



Year in Review 2021



#BDTYearInReview 2021
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Director's Message

Dear friends,

With the calendar year drawing to a close, it is time once again to look back over the past 12 months, take stock of the defining moments of 2021, and start readying ourselves for the many challenges ahead in 2022.

This year's BDT in Review confirms that we have many reasons to be proud.

While COVID-19 prevented us from meeting face-to-face, thanks to connectivity and the commitment of our members and partners, we nevertheless succeeded in stepping-up efforts to make ourselves an indispensable partner for our Member States in their digital transformation journeys.

Our project portfolio continued to grow – reaching an overall portfolio of CHF 18 million in 2021, the largest figure in the last 15 years - following the positive trend achieved over the past two years. In 2021 we signed a total of 21 new projects and 46 new partnership agreements, and we are also excited to have welcomed 14 new members into the BDT fold.

Our new youth initiative, **Generation Connect**, goes from strength to strength, with Generation Connect Youth Groups now working actively in every ITU region, and the establishment of the Generation Connect Visionaries Board comprising eight dynamic young leaders and eight distinguished high-level appointees. This Board is now providing strategic guidance on preparations for our first-ever WTDC Generation Connect Youth Summit, which will be held just ahead of the next World Telecommunication Development Conference next year.

The next **WTDC** comes at a crucial time for global connectivity, with the UN Common Agenda recognizing the digital divide as one of the global 'grand canyons' that must be urgently addressed if we have any hope of meeting our 2030 Agenda targets and making good our pledge to 'Leave No-one Behind'.

While BDT's new *Facts and Figures* report estimates that 4.9 billion people are now online, the gap between the digitally rich and digitally poor remains a stark reflection of global inequality, with over 90 per cent of the 2.9 billion offline living in the developing world.

With the pandemic accentuating and accelerating our dependence on technology, we urgently need to bring online those still cut-off from the transformational power of the internet.

At the same time, we need to ensure that the 4.9 billion already online are *meaningfully* connected, through connectivity that is affordable, reliable, accessible, fast, and safe, while ensuring that they are also equipped with the skills to fully leverage the power of digital services and applications. All this has concrete implications for BDT's work in promoting regulatory best practice, digital skills, cybersecurity, digital innovation, digital gender equality, and much more.

BDT's new **Partner2Connect Digital Coalition**, launched on the side lines of the UN General Assembly this year in close cooperation with the Office of the United Nations

Envoy on Technology, is designed to serve as a leadership platform to engage all stakeholders around the urgent need to mobilize new resources, partnerships, and commitments to achieve universal meaningful connectivity. It will be a key element of our next World Telecommunication Development Conference, and I encourage all ITU members, partners, and every organization working in the digital space, to join, so that we can leverage our shared resources to bridge the digital divide and get the rest of the world online, fast.

As I look back over 2021, I'd like to take the opportunity to thank our members and partners for their steadfast and resolute support during a particularly challenging year.

Last but not least, I want to thank my amazing staff for their resilience, dedication, and hard work. They are the engine of the BDT.

I look forward to strengthening BDT's collaboration with all members and partners, and to working alongside you at our World Telecommunication Development Conference in June 2022, as we shape the digital future together. With connectivity now front and centre of the political agenda in so many countries, we have a unique opportunity to use digital to totally rewrite the global development paradigm. We must not miss our moment.

Doreen Bogdan-Martin
Director, Telecommunication Development Bureau
International Telecommunication Union

2021 Highlights

Between 1 January and 31 October 2021, BDT held **179 events**, most of them, virtual. This figure includes all global and regional events coordinated with ITU headquarters. BDT produced **78 videos**, watched by about **18.3K subscribers** on YouTube, not including the audience on other social media channels and **50+ blogs**. BDT has been active on social media, with **1200 tweets** and over **4 million impressions** across BDT channels.

Capacity Development

- The [ITU Academy](#) experienced significant growth. As of October 2021 **11,145, people** were trained and 148 courses were delivered, 76 of which were through the Centres of Excellence initiative.
- Six new courses were launched:
 - WHO-ITU Digital Health Leadership
 - Measuring digital development: Telecommunication/ICT indicators
 - How to design and develop online courses
 - Business Planning for ICT Infrastructure development for Africa
 - 5G-the path to the next generation (GSMA-ITU)
 - Introduction to Service Quality Regulation
- From January 2020 to September 2021, **106 388 people** were trained in marginalized communities through the [Digital Transformation Centres \(DTC\)](#) initiative, 65 per cent of whom were rural women. Phase 2 of the DTC initiative will begin in early 2022, with 5 new DTCs identified.
- **4138 people**, including **3265 women** were trained in basic digital skills through the Norwegian Agency for Development Cooperation (NORAD) funded project launched to support DTC activities in Ghana. The project is ongoing and aims to reach 14 000 people by end December 2023.
- **150 schoolgirls** from underprivileged communities in Zambia were trained in essential digital skills through the Girls in ICT Project, a new Airtel Zambia and SMART Zambia Institute partnership established through the DTC network.

Digital Skills Insights 2021

The [Digital Skills Insights 2021](#) publication highlights the need for skills upgrades and promotes skills development and knowledge exchange to ensure everyone can thrive in a tech-driven post-COVID world.

Cybersecurity

- More than 30 [CyberDrill events](#) worldwide were held and more than 500 participants from over 120 countries participated in the ITU 2021 Global Cyberdrill.
- **Computer Incident Response Teams (CIRTs)** were finalized for Barbados, Botswana, Gambia, and Kenya.
- **CIRT Readiness Assessments** are conducted for Kiribati, Mongolia, Belarus, and completed for Bahamas, Guinea Bissau.
- The pilot edition of the **Women in Cyber Mentorship Programme**, organized by ITU, FIRST, and EQUALS, was held for Africa and the Arab States and featured guided monthly mentorship circles, a series of inspirational webinars, and technical and soft skills training courses. 91% of the participants expressed that the programme enabled them to have a clearer perspective on their career goals in cybersecurity.

[Listen to the podcast](#)

Global Cybersecurity Index

The [Global Cybersecurity Index](#) revealed that many countries are working to improve their cyber safety despite the challenges of COVID-19. The report has been viewed over 65 000 times and has been quoted in over 1300 academic papers and reports.

Digital Inclusion

- [10 Moments of Girls in ICT](#) virtual events took place during the year to celebrate the 10th anniversary of the global International Day of Girls in ICT! The events mobilized actions around stakeholders' engagement and topics such as online safety, social media, and storytelling. Infographics and a resource kit have been developed for some of these moments, such as academia and the private sector.
- **The Americas Girls Can Code Initiative** has a new project to promote the development of digital skills activities for the benefit of girls and young women from the region supported by Facebook.
- [Ageing in a digital world – From vulnerable to valuable](#) addresses the two global megatrends that reinforce each other: the emergence of digital technologies and ageing populations, both of which are predicted to bring about important socio-economic changes worldwide.

