# 2nd Annual Meeting

## Manama, 16 September 2024

*Capacity and Digital Skills Development Division (CSD)*
*Telecommunication Development Bureau (BDT)*
*International Telecommunication Union*

# Agenda

1.

# ITU Capacity development and the role of the ATC programme

## ITU/BDT core mandate:

Strengthen the capacity of policy makers in the field of ICT, in particular in developing countries

- WTDC-22 Kigali Action Plan
- PP-

## ITU Academy:

recognized as the main umbrella to harmonize all ITU capacity development and training activities

## Cutting across all ITU areas of work

Identified by the ITU membership as priorities

# The ATC programme to date

March

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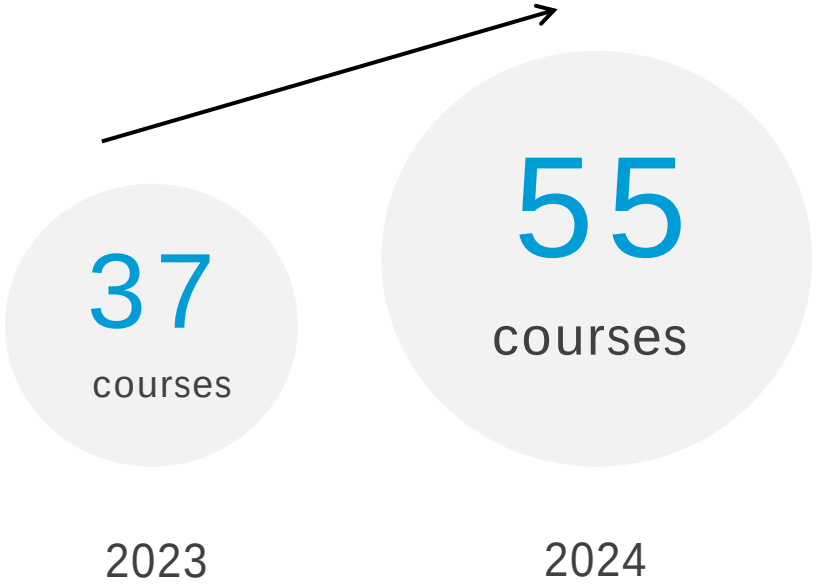
2023 | 2024 | 2025

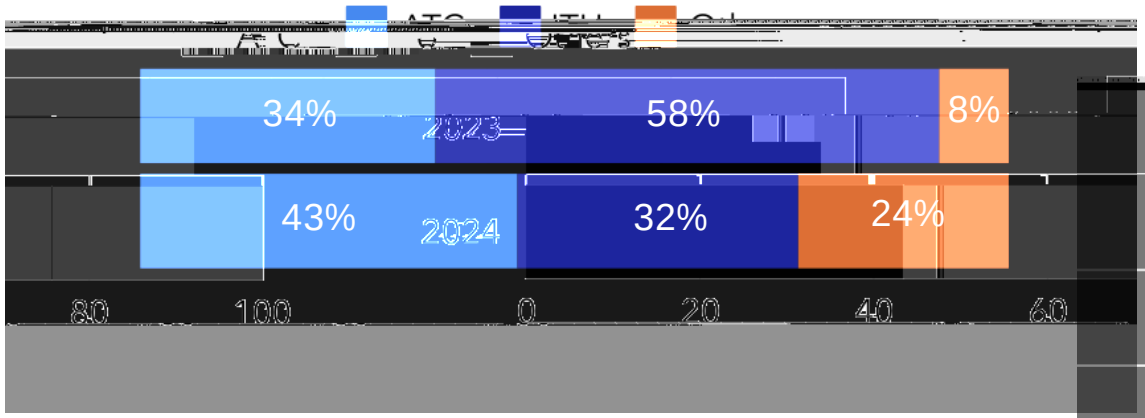
# ATC programme implementation in numbers



2023

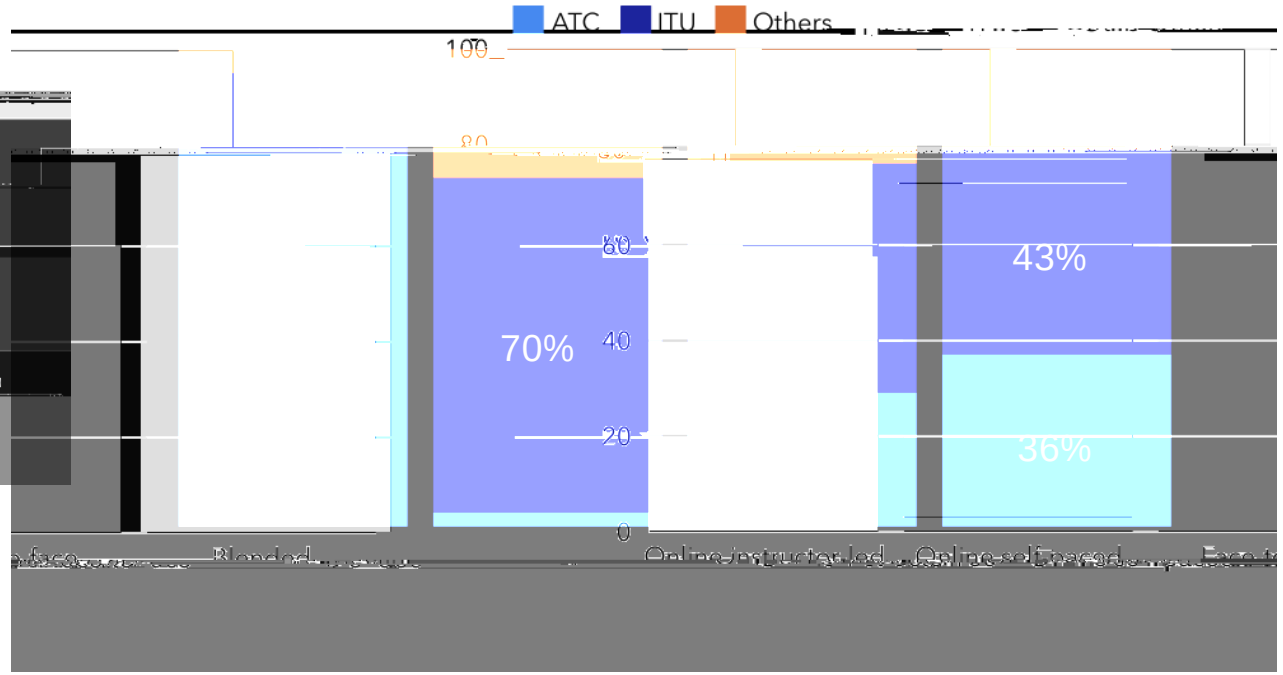
# ATC programme in the context of the ITU Academy

Percentage of courses by organizer




The ATC programme's importance in the broader ITU Academy work has increased for its first full year of implementation to reach 43%.

