead, the DTCL is poised to seize new opportunities to sustain and amplify its achievements. Focused on progress from foundational digital literacy to career-oriented skills, DTCs will help unlock new employment opportunities and foster entrepreneurship in underserved communities. Strengthening collaborations with both public and private sector partners will be critical in scaling training efforts, improving infrastructure, and ensuring the long-term sustainability of the Initiative.

Additionally, by developing e-waste management guidelines, the Initiative has taken an initial step towards fostering environmental sustainability, demonstrating a commitment to responsible digital expansion and setting an example for similar programs.



FOREWORDS



In 2019, in partnership with Cisco, we launched the Digital Transformation Centres (DTC) Initiative to equip underserved and rural communities with essential digital skills. Since its inception, the Initiative has empowered over 500,000 participants across 14 countries, with 54% of beneficiaries being women. While this progress highlights the Initiative's potential to drive digital inclusion and socio-economic growth, many people are still offline. At ITU, we are committed to closing this gap by investing in digital literacy and ensuring that underserved groups can safely and effectively participate in the digital world.



Dr. Cosmas Luckyson Zavazava
Director, Telecommunication
Development Bureau, ITU



Digital transformation is not just about technology—it's about people. It's about enabling individuals, communities, and countries to participate in the digital economy. Since 2019, DTCL has shown what's possible when public, private, and nonprofit partners unite to turn vision into action. Together, we're building digital skills at scale to power an inclusive future for all.



Dr. Guy Diedrich
SVP and Global Innovation Officer
Cisco

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1. INTRODUCTION

Since its launch, the Digital Transformation Centres Initiative (DTCI) has remained steadfast in achieving its core objective to strengthen digital capacities, especially in underserved communities, through essential digital skills training. To achieve this end, the DTCI is composed of a global network of Digital Transformation Centres (DTCs) along with DTCI partners to promote digital technology adoption while enhancing digital literacy amongst rural and underserved populations. The DTCI aims to provide training opportunities for women, youth, persons with disabilities, and micro, small and medium-sized enterprises (MSMEs) in efforts to equip them with the tools to thrive in the digital world. From initial partnerships and foundational workshops to scaling efforts and global engagements, each step has contributed to building a strong network of centres worldwide who are working to close the digital divide.

From the outset, effective governance has been fundamental to the DTCI's success, ensuring sustained momentum and consistent impact across diverse regions. Central to this structure is the strategic partnership between ITU and Cisco, who have jointly led and overseen the Initiative's implementation on both global and regional levels since its inception.

A strong governance framework underpins the DTCI, led collaboratively by ITU and Cisco, who jointly oversee its strategic direction and global implementation. This governance model enables both entities to contribute resources and provide oversight for the Initiative at both the global and regional levels. Regular management meetings between ITU and Cisco ensure consistent alignment on objectives, facilitate regional coordination, and drive the DTCI's success through shared responsibility and accountability. This collaborative governance approach is crucial for adapting to regional needs, ensuring strategic alignment, and maintaining the initiative's momentum toward its long-term goals.

Through both virtual and in-person engagements, the DTCI has cultivated a collaborative network of Digital Transformation Centres (DTCs) across Africa, the Americas, the Arab States, and the Asia-Pacific regions. These interactions have enabled the exchange of best practices and deepened partnerships, creating a resilient and interconnected network.

This report outlines the Initiative's journey and achievements to date, capturing both the quantitative impacts—such as the number of individuals trained—and the qualitative advancements in digital inclusion that the DTCI has fostered. It also details the foundational principles and strategic partnerships that have enabled the Initiative's success, highlighting how collaboration across sectors has broadened the DTCI's reach and enriched its training programmes.

1. INTRODUCTION

To contextualize the Initiative's development, the following timeline highlights key events that have defined the DTCI's journey from inception to the present, showcasing its consistent progress and growth

Table 1. DTCI Timeline of key events.

Year	Month	Key Event(s)
2019	September	• Launch of the DTC Initiative in partnership with Cisco
2020	January	• Selection of nine centres for the pilot phase of the DTC Initiative
	February	• First DTC Initiative onboarding workshop in Geneva, Switzerland • HP Inc. joined the DTC Initiative as a partner
	November	• Partnership with the Government of Norway through the Norwegian Agency for Development and Cooperation (Norad)
2021	March	• First DTC virtual global meeting
	June	• Call for application for DTCs which resulted in the addition of 5 centres • Second DTC virtual global meeting
	December	• Digital Skills Factory (DSF) joined the DTC Initiative as a partner
2022	March	• Phase 2 kick-off workshop in Geneva, Switzerland
	November	• Third DTC virtual global meeting
2023	February	• ITU-Cisco led a roundtable with telecommunication companies' leaders at the Mobile World Congress
	May	• Global DTC Workshop in Cebu, the Philippines • Partnership with ST Foundation launched
	June	• DTC telecom workshop co-organised with Cisco in Geneva
	September	• Agreement with Indosat signed
	November	• Fourth DTC virtual global meeting
2024	March	• Agreement with Airtel signed
	April	• Agreement with PLDT signed
	May	• Global DTC Workshop in Bali, Indonesia
	November	• Fifth DTC virtual global meeting
2025	June	• Global DTC Workshop in Santo Domingo, Dominican Republic

1. INTRODUCTION

As integral implementing partners of the Initiative, the DTCs are nationally established institutions at the forefront of advancing digital skills within underserved communities. DTCs bring a unique advantage: they are already working within their country's digital ecosystem, aligning closely with national digital transformation strategies and leveraging government support to maximize impact. This approach, working with existing institutions rather than creating new ones, is foundational to the Initiative's long-term sustainability. Each DTC is equipped with essential infrastructure and resources to deliver comprehensive digital skills training at both basic and intermediate levels. With classrooms that accommodate students, networks of community-level centres, and reliable facilities—including computers, internet connectivity, and for some DTCs, off-grid power solutions—DTCs are positioned to extend digital training to those who need it most, particularly in remote and marginalized areas.



Beyond physical resources, DTCs bring critical human and financial capacity to the Initiative. With qualified instructors and government-endorsed training programmes they are well-prepared to offer impactful, high-quality learning experiences. Many DTCs also mobilize additional financial resources to scale their efforts, ensuring that the reach and effectiveness of digital training continues to grow. Partnering with

established institutions that are deeply integrated within their communities, the DTCTI ensured that digital skills development is both impactful and sustainable. DTCs act as anchors of digital transformation, fostering local empowerment and paving the way for inclusive economic growth across regions. This model creates a scalable, resilient framework for building digital capacity that endures well into the future.

The DTCTI adopted a phased approach to its development, beginning with a pilot phase that provided a strong foundation for future growth. This initial phase was instrumental in building momentum and refining the Initiative's model by establishing a network of nine Digital Transformation Centers (DTCs) across Africa, the Americas, and the Asia-Pacific region. Despite some challenges, the pilot phase achieved notable successes, which demonstrated the Initiative's potential to drive digital skills landscape at scale. Building on its achievement in the pilot phase, the Initiative has continued to expand and scaled up—now supporting a network of 14 centres.

1. INTRODUCTION

▶ The **pilot phase** of the DTCL, which ran from March 2020 to December 2021, laid a strong foundation by establishing an initial network of nine DTCs across Africa, the Americas, and the Asia-Pacific region. Despite the challenges of the COVID-19 pandemic, the pilot achieved notable successes, conducting over 1,200 training activities and reaching more than 106,000 participants—65 per cent of whom were females. The Initiative swiftly adapted to remote learning, supported by Cisco's free train-the-trainer courses, which ensured continuity during the crisis. The collaborative support from ITU, the Government of Norway through the Norwegian Agency for Development Cooperation (Norad), and other key partners like HP helped expand DTCL's reach and resources.