- The very first training on ageing population ICT for better ageing and livelihood in the digital landscape available in English, French and Spanish through ITU Academy, went live on ***International Day of Older Persons***.
- 69 participants from 11 countries in Latin America successfully completed a yearlong programme for technical promoters in telecommunications and broadcasting in Indigenous communities. As a result, the selected winners participated in a virtual camp in which it was further strengthened their knowledge and capacity and with great success, build a network of ***Indigenous technical promoters*** in the Americas region.
- [Towards building inclusive digital communities - ITU toolkit and self-assessment for ICT accessibility implementation](#) is one of the most complete resource in the topic of ICT accessibility.
- ***ICT accessibility assessments*** were developed in Asia Pacific, Africa, CIS and Europe.
- To strengthen all ITU members from all region capacity in digital accessibility two existing training courses in [English](#), [French](#) and [Spanish](#), have been updated and localized in 2021 and are now available and relevant also for Arab and Russian-speaking countries. These self-paced online training courses, available through the ITU Academy, are as follows:
 - [ICT Accessibility: the key to inclusive communication](#)
 - [Web Accessibility - the Cornerstone of an Inclusive Digital Society](#)
- ***Generation Connect***, launched in November 2020, aims to engage global youth as equal partners alongside the leaders of today's digital change, empowering young people with the skills and opportunities to advance their vision of a connected future. Generation Connect is the overarching initiative of the ITU Youth Strategy, the three pillars of the Youth Strategy are: Engage, Empower and Participate.

In Focus:

- [Leaving no one behind and no one offline](#)

Network of Women for WTDC (NoW4WTDC)

- The NoW4WTDC was launched in January to increase the number of women participating in ITU-D meetings and taking up leadership roles.
- A mentorship programme, dedicated side events, and fireside discussions were organized to inspire and learn from other delegates as well as role models.

ITU and EIF

- The cooperative project set-up by ITU and the Enhanced Integrated Framework (EIF) to enhance the digital ecosystem and build digital skills for women in the least developed countries trained 350 from Burundi and Ethiopia in capacity-building activities. Participants said that the workshops improved their understanding and knowledge of how digital skills and technologies can increase the competitiveness of their professions.
- A total of 48 policies, strategies and regulations related to the digital economy were assessed on gender responsiveness covering international development instruments, national digital policies, and national laws and regulations.

Digital Innovation Ecosystems

- The [Global Innovation Forum](#) focused on "building partnerships to mainstream entrepreneurship" and called for collaboration to help countries build up their innovation capacities – in line with one of the key goals in ITU's Connect 2030 Agenda.
- **UNOSSC and the African Telecommunications Union (ATU)** partnered with ITU to run the second edition of ITU Innovation Challenges for enabling an environment to tackle challenges in the digital innovation domain.
- The **ITU Innovation Challenges 2021** focused on building vibrant innovation communities to unlock digital transformation for the new normal. Award-winning proposals were invited to the Bootcamp, where they were provided with mentorship and training to scale up their ideas.
- [Regional good practices - Accelerating innovation, entrepreneurship, and digital transformation](#) provided a comparative analysis for all six regions using existing international rankings on ICTs, innovation, and entrepreneurship.
- The ecosystem **country assessment and recommendations** were completed for Oman, Georgia, Serbia, Trinidad and Tobago, and the Philippines.

Digital Services and Applications

- Through the [Smart Villages Initiative](#), ten additional villages in Niger have been connected. The services are now scaled up in those villages and include:
- Mobile voice-based messages for agriculture extension in local languages,
- Unstructured Supplementary Services Data (USSD) service to access agriculture market prices,
- Early childhood illness diagnosis tool,

- Talking book (an audio device) that disseminates agriculture and health messages,
- Local village microserver with a full learning management system and local content,
- Digital literacy training.
- The Smart Village Initiative was also planned in Egypt, Liberia and Pakistan.
- The [Smart Islands Initiative](#) was launched and Vanuatu adopted it as a national programme. The programme, built on the Smart Villages initiative, adopts an innovative approach to deliver connectivity and scalable and sustainable services to disadvantaged island communities.

In Focus:

- [Smart Islands: Boosting connectivity to unlock Pacific potential](#)

Emergency Telecommunications

- Members of the **Emergency Telecommunications Roster** were trained on the deployment process and use of ITU's telecommunication equipment to support emergency telecommunications deployments to countries hit by disasters.
- **20 satellite phones and 10 Broadband Global Area Network terminals** were sent to Haiti to help with relief and recovery operations after the devastation caused by a 7.2 magnitude earthquake on 14 August 2021. The Disaster Connectivity Map (DCM) was used to assist with response efforts and determine connectivity gaps in the impacted areas.
- [National Emergency Telecommunication Plans](#) were developed for Papua New Guinea, Samoa, Saint Lucia, Ecuador, Bolivia, Dominica, Grenada, Sudan, Somalia.
- ITU endorsed the "**Call to Action on Emergency Alerting**" to scale up efforts and ensure that "by 2025 all countries have the capability for effective, authoritative emergency alerting that leverages the Common Alerting Protocol (CAP)".

In Focus:

- [How ITU provides emergency telecommunications in a pandemic](#)

Environment

- A toolkit on [Policy practices for e-waste management](#) was launched in collaboration with the World Economic Forum and support from the Ministry

of Foreign Affairs in Denmark, Danida. The toolkit proposes tools for fair and economically viable extended producer responsibility.

- A [Generation Connect Global E-waste Iconathon](#) invited young people 18-29 to design a universal icon to signify the take-back and collection of e-waste for recycling. The winning entry will be announced at the Generation Connect Youth Summit on 3-5 June 2022.
- The [Regional E-waste Monitor](#) for the Arab States was launched and provides an assessment of statistics, legislation, and management infrastructure of e-waste for 22 Arab States.
- A [thought paper](#) on Digital Solutions for a Circular Electronics Value Chain was released which maps out major digitalization trends and highlights use cases of digital technologies across the electronics value chain, ranging from simple digital platforms and online materials marketplaces to AI-enabled e-waste recognition.

In Focus:

- [Digital Impact in Action: Taking action to protect communities and the planet from potentially hazardous waste - before it is too late](#)

Network and Digital Infrastructure

- Capacity-development courses on last-mile connectivity and last-mile connectivity diagnostic and decision-making tools were developed to complement the [Last Mile Connectivity Solutions Guide](#).
- The [global transmission broadband maps](#) were updated to identify connectivity gaps as we work to deliver reliable connectivity to everyone and bridge the digital divide. The maps gather data from more than 580 operators and 20 million kilometres of terrestrial high-speed information highways.
- The [Emerging Technology for Connectivity](#) week highlighted the importance of collaborative and people-centric digital transformation models to improve the lives of the billions living in LDCs, LLDCs, and SIDS.