Percentage of courses by modality (2024)

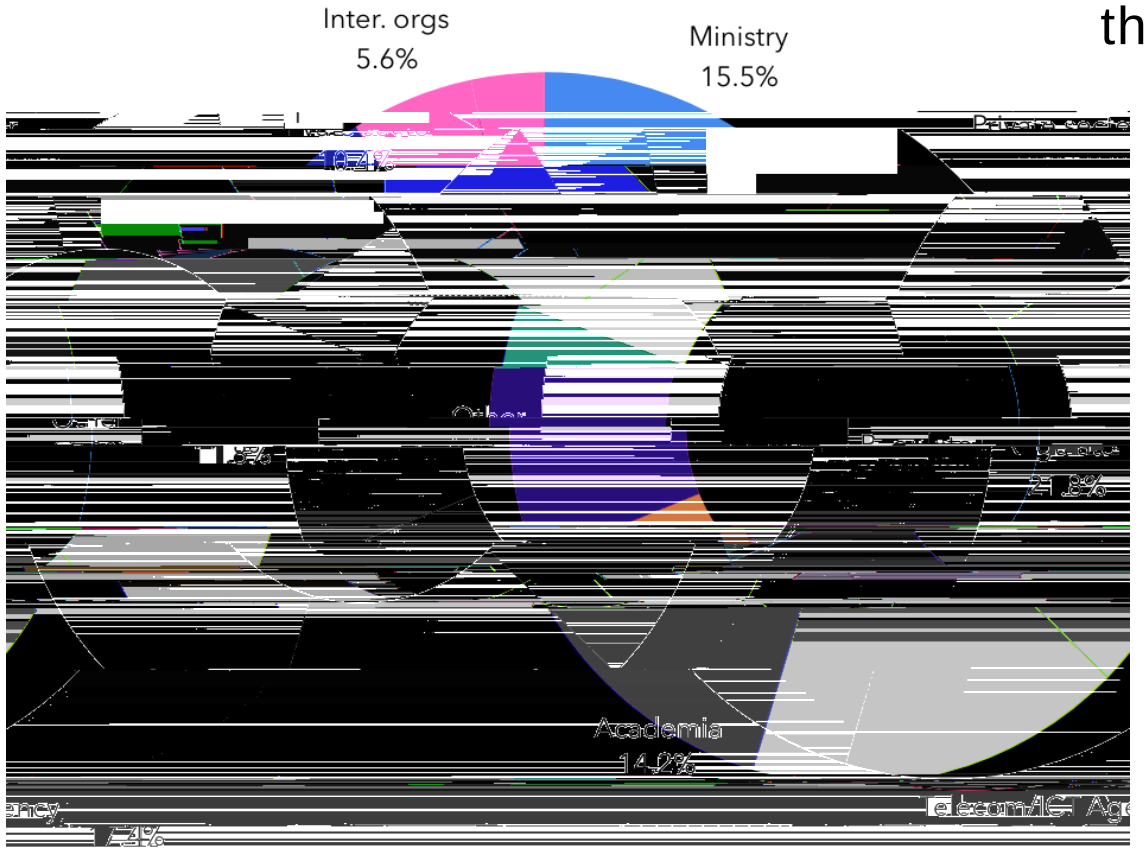



The ATC programme represents:

- 4 out of 5 online instructor-led courses
- around 1 out of 3 face-to-face or blended courses.

# ATC programme implementation in numbers

Participants affiliation (2024)



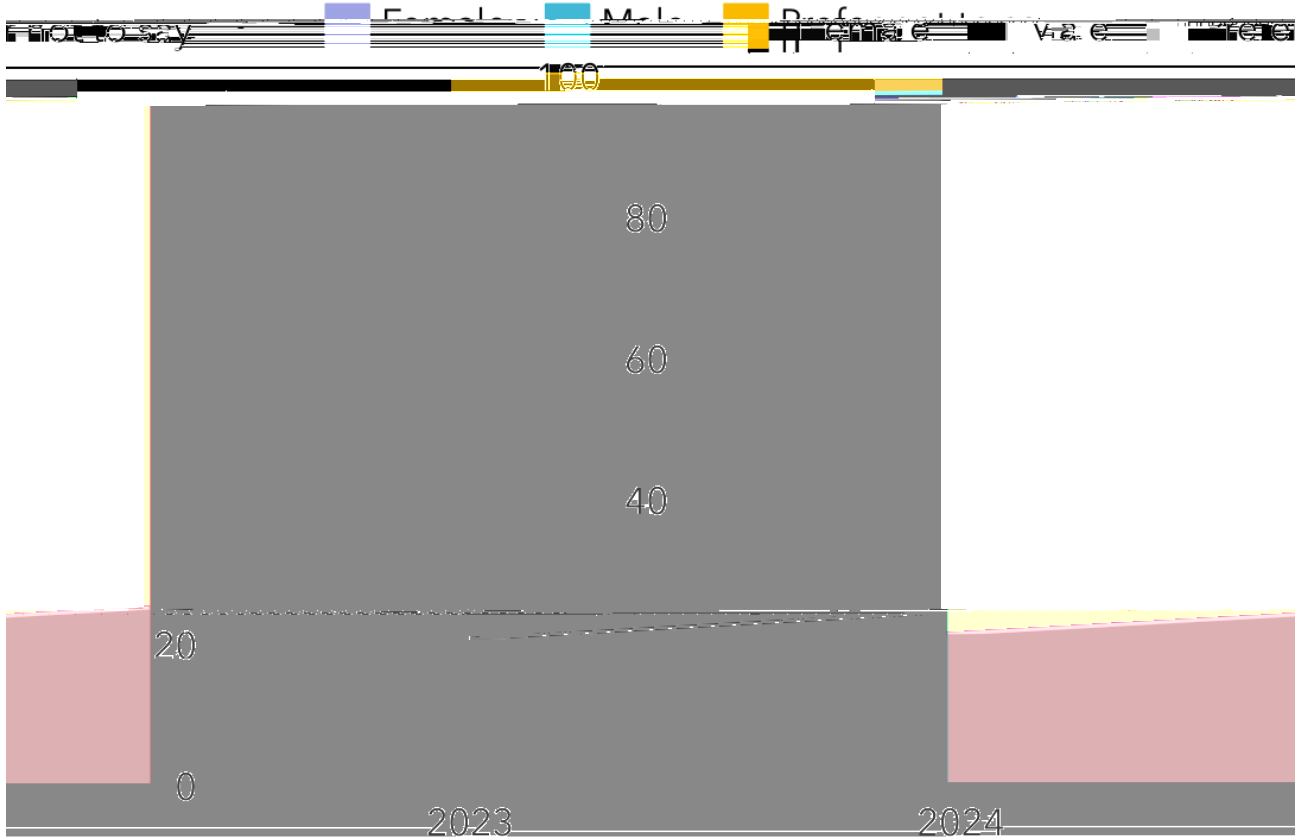

Participants are mostly from the public sector, the main target audience of the programme.

