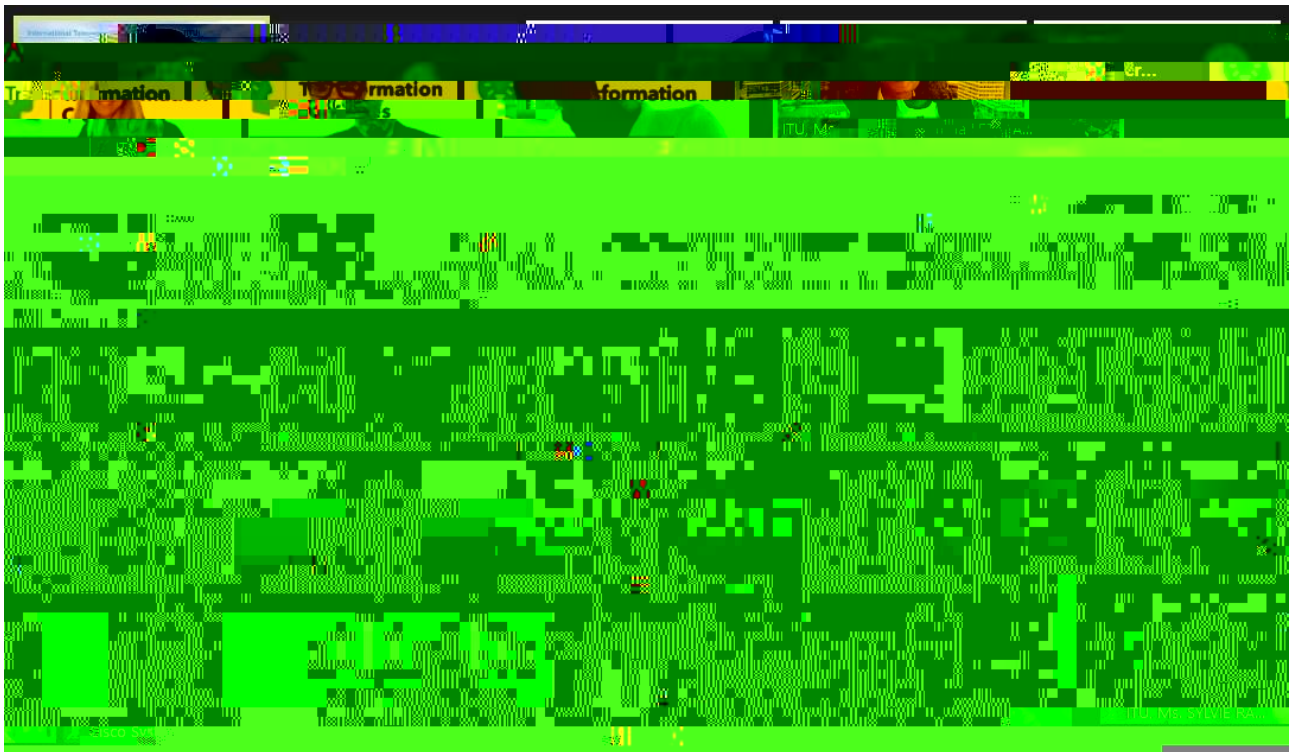Digital Transformation Centres Initiative
2nd Virtual Global Meeting

30 June 2021

FINAL REPORT

INTRODUCTION

The 2nd Virtual Global Meeting of the Digital Transformation Centres (DTCs) Initiative took place on 30 June 2021. It was organized by the International Telecommunication Union (ITU) in partnership with Cisco.

The meeting was attended by 35 participants representing the DTCs and the DTC Initiative partners including ITU, Cisco, HP, World Food Programme (WFP) and the Norwegian Government. The DTCs were represented by 14 participants from 7 selected DTCs in Africa and in Asia-Pacific. The DTCs from the Dominican Republic and Brazil were unable to participate.

