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

Agenda

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

Cultural performance

Opening remarks

- Mr Hary Budiarto, Head of Human Resources Development

		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)
		 Ø 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 as 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 Steve Saerang, Senior Vice President, Corporate Communications, Indosat Ooredoo Hutchison
		     Ms Stephanie Orlino, Stakeholder Management Head, 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) Ø 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	

Day 3: Thursday, 16 May 2024

Time		Agenda item
09:00	09:15	Energiser
09:00	10:45	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 o Mr Hamdani Pratama, Head, BPPTIK o Mr Steve Saerang, Senior Vice President, Corporate Communications, Indosat Ooredoo Hutchison Outreach to persons with visual impairment - Lessons learned from the roll out of the ICBVI training in Ghana o

		Moderator: Ms Halima Letamo, Senior Capacity and Skills Development Officer, ITU
10:45	11:15	Coffee break
11:15	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.

Which of the expectations that you had at the beginning of the meeting were met? WBT26 Tm℃(essen)-6(t) 1 0.27t2 1yT℀O