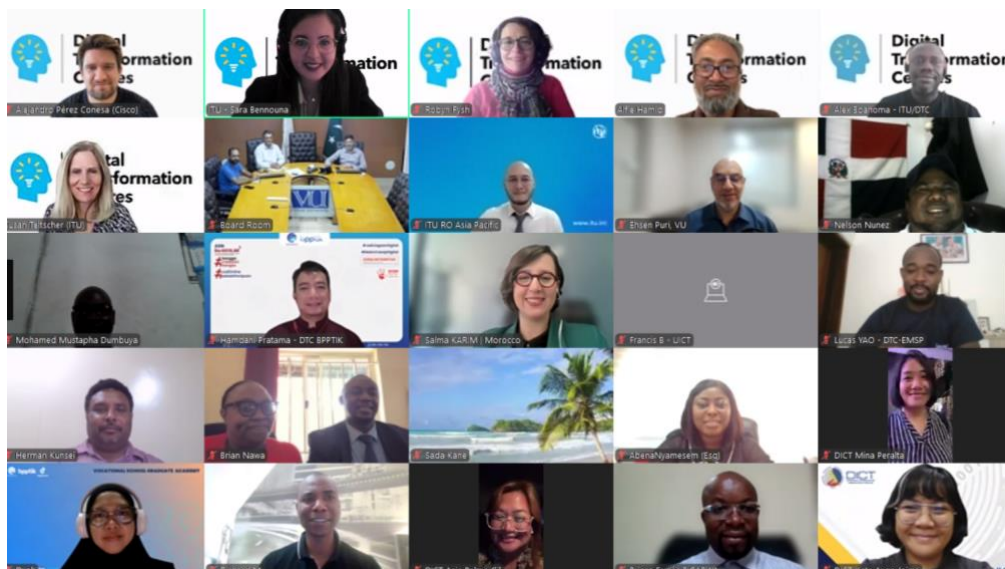# Digital Transformation Centres Initiative Virtual meeting

7 NOVEMBER 2024

REPORT

INTRODUCTION

The Digital Transformation Centres Initiative (DTCI) virtual meeting was held on 7 November 2024. It was organised by the International Telecommunication Union (ITU) in partnership with Cisco. The meeting was attended by 39 participants, who included representatives from the Digital Transformation Centres (DTCs), as well as Cisco and ITU staff. The agenda and list of participants are available in annexes 1 and 2 respectively.

The virtual meeting was organised as part of the planned annual activities of the Initiative. It provided updates on the implementation of the DTCI main activities by ITU and Cisco and served as an opportunity for the DTCs to share information on their achievements and work undertaken in the past six (6) months, since the Global DTC workshop held in Bali, Indonesia.

Further details, including the agenda, presentation slides and photos are available on the event webpage at: 5th DTC Virtual Global Meeting | ITU Academy

Welcome and objectives

Ms Susan Teltscher, Head, Capacity and Digital Skills Development, ITU, opened the meeting and welcomed participants. She emphasized the importance of bringing the DTCI community together regularly to take stock and advance on the activities which are being implemented under the Initiative. She reminded participants of the meeting's objectives, which are for ITU and Cisco to provide updates on the Initiative and to invite the DTCs to share their experiences on the work and activities undertaken over the past six (6) months. Ms Teltscher recalled the Global DTC Workshop, which was held in May 2024 in Indonesia, and expressed her appreciation to the ICT Training and Development Center (BPPTIK, serving as the DTC in Indonesia) and Indosat Ooredoo Hutchison, for hosting the event. During the workshop, training needs assessment and impact measurement emerged as essential themes to ensuring the effectiveness of DTC operations, as they allow DTCs to tailor their course offerings to the needs of the beneficiaries and reevaluate them after measuring the impact of their interventions on the ground. As a result, the DTCI team has chosen to build on the workshop takeaways and focus the virtual meeting's group discussion on the topic of impact measurement and assessment.