The meeting was the second occasion for DTCs to get together since the onboarding workshop held in Geneva on 11-13 February 2020, and since the 1st DTC Global Virtual Meeting held on 23 March 2021. The objective of the meeting was to discuss challenges, opportunities and lessons learnt by DTCs from implementing Phase 1 of the Initiative, which is due to close at the end of August 2021. The outcome of the discussions will be used to prepare Phase 2 of the Initiative.

Further information, including agenda, the presentation slides and photos are available at https://academy.itu.int/index.php/main-activities/digital-transformation-centres-initiative/dtc-virtual-global-meeting-2021-phase-1-evaluation

Opening remarks

The 2nd Global Virtual Meeting was officially opened by Ms Susan Teltscher, Head, Capacity and Skills Development Division, ITU. Ms Teltscher took the opportunity to thank the participants from both DTCs and partner organizations for joining the meeting, and she stressed the importance of this meeting as Phase 1 of the Initiative is ending in August and Phase 2 starts. Ms Teltscher emphasized that despite the challenges posed by the Covid-19 pandemic, the DTCs have achieved a lot by adjusting to the new normal and making the best out of the challenging situation. The discussions in the meeting were guided by the responses made by the DTCs to an evaluation questionnaire that they had all completed and submitted to ITU a week earlier. During this meeting, every DTC had the opportunity to highlight what worked well lessons learnt and new ideas for changes in the next phase.

Brief summary of the questionnaire responses from DTCs

During this session, Mr Mike Nxele, Senior Capacity and Skills Development Officer, ITU, gave an overview of the questionnaire responses from DTCs. The main goal of the questionnaire was to gather as much information as possible on the Phase 1 of the Initiative in preparation for Phase 2.

The questions addressed a wide range of topics, starting with how the DTCs felt about their experience in Phase 1, to the most frequent challenges, opportunities, key performance indicators (KPIs) and partnerships. The questionnaire also asked DTCs to propose improvements moving into Phase 2. Mr Nxele emphasized that 100% of DTCs responded to the questionnaire.

According to the responses, it was shown that on a scale from 1 to 5 stars, with 1 being very unsatisfactory and 5 being very satisfactory, 67% of DTCs gave 4 to 5 stars to the overall Initiative, whereas the average rate was 4 stars. More details on the questionnaire responses , n vri5l.04 2 1 90.3ng v-22(D)--4(n)-5(rg)

collaborations have been forged with ITU Cisco Australia who supports the delivery of training

As lessons learnt, firstly, Cisco observed that the Initiative is successful when the training activities are backed by Governments, including financially, and is part of the country digital transformation strategy. Secondly, Cisco noticed a major success when the DTCs keep the same team of focal points throughout the Initiative, as this helps keeping track of the activities and gives additional stability to the

from communities (at least 60%). According to the online questionnaire, most of the KPIs were judged by DTCs as appropriate or very appropriate, whereas most of the related targets were considered just right.

Among the new KPIs proposed by DTCs, it was recommended to include a share of training for persons with disabilities (at least 10%), and a minimum number of partnerships signed by DTCs in a year, with the exact number to be defined.

Content and training materials

During this session, ITU gave a presentation on the existing training materials from Cisco, HP and APCICT, followed by an open discussion on the relevance and adequacy of these courses.

The participants assessed the training content from Cisco as very good, well structured, intuitive and of interest for their audience. Basic courses such as Get connected and Intro to Cybersecurity were mentioned as the courses most used by DTCs especially while dealing with an audience of beginners. The

Lastly, it was stated that the application time for new DTCs applying to join Phase 2 will open in late July and close in August 2021, and the newly selected DTCs will be announced in September 2021, as Phase 2 officially starts in January 2022.

Summary and closing

Final remarks were delivered by Ms Susan Teltscher, Head, Capacity and Digital Skills Development, ITU. In her remarks, Ms Teltscher thanked all the DTCs and partners for their active participation and contributions. The feedback received during the meetingmeeting

Annex 1: List of participants

Name	Title	Institution	Country
DTCs			
Mr Lucas Yao	DTC Project Manager		

Ms Rebecca de la Vega	Cisco Networking Academy Regional Manager	Cisco	Mexico

Ms Hital Muraj