In Focus:

- [Why broadband mapping is key to universal connectivity?](#)

Policy and Regulation

- [GSR-21](#) regional and global events were attended by over 1050 participants from 149 countries, and the [GSR-21 Best Practice Guidelines](#) were adopted by regulators.

- The [G5 accelerator](#) provides practical step-by-step support for countries already embarked or planning to embark on their digital transformation journey.
- The [ICT Policy Impact Lab](#) is an online simulation tool to explore the impact of policies and regulations on ICT investment. Based on the experience of 145 countries between 2008 and 2019, the lab estimates the impact of specific policies on investment, coverage and prices, adoption of mobile services and the net effect on national GDP per capita.

Reports and resources

A wide range of regulatory reports on econometric modelling, financing and regulating for digital transformation in the ‘new normal’ were published throughout the year, including the first full edition of the [Benchmark for Fifth Generation Collaborative Digital Regulation](#), capturing levels of readiness for digital transformation.

- [The Economic impact of broadband and digitization throughout COVID-19 – Econometric modelling](#)
- [Digital Regulation Handbook and Platform](#)
- [Business Planning for ICT Infrastructure Development](#)

Statistics

- The 2021 edition of [ITU Facts and Figures report](#) estimates that 4.9 billion people are using the Internet and that 2.9 billion people are offline.
- The [ICT price trends 2020](#) and accompanying [ICT price baskets app](#) analyses and compares the price of mobile voice services, mobile data and fixed broadband in 196 economies to provide a unique insight into the affordability of ICT services worldwide.
- The [Connectivity in the Least Developed Countries - Status report 2021](#) provides practical solutions to improve digital access, as well as concrete policy recommendations to help accelerate progress towards universal and meaningful connectivity.
- The [Digital Development Dashboard](#) provides an overview of digital development for 196 economies across 37 key indicators related to infrastructure and access, Internet use, and enablers and barriers. It features 10-year trends and comparisons with regional peers.

In Focus:

- [ITU Facts & Figures 2021](#)

Study Groups

All [14 ITU-D Study Group 1 and 2 final reports 2018-2021 and a guideline on Cost Modelling](#) were published. The publications address the latest challenges and opportunities related to global ICT advancement, especially in developing countries.

A series of short videos highlight the key findings of each report – watch them all [here!](#)

In Focus:

- [Unsolicited commercial communications: New challenges, new strategies](#)
- [Telcos strengthen India's disaster preparedness](#)

Special Initiatives

Giga

Giga in numbers:

- 1 million schools mapped across 41 Countries
- More than 3000 schools connected
- Launch of a \$5 billion Giga Connectivity Bond to provide the significant funding needed to accelerate critical infrastructure investments and mobilize public and private capital
- 8 partners joined (Ericsson, Dubai Cares, Musk Foundation, SoftBank, Boston Consulting Group (BCG), NIC.Br, Actual, Jumia)
- 19 countries joined to connect over 86,000 schools and more than 25.8 million students and teachers
- Over 22m USD funding mobilised

In Focus:

- ["Connecting learners: Narrowing the education divide", by the Economist Intelligence Unit, with support by Ericsson](#)
- ["Meaningful school connectivity: An assessment of sustainable business models", by Boston Consulting Group](#)
- ["Giga: Empowering communities in Asia and the Pacific through school connectivity", by ITU](#)
- ["Connecting Learning Spaces: Possibilities for Hybrid Learning", by the Broadband Commission Working Group on Digital Learning chaired by ITU, UNESCO, Ericsson, and Huawei.](#)

Connect2Recover

- The Connect2Recover initiative continued activities to strengthen the resiliency of digital infrastructure to assist countries recovering from COVID-19.
- ["A Methodology for Identifying Connectivity Gaps and Strengthening Resilience in the New Normal"](#) helps beneficiary countries develop resilient digital infrastructure as well as to update their national broadband plans or digital strategies.
- The [Connect2Recover Research Competition](#) was launched to identify promising research proposals that will accelerate digital inclusion during the COVID-19 recovery and promote academic research on digital resiliency and digital inclusion. Supported by Huawei, 15 winning proposals are awarded grants of USD 42,000 each to develop their research over six months. A summary of the 15 research papers will be presented at WTDC.

In Focus:

- [Connect2Recover: New ways to build back better with broadband](#)

I-CoDI

- The design phase of I-CoDI, with the support of the Telecommunication Regulatory Authority of the United Arab Emirates, was completed in December 2020.
- The piloting phase for I-CoDI began in January 2021.
- During the course of the year I-CoDI featured:
- An Internal Challenge Bootcamp to explore innovative ways for ITU to better deliver its capacity development programmes.
- Design thinking workshops in the Arab States region and in the Americas to help prioritize the Regional Priorities to be adopted at the World Telecommunication Development Conference (WTDC).

In Focus:

- [Co-design for connectivity with I-CoDI – ITU's International Centre of Digital Innovation](#)

Partner2Connect

- The **Partner2Connect Digital Coalition**, launched in September 2021, is a multistakeholder alliance launched by ITU in close cooperation with the Office of the Secretary-General's Envoy on Technology, and in line with the UN Secretary General's Roadmap for Digital Cooperation, to foster meaningful connectivity and digital transformation in the hardest-to-connect communities, with a focus on, but not limited to, Least Developed Countries (LDCs), Landlocked Developing Countries (LLDCs) and Small Island Developing States (SIDS).
- The Coalition recognizes that progress can only be made through a multistakeholder and partnership-based approach and that the direct leadership of governments, policy makers, and the regulator community is essential to achieve meaningful and universal connectivity.
- The Partner2Connect Digital Coalition works through the following **focus areas**:
 - Connecting people everywhere
 - Empowering communities
 - Building digital ecosystems
 - Incentivizing investments

- The **Partner2Connect Roundtable** will take place on 7 to 9 June 2022 during the ITU World Telecommunication Development Conference (6-15 June 2022)

In Focus:

- [Partner2Connect Digital Coalition Video](#)
- [Download the Concept Note](#)

Generation Connect

- **Generation Connect**, launched in November 2020, aims to engage global youth as equal partners alongside the leaders of today's digital change, empowering young people with the skills and opportunities to advance their vision of a connected future. Generation Connect is the overarching initiative of the ITU Youth Strategy, the three pillars of the Youth Strategy are: Engage, Empower and Participate.
- Here are some 2021 milestones:
- The [Generation Connect Visionaries Board](#) was set-up to offer strategic guidance to ITU on our youth-related work as we implement the ITU Youth strategy and advocate for meaningful youth engagement.
- Generation Connect Regional Youth Groups share their views on the priorities, challenges and opportunities of their regions. The regional youth envoys continue to actively participate in diverse ITU regional and global initiatives.
- An ITU Youth Task Force was set-up to effectively coordinate and mainstream efforts across ITU, related to the implementation of the ITU Youth Strategy.
- The Generation Connect Video Pitch competition was launched as part of the ITU Innovation Challenges 2021 to encourage diverse young people to share their ideas about connecting the unconnected to close the digital divide.

