



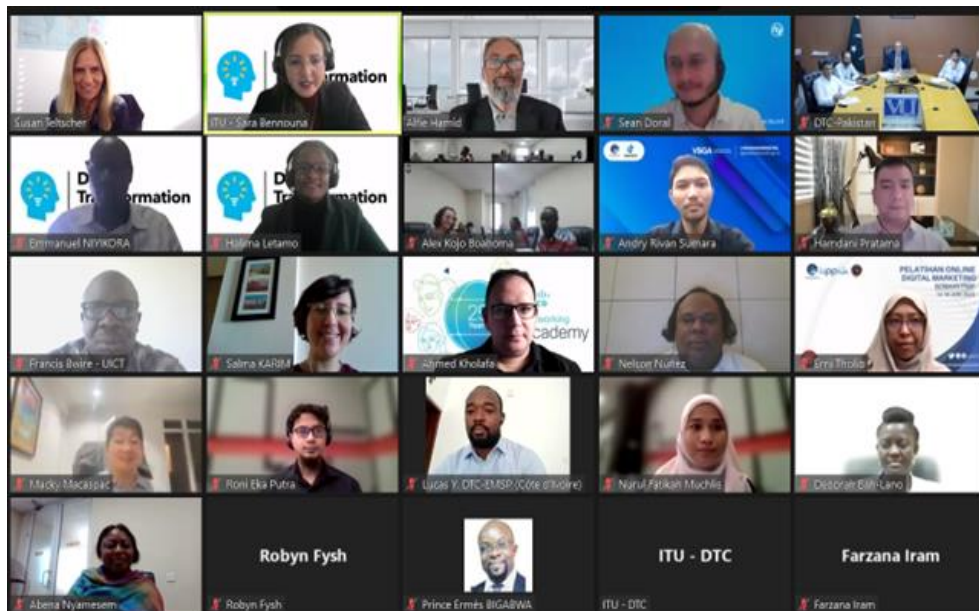
Digital Transformation Centres



# Digital Transformation Centres Initiative Virtual meeting

15 NOVEMBER 2023

## REPORT



## INTRODUCTION

The Digital Transformation Centres Initiative (DTCI) virtual meeting was held on 15 November 2023. It was organised by the International Telecommunication Union (ITU) in partnership with Cisco. The meeting was attended by 32 participants which included representatives from the Digital Transformation Centres (DTCs), as well as Cisco and ITU staff.

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 Cebu City, Philippines.

Further information, including the agenda, presentation slides and photos are available on the event webpage at: [4th DTC Virtual Global Meeting | ITU Academy](#)

## Welcome and objectives

Ms Teltscher, Head, Capacity and Digital Skills Development Division, ITU, opened the meeting and welcomed participants. She reminded them of the meeting objectives, which are for ITU and Cisco to give updates on the Initiative and to invite DTCs to share experiences of the work and activities they have undertaken in the past six months. Ms Teltscher also informed participants that the DTC Initiative remains a core digital skills programme of the ITU, with continued requests from member States across all regions to support digital skills development. She noted that bringing citizens online, especially those living in underserved communities, is essential to bridge the digital skills gap, hence the crucial role of the DTCs. Ms Teltscher reiterated ITU and Cisco's commitment to continue supporting the Initiative by providing targeted support to capacity development activities, engaging with the DTCs and partners and promoting the work of the Centres. As the DTC network comes together once again, it is important to maintain and nurture the community spirit. To conclude her remarks, Ms Teltscher conveyed appreciation to the DTCs and invited them to share information, perspectives, and recent development.

Mr Alfie Hamid, Senior Manager, Global Partnerships, Cisco, delivered remarks highlighting the significance of the DTCs' mission to address the digital skills needs of underserved communities, in particular those who have little to no exposure to ICT, and let them be part of the fourth Industrial Revolution. Through the DTCl, ITU, Cisco and the DTCs come together as a global team to provide these target beneficiaries with basic digital skills which will, in turn, enable them to access resources and information to unlock socio-economic opportunities. Mr Hamid renewed Cisco's commitment to supporting the DTCl by bringing additional resources as the Initiative grows and develops. He looked forward to having a fruitful meeting and hearing from the DTCs on their needs, priorities, and requests for additional support from ITU and Cisco.

