



Digital Transformation Centres Initiative
Onboarding Workshop
Geneva, Switzerland
11-13 February 2020
Room L (1st floor, Montbrillant building, ITU)

Draft Agenda

Tuesday, 11 February 2020

Time	Items
08:30 - 09:30	Registration
09:30 - 10:00	Welcome remarks by Ms Doreen Bogdan-Martin, Director, ITU Telecommunication Development Bureau Opening remarks by Mr Piotr Pluta, Director, Corporate Affairs, Europe, Middle East, Africa and Russia, Cisco Workshop overview and expected outcomes by Mr Mike Nxele, Senior Human Capacity Building Officer, ITU
Group picture and coffee break	
10:30 - 11:00	Agenda item 1: Essential skills for inclusive participation in the digital economy The digital transformation holds huge potential for economic development, improving people's lives and accelerating progress towards the Sustainable Development Goals (SDGs). This session will give an overview of the skills useful for citizens to benefit from the digital economy. <ul style="list-style-type: none">Ms Susan Teltscher, Head, Capacity and Digital Skills Development Division, ITUMr Alfie Hamid, Regional Manager, Corporate Affairs for Africa, Cisco
11:00 - 13:00	Agenda item 2: Practices of digital skills training This session will give the opportunity to Digital Transformation Centres (DTCs) to present their respective institutions and share their practices in digital skills training in their countries, followed by discussion. Speakers: <ul style="list-style-type: none">Representatives of the 10 DTCs
Lunch	
14:30 - 15:30	Agenda item 3: Stakeholder roles and responsibilities This session is dedicated to discussing the structure of the initiative, including the governance model, and roles and responsibilities of stakeholders. The

	<p>session will end with a presentation of courses, content and training materials made available to DTCs through the initiative.</p> <p>Session facilitators:</p> <ul style="list-style-type: none"> • Mr Mike Nxele, Senior Human Capacity Building Officer, ITU • Mr Alfie Hamid, Regional Manager, Corporate Affairs for Africa, Cisco
Coffee Break	
16:00 – 17:00	Agenda item 3 (cont.): Discussion and feedback on stakeholder roles and responsibilities
17:30 – 19:30	Welcome reception - Montbrillant Cafeteria, ITU

Wednesday, 12 February 2020

Time	Items
09:00 – 10:00	<p>Agenda item 4: Proposed strategies to scale and reach underserved communities</p> <p>During this session, various strategies to scale will be discussed, taking into account the national demand for training (demand driven strategy), and the institutional capacity of the DTC to address the national demand (capacity-driven strategy). The strategy discussions will review the approach towards target setting for the DTCs as well as establish the framework for setting KPIs. Finally, the session will cover the train-the-trainers programme, as a sustainable tool to reach the different communities.</p> <p>Session facilitator:</p> <ul style="list-style-type: none"> • Mr Mike Nxele, Senior Human Capacity Building Officer, ITU <p>Speakers:</p> <ul style="list-style-type: none"> • Ms Violette Uwamutara, Rwanda Country Director, Digital Opportunity Trust (Remotely) • Ms Annemijn Perrin, CEO and Founder, Digital Skills Foundation • Ms Danica Radovanović, Digital Inclusion Advisor, Basic Internet Foundation • Mr Paolo Dal Santo, Business Development Manager, HP • Mr Josef Noll, Secretary General, Basic Internet Foundation
10:00 – 11:00	Agenda item 4 (cont.): Breakaway session on proposed strategies to scale and reach underserved communities, and report back.
Coffee break	
11:30 - 13:00	<p>Agenda item 5: Performance criteria - Performance and target measurement indicators</p> <p>The performance and target measurement indicators are essential to determine the success of the project as well as its impact. Among the indicators, some will be quantitative while others will assess the impact of the training on trainees' career paths. The presentations will be followed by breakaway session.</p>

	<p>Session facilitators:</p> <ul style="list-style-type: none"> • Mr Alfie Hamid, Regional Manager, Corporate Affairs for Africa, Cisco • Mr Mike Nxele, Senior Human Capacity Building Officer, ITU
Lunch	
14:30 - 15:30	Agenda item 5 (cont.): Report back on breakaway session - Performance and target measurement indicators
Coffee break	
16:00 - 17:00	<p>Agenda Item 6: Introduction to train-the-trainer programme and courses overview</p> <p>This session will be dedicated to the introduction to the operational plan of the train-the trainer programme, covering topics such as access to training content and technical details to support students.</p> <p>ITU, Cisco and HP will present an overview of the courses, content and training materials to be made available to DTCs through their respective platforms.</p> <p>Session facilitator:</p> <ul style="list-style-type: none"> • Mr Serges Nanfack, Technical Manager, Cisco • Mr Paolo Dal Santo, Business Development Manager, HP • Ms Elena Stankovska – Castilla, Capacity Building Officer, ITU

Thursday, 13 February 2020

Time	Items
09.00 – 10.30	<p>Agenda item 7: Launch and awareness campaigns using design thinking technique</p> <p>This session will introduce the design thinking approach to problem solving. This will equip the participants with the tools to design their DTC strategy and plans as well as tools to bring those plans into implementation. Special attention will be given to launch and awareness campaigns.</p> <p>Session facilitator:</p> <ul style="list-style-type: none"> • Mr Serges Nanfack, Technical Manager, Cisco
Working coffee break	
11:00 – 12:00	Agenda item 7 (cont.): Group discussion on launch and awareness campaigns using design thinking technique
12:00 – 13:00	<p>Agenda item 8: Planning for national stakeholder engagement</p> <p>As DTCs operate nationally, collaborating with national partners is crucial. In order to raise visibility and engage with national partners, DTCs could organize a national launch of the initiative using the design thinking approach, this session will cover stakeholder engagement strategies and approaches as well as a national launch of the DTC plan outlined. The presentations will be followed by breakaway session and report back.</p>

	<p>Session facilitators:</p> <ul style="list-style-type: none"> • Mr Serges Nanfack, Technical Manager, Cisco • Mr Alfie Hamid, Regional Manager, Corporate Affairs for Africa, Cisco
Lunch	
14:30 - 16:00	<p>Agenda item 9: Presentation of the draft implementation plans by DTCs</p> <p>This session will give the opportunity to DTC to work in groups and present a short draft strategy and plan prepared during the three days of the workshop and how these will be implemented. The plan will be subject to finalisation within two weeks after the end of the workshop. The presentations will be followed by discussions and feedback.</p> <p>Speakers:</p> <ul style="list-style-type: none"> • Representatives of the 10 DTCs
Coffee break	
16:30 - 17:00	Discussion on the way forward
17:00 - 17:15	Closing