In Focus:

- **The Generation Connect Youth Summit:** The [Generation Connect Youth Summit](#) will be held on 3-5 June 2022, preceding the World Telecommunication Development Conference (WTDC).

In the spotlight

WTDC

- Due to the sanitary situation with the COVID-19 pandemic, the **World Telecommunication Development Conference (WTDC)** was postponed to 6 to 15 June 2022.
- As part of the WTDC Regional Preparatory Process, six **Regional Preparatory Meetings (RPMs)** were held between January and April 2021. The RPMs engaged the membership in each region in the WTDC process, to encourage regional coordination before the conference. RPMs also sought to identify regional topics of interest and challenges that need to be addressed to foster ICT developments and help Member States and Sector Members set common priorities.
- At each of the six RPMs, each region launched the initiatives the Network of Women and the regional Generation Connect groups.
- For the first time, three **Inter-Regional Meetings (IRMs)** were held between March and December to prepare for WTDC.
- The Generation Connect Youth Summit will take place before WTDC, from 3 to 5 June 2022. WTDC will also feature the Partner2Connect Digital Development Roundtable from 7 to 9 June 2022.

Road to Addis Digital Development series

- The events of the **Road to Addis Digital Development series** took place across the entire year and capitalized on opportunities to create global awareness around WTDC and the 6 enablers. The final event of the Road to Addis series was in September 2021 at the UN General Assembly, where the conclusions, outcomes for connectivity, and the key messages to accelerate digital transformation at WTDC were presented. This final event also served to mark the starting point of a global call to action for the 6 enablers of connectivity, such as partnership, inclusion, financing, leadership, innovation and youth.
- The Road to Addis was designed with three goals in mind:
- Build momentum and awareness towards WTDC
- Engage key stakeholders and communities, and
- Provide an inclusive platform to discuss some of the key themes that will be addressed at the WTDC.
- Built on the outcomes of the Road to Addis series, the Partner2Connect will mobilize new resources, partnerships, and commitments to achieve universal and meaningful connectivity by 2030.

In Focus:

- [Watch the highlights video of the Road to Addis Digital Development series.](#)
- Read the outcomes and key conclusions of each Road to Addis session in "The Connectivity Road to Sustainable Development" [booklet](#)

Child Online Protection (COP)

- The [global program](#) on 'Creating a safe and empowering cyber environment for children', developed in collaboration with the Kingdom of Saudi Arabia, kicked off in August 2021. An Interorganizational Steering Committee was set-up to advance the work.
- **Sango**, the COP mascot launched in 2020, has been very busy in several countries and has worked with many partners to disseminate messages on how to be safe online. The Online Safety with Sango course was launched to implement the 2020 COP Guidelines globally.
- Child online protection was also presented at a two-day conference hosted by the European Football for Development Network.
- The [COP policy brief](#) targets policy makers and offer a user-friendly and flexible framework that supports the development of targeted and practical measures for child online protection at the national level.

Director's Corner

- Find out about the BDT Director's latest activities on her "Corner"! Catch up on the latest speaking engagements, bilateral meetings, podcasts, articles, interviews and more, to advance digital for development.

ITU-D Newsletter

- The new UNconnected newsletter puts a spotlight on our work and features important updates and highlights, as well as some of our impact stories from around the world.

Our work in LDCs, LLDCs and SIDS

- The work of BDT, centered around coherent and focused workstreams, cuts across **Least Developed Countries (LDCs), Small Island Developing States (SIDS) and Landlocked Developing Countries (LLDCs)** and takes into account the specific challenges and needs that these groups of countries face. In 2021, assistance was provided to countries all over the world across all thematic priorities, including in the specific areas of regulation and policy, emergency telecommunications and disaster response, digital inclusion, cybersecurity, ICT infrastructure and spectrum management and capacity building.

- The ***Connectivity in the Least Developed Countries Status report 2021***, jointly produced by ITU and the UN Office of the High Representative for the LDCs, LLDCs and SIDS (UN-OHRLLS) assesses the level of digital connectivity in the 46 UN-designated LDCs. It provides practical solutions to improve digital access, as well as concrete policy recommendations to help accelerate progress towards universal and affordable connectivity.

In Focus:

- [Connectivity in the Least Developed Countries Status report 2021](#)

REG4COVID

- Through the [REG4COVID platform](#), ITU has been leading research efforts into the telecommunication/ICT sector response to COVID-19 and showing how we can come together as a community and how collaboration can help countries in challenging situations. This year alone, 100 emergency initiatives taken by the regulatory community, private sector and civil society were collected through the REG4COVID platform. Ongoing research activities included the 'From second wave to new normal, recovery, adaptation and resilience' study in which 60 countries took part.
- Based on this research and the data collected through REG4COVID on emergency measures, the '[Pandemic in the Internet age - From second wave to new normal, recovery, adaptation and resilience](#)' report identifies four main challenges that countries face when preparing the 'new normal' and provides a checklist of recommended government and national regulatory authority actions and regulatory measures to overcome them.

The UNconnected Podcast

- In the UNconnected podcast series, Doreen Bogdan-Martin, Director of ITU's Telecommunication Development Bureau, talks to people from all walks of life around the world who are working on connecting the unconnected to achieve socio-economic development for all.

Digital Trends 2021

- The ITU Digital Trends 2021 series of reports provide overviews of trends and developments in ICT infrastructure, access and use, including during the COVID-19 pandemic.

Digital Impact in Action series

- Using videos, images, pull quotes and infographics, the Digital Impact in Action series amplifies diverse voices from around the world to show how ITU-D helps to accelerate digital transformation. Each month, we introduce some of the people, projects and programmes which - with the help of ITU-D

- are using the power of technology to build a bright, sustainable future for all.