- Public sector
- Academia
- Other
- Private sector
- International or regional organizations

# ATC programme implementation in numbers

Gender parity needs to be improved, it will be a focus of ITU Academy team in 2025.

Number of participants by gender (2024)



# Our second year in numbers

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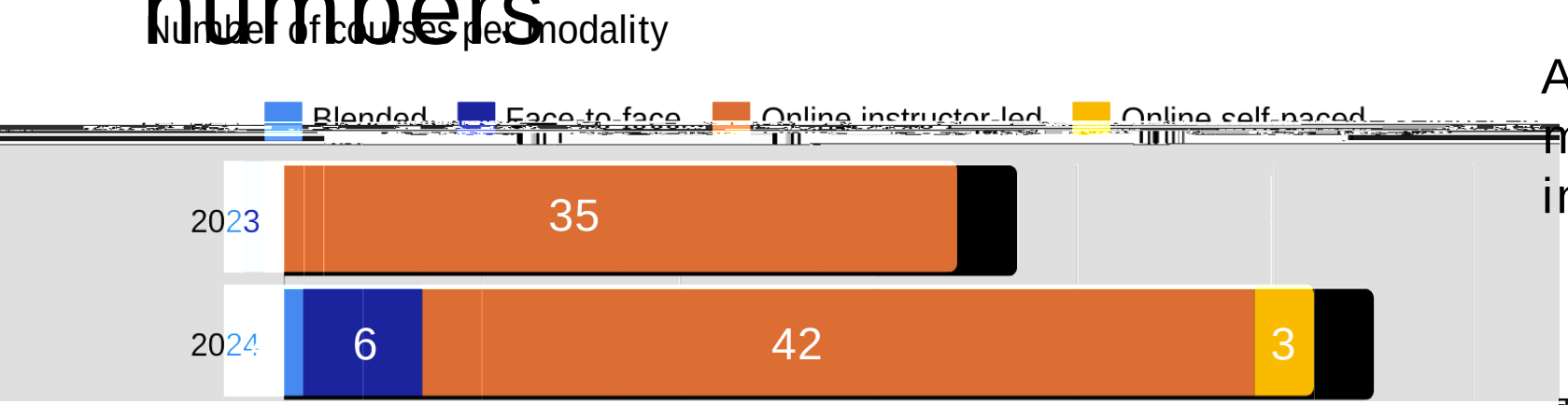
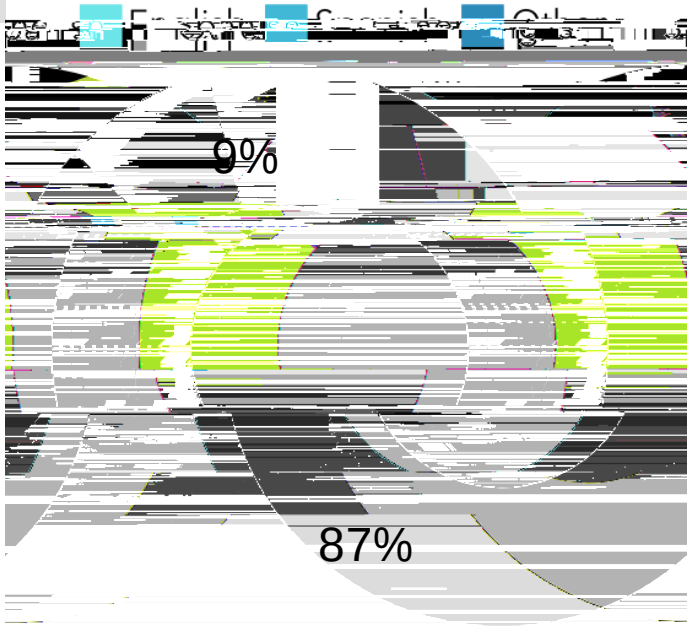
# ATC programme implementation in numbers



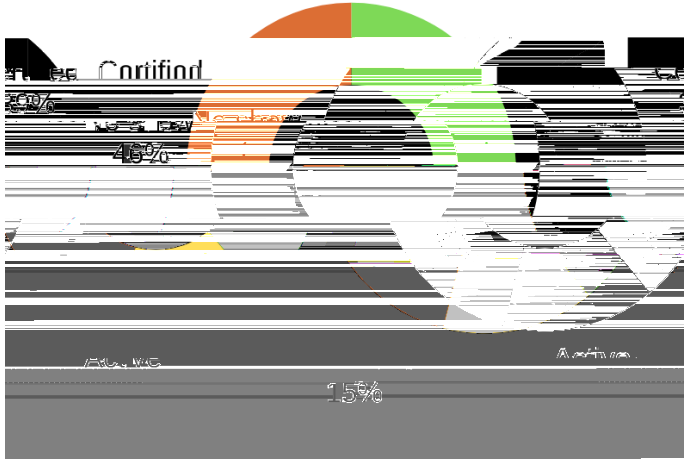

As per the programme structure, most courses are online instructor-led.

