



Digital Transformation Centres

DTC News

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In this second issue of the DTC News, we feature the Community Technology Centre (CTC), an ITU DTC in the Dominican Republic. CTC is a public training institution headquartered in Santo Domingo delivering technical and digital skills training at basic, intermediate and advanced levels.

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The Community Technology Centre targets to train 140'000 citizens in phase 1 of Initiative

The Community Technology Centre (CTC) in the Dominican Republic targets to provide free digital skills training to approximately 140'000 citizens by the end of phase 1 of the ITU Digital Transformation Centres Initiative (DTC). These ambitious and challenging figures were shared by Jonny Beltran, Deputy Director of CTC and designated Focal Point for the ITU DTC Initiative. In this exclusive feature, we look at how CTC plans to contribute towards digital skills development in the Dominican Republic that will serve as a good practice to be shared with other countries.

CTC is one of three ITU Digital Transformation Centres (DTC) in the Americas region taking part in phase 1 of the Initiative. The institution is mandated by the Government of the Dominican Republic to drive the digital skills development strategy and programmes for the country.



The CTC training network

CTC has a network of 104 operational community centres spread throughout the Dominican Republic. These centres are equipped with the basic infrastructure and equipment to enable them to conduct digital training. CTC plans to use these centres for the delivery of digital skills training to local communities. Currently CTC is delivering courses based on Cisco and HP content nationally that is made available through the DTC initiative. Plans for face-to-face delivery

of training were disrupted by the Covid-19 pandemic, and to cope with this situation CTC quickly shifted to virtual learning modalities only. While this has overcome the barriers related to distance with regard to the organisation of trainings, it has also encountered a challenge related to connectivity, as not all areas in the country have Internet access or stable and reliable connectivity for online learning.

Training programme

CTC already trained 77 Cisco trainers, 30 HP Life trainers, and 3'500 citizens since the beginning of the implementation of their training plan in February 2020. According to the training plan, the goal is to train 16'550 citizens before the end of July 2020 and about 100'000 citizens by the end of December 2020. Starting from June 2020, both the number of trainers and participants trained will increase exponentially.

CTC has organized its training programme into different paths, which allow citizens to opt for a certificate endorsed by either the ITU, Cisco or HP. Under this design, participants are encouraged to pick a mix of courses that

will cover a course in line with their preference for employability or entrepreneurship. For example, the paths available through Cisco Academy equip participants with technical skills such as networking, cybersecurity, and programming (e.g., Python, C++), while the paths available through the HP Life programme equip participants with soft skills beneficial for entrepreneurs such as communication and leadership, entrepreneurship and innovation, finance, marketing and operations. According to CTC management, this design fits well with the mix of competencies for the digital world where technical skills must be complemented by soft skills.

DTC operating model

CTC developed an operating model which they apply to the DTC Initiative to make it efficient and effective. The model consists of ten major processes, namely 1) administration of relations with ITU, Cisco and HP Academies; 2) identification of training paths and scheduling of training sessions; 3) training and selection of trainers; 4) supervision of training sessions; 5) preparation and promotion of training campaigns; 6) enrolment of participants in the courses; 7) training delivery; 8) quality evaluation by users; 9) closing of the training and 10) preparation of the reports and project dashboard. Each of these processes have a step-by-step systematic guide to all trainers on

how to manage the DTC Initiative and ensure that it becomes an efficient tool to deliver quality digital skills training. The instructors select the training to be delivered based on their knowledge of the priority training needs in the country. The instructors also ensure that the delivery of the training meets the highest quality standards. The instructors are encouraged to be innovative in their course design and to add value to the content through practical, localised and interactive activities to ensure easier knowledge assimilation. In addition, all the trainers are required to go through a workshop dedicated to online teaching.