Our work in the field

Africa

- Technical assistance for the development of **digital innovation profiles** for Mali and Niger was provided.
- **Digital Innovation Ecosystem Trainings**, in partnership with Smart Africa, were held to empower policy makers, academics and innovators to navigate technological revolutions and create competitive ICT industries.
- The **ITU-McCaw** broadband wireless project was completed in Burundi, Djibouti, Burkina Faso, Rwanda and Eswatini.
- The ITU-ILO joint programme on **“Boosting decent jobs and enhancing skills for youth in Africa’s digital economy”** geared up activities in Rwanda, Kenya, Senegal, Côte D’Ivoire, Nigeria and South Africa.
- A **Multi-partner Trust Fund project** in Senegal, led by ITU, UNHCR, UNESCO and UNICEF supported education through enhanced access to digital connectivity and devices for 250 girls and 750 boys in remote and rural communities.
- • The **ITU-Microsoft project** in Ethiopia was launched to accelerate Africa’s Digital Transformation. The project seeks to support the implementation of the Digital Ethiopia 2025 Strategy by providing, among others, a multistakeholder platform for digital cooperation and project implementation in the country.
- • The **ITU-Uganda digital transformation project** on “Technical Assistance and Training to Uganda on National ICT Development Strategy” aims to support the implementation of Uganda digital vision through policy and regulation recommendations and capacity building activities.
- • **E-waste measurements and policy programmes** started in Malawi, Namibia, Botswana, Uganda, South Sudan, Tanzania, Burundi and Kenya.
- • The EU and the Digital Development Hub teamed up with ITU, Estonia, GIZ and DIAL on the **GovStack programme** in Horn of Africa to develop a Whole-of-Government Digital Government Services Platform.

In Focus:

- [Helping Namibia reduce e-waste in local ecosystems](#)

Americas

- The final reports of the **National Computer Incident Response Team (CIRT)** for Guyana and Bermuda were completed and presented to the countries.

- Two rural community centers in Barbados were equipped with ICT facilities, including Internet and devices, to serve **1000 people**. This is the result of a cooperation agreement between ITU and UNICEF.
- More than 100 events were organized to celebrate International Girls in ICT Day 2021 and over **40000 girls** participated in the celebrations.
- ITU assisted St. Lucia, Dominica and Grenada in developing **National Emergency Telecommunications Plans (NETPs)**. St. Lucia's NETP was completed and presented to the country.
- A new partnership was established between ITU and Facebook to support countries in the field of **digital inclusion policies** and strategies and provide girls and young women with the digital skills needed.
- ITU and FAO developed proposals on national e-agriculture strategies for Honduras and Costa Rica.
- A **national e-agriculture strategy** was developed for Trinidad and Tobago.
- The **Pan American Health Organization (PAHO)** and ITU worked together to correct misinformation related to COVID-19.
- **Indigenous people** benefited from continued knowledge development programmes to strengthen indigenous people's digital skills.

In Focus:

- [The Bahamas strengthens its cybersecurity capacity](#)

Arab States

- A **cooperation framework** for Bahrain was signed.
- Collaboration with the UN was strengthened by organizing an orientation workshop for **UN Resident Coordinators**, enhancing partnerships with WHO, FAO and UNESCO, contributing to the cooperation frameworks and CCAs of the UAE, Egypt.
- A regional **IPv6 and IoT Center** was established.
- An analysis of training needs for the **Arab Innovation and entrepreneurship network (AIEN)** was conducted and an AIEN strategy for the 5 upcoming years in collaboration with AIEN members was set up.
- Assistance was provided to Oman to develop the **Digital Innovation Country profile**.
- Development of AIEN soft landing program to help internationalization of **SMEs** in the Arab region.
- In collaboration with WBG, an analysis of training needs for the **Somalia National Communication Authority** was developed.
- The **new ICTs law** and **new ICTs strategy** for Libya and the Sudan ICT market review and analysis report were validated.
- The pilot edition of the **Women in Cyber Mentorship Programme**, organized by ITU, FIRST, and EQUALS, was held for Africa and the Arab States.
- The [Regional E-waste monitor for the Arab region](#) helps build regional capacity on e-waste statistics for government officials from ICT sector, environment sector and national statistics offices and enhance the understanding of regional e-waste data.

In Focus:

- [My Women in Cyber mentorship experience](#)

Asia Pacific

- A Webinar of Digital Skills Assessment: Preparing for current and future digital society in Asia and the Pacific presented global trends in capacity development and gave a comprehensive overview of ITU's [Digital Skills Assessment Guidebook](#). The event was the steppingstone for a joint initiative between ITU and the International Organization for Migration (IOM) to support digital skills among migrant workers in Thailand.
- The **first Interregional Meeting** for Asia-Pacific and CIS, part of 2021 Global Cyberdrill, discussed the current threat environment related to Cyber Resilience and Protecting Critical information infrastructure.
- A total of **36,992 participants**, including 70% female participants, from Asia and the Pacific were trained under the Digital Transformation Center initiative.

In Focus:

- [‘Least developed’ no longer: How digital transformation drove Vanuatu’s LDC graduation](#)

CIS

- Significant progress was made in the Conformity and Interoperability programme. An **International Research and Developing Testing Center (IRDTC)** was launched in St. Petersburg, Russia.
- The [Last Mile Connectivity Toolkit](#) was successfully piloted in Armenia and Kyrgyzstan.
- The [“Policy and regulatory frameworks for telecommunication/ICT accessibility for persons with disabilities in CIS countries”](#) provides information on the topic and shares regional good practices and strategies.
- Support in capacity development was provided to specialized training centers working with **children with disabilities** in Kyrgyzstan and Belarus to improve their capabilities in the use of ICTs.
- **Teachers of informatics** in rural areas of Kyrgyzstan were helped upgrade their digital skills.
- Through various capacity building programmes, including the **“TechBika” project**, efforts are under way to bridge the gender divide in Uzbekistan.
- Armenia and Kazakhstan are pioneering countries’ **digital resilience** assessment under the Connect2Recover initiative.
- A new learning center for children with hearing impairments opened in Tashkent, Uzbekistan.
- The **first Interregional Meeting** for Asia-Pacific and CIS, part of 2021 Global Cyberdrill, discussed the current threat environment related to Cyber Resilience and Protecting Critical information infrastructure.

In Focus:

- [144 informatics teachers from rural settlements of Kyrgyz republic completed professional trainings](#)

Europe

- Two reports, **“Implementing 5G for good: do EMF matter?”** and the **“Regional Assessment on EMF limit levels and communication challenges”** were produced to enhance understanding of electric and magnetic fields (EMF).
- The [“ITU-UNICEF report on Connectivity in Education in nine non-EU countries”](#) offers an in-depth dive in Albania, Bosnia and Herzegovina, Georgia, Moldova, Montenegro, North Macedonia, Serbia, Turkey and Ukraine.
- Albania rolled-out the implementation of the **Child Online Protection Guidelines**.
- **IPv6 assistance** was provided to Montenegro, including workshops and trainings.
- **Collaborative regulation** case studies were developed for Moldova and Romania.
- An **ICT business planning toolkit** training was conducted for all countries in the region.
- Other reports launched:
 - [Regional good practices: Accelerating innovation, entrepreneurship and digital transformation in Europe](#)
 - [ITU study on the assessment of digital accessibility policies in Serbia](#)
 - [Digitally empowered Generation equality: Women, girls and ICT in the context of COVID-19 in selected Western Balkan and Eastern Partnership countries](#)
 - [ICT Accessibility Assessment for the Europe Region](#)