In her remarks, Ms Teltscher also reiterated ITU's continued commitment to supporting the DTC Initiative as a flagship digital skills programme of the Union and informed the DTCI community that several member States across all regions have requested support with digital skills development and expressed interest in joining the Initiative. The digital skills gap therefore remains a major challenge in most countries; it was at the core of the discussions at the ITU Digital Skills Forum held in September and attended by several DTCs and DTCI partners (Cisco, ST Foundation, Indosat Ooredoo Hutchison). The DTC Initiative and the work of the DTCs were featured throughout the duration of the Forum, including during the plenary discussions and at the exhibition booth. Ms Teltscher invited participants to actively engage during the virtual meeting and to reflect on the various elements featured in the programme. She called for the DTCs to continue sharing information, experiences, recent developments, and above all, maintain the community spirit within the network.

Mr Alfie Hamid, Head of Global Strategic Partnerships, Cisco NetAcad, began his remarks by inviting attendees to remember the day they first created their e-mail addresses, and reflect on how they felt after sending a message and receiving a reply. This sense of empowerment and inclusion in the digital world perfectly captures what each member of the DTC Initiative strives to achieve. Mr Hamid emphasized the importance of empowering individuals to become an integral part of the digital society, to be able to share ideas, engage in online discussions and contribute to content creation through various online platforms in an equal and equitable manner, as part of the mandate of the Initiative. In this respect, he highlighted the role of the DTCI community as a digital change agent, and indicated that measuring impact, collecting data and stories on its beneficiaries can be used to draw lessons learned from the successes achieved, but also to look ahead and set new objectives and targets on the way forward.

The session concluded with a group photo.

Agenda item 1: Updates on the DTC Initiative

Mr Alex-Kojo Boahoma, Capacity and Digital Skills Development Officer, ITU, introduced the session which consisted of two presentations delivered by ITU and Cisco to share updates pertaining the overall Initiative, and the progress made in implementing the activities and enhancing the efforts of the DTCs.

Ms Robyn Fysh, Senior Project Manager, ITU, first delivered a presentation where she shared information on the latest activities and developments that have taken place under the Initiative since the Global DTC Workshop. She began by congratulating all the DTCs for their continued efforts in delivering and scaling digital skills training programmes in their communities. Since the launch of the DTCI (and up to June 2024),

more than 389,000 course participants, of which 55 per cent are female, have been trained by the DTCs. Between January and June 2024, the DTCs reported to have trained over 76,000 course participants (57 per cent female), which is the highest number ever achieved under a reporting period since the start of the Initiative. ITU, Cisco and DTCI partners have supported seven (7) DTCs (Côte d'Ivoire, DRC, Ghana, Pakistan, the Philippines, Senegal and Zambia) in conducting citizens training and/or train-the-trainer activities. Additional activities are currently under planning for eight (8) DTCs, namely Côte d'Ivoire, the Dominican Republic, Ghana, Morocco, Pakistan, Sierra Leone, Uganda and Zambia. These will include training of citizens, train-the-trainer programmes as well as outreach and promotional activities to raise awareness on the Initiative and the work of the DTCs in local communities.

The presentation also covered other updates from the Initiative, such as the second HP-LIFE training of trainers which brought together 23 DTC instructors (12 female) who did not have the chance to attend the first training held in 2023. Given the continued demands from the DTCs, the Initiative organised advanced training sessions in both English and French, for DTC trainers who had already completed the first round of training. Ms Fysh also noted the growing interest among the DTCs in the "Introduction to Computer Basics for the Visually Impaired" (ICBVI) course. In Ghana, following the successful roll-out of train-the-trainer sessions, the Ghana Investment Fund for Electronic Communications (GIFEC) conducted two cohorts of citizens training for community members, reaching 594 visually impaired beneficiaries. In November, the Virtual University of Pakistan will organise the first ICBVI training of trainers with the support of ITU and ST Foundation, while ITU and the Uganda Institute of Information and Communication Technology (UICT) are planning to conduct the same programme in 2025. Other highlights included the ITU Digital Skills Forum held in September 2024 in Manama Bahrain, during which representatives from several DTCs participated and contributed to various discussions on digital skills and how to bridge the skills divide, as well as the completion of the development phase for the ITU course on "Introduction to digital finance for small businesses". The course is available in English, French and Spanish and will be presented to the DTCs through information or train-the-trainer sessions for the instructors.