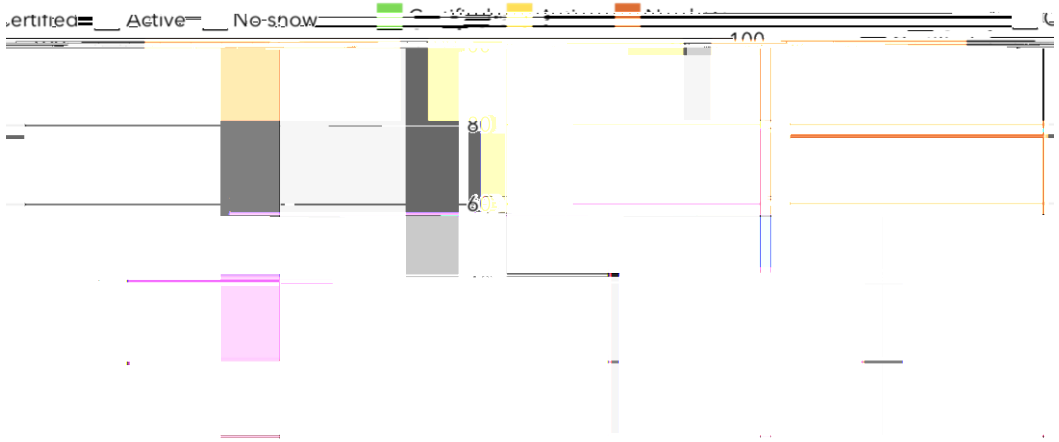
Courses are mostly in English, we encourage ATCs to run courses in other UN languages, especially through the ITU-EC project.



# ATC programme implementation in numbers

Percentage of participants who earned a certificate (2024)

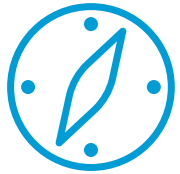



Overall, certification rate is high compared to industry standard and varies across modality, as expected.

The average number of participants per course is within our objectives: around 30 for face-to-face and 60 for online instructor-led courses.

# What’s coming in 2025



# Objectives of this meeting

Get to know each other (ATCs-ATCs, ATCs-ITU)

Strengthen collaboration

Share best practices and learn from each other

# Project update:
## Capacity development for digital transformation

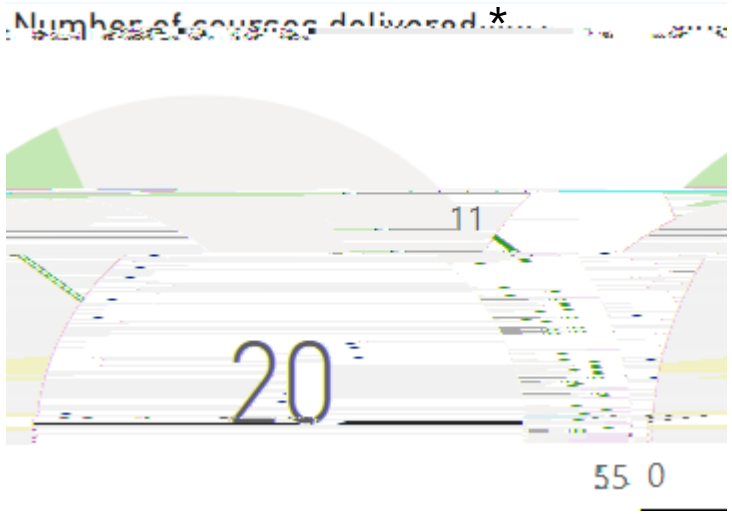
Angel Draev

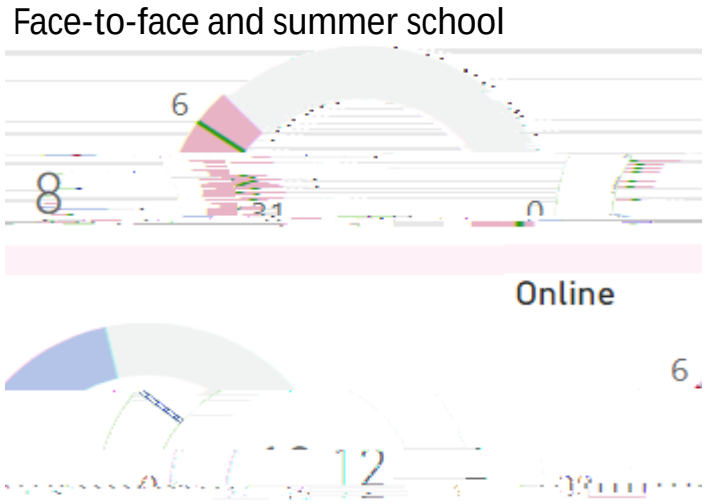
Manama, Bahrain, 16 September 2024

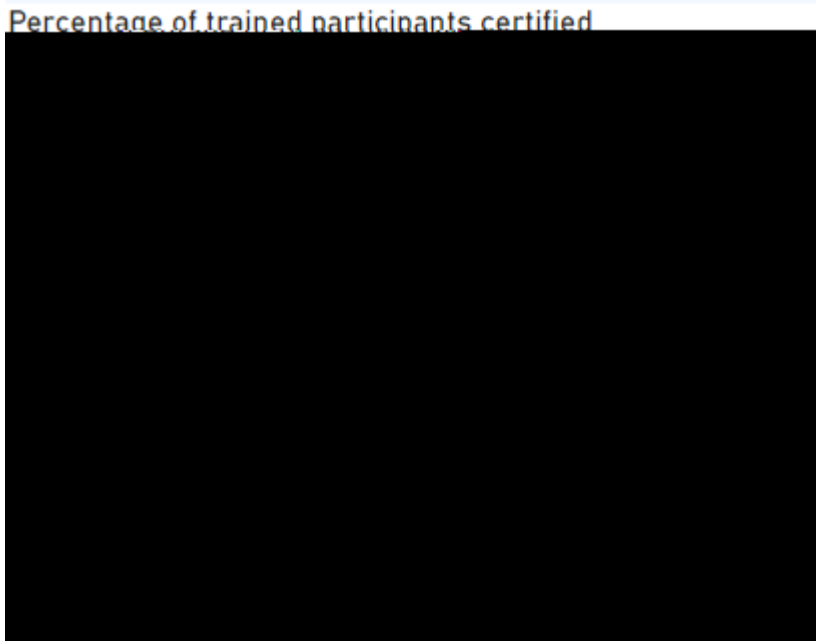
# Project framework

- What is our goal? -> Enhance the capacity of government officials, policy makers and other relevant stakeholders who are TJETQq0.000014305 0 960 540 reW* nBT/F4 20.04 Tf1 0 06

# First year progress

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*Delivered and planned by the end of 2024 and Q1 2025

# Successes

- First-ever ITU Summer school on Digital transformation for sustainability with UNU-Merit (Maastricht, 1-5 July 2024)
- Two high-demand face-to-face courses:
  - Excellence in digital government with WITS-LINK Centre (Johannesburg, 12-16 August)
  - Digital transformation in the public sector with AFRALTI (Nairobi, 2-6 September 2024)
- 10 ATCs actively involved with project during first year of the project
- A diverse range topics for F2F and OI courses
- High percentage of participants' satisfaction with project courses – 96%!!

