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|  | **Regional Preparatory Meetings for WTDC-25 (RPMs)** | A close up of a sign  Description automatically generated |
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|  | **Document** **RPMs/2(Rev.2)-E** |
|  | **27 January 2025** |
|  | **Original: English** |
| Director, Telecommunication Development Bureau |
| Reporting on the implementation of the Kigali Action Plan (KAP) |
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| **Agenda item:**Item 5**Summary:**This document provides a report on the implementation of the Kigali Action Plan (KAP) from **May to December 2024** highlighting key achievements across regions, in line with KAP objectives. Implementation of the Kigali Action Plan from June 2023 to April 2024 can be found in [Document TDAG-24/2](https://www.itu.int/md/D22-TDAG31-C-0002/).**Action required:**RPM-AFR is requested to review this report and to provide guidance as deemed appropriate.**References:**WTDC-22 Kigali Action PlanDocument [TDAG-24/2](https://www.itu.int/md/D22-TDAG31-C-0002/) |

**Progress Report May - December 2024**

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| **ITU-D Priority 1: Affordable connectivity** ***Fostering the development of secure, modern and affordable infrastructure and services through telecommunications/ICTs*** |
| **Emergency Telecommunication*****Outcome:*** *Strengthened capacity of Member States to use telecommunications/ICTs for disaster risk reduction and management, to ensure availability of emergency telecommunications, and support cooperation in this area* |
| **Outputs** | **Highlights**  |
| From May to December 2024, the BDT led and supported a number of initiatives aimed at strengthening global emergency telecommunications capabilities and improving disaster preparedness. The BDT continued to deploy a range of products and services, providing assistance to Member States to enhance confidence and security in the use of telecommunications/ICTs. Policy frameworks and knowledge products were developed, capacity development initiatives delivered, and technical assistance provided, which collectively **enhanced capacity of Member States to use ICTs for disaster risk reduction and management and ensure availability of emergency telecommunications.**BDT also provided support to Member States in their efforts to **strengthen the capacity to use ICTs to build effective early warning systems and save lives through the Early Warnings for All (EW4ALL) initiative.** BDT also contributed to **strengthened capacity of Member States to swiftly deploy satellite telecommunication terminals, and coordinate national response post-disasters, and support the pre-positioning of emergency telecommunication satellite equipment** to reduce response times in the aftermath of disasters. **EW4All initiative**Further, through the **EW4ALL initiative,** in collaboration with the United Nations Office for Disaster Risk Reduction (UNDRR), the World Meteorological Organization (WMO), International Federation of Red Cross and Red Crescent Societies (IFRC), and United Nations Development Programme (UNDP), ITU organized a series of EW4All workshops held across regions including Djibouti, Ecuador, Liberia, Seychelles, Malaysia, Mozambique, Ghana, São Tomé and Príncipe, Sudan, Rwanda and Niger. The workshops served as collaborative platforms for countries for sharing insights and best practices on Early Warning Systems (EWS). EW4All initiative is supported by partners such as Ministry of Internal Affairs and Communications (MIC) of Japan, Swedish International Development Agency (SIDA), Ministry of Foreign Affairs of Denmark, and Climate Risk and Early Warning Systems (CREWS) Fund, and supplemented by ITU ICT-DF. MIC Japan focused its support to strengthen countries’ capacity and preparedness in EW4All and developing NETPs for 12 countries in Africa and Arab States, as well as in Asia Pacific. Through the support from SIDA, EW4All activities were also carried out in Bangladesh, Haiti, Liberia, Mozambique and Somalia. Furthermore, Regional EW4All Multi-Stakeholder Forums have taken place in Philippines for the Asia and the Pacific region, in Namibia for the African continent, and in Montenegro for Europe & Central Asia. In Bangladesh, a National Consultative Workshop was carried on EW4All Pillar 3 on Warnings dissemination and communication. Through the [support of MIC Japan](https://www.itu.int/en/ITU-D/Regional-Presence/AsiaPacific/Pages/Projects/MIC%20Phase%202%20%287RAS24074%29/main.aspx), EW4All national consultation workshops were developed for Solomon Islands and Tonga. Moreover, the National Launch of the EW4All Roadmap and Investment Phase of the Systematic Observations Financing Facility (SOFF) was marked by a high-level event in Mozambique. In the same line, ITU finalized and published the [EW4All roadmap for Lao P.D.R](https://laopdr.un.org/en/248020-lao-pdr-advances-early-warnings-all-ew4all-initiative-through-national-consultation).Besides, ITU in collaboration with the African Telecommunications Union (ATU) delivered a webinar on the Early Warning for All initiative (EW4ALL) on 12th September that aimed to raise awareness about the EW4All initiative, provide an in-depth understanding of Pillar 3 of the initiative that ITU leads and equip participants with the knowledge and tools necessary to implement effective early warning systems.BDT also continues advancing the work on the implementation of the EW4All initiative through the facilitation of a technical, economic, and regulatory assessments for the implementation of Community Based Early Warning Systems (CBEWS) in Somalia, Zambia, Seychelles, Botswana, and Haiti. This support was aligned with ITU's role as the lead on Pillar 3 of the EW4All initiative, focusing on Warnings Dissemination and Communication.ITU is collaborating with IFRC to develop simulation exercises for Bangladesh, Mozambique, Haiti, Liberia and Somalia in the context of EW4All pillars.The [AI Sub-Group of the EW4All initiative](https://www.itu.int/en/ITU-D/Emergency-Telecommunications/Pages/AI-Sub-Group-EW4All-.aspx) explores, implements, and scales AI applications that support the EW4All initiative. Key partners and organizations involved include UNDRR, WMO, IFRC, Google, Microsoft AI for Good Lab, Planet, IHME, GSMA, DISHA, and the Group on Earth Observations (GEO). The Global Map of the Unconnected is being developed in collaboration with ITU, Microsoft, Planet and the Institute for Health Metrics and Evaluation. This tool helps countries monitor and map the number of people who are not covered by digital networks. It uses AI to analyse satellite imagery and produce high-resolution population density maps to visualize connectivity based on the [ITU Disaster Connectivity Map](https://dcm.itu.int/). A [video](https://youtu.be/xjKjamBKHAw?si=xiGNHb2MFajDhtT-) has been produced about the tool. First results are available for Fiji, Dominican Republic, Mozambique, Somalia, South Sudan, Haiti, Tonga and Vanuatu, and it is being scaled to other countries under the EW4All initiative.**International Events**BDT’s participation in international forums was marked by the organization of the workshop “Forecasting the Future: AI in Early Warning Systems” at ITU’s AI for Good Global Summit in May. Additionally, the ITU participated in the G20 DRR Working Group virtual side event hosted by Brazil, discussing the integration of Cell Broadcast technology for more effective early warning dissemination. In May, BDT joined the 4th International Conference on Small Island Developing States (SIDS4) in Antigua and Barbuda, convening a high-level thematic dialogue on universal and meaningful connectivity in SIDS and co-convening a series of partner events on key issues in digital transformation [as part of the official programme of the conference](https://www.itu.int/itu-d/sites/ldcs/2024/02/20/itu-at-sids4/) to identify actionable pathways to address the urgent development needs of SIDS. During the Summit of the Future in New York in September, ITU organized an event on Coalitions for Leveraging AI for Humanitarian Disaster Preparedness and Response, in collaboration with the UN Global Pulse and the Secretary-General’s Innovation Lab. At the UN Climate Change Conference (COP29) in Baku, Azerbaijan in November, ITU organized/co-organised five EW4All events and participated in 3 other partner lead events. These were: 1) EW4All Events: Advanced technologies, innovation and digital transformations for Earth observation; 2) High level event convened by the UN Secretary-General on Delivering Early Warnings for All and Addressing Extreme Heat; 3) Presentations of the Tonga and Jamaica Smart Weather App; 4) EW4All Progress and Cross-Learning Event; 5) Scaling-up climate finance for ambitious action on early warning systems for adaptation with a focus on the most vulnerable; 6) EW4All 4th Advisory Panel Meeting; 7) High-level event on Strengthening Climate Information and Multi-Hazard Early Warning Systems for Increased Resilience; and 8) AI in UN EW4All.**Emergency Telecommunications**BDT continues supporting member states with the development and implementation of National Emergency Telecommunication Plans (NETPs). BDT provided tailored assistance to finalize the implementation of NETPs for Tanzania, Zimbabwe, Comoros, Libya, and Mauritania. Djibouti's NETP was finalized, while efforts continue to complete the NETPs for Gambia, Guinea Bissau and Cape Verde by the end of 2024. The SADC NETP model, covering the 16 countries Angola, Botswana, Comoros, Democratic Republic of Congo, Eswatini, Lesotho, Madagascar, Malawi, Mauritius, Mozambique, Namibia, Seychelles, South Africa, United Republic of Tanzania, Zambia and Zimbabwe, was published and released. **In Africa**, the ITU-SADC workshop held in Malawi gathered stakeholders to discuss the best way forward to operationalize the NETP model and provide member states with a regional platform to assess their readiness to use digital technologies to respond to disasters.ITU Regional Office for Africa and Climate Change and Emergency Telecommunications Division, through Connect2Recover initiative, organized a series of **National Multistakeholder Workshops on National Emergency Telecommunication Plan (NETP) Development** across three West African nations - **Cabo Verde, The Gambia, and Guinea-Bissau**. The workshops, organized in collaboration with each country's regulatory authorities and Ministries of ICT and Digital Economy, aimed to enhance emergency telecommunications preparedness and response capabilities. The Cabo Verde workshop, which attracted 50 participants from ministries and telecommunication operators, resulted in the formation of a dedicated coordination team for NETP implementation. While The Gambia's workshop focused on gathering stakeholder feedback and developing Standard Operating Procedures (SOPs), Guinea-Bissau's session emphasized documenting the NETP framework, identifying responsible entities, and assessing early warning systems. These workshops collectively represent crucial steps toward enabling reliable communications during disaster mitigation, preparedness, response, and recovery phases, particularly in climate change, natural hazards, and pandemics.**In Arab States**, significant strides have been taken in enhancing disaster response capabilities through the implementation of the National Emergency Telecommunications Plan (NETP) and the Early Warning for All (EW4All) initiative.Several multi-stakeholder workshops have been organized to facilitate the development and implementation of these initiatives. In Djibouti, from 7 to 10 of May 2024 a similar workshop was organized to initiate the development of the NETP and launch EW4ALL. This collaborative effort aims to strengthen disaster response and emergency communication capabilities in the country. The NETP has been finalized and accepted by the country.On 10-12 Sept 2024, a training workshop in Mauritania focused on developing a NETP and establishing a national platform for emergency telecommunications, disaster risk reduction, and a comprehensive alerting system. The NETP is currently under finalization by Mauritania stakeholders. Additionally, In Somalia, from 23 to 27 of Sept 2024 workshop focused on developing a NETP implementation plan, implementing the Common Alerting Protocol (CAP), and raising awareness about Cell Broadcast as an essential component of early warning systems. Finally, a on 3rd of Nov 2024, a virtual workshop was conducted for Libya to develop its NETP, which is currently under finalization.Through these initiatives, the Arab States region is making substantial progress in building resilient communication systems and improving disaster response efforts.**In the Americas**, the Caribbean Regional workshop on Strengthening Collaboration for Resilient Connectivity, jointly organized with the Emergency Telecommunications Cluster (ETC) of the World Food Programme (WFP), gathered Caribbean stakeholders to discuss the importance of having clear roles, responsibilities and communication channels to maximize the effectiveness of response efforts through a multi-stakeholder collaborative approach as well as the importance of having in place EWS based on Cell Broadcast that can reach all communities at risk in a timely manner.**In Asia and the Pacific**, BDT collaborated with GSMA to organize a workshop on “the role of telecommunications in disaster preparedness, response and recovery”, as part of their Humanitarian Connectivity Charter programme. The workshop aimed at discussing on how to improve mobile-enabled disaster resilience in the country, update the NETP and to test if all plans and national strategies on the use of ICTs for disaster risk reduction are fit for purpose by developing a tabletop simulation exercise. BDT also collaborated with regional stakeholders on initiatives that emphasized preparedness and emergency planning. The inter-agency ICT tabletop simulation exercise in Valencia, Spain, trained staff from the United Nations International Children's Emergency Fund (UNICEF), ITU, ETC, and GSMA on conducting simulations. This training empowered agencies to support countries in designing and executing emergency telecommunications simulations, contributing to more effective emergency response mechanisms.* **In the Asia-Pacific**, Solomon Islands, Cambodia and Tonga were assisted to develop roadmaps for **early warning dissemination and communication systems**. Further support was provided to develop project proposals for Fiji and Cambodia for Green Climate Fund (GCF). Support in roadmap development for Tonga and Solomon Islands is undertaken through MIC Japan Phase 2 project on Enhancing Digital infrastructure & affordable access to ICT services in Asia-Pacific
* 1st National Inception Workshop on Early Warnings for All (EW4A), 17 July 2024, Tonga. ITU participated in the national inception workshop on Early Warnings for All (EW4A) in Tonga. ITU facilitated stakeholder engagement and an assessment of the current state of warning dissemination. The workshop identified gaps and produced a draft framework aligned with the National MHEWS policy. The framework for all four EW4A pillars will be presented to the cabinet. 50 participants from government institutions, INGOs, and donors attended the workshop, advancing the development of early warning systems in Tonga.
* Training Workshop on Inclusive Early Warning Communication, 23-24 July 2024, Malé, Maldives. ITU participated in a training workshop on inclusive early warning communication for the Maldives. The workshop focused on the implementation of CAP, Cell Broadcast, and AI for disaster connectivity mapping. The training was organized by UNDRR and involved collaboration with key stakeholders from the Maldives' government and telecom operators. ITU highlighted the importance of national digital network resilience and partnerships for disaster risk reduction and early warning systems.
* RO-ASP participated in the 8th ABU Media Summit on Climate Action and Disaster Prevention, highlighting ITU's product and services under pillar 3 of Early Warnings for All (EW4A) initiative. The interventions also focussed on usage of AI for Disaster Connectivity Mapping (DCM), including lessons from the Tonga disaster and a pilot project in Fiji. Solutions to help respond to disasters more effectively through AI and other technologies were also shared.
* APT Telecommunication/ICT Development Forum (ADF-21), 8 August 2024, Virtual. ITU moderated a session during ADF-21 on the role of ICT in disaster management. The session highlighted ITU’s lead role in pillar 3 of the Early Warnings for All (EW4A) initiative, focusing on utilizing ICT for early warning systems, monitoring, communication, and disaster recovery. The event emphasized the critical importance of ICT in disaster preparedness and management, enhancing global resilience to natural disasters.
* Workshop on Common Alert Protocol (CAP) and Cell Broadcasting (CB), 1-2 August 2024, Delhi, India. ITU, in partnership with C-DOT, organized a workshop on CAP and CB systems for member states. Experts from Nepal, Bhutan, Bangladesh, Maldives, and India attended, along with integration partners. The workshop-built capacity on policy and technology for early warning systems and included discussions on potential partnerships for disaster management and preparedness across member states.
* ITU presented on its role as the lead of Pillar 3 of the Early Warnings for All (EW4A) initiative, during a session on disaster readiness and critical infrastructure. ITU’s Cell Broadcast tool for message dissemination and alerting under EW4A received positive interest from telecommunications companies and government administrations, contributing to discussions on enhancing disaster resilience and preparedness in the Pacific region.
* On 14 November 2024, the ITU Regional Office for Asia and the Pacific participated as the Pillar 3 lead during the 2nd UNESCO-IOC Global Tsunami Symposium, “Two Decades After the 2004 Indian Ocean Tsunami: Reflection and the Way Forward,” held in Banda Aceh, Indonesia. The ITU’s intervention highlighted the use of AI, satellite, and terrestrial mobile solutions, among others, for disseminating early warning information for hazards with low response lead times.
* ITU moderated a session during ADF-21 on the role of ICT in disaster management. The session highlighted ITU’s lead role in pillar 3 of the Early Warnings for All (EW4A) initiative, focusing on utilizing ICT for early warning systems, monitoring, communication, and disaster recovery. The event emphasized the critical importance of ICT in disaster preparedness and management, enhancing global resilience to natural disasters.
* ITU presented on the importance of connectivity and the role of digitalization in humanitarian assistance during a side event organized by IFRC at the ESCAP Commission Session. The session underlined ITU’s leadership in Pillar 3 of the Early Warnings for All (EW4A) initiative and highlighted the role of connectivity in delivering effective humanitarian services.
* On 20 July 2024, ITU supported the organization of a national Emergency Telecommunication Cluster (ETC) meeting in Fiji, convened by the Department of Communications after two years. The meeting reviewed a draft National Emergency Telecom Plan and presented 23 action points for consideration. Disaster connectivity maps (DCM) developed by ITU for Fiji during Cyclone Yasa were also discussed. The meeting, attended by 23 participants from 14 organizations, emphasized the role of connectivity in early warnings and disaster risk reduction.
* ITU’s direct country assistance to Tuvalu is ongoing to develop NETP with support from MIC Japan Phase 2 project on Enhancing Digital infrastructure & affordable access to ICT services in Asia-Pacific
* During Asia-Pacific Ministerial Conference on Disaster Risk Reduction (APMCDRR24) in Manila in Oct 2024, RO-ASP organized a regional Multistakeholder Forum on Leveraging Digital Advancements for Early Warning Dissemination and Communication. The session engaged multi sectoral focal points and partners for implementation of EW4A pillar 3 in ASP. The session was co-organized with GSMA.
* On 27 Nov, RO-ASP organized a National Consultative Workshop on Early Warning for All (EW4ALL) Pillar 3: Warning dissemination and communication in Dhaka Bangladesh. The workshop is supported through Swedish government funds.

