Global DTC Workshop 2024
14-16 May 2024
Renaissance Nusa Dua Bali Resort, Bali, Indonesia

Provisional agenda (as of 29 April 2024)

Day 1: Tuesday, 14 May 2024

Time	Agenda item
08:30 – 09:00	**Arrival and registration:** Participants arrive at the venue and pick-up their badges at the registration desk.
09:00 – 10:30	**Opening session** - Mr. **Hary Budiarto**, Head of Human Resources Development Agency, Ministry of Communications and Informatics, Indonesia - Mr. **Vikram Sinha**, President Director and Chief Executive Officer, Indosat Ooredoo Hutchison - Ms **Susan Teltscher**, Head, Capacity and Digital Skills Development Division, International Telecommunication Union - Dr **Cosmas Luckyson Zavazava**, Director, Telecommunication Development Bureau (BDT), International Telecommunication Union *(video message)* - Mr. **Alfie Hamid**, Head of Global Strategic Partnerships, Cisco - Mr. **Nezar Patria**, Vice Minister of Communications and Informatics, Indonesia **Photo session**
10:30 – 11:00	**Coffee break**
11:00 – 11:30	**Introduction and setting the scene** This session provides an overview of recent global trends related to digital skills and its importance for digital transformation. It will recall the main objectives of the Initiative and the importance of increasing digital skills among citizens for bridging the digital divide. The session will also give an overview of the implementation of the Digital Transformation Centre Initiative over the past year, take stock of progress made on the action areas agreed upon in previous DTC meetings and present the main objectives of the workshop.

	Presentations • Ms Susan Teltscher, Head, Capacity and Digital Skills Development Division, International Telecommunication Union • Mr. Alfie Hamid, Head of Global Strategic Partnerships, Cisco **Moderator:** Ms Halima Letamo, Senior Capacity and Skills Development Officer, ITU
11:30 - 12:00	**DTC speed networking** This energiser and warm-up exercise will be done in the format of a speed chat through which all participants can get (re)acquainted with each other and share insights on their organisation's achievements over the past year. **Moderator:** Ms Robyn Fysh, Senior Project Manager, ITU
12:00 – 12:30	**Mapping expectations for the meeting** This exercise will unpack participants' expectations of the workshop and build a common sense of accountability. Participants will be invited to share the key factors they consider essential to ensuring a successful workshop as well as action areas to which they can commit to achieve the desired outcomes by reflecting on the following questions: • What are the key ingredients to a successful Global DTC Workshop? • What commitments will you make and which actions will you take to contribute to the success of the meeting? **Moderator:** Mr Sean Doral, Programme Officer, ITU
12:30 – 14:00	**Lunch break**
14:00 – 15:30	**DTCInsider: DTC operating models (poster session)** This segment consists of a poster session where DTCs will share their operating models with each other, focusing on their structure and governance, capability management, internal processes, technology, organizational culture and implementation/roll-out strategies. ➢ **Guiding questions for poster analysis** • What is unique about this operating model? • What opportunities do you foresee in this operating model? • What can be added or what can be reduced? • Any specific comments or questions? **Moderator:** Ms Robyn Fysh, Senior Project Manager, ITU

15:30 – 16:00	Coffee break
16:00 – 17:00	**DTCInsider: DTC operating models (continued)** In groups, DTCs will discuss some of the practices/models showcased through the posters and come up with the key elements that they consider essential for the success of the DTCs. The session will also include a presentation by ITU on the branding of DTC activities conducted under the umbrella of the Initiative. **Presentation: DTCI branding (5 minutes)** • Ms Sara Bennouna, Junior Digital Skills Officer, ITU **Q&A (5 minutes)** **Group discussion: DTC success recipe (30 minutes)** ➢ **Guiding questions** • What are the lessons learned from looking at other DTCs' operating models? • What would you do differently for your own DTC? • Select three key elements or practices that are essential for effective operations? **Reporting back in the plenary (20 minutes)** **Moderator:** Ms Robyn Fysh, Senior Project Manager, ITU
18:00 – 19:30	**Welcome dinner**

Day 2: Wednesday, 15 May 2024

Time	Agenda item
09:00 – 09:15	**Energiser**
09:15 – 10:15	**DTCI course content** With the DTC Initiative entering the fifth year since its inception, the session will provide an overview of the latest DTCI course catalogue and available content by ITU, Cisco and other DTCI partners (HP, Digital Skills Foundation, ST Foundation). **Presentations (40 minutes)** • Ms Halima Letamo, Senior Capacity and Skills Development Officer, ITU (15 minutes) • Mr Alfie Hamid, Head of Global Strategic Partnerships, Cisco (25 minutes)