# Lessons learned & actions needed

- More active engagement with participants for confirming their attendance at F2F courses
  - Confirmation of visa and flights needed for final admission.
  - Recommendation: participants must be contacted immediately after the selection is done and invitation/visa support letters must be shared in due time.
- Full training program and reading materials uploaded on Moodle and sent with sufficient time in advance to participants
  - Recommendation: reading materials must be made available on the course platform at least 2 weeks before a F2F course
  - Recommendation: participants should be encouraged to go through the reading materials before the course starts.

# Training needs assessment 2024 & priority topics for 2025

## Target

- TNA targeted a total of 906 ITU Member States and sector members across 139 countries in 6 regions

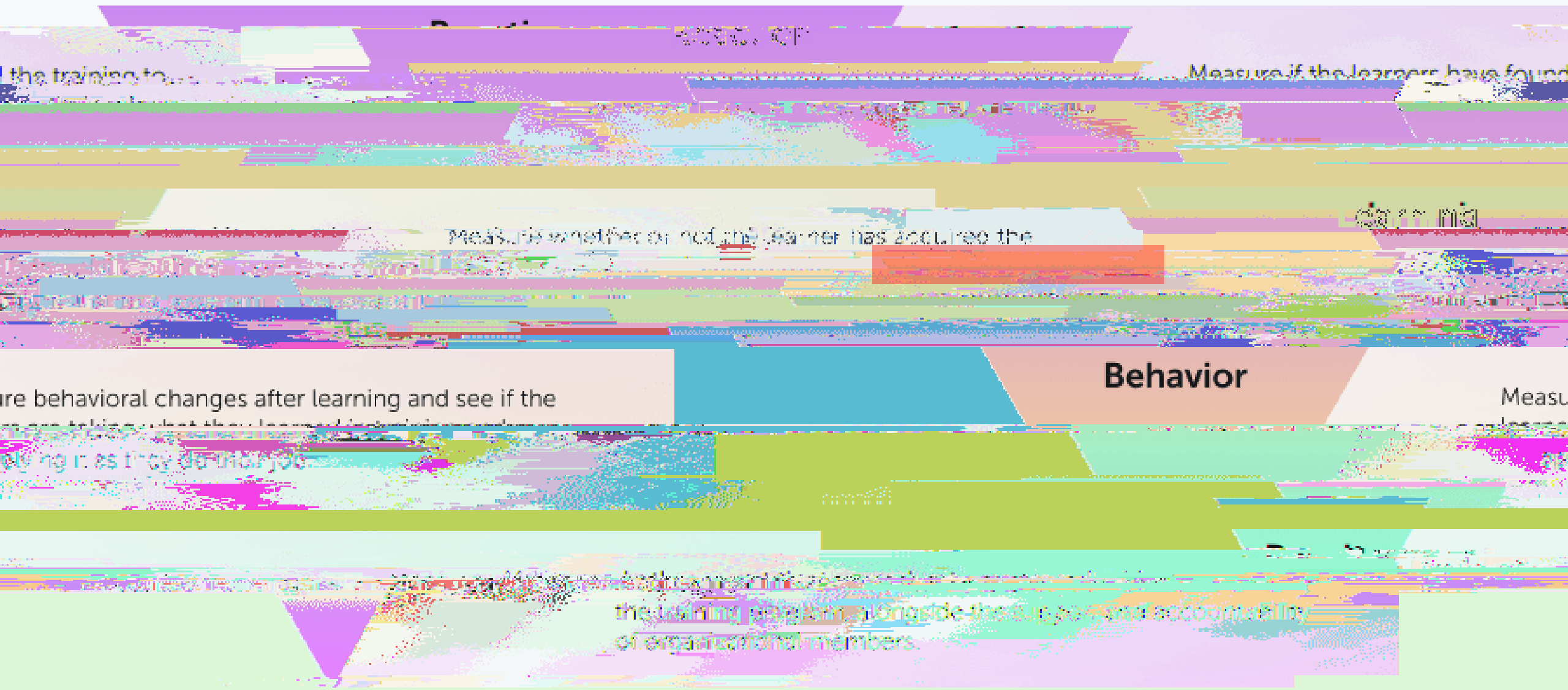
## Priority training topics identified

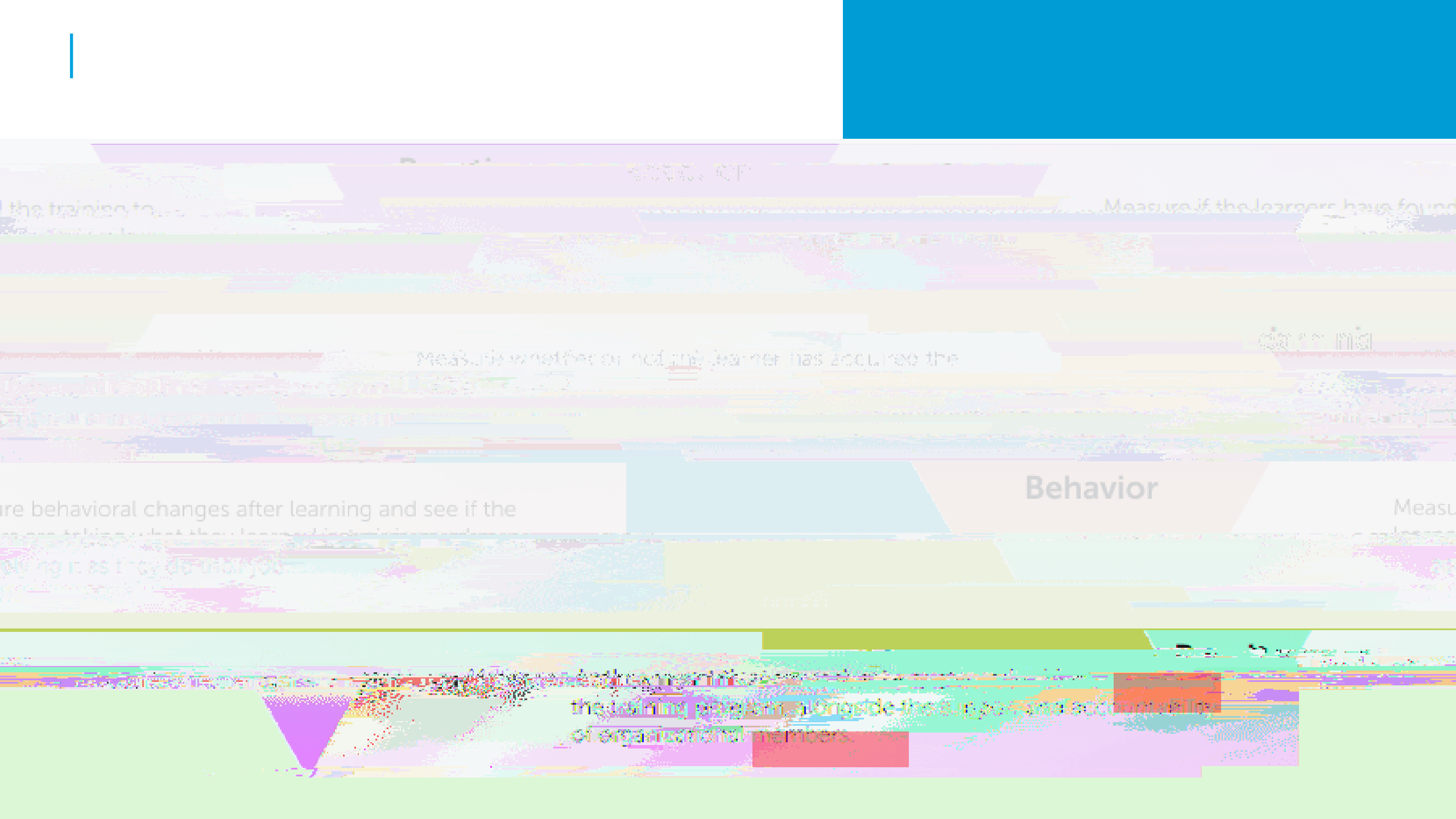
- Cybersecurity and incidence response
- Cybersecurity strategies and policies
- Regulatory governance and national digital transformation strategies
- Artificial intelligence
- Data and data governance