Updates were also provided with regards to the Project "Boosting Digital Skills through Digital Transformation Centres" funded by the Government of Norway and ITU. The first phase (Norad I) closed in September 2024 and a closeout event was organised by GIFEC in June 2024 to celebrate the successful implementation of the Project in Ghana. In line with the Project wrap-up, ITU and DTC-Ghana co-created a documentary that showcases the impact of the project and how it contributed to improving the lives of individuals across the country. In October 2024, GIFEC and ITU welcomed the focal point from the Norwegian Agency for Development Cooperation (Norad) for a mission during which visits to several training sites were organised. These visits provided an opportunity for the Norad representative to attend on-going trainings and interact with participants, including some beneficiaries of the ICBVI programme. ITU and the Government of Norway continue to support the Initiative through the second Project (Norad II). In this respect, ITU continues to work closely with the DTCs to organise citizens trainings, train-the-trainer programmes and outreach and advocacy activities.

Mr Alejandro Perez Conesa, Technical Program Manager, Cisco Networking Academy (NetAcad), shared a series of updates on Cisco's new digital literacy courses and its updated NetAcad platform following the merging of the former NetAcad and Skills for All platforms into a single, one-stop platform for all Cisco resources. The convergence was completed in August 2024 and allowed for the introduction of new features as well as new courses and learning pathways which will contribute to optimize the learning experiences of DTC learners. Through its new digital literacy courses (of which two are already available), Cisco reiterates its commitment to empowering citizens with the knowledge and competencies to help bridge the digital skills gap and ensure that they can benefit from the opportunities brought by the digital world. To provide further details on the merged platform and the new digital literacy courses, Cisco and

ITU will co-organise technical sessions for DTC trainers starting the week of 11 November 2024. In addition to the technical sessions, Mr Perez-Conesa touched upon Cisco's continued support to the Initiative and engagement with the DTCI community through various Campaigns organized throughout the year (Safer Internet Day, Girls in ICT Day, etc.). The latest campaign was jointly conducted by Cisco and ITU to celebrate International Literacy Day (8 September) and promoted the new digital literacy courses, namely "Digital awareness" and "Using a computer and mobile devices". Since the start of the campaign on 9 September, more than 4,500 course participants across all DTC countries, and enrolment will remain open until 30 November. In particular, the DTCs in Pakistan, the Philippines, Morocco, Uganda and the Dominican Republic were the five centres with the highest number of engaged learners, accordingly. In the future, Cisco and ITU will continue to organize similar campaigns to encourage the DTCs to raise awareness on digital literacy and disseminate digital skills courses in their learning communities.

During the Q&A segment, DTCs inquired about the latest additions to the Cisco course catalogue, with emphasis on introductory courses on Artificial Intelligence (AI) that can be rolled out to the communities. Mr Perez Conesa mentioned that these courses are already available on the NetAcad platform and will be covered by Cisco during the upcoming technical sessions. DTCs also renewed their interest in having a unified tool or platform that enables each DTC to monitor the total number of course enrolments, course completion rates and other metrics under the overall Initiative and across the entire DTCI course catalogue (regardless of the content provider). Currently, each DTCI partner (Cisco, ST Foundation, HP) relies on its own platform to support the DTCs in tracking the progress of their course participants. For instance, the Cisco technical teams can address this request by generating dedicated reports (on the Cisco courses only) upon solicitation from the DTC focal points or instructors, while HP has configured a dedicated URL through which DTCI-related registration and course completion data are compiled and consolidated. These data are made available to the ITU team and can be shared with DTC focal points upon request. However, and for the time being, the analytics only include basic information (number of enrolments and course completions per DTC country) for data protection and privacy considerations. Other questions raised by DTC participants included the possibility of DTCs translating the materials for the ITU course on "Introduction to digital finance for small businesses" into languages other than the ones available (English, French and Spanish). This type of request can be accommodated, and the ITU team confirmed its readiness to coordinate and work closely with the DTCs to ensure that the course can be made available for translation by the DTCs in local languages and reach its target audiences.