	Q&A (20 minutes) **Moderator:** Ms Susan Teltscher, Head, Capacity and Digital Skills Development Division, ITU
10:15 – 11:00	**Engaging DTCI partners** This panel session will serve a platform to (re)introduce DTCI partners, including telecommunication companies that have recently joined the Initiative. Partners will focus on their commitments and contributions to developing the DTC Initiative and supporting the work of the DTCs. **DTCI partners introduction (30 minutes)** • Ms Giovanna Bottani, Director of Operations, ST Foundation • Mr Andy Free, Head of Business Development, Digital Skills Foundation • Mr Steve Saerang, Senior Vice President, Corporate Communications, Indosat Ooredoo Hutchison • Representative(s) of Airtel Africa • Representative(s) of PLDT, Philippines **Engaging telecommunication companies, an Indonesia case study (15 minutes)** • Mr Hamdani Pratama, Head, BPPTIK • Mr Steve Saerang, Senior Vice President, Corporate Communications, Indosat Ooredoo Hutchison **Moderator:** Ms Halima Letamo, Senior Capacity and Skills Development Officer, ITU
11:00 – 11:30	**Coffee break**
11:30 – 12:30	**Discussion with DTCI partners** Through roundtables grouped by partners, the session will provide the opportunity for DTCI partners and DTC focal points to engage, ask questions, discuss some of the challenges faced to date (on both sides), as well as explore possible solutions and potential future collaboration. **Rotating discussions at partner stations (45 minutes)** ➢ **Guiding questions (for partners)** • What type of support can DTCs expect from you, as a DTCI partner? • Considering the mandate and target beneficiaries of the DTCI, what offers can your organization provide to the DTCs? • What are some areas of potential collaboration?

	Reporting and debrief in the plenary (15 minutes) **Moderator:** Ms Robyn Fysh, Senior Project Manager, ITU
12:30 – 14:00	**Lunch break**
14:00 – 14:30	**Celebrating successes** This segment will be dedicated to celebrating the performance and achievements of the DTCs in various engagements, contests, or campaigns organised by ITU, Cisco and DTCI partners during the past year.

14:30 – 15:30	**Aligning DTC work to national strategies and existing needs**
	This session, which will be led by the DTCs, will focus on the linkages between the work of the DTCs and their national digital skills development frameworks and strategies.
	
	Preparatory work - Visualisation exercise: DTC mindmap to visualise the linkages between existing national policies and digital skills frameworks as well as the alignment of DTC work with these frameworks.
	
	Group discussion (30 minutes)
	
	    ➢ **Guiding questions**
	    • What strategies and policies in your country address digital skills needs?
	    • What do citizens in different communities in your country need these skills for?
	    • How can your DTC contribute to addressing the digital skills need at community level?
	
	Reporting back in the plenary (20 minutes)
	
	Moderator: Ms Marcella O'Shea, Regional Manager APJ, Corporate Affairs, Cisco

15:30 – 17:00	**Consultation sessions with ITU and Cisco** This working session will consist in a series of one-to-one conversations with ITU and/or Cisco staff, during which DTC representatives will present their training plans, concept notes, reports, and unpack challenges related to planning and implementation. The session will also provide for simultaneous bilateral discussions between the DTCs and DTCI partners. **Moderator:** Ms Halima Letamo, Senior Capacity and Skills Development Officer, ITU

Day 3: Thursday, 16 May 2024

Time	Agenda item
09:00 – 09:15	**Energiser**

09:00 – 10:30	**Approaches to community outreach**
	This session will feature presentations and group discussions to showcase the DTCs' strategies and approaches to community outreach. It will focus on essential requirements to mobilise citizens, challenges faced, and solutions put in place.
	
	Presentations by DTCs: Community mobilisation examples (15 minutes)
	
	• Bringing training to the most underserved/remote communities of Indonesia
	    ○ Mr Hamdani Pratama, Head, BPPTIK
	    ○ Mr Steve Saerang, Senior Vice President, Corporate Communications, Indosat Ooredoo Hutchison
	
	• Outreach persons with visual impairment - Lessons learned from the roll out of the ICBVI training in Ghana
	    ○ Ms Abena Nyamesem, Senior Manager, Sustainability and Partnerships, GIFEC
	
	• Scaling and cascading training interventions through cooperative groups in Zambia
	    ○ Mr Brian Nawa, Principal Change Management Officer, SMART Zambia Institute
	
	Group exercise: Addressing community mobilisation challenges (30 minutes)
	
	Discussions will focus on how DTCs can strengthen their community outreach strategies and apply new approaches in their respective environments.
	
	A scenario will be presented and discussed taking into consideration the following questions:
	
	➢ **Guiding questions**
	• What community outreach approaches would you apply scenario?
	• Who would involve and why?
	• What potential challenges do you foresee and how would you resolve them?

	Moderator: Ms Halima Letamo, Senior Capacity and Skills Development Officer, ITU
10:30 – 11:00	**Coffee break**
11:00 – 12:00	**Reflection on the way forward and next steps** Participants will be invited to reflect on the workshop by revisiting the expectations and commitments discussed on Day 1. They will also discuss essential takeaways and develop a list of concrete action items. **Moderator:** Mr Sean Doral, Programme Officer, ITU
12:00 – 12:30	**Closing** - Ms **Susan Teltscher,** Head, Capacity and Digital Skills Development Division, International Telecommunication Union - Mr. **Alfie Hamid,** Head of Global Strategic Partnerships, Cisco
12:30 – 14:00	**Lunch**
14:00 – 20:00	**Site visit and closing dinner**