- Most common practices for your online, IL training courses

# Evaluation framework for ITU Academy *(instructor-led courses)*

- Level 1, 2 and now 3
- How are graduates applying what they’ve learned?


Behavior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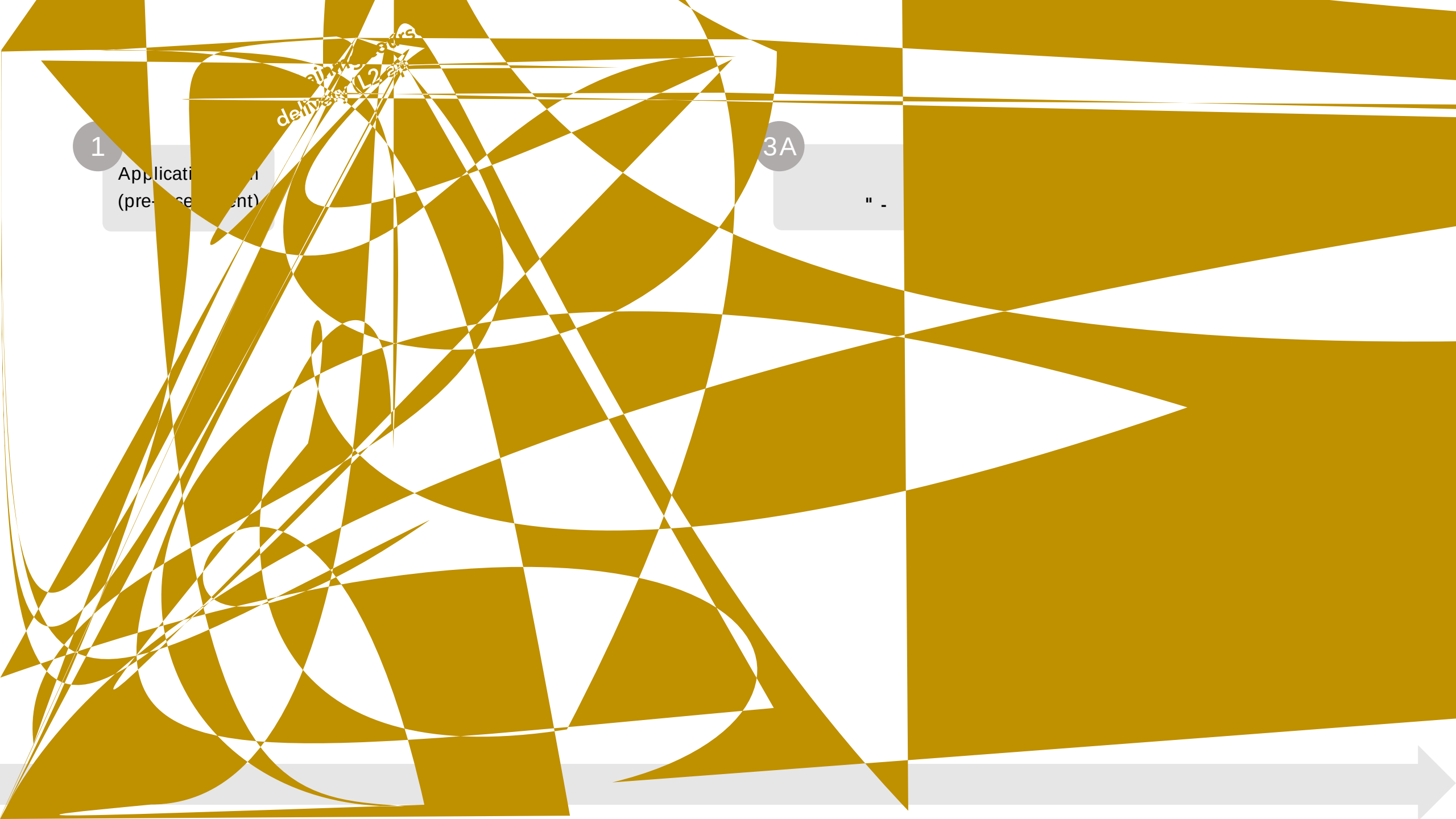
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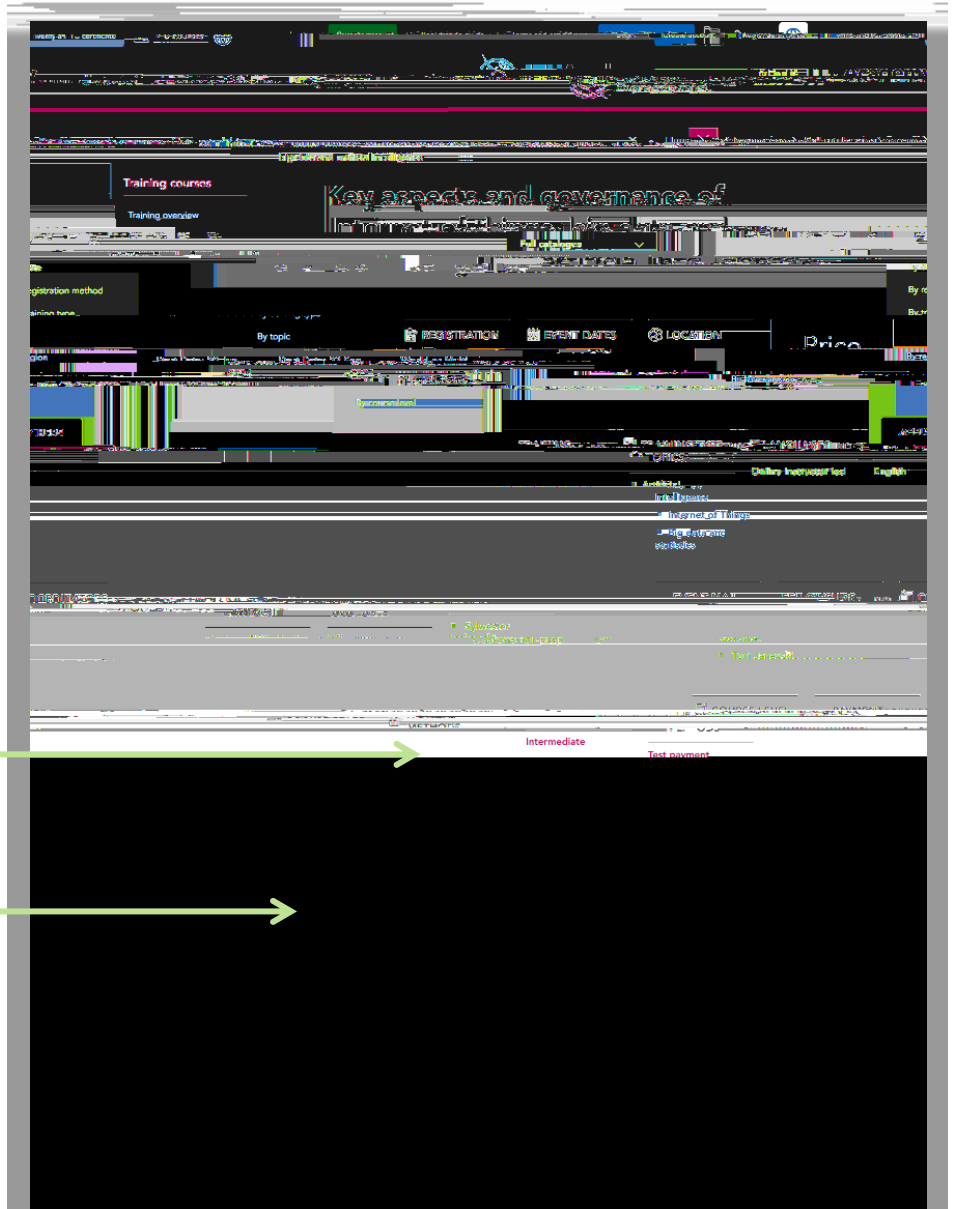
# What’s new on the ITU Academy? Developments

