Global DTC Workshop & ATC Annual Meeting
10-12 June 2025
The Crowne Plaza Hotel
Santo Domingo, Dominican Republic

Detailed agenda of ATC meeting

Time	Day 1: Tuesday, 10 June 2025
08:45 – 9:30	**Arrival and registration of participants** Participants arrive to the venue and pick-up their badges at the registration desk (look for halls: Americas and Oceania, hotel ground floor).
09:30 – 10:30	**Opening session** **Photo session**
10:30 – 11:00	**Coffee break**
11:00 – 11:30	**Overview of DTC and ATC programmes and objectives of the meetings** This session will provide an overview of the Digital Transformation Centres (DTC) Initiative and the ITU Academy Training Centres (ATC) programme, which are ITU's two flagship capacity development programmes, it will recall the objectives of each initiative, highlighting

	their core content, similarities and differences, as well as their respective results and impact achieved to date. The session will also introduce the methodology of the two meetings (Global DTC Workshop and ATC annual meeting), explaining the rationale behind the structure and design of the sessions. **Presentation (15 minutes)** • Ms Susan Teltscher, Head, Capacity and Digital Skills Development Division, ITU **Q&A (15 minutes)** **Moderator:** Ms Robyn Fysh, Senior Project Manager, ITU
11:30 - 12:30	**ATC/DTC introductions and networking** This segment will consist of an energiser and warm-up exercise through which all participants (from both ATC and DTC programmes) can get acquainted or reacquainted with each other and share insights on their organisation, including the most fulfilling aspects from their work and role as an ATC or DTC. **Moderator:** Mr Emil-Eugen IUGA, Capacity and Skills Development Officer, ITU *At the end of the activity, participants will be invited to explore the ATC-DTC poster gallery, during the lunch break and throughout the duration of the meeting,*
12:30 – 14:00	**Lunch break**

14:00 - 15:30	**Updates on the ATC programme** (30 minutes) After a quick debrief of the workshop pre-meeting poll, the first part of this session will provide an overview of the implementation of the ATC programme over the past year. It will include key highlights of the activities conducted under the programme (presented by ITU), as well as relevant updates. **Presentation/Moderated by (15 minutes)** • Ms Susan Teltscher, Head, Capacity and Digital Skills Development Division, ITU **Q&A (15 minutes)** **Reporting on training courses** (15 minutes) The second part of the session will focus on a demo / walkthrough of the reporting dashboard for ITU Academy (and ATC) training courses and the monitoring of the main KPIs for the platform, users, catalogue as well as trends analysis and user evaluation feedback. • Ms Celia Pellet, Associate Capacity Development Officer, ITU (moderator) **Q&A (15 minutes)** **Training evaluation framework for ATC programme courses** (30 minutes) This part of the session will focus on an overview of the training evaluation framework currently in place for ITU Academy (and ATC) training courses. Following a plenary-based participatory approach, it will provide a refresher of the process, end-training feedback (Level 1 in the Kirkpatrick model) as well as detail the recently launched post-training survey for impact evaluation (Level 3 in the Kirkpatrick model). • Mr Emil-Eugen IUGA, Capacity and Skills Development Officer, ITU (presenter/moderator)
15:30 – 16:00	**Coffee break**
16:00 – 17:00	**Impact evaluation results for ATC programme courses** (30 minutes)

Continuing from the previous session, ITU will share the common trends emerging from the Level 3 results to date and focus on demonstrating on-the-job training application of ITU Academy courses. The session will also revisit the L1 main themes regarding points of strength for ATC courses and suggestions based on learner feedback. The session will also propose a space for personal reflection, as well as allow for groupwork exchanges between the delegates to analyse and interpret the resulting tendencies from the application of the evaluation framework.

- Ms Guiomar Levi-Setti, Junior E-learning Officer, ITU (presenter)
- Mr Emil-Eugen IUGA, Capacity and Skills Development Officer, ITU (moderator)

Q&A (15 minutes)

Closing

19:00	**Welcome cocktail at the Hotel swimming pool**

Time	Day 2: Wednesday, 11 June 2025
09:00 – 10:30	**ATC best practices** The session will focus on several of the success factors for meeting the programme's KPIs following the previous day's analysis on the impact evaluation results and capitalize on the exchange of best practices among the participating institutions. There will be two formats via which this will be conducted across two morning sessions before and after the coffee break, noting that the focus of these exercises will be on *online, instructor-led training courses*. The morning session will zoom in on best practices for (i) ensuring a high overall satisfaction rate from the learners (vis-à-vis content quality, relevance) and (ii) securing high registration numbers. **Groupwork activity, followed by plenary debrief** **Moderator**: Ms Guiomar Levi-Setti, Junior E-learning Officer, ITU
10:30 – 11:00	**Coffee break**