**In the CIS,** a **National Early Warnings for All Roadmap was endorsed in Tajikistan** further cementing the country’s efforts to strengthen its early warnings system and disaster risk reduction measures. Roadmap development was led by the UN Resident Coordinator and the Deputy Prime Minister of the Republic of Tajikistan. ITU and GSMA worked together to build the capacity of regulator and operators on how to communicate and disseminate emergency notifications.In Europe, a series of initiatives have been undertaken to support countries in transition with their emergency preparedness efforts:Moldova: A feasibility study on the deployment and implementation of a Cell Broadcast Service (CBS) solution for sending alert messages, along with its technical specifications, was endorsed. This endorsement enabled Moldova to secure additional funding and support for the solution's implementation, which is now progressing at the national level.Georgia: The Georgian Government received support through the development of recommendations for a National Emergency Telecommunication Plan. As part of this effort, a document detailing the CBS solution for sending alert messages was added to the existing set of deliverables, enhancing preparedness frameworks.Western Balkans: A closed workshop, titled “Building Resilient Communities: Leveraging Cell Broadcast in the Western Balkans”, was held on 8 July 2024. This event initiated dialogue on fostering community resilience and laid the groundwork for streamlined actions towards shaping a subregional initiative.**Response Efforts****In the Americas**, the BDT deployed satellite equipment to Jamaica, Grenada, and St. Vincent and the Grenadines in July to support hurricane response efforts, emphasizing ITU’s role in rapid disaster response. The BDT also supported disaster preparedness through a workshop on telecommunications in disaster response and recovery, held in the Caribbean in October 2024. This event allowed Caribbean stakeholders to assess regional gaps, exchange experiences, and develop a roadmap to strengthen emergency telecommunications infrastructure.BDT finalized the pre-positioning of satellite equipment in all regions. In Dubai, to cover Arab States and Africa; in Zimbabwe to serve the SADC member states; and likewise in Barbados for the Americas and the Caribbean region. | **NETPs*** + **Arab States:** Libya, Mauritania, Comoros and Djibouti
	+ **Europe:** Western Balkan countries

**EW4ALL:*** + **Africa:** Liberia, Seychelles, Mozambique,
	+ **Americas:**
	+ **Asia-Pacific:** Bangladesh, Cambodia, Fiji, Lao P.D.R., Maldives, Nepal
	+ **Arab States:** Somalia
	+ **CIS:** Tajikistan

**Equipment deployment:*** + **Africa:** Zimbabwe (Hub for SADC countries).
	+ **Americas:** Barbados (to assist the Caribbean region), Grenada
	+ **Arab States:** Dubai (to assist Arab States, Africa, Asia and the Pacific).
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| **Network & Digital Infrastructure** ***Outcome:*** *Improved telecommunication/ICT infrastructure and service, in particular broadband coverage* |
| **Outputs** | **Highlights** |
| Through infrastructure mapping and analysis, BDT made significant contributions in various regions that have resulted in **increased awareness of ICT infrastructure gaps in 21 countries, enabling better decision making on broadband coverage and resilience.** Data research, collection, and processing of ICT infrastructure data was conducted across **Africa, Americas, Arab States, Asia and the Pacific, and the CIS regions**. Connectivity and infrastructure analysis were presented to Member States, with tailored infrastructure maps produced for each of the 21 countries, enhancing global broadband mapping efforts. BDT delivered capacity-building interventions, including ICT mapping workshops in Brazil**,**[**Sierra Leone**](https://www.itu.int/en/ITU-D/Regional-Presence/Africa/Pages/EVENTS/2023/workshop-sierra-leone.aspx)as part of the ITU-Foreign, Commonwealth and Development Office (FCDO) project, resulting in **enhanced capacity in those countries to expand connectivity to rural and underserved areas.** Further, through the ITU-FCDO project, a self-paced training on [Infrastructure mapping and planning](https://academy.itu.int/training-courses/full-catalogue/introduction-broadband-mapping) was launched through the ITU Academy, attracting 440 ICT professionals.* **Africa** launchedin cooperation with the ITU Office for Europe, the Africa Broadband Mapping Systems project, supported by the European Commission, which aims to assist countries in establishing and enhancing their infrastructure mapping systems to encourage investment and digital transformation across Africa. With a budget of €15 million over four years, the project will initially benefit 11 countries: Benin, Botswana, Burundi, Côte d'Ivoire, Ethiopia, Kenya, Malawi, Nigeria, Uganda, Zambia, and Zimbabwe.

In view of enhancing collaboration with regional regulatory associations on common areas of interest, ITU and the West African Telecommunications Regulators Assembly (WATRA) signed a joint letter to support concrete collaboration and joint advocacy on the gathering and management of infrastructure data and mapping for decision-making towards affordable connectivity for all. The collaboration will continue to explore the sharing of information on available resources to build capacity on infrastructure and broadband mapping and conduct as needed joint training to member states. A joint technical workshop was held during the WATRA Infrastructure Development Working Group meeting in the Gambia in June 2024.* **In the Arab States,** the ITU Regional Workshop Towards Universal and Meaningful Connectivity for the Arab Region was organized by the ITU Telecommunication Development Bureau (BDT), in collaboration with Algérie Télécom, under the high patronage of the Ministry of Post and Telecommunications from 11–12 November 2024 in Algiers. The workshop brought together 278 participants (24% female), including high-level representatives, from a wide array of stakeholders, including policymakers, regulators, private sector leaders, academia, and regional and international organizations to address infrastructure development and the pressing challenges and opportunities in achieving universal and meaningful connectivity across the Arab region. The event fostered knowledge sharing, explored collaborative solutions, highlighted innovative approaches, promoted broadband mapping and multistakeholder collaboration to foster digital transformation through evidence-based data and multistakeholder engagement. This workshop set the stage for impactful partnerships and actionable strategies to advance and promote sustainable universal and meaningful connectivity across the region.
* **In the Asia-Pacific**

With support from Department of Infrastructure, Transport, Regional Development, Communications and the Arts (DIRDCA) of Australia, a Masterclass on inclusive and resilient Broadcasting development was organized by RO-ASP during 19th Asia Media Summit 2024. The event was hosted by AIBD. The event encouraged adoption of new technologies and strategies in production, distribution and other broadcasting departments for sustainable development.ITU Workshop on National Tables of Frequency Allocation (NTFA) for Region 3 (RR), 28-31 May 2024, Shanghai, People's Republic of China. The workshop gathered 70 participants from 10 countries to discuss regional frequency allocation challenges. The key outcome was a commitment to harmonize national frequency allocation tables, which will enhance cross-border connectivity in Region 3, benefiting over 500 million users by 2030. RO-ASP Ensured that the work of BDT on NATIONAL spectrum Management is well represented by highlighting the SMS4DC as key national SM automation tool, sharing the key activities of RO-ASP and direct country assistances on national spectrum management and RF monitoring issues.Converged Telecommunications Policy & Regulations (CTPR) Master Class, 12-16 August 2024, Cyberjaya, Malaysia. ITU participated in the CTPR Master Class organized by MMU Cyberjaya, MCMC, and GSMA. The ITU emphasized infrastructure sharing, particularly active sharing, to efficiently use spectrum resources and increase affordability of mobile services. Spectrum identified for IMT post WRC-23 was also discussed. The event gathered telecom regulators and policy experts to improve connectivity across ASEAN countries.Spectrum Management System Training for Developing Countries (SMS4DC), 29 April - 2 May 2024, Vanuatu. ITU organized a training on SMS4DC during the 28th PITA Annual General Meeting in Vanuatu. Participants from 10 Pacific Small Island Developing States (SIDS) received training on automating spectrum management processes. Positive feedback was received, and participants enhanced their technical capacity to manage spectrum efficiently using SMS4DC.Syniverse APAC Users' Group Meeting, 8-9 May 2024, Bangkok, Thailand. ITU presented at the Syniverse APAC Users' Group Meeting, discussing the key enablers for 5G rollout in Asia and the Pacific, with data analysis and experience shared from the region. The event was organized by Syniverse Technologies (China) Limited, a new ITU-D sector member. ITU highlighted the importance of using statistical data to guide 5G adoption and regulatory decisions.Asia-Pacific ICT Summit, 14 August 2024, Bangkok, Thailand. ITU delivered a keynote speech at the Asia-Pacific ICT Summit, hosted by Huawei and GSMA, which gathered 2,500 industry experts. ITU presented key findings from the 5G Enabler Report, discussing critical factors influencing 5G development in the Asia-Pacific region. The session strengthened collaboration between ITU and Huawei in supporting digital transformation across the region. Huawei expressed gratitude for ITU's expertise in advancing digital transformation initiatives.AIBD Strategic Team Meeting, 14 March 2024, Virtual. ITU participated as an advisor in the AIBD Strategic Team Meeting, which brought together broadcasters and partners from Asia-Pacific. Discussions focused on reviewing activities and projects executed by AIBD and setting future initiatives. ITU’s involvement emphasized collaboration in the broadcasting sector to enhance digital transformation and policy-making across the region.From 1-2 October 2024, building on the impactful collaboration of 2023, the International Telecommunication Union (ITU) and International Think Tank for Landlocked Developing Countries (ITTLLDC) co-organized the seminar in Ulaanbaatar Mongolia, with support from Department of Infrastructure, Transport, Regional Development, Communications and the Arts (DIRDCA) of Australia, to highlight and discuss how satellite and space services can support affordable, resilient and universal connectivity. The event included 10 country case studies and sessions related to national satellite regulations and space policies. Around 50 Participants from over 15 countries joined the event physically. The session also featured a P2C segment where, for the first time, new pledges from Mongolian entities were presented. Connectivity and satellite-related pledges were also highlighted for delegates and countries to express interest, to help facilitate potential matchmaking among the speakers and attendees.Upon invitation from the Malaysian Communications & Multimedia Commission, the ITU Regional Office for Asia and the Pacific joined the Digital Outlook Series 2024 themed “Orbiting Innovations: Unveiling the Future of Satellite Communications” on 29 October 2024. The intervention from ITU was on international regulatory mechanisms for satellite communication that included the WRC-23 decisions and Agenda items for WRC-27 related to satellite communication including NGSO, NTN and HIBS. The key outcomes of the ITU-ITTLLDC 2024 event related to National space policy and regulations were also shared as part of the session outcomes.On 31 October 2024, as a trusted advisor, ITU was invited to join the concluding workshop on the ASEAN project on Advanced Spectrum Monitoring Guidance on Mobile Broadband Technology for ASEAN Member States (Mon MBT) initiated by Indonesia in 2022. ITU presented the latest trends in RF monitoring including the use of AI, deep learning-based analytics, cloud and crowd-based monitoring amongst others. ITU also presented on ITU recommendations related to developing regional agreements to mitigate cross border RF interference issues. The outcomes of the workshop and project will be presented to TELMIN for developing the ASEAN 2025 ICT development framework.To achieve objective of ASP Regional Initiative 3 and especially the expected result 6, RO-ASP supported BR in organizing [Regional Radio Seminar for Asia and the Pacific in Sep 2024 in Samoa](https://www.itu.int/en/ITU-R/seminars/rrs/rrs-24-asia%26pacific/Pages/default.aspx). In addition to support in organization, RO-ASP highlighted the ITU role in EW4A and Emergency Telecom, shared best practices based on the assistances provided by RO-ASP on Analog to Digital transition and assisted in understanding the nature of assistances BDT can provide under national spectrum management including automation through SMS4DC.* **In the CIS**, **the capacity of Member States to manage spectrum was enhanced** through the first global ITU/WMO Regional Seminar "Earth observations for Sustainable Development Goals: technologies, spectrum, applications, impacts". The seminar was attended by over 100 specialists and was organized back-to-back with the meeting of the working groups of ITU-R Study Group 7 in Almaty, Kazakhstan.

Following the demand from Member-States ITU has started development of a **capacity building programme titled “Future of Connectivity”.** 2024included in-depth consultations with stakeholders in the region and preparation of training materials. Country trainings are planned for 2025.**A roundtable on VoLTE (Voice over LTE) was organized in Tashkent, Uzbekistan**. During the roundtable, operators provided updates on the current status of VoLTE services and discussed the introduction of new Voice over Wi-Fi (VoWiFi) services to the market. The meeting also addressed technical aspects and implementation strategies for roaming models in VoLTE, focusing on S8 Home Routing (S8HR) and Local Breakout (LBO).* **In the Americas,** as part of the Giga school connectivity programme, enhanced schooling mapping were explored in Trinidad and Tobago, Belize, Suriname and members of the OECS.

A national training workshop on ITU broadband maps and geographic information systems was held in Uruguay.In this context a series of online workshops were held followed by the ITU-EC TAIEX workshop on 5G implementation held from 16 to 18 December 2024 in Warsaw, Poland. Assistance to Montenegro was also provided through the production of a National Plan for the Development of Networks for Broadband Internet Access. The Plan was officially presented to the Ministry of Economic Development last September, outlining the strategic vision, the objectives and the expected outcomes. Developed on the basis of research and stakeholder consultations, the National Plan focuses on the objective of expanding high-capacity broadband internet access across the country from 2025 to 2029, while taking into account infrastructure modernization, regulatory alignment, investment facilitation, as well as the necessity to connect rural and underserved areas.  | **Broadband Maps:*** + **Americas:** Uruguay
	+ **Arab States:** Algeria
	+ **Europe:** Moldova, Armenia, France, Italy, Portugal, Romania, Cyprus, Croatia, Slovenia, Lithuania
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| **Contributing to SDG Targets**  | SDGs 1, 3, 4, 5, 8, 9, 10, 11, 16, 17 |
| **WSIS Action**  | C1, C2, C3, C4, C5, C6, C7, C11 |
| **Resolutions:**  | PP 136; WTDC 34, 43, 66; WRC 646, 647; SGQ 1/1, 3/1, 5/1, 4/2 |

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| **ITU-D Priority 2: Digital Transformation*****Accelerating digital transformation through ICT entrepreneurship and increased ICT innovation in the ICT ecosystem*** |
| **Digital innovation ecosystem*****Outcome:*** *Enhanced human and institutional capacity of the ITU membership in telecommunications/ICTs to foster digital transformation* |
| **Output** | **Highlights** |
| BDT continued to support Member States to **accelerate digital transformation** endeavours, providing policy framework tools, capacity development interventions, technical assistance, and implementing projects to foster innovation. **In the CIS** in May 2024 ITU organized an **Ideathon focused on startup creation for students and young professionals in Khujand, Tajikistan.** Over two days, participants received intensive training on idea generation, building business models, crafting compelling pitches, engaging with investors, and connecting with their target audiences. Experts from Kazakhstan, Uzbekistan, and Tajikistan shared insights into the startup ecosystems in their respective countries, highlighting opportunities for new ventures at various stages, from ideation to having a minimum viable product (MVP) and initial users. On the second day, participants presented their ideas during a pitching session. Six teams showcased their business concepts to a panel of judges and fellow attendees. In total, more than 30 young innovators from Tajikistan took part in the event.**A hackathon focused on creating smart city startups was held for students from technical universities in Belarus.** The hackathon featured training sessions with expert speakers, personalized consultations with mentors, and culminated in a pitching event where participants presented their startup ideas. A total of 107 students from six Belarusian universities and one Russian university participated.In the Arab States, the Digital Innovation Profile for Bahrain was finalized in which a full assessment of the ecosystem was developed and key recommendations to take the ecosystem to the next level were presented. Moreover, Digital Innovation Profiles for Qatar and Jordan have currently being developed and expected to be completed in Q1 and Q2 of 2025 respectively. Furthermore, an in-Kind contribution was signed with TDRA, UAE on iCodi with the objective of organizing one global and one regional workshop annually for the coming 2 years to foster ideation and innovation. **In Europe,** to best support Albania in the advancement of digital innovation, a report on the implementation of the Digital Innovation Profile is also being finalized with a particular focus on practical suggestions for the alignment of the Digital Innovation Profile with the Smart Specialization Strategy of the country and the country’s Reform Agenda 2024-2027.To support Malta’s innovation ecosystem a report titled *Malta’s Innovation Landscape: Best Practices and Future Directions,* prepared in conjunction with the Global Innovation Forum 2024*,* is being finalized.The report focuses on the Malta Economic Vision 2031, detailing its alignment with national and regional priorities and its focus on innovation, economic growth, sustainability, and agility. The report also delves into best practices within Malta’s innovation ecosystem, analysing contributions from six critical stakeholder groups: the public sector, private sector, financial institutions, academia, entrepreneurial support networks, and entrepreneurs. Finally, the report provides insights into Malta’s future direction, offering inspiration for other nations to craft competitive and resilient ecosystems capable of achieving global influence.The Global Innovation Forum (GIF) 2024 was held in Valletta, Malta from 23 to 30 October. The theme of the Forum was “Shaping our Digital Futures for Prosperity and Well-Being for All” and it allowed knowledge sharing, networking and promotion of innovation. The Forum provided an important platform to bridge the digital innovation gap by various means, among which knowledge sharing on policy acceleration and stakeholders’ empowerment. The Forum was opened by the President of Malta and hosted participants from multiple organisations and countries, including high-level representatives of numerous governments.In Africa, ITU organized a Co-Creation and Validation Workshop on Zimbabwe’s Innovation Ecosystem as a well a stakeholder's engagement in September 2024.Through the ITU Acceleration Centre, a training on Design, Validation and Ecosystem Initiatives Development Service for Cross-cutting Digital Transformation in Malawi was delivered. The blueprint for the Centre has been discussed in collaborating with ecosystem stakeholders to establish its vision, mission, service delivery model, business strategy, human resources, partnerships, resource mobilization, and governance frameworks. Design and validation of ITU Acceleration Centre was also conducted in Tanzania and Zambia.Also, in collaboration with BDT, Gabon officially launched the digital transformation Center programme in September 2024. ITU in partnership with UNFPA Benin were successfully co-designed and formalized the implementation roadmap and next steps for the project “Develop and nurture sustainable digital innovation ecosystems that accelerate youth resilience and empowerment in Benin with a robust gender approach.” The standard operating procedures toolkit has been approved. |  |
| **National Strategies and Digital Innovation Profiles:*** **Africa:** Zambia
* **Arab States: Bahrain,** Qatar, Jordan, UAE
* **Europe:** Malta
 |
| **Digital services and applications*****Outcome:*** *Enhanced capacity of the ITU membership to accelerate digital transformation and sustainable economic and social development by leveraging and using new and emerging telecommunications/ICTs and services* |
| BDT continued to support Member States in developing and promoting digitally-enabled solutions to address sustainable development needs: * **In the Arab States,** a national forum on 5G and Beyond: Enabling Smart Sustainable Cities and Communities, scheduled for 10-11 December 2024 at Smart Village, Egypt, aims to drive actionable outcomes by convening global experts, policymakers, industry leaders, and stakeholders. The forum will focus on harnessing the transformative potential of 5G and emerging technologies to advance smart and sustainable urban development, fostering collaboration and innovation for a connected future.