In Focus:

- [Montenegro embraces IPv6: Updating protocols to meet new web demand](#)

Building a Fit4Purpose BDT

Change Management

- During 2021 BDT increased its change management capability threefold – from 33 certified graduates of the Staff College 6-week change management programme to a total of 54. Several of the graduates presented their change initiatives, including a prototype for a centralized Standard Operating Procedures platform.
- A newly established Change Network mapped the different ways network members were applying new knowledge and skills in their work – in support of the "Fit4Purpose" BDT vision for change and 9 focus groups of network members interrogated evidence of progress.
- Their findings identified during the course of 2021:
 - increased collaboration between HQ and the Regional offices;
 - a mindset shift from focus on activities to impact;
 - strengthened focus on prioritizing Membership needs for digitization accelerated by COVID-19;
 - enhanced engagement with the UN System;
 - forging of new partnership modalities;
 - a more inclusive BDT team approach involving all staff;
 - a ramping up of communications across BDT and beyond with new tools, processes, and practices.
- At a September Change Network retreat open to all BDT staff, network members hosted a vibrant peer exchange of new learning from across BDT and an open session with provocative external speakers invited to present their analysis of new trends and trajectories in the rapidly evolving global telecoms sector. Change network members also established five new change initiatives out of the focus group findings. They prioritized strengthening the Results Based Management value proposition, cross-functional collaboration, business processes, communication/coordination, and performance management.
- A BDT Retreat was held from 3 to 5 November in a hybrid format.

Projects

- BDT has continued to strengthen project management practices across all ITU projects, through the organization of a broad range of activities aimed at reinforcing the governance of BDT projects, building capacity of BDT project managers, standardizing project management practices across BDT and reinforcing the monitoring and evaluation of projects.
- The overall portfolio of signed projects reached over CHF 18 million in 2021, which is the largest figure in the last 15 years.

- Highlights of the year:
 - Set up of the BDT Projects Board to assess and evaluate project proposals
 - Strengthening Project Management Practices, including the set-up of "Community of Practice of BDT Project Managers", an online platform with 84 active staff members
 - Monitoring of ITU Projects to improve regular monitoring and reporting
 - Closure of projects to reduce the time required to close a project to a maximum of 9 months from the date of completion of all activities.

Strengthening the regional presence

- 2021 has been a year of great progress with regard to strengthening the ITU Regional Presence, which while representative of all of ITU, is managed by and perhaps most closely tied to, the BDT. In 2019 ITU set in motion a reform process for the ITU Regional Presence, instructing the Secretary General to appoint an independent external management consultancy to perform a comprehensive programmatic, strategic and financial assessment and review of ITU's Regional Presence. PwC was appointed to conduct the review and its final report was delivered and presented to ITU Council in 2020.
- As the Bureau responsible for ITU's Regional Presence, BDT was responsible for managing PwC's engagement, and undertook the task of coordinating an ITU wide review of the PwC report. In its report PwC report made 15 high level recommendations and proposed more than 50 supporting actions, some of which include:
 - clarifying the role, mandate and expected contribution of the regional presence (including increasing the effectiveness of cross-sectoral coordination activities of the regional offices, and improving the alignment of the regional offices with ITU's Strategic plan);
 - enhancing internal coordination mechanisms for the regional offices, including enhanced autonomy and accountability for regional and area offices through effective collaboration, communication, and delegations of authority between HQ and the regional offices;
 - enhancing performance through implementation of effective measurement and monitoring frameworks. ITU Council decided on implementation by the Secretariat of the majority of PwC's recommendations.
- BDT has already embarked on a comprehensive action plan for the implementation of these recommendations. A dashboard has been established to provide continuous updates to ITU members on the status of implementation of the PwC recommendations.

Members and Partners

New ITU-D Sector Members

- ImmuniWeb SA, Switzerland
- International Organization of Space Communications – INTERSPUTNIK, Russian Federation
- World Mobile Group, United Kingdom
- Netflix, United States of America
- Digital Nasional Berhad, Malaysia
- Hewlett Packard Enterprise, United States of America
- Center for Global IT-Cooperation, Russian Federation
- Telesat, Canada
- Organisation Internationale de la Francophonie, France
- Techfugees Foundation, United Kingdom
- Cullen International, Belgium
- Amazon.com Services, LLC, United States of America
- Millicom International Cellular S.A., Luxembourg
- New Jersey Fiber Exchange (NJFX), United States of America
- Security Alliance Limited, United Kingdom
- Deloitte Risk Advisory S.r.l., Italy
- Axon Partners Group, Spain

ITU-D Membership Testimonials campaign

- The ITU-D Membership Testimonials campaign was launched and will continue to collect C-level industry and private sector members' views on the value of ITU-D membership. Promoted on ITU events and social media “Why are we ITU-D Members?”, the testimonials serve as additional outreach material to new prospects.

Tech Talks series

- The Tech Talks series provides ITU-D members with an opportunity to present their technological trends and their work in the space of digital development, as well as the chance to partner with all our areas of work and projects. Providing members with a different view on trends employed in other regions and settings, the event also allows for more anticipated and resilient partnerships to take place within the sectors.

- First session: 18 Feb 2021, with Recognized Operating Agencies
- Second session: 27 April 2021, with Scientific and Industrial Organizations
- Upcoming session with Other Entities and Regulators to be held in 2022

Know Your Members series

- The Know Your Members series is a personalized and targeted opportunity for membership to share views openly and freely with the BDT Director on their participation in the work of the ITU-D. Further, these series also help strengthen engagement and build strong relations between the BDT and the ITU-D Sector Members.
 - First session: 15 April 2021, with Academia and Research Institutions
 - Second session: 14 October 2021, with Recognized Operating Agencies

Key Partnerships

EQUALS

- The **ITU and USTTI training series** on "Technologies, Strategies and Policies to Connect the Unconnected: Empowering Women Leaders to Bridge Digital Divides and Promote Inclusive Connectivity" was launched and rolled out.
- Her Digital Skills, a movement launched by EY, ITU, W4 and GSMA, aims to have **1 million women and girls** ready for a career in STEM by 2026.
- UN Women, ITC and ITU also pledged a collective commitment to increase the visibility business and digital skills, mentoring and networking opportunities for **10,000 women leaders** and entrepreneurs in the tech sector by 2026.
- The [Equals in Tech Awards](#) received 154 nominations from 56 countries. The Awards ceremony took place in December.
- In 2022, a policy handbook on how to mainstream gender in digital policies will be published. EQUALS activities on the ground will be implemented in 10 countries.

