



Digital Transformation Centres Initiative  
Phase 2 Kick-off Workshop  
Geneva, Switzerland  
16-18 March 2022

Agenda

Wednesday, 16 March 2022

Time	Items
08:30 - 09:30	<b>Registration</b>
09:30 - 10:00	<b>Opening ceremony</b> <ul style="list-style-type: none"><li>Ms Sulyna Abdullah, Chief of the Digital Knowledge Hub Department, ITU</li><li>Mr Alfie Hamid, Senior Manager, Global Partnerships, Cisco</li></ul>
10:00 - 10:30	<b>Introduction of participants</b>
10:30 - 10:45	<b>Workshop overview and expected outcomes</b> <ul style="list-style-type: none"><li>Mr Mike Nxele, Senior Capacity and Skills Development Officer, ITU</li></ul> <b>Group picture</b>
11:15 - 11:45	<b>Agenda item 1:</b> Developing digital skills for inclusive participation in the digital economy.  The session will highlight the importance of developing digital skills in order to fully participate in a digital economy and society. It pays particular attention to the risks of exclusion associated with lack of digital skills, especially for the marginalised groups in society, and lays the case and rationale for why ITU and Cisco launched the Digital Transformation Centres Initiative. <b>Speakers:</b> <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> <b>Moderator:</b> <ul style="list-style-type: none"><li>Ms Halima Letamo, Capacity and Skills Development Officer, ITU</li></ul>
11:45 - 12:30	<b>Agenda item 2:</b> Overview of the DTC Initiative and lessons learnt from Phase 1  The session provides an overview of the DTC Initiative and what it means to be part of the DTC network. Issues covered are the purpose of the Initiative, the roles and responsibilities of the parties to the network, the benefits of being part of the network and an exchange of experiences and lessons learned from

	<p>Phase 1. The session will provide the new DTCs with a synopsis of what has happened in the past, and what their role is in shaping the future.</p> <p><b>Speakers:</b></p> <ul style="list-style-type: none"> <li>• Mr Mike Nxele, Senior Capacity and Skills Development Officer, ITU</li> <li>• Mr Tindi Nuru, Director, Teaching and Learning, Papua New Guinea University of Technology (PNGUoT)</li> <li>• Mr Innocent Asiimwe, Division Manager, Digital Cluster Coordination and Community Development, Rwanda Information Society Authority (RISA)</li> </ul> <p><b>Moderator:</b></p> <ul style="list-style-type: none"> <li>• Mr Marian Pletosu, Digital Skills Officer, ITU</li> </ul>
Lunch	
14:00 - 14:30	<b>Agenda item 2 (cont'd):</b> Breakout groups
14:30 - 15:00	<b>Agenda item 2 (cont'd):</b> Report back from breakout groups
15:00 - 15:30	<p><b>Agenda item 3:</b> Digital Skills NetAcad Portfolio and Virtual Train-the-Trainer</p> <p>This session focusses on the Cisco NetAcad portfolio of courses available to all DTCs, how to access the courses, where to find the teaching resources, how to create classes and make them available to community members/students, etc.</p> <p><b>Speaker:</b></p> <ul style="list-style-type: none"> <li>• Mr Alfie Hamid, Senior Manager, Global Partnerships, Cisco</li> </ul> <p><b>Moderator:</b></p> <ul style="list-style-type: none"> <li>• Ms Robyn Fysh, Senior Project Manager, ITU</li> </ul>
Coffee Break	
16:00 - 16:30	<b>Agenda item 3 (cont'd):</b> Digital Skills NetAcad Portfolio and Virtual Train-the-Trainer
16:30 - 17:00	<p><b>Agenda item 4:</b> Partnership engagement</p> <p>The session features short presentations on partnership engagement at the local and national level, including case studies. It covers issues such as: why partnerships are important for DTCs, partnership mapping, value proposition and outreach strategies.</p> <p><b>Speaker:</b></p> <ul style="list-style-type: none"> <li>• Mr Tensai Asfaw, Senior Advisor, Resource Mobilization and Stakeholder Engagement, ITU</li> </ul> <p><b>Moderator:</b></p> <ul style="list-style-type: none"> <li>• Ms Robyn Fysh, Senior Project Manager, ITU</li> </ul>
17:30 - 19:30	Welcome reception at the ITU Montbrillant cafeteria

Thursday, 17 March 2022

Time	Items
09:00 - 09:40	<p><b>Agenda item 5:</b> DTC Partnership - A Case Study</p> <p>The session presents a case study of the partnership between Smart Zambia Institute, and Airtel Zambia a private mobile operator in Zambia. The two partners discuss what the partnership was about, what they did, and what was the outcome. The session aims to highlight the benefits of partnerships and provide tips on how DTCs can engage and find partners at the local level.</p> <p><b>Speakers</b></p> <ul style="list-style-type: none"> <li>• Mr Mulomba Hameja, Assistant Director, Smart Zambia Institute (SZI)</li> <li>• Ms Yuyo Nachali – Kambikambi, Communications Specialist, Airtel Zambia</li> </ul> <p><b>Moderator:</b></p> <ul style="list-style-type: none"> <li>• Mr Mike Nxele, Senior Capacity and Skills Development Officer, ITU</li> </ul>
09:40 - 10:00	<b>Agenda item 5 (cont'd):</b> Breakout groups
10:00 - 10:30	<b>Agenda item 5 (cont'd):</b> Report back from breakout groups
Coffee Break	
11:00 - 12:00	<p><b>Agenda item 6:</b> National and local stakeholder engagement - strategies and approaches</p> <p>As DTCs operate throughout the country, collaborating with various stakeholders at the national and local level is crucial in order to raise visibility of their activities and gain acceptance and buy-in. How to engage with stakeholders at different levels will be critical to attracting participants for training, in particular in marginalized areas and from disadvantaged groups. This session will cover stakeholder engagement strategies and approaches.</p> <p><b>Speakers:</b></p> <ul style="list-style-type: none"> <li>• Ms Abena Nyamesem, Senior Manager, Sustainability and Partnerships, GIFEC Ghana</li> <li>• Mr Juan Abel Guzman, Responsible for Inter-Institutional Cooperation, CTC Dominican Republic</li> <li>• Mr Alvin M. Navarro, DICT Philippines</li> </ul> <p><b>Moderator:</b></p> <ul style="list-style-type: none"> <li>• Ms Robyn Fysh, Senior Project Manager, ITU</li> </ul>
12:00 - 12:30	<b>Agenda item 6 (cont'd):</b> Breakout groups
Lunch break	
14:00 - 14:30	<b>Agenda item 6 (cont'd):</b> Report back from breakout groups
14:30 - 15:30	<b>Agenda Item 7:</b> A dialogue with DTCL partners

