



**Digital
Transformation
Centres**

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

Provisional agenda (as of 15 March 2024)¹

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
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.
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.
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

¹ Please note that changes to the proposed sessions duration or format might still occur.

	workshop as well as action areas to which they can commit to achieve the desired outcomes.
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.
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.
18:00 – 19:30	Welcome dinner

Day 2: Wednesday, 15 May 2024

Time	Agenda item
09:00 – 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).
10:15 – 11:00	DTCI partners introduction 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.
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.
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 DTCl 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.
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 DTCl partners.

Day 3: Thursday, 16 May 2024

Time	Agenda item
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.
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.
12:00 – 12:30	Closing
12:30 – 14:00	Lunch break
14:00 – 20:00	Site visit and closing dinner