Interactive activity (Mentimeter)

The virtual meeting included a brief energiser during which DTC participants shared overall updates through an interactive Mentimeter activity.

How would you describe the past six months for your DTC? Use one word only.

24 responses

Agenda item 2: Measuring the success and impact of DTC interventions

This session consisted of a group discussion on impact assessment, which was facilitated by Mr Alex Kojo Boahoma. Participants were divided into three breakout groups and asked to reflect on their existing or planned impact measurement and assessment mechanisms. Guiding questions were provided to the DTCs in advance of the meeting to help structure the discussions, while a member from the ITU or Cisco team supported the facilitation in each of the groups. DTCs were asked to cover the following elements: Impact measurement methodologies and tools, follow-up assessments, data collection, baselines, participants databases, human and financial resources, as well as best practices and lessons learned from existing impact assessment work.

After 20 minutes, rapporteurs from each group reported back and presented the main outcomes of their discussions in the plenary, as summarized below:

- **Group 1 - Representatives of the DTCs in Côte d'Ivoire, DRC, Morocco and Senegal:** All DTCs indicated having experience with post-training assessment and follow-up, which mainly comprises various surveys administered to measure participants' feedback and immediate impressions following a training activity. A common practice implemented by the DTCs was to maintain regular communication with their beneficiaries through informal channels (group chats, messages, etc). Through the Digital Ambassadors model currently in place in DRC and Côte d'Ivoire, the digital change agents trained by DTCs serve as an important entry point to follow up on the situation of training participants after a training programme. However, in terms of coordinated and organized efforts to measure impact, only the Agency for Digital Development (ADD) in Morocco has engaged in an assessment to measure the effectiveness of its digital skills programmes in terms of content, starting with a survey administered to its learning community. The second phase of this exercise, which is set to be undertaken soon in collaboration with local partners of the DTC, aims to monitor existing trainings and how they are currently impacting local populations. ADD undertakes this work in collaboration with other public entities such as the national agency for employment or vocational training offices at the local level.

  Group 2 - Representatives of the DTCs in the Dominican Republic, Pakistan, the Philippines, Rwanda, and Uganda: The DTCs in group 2 have either engaged in impact assessments or begun their planning. The group touched upon some of the key challenges, which pertain essentially to the identification of a cost-effective and sustainable methodology that is tailored to the nature of the DTC and its operations. In Uganda, UICT has initiated the conversation on a possible work with

the Ministry of Education to measure and assess the impact of its capacity development interventions and looks forward to initiating this collaborative work. In the Philippines, DICT is currently planning to conduct an impact assessment for the community members who were recently trained, to measure the changes and impacts brought by the activity (and skills gained) into their daily lives. The Virtual University of Pakistan (VU) has conducted an impact assessment on the DTCI-Cisco courses and uses a set of tools and standard templates to collect, compile and analyse feedback, updates and information provided by training participants. Given the diversity in terms of learners' profiles and backgrounds (students, community members, professionals), trainers from VU have designed a mechanism to account for the training needs, interest, and level of each category of beneficiaries. Another point raised during the discussion was that impact assessment should go hand in hand with training needs analysis.