	<p>This session provides an opportunity for DTCs and DTCl partners (current and prospective) to discuss potential collaboration. This is in the form of an open dialogue.</p> <p><b>Panellists:</b></p> <ul style="list-style-type: none"> <li>• Ms Varya Meruzhanyan, Strategic Partnership Officer, World Food Program (WFP)</li> <li>• Ms Annemijn Perrin, Chief Executive Officer, Digital Skills Foundation (DSF)</li> <li>• Mr Gordian Frey, Coordinator of GIZ Digital Transformation Centres, GIZ</li> <li>• Ms Karine Sonigo, Skills Digitalization Specialist, International Labor Organization (ILO)</li> <li>• Mr Calvin Nangue, Project Manager, Skills Development and Capacity Building, Smart Africa Secretariat</li> </ul> <p><b>Moderator:</b></p> <ul style="list-style-type: none"> <li>• Ms Susan Teltscher, Head, Capacity and Digital Skills Development Division, ITU</li> </ul>
Coffee break	
16:00 - 16:30	<p><b>Agenda item 8:</b> Measuring the impact of training interventions</p> <p>The session will explore how the impact of the DTC training interventions could be monitored and measured. Selected DTCs will share their methodologies and approaches. The objective of the session is to identify outcome indicators DTCs could adopt to assess and capture the impact of their training interventions. Indicators could be like employment opportunities, job creation, or progress along learning pathways.</p> <p><b>Speakers:</b></p> <ul style="list-style-type: none"> <li>• Ms Lucy Spencer, ITU/BDT Communications and Promotion Services</li> <li>• Mr Juan Abel Guzman, Responsible for Inter-Institutional Cooperation, CTC Dominican Republic</li> <li>• Ms Karine Sonigo, Skills Digitalization Specialist, International Labor Organization (to be confirmed)</li> </ul> <p><b>Moderator:</b></p> <ul style="list-style-type: none"> <li>• Mr Alfie Hamid, Senior Manager, Global Partnerships, Cisco</li> </ul>
16:30 - 16:45	<b>Agenda item 8 (cont'd):</b> Breakout groups
16:45 - 17:00	<b>Agenda item 8 (cont'd):</b> Report back from breakout groups.

Friday, 18 March 2022

Time	Items
09.00 - 10.00	<p><b>Agenda item 9:</b> Developing DTC implementation frameworks, plans and timelines</p> <p>This session will cover the development of DTC implementation plans and training plans. It seeks a common understanding on key deliverables and how to report on DTC activities, especially those related to training.</p> <p>Participants will co-create a framework and timelines for the submission of agreed documentation such as annual DTC implementation plans, training plans, training activities and statistics for reports specified in the operating guidelines.</p> <p><b>Speaker:</b></p> <ul style="list-style-type: none"> <li>• Mr Marian Pletosu, Digital Skills Officer, ITU</li> <li>• Mr Tobias Franklin, HP Junior Officer, HP</li> </ul> <p><b>Moderator:</b></p> <ul style="list-style-type: none"> <li>• Mr Mike Nxele, Senior Capacity and Skills Development Officer, ITU</li> </ul>
10:00 - 11:00	<p><b>Agenda Item 10:</b> Using co-design thinking for challenge solving</p> <p>During this short interactive session participants will get to co-design principles through an on-hand practical exercise, working on a predefined challenge in the context of DTCs. The session will equip participants with the basic understanding of how a co-design thinking process works, such as problem finding and framing, ideation and solution generating, creative thinking, prototyping, testing and evaluating.</p> <p><b>Speaker:</b></p> <ul style="list-style-type: none"> <li>• Ms Katarzyna Jakimowicz, Project Manager, ITU</li> <li>• Ms Tsedeniya Namrud, Head, Digital Capacity Building and Public Engagement Unit, Ministry of Technology and Innovation, Ethiopia</li> </ul> <p><b>Moderator:</b></p> <ul style="list-style-type: none"> <li>• Mr Mike Nxele, Senior Capacity and Skills Development Officer, ITU</li> </ul>
Coffee break	
11:15 - 12:00	<p><b>Agenda item 10 (cont'd):</b> Breakout groups and report back</p>
12:00 - 12:30	<p><b>Discussion on the way forward and closing</b></p> <ul style="list-style-type: none"> <li>• Ms Sulyna Abdullah, Chief of the Digital Knowledge Hub Department, ITU</li> <li>• Ms Susan Teltscher, Head, Capacity and Digital Skills Development Division, ITU</li> <li>• Mr Mike Nxele, Senior Capacity and Skills Development Officer, ITU</li> <li>• Mr Alfie Hamid, Senior Manager, Global Partnerships, Cisco</li> </ul>
Lunch, ITU Tower, 15 <sup>th</sup> floor	