

Updates on the DTCl operating guidelines

Global DTC Workshop 2025

Thursday 12 June 2025



DTC Initiative 5-year timeline

September 2019
Launch of the
Initiative

March 2022
Second
implementation
phase
(13 DTCs)

End of 2024
Performance review
and assessment
conducted by ITU

2020-2021
Pilot phase
(9 DTCs)

2023-2024
Implementation and
growth
(14 DTCs,
partnerships)

2024-2025
Renewal of the
Cooperation
Agreements and
update of the DTCI
operating guidelines

Operating guidelines

- ❑ End 2024 and early 2025 Cooperation Agreements were renewed
- ❑ Revision and updates made to the operating guidelines
- ❑ Some **Key Performance Indicators and targets** were amended

Operating guidelines for the Digital Transformation Centres



2024

Updated annual performance targets and KPIs

❑ Added:

- Number of trainers, instructors and/or teachers trained (at least 10 per year).
- Percentage of female trainers, instructors and/or teachers trained (at least 30 per cent).

❑ Baseline target raised:

- Number of course participants trained at basic and intermediate levels: From **300 to 500** participants per year.

❑ Removed:

- Timely submission of training reports by DTCs to ITU.

Operating guidelines for the Digital Transformation Centres



2024

Updated performance targets and KPIs

KPI	Baseline target (annual) Previous operating guidelines	Baseline target (annual) New operating guidelines
Number of training courses delivered as a DTC	At least 10 training courses delivered	At least 10 training courses delivered
Number of train-the-trainer courses delivered as a DTC	At least two train-the-trainer courses delivered	At least two train-the-trainer courses delivered
Number of trainers, instructors and/or teachers trained	-	At least 10 trainers, instructors and/or teachers trained or retrained
Percentage of female trainers, instructors and/or teachers trained	-	At least 30 per cent
Share of training courses implemented by the DTC against the planned training courses	At least 80 per cent of the planned training courses implemented	At least 80 per cent of the planned training courses implemented
Number of participants trained at both basic and intermediate levels across the different target groups specified in the training plan	At least 300 participants trained	At least 500 participants trained
Percentage of female participants enrolled (all courses)	At least 30 per cent	At least 30 percent
Percentage of enrolled participants from rural or underserved communities (all courses)	At least 60 percent	At least 60 per cent
Timely submission of training reports by DTCs to ITU	Quarterly or bi-annually	-

Towards a performance assessment

- **ITU developed a comprehensive tool to assess the performance of DTCs and the overall performance of the Initiative.**
- **Conducting a performance assessment is included within the Cooperation Agreement**
- **The tool developed is based on the KPIs within the Operating Guidelines**

Overview of the framework and tool

Objectives



- ☐ An ITU tool to assess the performance of DTCs, identify the strengths and areas of improvement of each centre.
- ☐ Enable the Initiative to make informed decisions on how to work more effectively with each DTC and provide tailored support based on their unique situation.
- ☐ Periodically assess the health and performance of the overall Initiative and collaboration (between ITU, Cisco, DTCs) to enable corrective actions where necessary and ensure that the objectives of the Initiative are being achieved.

Methodology and timeframe



- ☐ The framework relies on a mixed quantitative and qualitative approach.
- ☐ The assessment is based on the KPIs and the Operating Guidelines (2022).
- ☐ This exercise was conducted at the end of 2024, before the renewal of the cooperation agreements. Timeframe analysed: 2022 – 2024.

Assessment criteria: Five key parameters

Beneficiary reach and diversity

- The DTC met or exceeded targets for the number of course participants trained during the assessment period
- The DTC was successful at including rural or underserved communities in its training
- The DTC achieved gender balance among beneficiaries during the assessment period

Deployment of DTCl training courses

- The DTC met or exceeded the target for the “*Number of training courses delivered*”
- The DTC met or exceeded targets for the number of training of trainers conducted

Participation in DTCl events

- Attendance in DTC annual virtual meetings during the assessment period
- Participation in face-to-face global meetings
- Participation in virtual train-the-trainer sessions organised by the initiative
- The DTC focal persons are easily accessible and responsive to requests from the Initiative

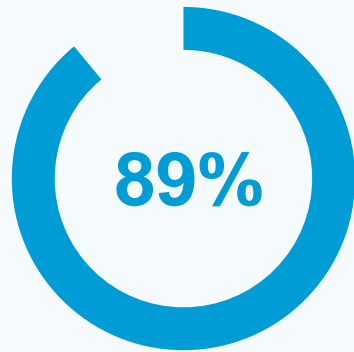
Planning and reporting

- The DTC prepared and submitted workplans within stipulated timeframe
- The DTC prepared and submitted reports within stipulated timeframe
- The DTC was successful in implementing at least 80% of its planned training courses

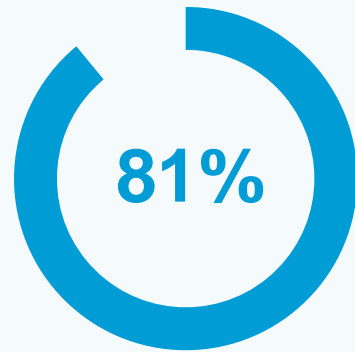
Communication and visibility

- The DTC has submitted at least 1 impact story or ITU Academy DTC news story
- The DTC takes active steps to promote its activities through various media platforms (traditional and new media)
- The DTC shares resources and expertise with other centres

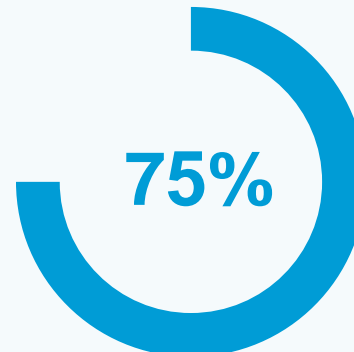
Overall results and key findings



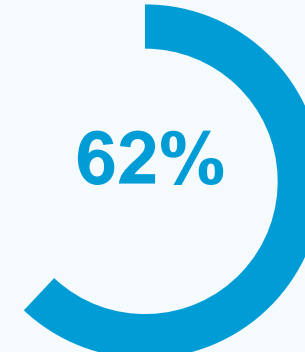
**Participation in
DTCL events**



**Beneficiary reach
and diversity**



**Training courses
delivered**



**Planning and
reporting**



**Communication
and visibility**

Next steps



Share individual results/key highlights with DTCs



Develop tools and methodologies to support DTCs in planning, executing, documenting and/or communicating on their activities



Continue to provide tailored support to DTCs in the planning and execution of activities implemented under the Initiative



Provide M&E capacity support to DTCs where required to improve data collection and analysis (towards impact assessment)



Revise and improve the templates for the training plans and reports, as well as the overall reporting process/timeframe



Continue to conduct assessments periodically

More information on individual DTC assessments can be discussed during the upcoming consultations.



Q&A



Thank you!