In Jordan, an assessment study for the enabling environment for immersive technologies was developed in partnership with the Ministry of Digital Economy and Entreneurship and UNESCWA. The study aimed to identify the strengths, weaknesses, opportunities and threats for the ecosystem with the objective of creating new jobs in this up-and-coming sector and present recommendations in that regard.* **In Africa**, The ITU Regional Office for Africa (ROA) and the Digital Services and Applications division have engaged in strategic consultations with several countries in West Africa, including Guinea-Bissau, The Gambia, Guinea, Senegal, and Nigeria. These discussions are supported by World Bank-funded projects aimed at adopting the GovStack approach and the Public Administration Ecosystem Reference Architecture (PAERA) to facilitate the coordinated and efficient digitalization of public and government services. The consultations covered several important aspects, including the development of interoperability frameworks, the implementation of enterprise architecture, the technical specifications for service bus/data exchange platforms, and comprehensive capacity-building programs. Central to these conversations was the GovStack vision of accelerating digital transformation through reusable and interoperable digital building blocks. This approach aims to reduce costs, simplify solution architectures, and shorten the time required to implement digitalization programs. The initiative emphasizes sustainable adoption through targeted change management at both governmental and public administration levels.

Other African countries have continued to explore Digital Public Infrastructure in their context with the GovStack resources and lesson learned as a guide.* **In the Americas,** under a UN Joint Programme – Innovative Finance for Unserved Groups, the ITU in collaboration with the governments of Antigua and Barbuda and St. Lucia developed is bolstering the digital financial services (DFS) ecosystem through a comprehensive approach encompassing policy, regulatory, and cybersecurity aspects. Over 65 people from the DFS community in these countries were exposed to the DFS mobile security toolkit and recommendations, and more than 15 people are trained in the clinic to conduct mobile security - including audits of the mobile payments' apps and infrastructure.
* **In the Asia-Pacific**, The Smart Islands and Smart Villages initiatives, along with the EU STREIT programme, have trained over 2000 community members across the Pacific in essential digital skills, transforming lives and communities in 2024. Over 1623 participants from the Pacific gained critical skills, unlocking new opportunities in education, agriculture, and the economy as part of SVSI. Additionally, the EU STREIT PNG project empowered over 450 people in Papua New Guinea with digital tools to enhance livelihoods in agriculture and fisheries. These accomplishments in 2024 were made possible through collaboration with the Smart Islands communities, Pacific governments, national stakeholders, UN agencies, the Joint SDG Fund, the European Union, the Asian Development Bank, academia, and civil society partners, demonstrating the power of collective action to bring digital transformation to rural and remote Pacific communities. Smart Village Pakistan continued to be rolled out beyond Gokina to Sambriyal and Swabi villages through digital services and skills. In 2024, 65 number of participants raised their skills.

 In 2024, more than 800 participants raised awareness and skills on adopting whole-of-government approach using GovStack through online and offline trainings and workshops (Bangladesh (June), ASEAN (17-19 Sep online), ASEAN Brunei Darussalam (9-10 Oct.), (Cambodia (11-12 March and 19-21 Nov), Laos (6-10 May), Nepal (17 May), Papua New Guinea (1-3 Oct.). Dedicated assistances were provided to Bangladesh, Cambodia, Laos, and Papua New Guinea on developing their capacity to implement GovStack including online and physical missions. ITU collaborated (ongoing) with ASEAN Secretariat towards development of an ASEAN-wide technical framework for whole-of- government.The year also witnessed increasing adoption and demand for GovStack related assistances including its incorporation in national plans of Papua New Guinea and Vanuatu and requests submitted by Members to the ITU. In addition, ITU supported Laos to develop the scope of the activity of the Prime Minister Office (PMO) Dashboard.GovStack has also been supported by the DITRDCA, Australia (7RAS 23072) and GIZ projects.Girls in ICT Training ITU Area office for South Asia and Innovation Centre Delhi provided number of targeted trainings in partnership with several stakeholders across India from May-July as part of Girls in ICT Day India celebration which was attended by more than 1000 participants. It aimed at increasing the involvement of Indian women in ICT, harnessing the role of ICTs to advance gender equality, and empowering women to actively participate in building an inclusive and sustainable digital future. In partnership with Centre for Development of Telematics (C-DOT), training workshops empowered students across India with coding skills in Python and Java, culminating in a national coding challenge. The winners were celebrated at the closing ceremony.Through the ITU Area office for South Asia and Innovation Centre Delhi a Govstack workshop on Whole of Government Digital Transformation Leveraging Govstack was delivered in Bangladesh on 26-27 June. The workshop brought together relevant stakeholders from Bangladesh and explored latest discussions on digital governance, global trends and local innovations for secure interoperable digital infrastructure.* **In Europe**, the adoption of the building block approach is facilitated though strategic partnerships with UN agencies under the three projects of the Digital Window of Joint SDG Fund targeting Albania, Montenegro and Serbia.

The project kick-off event, held on 8 November 2024 in Albania, brought together key partners essential for achieving the desired impact. Furthermore, project partners were successfully embarked upon the GovStack Architects Program, ensuring alignment with the core values and principles that will guide the project's implementation phases.In Serbia, the **"Digital Service Design Hub – Clicking Together with Citizens"** project was kicked off jointly with partners on 31.10.24. As a knowledge partner, ITU provided all the necessary information and tools for enhancing public services through user-centric design and is leveraging the country's expertise to drive technological transformation. In this sense, partners benefitted from the GovStack introductory workshop and the toolbox with resources', playbooks, list of events, etc. for Building Block approach rollout. The **“Digital Transformation of Local Self-Governments in Montenegro”** project was kicked off on 13.12.24 and aims to support local government digitalization and establishing local eGovernance, laying the foundation for the Smart Sustainable Cities framework. ITU is responsible for the capacity building of six local administrations to develop cost-efficient and user-friendly services using the GovStack approach. This will be achieved through a series of online and onsite activities, resulting in the development of 3 service prototypes. |  |
| **Contributing to SDG Targets**  | SDGs 1, 3, 4, 5, 8, 9, 10, 11, 16, 17 |
| **WSIS Action**  | C1, C2, C3, C4, C5, C6, C7, C11 |
| **Resolutions:**  | PP 205; WTDC 16, 30, 37, 85, 90; SGQ 2/1, 4/1, 1/2, 2/2 |

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| **ITU-D Priority 3: Enabling Policy and Regulatory Environment*****Promoting an enabling policy and regulatory environment conducive to sustainable telecommunication/ICT*** |
| **Capacity Development** ***Outcome:*** *Improved human and institutional capacity of the ITU membership in telecommunications/ICTs to tap into the full potential of the digital economy and society* |
| **Output** | **Highlights** |
| ITU is committed to enhancing both human and institutional capacity within its membership, prioritizing the delivery of high-quality training programmes. In this context, training courses were conducted through the [**ITU Academy**](https://academy.itu.int/) and the [**ITU Academy Training Centres**](https://academy.itu.int/itu-d/projects-activities/itu-academy-training-centres)**(ATCs),** with the aim of making a meaningful impact for ITU membership. From May 2024 to December 2024, the [ITU Academy](https://academy.itu.int/) registered **9,500 additional users, bringing the total number of learners to over 58,400, from all Member States**, with more than 70 per cent coming from developing countries. During this period, over 79 courses were delivered via the platform to over 13,000 registered course participants, of which over 5,400 had completed their courses by December 2024 . Over 1,000 participants also completed course evaluation surveys and 95 per cent reported that they were satisfied or very satisfied with their experience. During the second year of implementation, for the same time period (May -December 2024) the **ATCs delivered 67 courses attracting over 2,600 registrations**, with over 1,100 course completions by December 2024. In 2024, BDT organized several training sessions on how to conduct engaging online training, aimed at the instructors of the 14 ATCs. The goal of the initiative was to impact the quality of the training courses, by improving facilitation, virtual delivery skills and by allowing for exchanges of best practices among the participating institutions. During the [second global annual meeting of the ATCs](https://academy.itu.int/itu-d/projects-activities/itu-academy-training-centres/events/atc-annual-meeting-2024), representatives from all 14 ATCs convened to build on lessons learned and share best practices on training course management and scale-up, further align on optimal approaches regarding training quality, delivery methodology and impact measurement as well as consolidate collaborations with the programme’s participating institutions. At the beginning of 2024, ITU, in collaboration with UNDP, started implementation of a **new project on “Capacity Development for Digital Transformation”.** The project is funded by the Global Gateway initiative of the European Commission over a period of 4 years. The project supports the delivery of training to policy makers and government officials through the ITU Academy platform.During its first year of implementation,22 courses in both face-to-face (F2F), online instructor-led and self-paced modality were completed. 1249 participants, coming from152 (mostly developing) countries, were trained, with a 96% participants’ satisfaction rate.In collaboration with **Cisco**, the [[**Digital Transformation Centres (DTC) initiative**](https://academy.itu.int/itu-d/projects-activities/digital-transformation-centres-initiative)](https://academy.itu.int/itu-d/projects-activities/digital-transformation-centres-initiative) is continuing to expand activities with ongoing support to DTCs. Since the start of the DTC initiative, the total number of course participants trained in basic and intermediate digital skills is 389,390, of which 55 per cent were female. Through the project “Boosting Digital Skills through Digital Transformation Centres”, BDT and **the Norwegian Government** supported the DTC activities, in particular in Ghana, providing training to over 22,000 citizens of which 68 per cent are women throughout the three-year project. The DTC in Ghana exceeded almost every target set for the project and impacted the lives of citizens across all 16 regions in the country. This project closed in September 2024. ITU received new funding from the Norwegian Government at the start of this year to support the global DTC Initiative until the end of 2025. ITU and DTCI partners supported four DTCs in the Democratic Republic of Congo, Pakistan, the Philippines and Senegalin **building their institutional capacities through train-the-trainer interventions,** reaching 136 trainers (51 female). The DTC in Pakistan was supported to train visually impaired trainers along with sighted trainers on the **''Introduction to Computer Basics for Visually Impaired Persons**'', bringing the total number of DTCs who have completed the training to four (4) DTCs. The DTC in Senegal conducted community outreach activities to create greater awareness on the importance of digital skills, including for persons with visual impairments. DTCs in the following six (6) countries, Côte d'Ivoire, the Dominican Republic, Pakistan, the Philippines, Senegal and Zambia received support to train underserved communities on basic and intermediate digital skills. The [**ITU Digital Skills Forum**](https://www.itu.int/itu-d/meetings/digital-skills-forum/)**,** which took place in Bahrain in September 2024 under the theme “**Developing skills for digital transformation**”, brought together over 700 participants from 66 countries representing different stakeholder groups. The Forum addressed key issues related to the digital skills gap and how to address it, ranging from bridging the digital skills divide, digital skills for jobs and the impact of AI, to cybersecurity and online safety skills. The key outcomes of the Forum, along with recommendations on how to tackle the emerging skills gap, are included in the Chair’s summary report.The [**ITU Digital Skills Toolkit 2024**](https://academy.itu.int/itu-d/projects-activities/research-publications/digital-skills-toolkit)**,** which was launched in September, offers a comprehensive, **step-by-step guide to support the ITU membership to create effective national digital skills strategies** and policies. It is a thorough update of the previous 2018 version and include three parts: Part 1 focuses on understanding digital skills, covering digital skills frameworks and concepts, Part 2 provides a detailed roadmap for creating a national digital skills strategy and Part 3 offers numerous examples of digital skills strategies and programmes from around the world.* **In Africa**: ITU implemented a series of digital skills training programs through the Digital Transformation Centers (DTC) in the African region to empower youth, bridge the gender digital divide and digital skills gap, and foster local digital skills development ecosystems in rural and hard to reach communities. 270 beneficiaries were trained in Democratic Republic of Congo, Zambia, and Cote d'Ivoire. Within the framework of AGCCI, ITU in an effort to scale up the initiative has updated the self-paced course available in the ITU Academy, with six modules and sub-modules on both technical skills and soft skills in English, French and Portuguese for increased outreach. Guided by the ITU Digital Skills Assessment Guidebook, the new Toolkit and related resources, national digital skills assessment was completed in Uganda and launched in Sout Sudan.

The **ITU ROA** supported the development of digital skills through **Digital Transformation Centres (DTCs) in Sierra Leone**. The program successfully provided basic and intermediate digital skills training to **480 young boys and girls from marginalized communities** by partnering with an NGO that operates a network of well-equipped training centers in both countries. Key achievements include a significant increase in digital literacy among youth participants, with at least 80% demonstrating proficiency in basic to intermediate digital skills. These skills included computer usage, internet navigation, and standard software applications. The program's success was enhanced by two key components: awareness campaigns aimed at the community and local administration, as well as a Training of Trainers (ToT) approach. The ToT methodology was particularly effective in ensuring long-term sustainability by building local capacity for ongoing knowledge transfer.* **In the** **Americas:** Strengthened capacity of small entrepreneurs through the delivery of Workshop on Digital Transformation within the framework of Digital KIT Initiative for Entrepreneurs, Micro and Small business, which benefited 206 small entrepreneurs from Latin America from **Cuba, Honduras, Paraguay and Uruguay**. These activities are part of the [Digital KIT Initiative](https://www.itu.int/en/ITU-D/Regional-Presence/Americas/Pages/ACTVTS/DTK/DTK-AMS.aspx) for digital transformation and is currently implemented under the **ITU-Huawei project** in support of the Regional Initiatives for the Americas.

BDT also enhanced **project management skills of indigenous people and rural communities** through a five-module online training in ITU Academy, including a bootcamp on community network held in Guatemala, and **improved knowledge in the field of ICT Accessibility** through the executive training delivered during the Accessible Americas 2024: ICT for ALL (Mexico City, 12-14 November 2024).The ITU has worked on ais finalizing with the local regulator, TATT, and Ministry of Digital Transformation in Trinidad and Tobago a digital skills project to start in 2025. This is to support the Ministry’s efforts to strengthen the capacity of both the horizontal and vertical impacts of digital transformation and equip individuals with the basic, intermediate and advanced digital skills necessary to fulfil the current and future trends in the digital economy. The project is expected to train 40 mentors and benefit 10,000 individuals (50% male and 50% female).* **In the Arab States:**

In addition, in Tunisia, the collaborative project, in partnership with the Deutsche Gesellschaft für Internationale Zusammenarbeit (GIZ), that aimed to expedite the digital transformation in Tunisia was completed. The overarching objective is to bolster government initiatives in two strategic domains: digital capacity development and infrastructure enhancement.Through close collaboration with all project stakeholders, ITU successfully achieved the project goal by training 217 public sector employees in ITU Academy courses.ITU and the United Nations High Commissioner for Refugees (UNHCR) collaborated to conduct a comprehensive digital skills assessment for refugees in India, focusing on identifying digital literacy gaps to enhance their inclusion and engagement through the Digital Gateway platform. This initiative addresses the needs of over 47,000 refugees and asylum seekers registered by UNHCR in India. This two-phase study involved methodology development tailored to the unique context of refugees, ensuring alignment with global best practices and ethical standards. The assessment aims to bridge digital divides and support refugee empowerment through improved access to digital tools and skills. This collaboration reflects ITU's commitment to inclusive digital transformation and advancing the Sustainable Development Goals.* **In Europe:** The negotiations with UN partners resulted in the Digital Literacy Assessment of the Adult Population to be jointly conducted with ILO in Moldova. The UN-to-UN agreement is currently on the final stage of preparation, setting the framework for join action with ILO Moldova under their project “Inclusive and productive employment in Moldova” currently ongoing in the country. The project aims to assess digital literacy levels among adults aged 45+ from rural areas, with a particular focus on women and disadvantaged groups, identifying skill gaps that affect employment. The goal is to improve employability by addressing these gaps and providing insights into necessary technological skills.
 | **Capacity development:** |
| **ITU Academy:*** 9’530 new users.
* 79 courses delivered.
* 14 ATCs delivering high-quality courses in all regions.
* All ITU Member States benefited from training courses.
* High-level of satisfaction from participants.