- **Group 3 - Representatives of the DTCs in Ghana, Indonesia, Papua New Guinea, Sierra Leone, and Zambia:** Various attempts were made by the DTCs in group 3 to conduct impact assessment for their respective centres, and group members have requested additional support to enhance these ongoing monitoring and measurement practices. When it comes to documenting the impact achieved, the DTCs expressed a strong interest in receiving guidelines from the ITU, such as sets of standard questions to gather the necessary data from participants, and guides on how to effectively collect written testimonials from beneficiaries and produce engaging multimedia content. In Zambia, SMART Zambia Institute (SZI) is exploring avenues such as WhatsApp groups to establish informal communication channels and hear from their trainees. In addition, the DTC is working closely with its instructors to ensure that they proactively monitor and evaluate the impact of their training sessions on the various beneficiaries. In Ghana, GIFEC undertook extensive work on impact assessment, adopting mixed methods (quantitative and qualitative) to collect data and information on their beneficiaries. Bridge the Digital Divide Sierra Leone (BDDSL) engages community radio stations, motorbike riders and educators to exchange data and information on their training participants, especially for activities taking place in rural and underserved areas. In their discussion, the group touched upon the challenge of people's reluctance to sharing their personal stories with digital skills when follow-up attempts are made by DTCs a few months after the training. To solve this issue, GIFEC utilizes peer learning and relies on market leads to encourage other community members to openly and safely share updates and stories on their learning journey.

Although the level of progress on the planning and/or implementation of impact assessment exercises varies across the DTCs, ITU noted their alignment in terms of the additional support and guidance needed (sharing tools, resources, etc) to streamline their impact measurement processes and strengthen their M&E mechanisms. Moving forward, ITU aims to build on the takeaways of this initial group discussion and will start reaching out to the centres to identify existing gaps and needs, and to explore potential areas of support and collaboration.

Agenda item 3: Next steps

Ms Sara Bennouna, Junior Digital Skills Officer, ITU, made a brief intervention to share with the DTCs some of the next steps with regards to DTCI activities and operations, beginning with the virtual technical sessions on the new Cisco platform and courses. To accommodate the different time zones and linguistic diversity (English, French Spanish) among the DTCs, four (4) sessions were planned by ITU and Cisco from 11 to 19 November, and most DTCs have already confirmed the list of their participating trainers. Another important milestone is the submission of training implementation reports for the period of July to

December 2024, as well as the training plans for January to June 2025. In the weeks following the virtual meeting, ITU will be reaching out to the DTC focal points to remind them to consolidate their end-of-year activity reports, finalise their training plans and share these numbers no later than mid-January 2025. Following these submissions, bilateral calls will be set-up for ITU and DTC focal points to review the list of prioritised courses and discuss upcoming activities and roll-out plans.

The session continued with announcements from Ms Susan Teltscher, who informed participants of the imminent renewal of the Cooperation Agreements signed between ITU and each DTC to formalize the collaboration under the Initiative. The initial agreements were signed for three (3) years in late 2021 or early 2022 (depending on the centre) and will soon come to the end of their validity period. The renewal process has already been initiated by ITU, with several changes incorporated into the agreement and the operating guidelines of the Initiative. Some DTCs have already been contacted and received the document templates, together with detailed instructions on the procedures. To ensure an effective renewal and swift signing process, and to prevent potential interruptions in the DTC work, Ms Teltscher reminded the DTCs to closely liaise with their legal teams to review the revised documents and return them to ITU in accordance with the proposed timeline. In line with this exercise, ITU will be undertaking a performance assessment of the activities of each DTC over the past three (3) years to identify success factors as well as challenges that may need to be addressed during the next cycle. Further communication will be shared by the ITU-DTC team in the context of the agreement renewals.

In terms of upcoming face-to-face meetings, the Global DTC Workshop 2025 will be tentatively held during the first half of June. The DTC in the Dominican Republic, Centros Tecnologicos Comunitarios (CTC), has offered to host the event in Santo Domingo, and discussions between ITU and CTC are ongoing to formalize this collaboration. For 2025, ITU is considering holding the workshop in conjunction with the annual meeting of the ITU Academy Training Centres (ATC), an ITU capacity development flagship initiative which focuses on delivering training to professionals (mostly ICT policymakers). Holding the two meetings in conjunction would provide an opportunity to explore synergies and collaboration avenues between these programmes, in addition to the regular workshop agendas. As discussions continue to unfold, ITU will keep the DTCI community informed of the latest developments and will confirm the workshop date and participation modalities in due course.