▶ **Building** on the initial achievements of the pilot phase, the Initiative has progressively scaled up, growing to a network of 14 centres worldwide, reaching over 555,679 participants as of April 2025, with 54 per cent being women. DTCL's comprehensive support package—including free access to high-quality training content, financial resources, technical assistance, strategic guidance, and the ability to award internationally recognized certifications—has empowered DTCs to drive transformative digital skills development in their communities. Continuous support from ITU, along with partnerships with telecommunications companies, has further strengthened the Initiative's impact and sustainability, extending its backing through 2025.

Over five years, the DTCL has cultivated a collaborative, knowledge-sharing network of centres that has amplified its transformative impact on digital skills training globally and that goes beyond individual digital skills development. By connecting DTCs worldwide, the Initiative has established a vibrant community of practice where centres can engage in meaningful networking and collaboration.

This global network fosters a dynamic environment for peer-to-peer exchange, enabling DTCs to share best practices, engage in joint initiatives, and continuously learn from each other's successes and challenges. Through this interconnected approach, each DTC benefits from the collective knowledge of the network, gaining insights and strategies that are directly relevant to their local context. This structure not only amplifies the Initiative's impact but also strengthens the adaptability of each centre. By facilitating a steady flow of ideas, resources, and expertise across regions, the DTCL ensures that each centre operates with the support of a global community, driving sustainable and inclusive digital skills development globally.

The success of the Initiative hinges on the valuable partnerships established with a diverse array of stakeholders. This section provides an overview of the key partners involved in the Initiative and outlines the vital roles they play. The support from collaborators ranges from financial support to the provision of technical expertise and digital learning resources, form the backbone of the DTCl’s efforts to bridge the digital divide. Each partner contributes uniquely to the Initiative, reinforcing the shared goal of enhancing digital literacy and capacity-development in underserved communities worldwide.

Table 2. Overview of DTCl partners and their contributions to the Initiative



As founder of the [Digital Transformation Centres Initiative](#), ITU manages the programme, provides technical and financial support, and coordinates partnerships with Cisco and other stakeholders to strengthen the Initiative. ITU oversees the DTC selection process and signs legal agreements with each DTC and DTCl partner. It provides strategic guidance and implements projects to support the DTCl.



As a founding partner of the DTCl, [Cisco](#) plays a central role in supporting the Initiative through its Corporate Social Responsibility (CSR) programmes. Cisco contributes by offering its well-established [Networking Academy](#) platform, which equips learners with basic and intermediate digital skills. Cisco’s latest learning portfolio include courses on digital literacy such as “Using a computer or mobile device” and “Digital awareness”, which meet the profiles and needs of the DTCs’ target beneficiaries. Through its global, regional and/or local presence, Cisco provides regular technical support and hence contributes to enhancing the centres’ capacities to deliver training on the ground and maximise impact. Cisco has led on collaboration with telecommunications companies and outreach and promotion of the DTCl globally.



The [Digital Skills Factory](#) (DSF) collaborates with ITU by providing their Digital Skills Passport training courses to the DTCs. This internationally accredited 10-module course is designed to increase digital competencies for citizens from all walks of life. DSF has provided the DTCs with free learning licenses to access its “Digital Skills Passport” courses at the basic (Digital Competency Passport Essentials) and intermediate (Digital Competency Passport for Employment) levels. DSF also offered technical support to the DTCs who incorporated the programme into their course offering to citizens.

Norway

[The Government of Norway](#) has been providing financial support to the DTCL through two projects (co-financed by ITU). The first DTC project, implemented from January 2021 to September 2024, provided significant resources for expanding digital skills training in Ghana as well as the global DTC Initiative. Through this partnership, Norway has contributed to training over 22,000 citizens in Ghana alone—including women entrepreneurs, students, marginalized groups, and unemployed youth - on basic and intermediate digital skills, fostering social and economic development in underserved areas. The project also equipped community ICT centres, supported coding clubs, and strengthened the capacity of trainers in Ghana. Other DTCs across the Initiative benefitted from financial support to conduct training activities. Lastly, the contribution of Norway facilitated the growth of the DTCL, resulting in an increased number of partners and DTCs. The Government of Norway has provided financial support to a second project with a broader focus on supporting all DTCs and fostering the Initiative.



HP Inc. enriches the DTCL by offering [the HP LIFE](#) (Learning Initiative for Entrepreneurs) programme, which is designed to impart essential IT and business skills. HP LIFE is a free business skills training program that provides a comprehensive curriculum to help citizens achieve their career and entrepreneurial goals. It can be accessed online via the HP LIFE platform, in-person through HP partners, and both online and offline with the HP LIFE mobile application. As a DTCL partner, HP has been supporting the DTCs by enhancing the knowledge and the capacities of their instructors to deliver the HP-LIFE programme to their respective communities. Since 2023, several train-the-trainer sessions in English, French, and Spanish were delivered, focusing on the effective tools and methodologies to deliver the HP-LIFE courses while adapting the DTCs' pedagogical approaches to the needs of their beneficiaries.



[STMicroelectronics Foundation](#) brings added value to the DTCL community through the provision of specialized training courses to the DTCs, tailored to the needs of persons with disabilities, senior citizens and children. The DTCL welcomed two DTCs (Senegal, Sierra Leone) which are funded by the Foundation. Technical support has been provided to DTCs to incorporate the training courses offered by ST Foundation. By integrating its inclusive digital training content, the Foundation significantly contributes to enhancing the DTC network's ability to serve marginalized groups and adapt to various training needs.





As a telecommunication company and partner of the Initiative, [Indosat Ooredoo Hutchison](#) supports the DTC in Indonesia and contributes to scaling its digital skills training programmes and other capacity development interventions. This partnership strengthens the delivery of digital literacy training across underserved communities, thereby fostering a more inclusive digital economy in the country. Indosat and the DTC in Indonesia have a shared vision to digitally empowering the outermost and least developed regions of Indonesia and are closely working together to provide digital skills training programmes to young workers, persons with disabilities, women and MSME owners in the Northern (Likupang) and Southern (East Nusa Tenggara) parts of the country.



[Airtel Africa](#) has partnered with ITU to enhance digital inclusion efforts across the African continent. Through this collaboration, Airtel Africa has committed to providing DTCs in Africa with necessary connectivity infrastructure so that training centres are well-equipped to offer seamless learning experiences.



[Philippine Long Distance Telephone Company](#) (PLDT), together with its wireless unit Smart Communications, collaborates with ITU to enhance digital skills training in the Philippines. By supporting the DTC in scaling its training programs nationwide, PLDT plays a crucial role in ensuring that underserved communities receive high-quality digital education. In 2024, PLDT-Smart supported DTC-Philippines' training activities for community members by providing logistical support through the provision of devices and data for training beneficiaries.



3. Digital Transformation Centres (DTCs)

3.1 Roles and strategic benefits

The DTC Initiative operates through the network of DTCs, national institutions embedded within local digital ecosystems that aim to accelerate the uptake of digital technologies among citizens in their countries.

The benefits provided by the DTC Initiative to DTCs in countries were instrumental in attracting institutions to join its global network. DTCs are provided with technical and financial support through ITU and DTCl partners to meet their unique needs in order to scale basic and intermediate digital skills trainings and programmes in their respective contexts. Through this cohesive framework, DTCs are well-positioned to lead impactful digital transformation interventions that empower individuals and communities in their countries.

