

## Global DTC Workshop & ATC Annual Meeting

10-12 June 2025

The Crowne Plaza Hotel

Santo Domingo, Dominican Republic

### Detailed agenda of DTC workshop

Time	Day 1: Tuesday, 10 June 2025
08:45 – 09:30	<b>Arrival and registration of participants</b> 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	<b>Opening session</b> <b>Photo session</b>
10:30 – 11:00	<b>Coffee break</b>
11:00 – 11:30	<b>Overview of DTC and ATC programmes and objectives of the meetings</b>  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

	<p>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.</p> <p><b>Presentation (15 minutes)</b></p> <ul style="list-style-type: none"> <li>• Ms Susan Teltscher, Head, Capacity and Digital Skills Development Division, ITU</li> </ul> <p><b>Q&amp;A (15 minutes)</b></p> <p><b>Moderator:</b> Ms Robyn Fysh, Senior Project Manager, ITU</p>
<b>11:30 - 12:30</b>	<p><b>DTC/ATC introductions and networking</b></p> <p>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.</p> <p><b>Moderator:</b> Mr Emil-Eugen IUGA, Capacity and Skills Development Officer, ITU</p> <p><i>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,</i></p>
<b>12:30 – 14:00</b>	<b>Lunch break</b>

14:00 - 15:30	<p><b><u>Updates on the DTC Initiative (60 minutes)</u></b></p> <p>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 DTC Initiative over the past year. It will include key highlights of the activities conducted under the Initiative (presented by ITU), as well as updates from DTCl partners.</p> <p><b>Presentations (45 minutes)</b></p> <ul style="list-style-type: none"> <li>• Ms Robyn Fysh, Senior Project Manager, ITU</li> <li>• Mr Alfie Hamid, Head, Global Strategic Partnerships, Cisco</li> <li>• Ms Giovanna Bottani, Director of Operations, ST Foundation</li> </ul> <p><b>Q&amp;A (15 minutes)</b></p> <p><b>Moderator:</b> Mr Alex-Kojo Boahoma, Capacity and Skills Development Officer, ITU</p> <p><b><u>DTC poster session (30 minutes)</u></b></p> <p>The second part of the session will provide the opportunity for DTCs to share and review each other's key activities and updates, through an interactive poster session. Each DTC representative will be tasked to review the poster of another DTC and pose questions, share observations and/or provide feedback. The poster showcase gallery will remain open and accessible throughout the workshop and will serve as a platform to share insights and exchange lessons learned.</p> <p><b>Moderator:</b> Ms Sara Bennouna, Junior Digital Skills Officer, ITU</p> <p><i>At the end of the activity, a Mentimeter poll will be conducted to introduce the following session.</i></p>
15:30 – 16:00	<b>Coffee break</b>
16:00 – 17:00	<b>Overcoming DTCl implementation challenges on the ground</b>

	<p>This session will consist of a hands-on group activity through which DTC participants will unpack some of the challenges faced on the ground, share best practices and explore solutions together. Participants will be divided into four groups, with each group assigned to one of the top 4 challenges encountered by DTCs in the implementation of their activities.</p> <p><b>Group discussion (30 minutes)</b></p> <ul style="list-style-type: none"> <li>Guiding questions <ul style="list-style-type: none"> <li>Discuss the challenge that was assigned to your group.</li> <li>What has your DTC put in place to solve these challenges or mitigate the risks?</li> <li>If you have not yet tried to implement a solution, brainstorm with your group on potential strategies to address the identified issues.</li> </ul> </li> </ul> <p><b>Reporting back in the plenary (20 minutes)</b></p> <p><b>Moderator:</b> Ms Robyn Fysh, Senior Project Manager, ITU</p>
<b>19:00</b>	<b>Welcome cocktail at the Hotel swimming pool</b>
<b>Time</b>	<b>Day 2: Wednesday, 11 June 2025</b>
<b>08:00 – 09:00 (TBD)</b>	<b>08:00:</b> DTC participants will gather at the designated meeting point (hotel lobby) to board the bus/van. Commuting to the CTC training centre “La Nueva Barquita” is expected to take between 45 minutes and one hour. All morning sessions will take place at the CTC training centre.
<b>09:00 – 10:30</b>	<p><b>Site visit to the local CTC training centre “La Nueva Barquita” and presentation by CTC on their operating model</b></p> <p>This site visit will be organised and led by the CTC team. It will include a tour of the facilities of the centre and will showcase how DTC training activities are typically conducted by the DTC in the Dominican Republic. The visit will be followed by a presentation on CTC’s operating model.</p>