The session continued with a group photo and an icebreaker exercise, which consisted in a short quiz on the DTCl.

## Agenda item 1: Updates on the DTC Initiative

Ms Halima Letamo, Senior Capacity and Skills Development Officer, ITU, delivered a presentation in which she shared information on the latest activities and developments that have taken place under the DTC Initiative. She gave an update on the DTCl training activities, which have reached 252,000 (137,000 female) course participants since the launch of the Initiative, with 61,782 (27,864 female) course participants, trained between January and June 2023. Ms Letamo brought participants' attention to the slight decrease in the share of female course participants compared to the previous reporting periods (46 per cent) and encouraged participants to continue providing gender-disaggregated data in their training implementation reports. ITU and Cisco have also supported five DTCs (Côte d'Ivoire, Ghana, Indonesia, Papua New Guinea, and the Philippines) to conduct train-the-trainer activities, and the DTC in Zambia to organise two stakeholder engagement workshops and raise awareness on the Initiative. While this support is on-going, Ms Letamo highlighted the importance of scaling activities and transitioning from train-the-trainer to citizens' training: She encouraged the DTCs to start taking the next steps towards ensuring direct training for communities.

In terms of partnerships, several train-the-trainer and information sessions were conducted at global level with partners of the Initiative such as HP-UNDP, Digital Skills Foundation, Microsoft, and ST Microelectronics Foundation. Ms Letamo also mentioned ITU's and Cisco's continued engagement with telecommunication companies to bring operators' competencies and areas of expertise into the Initiative and support to the DTCs. Discussions with telcos are underway to explore collaboration areas in some DTC countries, while an agreement has already been signed with Indosat to become a partner of the DTCl. A mission to Indonesia followed the signing to kick start implementation and facilitate discussions between

Indosat and the DTC in Indonesia (BPPTIK). As on-going discussions with other telcos move forward, DTCs were invited to share with ITU and Cisco specific requirements and areas in which they might require support. Regarding training course content development, Ms Letamo informed that the course on “Introduction to digital finance for small businesses” was developed and piloted in the Dominican Republic and that its digitised version will be developed in 2024. The guide on “Managing e-waste in ITU’s Digital Transformation Centres” is another knowledge product developed by ITU; it was presented to the DTCs and is awaiting final feedback before being finalised and translated into French and Spanish.

In his presentation, Mr Alfie Hamid announced that Cisco’s two online platforms Cisco Networking Academy and Skills for All will be merged into one single platform starting July 2024 and provided guidance to the DTCs ahead of this change. In order to merge their learning histories into a unified view, DTCs that have accounts on both platforms were requested to ensure that the e-mail addresses for the two accounts match. If e-mail addresses are different, the NetAcad.com e-mail should be changed to match the SkillsForAll.com e-mail **by 31 December 2023**. Otherwise, no action is required. Mr Hamid emphasised that it is compulsory for DTCs to ensure that learners and new colleagues have completed their e-mail verification for their NetAcad.com, and that those who have not used NetAcad.com for more than two years log into the website to keep their account active. These actions should be completed by 31 December 2023 and will prevent unverified or inactive accounts from being removed. Mr Hamid then demonstrated how DTCs can retrieve their Academy’s ID number and name on the Cisco Networking Academy platform. DTCs were asked to share these with ITU by the end of the year.

## Agenda item 2: DTCs in action

This session consisted of smallgroup discussions facilitated by Ms Robyn Fysh, Senior Project Manager, ITU. Participants were divided into three breakout groups. In small groups, participants shared two key highlights from the activities they have undertaken since the Global DTC workshop, as well as practices they have integrated in their training delivery. They were also invited to discuss their next steps and scaling plans to roll-out training for their target beneficiary groups. After 15 minutes, each group facilitator was asked to report back in the plenary. More detailed information is available on the [online discussion board](#).