Communication strategy

CTC uses various channels to promote the courses and attract participants. This includes the use of digital channels such as websites, social media, press releases, radio and television advertisements as well as their network of community centres throughout the country. All citizens between 16 and 50 years old are invited to join the training courses. Particular attention is given to the underserved communities and women. CTC is committed to close the gender digital divide and counted on the attendance of

3'667 girls in the virtual celebration of Girls-in-ICT Day this year. A key element of a successful promotional campaign is to showcase real-life success stories to motivate other citizens to follow a similar path. However, the overall impact of the Initiative is also captured through questionnaires shared with beneficiaries before the training and on a regular basis after the training in order to properly assess the impact on citizens and their careers.

Government support

In the Dominican Republic, CTC and the Digital Transformation Centres Initiative count on the support of the office of the President and Vice President of the Dominican Republic. Other key public institutions such as the Social Protection Programme of the Government (PROSOLI), the Dominican Institute of Telecommunications, and the Institute of Public Administration, have become partners.

respect CTC organised an online webinar Republic on 1st of May for key stakeholders in the digital skills development space in the Dominican Republic to share experiences about digital transformation in general and the ITU DTC Initiative in particular, in view of the Covid-19 pandemic.

CTC is honoured to be part of phase 1 of the ITU DTC Initiative and looks forward to accelerating the delivery of digital skills to the people of the Dominican Republic. In this

CTC looks forward to sharing experiences and learning how other DTC network partners are implementing their programmes. "We learn more when we share more" said CTC Deputy Director Jonny Beltran.





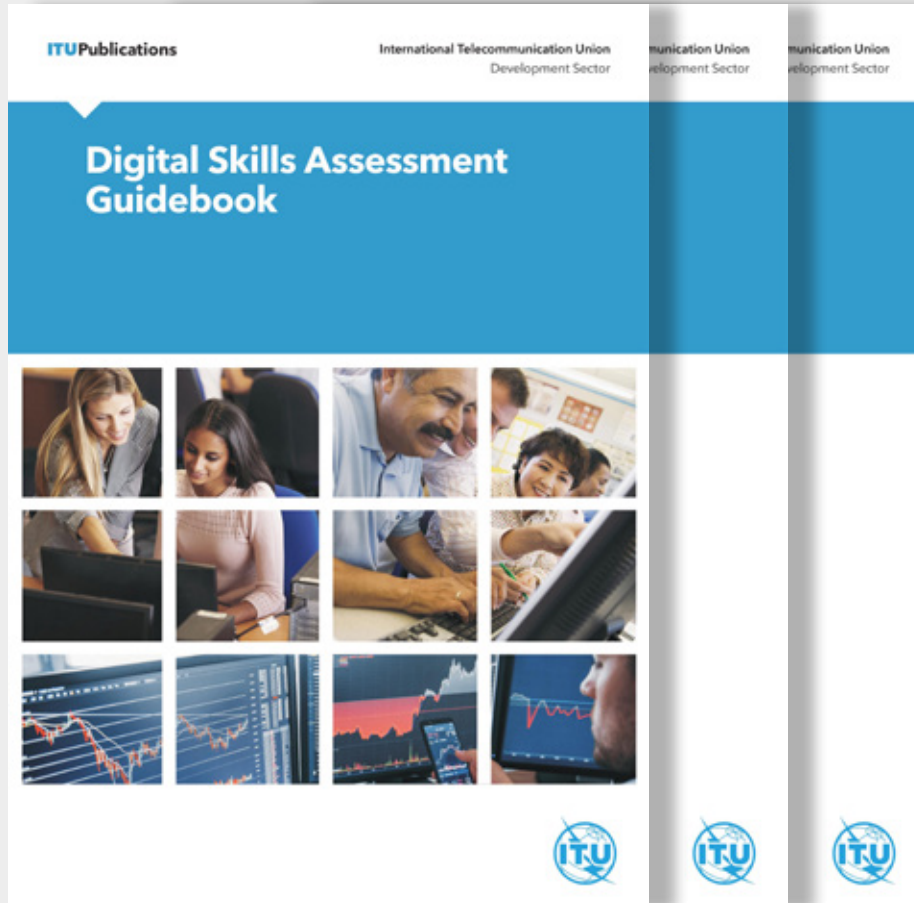
Brazilian government pledges funding to IFB to support the DTC to reach underserved areas