Closing

In his closing remarks, Mr Alfie Hamid thanked the DTCs for their commitment and congratulated them for their work and ongoing efforts in bringing digital skills to underserved communities. He touched upon the urgency to start introducing AI to the DTCI target beneficiaries and to raise awareness by breaking down AI as a concept into practical implications for the underserved communities. In light of this, Cisco has added to its portfolio an introductory course on AI, that could be delivered as an entry-level course under the Initiative.

Annex 1: Meeting agenda

Time	Items
11:00 – 11:10 (10 minutes)	**Welcome and objectives** • Ms Susan Teltscher, Head, Capacity and Digital Skills Development Division, ITU • Mr Alfie Hamid, Senior Manager, Global Partnerships, Cisco **Group photo**
11:10 – 11:30 (20 minutes)	**Agenda item 1 - Updates from the Initiative** • **Update on the DTC Initiative implementation and support (7 minutes)** Ms Robyn Fysh, Senior Project Manager, ITU • **Update on Cisco programmes (7 minutes)** Mr Alejandro Pérez Conesa, Technical Program Manager, Cisco NetAcad **Q&A and discussion (5 minutes)**
11:30 – 11:35 (5 minutes)	**Interactive activity (Mentimeter)**
11:35 – 12:20 (45 minutes)	**Agenda item 2 – Measuring the success and impact of DTC interventions** During this discussion, DTCs will share their experiences on how they follow-up with their beneficiaries to assess the impact of digital skills training on them. DTCs will share the methodologies they have used and what helped in conducting the follow-up assessments. **Break-out groups (20 minutes)** *Guiding questions* • Has your DTC conducted impact assessments or is your DTC planning to conduct an impact assessment? • How do you define and measure the impact of your digital literacy programs? • What methodology(ies) do you use for your follow-up assessments? • How do you maintain a participants database to support your follow-up assessment? • How do you establish baselines to compare with your follow-up assessments? **Reporting back (15 minutes)** **Recap and wrap-up (5 minutes)**
12:20 – 12:25 (5 minutes)	**Agenda item 3 – Things to look out for….** • Ms Sara Bennouna, Junio Digital Skills Officer, ITU

	• Ms Susan Teltscher, Head, Capacity and Digital Skills Development Division, ITU This session will provide updates on upcoming activities, including: • DTCI Cisco NetAcad virtual train-the-trainer sessions in November • Submission of implementation reports and training plans • Renewal of the DTC Cooperation Agreements • Global Workshop for 2025
12:25 – 12:30 **(5 minutes)**	**Closing remarks** • Mr Alfie Hamid, Head of Global Strategic Partnerships, Cisco NetAcad

Annex 2: List of participants

DTC focal points

Name	Functional title	Affiliation	Country
Mr Lucas Yao	Project Manager	Ecole Multinationale Supérieure des Postes	Côte d'Ivoire
Mr Prince Ermès Cubaka Bigabwa	Expert in ICT applied to Governance	Secretariat National pour le Renforcement des Capacités (SENAREC)	DRC
Ms Abena Acheampomaa Nyamesem	Senior Manager, Sustainability and Partnerships	Ghana Investment Fund for Electronic Communications (GIFEC)	Ghana
Ms Deborah Bah-Lano	Manager, Capacity Building and Digital Skills Development - Programs Unit	Ghana Investment Fund for Electronic Communications (GIFEC)	Ghana
Mr Richard Muragijimana	Digital Coordination Specialist, Digital Cluster Coordination and Community Development	Rwanda Information Society Authority (RISA)	Rwanda
Mr Sada Kane	Computer Engineer and trainer	Concept	Senegal
Mr Mohamed Mustapha Dumbuya	Director	Bridge the Digital Divide - Sierra Leone (BDDSL)	Sierra Leone
Mr Moses Muyengi	Administrative Officer	Uganda Institute of Information & Communications Technology (UICT)	Uganda
Mr Francis Bwire	Administrative Officer	Uganda Institute of Information & Communications Technology (UICT)	Uganda
Mr Brian Nawa	Principal Change Management Officer	SMART Zambia Institute (SZI)	Zambia
Ms Chunga Manzi	Senior Change Management Officer	SMART Zambia Institute (SZI)	Zambia
Mr Nelson Manuel Nuñez Gil	Head of the Technological Training Department	Centros Technológicos Comunitarios (CTC)	Dominican Republic
Mr Juan Gabriel Del Rosario Ozuna		Centros Technológicos Comunitarios (CTC)	Dominican Republic
Ms Salma Karim	Head of Human Capital and Innovation	Agency for Digital Development (ADD)	Morocco
Mr Ehsen Puri	Director ICT	Virtual University of Pakistan (VU)	Pakistan
Mr Javaid Younas	General Manager, IT, Directorate of ICT	Virtual University of Pakistan (VU)	Pakistan