Broadband Commission

- In 2021 the [Broadband Commission for Sustainable Development](#) has reaffirmed its call for digital cooperation, innovation and collaborative approaches to secure universal connectivity and access to digital skills.
- The Commission's [State of Broadband Report 2021](#) details the current state of play, lessons learned from the pandemic, progress on meeting the Broadband Commission's 2025 targets & the SDGs, and policy recommendations for a people-centred approach to achieving universal connectivity by 2030.
- The [Connecting Learning Spaces: Possibilities for Hybrid Learning](#) report draws attention to trends, promising practices, and positive deviants related to the delivery of hybrid learning and student engagement.
- The [21st Century Financing Models for Bridging Broadband Connectivity Gaps, Executive Summary](#) features four strategic recommendations focus on broadening the base of contributors; earmarking proceeds from ICT sector participants; reforming Universal Service and Access Funds (USAFs), and creating an international fund.
- The [Importance of ICT and Global Cooperation for Future Epidemic Management, Executive Summary](#) presents various global efforts, best practices and valuable learnings in tackling COVID-19 to overcome future waves of epidemics and pandemics.
- New Commission's Working Groups:
 - [Working Group on Smart Devices](#) led by Vodafone and ITU

- [Working Group on Virtual Health and Care](#) led by Novartis Foundation and WHO
- Additional [Working Groups](#) - AI Capacity Building and Data for Learning (led by UNESCO)

ITU/ILO Decent jobs and skills for youth

- ITU-ILO joint programme, Decent Jobs and Enhancing Skills for Youth in Africa's Digital Economy, supported by the African Union, expanded assessments and activities in **six initial countries** (Rwanda, Kenya, Senegal, Côte d'Ivoire, Nigeria, South Africa) with **new pilot activities** also implemented in Ethiopia. The overarching goal of this partnership is to increase the number of young Africans in target countries able to access decent work in the digital economy.
- An ITU-ILO **Digital Skills Supply and Demand Assessment Framework** was developed with an initial review commenced in Nigeria and South Africa. Other countries will follow in 2022 as funds are raised.

PRIDA

- In 2021 PRIDA welcomed the agreement in **sub-Saharan African countries** of the assessment of the Harmonised Calculation Method 4 Africa (HCM4A), the creation of guidelines on HCM4A as well as the assessment of current cross border frequency coordination agreements.
- PRIDA organised two online capacity building workshops on **Spectrum Auctions** with more than 50 attendees from 44 countries.
- Other **online workshops** saw all countries validating their respective data before official publication and the collection of information on the availability of the backhaul links collecting data in more than 30 countries.
- A workshop on **National Frequency Allocation Table** (NFTA) was also held.

ITU/UNDP joint facility

- ITU partnered with UNDP to launch a **Joint Facility for Digital Capacity Development** to support those not currently served by existing digital capacity development resources or channels by identifying areas of unmet demand and supporting the delivery of digital strategies and capacity development initiatives. The Joint Facility stands in support of the UN Secretary-General's Roadmap for Digital Cooperation.

ITU/UNHCR

- A joint letter was signed with UNHCR to strengthen our partnership and enhance the digital inclusion of refugees, internally displaced and stateless people at global, regional, and country levels. Spurred on by the [UN](#)

[Secretary General's Roadmap for Digital Cooperation](#), ITU and UNHCR will work together more systematically to accelerate digital inclusion of forcibly displaced and stateless people, in alignment with the Roadmap's key areas of focus, building synergies between the two agencies' approaches to, and expertise in, digital technology and connectivity.

Be He@lthy Be Mobile

- Over **120 diabetic patients** were screened with the help of the telemedicine solution in two pilot clinics in Senegal.
- **mTobaccoCessation** campaign was launched in Burkina Faso with over 2000 beneficiaries so far.
- [mYoga](#) app launched to promote healthy activity during the pandemic became one of the most popular apps in the "health and lifestyle" category in the US.
- The **mOralHealth** implementation guide provides a comprehensive framework to design and roll out mOralHealth campaigns.
- A new [handbook](#) on reducing the risk of dementia with mobile technology features updated material to support countries in implementing dementia mHealth programmes.
- **ITU-PAHO Infodemic** management initiative campaign SMS blast reached approximately 150 000 people to help mitigate the risks arising from misinformation and stress related to COVID-19.

United Kingdom's Foreign, Commonwealth & Development Office (FCDO)

- Aiming to pick up the pace on digital sustainability, **ITU and FCDO** joined forces to co-design a far-reaching digital inclusion project.
- The project focuses on five FCDO-designated DAP countries: Brazil, Indonesia, Kenya, Nigeria and South Africa. Major gaps remain in all five countries in terms of affordability and access to connectivity. ITU and the FCDO aim to complement each other's activities, programmes and goals in relation to **school and community connectivity and digital skills development**.
- The joint project aims to leverage **ITU's technical expertise** and extensive stakeholder and partner network through initiatives like Giga and Decent Jobs for Youth (Boosting decent jobs and enhancing skills for youth in Africa's digital economy).

In Focus:

- [School connectivity needed in underserved communities](#)

GovStack

- ITU, Estonia, GIZ/Germany, and the Digital Impact Alliance jointly launched the [GovStack Initiative](#) to accelerate governments' digitalization.
- The vision of GovStack is to empower governments to take ownership of their digital futures by building more effective and cost-efficient digital government services.

Coming up in 2022 - Highlights

Capacity Development

- Phase 2 of the Digital Transformation Centres (DTC) initiative will begin in early 2022, with 5 new DTCs identified. The 2022 global DTC network includes Côte d'Ivoire, Democratic Republic of Congo, Dominican Republic, Ethiopia, Ghana, Indonesia, Morocco, Pakistan, Papua New Guinea, Philippines, Rwanda, Uganda, Zambia.

Cybersecurity

- The 5th edition of Global Cybersecurity Index will be launched with an updated questionnaire.
- The second edition of the Women in Cyber Mentorship Programme will expand the opportunities for mentors and mentees around the world to build cyber skills for more women.

Digital Inclusion

- Development and promotion of resources to support ITU members and stakeholders globally “towards building inclusive digital communities and environments” thus ensuring that ICT products and services are universally designed and accessible and thus everyone, regardless of age, gender ability or location, can be part of the digital world.
- Leverage capacity of ITU members and stakeholders in ICT/digital accessibility on how to address the two global mega trends that will influence each other and generate major socio-economic changes: an ageing population and the exponential rise in digital technologies, to turn these challenges into great opportunities.
- The first global gathering of the NoW4WTDC will be held at WTDC.
- In 2022, the project will train a total of 800 women in Burundi and Ethiopia and 60 women-owned MSMEs will access new markets thanks to the digital skills trainings received. Furthermore, gender equality in the digital economy guidelines will be launched.
- The Generation Connect Youth Summit will be held on 3-5 June 2022.
- The International Girls in ICT Day will be celebrated on 28th April 2022.
- A new online self-paced training “Beyond smart cities: Towards building inclusive and digitally accessible environments and communities to meet the needs of present and future generations” will be made available in English, French and Spanish.