11:00-12:30	**ATC best practices and lessons learned** (60 minutes) Keeping the focus on the programme's KPIs, the session will aim to capture lessons learned for the parameters related to: retention of learners (reducing drop-out rates), reach (ensuring geographical and gender diversity), and learner assessment of course delivery (positive evaluation of instructor and facilitation). Participants will be asked to contribute to a common takeaway template, working in groups to exchange lessons learned as well as evaluate the contributions of the other groups in order to identify emerging themes, and/or capture outstanding ideas for use. **Groupwork activity, followed by plenary debrief (20 minutes)** **Moderators:** • Ms Celia Pellet, Associate Capacity Development Officer, ITU • Mr Emil-Eugen IUGA, Capacity and Skills Development Officer, ITU **Closing** *This session will be followed by a common activity focusing on best face-to-face training practices, together with the DTC delegates. ATC participants are encouraged to consult the posters on display in the common areas, during the lunch break.*
12:30 – 14:00	**Lunch break**
14:00-15:30	**Face-to-face training: best practices (joint ATC-DTC session)** (90 minutes) This session will bring together ATC and DTC participants to touch upon lessons learned from organizing, designing and delivering face-to-face training and documenting/delivering success stories under the ATC and DTC programmes. Participants will work together to identify commonalities and well as differences faced in the organization of in-person training courses, analysing the challenges shared by the participating institutions via the posters. The groupwork will focus on putting together the elements for building the success factors in key areas which create an ecosystem for effective face-to-face training. **Groupwork activity, followed by plenary debrief**

	Moderators: • Ms Sara Bennouna, Junior Digital Skills Officer, ITU • Ms Celia Pellet, Associate Capacity Development Officer, ITU
15:30 – 16:00	**Coffee break**
16:00 - 17:00	**Collaboration within the ATC network (30 minutes)** This session will showcase the details of a concrete collaboration between two of the ATCs towards the delivery of a joint training course ("Strengthening cybersecurity through effective CSIRT and SOC models"). It will focus on the inception of the idea, discussion process, establishing roles and responsibilities, recommendations and takeaways to date. **Presentation (15 minutes):** • Ms Rūta Jašinskienė, NRD CS, Lithuania • Mr Jonathan Mwakijele and Ms Anita Natwati, AFRALTI, Kenya **Q&A, discussion (15 minutes)** **Mapping potential future common projects (ATC marketplace) (20 minutes)** Drawing on the previous year's 'marketplace' (2024 mid-year online meeting), ATCs will network during the event and explore potential collaborations. **Plenary discussion** **Moderator:** Mr Emil-Eugen IUGA, Capacity and Skills Development Officer, ITU **Closing**
18:30	**Dinner: "Dominican evening" (at the "Atarazana" restaurant)** *Transportation by bus will be arranged by the Host from the hotel to the Colonial Zone, where the restaurant is located.*

Time	Day 3: Thursday, 12 June 2025
09:00 – 10:30	**ITU Academy updates** During this session, delegates will receive updates on latest developments of the ITU Academy platform (design, coordinator-focused features, interface changes) as well as the roadmap of upcoming developments for 2025. They will also have the opportunity to provide feedback and inputs in terms of functionalities and overall use of the platform through a plenary dialogue with the ITU Academy team. **Presentation/Moderated by** • Ms Celia Pellet, Associate Capacity Development Officer, ITU • Ms Guiomar Levi-Setti, Junior E-learning Officer, ITU **Q&A, discussion**
10:30 – 11:00	**Coffee break**
11:00 - 12:30	**Next steps for the ATC network (90 minutes)** **Planning** During the first part of the session delegates will be provided with an overview of the upcoming 2025 courses as well as the details for kickstarting the planning process for 2026. **Presentation/Moderated by (10 minutes)** • Ms Celia Pellet, Associate Capacity Development Officer • Ms Guiomar Levi-Setti, Junior E-learning Officer **Q&A (10 minutes)** **ATC programme – future compass** During this part of the session, delegates, together with the ITU team will participate in an activity intended to capture the foreseeable path for the ATC programme over the next 3 years, mapping needs, risks, enablers as well as necessary actions to successfully complete the vision.

	Group activity, followed by plenary debrief (60 minutes) **Moderator:** Mr Emil-Eugen IUGA, Capacity and Skills Development Officer, ITU **Closing**
12:30 – 14:00	**Lunch break**
14:00-15:30	**Future of digital skills training (joint ATC-DTC session)** This working session will explore the market for emerging digital skills needs. The discussions will focus on core needs at basic, intermediate and advanced levels. The delegates will reflect on the evolution of training needs in the coming years and capture the impact of these changes on the training catalogue of their institution. Further, they will discuss strategies for adapting to the new market requirements and identify required actions to continue delivering high quality training. **Groupwork activity, followed by plenary debrief** **Moderators:** • Mr Alfie Hamid, Head, Global Strategic Partnerships, Cisco • Ms Susan Teltscher, Head, Capacity and Digital Skills Development Division, ITU
15:30 – 16:00	**Coffee break**

16:00 – 17:00	**Feedback and open-mic takeaways** ATC and DTC participants will be invited to share their feedback on the meetings by responding to an evaluation form, as well as by sharing, in the plenary, their perceptions on the main outcomes, takeaways and way forward. **Summary and closing** • Ms Susan Teltscher, Head, Capacity and Digital Skills Development Division, ITU • Mr Alfie Hamid, Head, Global Strategic Partnerships, Cisco • Representative from CTC, Dominican Republic