	<b>Presentation</b> <ul style="list-style-type: none"> <li>Mr Nelson Nunez, Head of the Technological Training Department, Centros Tecnologicos Comunitarios (CTC)</li> </ul>
<b>10:30 – 11:00</b>	<b>Coffee break</b>
<b>11:00-12:30</b>	<p><b>DTC models of operation: “DTCs in action: Behind the scenes, beyond the screens”</b></p> <p>Prior to this session, each DTC was asked to produce a short video showcasing a typical day of training, and how DTC training activities are usually organised and conducted in their centres. The session will serve as a platform for DTCs to present and share their operating models through a video format.</p> <p>In small groups, DTCs will review each other’s videos and operating models, and will engage in discussions focusing on all practical aspects related to training delivery (organisation, logistics, mobilisation of participants, role of instructors, etc).</p> <p><b>Group activity (60 minutes): Viewing of videos and small group discussions</b></p> <ul style="list-style-type: none"> <li>Guiding questions <ul style="list-style-type: none"> <li>What have you learned about the DTCs’ operations based on these videos? Please share at least one thing you appreciate about the work of the DTC.</li> <li>What stood out the most to you in terms of how the DTCs organize their training activities?</li> <li>Moving forward, which practice would you take to apply to your own DTC training activities?</li> </ul> </li> </ul> <p><b>Reporting back in the plenary (20 minutes)</b></p> <p><b>Moderator:</b> Ms Sara Bennouna, Junior Digital Skills Officer, ITU</p> <p><i>After this session, DTC participants will return to the workshop venue (Crown Plaza Hotel) for lunch.</i></p>
<b>12:30 – 14:00</b>	<b>Lunch break</b>
<b>14:00-15:30</b>	<b>Face-to-face training: best practices (joint ATC-DTC session) (90 minutes)</b>

	<p>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.</p> <p><b>Groupwork activity, followed by plenary debrief</b></p> <p><b>Moderators:</b></p> <ul style="list-style-type: none"> <li>• Ms Sara Bennouna, Junior Digital Skills Officer, ITU</li> <li>• Ms Celia Pellet, Associate Capacity Development Officer, ITU</li> </ul>
<b>15:30 – 16:00</b>	<b>Coffee break</b>
<b>16:00 - 17:00</b>	<p><b>DTCI operating guidelines updates</b></p> <p>During the first part of the session, updates on the latest DTCI operating guidelines will be shared with the DTCs, with a particular focus on the revised key performance indicators and implications. The session will also include a discussion on performance assessment of the DTC Initiative and the DTCs.</p> <p><b>Presentation (15 minutes)</b></p> <ul style="list-style-type: none"> <li>• Ms Robyn Fysh, Senior Project Manager, ITU</li> </ul> <p><b>Q&amp;A and group activity (30 minutes)</b></p> <p><b>Moderator:</b> Ms Susan Teltscher, Head, Capacity and Digital Skills Development Division, ITU</p>
<b>18:30</b>	<p><b>Dinner: “Dominican evening” (at the “Atarazana” restaurant)</b></p> <p><i>Transportation by bus will be arranged by the Host from the hotel to the Colonial Zone, where the restaurant is located.</i></p>

Time	Day 3: Thursday, 12 June 2025
09:00 – 10:30	<p><b><u>DTCI impact assessment: overview and group activity</u></b></p> <p>This session will introduce DTCs to the ITU impact assessment methodology developed and piloted with one DTC. It will follow the following process: Problem/situational analysis – design – case study – feedback/discussions. Representatives from the DTC in Uganda will share their experience in conducting the pilot.</p> <p><b>Problem analysis: Mentimeter activity (10 minutes)</b></p> <p><b>Presentations (25 minutes)</b></p> <ul style="list-style-type: none"> <li>• Design and methodology: Mr Alex-Kojo Boahoma, Capacity and Skills Development Officer, ITU</li> <li>• Case study from DTC Uganda: Mr Francis Bwire, Administrative Officer, Uganda Institute of Information &amp; Communications Technology (UICT)</li> </ul> <p><b>Feedback and discussion (10 minutes)</b></p> <p><b>Moderator:</b> Ms Robyn Fysh, Senior Project Manager, ITU</p> <p><b><u>Consultations with ITU and Cisco</u></b></p> <p>These consultations will consist of one-to-one conversations with ITU and/or Cisco staff, during which DTC representatives will present their training plans, reports, concept notes/training proposals, and unpack challenges related to planning and implementation. In advance of these consultations, DTCs are encouraged to prepare specific items or issues they would like to raise with the DTCI team, including questions pertaining to the latest updates (operating guidelines, performance assessment of DTCs, etc).</p> <p>In parallel with the consultation sessions, there will be space and time for participants to engage in bilateral discussions with DTCI partners or other DTCs.</p>
10:30 – 11:00	Coffee break

<b>11:00 - 12:30</b>	<b>Consultation sessions with ITU and Cisco (continued)</b>
<b>12:30 – 14:00</b>	<b>Lunch break</b>
<b>14:00-15:30</b>	<p><b>Future of digital skills training (joint ATC-DTC session)</b></p> <p>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.</p> <p><b>Groupwork activity, followed by plenary debrief</b></p> <p><b>Moderators:</b></p> <ul style="list-style-type: none"> <li>• Mr Alfie Hamid, Head, Global Strategic Partnerships, Cisco</li> <li>• Ms Susan Teltscher, Head, Capacity and Digital Skills Development Division, ITU</li> </ul>
<b>15:30 – 16:00</b>	<b>Coffee break</b>
<b>16:00 – 17:00</b>	<p><b>Feedback and open-mic takeaways</b></p> <p>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.</p> <p><b>Summary and closing</b></p>



	<ul style="list-style-type: none"> <li>• Ms Susan Teltscher, Head, Capacity and Digital Skills Development Division, ITU</li> <li>• Mr Alfie Hamid, Head, Global Strategic Partnerships, Cisco</li> <li>• Representative from CTC, Dominican Republic</li> </ul>
--	--