- Group 1: SENAREC (DTC DRC) is at the final stages of planning for its upcoming Digital Ambassadors train-the-trainer programme (CONADIG). After launching the programme, the DTC will continue to invest in building the digital capacities of its target beneficiaries nationwide, while raising awareness on CONADIG and the DTC Initiative among stakeholders and communities. ADD (DTC Morocco) has embarked on a journey to develop a new learning path consisting of 10 online courses on Digital Transformation for professionals and is currently developing the mobile application version of its digital academy (Academya Raqmiya). The DTC also conducted several training campaigns with partners (including Cisco), and a Digital literacy summer camp. Next workshops will be held in-person through “national caravans” on digital transformation.
- Group 2: UICT (DTC Uganda) identified 401 change agents across the country who will help UICT to continue training participants. Exhibitions, ICT job fairs, and science workshops were also organised to promote collaboration and networking with national and global partners. In 2024, the DTC will kick-start a train-the-trainer programme on digital literacy, supported by ITU and the Government of China. The Virtual University of Pakistan recently developed mobile applications for school kids and ensured that Cisco courses are in alignment with the DTC’s existing degree program courses. The University has also integrated a hands-on approach to its training and encourages collaborative work. The next steps for VU Pakistan will consist in setting-up 22 new local centres at VU owned campuses nationwide, which will be equipped with up-to-date ICT infrastructure and serve as facilitation centres.

- Group 3: As part of its Digital Ambassadors programme, RISA (Rwanda) has reached its target numbers of trained young ambassadors across the country. These Ambassadors are, in turn, expected to deliver training on Cisco Get Connected and Cybersecurity, in addition to the national curriculum. To scale up the programme, each of the 1,370 trained Ambassadors will be expected to train 100 citizens. BPPTIK (Indonesia) aspires to follow a similar model and approach and has currently started to conduct train-the-trainer sessions for university students.

### Agenda item 3: Delivering training under the DTC Initiative

In this session, participants had another opportunity to interact with each other within their assigned groups. Ms Halima Letamo moderated the session and guided them through the following discussion questions:

1. *Following the train-the-trainer or information session on Cisco NetAcad, HP-LIFE, Microsoft and DSF, which content offering are you prioritising to roll-out training and why?*
2. *Please share examples of actions you have taken or are planning to take to bring prioritised courses to local communities?*

The group facilitators reported back in the plenary. The allocated time for reporting was reduced in the interest of time. The full details of the discussions can be retrieved on the [online discussion board](#).

- Group 1: The DTCs in Cote d'Ivoire, DRC and Morocco are prioritizing Cisco and Microsoft content for beneficiary groups who already have an ICT background, while the HP-LIFE programme will be offered to the general public. The centres will conduct digital ambassadors' training and workshops, in addition to e-learning development for the DTC in Morocco.
- Group 2: All DTCs (Ghana, Pakistan, Uganda) highlighted that Cisco curriculum remains a priority. To bring these contents to the communities and meet their needs, participants agreed that more efforts need to be put towards establishing fully operational training centres and investing in effective partnerships to provide logistical support, mobilise communities and raise awareness. VU-Pakistan is currently offering DTIC training content as additional (supporting) material and/or graded semester activity. Discussions also touched upon GIFEC (DTC Ghana)'s plans to scale up the ICBVI programme by training an additional 50 trainers to train persons with visual impairment.
- Group 3: Content prioritised by the DTCs in the Dominican Republic, Indonesia and Rwanda include Cisco, Digital Skills Foundation and HP-LIFE. BPPTIK will lead a pilot project in two villages of the outer islands of Indonesia to bring these contents to the communities, while CTC will continue to deliver Cisco as part of its programme on digital skills for incarcerated youth.

Ms Letamo reminded participants that the DTC Initiative targets predominantly citizens in underserved communities, these groups may experience difficulties in securing connectivity or access to devices or ICT equipment. She recognized the additional challenge of extending training activities to these communities but encouraged the DTCs to reflect on effective ways to mobilise these participants in rural areas and underserved communities moving forward. This may include outreach strategies, incentivisation or other innovative approaches to ensure active participation and engagement.