Membership in the DTC network grants institutions access to a wide range of resources that strengthen their capacity to deliver impactful digital education including:

▶ **Access to high-quality training materials.** DTCs receive free access to a comprehensive suite of training materials developed by global partners such as ITU, Cisco, and HP. These resources are critical for delivering up-to-date and relevant digital education.

▶ **Participation in train-the-trainer courses.** DTCs can participate in train-the-trainer courses, which are essential for scaling training efforts and ensuring the sustainability of their programs.

▶ **Networking and collaboration.** Being part of the global DTC network offers numerous opportunities for networking and collaboration with other DTCs worldwide. This community of practice allows for the sharing of best practices, joint Initiatives, and continuous learning.

▶ **Branding and recognition.** DTCs are authorized to use the branding and visual elements of the Initiative, which include the DTCl, ITU and Cisco logos which enhances the visibility and credibility of their training programmes.

▶ **Increased visibility and access to resources.** DTCs gain increased visibility, which can lead to greater access to financial and technical resources. This visibility is crucial for scaling national activities and making a broader impact.

▶ **Financial and technical support.** DTCs have benefitted from financial support from the Norwegian Government and ITU, in addition to technical and in-kind support from DTCl partners to deliver high-quality training courses.

3. Digital Transformation Centres (DTCs)

3.2. DTCs at a glance

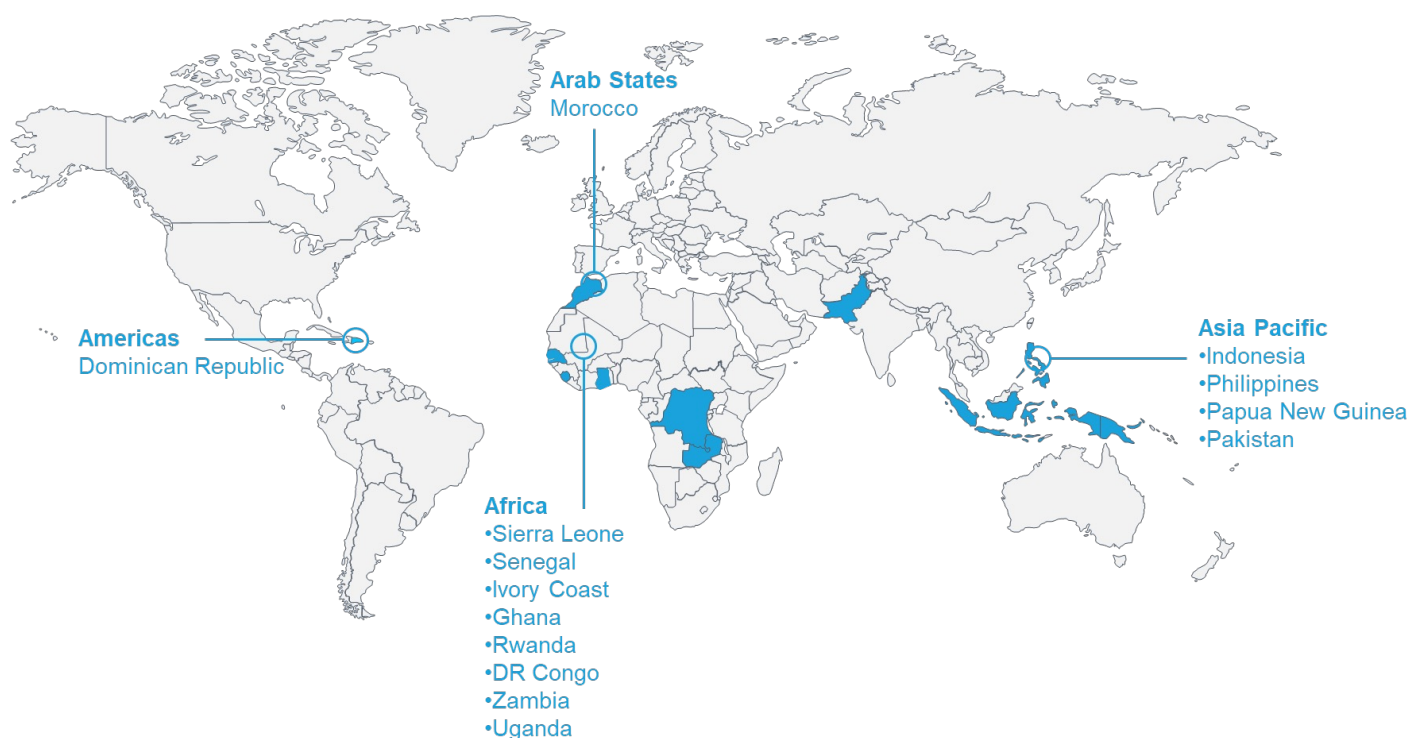
Since its inception in September 2019, the DTCL has witnessed remarkable growth in terms of geographic coverage. Initially, the pilot phase was launched in 2020 with nine DTCs across four regions.

Almost five years later, the Initiative encompasses 14 centres (of which eight are from the pilot phase) distributed across four regions including: the Americas, Africa, Arab States and Asia-Pacific (Figure 1).

The following section provides a snapshot of each DTC (in alphabetical order of the country in which it is located), including key highlights achieved since joining the DTCL.

Figure 1. Geographic distribution of the Digital Transformation Centres (DTCs).

14 DTCs spread across the Americas, Africa, Arab States, and Asia-Pacific



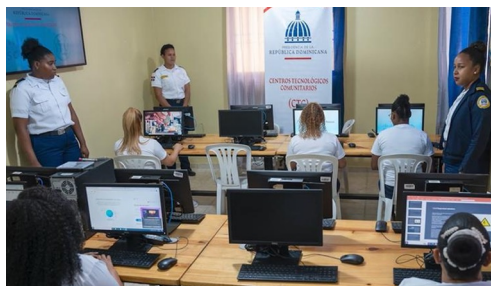
Disclaimer: The designations employed and presentation of material in this publication, including maps, do not imply the expression of any opinion whatsoever on the part of ITU concerning the legal status of any country, territory, city or area, or concerning the delimitations of its frontiers or boundaries.

3. Digital Transformation Centres (DTCs)

3.2.1 Dominican Republic



Centros Tecnológicos Comunitarios



DTC Name	Centros Tecnológicos Comunitarios (CTC)
Established	2004
Date of joining the DTC Initiative	January 2020
Location	Santo Domingo, Dominican Republic
Mandate	With a clear mandate to improve citizens' access to education, knowledge, and information, the Centros Tecnológicos Comunitarios (CTC) is committed to bridging the digital divide.
Areas of expertise	The CTC specializes in digital skilling and fostering digital inclusion and accessibility, with a particular focus on empowering marginalized groups. Its strength lies in offering free public access to digital tools and technology within physical community spaces. These centres provide an environment for low-income individuals, women at risk, persons with disabilities, and others facing socio-economic challenges, allowing them to build critical digital skills.
Strength and uniqueness	The CTCs are physical spaces which have been established throughout the country, and which provide free public access to men, women, boys and girls, allowing low-income citizens, women at risk, people with disabilities and people with socioeconomic difficulties to build their skills through digital tools and technology.
Target audience	Targeting a diverse group of beneficiaries, including women at risk, low-income individuals, persons with disabilities, and school-aged children, the DTC is instrumental in promoting inclusive digital education.
Key highlights	In 2024, over 45,000 course participants (48 per cent female) took part in training programmes offered through Cisco and HP-LIFE under the DTC Initiative. Notably, the CTC also conducted specialized training sessions for trainers and citizens with disabilities, made possible through the support of ITU and Norway.