**ATCs:** * 14 entities from all regions.
* 2,465 participants in 67 training courses enhancing digital skills in the following topics:
* policy and regulation;
* network and infrastructure;
* spectrum management;
* cybersecurity;
* digital inclusion;
* digital services.

**DTCs:*** 136 courses delivered within 14 DTCs from all regions.
* 28,287 (56 per cent women) participants in DTC courses benefiting learners from rural and remote communities.

**Digital skills development impacting*** ICT professionals.
* Indigenous people and remote communities.
* Women and girls.
* Youth.
* Persons with disabilities.
* Small entrepreneurs
 |
| ***Outcome:*** *Strengthened capacity of Member States to enhance their telecommunication/ICT policy, legal and regulatory frameworks conducive to sustainable development and digital transformation.* |
| **Policy and regulation** **Enhanced capacity of the ITU membership to improve policy, legal and regulatory frameworks**As part of global activities, the following products were delivered in 2024: * Two new studies of the [series of collaborative digital regulation country reviews](https://www.itu.int/en/ITU-D/Regulatory-Market/Pages/collaborative-regulation-country-reviews/default.aspx) were underway in the period: Qatar and Oman and one was published, South Africa under the ITU-FCDO project. All country reviews follow a standard methodology and put forward a set of actionable recommendations on developing a better understanding of the role and impact of collaboration and collaborative governance, and the use of new tools for regulating ICT and digital markets.
* GSR-24 Best Practice Guidelines were adopted and shared on “Charting the course of transformative technologies for positive impact”.
* Two new papers and articles were published since May 2024, on the Digital Regulation Platform aimed at improving the human and institutional capacity of the ITU membership, these cover navigating data governance, transformative technologies (AI) challenges and principles of regulation, and one is being finalized focusing on a guide for incorporating Environmental, Social, and Governance (ESG) into policy making and regulation for compliance. Two modules are being reviewed and articles updated: spectrum management and access for all, under the ITU-EU project in Central Africa supported by the EU Delegation in the Democratic Republic of Congo (COFED).
* Following BDT’s engagement in SIDS 4, a [10-step plan for accelerating digital transformation in SIDS](https://www.itu.int/net/epub/BDT/2024-ITUs-contribution-to-the-implementation-of-the-Antigua-and-Barbuda-Agenda-for-SIDS/index.html#p=1) was prepared outlining the key action areas in which ITU can support SIDS in accelerating the implementation of the Antiqua and Barbuda Agenda for SIDS.
* **In Africa**, under the EC-COFED-ITU project in Central Africa through the Program for the Governance of Regional and National Infrastructures (PAGIRN), ITU is implementing the Benchmarking of ICT in Central Africa project to enhance ICT governance in the Central Africa region and promote evidence-based policy making. The assessment of ICT policy and regulatory frameworks across the 11 ECCAS countries (Economic Community of Central African States) was completed. It aimed to evaluate their effectiveness, identify gaps, and highlight areas for improvement. The focus was on understanding how these frameworks support digital transformation, collaborative regulation, and universal access to services, as well as their alignment with international best practices. Key findings were presented to stakeholders online in early October 2024, followed by an in-person workshop in Equatorial Guinea in November 2024 to discuss recommendations and roadmaps. Technical assistance was provided to Lesotho and South Sudan in developing their national digital transformation strategies and to CRASA in reviewing and updating the SADC Toolkit on Universal Access Funding, under the ITU-FCDO project.
* **In the Americas,** technical assistance was provided to the Government of Honduras within the framework of the ICT legal framework modernization project, being implemented in the first year of the project signed with CONATEL, the telecommunications regulatory authority. On the other hand, an initial diagnosis of the legal and regulatory framework for telecommunications was delivered to the Government of Panama, as a basis for the modernization of the sectoral law in the country.

In St Kitts and Nevis and Dominica, assessment was done on the Development of the Electronic Identification (E-ID) Policy and Legislation Framework strengthened skills of policy and regulation development. This will contribute to more people having access and greater confidence in the use of online application and using digital services. * **In the Arab States** BDT provided technical assistance to Syria and finalized the reports for the second phase of the ICTs market review and analysis, as well as developed a pricing regulatory framework for SyTPRA. This phase was aims to support the Ministry and the Syrian regulator in the consultation process for finalizing the outcomes of the market review and analysis, and in developing a recommendation report for the ICT services pricing regulatory framework.
* **In the Asia-Pacific**, strengthened engagement with ASEAN was pursued through the Priority Cooperation Areas (PCA) Framework, which involved developing a reference framework for engagement with ASEAN membership, covering key BDT products and services. BDT also provided **technical assistance for developing universal service policy and infrastructure sharing policy**, with activities in progress for Tonga and Vanuatu, aiming to enhance connectivity in rural and remote areas. To further support Member States, a policy and regulation repository is being developed in the Asia-Pacific, enabling Member States to easily refer to policy practices of countries in the region.
* ITU Area Office and Innovation Centre, 31 July 2024, Delhi, India ITU hosted a consultation meeting with member states (India, Nepal, Bhutan, Bangladesh, Maldives) and other stakeholders to discuss its work and future activities. The meeting facilitated discussions on cooperation opportunities in innovation, with takeaways utilized for planning upcoming activities of the Innovation Centre in India. ITU and its partners explored new ways to enhance digital innovation across the region.

These actions resulted in **increased awareness and access to tools to help membership understand the fast-moving landscape and address new challenges in the digital ecosystem, incentivize investment, and enable stronger market growth.****Improved provision of regulatory and economic data and statistics:*** Regulatory and Tariff surveys were sent to membership in 2024, with data being received and analyzed for integration into the [ICT Regulatory Tracker](https://app.gen5.digital/tracker/about) and [ITU Data Hub](https://datahub.itu.int/) and publication in early 2025. The visualization tools on the [G5 Accelerator platform](https://app.gen5.digital/benchmark/charts) allow for a customized analysis and deep dive into the data on 54 indicators by region or country.
* Econometric research and analysis include studies and recommendations on affordability for ICT adoption across the globe.

**The above resulted in increased awareness and access to regulatory and economic data and analysis to support evidence-based decision-making.****Strengthened capacity of individuals and entities:** * **In Africa**, the **digital regulation training for the Africa region** was organized in collaboration with Communications, Space & Technology Commission (CST) Saudi Arabia, the Islamic Development Bank (IsDB), the ITU FCDO project, ia. The training was delivered in two phases, online (12 and 14 November) and in-person (18-20 November), in Abuja, Nigeria, hosted by NCC, Nigeria). Focusing on digital transformation strategies, regulatory governance, evidence-based decision-making, regulatory sandboxes, competition and economics (market analysis), infrastructure sharing, and universal access and service financing efficiency, the two-phase training attracted 44 participants, 32% women from 16 countries, among which 39 received a certificate.
* In **Asia** and the Pacific, the IMDA Executive Training for small nations (Digital FOSS) on pioneering digital futures, held in Singapore in November 2024, highlighted the commitment to digital transformation in small States, aligning with the **Partner2Connect Digital Coalition (P2C)** initiative and benefiting members globally. The training built the capacity of policymakers and regulators from small states in digital regulation and included 25 participants, each from a different country.
* **In the Americas**, BDT provided technical assistance to Nicaragua on Regulatory Innovation and Regulatory Sandboxes, in addition delivered a technical document and regulation proposal. In Haiti, a **network resilience assessment**, supported by C2R, strengthened the skills of the trained participants to develop new policies and regulations and make better decisions on disaster risk management and better use of digital services.
* In the **Arab States**, in 2024, ITU, in collaboration with Oman's Telecommunications Regulatory Authority (TRA) and Qatar's Communications Regulatory Authority (CRA), organized national workshops on Collaborative Digital Regulation on 21 Feb and 24 July 2024 respectively. The workshops aim to build the capacity of staff by equipping them with the tools necessary for effective collaborative regulation. Furthermore, on October 28 and November 26, 2024, ITU organized virtual national multi-stakeholder workshops on ICTs market review, analysis and price regulation, which were attended by all MNOs and ISPs operating in Syria, as well as representatives from the Ministry and SyTPRA.
* **In** **Europe**, aligned with the aspiration of bridging the digital regulatory gap, the **ITU-EMERG-EaPeReg Digital Transformation Regulation Training** held between 10 April to 30 May 2024, deepened the understanding of professionals in the field of digital regulation strategies, evidence-based decision-making, and the latest regulatory developments. The online instruction was open to European and global participation and attracted 139 participants from 57 countries. 98 participants received a certificate.

**The above resulted in strengthened knowledge exchange and capacity to address the challenges and opportunities of digital transformation.****Provision of technical assistance:*** **In Africa**, Technical assistance was provided for a range of technical priorities identified by the Government, spanning from the development of policy guidance on last-mile connectivity, big data application and use, to developing a strategy for 5G roll out and green data centers in Uganda under the digital transformation project jointly carried out by the Government of Uganda and ITU, and financially supported by China’s Global Development and South-South Cooperation Assistance Fund. Three test pilots to support the implementation of associated recommendations were also undertaken. Technical assistance has provided to Namibia on the development of a national ICT policy and to Lesotho on the development of a digital transformation strategy. Technical assistance was further provided to CRASA on the update of their Universal service toolkit under the ITU-FCDO project.

**Convening platforms*** **Globally**, the [Global Symposium for Regulators 2024](https://www.itu.int/itu-d/meetings/gsr-24/wp-content/uploads/sites/24/2024/07/IAGDICRO-2024-Outcome-Statement.pdf) (GSR-24) which took place from 1 to 4 July 2024 under the theme Regulation for Impact attracted over 600 participants from over 75 countries including government ministers, heads of regulatory authorities, and chief executives from industry. GSR-24 featured topical thematic sessions bringing together regulators, policy makers and digital stakeholders from around the world and providing a global platform for knowledge exchange. Two special events were held on Tools for sustainable space and AI and robotics in action respectively, fostering knowledge sharing and dialogue on emerging issues. GSR-24 pre-events included the Regional Regulatory Associations (RA) and Digital Regulation Network (DRN) meeting and the Heads of Regulators' Executive Roundtable, the IAGDI-CRO and a session of Network of Women (NoW) in ITU's Telecommunication Development Sector.
* As part of the World Summit on the Information Society (WSIS)+20 Forum High-Level Event 2024, this year’s interactive session of Action Line C6 (Enabling Environment) focused on the theme of “Collaboration for Impact.” The session aimed to facilitate a discussion with Regional Regulatory Associations (RAs) and their members to address critical questions that ICT stakeholders face in adopting transformative technologies for greater impact.
* **In the Americas**, the ITU Policy and Economics Colloquium (IPEC-24) was held in Peru from 2-6 September on financing gaps to secure investments and achieve inclusive and sustainable digital development in the Americas region and attracted over 150 delegates from 21 countries (Americas: Argentina, Bahamas, Brazil, Colombia, Costa Rica, Cuba, Dominican Republic, Ecuador, Haiti, Honduras, Mexico, Paraguay, Peru, Saint Lucia, Suriname, Trinidad and Tobago and Uruguay. Other regions: India, Russia, Spain and South Africa). The event included the following events: ITU-D Regional Economic Dialogue (RED) which included a dedicated session on ITU-D Study Group 1 Question 4/1: Economic aspects of national telecommunications/ICT); ITU-R Economic aspects of spectrum management workshop; Meeting of ITU-T Study Group 5 Regional Group for Latin America (SG5RG-LATAM) and event related to Environment, Climate Change and Circular Economy; Meeting of ITU-T Study Group 3 Regional Group for Latin America and the Caribbean (SG3RG-LAC); and the ITU-D Colloquium on New Technologies and the Internet ITEC-24. The Regional Economic Dialogue (RED-AMS) discussed existing good practices in economic policies and regulation and included an assessment of ICT infrastructure and services requirements and financing mechanisms and investment in the Americas. A specific session was held on advances and different practices in the region on regulatory costing and pricing strategies. A specific session with Regional Regulatory Association focused on maximizing the digital opportunities in the Americas Region - the role of governments, regulators and Regional Regulatory Associations (RAs) for coherent approaches to complex challenges. These sessions focused on the main activities that RAs are implementing and how the Digital Regulation Network (DRN) initiative could support them. A [regional workshop on Increasing Consumer Awareness: Mechanisms to promote informed Consumer Decision Making](https://www.itu.int/en/ITU-D/Regional-Presence/Americas/Pages/EVENTS/2024/cons-awa-2024.aspx) (18-20 June 2024) hosted by ANATEL, was successfully held in Brasilia, Brazil with 7 sessions led by ITU-D Study Group 1 Question 6/1 and 1 session led by ITU-D Study Group 2 Question 3/2.
* **In Europe**, the International Regulatory Conference (IRC) 2024 was held in North Macedonia in May. The event titled “Bridging the Gap – Enter the New Era”, provided a platform to discuss about electronic communications, bridging the gap with the technology, and connecting societies and economies. The event hosted three panels dedicated to Spectrum Management and Monitoring, Cyber security and Regulatory and Broadband issues.
* The ITU-EKIP Regional Regulatory Forum was held in September in Budva, Montenegro, offering a platform for over 150 regulatory experts from over 20 countries to learn the newest global and regional trends and exchange national experiences. Themes discussed by the 35 presenters at the Forum included regulatory strategies for emerging telecom technologies, trends and developments in digital infrastructure, quality and rights in telecom services, cybersecurity and privacy, sustainability and disaster response.
* The 5G Techritory Conference was co-organized by the ITU and took place in Riga, Latvia on October 30-31. The Conference represents an important platform of discussion for the region, hosting speakers from governments, international organizations, academia, and the private sector. The 2024 edition witnessed more than 1000 participants over the two days from over 40 different countries. Among the themes discussed at the 26 panels, there were also priorities of European connectivity, cybersecurity, maritime connectivity and digital inclusion.
* The workshop on the Future of Television for Europe, in cooperation with BR and TSB, took place in November to discuss the topic with the relevant stakeholders, covering regulatory and policy frameworks, emerging and convergent ICT Infrastructures and services, as well as user interfaces and human factors issues. Among the items discussed there were user experience, regulations and policies, and resilient and sustainable broadcasting. The workshop was organised in collaboration with ITU-D Study Group 1 Question 2/1.

**The above resulted in strengthened partnerships, engagement, and collaboration of regulators, regulatory associations, the private sector, and policy-makers from across different sectors, enriching conversations and showcasing collaboration across sectors to accelerate digital transformation.** | **Improving national policy and regulations:*** GSR Best Practice Guidelines.
* Articles published on the Digital Regulation Platform on topical matters.

**Africa:** * ICT Benchmarking in Central Africa project.

**Americas:** Regulatory improvement support to and Honduras. **Arab States:** * Oman, Qatar and Syria

**Europe**: * Ukraine
* Latvia
 |
| ***Outcome:*** *Strengthened capacity of Member States to produce and collect high quality, internationally comparable statistics which reflect developments and trends in telecommunications/ICTs, empowered by new and emerging technologies and services, based on agreed standards and methodologies.* |
| **Statistics** **Measuring digital development series**New insight products contributed to raising awareness among Member States about universal and meaningful connectivity (UMC) as a policy imperative, and to enhancing the ability of Member States.* Two special editions of *Facts and Figures* focusing, respectively, on [Small Island Developing States](https://www.itu.int/itu-d/reports/statistics/facts-figures-for-sids/) (SIDS) and on the [Landlocked Developing Countries](https://www.itu.int/itu-d/reports/statistics/facts-figures-for-lldc/) (LLDCs) were released in 2024, ahead of the global conferences dedicated to these countries. Based on the estimates for 2023, the publications assess the state of connectivity in the SIDS and LLDCs, highlighting their diversity, their common challenges, and strengths on which to build.
* The [Policy Brief on the Affordability of ICT Services 2023](https://www.itu.int/en/ITU-D/Statistics/Pages/ICTprices/default.aspx) distilled the key insights from the [2023 ICT prices dataset](https://www.itu.int/en/ITU-D/Statistics/Dashboards/Pages/IPB.aspx).
* The [ICT Development Index 2024](https://www.itu.int/itu-d/reports/statistics/idi2024/), the second edition based on the new IDI methodology [adopted in 2023](https://www.itu.int/en/ITU-D/Statistics/Pages/IDI/default.aspx), and a new [IDI Dashboard](https://datahub.itu.int/dashboards/idi/) embedded in the ITU DataHub were released in June.
* The [2024 edition](https://www.itu.int/itu-d/reports/statistics/facts-figures-2024/) of the global *Facts and Figures* was released in November and features estimates for core ICT indicators for the world, ITU regions, income groups, and UN special groups.

**Digital presence and productivity tools**Improved online presence contributed to enhancing the ability of Member States to submit quality data, and to enhancing access to ICT statistics and regulatory information.* New tools were added the [ITU DataHub](https://datahub.itu.int/), including an [advanced data query](https://datahub.itu.int/query/) tool and a [choropleth map](https://datahub.itu.int/data/?i=178&u=per+100+people) to visualise the performance of countries at once on a selected indicator. The last edition of the subscription-based WTI database was released in January 2024 and subsequently discontinued, as all its data is now freely available on the ITU DataHub.
* Between December 2023 and November 2024, traffic on the DataHub increased by 170 per cent.
* ICT data questionnaires were migrated to a new platform for an improved user experience and quality of submissions through on-the-fly validation. Administrative data (WTI) questionnaires are now available in six official languages.