## Agenda item 4: Next steps

Ms Sara Bennouna, Junior Digital Skills Officer, ITU, made a brief intervention to remind the DTCs of the upcoming requests for submissions of training implementation reports for the period of July to December 2023, as well as their training plans for January to June 2024. She emphasised the importance of gender disaggregated data and asked participants to share information on the number or share of female course participants when consolidating their end-of-year activity reports. Training plans are also an essential component which gives an overview of each DTC's priorities moving forward and can further guide ITU and Cisco to provide more tailored support. Following the meeting, the ITU team will reach out to each Centre's focal point(s) to discuss their planning for 2024.

The session continued with announcements on upcoming activities and events for 2024. Ms Susan Teltscher informed participants that ITU is in the final stages of bringing a new DTC to the network: A cooperation agreement is to be signed with Concept, an NGO based in Senegal which works on digital skills training across the country. As part of the DTC project, discussions with NORAD are underway to provide additional support to DTC's training activities in the next two years. Ms Teltscher also announced that funding will be made available by ITU to support DTCs who may express interest in conducting training activities under the Girls in ICT Day celebrations. With regards to upcoming events in 2024, ITU will organise the Digital Skills Forum, a global platform which will bring together policymakers, practitioners, and other stakeholders to discuss digital skills and digital transformation. This event will be hosted by Bahrain in September 2024.

## Closing

In his closing remarks, Mr Alfie Hamid thanked the DTCs for their commitment, work, and on-going efforts in bringing digital skills to underserved communities. Recognising that the DTCL journey is only at its beginning, he commended participants for the achievements made by their Centres so far and encouraged them to continue working together and moving forward.

## Annex 1: Meeting agenda

Time	Items
12:00 – 12:15	<p><b>Welcome and objectives</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, Senior Manager, Global Partnerships, Cisco</li> </ul> <p><b>Group photo</b></p> <p><b>DTCI Quiz (Mentimeter activity)</b></p>
12:15 – 12:30	<p><b>Agenda item 1 - Updates from the Initiative</b></p> <ul style="list-style-type: none"> <li>• <b>Update on the DTC Initiative implementation and support (5 minutes)</b> Ms Halima Letamo, Senior Capacity and Skills Development Officer, ITU</li> <li>• <b>Update on Cisco programmes (5 minutes)</b> Mr Alfie Hamid, Senior Manager, Global Partnerships, Cisco</li> </ul> <p><b>Q&amp;A and discussion (5 minutes)</b></p>
12:30 – 12:55	<p><b>Agenda item 2 - DTCs in action</b></p> <p>This session will consist of group discussions where the DTCs will share highlights and lessons learned from the training activities they conducted over the past six months, challenges, and future plans.</p> <p><b>Break-out groups (15 minutes)</b> <i>Guiding questions</i></p> <ul style="list-style-type: none"> <li>• Please share with two key highlights from your DTC’s activities since the Global DTC workshop held in May 2023. Focus on practices you have integrated in your training delivery.</li> <li>• What are your next steps and scaling plans to roll-out training for citizens/beneficiaries?</li> </ul> <p><b>Reporting back (10 minutes)</b></p> <ul style="list-style-type: none"> <li>• Ms Robyn Fysh, Senior Project Manager, ITU</li> </ul>
12:55 – 13:15	<p><b>Agenda item 3 – Delivering training under the DTCI</b></p> <p>In this session, DTCs will discuss concrete ways to incorporate DTCI training materials into their existing programmes and training schemes, and how to bring new courses to their end beneficiaries. In groups, DTCs will be invited to share feedback following the Cisco NetAcad, HP-LIFE train-the-trainer, Microsoft, and Digital Skills Foundation information sessions.</p>