3. Digital Transformation Centres (DTCs)

3.2.2 Democratic Republic of Congo



DTC Name	Secrétariat National pour le Renforcement des Capacités (SENAREC)
Established	1998
Date of joining the DTC Initiative	January 2022
Location	Kinshasa, Democratic Republic of the Congo (DRC)
Mandate	The Secretariat National pour le Renforcement des Capacités (SENAREC) has a mandate to enhance capacity building for the public sector, civil society, and private sector in the Democratic Republic of Congo.
Areas of expertise	SENAREC specialises in digital skills training and capacity building.
Strength and uniqueness	A key strength of SENAREC's approach is its network of 10 Centres of Excellence, located across seven provinces, equipped with advanced facilities to ensure high-quality ongoing training.
Target audience	SENAREC primarily targets young people, particularly unemployed youth, as well as persons with disabilities, women, and the elderly.
Key highlights	The DTC's activities focus on empowering local communities by training young trainers and strengthening digital resilience, alongside creating sustainable support through interventions like the CONADIG programme—training young digital ambassadors across four provinces, which works to promote inclusive digital transformation across the DRC. With support from the DTC Project, SENAREC has extended training to 205 (43 female) digital ambassadors who will be tasked with the mission to cascade the digital skills and knowledge acquired through the programme within their respective communities. Political engagement is also integral to SENAREC's success, as authorities actively participate in training sessions across its centres, underscoring the public sector's commitment to digital skills development.

3. Digital Transformation Centres (DTCs)

3.2.3 Ghana



DTC Name	Ghana Investment Fund for Electronic Communications (GIFEC)
Established	2004
Date of joining the DTC Initiative	January 2020
Location	Accra, Ghana
Mandate	The Digital Transformation Centre (DTC) in Ghana, managed by the Ghana Investment Fund for Electronic Communications (GIFEC), is dedicated to expanding digital capabilities across underserved and marginalized populations in Ghana.
Areas of expertise	GIFEC specializes in ICT capacity development at both basic and intermediate levels, establishment and management of community ICT centres, and enhancing rural connectivity. Leveraging a network of Community ICT Centres located across the country, GIFEC conducts its training programs directly in local communities, ensuring wide-reaching impact.
Strength and uniqueness	GIFEC's core activities encompass citizens' training, specialized computer basics courses for the visually impaired (ICBVI), school coding clubs, training community-based ICT instructors, and setting up ICT centres in communities and schools.
Target audience	With a specific mandate to support women entrepreneurs, teachers, and students in deprived communities, GIFEC is focused on bridging the digital divide through accessible ICT training.
Key highlights	Under the overall Initiative, GIFEC has contributed to equipping over 87,000 course participants (73 per cent female) with basic and intermediate digital skills, to date. Through financial support from the Norwegian Government and ITU, and in addition to training citizens from across the country, GIFEC has established 31 coding clubs with a strong focus on girls' participation, reaching 1,536 students. GIFEC, provided computer basics training to 600 (47 per cent female) persons with visual impairments, and trained 220 instructors nationwide.

3. Digital Transformation Centres (DTCs)

3.2.4 Indonesia



DTC Name	ICT Training and Development Center - Indonesia (BPPTIK)
Established	2013
Date of joining the DTC Initiative	January 2020
Location	Cikarang, West Jawa, Indonesia
Mandate	Under the Ministry of Communications and Informatics, the ICT Training and Development Centre (BPPTIK) provides training at basic and intermediate levels, catering to diverse groups across Indonesia. Its mandate extends to offering IT certifications aligned with both national and international standards.
Areas of expertise	BPPTIK specializes in digital skills training, IT certification, and accreditation.
Strength and uniqueness	With a mandate to organise training throughout Indonesia, BPPTIK is primarily supported by the Indonesian government and provides beneficiaries with access to quality basic and intermediate digital skills training.
Target audience	The target audience includes women, high school and college students, MSMEs and business owners, teachers, persons with disabilities from underserved communities.
Key highlights	Since it joined the Initiative in 2019, BPPTIK has trained over 24,600 (25 per cent female) course participants on digital literacy and intermediate level courses. Other key successes achieved under the Initiative include the 2024 Digital Connectivity Training held in Likupang, Minahasa Utara, in partnership with Cisco and Indosat Ooredoo Hutchison. This training benefitted over 550 SME owners and youth, with most attendees being women.

3. Digital Transformation Centres (DTCs)

3.2.5 Ivory Coast



DTC Name	École Multinationale Supérieure des Postes d'Abidjan (EMSP)
Established	2017
Date of joining the DTC Initiative	January 2020
Location	Treichville, Abidjan, Ivory Coast
Mandate	The Ecole Multinationale Supérieure des Postes d'Abidjan (EMSP) is dedicated to bridging the digital divide by equipping young people and rural populations with essential digital skills. Through a variety of programs, including the Young Digital Ambassadors Programme (JEAN), the DTC has provided digital education tailored to local needs.
Areas of expertise	EMSP in Ivory Coast specializes in designing and implementing digital training activities while fostering engagement with stakeholders to raise awareness on digital skills.
Strength and uniqueness	The centre's strengths lie in the expertise and agility of its team, engagement with young people at the local level, and support from institutions like the ITU. Additionally, EMSP provides educational resources and tutorials to a broad audience.
Target audience	The main target audiences are young people from rural areas, middle and high school students, rural populations, and the general public.
Key highlights	To date, EMSP has provided a total of 4,239 course participants (26 per cent female) with learning opportunities to enhance their digital skills, both face-to-face and online. In 2023, the DTC trained 30 young people from five rural areas to become Digital Ambassadors, enabling them to serve as local trainers in their communities. The "Digital Holidays" program also brought digital learning to 92 (54 per cent female) middle school students and community members, while open training courses on cybersecurity reached more than 500 learners. Milestones for EMSP include the recruitment and training of young Digital Ambassadors from five localities, the launch of the "Digital Holidays" program for students, and the delivery of face-to-face and online training sessions that have empowered over 500 youth with valuable digital skills.

3. Digital Transformation Centres (DTCs)

3.2.6 Morocco



DTC Name	Agence de Développement du Digital (ADD)
Established	2022
Date of joining the DTC Initiative	January 2022
Location	Rabat, Morocco
Mandate	The Agency for Digital Development (ADD) is committed to enhancing digital literacy among Moroccan citizens. With a mission to provide accessible and relevant technology training, ADD has contributed to upskilling and reskilling citizens through a blend of online and in-person courses, tailored to local needs using the Moroccan dialect, Darija.
Areas of expertise	ADD's specialized programmes include digital literacy and the issuance of digital learning passports.
Strength and uniqueness	As part of this Initiative, ADD offers a training approach with resources available in Darija, ensuring that learning is accessible and culturally relevant. Key training platforms include Academia Raqmya, Morocco's national e-learning platform, where citizens can participate in various digital skills training programs.
Target audience	ADD targets kids, parents, students, NEETs (youth not in education, employment, or training), social entrepreneurs, and cooperatives.
Key highlights	A core component of ADD's programmes involves the provision of in-person digital literacy training across 12 regions, specifically targeting high school students, vocational trainees, and sectoral cooperatives to enhance their digital skills. To further support digital empowerment, localized training content has been developed, including digital literacy passports for the public, and a digital jobs passport aimed at enhancing youth employability.