The Brazilian Government has pledged financial support to [Instituto Federal de Brasília \(IFB\)](#), the ITU DTC in Brazil, to implement its digital skills training programmes under the Digital Transformation Centres Initiative over a three-year period. The financial contribution of 10'000'000 Reais (approximately US\$ 2'000'000), will involve the construction of 5 training centres in remote areas of Brazil. Each centre will be fully equipped with learning facilities such as classrooms and computer laboratories, boarding facilities, canteens and recreational facilities.

The centres will be able to run digital skills training programmes for people within the surrounding communities.

Construction of the training facilities will start before the end of this year.

Speaking on the financial offer, Mr Paulo Wanderley, IFB Dean of Community Affairs, explained that the financial support reflects the Government's commitment to the DTC Initiative and the development of digital competencies for all Brazilians.



ITU launches the digital skills assessment guidebook

In May 2020, ITU launched the Digital Skills Assessment Guidebook to assist policymakers and other stakeholders, such as partners in the private sector, non-governmental organizations and academia, who may need to undertake skills assessments at the national level. It is a practical step-by-step tool helping users to identify national digital skills gaps and requirements. The guidebook builds on the Digital Skills Toolkit that was launched by ITU in 2018.

“As necessary digital skills continue to grow in number and complexity, countries are in need of well-structured approaches to identify current digital skills levels and manage future requirements,” said Doreen Bogdan-Martin, Director of the ITU Telecommunication

Development Bureau. “Furthermore, COVID-19 has highlighted with more urgency the digital skills divide. The Guidebook will assist countries, especially in the developing world, to undertake national digital skills assessments to determine their current digital skills levels as well as their current and future digital skills requirements.”

The guidebook can be a useful tool for DTCs in the development of their training plans, considering areas of greatest need for digital skills training. It can also be useful when putting together evidence-based proposals for resource mobilization from governments, partners and development agencies that may wish to support a DTC to implement their digital skills training programmes. The Digital Skills Assessment Guidebook can be accessed ([here](#)).



Papua New Guinea gets ready to roll out its 2020 digital training plan

The Papua New Guinea University of Technology (PNGUoT), one of the ITU Digital Transformation Centres (DTC) in the Asia-Pacific region, is ready to roll out its training plan, following a delayed start due to the Covid-19 induced lockdown. The participants will undergo the Cisco "Get Connected" basic level digital skills training, which will be delivered by the Royal Melbourne Institute of Technology (RMIT) of Australia, on behalf of Cisco. The participants are mainly the coordinators of the Distance Learning Centres spread across Papua New Guinea (PNG). After the training, each of the participants will be expected to oversee and accelerate the rollout of this training course in various parts of PNG.

During the launch, the Regional Director of the ITU Regional Office for Asia and the Pacific, Ms Atsuko Okuda, said *"I believe that the DTC program in Papua New Guinea will be able to scale up digital skills at the national level and support bridging the digital divide. More such trainings are needed to accelerate the national digital transformation journey to meet the Sustainable Development Goals."*

This DTC program in Papua New Guinea further builds on ITU's engagements on various pillars of the digital ecosystem including digital infrastructure, digital agriculture, digital government, emergency telecommunication, cybersecurity and digital skills. These efforts are intended to support the government in accelerating the country's digital transformation journey.



The Coordinator of the DTC programme at Unitech, Dr Tindi Seje Nuru, stated that besides the restrictions brought about by COVID-19, Internet connectivity remains a challenge, especially in the rural and semi-urban settings.

"Some people do not have internet in the home, and for those that have, it may not be stable enough to sustain online learning," he said.

PNGUoT intends to work closely with the District Administrators and community leaders in PNG as they roll out the training throughout the country. In this regard, they are pleased to have the support and backing of the National Information and Communications Technology Authority (NICTA). For the first month-long training-of-trainer program, NICTA is subsidising data connectivity to the participants.