	<p><b>Break out group discussion (10 minutes)</b></p> <p><i>Guiding questions</i></p> <ul style="list-style-type: none"> <li>• Following the train-the-trainer or information session on Cisco NetAcad, HP-LIFE, Microsoft and DSF, which content offering are you prioritising to roll-out training and why?</li> <li>• Please share examples of actions you have taken or are planning to take to bring prioritised courses to local communities?</li> </ul> <p><b>Reporting back (10 minutes)</b></p> <ul style="list-style-type: none"> <li>• Ms Halima Letamo, Senior Capacity and Skills Development Officer, ITU</li> </ul>
<p><b>13:15 – 13:25</b></p>	<p><b>Agenda item 4 – Next steps</b></p> <p>This session will provide updates on upcoming activities.</p> <ul style="list-style-type: none"> <li>• <b>Submission of training plans and implementation reports</b> Ms Sara Bennouna, Junior Digital Skills Officer, ITU</li> <li>• <b>Global DTC Workshop, information about new DTCs, and Digital Skills Forum</b> Ms Susan Teltscher, Head, Capacity and Digital Skills Development Division, ITU</li> </ul> <p><b>Q&amp;A (5 minutes)</b></p>
<p><b>13:25 – 13:30</b></p>	<p><b>Closing remarks</b></p> <ul style="list-style-type: none"> <li>• Mr Alfie Hamid, Senior Manager, Global Partnerships, Cisco</li> </ul>



## 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	DRC
Mr Nelson Nunez	Head of the Technological Training Department	Centros Tecnológicos Comunitarios (CTC)	Dominican Republic
Ms Abena Acheampomaa Nyamesem	Senior Manager, Sustainability and Partnerships	Ghana Investment Fund for Electronic Communications (GIFEC)	Ghana
Ms Deborah Bah-Lano	Manager, Capacity Building	Ghana Investment Fund for Electronic Communications (GIFEC)	Ghana
Mr Hamdani Pratama	Head of Programme and Reporting Section	BPPTIK	Indonesia
Mr Andry Rivan Sumara	PIC Training organizer	BPPTIK	Indonesia
Ms Erni Tholib		BPPTIK	Indonesia
Ms Nurul Fatikah Muchlis	Instructor	BPPTIK	Indonesia
Ms Roni Eka Putra	Instructor	BPPTIK	Indonesia
Ms Salma Karim	Head of Human Capital and Innovation	Agency for Digital Development (ADD)	Morocco
Mr Ehsen Puri	Director ICT	Virtual University of Pakistan	Pakistan
Mr Javaid Younas	General Manager, IT, Directorate of ICT	Virtual University of Pakistan	Pakistan
Mr Muhammad Jawwad Zaheer	Assistant Professor	Virtual University of Pakistan	Pakistan
Ms Farzana Iram	Manager PDC	Virtual University of Pakistan	Pakistan
Mr Syed Ali Raza	Manager	Virtual University of Pakistan	Pakistan
Mr Innocent Asimwe Mudenge	Division Manager	Rwanda Information Society Authority (RISA)	Rwanda
Mr Francis Bwire	Administrative Officer	Uganda Institute of Information & Communications Technology	Uganda
Ms Patricia Littiya	Assistant Director, Change Management	SMART Zambia Institute	Zambia

## Cisco

Name	Functional title	Affiliation	Country
Mr Alfie Hamid	Senior Manager, Global Partnerships	Cisco	South Africa
Mr Ahmed Kholafa	Business Development Manager	Cisco	Egypt
Mr Imoh Akpan	Program Manager, Cisco Networking Academy	Cisco	Nigeria
Mr Macky Macaspac	Program Manager, Cisco Networking Academy	Cisco	Philippines
Herfiedhantya Bhagaskara	Technical Manager	Cisco	

## ITU

Name	Functional title	Affiliation	Country
Ms Susan Teltscher	Head, Capacity and Digital Skills Development Division	ITU	Switzerland
Ms Halima Letamo	Senior, Capacity and Digital Skills Development Officer	ITU	Switzerland
Ms Robyn Fysh	Senior Project Manager	ITU	Switzerland
Mr Alex Boahoma	National Project Officer	ITU	Ghana
Mr Sean Doral	Programme Officer	ITU	Thailand
Mr Emmanuel Niyikora	Programme Officer	ITU	Senegal
Ms Sara Bennouna	Junior Digital Skills Officer	ITU	Switzerland
Ms Elikplim Dadoza	Administrative Assistant	ITU	Ghana