3. Digital Transformation Centres (DTCs)

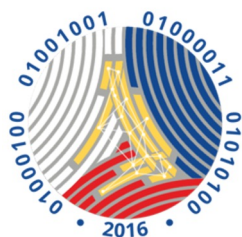
3.2.7 Pakistan



DTC Name	Virtual University of Pakistan (VU)
Established	2002
Date of joining the DTC Initiative	January 2022
Location	Lahore, Pakistan
Mandate	The Virtual University (VU) provides inclusive digital skills training across the country. With a mission to empower underserved communities, foster innovation, and support sustainable growth in the digital economy, VU is committed to making digital literacy accessible to all.
Areas of expertise	VU specializes in digital literacy, basic ICT skills, and has a strong focus on gender equality and empowerment of persons with disabilities (PwDs).
Strength and uniqueness	VU's nationwide network allows it to reach remote and marginalized areas, expanding access to digital education across Pakistan. This inclusive approach, particularly targeting women and girls, ensures that technology education is available to those who have traditionally been underrepresented in the digital space.
Target audience	Key beneficiaries of VU's programs include underserved communities, women and girls, youth, and persons with disabilities.
Key highlights	VU provides diverse training programmes which include Cisco training courses special seminars for Girls in ICT Day to encourage women in technology, and tailored sessions for visually impaired individuals to enhance accessibility. Additionally, STEM boot camps focused on Arduino and mobile app development contribute to engaging young learners, while Python Essentials training courses for female faculty members promote greater female representation in ICT education. Under the DTC Initiative, the Virtual University has enhanced the digital skills of 10,534 learners, of which 26 per cent are women.

3. Digital Transformation Centres (DTCs)

3.2.8 Philippines



DICT
DEPARTMENT OF INFORMATION AND
COMMUNICATIONS TECHNOLOGY



DTC Name	Department of Information and Communication Technology (DICT)
Established	2016
Date of joining the DTC Initiative	January 2020
Location	Quezon City, Philippines
Mandate	The Department of Information and Communications Technology (DICT) spans 17 regions with 41 DICT-owned centres and 2,293 active partner-owned Tech4ED centres. Since joining the DTC Initiative in 2019, DICT's ICT Literacy and Competency Development Bureau (ILCDB) has been providing ICT-enabled services and skills development to support the socio-economic growth of underserved and unserved communities.
Areas of expertise	Specializing in basic digital literacy, MSME training, and intermediate skills enhancement, DICT's Tech4ED centres focus on empowering citizens with digital knowledge.
Strength and uniqueness	Through its local centres, DICT provides access to eGovernment services, technical training, and ICT equipment, supporting the development of a skilled local workforce. These centres serve as inclusive spaces for technical training, community engagement, and digital advocacy, promoting awareness and use of DICT's services and programmes across the Philippines.
Target audience	The centre's target beneficiaries include persons with disabilities, women and girls, indigenous people, senior citizens, LGBTQIA+ individuals, farmers, fisherfolk, out-of-school youth and adults, as well as MSMEs.
Key highlights	DICT's interventions are focusing on providing citizens and MSMEs with access to essential digital literacy training and capacity development resources. As a DTC, the ILCDB has reached 59,453 beneficiaries (of which 64 per cent are women) across the Philippines since the inception of the DTC Initiative. DICT closely collaborated with PLDT-Smart to provide community leaders and citizens with basic digital skills, data and devices.

3. Digital Transformation Centres (DTCs)

3.2.9 Papua New Guinea



DTC Name	Papua New Guinea University of Technology (PNGUoT)
Established	1965
Date of joining the DTC Initiative	January 2020
Location	Lae, Papua New Guinea
Mandate	The Papua New Guinea University of Technology (PNGUoT) is committed to expanding digital literacy and promoting ICT adoption across various sectors. Its mandate includes providing training, research, and consultancy services tailored to the needs of Papua New Guinea's diverse population.
Areas of expertise	Specializing in information and communications technology, digital literacy, and cybersecurity, PNGUoT leverages its role as a university to reach a broader audience.
Strength and uniqueness	The university has established a broad footprint through community outreach program. Its strong relationships with external partners further amplify its impact and reach.
Target audience	Through its community outreach programs and established partnerships, PNGUoT contributes to extending digital inclusion and ICT skills to underserved and unconnected rural communities, as well as marginalized youth and unemployed individuals.
Key highlights	Notable interventions of PNGUoT include training youth leaders in Kilenge Village, West New Britain, and implementing the HP LIFE programme, focusing on essential business skills for aspiring entrepreneurs. PNGUoT has recently provided digital skills training to 80 young people in Lae City, in partnership with community services. Since it joined the DTC network, the DTC in Papua New Guinea extended digital skills training programme to more than 16,000 students, of which 38 per cent are female.

3. Digital Transformation Centres (DTCs)

3.2.10 Rwanda



DTC Name	Rwanda Information Society Authority (RISA)
Established	2017
Date of joining the DTC Initiative	January 2020
Location	Kigali, Rwanda
Mandate	The Rwanda Information Society Authority (RISA) was established to drive Rwanda's Digital Transformation Agenda. RISA focuses on digitizing government services and ensuring accessible ICT tools and solutions for citizens across the nation.
Areas of expertise	Specializing in digital skills training and the digitization of government services, RISA operates with a focus on accessibility and inclusivity. Benefiting from nationwide 4G connectivity, the organization deploys digital skills trainers across all districts and conducts both online and in-person training sessions.
Strength and uniqueness	With ICT centres such as the Youth Empowerment for Global Opportunity (YEGO) centres, and dedicated trainers established in every district, RISA has created a foundation for digital skills development across the nation.
Target audience	RISA's target groups include youth, women, people with disabilities, the elderly, and students.
Key highlights	RISA's capacity development interventions are marked by dynamic, community-focused efforts to drive digital literacy and engagement across the country. RISA has delivered training to 3,867 course participants (37 per cent female) as part of the DTC Initiative. Trainees also include the Digital Ambassadors and supervisors who contribute to knowledge transfer within the communities.

3. Digital Transformation Centres (DTCs)

3.2.11 Senegal



DTC Name	Concept
Established	2003
Date of joining the DTC Initiative	November 2023
Location	Dakar, Senegal
Mandate	With a mission to bridge the digital divide, Concept focuses on imparting digital skills to at-risk communities, raising awareness of digital literacy, and equipping people with ICT tools and the skills.
Areas of expertise	Concept specialises in entrepreneurship, employment, and ICT education. Concept's digital skills programmes and interventions focus on delivering basic digital literacy training to underserved communities, including persons with visual impairment.
Strength and uniqueness	Concept's strength lies in its network of 50 ICT training labs across Senegal, enabling it to reach and empower thousands of beneficiaries annually with essential digital skills.
Target audience	Concept's target groups include youth, girls, children, women, and persons with disabilities based in underserved communities.
Key highlights	Since joining the DTC network in 2023, Concept has extended digital skills training to 37,029 course participants, of which 60 per cent are women. Trainees include visually impaired individuals, who are being introduced to computer basics and digital skills for the first time. With the support of ITU, the Government of Norway and ST Foundation, Concept has scaled the training for visually impaired persons to a new region in the country (Kolda).