# ITU Academy is constantly improved and augmented… What is new since the last annual meeting?

- Features to accommodate the ATC programme:
  - Payment methods of each ATC visible on course page
  - Automatic email now includes direct payment link of each ATC
  - New automatic reminders for payment and course start
  - New visibility of organizers and partners with logos.
  - New feature to allow to accept participants in Moodle and allow for “late payment”



- Features related to courses / coordinators
  - Upgrade to Moodle 4.1: better user experience
  - Automatic translation of the website in 6 languages
  - Simplified end-of-training report, including automatic reporting of user completion data
  - User data and application questionnaire answers downloadable together
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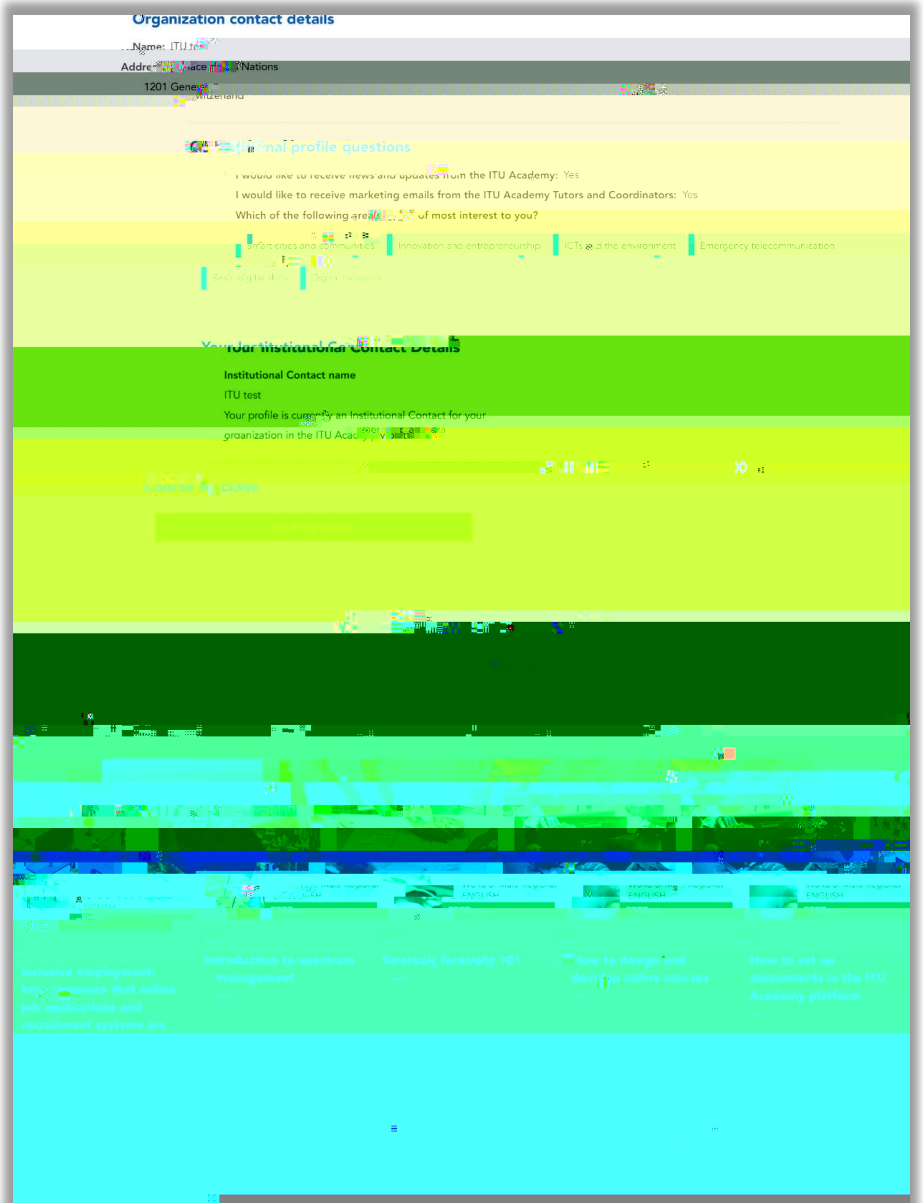
- Features related to users
  - Customer product recommendation: users see courses recommended for them based on past behavior as well as courses “prioritized” in the algorithm – a new tool to increase registrations