**Data collection and production of statistics**Data collection efforts contributed to enhancing the ability of Member States to assess the level of connectivity and progress towards UMC and to design effective interventions.* During the Spring 2024 data collection campaign, the proportion of countries submitting data to ITU saw a small increase compared to the Fall 2023 campaign. Notably, performance has already improved on three of the five TDAG KPIs related to data submissions by Member States, despite only six months having passed since the previous reporting cycle. Additionally, the number of data points available on the DataHub rose to 613,000, representing a 6% increase from 2023.
* ITU maintains the largest and most comprehensive [dataset on ICT prices](https://www.itu.int/en/ITU-D/Statistics/Pages/ICTprices/default.aspx). In 2024, data was collected for a record 218 economies and eight price baskets. [Median prices](https://www.itu.int/itu-d/reports/statistics/2024/11/10/ff24-affordability-of-ict-services/) of the entry-level mobile data basket and the fixed broadband basket for the world, ITU Regions, income groups, and UN special groups, were presented in *Facts and Figures 2024*. The full 2024 dataset will be released in early 2025.

**Data science for official statistics**Advocacy activities contributed to raising awareness about the potential of data science for official ICT Statistics. Technical assistance and tools contributed to enhancing the ability of Member States to using data science for ICT statistics.* Within the [UN Committee of Experts on Big Data and Data Science for Official Statistics](https://unstats.un.org/bigdata/), ITU led the [Task Team on Mobile Phone Data](https://unstats.un.org/bigdata/task-teams/mobile-phone/index.cshtml) and its sub-group on Synthetic data.
* The ITU-World Bank [project](https://www.worldbank.org/en/programs/global-data-facility/brief/putting-mobile-phone-data-to-work-for-policy) “Putting mobile phone big data to work for policy” is now in full motion. A kick-off [workshop](https://www.worldbank.org/en/events/2024/09/25/global-data-facility-mobile-phone-data-program-for-policy-cohort-1-launch-workshop) was held in October 2024 with representatives from national statistics offices, telecom regulators, and telecom operators from 18 countries selected for the first cohort. The 1st cohort was officially announced at the UN World Data Forum 2024 in Medellín, Colombia.
* New ITU Jupyter notebooks to calculate the Internet user indicator using mobile phone data were developed. The Notebooks were presented in the International Conference on Big Data in Bilbao, Spain and at WTIS-24, and has attracted great interest among Member States with more than 20 countries requesting to use the codes.
* Country assistance was provided to Uganda for preparing a strategy on the use of big data in government agencies, and Tunisia and Malaysia for leveraging mobile phone data use in information society indicators and other applications in statistics.
* ITU-D expanded technical work to estimate Internet use at sub-national level using open big data sources.
* Big data sources were integrated into ITU's core statistical processes and developed a data lake to streamline data collection, processing, and sharing.
* ITU-D organized sessions on big data for ICT statistics at the World Data Forum 2024 and the International Conference on Big Data, and several webinars hosted by the UN-CEBD Regional Hubs on the use of mobile phone data for information society indicators.

**Capacity development and statistical standards**Activities contributed to enhancing the quality and relevance of ITU indicators, and to strengthening the capacity of Member States to produce and collect high-quality ICT statistics.* ITU-D is organising a series of nine regional seminars on promoting and measuring universal meaningful connectivity, intended for policymakers in charge of national policies and strategies for digital connectivity, and statisticians responsible for the measurement of telecom/ICT development from ministries, national statistics offices, regulators, telecom operators, research institutions, and other relevant organizations. They are organised in cooperation with ITU’s regional offices. They benefit from the financial support of a host organization and/or the European Union as part of the implementation of the Project “Promoting and measuring universal and meaningful connectivity”. The three-days workshops cover three objectives: 1) meeting the UMC imperative; 2) enhancing statistician-policymaker collaboration; and 3) overcoming measurement challenges. The following workshops were held in 2024:
	+ [Caribbean](https://www.itu.int/itu-d/sites/projectumc/2024/03/14/umc_ws_car/), in Nassau, in collaboration with URCA Bahamas (June)
	+ [CIS region](https://www.itu.int/itu-d/sites/projectumc/2024/04/08/umc_ws_cis/), in Tashkent, in collaboration with Uzbekistan’s Ministry of Digital Development (June)
	+ [Arab States](https://www.itu.int/itu-d/sites/projectumc/2024/03/12/umc_ws_arb/), in Doha, in collaboration with CRA Qatar (October)
	+ [Asia](https://www.itu.int/itu-d/sites/projectumc/2024/10/28/umc_ws_asia/), in Bangkok, in collaboration with NBTC Thailand (December)
* Besides regional events, a national workshop "Data-driven digital development: exchange of experience on telecommunication/ICT data collection, analysis, and dissemination" was held in Kyrgyzstan, providing in-depth knowledge to over 30 representatives of Ministry of Digital Development and the National Statistical Committee.
* The 2024 annual meetings of the Expert Groups on ICT indicators were held jointly on 25-26 September, in Geneva, attracting 263 participants.
	+ The [12th meeting of the Expert Group on ICT Household Indicators](https://www.itu.int/itu-d/meetings/egh2024/) (EGH) included sessions on the measurement of ICT skills, on the work of the joint EGTI/EGH subgroup on the ICT Development Index methodology, on questionnaire design, on measuring individuals’ use of Artificial Intelligence (AI), on future work of EGH, including the identification of topics that required further review and discussion related to indicators derived from household surveys of ICT access and use. Throughout the meeting, participants' discussions and inputs enriched the topics at hand.
	+ The [15th meeting of the Expert Group on Telecommunication/ICT Indicators](https://www.itu.int/itu-d/meetings/egti2024/) (EGTI) included sessions on the conclusions of the subgroup on ICT Price Baskets, on the measurement of quality of service and quality of experience, on the measurement of the environmental footprint of the ICT sector, and featured numerous country experiences, including on good practices for collecting ICT market data.
* The three ITU Academy courses on the collection of ICT data feature new and updated content:
	+ [Telecommunication/ICT Indicators](https://academy.itu.int/training-courses/full-catalogue/measuring-digital-development-telecommunicationict-indicators-2)
	+ [ICT access and use by households](https://academy.itu.int/training-courses/full-catalogue/measuring-digital-development-ict-access-and-use-households-and-individuals-2)
	+ [Mobile phone data](https://academy.itu.int/training-courses/full-catalogue/mobile-phone-data)

**Partnerships and engagement**Events and advocacy activities contributed to enhancing the awareness of Member States and stakeholders about the importance of UMC and its measurement, and to advancing the ICT statistics agenda and improving its measurement. * Under the theme “From metrics to action: Bridging data gaps for universal and meaningful connectivity”, the 2024 edition of the [World Telecommunication/Indicators Symposium](https://www.itu.int/itu-d/meetings/wtis24/) (WTIS-24) was held on 23 and 24 September, in Geneva. The Symposium featured eight sessions and 32 speakers, attracting 276 participants from 85 countries. Forty-three percent of the participants were women.
* During the 2024 [G20 Presidency](https://www.g20.org/pt-br) of Brazil, ITU was a Knowledge Partner for the Digital Economy Working Group (DEWG). Specifically, ITU was tasked with supporting the development of guidelines for indicators for universal and meaningful connectivity. The Presidency’s emphasis on the measurement of UMC highlighted the growing interest for UMC, a concept introduced by ITU in 2021, and underscored the importance of data and evidence-based decision making.
	+ ITU contributed to DEWG discussions, G20 side events, and several deliverables. ITU contributed to the [document](https://www.gov.br/mcom/pt-br/acesso-a-informacao/governanca/governanca-de-tic-1/documentos-g20/p1-g20-dewg-brasil-2024-umc.pdf) “Universal and meaningful connectivity: A framework for indicators and metrics”, which advocates for UMC, proposes relevant indicators, assesses the statistical capacity of G20 economies, introduces new measurement approaches, and offers recommendations.
	+ A summary of the document is annexed to the [DEWG ministerial declaration](https://g7g20-documents.org/database/document/2024-g20-brazil-sherpa-track-digital-economy-ministers-ministers-language-g20-dewg-maceio-ministerial-declaration), adopted by the G20 Ministers responsible for the Digital Economy. The declaration highlights the importance of, and affirms commitment to UMC, and acknowledges the contribution of ITU.
* Events were organised to mark the 20th anniversary of the [Partnership on Measuring ICT for Sustainable Development](https://www.itu.int/en/ITU-D/Statistics/Pages/intlcoop/partnership/default.aspx), including a session at WSIS Forum 2024 in Geneva, a session during the Workshop on Survey Methodology hosted by NIC.br and CETIC in Sao Paolo, where the Partnership was announced in 2004, and a session at WTIS-24. A stocktaking exercise was conducted to assess progress and identify priorities.
* ITU-D provided inputs on ICT statistics to international documents, including for the UN Committee for the Coordination of Statistical Activities (CCSA), the High-Level Political Forum (HLPF), UN SDG Report, and the UN Statistical Commission.
* The implementation of the €3-million project “Promoting and measuring universal and meaningful connectivity” initiated in 2023 and funded by the European Union is ongoing. The project is supporting core activities including capacity development activities and tools, research, digital presence.
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| **Contributing to SDG Targets** | SDGs 1, 3, 4, 5, 8, 9, 10, 11, 16, 17 |
| **WSIS Action** | C1, C2, C3, C4, C5, C6, C7, C11 |
| **Resolutions:** | PP 2, 8, 10, 18, 21, 22, 131, 135, 138, 139, 174, 191, 195, 196, 201WTDC 8, 16, 17, 22, 23, 25, 30, 37, 48, 64, 71, 77, 78, 79, 80, 84, 85 |
| **Study Group** | All Questions of Study Group 1 on Enabling environment for Meaningful Connectivity Question 5/2, 6/2, 7/2 of Study Group 2 on Digital Transformation. |

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| **ITU-D Priority 4: Inclusive and secure telecommunications/ICTs for sustainable development** ***Fostering national cybersecurity strategies and strengthened digital skills*** |
| ***Outcome:*** *Support to Member States in developing national cybersecurity strategies and CIRTs. Increased secured online services, including child online protection, and mobilization of resources for marginalized groups and persons with specific needs.* |
| **Outputs** | **Highlights**  |
| **Cybersecurity****Capacity development:** * **In Africa,** ITU in collaboration with INTERPOL, hosted a regional CyberDrill for Africa in Accra, Ghana, organized by the Ghana Cyber Security Authority. The event focused on improving communication and incident response capabilities among participating teams, fostering collaboration to tackle cyber threats. Over 210 attendees from 29 African countries engaged in a one-day session centered on sharing best practices and experiences. 4 ITU-D Private Sector Members - BitSight, CTM360, ImmuniWeb, and NRD - offered free tools, services, and trainings to 19 African LDCs in a bid to bridge the cyber capacity gap between developed, developing and least developed countries (LCDs), under the **Cyber for Good project.**
* **In the Americas,**

ITU, UNICEF and Organisation of Eastern Caribbean States (OECS) cooperated and collaborated in areas of common interest, including school connectivity and of the Giga initiative in the Eastern Caribbean region, through the development of the child online protection policy and strategic framework, a pilot study in rural communities in Barbados (including the provision of IT equipment and training) and presented all Giga broadband upgrade support to OECS Member States. In Barbados, there was an upgrade in broadband in 27 pilot schools and over 18 057 students and 1 382 teachers across the country benefitted. BDT and BR jointly organized the Radiocommunications Seminar for the Americas. It was held in May 2023 in Havana, Cuba. Almost 100 hybrid participants attended, with delegations from ITU 13 Member States from the Americas, as well as the participation of industry and international organizations, etc.* **In the Arab States,** For **skills development for women in cyber**, training for women policymakers in the Arab region was delivered on national cybersecurity governance and cyber diplomacy, enhancing their capability to engage in the cybersecurity policymaking at national and international level. Under the umbrella of the Cyber for Good project, Somalia has been benefiting from the free access to CTM360 platform.

 * **In the Asia-Pacific,** under the **Cyber for Good** project, BDT has been collaborating with Least Developed Countries to enhance their cybersecurity postures. Both Lao PDR and Cambodia have benefited from free access to tools provided by ITU-Private Sector Members, including CTM360 and ImmuniWeb. Through its Incident Response Programme, BDT provided technical assistance to the Maldives through trainings and a capacity-building assessment gap report.
* **In the CIS,** t**he first National CyberDrill was held in Armenia**, co-organized by the Information Systems Agency of Armenia (ISAA). This CyberDrill strengthened capacity of government stakeholders on cybersecurity technical response and management skills and helped to establish a baseline for the Armenian developing cybersecurity sector.
* **In Europe,** ITU Cybersecurity Forum and CyberDrill for Europe and Mediterranean, held from 26 to 29 November 2024 in Sofia, Bulgaria, brought together representatives from Albania, Bosnia and Herzegovina, Bulgaria, Germany, Greece, Italy, Moldova, Montenegro, Poland, Romania, Spain, Switzerland, North Macedonia, Ukraine, United Kingdom, Egypt, Tunisia, Lebanon, Jordan, as well as experts from FIRST, Europol, World Bank and ENISA.

The Child Online Protection (COP) Guidelines were translated into Maltese, accompanied by the development of quote cards summarizing the key recommendations. Capacity-building activities were also rolled out, raising national awareness and enhancing the skills of Maltese representatives. These efforts have strengthened Malta's ability to address child online protection challenges, fostering a safer and more secure digital environment for children.The development of the Child Online Protection (COP) National Assessment, alongside a national stakeholder consultation event held on 2-3 December 2024, has enhanced Andorra’s strategic approach to safeguarding children in the online environment. By fostering multi-stakeholder collaboration, identifying gaps, and prioritizing actions, these efforts pave the way for establishing a comprehensive and inclusive COP framework tailored to the nation’s specific needs.**Provision of technical assistance:*** **In Africa**, ITU conducted a national readiness assessment for the Seychelles' Computer Incident Response Team (CIRT). ITU facilitated a tabletop exercise for Lesotho's cybersecurity ecosystem. This session aimed to enhance strategic thinking on cybersecurity governance among key national stakeholders, thereby advancing the objectives of Lesotho's National Cybersecurity Strategy. In Addition, ITU conducted capacity-building sessions for the cybersecurity ecosystem in Bissau with the aim to empower Guinea Bissau's cybersecurity ecosystem by guiding key national stakeholders in developing strategic approaches to CIRT implementation and enhancing cybersecurity in Bissau. The ITU supported the Ministry of Communications Science & Technology of the Kingdom of Lesotho providing strategic support in drafting a national cyber risk assessment as key enabler of enhancing trust in ICT in the Kingdom.

The ITU’s DFS Security Lab, in collaboration with key stakeholders, organized Digital Financial Services (DFS) Security Clinics in Ethiopia, and to provide guidance to regulators and DFS providers on managing the security of digital financial systems. The clinics focused on helping participants adopt the DFS security recommendations developed by the ITU under the Financial Inclusion Global Initiative (FIGI). Additionally, the DFS Security Lab organized a knowledge transfer program to assist in conducting security audits on DFS applications, along with training on consumer awareness competency frameworks aimed at building confidence and trust in digital financial services. ITU is currently conducting a knowledge transfer with POTRAZ Zimbabwe. **In Asia and the Pacific**, ITU has advanced efforts in cybersecurity, child online protection, and capacity-building initiatives. In cybersecurity technical assistance, ITU finalized a CIRT Maturity Assessment in Timor-Leste, providing recommendations for the Timor-Leste computer security incident response team (TLCSIRT) in collaboration with the Autoridade Nacional de Comunicações (ANC) to ensure TLCSIRT can enhance its cybersecurity maturity level. Additionally, ITU provided a closed-door high-level policy briefing and Global Cybersecurity Index (GCI) analysis for the Maldives, to strengthen cybersecurity policy knowledge in the country.Under cybersecurity capacity development, ITU organized the 2024 ITU Regional Asia-Pacific CyberDrill from 19-21 November 2024, in Bandar Seri Begawan, Brunei Darussalam. Co-organized with Cyber Security Brunei (CSB) and supported by the Ministry of Transport and Infocommunications (MTIC) of Brunei Darussalam, the CyberDrill featured over 130 attendees at the regional conference, with the CyberDrill inaugurated in the presence of two Deputy Ministers and five Ambassadors. Additionally, 80 attendees hailing from 19 member states also joined the training sessions and scenario-based exercise, with participants having strengthened their cybersecurity capacity and incident response through these exercises. Additionally, ITU organized a joint national training with Ministry of Post and Telecommunications Cambodia (MPTC) and the Japan International Cooperation Agency (JICA) on Strengthening Critical Information Infrastructure Resilience. With 30 participants from critical information infrastructure stakeholders in Cambodia, including the Cambodia Computer Emergency Response Team (CamCERT), the workshop strengthened participants’ knowledge on technical incident response, national cybersecurity strategy, and crisis management. **In the CIS,** The CIRT project for Kyrgyzstan, with support from ITU and the World Bank, is ongoing. | **Global Cybersecurity Index 2024****Incident Response Programme:*** 16 countries benefited by **CyberDrills** in all regions.
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| **Contributing to SDG Targets** | SDGs 1, 3, 4, 5, 8, 9, 10, 11, 16, 17 |
| **WSIS Action** | C1, C2, C3, C4, C5, C6, C7, C11 |
| **Resolutions:** | PP 130, 174, 179; WTDC 45, 69; WTSA 52, 58 |
| **Study Groups**  | Question 3/2 Securing information and communication networks: Best practices for developing a culture of cybersecurity |