3. Digital Transformation Centres (DTCs)

3.2.12 Sierra Leone



DTC Name	Bridge the Digital Divide Sierra Leone (BDDSL)
Established	2009
Date of joining the DTC Initiative	April 2024
Location	Freetown, Sierra Leone.
Mandate	Bridge the Digital Divide Sierra Leone (BDDSL) is dedicated to empowering communities through digital literacy, access to technology, and advocacy for equitable digital resources. Its mission includes contributing to socio-economic development and fostering sustainable growth.
Areas of expertise	BDDSL specializes in digital literacy, access to technology, and advocacy. Its strengths lie in grassroots engagement, ensuring that their programmes reflect community needs, and building networks with local, national, and international organizations to maximize resource sharing.
Strength and uniqueness	Grassroots engagement is one of the key pillars of BDDSL's training interventions. The NGO has been actively implementing digital skills training through its 45 operational labs across the country. Supported by a network of local, national, and international partners.
Target audience	The centre's primary beneficiaries include youth in education, girls and women, marginalized groups, and people with special needs.
Key highlights	Since BDDSL joined the Initiative in 2024, the DTC has reached over 43,000 participants (64 per cent female) through its training interventions. Recent accomplishments of BDDSL include a train-the-trainer programme on the Cisco and HP-LIFE courses targeting 160 trainers, and the implementation and scaling of the ICBVI program tailored for visually impaired individuals. Additionally, BDDSL conducted an awareness raising campaign and a digital skills train-the-trainer programme in the Kambia district, with funding support from ITU and ST Foundation, further strengthening digital skills across the community.

3. Digital Transformation Centres (DTCs)

3.2.13 Uganda



DTC Name	Uganda Institute of Information & Communications Technology (UICT)
Established	1965
Date of joining the DTC Initiative	January 2022
Location	Nakawa, Kampala, Uganda
Mandate	Originally established as a regional training centre by the East African Posts and Telecommunications, the Uganda Institute of Information and Communications Technology (UICT)'s mission now focuses on providing comprehensive training, research, and consultancy services. It aims to boost digital literacy and promote ICT adoption across various sectors in Uganda.
Areas of expertise	Specializing in digital skills training, applied research and innovation, and consulting in digital solutions, UICT stands out as Uganda's only government ICT-specialized training institute. Its programs include the innovative use of Digital Change Agents and Digital Mobile Trucks, which bring digital skills training directly to communities.
Strength and uniqueness	UICT leverages Digital Change Agents and Mobile Trucks to deliver digital skills training, while also engaging stakeholders at all levels.
Target audience	The DTC's main beneficiaries are teachers, youth, women, and persons with disabilities.
Key highlights	UICT's achievements under the DTIC include training 29,120 course participants (26 per cent female), including schoolteachers, through the Cisco Networking Academy. More specifically, between December 2023 and June 2024, UICT launched a training programme which targeted 4,000 women and youth from 38 rural locations. UICT enabled community members to leverage digital tools for commerce and communication, extending digital literacy to underserved rural areas through mobile training and learning opportunities.

3. Digital Transformation Centres (DTCs)

3.2.14 Zambia



Republic of Zambia
SMART Zambia
Institute



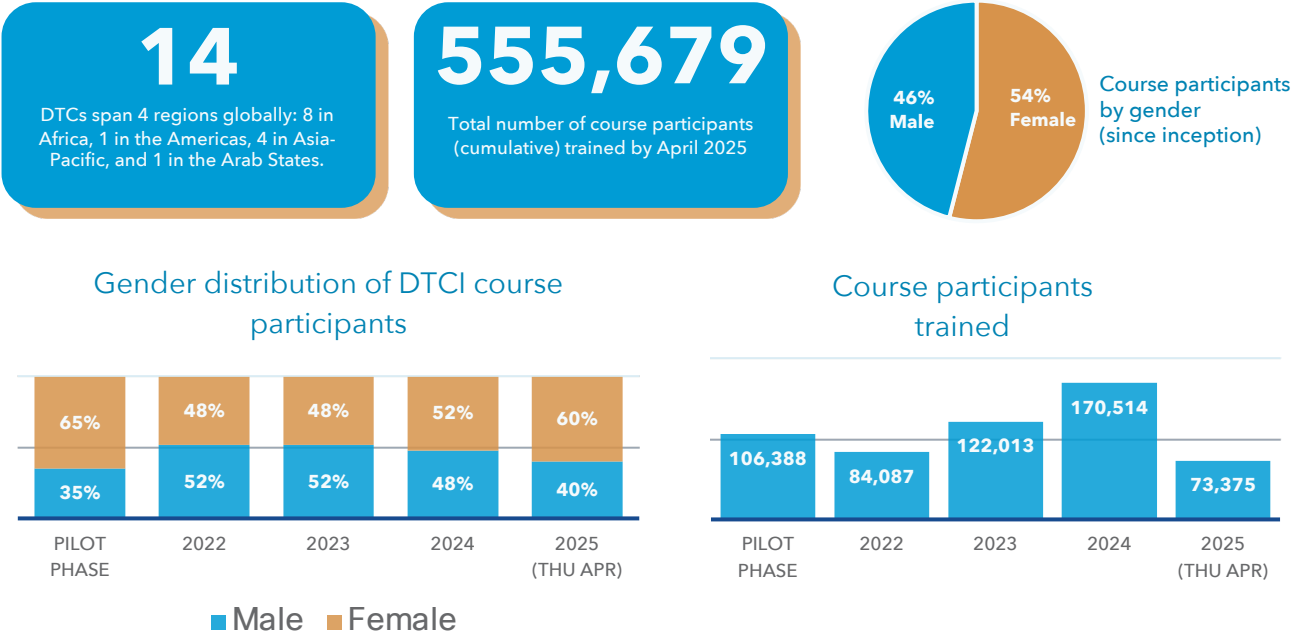
DTC Name	SMART Zambia Institute (SZI)
Established	2015
Date of joining the DTC Initiative	2021
Location	Lusaka, Zambia
Mandate	SMART Zambia Institute (SZI)'s mission centres on creating a digitally empowered society and fostering an inclusive digital economy.
Areas of expertise	SZI specializes in digital literacy programs for citizens, establishing partnerships with educational institutions, and conducting community outreach and awareness campaigns. Its strengths include strong government backing, public-private partnerships, and a strong focus on inclusivity and accessibility for all.
Strength and uniqueness	Backed by government support and leadership, SZI leverages public-private partnerships and prioritizes inclusivity and accessibility.
Target audience	The main beneficiaries of SZI's programmes are women, out-of-school youth, and small and medium enterprises/cooperatives.
Key highlights	SZI's digital literacy interventions include reaching 3,940 beneficiaries (33 per cent female) from underserved communities. With funding from ITU and Norway through the DTC Project, DTC-Zambia organised two (2) stakeholder engagement workshops in the Lusaka and Copperbelt provinces in 2023 to strengthen collaboration and reach. In 2024, as part of the Project, SZI conducted citizens training sessions in the six localities of Mongu, Mumbwa, Chipata, Chibombo, Kafue and Choma to equip 240 cooperative members (57 per cent female) with basic and intermediate digital skills.

4.1 DTCl progress to date

The DTCl has demonstrated substantial growth in training outreach, with an increasing number of participants benefiting from basic and intermediate digital skills training each year. By the end of 2021, the Initiative had trained 106,388 participants—with a strong focus on gender balance, evidenced by a 65% female participation rate. From 2022 through the end of 2023, training participation nearly doubled, reaching a total of 206,040, and achieving an almost equal gender distribution.

In 2024 alone, the Initiative sustained its upward momentum, training 168,612 learners by the end of the year and achieving gender parity among course participants (53% female). This sustained growth in both outreach and gender inclusivity reflects the DTCl’s commitment to accessible digital skills training for diverse populations. The Initiative’s emphasis on inclusivity and digital empowerment continues to foster a digitally skilled and balanced global community, with a total of 555,679 (54% female) learners trained as of April 2025.