Mr Syed Ali Raza	Manager, Professional Development Center	Virtual University of Pakistan (VU)	Pakistan
Mr. Muhammad Jawwad Zaheer	Assistant Professor and Senior Manager, Professional Development Center	Virtual University of Pakistan (VU)	Pakistan
Mr Herman Kunsei	Research and Lead	Papua New Guinea University of Technology (PNGUoT)	Papua New Guinea
Mr Hamdani Pratama	Head	Balai Pelatihan dan Pengembangan Teknologi Informasi dan Komunikasi (BPPTIK)	Indonesia
Mr Andry Rivan Sumara	Researcher, Lecturer	Balai Pelatihan dan Pengembangan Teknologi Informasi dan Komunikasi (BPPTIK)	Indonesia
Ms Isnaini Rahmawati	Trainer, researcher	Balai Pelatihan dan Pengembangan Teknologi Informasi dan Komunikasi (BPPTIK)	Indonesia
Mr Roni Eka Putra	Trainer, researcher	Balai Pelatihan dan Pengembangan Teknologi Informasi dan Komunikasi (BPPTIK)	Indonesia
Ms Dyah Widowati	Trainer, researcher	Balai Pelatihan dan Pengembangan Teknologi Informasi dan Komunikasi (BPPTIK)	Indonesia
Mr Muhammad Lutfi Sulthon	Trainer, researcher	Balai Pelatihan dan Pengembangan Teknologi Informasi dan Komunikasi (BPPTIK)	Indonesia
Ms Erni Rachmawati THOLIB	Trainer, researcher	Balai Pelatihan dan Pengembangan Teknologi Informasi dan Komunikasi (BPPTIK)	Indonesia
Ms Minalyn Peralta	Director, ICT Literacy and Competency Development Bureau (ILCDB)	Department of Information and Communication Technology (DICT)	Philippines
Ms Ma. Asia Palma Gil	Administrative Officer, ICT Litteracy and Competency Development Bureau (ILCDB)	Department of Information and Communication Technology (DICT)	Philippines

| Ms Aleira Mari Sarno | Project Development Officer, ICT Literacy and Competency Development Bureau (ILCDB) | Department of Information and Communication Technology (DICT) | Philippines |
| Ms Kate Anne Jaime | Project Development Officer, ICT Literacy and Competency Development Bureau (ILCDB) | Department of Information and Communication Technology (DICT) | Philippines |

DTCI partners

Name	Functional title	Affiliation	Country
Mr Alfie Hamid	Head of Global Strategic Partnerships	Cisco NetAcad	United Kingdom
Mr Alejandro Perez Conesa	Technical Program Manager	Cisco NetAcad	Spain
Ms Giovanna Bottani	Director of Operations	ST Foundation	Italy

ITU

Name	Functional title	Affiliation	Country
Ms Susan Teltscher	Head, Capacity and Digital Skills Development Division (CSD)	ITU	Switzerland
Ms Robyn Fysh	Senior Project Manager	ITU	Switzerland
Mr Alex-Kojo Boahoma	Capacity and Digital Skills Development Officer	ITU	Switzerland
Mr Sean Doral	Programme Officer	ITU	Thailand
Ms Sara Bennouna	Junior Digital Skills Officer	ITU	Switzerland