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| **ITU-D Priority 5 & ITU-D Enabler 6 and 7: Resource mobilization, partnerships and international cooperation** ***Strengthening resource-mobilization strategy through international cooperation.*** |
| ***Outcome:*** *Strengthened cooperation and coordination with the United Nations and its agencies, other international organizations, regional telecommunication organizations and regional and global development institutions in the implementation of ITU-D priorities.* |
| **Outputs** | **Highlights**  |
| **Resource mobilization and partnership****New partnerships:** Between May and December 2024, ITU signed 55 agreements with a wide range of partners.**New projects signed:** Between May and December 2024, ITU signed a total of 27 new projects valued at CHF 25.6 million, bringing to the total volume of projects signed in 2024 to 35 projects valued at CHF 29.5 million. These figures confirm the positive trend experienced since 2017 in the increase of funds mobilized by BDT in support of projects, showcasing **enhanced confidence in ITU as a leading partner in implementing ICT initiatives.** Further details on [project implementation by](https://www.itu.int/en/ITU-D/Projects/) BDT are included in Document TDAG/23/7, as well as in the ITU development projects portal, which includes an interactive dashboard for TDAG members. Existing projects, partnerships, and cooperation activities have also been gaining momentum: During 2024, BDT implemented activities through 91 projects, valued at CHF 88.5 million. The new projects are multi-regional, regional, and national in nature. Most of these projects (93%) were funded through the extrabudgetary funds mobilized by from third parties, while the remaining 7 per cent were funded through the allocation of seed funding from ITU, the ICT Development Fund (ICT-DF), as well as funds allocated by ITU Council in support of the ITU-D regional initiatives. More information on BDT resource mobilization efforts and partnerships is available in TDAG-23 documents 4, 7 and INF/1.  | * **In 2024:** 35 new projects = CHF 29.5 million.
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| **Contributing to SDG Targets** | SDGs 1, 3, 4, 5, 8, 9, 10, 11, 16, 17 |
| **WSIS Action** | C1, C2, C3, C4, C5, C6, C7, C11 |
| **Resolutions:** | WTDC 1, 2, 24, 25, 52, 58 |

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| **ITU-D Enabler 1: Membership-driven** ***Strengthening the implementation of WTDC decisions and the dialogue among the ITU membership.*** |
| ***Outcome:*** *Strengthened implementation of WTDC resolutions. Enhanced knowledge-sharing, research and development, dialogue and partnership among the ITU membership on telecommunication/ICT issues.* |
| **Outputs** | **Highlights**  |
| From May 2024 to December 2024, ITU-D welcomed a substantial number of new members from private sector, regional and international organizations, and Academia, achieved through strengthened, concerted, and targeted outreach strategy covering various segments of the ICT ecosystem. * **Twenty-four new members, including Academia have** joined ITU-D since May 2024, sustaining the ITU-D membership growth.
* Overall **net growth of membership until December in 2024** (the difference between new members and excluded and denounced members) was 50% **higher than in 2023.**
* In 2024, two meetings of theIndustry Advisory Group on Development Issues and Private Sector Chief Regulatory Officers **(IAGDI-CRO)** were organized (one virtual and one physical in Kampala, Uganda) which led to higher level of contributions to GSR-24 Regulatory and Best Practices Guidelines, increased awareness of areas to engage with ITU-D**.**
* Furthermore, a record number of physical attendances with more than 200 **participants** to the IAGDI-CRO meeting held during the GSR-24 in Kampala, Uganda. The Outcome Statement can be found [[here](https://www.itu.int/itu-d/sites/membership/wp-content/uploads/sites/50/2024/07/IAGDICRO-2024-Outcome-Statement_2-July_2024.pdf)](https://www.itu.int/itu-d/sites/membership/wp-content/uploads/sites/50/2024/07/IAGDICRO-2024-Outcome-Statement_2-July_2024.pdf).
* IAGDI-CRO has also proposed Liaison Statements to ITU-D Study Groups 1 and 2 to organize Tech Talks to inspire relevant and future looking topics that could inspire the future work of ITU-D and potential new Study Group questions to be agreed at WTDC-25.
* BDT continued to increase awareness of ITU-D products and services with over **180** briefing sessions with the membership through physical and virtual meetings and high-level visits showing a sustained growth of new members and 2025 and higher levels of retention of existing members.
1. **ITU Academia**
* ITU attracted 10 and lost 6 Academia members since May in 2024. Despite the concerted efforts continue to be made by the three ITU Sectors to attract and retain Academia, maintaining growth has proved to be challenging as Academia has regularly reported difficulties in sustaining affiliation for an extended period due to budgetary limitations.
* Areas of particular interest and engagement with ITU-D are ITU Academy, Capacity Development, Digital Inclusion and Digital Innovation for which collaborations are being explored, in addition to contribution to research and the ITU-D Study Groups.
1. **ITU-D study groups (SGs)**

The [third annual meeting of ITU-D Study Group 1 (SG1- Enabling environment for meaningful connectivity)](https://www.itu.int/net4/ITU-D/CDS/sg/blkmeetings.asp?lg=1&sp=2022&blk=28245), was held from 4 to 8 November 2024, with 240 participants (38% women delegates, 53% online) from 65 Member States. Fifteen fellowships were granted to delegates to facilitate their physical presence.185 contributions, including the seven pre-final draft output reports for the study period, were discussed at the ITU-D SG1 meeting 2024, culminating in: (1) the issue of 9 outgoing liaison statements to our external collaborators; (2) the appointment of two vice-rapporteurs; and (3) the approval of three ITU-D SG1 interim deliverables namely on (i) [Challenges and Opportunities of the Use of USF for Bridging the Digital Divide (joint work of Quest ion 4/1 & Question 5/1)](https://www.itu.int/md/D22-SG01-C-0333/en) (ii) [Transformative Connectivity: Trends in Satellite innovation (joint work of Question 1/1, Question 3/1 & Question 5/1)](https://www.itu.int/md/D22-SG01-C-0387/en) (iii)[Consumer Awareness in the Digital Transformation Age (work of Question 6/1)](https://www.itu.int/md/D22-SG01-C-0394/en). The latter interim deliverable is mainly a result of the Consumer Awareness workshop hosted in Brasilia by the ITU regional office for the Americas and Anatel in June 2024. ITU-D Study Group 1 has a total of 93 leadership positions (Chairs, Vice-chairs and (co-)Rapporteurs, Vice-Rapporteurs), of which 37 positions (40%) are held by women. To continue innovating and at the request of members, two information sessions were held on “[Fostering youth and women’s participation in the Study Group’s activities](https://www.itu.int/en/ITU-D/Study-Groups/2022-2025/Pages/meetings/session-gender-youth-nov24.aspx)” and on “[Terrestrial Wireless Broadband Technologies and Use Cases](https://www.itu.int/en/ITU-D/Study-Groups/2022-2025/Pages/meetings/session-terrestrial-nov24.aspx)”, respectively. Being part of the opening plenary of the ITU-D SG1 meeting, these sessions benefitted from interpretation and captioning facilities. The [SG1 management team members](https://www.itu.int/en/ITU-D/Study-Groups/2022-2025/Pages/reference/Management.aspx) prepared this third annual meeting and advanced work on output reports of Questions and on interim deliverables through Question-level e-meetings regularly held since the end of the April 2024 rapporteur group meetings The [third annual meeting of ITU-D Study Group 2 (SG2)](https://www.itu.int/net4/ITU-D/CDS/sg/blkmeetings.asp?lg=1&stg=&sp=2022&blk=28817) was held from 11 to 15 November 2024, with 186 participants from 54 Member States. Twelve fellowships were granted to delegates to facilitate their physical presence. The [SG2 management team members](https://www.itu.int/en/ITU-D/Study-Groups/2022-2025/Pages/reference/Management.aspx), prepared this meeting and advanced work on output reports of Questions and on interim deliverables through Question level e-meetings regularly held since the end of the April-May 2024 rapporteur group meetings. At the ITU-D SG2 meeting in 2024, 125 documents were discussed to advance the work, culminating in: (1) the issue of three outgoing liaison statements to our external collaborators; (2) the appointment of one vice-chair, one co-rapporteur, and six vice-rapporteurs; (3) the approval of the second ITU-D SG2 interim deliverable related to the work of ITU-D SG2 Question 3/2 on “*5G* *cybersecurity*” (4) review of seven pre-final draft output reports for the study period. At both Study Group meetings, proposals for collaboration were explored, including engagement on youth and women, statistics and related indicators, synergies with ITU development projects, other ITU Sectors and WSIS. Two management team meetings of each study group, a joint ITU-D SG1 and SG2 management team meeting, and several Question management team meetings were held in Geneva from 3 to 15 November, to make the most of physical presence in Geneva.1. **WSIS implementation and follow-up**

Following the outcomes of WTDC-22, in particular Resolution 30, all BDT activities contribute to the implementation of the WSIS outcomes and the 2030 Agenda for Sustainable Development. This includes the implementation of regular activities under the **operational plan but also projects, regional initiatives, special initiatives, as well as ITU-D study groups.** At the facilitation level, ITU has continued to play the role of the lead facilitator for WSIS Action Lines C2 (ICT Infrastructure), C6 (Enabling Environment), and C4 (Capacity Building), while significantly contributing to WSIS Action Line C5 (Confidence in Use of ICTs). A series of facilitation meetings are being organized on the occasion of the upcoming WSIS+20 High-Level Event, to be held from 27 to 31 May 2024, in Geneva, Switzerland. BDT also continues to co-facilitate the WSIS Action Lines C1, C3, C7, C9, C11, regularly contributing to all relevant meetings and reporting. Moreover, ITU continued to be an active member of the Partnership on Measuring ICT for Development and of its Steering Committee, along with UNCTAD and UNDESA. The membership of the Partnership has expanded to include 14 organizations. It has been monitoring ICT development globally, tracking progress towards the WSIS targets, and raising awareness about the importance of ICTs for development. The Partnership is actively engaged in monitoring the Sustainable Development Goals (SDGs), with several SDG targets referring to ICTs and technology. In the global SDG indicators framework, out of 231 indicators, seven ICT indicators are included, covering six targets under Goals 4, 5, 9, and 17. ITU is the custodian of five of the seven indicators. (For more reporting on the ITU contribution to the Partnership, please see section on Measurement).At the regional level, ITU regional offices have continued to play an important dual role in terms of implementation and follow-up. **Six Regional Development Forums (RDFs) held between 2023 and 2024 attracted over 1500 stakeholders worldwide**, providing an effective platform for all stakeholders to discuss the implementation of ITU regional initiatives contributing to the implementation of the WSIS action lines. The meetings attracted representatives of the UN system, including UN regional commissions, providing the follow-up function on WSIS implementation at the regional level. 1. **ITU P2C Coalition**

P2C was Launched in 2021 by ITU in close cooperation with the Office of the Secretary-General’s Envoy on Technology and the UN Office of the High Representative for the Least Developed Countries, Landlocked Developing Countries and Small Islands Developing States (UNOHRLLS). WTDC-22, held in Kigali, Rwanda, adopted [Resolution 88](https://www.itu.int/en/publications/ITU-D/pages/publications.aspx?parent=D-TDC-WTDC-2022&media=electronic) and instructed the BDT Director to continue working on the P2C with a focus on partnerships for project implementation and scaling of pledges, fostering meaningful connectivity with a focus on, but not limited to, the hardest-to-connect communities. * As of 22November 2024, P2C has received **950 pledges worth more than USD 53.97billion, made by 465 entities** including governments, private sector companies, UN agencies and other international or regional organizations (including multilateral development banks), civil society, academia, and youth groups. The pledge-makers are from **147 countries**. At Mobile World Congress USD 9 billion in infrastructure pledges were announced with a focus on groups of countries:
	+ LDCs group of countries (298 pledges received with an estimated value USD 19.07 bn from 160 entities and from 76 countries of pledge makers)
	+ SIDSs group of countries (142 Pledges received with an estimated value of USD 25.54 bn from 93 entities and from 48 countries of pledge makers)
	+ LLDCs group of countries: 248 pledges received with an estimated value of 19.54 bn from 161 entities and from 75 countries of pledge makers)
* A number of national P2C Matchmaking round table were also organised e.g. National Roundtable for Cambodia, Mongolia, 2 October 2024 in Ulaanbaatar, P2C China Roundtable held on 8 November 2024
* On 6th December 2024, the ITU in collaboration with the CTU will host a Partner2Connect (P2C) virtual Matchmaking Accelerator event for Caribbean CTU Members. More than 15 CTU member states representatives and 18 potential operators, investors and other pledgers will meet for the first time focused on advancing digital transformation initiatives across Caribbean countries.
* In 2025, each RPM will be preceded by a [Regional Development Forum (RDF)](https://www.itu.int/itu-d/meetings/rdf/) and BDT is planning to organise P2C Matchmaking Roundtables as follows:
* Arab States (RDF/ P2C Matchmaking round table) on **3 February 2025 in Amman, Jordan**
* Europe (RDF/ P2C Matchmaking round table) on **24 February 2025** **in Budapest, Hungary**
* Asia and the Pacific (RDF/ P2C Matchmaking round table) on **19 March 2025 in Bangkok, Thailand**
* Americas (RDF/ P2C Matchmaking round table) on **31 March 2025 in Asunción, Paraguay**
* Africa (RDF/ P2C Matchmaking round table) on **7 April 2025 in Nairobi, Kenya**
* Commonwealth of Independent States – CIS (RDF/ P2C Matchmaking round table) on **23 April 2025 in Bishkek, Kyrgyzstan**
 | * From May to December 2024: 24 new members have joined, including Academia.

**Study Groups:*** 3 interim deliverables (papers) were approved at the ITU-D SG1 meeting and will be launched as free of charge, online publications, in all UN official languages, by early 2025.
* 185 documents were discussed at the ITU-D SG1 meeting 2024.
* 1 interim deliverable (paper) was approved at the ITU-D SG2 meeting and for publication in early 2025.
* 125 documents were discussed at the ITU-D SG2 meeting 2024.
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| **Contributing to SDG Targets** | SDGs 1, 3, 4, 5, 8, 9, 10, 11, 16, 17Contributing to SDG targets and WSIS action lines: see [mapping here](https://www.itu.int/en/ITU-D/Study-Groups/2022-2025/Pages/reference/Questions-under-study.aspx)  |
| **WSIS Action** | C1, C2, C3, C4, C5, C6, C7, C11 |
| **Resolutions:** | WTDC Res. 1 and 2 mainly PP Res 208, 21, 70, 71, 77, 102, 123, 130, 131, 136, 139, 154, 167, 175, 177, 179, 180, 182, 188, 196, 197, 203, 204, 205, 209. |
| **Study Groups** | Question 1/1 Strategies and policies for the deployment of broadband in developing countriesQuestion 5/1 Telecommunications/ICTs for rural and remote areas |

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| **ITU-D Enabler 2: Regional presence*****Strengthening of ITU overall global effectiveness and impact*** |
| ***Outcome:*** *Strengthened joint regional collaboration and cooperation and with the United Nations and its agencies, regional telecommunication organizations and financial and development institutions for achieving the 2030 SDGs related to digital economy development matters* |
| **Outputs** | **Highlights**  |
| ITU regional offices continue to play an important dual role in terms of implementation and follow-up. In 2024, CIS help its RDF, joining the other regions to collectively **attract over 1500 stakeholders worldwide**, providing an effective platform for all stakeholders to discuss the implementation of ITU-D regional initiatives adopted by the World Telecommunication Development Conference in 2022 and the outcomes of the Kigali Action Plan. The meeting attracted representatives of the UN system, including UN regional commissions, Development Banks, Private Sector, Member States and Academia. During the RDFs, matchmaking round tables were successfully held. The aim was to match pledges and country specific, and regional priorities and getting commitments that are now under implementation. The Regional Offices based on the commitments follow-up to provide support during the implementation. **ITU Regional Office for Africa:****The Regional Office for Africa continue to implement various initiatives and projects across the region mainly by providing support to Member States by fostering digital transformation and accelerating transition to digital economy, improving response to cybersecurity incidents, promoting digital inclusion and meaningful connectivity. These efforts align with the four regional initiatives as set out in the Kigali Action Plan (KAP). The following are key activities and achievements under each regional initiative.*** **Partnerships:** In support of the Africa Union Commission ITU has been participating in the African Committee of Experts on Digital ID (ACED) aimed at providing each African citizen a digital ID to facilitate e-Governance and access to public services and citizens' well-being in general. In the same wave, ITU has been collaborating with ICANN, AfriNIC, AfTLD and other relevant stakeholders on the continent in the framework of a coalition for digital Africa (CDA) aiming at speeding up Africa's digital transformation for populations to rip the full benefits of digital economy. The regional office also continued to work closely with regional organizations, including the African Telecommunications Union, African Union Commission, Smart Africa Secretariat, Regional Economic Communities (RECs) and Regional Regulatory Associations, across various initiatives. These initiatives include, but are not limited to, coordination with the African Union Commission and UN agencies to develop the Action Plan for Africa for the Early Warning for All (EW4ALL) initiative to guide the implementation of the initiative at national level; development of the National Emergency Telecommunication Plan model for the SADC region to establish effective telecommunication links for disaster response and coordination that can be customized and adopted by other regions. The region has also engaged ITU partners to strengthen collaboration. In support of the partner initiatives, BDT participated in the 2024 Afrilabs event where this key partner and its subsidiary members were engaged, ITU presented and prospecting for ITU membership was done. **Strategic collaboration with UN agencies was strengthened**: The regional office continues to actively participate and contribute to the national UN Sustainable Development Cooperation Frameworks within the region. The regional office has contributed to the assessment of the 2020-25 Ethiopia UNSDCF and the development of the 2025-30 UNSDCF, with due consideration to digital connectivity as one of the six transitions which can have catalytic and multiplier effects across the SDGs (1: food systems, 2: energy access and affordability, 3: digital connectivity, 4: education, 5: jobs and social protection, and 6: climate change, biodiversity loss and pollution). The office has also participated in UNCT SWAP Gender Scorecard review for Ethiopia and contributed to the new targets for 2024 – 2025. ITU has been co-leading the Digital Transformation Pathway with UNDP for the SDG Fund application on behalf of the UNCT in Senegal. In the same wave, ITU, with other sister UN agencies (UNDP, UNOPS, UNWOMEN) have drafted the digital transformation strategic note for the UNCT in Senegal, aiming to mobilizing resources to help the country speed up its digital transformation agenda, in order to meet the 2030 UN SDGs deadline. The ITU Regional Office took part in the 1st preparatory meeting of the Financing for Development 4 conference (FfD4) and presented on how universal meaningful connectivity and sustainable digital transformation are key enablers to the achievement of SDGs.