The Chief Executive Officer of NICTA Mr Charles Punaha said *"Digital Economy is a key agenda of PNG Government and NICTA is grateful to the ITU and partners, CISCO and RMIT, for affording PNG this opportunity to benefit from the DTC programme. Together with the PNGUoT, we endeavour to ensure that the programme does deliver on its primary objective of digital skills transfer that will enable more of our people to participate meaningfully in the digital economy."*

PNGUoT is counting on the support and partnership with the Royal Melbourne Institute of Technology (RMIT) in Australia, which is a Cisco Network Academy and an ITU Academia Member.

RMIT is working with the DTC as an Academy Support Centre and has joined NICTA, ITU and Cisco in putting together the DTC 2020 train-the-trainer plan for PNGUoT.

"Empowering all people with career possibilities is what Cisco Networking Academy does every day. Being an innovator in the education space, we help learners, educators, and employers keep up and keep moving forward. Initiatives like the DTC training plan will see unlocked potential taking the lead to solve some of the most pressing challenges of today," said Emma Broadbent, CSR Manager Cisco Networking Academy.

PNGUoT plans to train by year end at least 200 teachers at primary, secondary and tertiary levels across the country, as well as 220 people within the communities focusing on youth, farmers, artisans and small and medium enterprises. They also plan to train 80 civil servants, focusing mainly at provincial Administrative Officers. Training activities are scheduled every month until the end of the year to maintain the training momentum.

As the situation slowly returns to normal, the number of training courses will be increased, with some activities running in parallel across different target groups. The DTC in PNG is now ready to roll out its training implementation plan.

The Digital Transformation Centres Initiative was launched by ITU in partnership with Cisco in September 2019





Ecole Multinationale Supérieure des Postes launches DTC phase 1 training plan

The Ecole Multinationale Supérieure des Postes (EMSP), an intergovernmental training institution for eight member states of French-speaking Africa, is an ITU DTC based in Abidjan, Côte d'Ivoire. EMSP plans to train 5'000 citizens during phase 1 of the DTC Initiative. Among the groups targeted under the training are youth, teachers, trainers, start-ups, SMEs, and people in rural communities. It also includes policymakers, executives and senior managers with the aim of equipping them with the knowledge and skills to design and implement sound and effective digital skills programmes. It is, however, noteworthy that the young people, mostly graduates and school leavers who are on the job market, constitute 50% of the people to be trained. EMSP notes that these young people need to be equipped with job ready digital skills to improve their employability prospects in the digital economy, as well as to improve their efficiency and effectiveness.

"Youth unemployment is the greatest challenge we face in this region, yet there are so many employment opportunities being created by the digital economy", stated Michel Touré, Director General of EMSP.

In order to fully implement its training plan, EMSP developed an implementation strategy which comprises a communication plan, a partnership strategy and a financing model. The partnership strategy involves a partnership mobilization drive, based on a potential partnership mapping at national and international level. The mapping covers potential technical partners from international ICT organizations, telecom operators, ICT incubators, and private sector companies; financial partners such as international development banks, national public sector institutions, and foundations; and partners from academia such as universities and polytechnical schools.



A cooperation agreement will be signed with ITU to launch the partner mobilization campaign.

EMSP is planning to start the training activities online in light of the Covid-19 pandemic, and thereafter expand to face-to-face training for citizens as the situation improves. The face-to-face training will cover training on digital literacy, digital camps for young people, specialized courses for entrepreneurs as well as workshops on digital transformation.

Through this initiative, EMSP intends to position itself as a major player contributing to bridging the digital divide among member states and across Africa.

Know Your DTCs

Americas

IFB - Brazil
CTC - Dominican Republic
CTNA - Paraguay

Africa

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

Asia-Pacific

BPPTIK - Indonesia
PNGUoT - Papua New Guinea
DICT - Philippines