- Automation of ITU Academy
  - Data management: to better monitor user behavior, platform performance and access new insights to focus on new priorities: user repeat rate, satisfaction, impact, quality etc.
  - Automatic emails: to increase registrations, completions, payments etc.



# Deep dive on communication with users

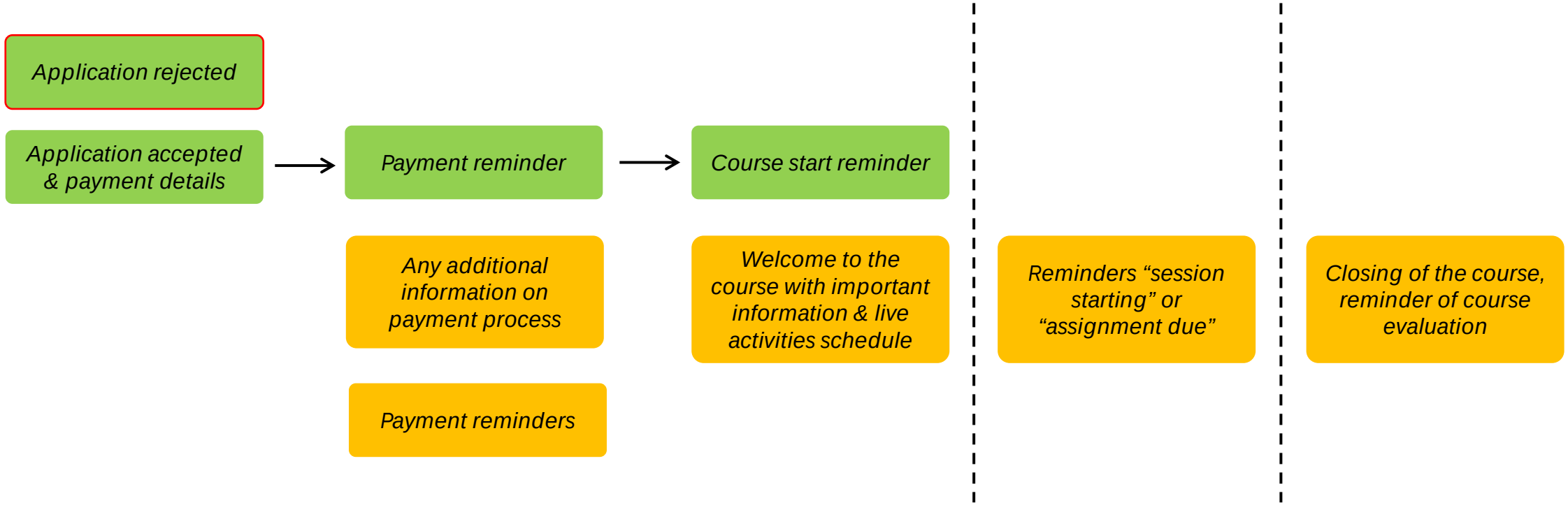
## ITU Academy

- Respond to any technical inquiries through ituacademy@itu.int, such as:
  - navigation on the platform,
  - lost password,
  - technical issues to complete activities etc.
- Management of automatic emails

## Course coordinator

- Welcome participants to the course
- Information and reminders about upcoming Zoom sessions, assessment deadlines etc.
- Respond to any “content” question

# Deep dive on communication with users



# A surprise in the works …

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# What’s new on the ITU Academy? Processes

# Where are the guidelines?

Microsoft Teams ITU Academy PM (available to all course coordinators)

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# Planning 2025

# How we approach planning

After review, the ITU Academy team will propose for some courses alternative topics or dates to :

- Avoid courses starting at the same time
-

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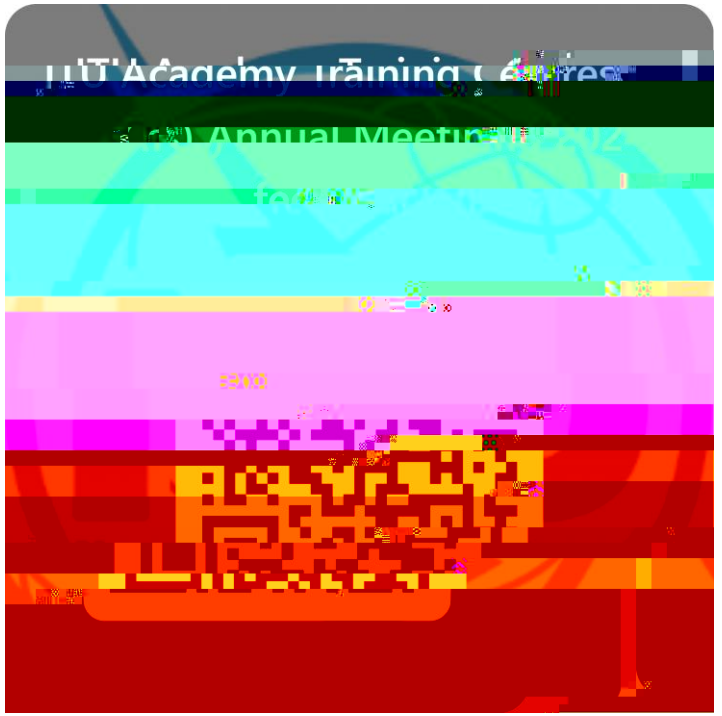
# Discussion

- In terms of ATC programme operational guidelines, what's one area where you feel you need more clarity regarding the ITU Academy?
- Any ideas for development for the ITU Academy?
- Any questions on this presentation?



# Evaluation form

- Scan the QR with your mobile device