Figure 2. Overview of DTCl partners and their contributions to the Initiative



4.2 Key achievements

Since its inception, the DTCL has made remarkable strides, underscoring its commitment to expanding digital literacy and capacity development among underserved communities worldwide. By the first trimester of 2025, the Initiative achieved notable milestones across various domains, including operational capacity, network development, quality training, and strategic partnerships.

DTCL network growth. Following the conclusion of the pilot phase at the end of 2021, the DTCL entered a dynamic period of expansion, that has significantly advanced its mission of closing the digital skills gap and bridging the digital divide. One of the primary accomplishments has been the strategic growth of the DTCL network. With the addition of six new centres—bringing the total to 14 centres as of the beginning of 2025, the Initiative extended its reach across regions, particularly in Africa and Asia and the Pacific, enabling broader access to digital skills training for underserved communities, and increasing the Initiative’s geographic footprint.



Strategic partnerships. The success of the DTCL is anchored in strong partnerships with industry leaders and international donors that enhance both resources and reach, with backing from the Norwegian Government through Norad. ITU’s partnership with Cisco—which provided the DTCLs with access to the Cisco Networking Academy and the Cisco Skills for All platforms has been pivotal in enriching the training portfolio with foundational courses focused on essential digital and cybersecurity skills.

By 2023, the DTCL’s expansion efforts were further bolstered by new collaborations and ongoing discussions with additional telecommunications companies. These partnerships not only bring essential financial and technical support to the DTCLs but also underscore the Initiative’s commitment to sustainable digital transformation through cross-sector alliances. To ensure the long-term viability of these efforts, ITU and Cisco implemented a resource mobilization strategy, leveraging relationships with partners such as PLDT-Smart, Indosat Ooredoo Hutchinson, Airtel Africa, and STMicroelectronics Foundation, which contribute valuable resources and expertise to propel the Initiative’s objectives.

Network and collaboration. A key achievement of the Initiative has been its success in building a dynamic, collaborative network that fosters knowledge exchange and mutual support across regions. In-person and virtual meetings have connected DTCL representatives and partners, establishing a dynamic forum for peer learning and collaboration. Annual workshops bring together the focal points of each centre, while regular virtual meetings maintain momentum and provide updates. As of June 2025, the Initiative has convened five virtual meetings and five face-to-face workshops, fostering invaluable peer learning and knowledge exchange among DTCL representatives, public and private sector partners, and ITU staff. These engagements, which are in addition to the ongoing support to DTCLs, have proven invaluable, deepening partnerships and strengthening shared strategies to address the challenges of delivering digital skills to underserved communities, ultimately fortifying the DTCL’s global support structure and advancing its mission of inclusive digital empowerment.

Recognizing the diversity in training needs across DTCs, a comprehensive content gap analysis was conducted in 2022 to identify specific areas where digital skills training could be enhanced.

This assessment pinpointed critical training needs, including digital commerce, collaboration, content creation, marketing and advertising, communication, and foundational digital literacy. These insights have informed the development of high-quality, targeted training materials tailored to address the unique demands of each region.

Additionally, the assessment provided valuable information for ITU to build partnership with content partners to fill the identified gaps.



Enhanced training materials and capacity development.

From the results of the training needs assessment, the Initiative prioritized content development to meet evolving digital needs, resulting in a course tailored for small business owners focusing on digital financial services, piloted in the Dominican Republic and adapted into an interactive, multilingual e-learning format to ensure accessibility.

With ST Foundation joining the Initiative as a partner and training content provider, DTCs have access to additional content, including courses on “Introduction to Computer Basics”, “Introduction to Computer Basics for the Visually Impaired” (ICBVI), and “Tablet for Seniors”.

Additionally, HP LIFE train-the-trainer sessions in English, French, and Spanish have strengthened instructional capacity across DTC regions, enabling centres to independently deliver a broader range of skill-focused and regionally relevant courses.





5. Impact

The DTICI has played a crucial role in enhancing digital literacy, promoting economic empowerment, and supporting national development across various regions. By implementing strategic interventions, forging global partnerships, and offering targeted training programmes, the DTICI has significantly influenced the digital landscape, particularly in underserved communities and small businesses.

The following section presents the main impact of the Initiative, organized thematically to provide a clear understanding of the DTICI's contributions.

Empowering underserved communities through digital literacy

Elevating training quality and adaptability

Driving economic growth through digital empowerment

Improved credibility of training

Environmental sustainability and digital responsibility

5. Impact

Empowering underserved communities through digital literacy

Reaching rural communities.

The DTICI has expanded its reach to the most isolated and underserved communities, where DTCs are operational, offering these populations access to digital skills training.

- In Morocco, the introduction of the "caravan" model brought digital training to remote areas, ensuring that even the geographically isolated could benefit from digital transformation.
- Similarly, the Mobile Truck in Uganda brought digital education to rural areas via mobile units, overcoming significant infrastructural challenges.
- In Papua New Guinea, the Initiative has provided ICT training to youths who had not completed formal education after grade 12, offering a second chance for career development to gain digital skills, securing job opportunities that would have otherwise been out of reach.
- The Digital Ambassadors Programmes in Rwanda and Ivory Coast have empowered youth to become digital champions, furthering knowledge transfer to local communities and fostering grassroots digital inclusion.



Bridging the gender gap in technology.

By prioritizing gender inclusivity, the DTICI has consistently achieved gender parity in terms of course participants.

- The Airtel-SMART Zambia Institute (SZI) partnership in Zambia is an example of how the DTICI has focused on digital skills training for girls, encouraging them to take up roles in the tech industry.
- In Ghana, over 87,000 course participants from underserved groups (of which 73 per cent are female) have been trained, a testament to the commitment to gender inclusivity.
- The Virtual University (VU) in Pakistan has harnessed its extensive network to reach remote areas, focusing on women and persons with disabilities. With Cisco-aligned programs and special seminars for Girls in ICT Day, VU has focused on empowering women and youth with digital literacy to pursue ICT careers, further closing the skills gap in critical sectors like STEM and digital entrepreneurship.

5. Impact

Empowering underserved communities through digital literacy

Empowering persons with disabilities.

The DTICI has been supporting the implementation of specialized programs targeting marginalised groups, such as persons with disabilities. In Senegal, visually impaired citizens were introduced to basic computing through ST Foundation's course on "Introduction to Computer Basics for the Visually Impaired" (ICBVI) course.

The ICBVI course was also introduced in Ghana commencing November 2023, with 69 trainers trained and certified. Subsequently, 594 visually impaired Ghanaian citizens were trained with the ICBVI curriculum in 2024. This program not only gave them digital skills but also enhanced their capacity to contribute to their local economies.



- Overall, the DTC in Ghana adopts an inclusive approach to training and is deliberate in targeting persons with disability, out-of-school youth, and unemployed young people in its trainings.
- The DTC in Pakistan also embraced assistive technologies and adopted the Universal Design for Learning (UDL) approach to ensure that its curriculum is flexible and accommodates learners with varying needs.
- In the Dominican Republic, the Initiative has extended digital education to remote and underserved communities, including individuals with Down syndrome and autism, ensuring digital literacy reaches marginalized populations.
- In 2022-2023, the EMSP in Ivory Coast provided training for young "Digital Ambassadors" from five localities, equipping them with skills to drive digital literacy within their communities. Through its "Digital Holidays" program, students gained hands-on digital skills, while over 500 youth participated in both in-person and online training sessions.

5. Impact

Elevating training quality and adaptability

Strengthening digital training standards.