**Regional priorities were addressed**: BDT continue to provide technical assistance and strengthened capacity to support meaningful connectivity and the digital transformation process both at national and regional level in line with the Africa regional initiatives.AFR1: Supporting digital transformation to usher in a rapid transition to a digital economy while accelerating innovation in Africa* ITU in collaboration with the Foreign, Commonwealth and Development Office (FCDO) of the United Kingdom, conducted a study in Nigeria on the operational costs of the telecommunication infrastructure and connectivity. Under the series of ITU collaborative regulation case studies, the report ‘Collaborative Regulation Study - Accelerating Nigeria's Digital Transformation’ was developed and launched during a national event dedicated to Driving Nigeria’s Digital Transformation through Collaborative Regulation: A Pathway to 5th Generation Regulation.
* In collaboration with the Ministry of Justice in Ethiopia, the ITU Regional Office for Africa organized capacity building for the judicial sector in Ethiopia. The training delivered aimed to foster the use and integration of emerging technologies in the judicial sector and advance digital transformation in Ethiopia.
* ITU, in collaboration with the Ministry of Digital Economy in Cape Verde, has provided technical assistance through an initial assessment on the Smart Island initiative. The assessment aimed to identify the priority digital services to advance digital transformation in rural communities and scale up the initiative.
* ITU organized ITU Acceleration Centre Design Validation and Ecosystem Initiatives Development Service for Cross-cutting Digital Transformation in Malawi. The blueprint for the Centre has been discussed by collaborating with ecosystem stakeholders to establish its vision, mission, service delivery model, business strategy, human resources, partnerships, resource mobilization, and governance frameworks
* The ITU-UK FCDO Digital Access project in South Africa supported the preparation of South Africa’s collaborative digital regulation country review ‘South Africa's digital transformation and collaborative regulation’ and a study exploring sustainable connectivity and digital skills models for youth-not-in-education-employment-and-training (YNEET) in rural and township communities in South Africa.
* ITU, in collaboration with the National Communications Authority of South Sudan, has provided technical assistance to develop a digital transformation strategy
* **Digital Regulation Training for Africa Region:** The International Telecommunication Union (ITU), in collaboration with and support of Saudi Arabia, Islamic Development Bank and the United Kingdom's Foreign, Commonwealth & Development Office (FCDO), organized a Digital Regulation Training for Africa. The training was delivered in two segments: a two-day online instructor-led session on 12 and 14 November 2024, followed by a three-day in-person session in Abuja, Nigeria, from 18 to 20 November 2024. The in-person segment was organized with the generous support of the Nigerian Communications Commission (NCC). The training was aimed at enhancing participants' understanding of the evolution of digital regulation, the importance of collaborative governance, agile regulatory approaches, universal service financing mechanisms, and strategies for ensuring access for all.
* **Workshop on Mainstreaming gender in digital policies: the** two-day workshop focused on the intersections of digital policies and gender among respective line ministries and agencies. It also explored with invited government representatives how to mainstream gender in digital policies, with a focus on access to digital technology, access to digital skills, and access to infrastructure and digital services that can contribute to youth employment promotion. The workshop target policymakers (mid-level management), especially representatives from the Ministry in charge of ICTs, the ICT regulator, and other related institutions such as the Ministry in charge of Trade, the Ministry in charge of Education, the Ministry in charge of Finance, the Central Bank, the Ministry in charge of Youth and Gender (if applicable), and the National Statistics Office.

AFR2: Implementation and expansion of broadband infrastructures, connectivity and emerging technologies* The benchmarking of ICTs in Central Africa project has undertaken including Angola, Burundi, Cameroon, Central African Republic, Chad, Congo (Rep. of the), Dem. Rep. of Congo, Equatorial Guinea, Gabon, Rwanda, São Tomé and Príncipe. The data will inform recommendations and capacity building programmes tailored to the countries’ needs and priorities.
* The multi-year joint digital transformation project by the Government of Uganda and ITU, with financial support by the Global Development and South-South Cooperation Fund, has been working on accelerating the achievement of the Digital Uganda Vision through future-ready policy interventions and capacity development. Targeted digital transformation actions across seven digital development priorities (including, last mile connectivity, green data center guidelines, big data, 5G and emerging technologies such as AI, local ICT equipment manufacturing, among others) has been delivered. Through certified training course delivery and training of trainers, the project has increased technical digital skills across Government and in the counties to support digital transformation and to support increased uptake of e-Government services and ICT usage. Practical pilot projects have served to implement recommendations that can be presented for investment and scaling.
* In collaboration with the ITU Radiocommunication Bureau, a workshop on National Table of Frequency Allocation (NTFA) for the Africa region was held in Addis Ababa, Ethiopia to update and align NTFA with the outcomes of WRC-23.
* In the context of ITU-UN collaboration on DPI in support of the African Union, ITU has led and contributed to the development of the African Digital Public Infrastructure Blueprint, an initiative spearheaded by ITU, UN Office of the Special Adviser on Africa, Office of the UN Secretary-General’s Envoy on Technology, UN Economic Commission for Africa, and the African Union Commission, in support of the African Union and its member states. A session was organized during the Global DPI Summit in Cairo, Egypt in October 2024 on Towards an African DPI Blueprint: Accelerating Africa’s Digital Transformation to delve into the transformative potential of Digital Public Infrastructure (DPI) in Africa as a cornerstone for systemic change across the continent, towards implementation of the African Union’s Digital Transformation Strategy (2020-2030).
* The Regional Office in collaboration with the African Telecommunications Union (ATU) delivered a webinar on the Early Warning for All initiative (EW4ALL), aimed at raising awareness for African countries on the EW4All initiative, providing an in-depth understanding of Pillar 3 of the initiative that ITU leads and equipping participants with the knowledge and tools necessary to implement effective early warning systems. Gap Analysis on Pillar 3 has been conducted in collaboration with national focal points to support the development of national roadmaps during the national workshops held in Liberia, Seychelles, Mozambique, South Africa in July and August. ITU in collaboration with SADC held a workshop on SADC NETP Model: Implementation and EW4ALL awareness. National Emergency Telecommunications Plans (NETP) development has been launched in Zambia, Malawi, Botswana, Seychelles, Cabo Verde, the Gambia, and Guinea Bissau to strengthen emergency telecommunications preparedness
* The Girls in ICT Day celebrations were held in different countries in Africa including Ethiopia, Senegal, Zimbabwe, Uganda, Tanzania and other countries. The celebrations involved the exchange of experiences, sharing opportunities about leadership roles in the ICT sector and beyond, training activities to develop and strengthen digital skills among the girls.
* **Digital Skills for Young Girls Workshops in Nigeria:** ITU, through the EQUALS Her Digital Skills project funded by Qualcomm, has successfully organized three workshops in Cameroon and two in Nigeria aimed at empowering young women aged 18-25. These initiatives have benefited a total of 90 young women in Cameroun, reached 60 young women in Nigeria. The workshops featured high-level female representatives from government departments and regulatory bodies who delivered inspiring and encouraging remarks to the attendees.
* ITU organized an online capacity building workshop on national emergency telecommunications plans (NETPs) situational analysis for West African countries. The training aimed to empower participants in dealing with emergency telecommunications and impart skilled to conceive their NETPs. The targeted stakeholders for the workshop were representatives from Ministries of Telecom/ICT, Regulatory Authorities, Ministries of Home Affairs, Fire Brigades, Red Cross Society, etc.
* ITU held a workshop on National Tables of Frequency Allocation (NTFA), in Addis Ababa, Ethiopia
* ITU in partnership with ATU organized a workshop on satellite resources for ATU member states in Nairobi, Kenya

AFR3: Building trust, safety and security in the use of telecommunications/information and communication technologies and protection of personal data* ITU conducted a national readiness assessment for the Seychelles' Computer Incident Response Team (CIRT).
* ITU facilitated a tabletop exercise for Lesotho's cybersecurity ecosystem. This session aimed to enhance strategic thinking on cybersecurity governance among key national stakeholders, thereby advancing the objectives of Lesotho's National Cybersecurity Strategy.
* In 2024, ITU’s DFS Security Lab, in collaboration with key stakeholders, organized Digital Financial Services (DFS) Security Clinics in Ethiopia, Lesotho, and Malawi to provide guidance to regulators and DFS providers on managing the security of digital financial systems. The clinics focused on helping participants adopt the DFS security recommendations developed by the ITU under the Financial Inclusion Global Initiative (FIGI). Additionally, the DFS Security Lab organized a knowledge transfer program to assist in conducting security audits on DFS applications, along with training on consumer awareness competency frameworks aimed at building confidence and trust in digital financial services. ITU is currently conducting a knowledge transfer with POTRAZ Zimbabwe. Other countries like Rwanda, The Gambia and South Sudan, Ghana, Eswatini have also requested for ITU to conduct knowledge transfer sessions.
* ITU organized an online ICT judiciary capacity building workshop for West African Parliamentarians. The purpose of that training workshop was to inform, raise awareness on the challenges and opportunities linked to the development of ICT and address, among other things, cyber legislation, cyber resilience, digital inclusion, digital sovereignty, electronic services, emerging technologies and to strengthen the role and contribution of Parliamentarians from West Africa not only in the development and adoption of national and sub-regional policies related to ICT, but also the adoption of law bills and their application on the ground to create an enabling environment for the uptake of ICTs in West African countries. AFR4: Fostering emerging technologies and innovation ecosystems
* Laying the foundation for 'VaMoz Digital!' project in Mozambique, an EU Global Gateway flagship initiative. continued to support human-centric digital transformation for sustainable development and inclusive growth through policy and regulatory interventions, strengthen digital innovation ecosystems, digital inclusion, and capacity development. The focus at the end of 2024 has been on understanding initiating the review of existing policies, strategies and regulation and their implementation, the mapping stakeholders and bringing stakeholders together to co-create with national stakeholders the diverse set of deliverables, including the draft national Digital Innovation Profile.
* The new digital skills for digital inclusion of Africa’s girls and youth project, supported by Qualcomm, has worked on developing new technical content that feeds into various training platforms, including the section of the ITU Academy dedicated to youth and Africa region Girls Can Code interventions.

The UN Opportunity and Issue-Based Coalition (OIBC 3) on the continent dedicated to Innovation, Digitalization, Youth, and Transforming Education has been re-energized in 2024 to better meet the needs of Member States with joint actions that bring the expertise of the agencies together in a coordinated manner.**ITU Regional Office for the Americas:****The Regional Office for the Americas continues to support Member States by implementing various initiatives and projects across the region aimed at deploying ICT infrastructure, enhancing digital inclusion and innovation, accelerating digital transformation, and formulating digital regulations. These efforts align with the four regional initiatives as set out in the Kigali Action Plan (KAP). The following are key activities and achievements under each regional initiative.**AMS1: Deployment of modern, resilient, secure, and sustainable telecommunication/information and communication technology infrastructure* In partnership with Huawei, a study on fixed broadband for ICT Development for Latin America was prepared in 2024 under the cooperation framework signed in 2023 to support the implementation of the Regional Initiatives.
* A new project in the field of Digital Terrestrial Television (DTT) and universal service was signed in July 2024 between ITU and MINTIC of Colombia.
* Guyana hosted its National Consultation on EW4ALL in November 2024. Gap Analyses and Implementation Plans for MHEWS were developed or are in the process of being developed for the Beneficiary countries. To facilitate Haiti's peculiar circumstances, a National Focal Point for Pillar 3 was recruited to facilitate coordination and achievement of deliverables.
* ITU and the Emergency Telecommunication Cluster (ETC) hosted the Caribbean Emergency Telecommunications Preparedness Workshop 29-30 October 2024. It builds awareness in EW4ALL, identify and Address Gaps, Strengthen Regional Coordination and facilitate knowledge exchange.

AMS2: Enhancement and expansion of digital-literacy, digital-skills and digital-inclusion programmes, especially among vulnerable populations* In partnership with Huawei and in close collaboration in Administrations from Cuba, Honduras, Paraguay and Uruguay, more than 200 small entrepreneurs benefited from the Workshop on Digital Transformation within the framework of Digital KIT Initiative for Entrepreneurs, Micro and Small business.

In the Americas a "Regional Workshop on Promoting and Measuring Universal and Meaningful Connectivity (UMC)" was held in Nassau, Bahamas, from June 11 to June 13, 2024, which brought together 33 participants, representing Caribbean telecommunications authorities, policymakers, national statistical offices, and regional telecommunications entities, highlighting the collaborative effort toward enhancing digital inclusivity in the Caribbean region. The workshop was structured to build digital capacity to address the imperatives of UMC as a policy priority, introduce the project “Promoting and Measuring Universal and Meaningful Connectivity”, implemented by ITU and financed by the European Union, and delve into the nuances of compiling ICT statistics* In 2024, the International Girls in ICT Day in the Americas saw significant growth, with 60 events organized across the region, reflecting increased interest in ICT careers among young women. Key activities included mentorship opportunities, workshops on coding, robotics, and digital entrepreneurship, and inspirational talks by successful women professionals. Highlights included events in Brazil, where SERPRO (governmental institution) hosted 36 girls for programming workshops and Anatel (Brazilian regulator) engaged 45 students with female role models, and in Paraguay, where ITU and CONATEL (Paraguayan regulator) organized a tech fair with interactive demos and role model sessions. These initiatives empowered participants with skills, inspired them through mentorship, and advocated for gender equality and diversity in ICT.
* In partnership with ILO, UNDP and UNESCO, the World Bank and Fundación Descúbreme, it was implemented the Subregional Seminar “Priorities for Youth in the Digital World: Jobs and Education” in Santiago, Chile, on 16 and 17 May 2024, and included motivating young speakers, the “Women in STEM” expo and the participation of ICT industry leaders and high level government representatives in a celebration of the World Telecommunication and Information Society Day 2024.

AMS3: Effective support for digital transformation and innovation ecosystems through scalable, funded, and sustainable connectivity projects* Under a UN Joint Programme – Innovative Finance for Unserved Groups, the ITU in collaboration with the governments of Antigua and Barbuda and St. Lucia developed is bolstering the digital financial services (DFS) ecosystem through a comprehensive approach encompassing policy, regulatory, and cybersecurity aspects. Over 65 people from the DFS community in these countries were exposed to the DFS mobile security toolkit and recommendations, and more than 15 people are trained in the clinic to conduct mobile security - including audits of the mobile payments' apps and infrastructure.

AMS4: Development of enabling policy and regulatory environments to connect the unconnected through accessible and affordable telecommunications/information and communication technologies that support achievement of the sustainable development goals and progress towards the digital economy.* In St Kitts and Nevis and Dominica, assessment was done on the Development of the Electronic Identification (E-ID) Policy and Legislation Framework strengthened skills of policy and regulation development. This will contribute more people having access and greater confidence in the use of online application and using digital services.
* The ITU has worked on and is finalizing with the local regulator, TATT, and Ministry of Digital Transformation in Trinidad and Tobago a digital skills project to start in 2025. This is to support the Ministry’s efforts to strengthen the capacity of both the horizontal and vertical impacts of digital transformation and equip individuals with the basic, intermediate and advanced digital skills necessary to fulfil the current and future trends in the digital economy. The project is expected to train 40 mentors and benefit 10,000 individuals (50% male and 50% female).