Digital Innovation Ecosystems

- New ecosystem country assessments and digital innovation profiles will be carried out to strengthen the ICT-centric national innovation ecosystem and increase its impact on the broader economy.
- More capacity-building trainings and toolkits for countries to adapt to the fast-changing digital environment and technological revolutions.

Digital Services and Applications

- The Smart Islands Initiative will be extended to 10 countries to advance digital transformation in the Pacific.
- A GovStack publication will assist governments in providing sustainable digital services that could be scaled up and upgraded in a more agile, accelerated, and cost-effective manner.

Network and Digital Infrastructure

- New guidelines for establishing national broadband mapping systems will support regulators and other institutions seeking to improve national and regional capacity on broadband mapping systems.
- The Last Mile Connectivity Toolkit will be piloted in more countries to identify unconnected places and estimate the cost of connecting those areas.

Emergency Telecommunications

- National Emergency Telecommunication Plans will be developed for Fiji, Kiribati, Tonga, Solomon Island, Peru, and Malawi.
- ITU will contribute to the Words into Action guide on multi-hazard early warning systems, which will be launched at the Global Platform for Disaster Risk Reduction 2022.
- ITU will continue working with the Emergency Telecommunications Cluster and the GSMA to improve the Disaster Connectivity Maps (DCM) by adding new data sources.

Environment

- ITU will publish a new report to showcase innovative best practices and assess how the ICT industry is progressing in terms of its environmental footprint, targets and commitments.
- A new technical assistance workstream called Greening government digital transformation will help governments to respond to climate change.

- New e-learning on extended producer responsibility will be available publicly and free to provide technical assistance in e-waste policy and regulatory development.
- Through the new project with UNEP, signed in late 2021, several countries will benefit from technical assistance on e-waste management to support the policy development and implementation, raise awareness, and set regulatory measures.

Policy and Regulation

- The Global Symposium for Regulators 2022 will gather regulators and other stakeholders to share their diverse views and experiences on the most pressing regulatory issues they have identified.
- The G5 Accelerator will become fully interactive, enabling policymakers, regulators and interested stakeholders to analyse trends, compare progress and visualise the most relevant paths to move their countries towards G5.
- The Business Planning for ICT Infrastructure Development Toolkit and training materials will be reviewed and expanded.

Statistics

- A country-level dashboard for Universal and Meaningful Connectivity will be launched in 2022 following the outcomes of an ITU-led sub-working group on achieving the UN Secretary General's Digital Cooperation Roadmap. It will provide information on the current availability and quality of digital connectivity, as well as national connectivity targets for 2030.
- The Global Connectivity Report 2022 will be launched at WTDC.
- Estimates for key connectivity indicators will be released in Facts and Figures 2022.
- A new online portal will provide data for hundreds of ICT indicators and an improved user experience.

Study Groups

- The Questions for the next study cycle will be decided at WTDC in June 2022, with the first Study Group meetings of the new cycle to be held in the last quarter of 2022.

Connect2Recover

- Ongoing projects in Rwanda, Haiti, Armenia, Kazakhstan, as well as regional projects in Arab States will be expanded in 2022.

Broadband Commission

- The Broadband Commission at the LDC5 conference in Doha
- Annual Meetings 2022: Annual Spring Meeting and Fall Meeting
- Annual State of Broadband report 2022

I-CoDI

- I-CoDI will explore how it can further support innovation programme for ITU Member States across the world.
- I-CoDI toolkit and onboarding process created and regional offices trained/onboarded in collaboration with the UAE
- First Regional Hub established by June 2022
- First external use case – by June 2022.

Giga

- Welcome additional countries to the initiative.
- Continue work to map school locations and their connectivity.
- Develop interactive connectivity country maps to highlight coverage gaps and assist with identifying appropriate solutions.
- Work with regulators and ICT Ministries to identify potential policy and regulatory changes to facilitate connecting and financing school connectivity.

Be He@lthy Be Mobile

- The project evaluation of Senegal Telemedicine/AI solution for diabetic retinopathy screening will be completed. A sustainability framework will be developed to scale-up solutions and replications in other clinics throughout the country.
- Be He@lthy Be Mobile mHealth for noncommunicable diseases will be launched in new countries to leverage new handbooks and toolkits.
- Infodemic management campaign in the Caribbean will be scaled up to new countries in the Caribbean region. A framework will be developed to secure longer-term collaboration with the telecom operators to streamline ICT use for public health response and emergency communication.

Africa

- Opening of new Digital Transformation Centres identified in Phase 2 of the DTC initiative.
- Generation Connect will be expanded across the continent.

- Implementation of ITU's contribution to the 2022-2026 Zimbabwe United Nations Sustainable Development Cooperation Framework (ZUNSDCF).
- Greater engagement across the continent in UN country team projects and initiatives, also in countries where ITU is non-resident, with concrete efforts to contribute to components of the Zimbabwe United Nations Sustainable Development Cooperation Framework (UNSDCF) implementation where ITU's expertise and experience in digital development can be leveraged.

Asia Pacific

- National CyberDrills are planned in India and Bhutan over the course of 2021 and 2022.
- ITU has worked in partnership with the Australian Government Department of Infrastructure, Transport, Regional Development, and Communication (DITRDC) to develop a project on "Connect2Recover - Digital Infrastructure and Ecosystem Reinforcement Against COVID-19 in Asia-Pacific" whose activities are centered on addressing the three pillars identified by the Broadband Commission for Sustainable Development in its COVID-19 Crisis Agenda for Action: (1) development of resilient connectivity, (2) affordable access to ICTs, and (3) safe use of online services (2021 – 2023). The project was signed for the implementation from 2022.

Americas

- The implementation of the National CIRT for The Bahamas will be finalized by end 2022.
- National Cybersecurity Strategies for the Member States of the AMS Region will be implemented, updated or enhanced through a series of events, online trainings and interactive exercises.

Arab States

- The Child Online Protection framework will be implemented in the following countries Morocco, Egypt and Iraq.
- National Emergency Telecommunications Plans will be developed for three Least Developed Countries in the Arab Region: Palestine, Iraq and Somalia.
- Regulatory metrics and collaborative regulatory reviews for two Arab countries will be conducted: Qatar and UAE.
- The AIEN 2022 strategy will be implemented.

CIS

- The first CIRT project in the region will be implemented in 2022-2023 and will be co-funded by ITU and the World Bank.

- Cybersecurity programmes will advance in the region, with CIRT assessments in Belarus, a regional Cyberdrill in Azerbaijan and National Cybersecurity Strategy country trainings.

Europe

- Digital Skills assessment Moldova
- Digital Innovation Profile North Macedonia

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