The DTC Initiative is committed to delivering high-quality digital skills training, ensuring that its programs meet the highest standards and align with the rapidly changing demands of the digital economy. Quality is at the heart of the Initiative's design, with each course tailored to be both inclusive and practically relevant, addressing the unique needs of local communities by balancing foundational literacy with career-oriented competencies.

Through strategic partnerships with industry leaders like Cisco and HP, the DTC Initiative offers state-of-the-art, globally recognized content that equips participants with market-relevant skills. In addition to the training content offered by DTIC partners, the "Introduction to digital finance for small businesses" course was developed and will be made available to DTCs in English, French and Spanish. In its ongoing commitment to quality, ITU undertook a comprehensive content gap analysis in 2022, enlisting expert consultants to identify areas where training could be further enhanced. This analysis provided essential insights into the needs of the DTC network.



Ensuring local relevance of training.

The DTCs are working to address the challenge of adapting global training to local needs. Several DTCs have deployed innovative solutions to overcome language barriers and provide the content in local languages.

One example is the Agency for Digital Development (ADD) in Morocco, who converted its online self-paced courses into instructor-led formats to deliver content in local dialects.

5. Impact

Driving economic growth through digital empowerment

SME support, employment and entrepreneurial development

The DTCI has been instrumental in empowering small and medium-sized enterprises (SMEs) and fostering entrepreneurship.

- In Ghana, the Initiative equipped SME owners with essential digital skills, enabling them to expand their market reach and boost operational efficiency.
- In Zambia, a collaboration between the SMART Zambia Institute (SZI) and Airtel focused on building the ICT capacities of young girls, nurturing a future generation of women entrepreneurs.

Beyond SME support, the DTCI has played a key role in job creation and employability.

- In Papua New Guinea, digital skills training has enabled youth to secure employment in local ICT companies, demonstrating the socio-economic impact of these Initiatives.
- By 2023, the Department of Information and Communication Technology (DICT) in the Philippines had supported over 2,000 MSMEs and trained thousands of citizens in employable digital skills, reinforcing the Initiative's commitment to fostering sustainable economic growth.



5. Impact

Improved credibility of training

Internationally recognized certifications

A notable impact of the DTCT is the provision of internationally recognized certifications. All DTCTs have benefited from globally accredited programs, including Cisco's Networking Academy, which equips participants with skills that are highly valued in the global job market. This has significantly enhanced employability for thousands of participants.

Increased demand for digital skills training

The involvement of reputable global partners has increased the credibility of the DTCT's training programs, leading to heightened demand. In Zambia, for instance, collaboration with Airtel has attracted more participants eager to gain certifications that will boost their career prospects.

Similarly, in Bonwire, Ghana, a community famous for its traditional Kente weaving, the DTCT has empowered artisans to connect with global markets.

Through digital skills training, these artisans have learned to set up online stores and integrate digital payment systems, enabling them to preserve their craft while accessing new income streams.

This transformation has not only elevated the economic viability of Bonwire's artisans but also inspired other communities to recognize the potential of digital skills in enhancing business opportunities.



Environmental sustainability and digital responsibility

E-waste management.

To address the environmental impact of digital expansion, ITU developed e-waste management guidelines for DTCs, providing actionable steps for the safe disposal of IT equipment. This Initiative demonstrates a commitment to responsible digital expansion, setting a replicable model for other programs.

Cybersecurity awareness.

The DTCI integrates cybersecurity into digital literacy efforts, ensuring that participants gain both digital skills and awareness on online safety. Through courses like "Introduction to cybersecurity" on Cisco's Networking Academy platform, the DTCI equips under-served communities with essential online safety practices.

Table 3. Highlights from the activities and achievements of DTCs are featured in the Telecommunication Development Bureau's "BDT4Impact" platform:

DTC country	Impact story
Global	Global DTC Workshop 2025: Reflecting on empowering underserved communities Global DTC Workshop 2024: Accelerating digital skills development
Dominican Republic	Digital literacy training for incarcerated women: Driving digital empowerment in the Dominican Republic through the DTC Initiative Empowering persons with disabilities through digital skills training: Rafael Sosa Marte's journey with the Digital Transformation Centres Initiative in the Dominican Republic
Ghana	Impact of the DTC Project in Ghana: Revolutionizing Lives with DTC in Ghana Training on computer basics for the visually impaired: Enhancing digital inclusion in Ghana - an Introduction to Computer Basics for Visually Impaired people
Pakistan	Training on computer basics for the visually impaired: Inclusive digital education for visually impaired people
Philippines	Empowering indigenous people in the Philippines through digital literacy training programme

The DTCI has made remarkable strides over the past five years, not only establishing a robust global network of Digital Transformation Centres but also empowering these centres to deliver transformative digital skills training to hundreds of thousands of hard-to-reach, underserved and disadvantaged individuals. This progress is driven by the DTCI's strategic partnership model, which has successfully leveraged global resources, expertise, and infrastructure from key partners like Cisco, the Norwegian Government, and the HP Foundation. These partnerships have been instrumental in scaling the Initiative and ensuring that it continues to meet the evolving needs of the communities it serves.

The Initiative's impact is evident in numerous success stories across various regions. From Ghana's interventions in digital inclusion for visually impaired individuals to Indonesia's adoption of international best practices in ICT capacity development, the DTCI has consistently demonstrated its ability to adapt, innovate, and excel in diverse contexts. Its commitment to inclusivity, particularly in empowering women, youth, persons with disabilities, and other marginalized groups, underscores its mission to ensure that no one is left behind in the digital transformation journey.

The DTCI has encountered and addressed several challenges along the way, implementing proactive solutions to maintain momentum. By focusing on outcome-based evaluations, adapting global training content to suit local contexts, and maintaining strong engagement with stakeholders, the Initiative has ensured that the DTCI remains agile and impactful in a rapidly evolving digital landscape.

As the Initiative looks to the future, key opportunities are on the horizon that will sustain and amplify its success. A major area of focus will be fostering stronger collaboration with both public and private sector partners. These partnerships will be vital in scaling digital skills training, enhancing infrastructure, and ensuring long-term sustainability. Through expanded networks, targeted resource mobilization, and responsive, localized content, the DTCI can foster a resilient and inclusive digital ecosystem that bridges the global digital divide. A major opportunity lies in fostering environmental sustainability within DTC operations. The development of e-waste management practices and key partnerships will position DTCs as models of responsible digital expansion. This not only aligns with environmental goals but also enhances the role of DTCs in promoting a sustainable digital future.

Looking ahead, the DTCI's future is bright with exciting opportunities to build on its successes. By expanding its network of partners, remaining responsive to the changing digital landscape, and continuing to prioritize inclusivity, innovation, and sustainability, the Initiative is well-positioned to drive lasting, meaningful impact and contribute to closing the digital divide. The DTCI will remain a vital force in advancing digital literacy, economic empowerment, and sustainable development, ensuring that the benefits of digital transformation are accessible to all.



EMPOWERING COMMUNITIES THROUGH DIGITAL SKILLS: LOOKING BACK, MOVING FORWARD REVIEW 2020 -2025

“Within technology lies the very human capacity to create, innovate and connect. Let us harness this power to build more digitally inclusive, resilient, and prosperous societies.” - **Dr. Cosmas Luckyson Zavazava, Director, Telecommunication Development Bureau, ITU**

“The future of work is here, and we have an opportunity—and a responsibility—to ensure every worker, no matter where they are in the world, has access to the skills they need to succeed.” - **Dr. Guy Diedrich, SVP and Global Innovation Officer, Cisco**

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