**ITU Regional Office for Arab States:****The Regional Office for Arab States continued to spearhead various initiatives and projects across the region, aimed at accelerating digital transformation and fostering a sustainable digital economy. These efforts align with the five regional initiatives as set out in the Kigali Action Plan (KAP), focusing on enhancing digital economies, ensuring cybersecurity, developing smart cities, nurturing innovation, and formulating digital regulations. The following are key activities and achievements under each regional initiative, demonstrating the commitment of ITU to advance telecommunications and technology in the Arab States region**.ARB 1: Regional Initiative 1: Sustainable digital economy through digital transformation* In 2024, the ITU Arab Regional Office, under the NETP global project and BDT’s C2R initiative, led transformative efforts to strengthen emergency telecommunications in Comoros, Djibouti, Mauritania, Somalia, and Libya. In Comoros, workshops facilitated the rollout of the Early Warning for All (EW4All) initiative, producing a 2024-2027 roadmap, a customized NETP, and an assessment of early warning systems. Djibouti developed its NETP and coordination mechanisms, also adopting a 2024-2027 EW4All roadmap. In Somalia, workshops advanced emergency preparedness through NETP implementation, training on the Common Alerting Protocol (CAP), and documentation for effective early warning solutions. In Libya and Mauritania, the NETP draft was validated, alongside a 2024-2027 roadmap and coordination frameworks to enhance national emergency readiness. These projects demonstrated ITU's commitment to building resilient and responsive emergency telecommunication frameworks.
* Following the invitation sent by the BDT Director to the Member States to nominate young nationals to become Generation Connect Youth Envoys 2024 cohort, 118 applications have been received from the Arab region. As a result, and in line with the Selection Criteria requirements, 36 youth (38.9 % are female) aged between 18-24 who were nominated by 10 Member States considered to become the new cohort of Generation Connect Youth Envoys (GCYE) 2024. Countries Representation: Bahrain, Comoros, Egypt, Iraq, Jordan, Saudi Arabia, Tunisia, UAE, Yemen, State of Palestine. In addition, 11 out of previous 25 Arab youth envoys from the outgoing cohort expressed their interests to join the ITU Generation Connect Alumni.
* The Arab Region Passing the Torch Event, held online on 1 July 2024, served as a key platform for discussions on ITU Arab regional initiatives and priorities. The event focused on celebrating the achievements of outgoing GC ARAB Youth Alumni, welcoming the new cohort of GC ARAB Youth Envoys, and facilitating knowledge transfer and mentorship. With 20 Arab youth envoys participating, alongside ITU regional office staff and colleagues from Generation Connect, the event underscored the importance of youth involvement in digital innovation. Key takeaways included the need for active participation in ITU events, the value of mentorship from GC Alumni, and the potential for strengthened partnerships to drive impactful ICT initiatives in the region. The insights gathered will contribute to the ongoing implementation of the ITU youth strategy.
* As part of the GCYLP Year-long Schedule, three regional catch-up sessions are planned between August 2025 and January 2026. The first ARB Regional Introduction and catch-up meeting, held online on 15 August 2024, aimed to introduce the Arab GCYLP fellows and provide insights into ITU’s regional initiatives and key priorities in the Arab region. It served as a valuable platform for discussing ITU’s regional initiatives and the GCYLP projects and facilitated knowledge transfer and mentorship. With participation from four Arab GCYLP fellows, ITU, Huawei regional staff, and a colleague from Generation Connect, the event underscored the importance of youth involvement in digital innovation. The insights gained will contribute to the ongoing implementation of the GCYLP projects and the ITU youth strategy, fostering a collaborative environment for future digital development initiatives in the Arab region.
* The Arab Regional Office facilitated the regional GCYE Consultations and a Regional Outcome Report that represents Arab GCYE’ s views interests, concerns, and perspectives on ICT-related issues that are important for Arab youth educational and socio-economic development in the context of the regional and global digital transformation process has been submitted in November 2024.
* Arab GCYEs have actively empowered and engaged through their participation in the regional and global events such as the Global Innovation Forum, the passing the torch event, and the ICodi workshop.

ARB 2: Enhancing confidence, security, and privacy in telecommunications/ICTs* In collaboration with the National Cyber Security Centre (NCSC) of the Kingdom of Bahrain, a regional workshop on cybersecurity management was developed. The main objective of this workshop was to teach the different roles and responsibilities involved in the crisis management of cyber-attacks.
* Also, technical support was provided to National Cyber Security Centre (NCSC) by developing a workshop on the Global Cybersecurity Index.
* In collaboration with the United Nations Economic and Social Commission for Western Asia (UNESCWA), the [Arab Information and Communication Technologies Organization](http://www.aicto.org/), and the [Internet Society](https://www.internetsociety.org/regions/middle-east/), a workshop on building trust in digital government services was developed to showcase practical strategies for enhancing cybersecurity.
* Cybersecurity drills and technical support training were carried out to fortify the cybersecurity culture across the Arab states.
* The Kingdom of Saudi Arabia’s active collaboration with ITU/BDT in cybersecurity initiatives includes hosting workshops and training on digital regulation and cybersecurity, furthering its role in the global telecommunication landscape.
* In 2024, the first Global CyberDrill was successful held in Dubai with a record participation of over 104 countries with Ministerial representation, Chiefs of Industry, Regulators, and other stakeholders. The drills were a great success. A new world Guinness Book World record was recorded.

ARB 3: Developing digital infrastructure for smart sustainable cities and communities* In 2024, led to the signing of a project focused on Smart Sustainable The project signed between BDT and NTRA Egypt has successfully commenced implementation developing a Smart Sustainable Cities and Communities Framework tailored for Egypt anticipated to be finalized by March 30, 2025.
* A national forum on 5G and Beyond: Enabling Smart Sustainable Cities and Communities for Egypt, scheduled for 10-11 December 2024 at Smart Village, Egypt, aims to drive actionable outcomes by convening global experts, policymakers, industry leaders, and stakeholders. The forum will focus on harnessing the transformative potential of 5G and emerging technologies to advance smart and sustainable urban development, fostering collaboration and innovation for a connected future.

ARB 4: Building Capacities and Encouraging Digital Innovation, Entrepreneurship, and Future Foresight* Fostered better innovation ecosystems by completing a digital innovation profile for Bahrain and currently developing DIPs for Qatar and Jordan. These DIPs aim to identify challenges in the digital innovation ecosystems and develop key recommendations to take the ecosystem to the next level in line with national development goals.
* In Tunisia, around 200 public sector employees were trained on a range of digital skills through the ITU Academy as part of a joint project with GiZ.
* Throughout the forum, the Arab GCYE had actively participated in sessions covering topics such as artificial intelligence (AI), bridging the youth divide through internships, and the innovative power of storytelling. These sessions deepened her understanding of AI tools and applications and highlighted the importance of inclusive communication strategies in today’s digital landscape. Additionally, through her participation, she gained valuable skills in strategic thinking, digital transformation, leadership, and cross-cultural communication. The forum experience strengthened her dedication to projects focused on sustainable progress and underscored the critical role of teamwork and international collaboration in advancing toward a more inclusive digital future.
* An in-Kind contribution was signed with TDRA, UAE on iCodi with the objective of organizing one global and one regional workshops annually for the coming 2 years to foster ideation and innovation. Based on this agreement a regional iCodi Workshop was organized in Dubai from 19-22 November 2024 to develop a regional strategic foresight analysis and identify regional priorities based on this analysis
* Three of Arab GCYEs had actively participated in the iCodi workshop in Dubai, from November 19-22. This inclusive gathering offered a collaborative platform for Arab youth to address regional challenges and explore emerging opportunities. It also provided them with the ideal setting to expand upon their research, which they conducted in preparation for the WTDC. By presenting their insights and recommendations to member states and other stakeholders, youth participants contribute a unique and critical perspective on the region’s challenges, highlighting the voices and priorities of the next generation.
* In Lebanon, with significant support and active participation from OGERO, there was a focus on implementing child online protection (COP) reflecting a commitment to creating a safer online environment for the younger generation.

ARB 5: Developing means of digital regulation* In February and July 2024, organized National Collaborative Digital Regulation Workshops in Oman, and Qatar, respectively. These workshops focused on the evolution of ICT regulation and the application of ITU's Unified Framework and regulatory metrics, enhancing stakeholders' understanding of regulatory tools to support effective policy formulation and evaluation in both contexts.
* ITU launched Collaborative Digital Regulation Country Reviews for Oman and Qatar, set to be finalized by December 2024. These reviews examine the impact of collaborative governance and advanced regulatory tools on ICT and digital market management, offering actionable insights to strengthen the regulatory ecosystems of both countries.
* The second phase of the ICTs Market Review and Analysis and Pricing Regulatory Framework for the Syrian Telecommunications and Post Regulatory Authority (SyTPRA) was successfully completed, providing guidance to the ministry and regulator on finalizing the market review outcomes and developing recommendations for ICT service pricing regulation. On 28 October, ITU hosted a virtual national multi-stakeholder workshop, bringing together all mobile network operators (MNOs), internet service providers (ISPs) in Syria, and other key representatives to discuss the framework and foster collaborative input.
* ITU conducted several sessions across various countries, with a particular focus on LDCs, to discuss the ITU Regulatory Tracker and G5 Benchmark frameworks. These sessions aimed to enhance participants' understanding of these ITU tools and their application in advancing digital regulation.

**ITU Regional Office for Asia and the Pacific:****The Regional Office for Asia and the Pacific continues to actively work in the implementation of several projects and activities across the region mainly by providing support to Member States through multi-stakeholder partnership to accelerate digital transformation and transition to digital economy, enhancing digital skills development and fostering cooperation towards the improvement of connectivity. These efforts align with the regional initiatives as set out in the Kigali Action Plan (KAP). The following are key activities and achievements.*** BDT initiated cooperation with the [International Think Tank for Landlocked Developing Countries (ITTLLDC)](https://land-locked.org/) and jointly organized an event focused on the common challenges of landlocked developing countries from Asia and the Pacific and the Commonwealth of Independent States (CIS) for efficient policy making in the continuously growing digital sector. ITTLLDC applied to become an ITU-D Sector member in 2024.
* BDT, along with co-organizers and partners, organised 8 Girls in ICT Day celebrations across many countries including Fiji, Kiribati, Indonesia, Micronesia, Nauru, Pakistan, Philippines, Thailand, Timor-Leste, Tonga, and ASEAN member countries, that assisted with the delivery of digital skills training programmes and other related activities aimed at benefiting girls and young women in the region. The gatherings attracted over 2 200 participants, including girls, young women, and teachers, who engaged in 63 digital skills training programmes and associated activities as part of Girls in ICT ASP from 27 April to 17 November 2024. Furthermore, these activities in Asia and the Pacific involved engagement with gender focal points in the aforementioned 11 countries, as well as collaboration with over 100 partners from governments, UN agencies, industries, academia, and civil society organizations.

**ITU Regional Office for the Commonwealth of Independent States:****The Regional Office for the Commonwealth of Independent States continues to implement projects and initiatives across the region providing support to Member States to enhance knowledge on 5G technologies and deployment, improvement of digital regulation and ICT data, response to cybersecurity incidents and accelerating process for digital transformation, smart cities and communities. These efforts align with the regional initiatives as set out in the Kigali Action Plan (KAP). Some examples include:*** As part of Regional Initiative 1 on networks and infrastructure and Regional initiative 4 of skills development, to support rural connectivity in Armenia, the ITU is implementing a ‘Rural networks pilot project in Armenia’ project to boost connectivity and encourage innovation, sustainable development and opportunities for social participation. This is achieved through technical design, capacity development, network deployment, and community engagement. A comprehensive plan was developed in coordination with national stakeholders and local authorities focusing on connecting rural communities in seven villages in Ararat region. Through the project, 10,610 meters of broadband network using 24-wire optical cable and 3,860 meters using 8-wire optical cable were deployed. A series of trainings were held to introduce the benefits of the broadband network to members of the connected communities.
* To support Regional Initiative 2 on cybersecurity, a joint ITU – World Bank project on Strengthening Cybersecurity in Kyrgyzstan Through Innovation and Collaboration is under implementation. In the course of 2024, a comprehensive centralized monitoring system was defined and approved, leveraging the advanced capabilities of T-Pot, an open-source honeypot environment. This system empowers the detection and analysis of cyber threats across the network, empowering Kyrgyzstan with proactive cyber defence. Supporting this innovation, a detailed standard design for the monitoring site was created, encompassing equipment specifications, infrastructure layouts, and optimal room conditions for installation. These include stringent power supply, ventilation, and security requirements to ensure seamless operation. Human capital development is integral to this initiative. In collaboration with national stakeholders, technical specifications and documentation for deploying sensors in target organizations were developed, and a tender to install them was succesfully completed. Currently this work is ongoing, the project to be finalized in 2025.
* The BDT and the Information Systems Agency of Armenia (ISAA), with support from the Central Bank of Armenia and the Ministry of High-Tech Industry, successfully organized the first national CyberDrill for Armenia. The event, held in Yerevan, brought together over 200 professionals from government, academia, and critical infrastructure sectors to strengthen the country's cybersecurity capabilities and foster cross-sectoral collaboration.
* As part of Regional initiative 3 aiming to creating enabling environment for digital transformation, as well as Regional initiative 4 on digital skills, the ITU, in collaboration with The Ministry of Digital Development and Transport of Azerbaijan initiated The Digital Skills Assessment to identify the current level of digital literacy in Azerbaijan. Nearly 35,000 people in four target groups and spread across 13 economic regions of Azerbaijan were surveyed by the Statistics Committee of Azerbaijan. In addition to this, separate online surveys were conducted among the identified target groups. The [Digital Skills Assessment report](https://www.itu.int/pub/D-PHCB-CAP_BLD.05-2024) has been published in 2024, and this assessment serves as a valuable resource to inform data-driven and targeted interventions needed to enhance digital literacy in Azerbaijan. The recommendations contained in this report will serve as a basis for designing and planning relevant future interventions, policies and strategies, including industry-specific activities, awareness-raising campaigns and advocacy. The publication can also serve as a model for a more regular assessment of the digital literacy level of the citizens of Azerbaijan.
* To further implement the Regional initiative 5 on smart cities and communities, BDT continued to work jointly with the Belarusian State Academy of Telecommunications, and the support of the Ministry of Communications and Informatization of the Republic of Belarus, on a joint programme “Digital Development of Administrative-Territorial Units”. Along the two workshops, the BDT with Belarus partners implemented a hackathon with the aim to support student and youth entrepreneurship, generate new ideas, approaches and pilot projects to implement the smart city concept. The event was organized in two stages: 8 October – 25 November – online trainings and personal consultations with mentors, following which student teams were generated startup ideas, built business models, made MVPs and pitch presentations of projects; 26 November – the final presentation of projects. Startup projects participating in the hackathon elaborated solutions in the following areas: urban infrastructure, transport and logistics, big data and AI, green economy, inclusion and adaptive environment.
* Expert assistance to the Municipality of Bishkek city, the capital of the Kyrgyz Republic was provided to support in assessing and deploying relevant smart city solutions.

**ITU Office for Europe Region****The Office for Europe Region has been involved in various regional coordination activities by providing support to Member States mainly to facilitate digital development, strengthening of cooperation opportunities in the field of cybersecurity, resilience, innovation, digital inclusion, regulation and digital skills development. These efforts align with the regional initiatives as set out in the Kigali Action Plan (KAP).** * Extending the partnership between ITU and European Commission within the framework of the Global Gateway, positioning ITU as the potential partner for middle and large-scale projects. Funding opportunities have been identified, facilitating the co-creation of new global and regional projects. This included the development of the project concept and documentation for the Africa BB Maps contract of the value of 15 million Euro.
* Regional priorities were addressed through the implementation of several actions under ITU-D regional initiatives. A series of technical assistance has been provided to 9 countries in the field of connectivity, digital resilience, digital skills, digital inclusion, child online protection, among others.
* In line with Resolution 1408, the ITU has undertaken a comprehensive range of activities to support the rebuilding and rehabilitation of Ukraine's infrastructure. These efforts include regular coordination with Ukrainian authorities and active engagement in the UN Country Team's initiatives, notably contributing to the Rapid Damage and Needs Assessment. To attract support from funding agencies, ITU has developed 10 initial project proposals tailored to Ukraine’s needs. Additionally, the Digital Development Country Profile for Ukraine was developed, providing a strategic framework for advancing digital transformation. Capacity-building initiatives, such as a series of virtual workshops on 5G and the ITU-TAIEX Workshop on 5G implementation, have been instrumental in equipping stakeholders with critical knowledge. Through its coordination with international partners and donors, ITU continues to play a pivotal role in mobilizing resources and expertise to accelerate Ukraine's digital recovery and development.
* A special session on Digital Skills has been planned for the UN country teams of the ECA Region on 11 December 2024, with the co-organization of the UN Digital Transformation Group for Europe and Central Asia.
* Preparations for the ITU-ILO Digital Literacy Assessment of Adult Population in Moldova have begun, unlocking new opportunities for expanding the technical assistance portfolio carried out in partnership with other UN agencies
 | **Africa:** * ITU assisted Chad and Rwanda to develop a comprehensive national cybersecurity strategy.

**Americas:** * AMS- RIs: 1New project ITU-Huawei to support the implementation of RIs.
* 2 300+ girls and women benefited of Girls in ICT Day.
* 200 + small entrepreneurs strengthened their digital skills through the ITU Digital Transformation toolkit.
* New study on fixed broadband for Latam.
 |
| **Contributing to SDG Targets** | SDGs 1, 3, 4, 5, 8, 9, 10, 11, 16, 17 |
| **WSIS Action** | C1, C2, C3, C4, C5, C6, C7, C11 |
| **Resolutions:** | WTDC 16 |
| **Study Groups:**  | All Questions of SG1 on Enabling Environment for Meaningful Connectivity and of SG2 on Digital Transformation  |

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| **ITU-D Enabler 3: Diversity and Inclusion*****Developing strategies and solutions on digital inclusion.*** |
| ***Outcome:*** *Strengthened capacity of the ITU membership to develop strategies, policies and practices for digital inclusion and equity, in particular for the empowerment of women and girls, persons with disabilities, persons with specific needs and low-income households.* |
| **Outputs** | **Highlights**  |
| ***BDT contributed to increased capacity of Member states, policy-makers and target groups through engagement of staff providing expert advice and digital inclusion training sessions related to gender, youth ICT/digital accessibility, older persons and remote and indigenous communities.*** **Expert advice: ITU-D championed through content and expertise contributions on digital inclusion topics** (including on ICT accessibility, older persons digital inclusion, gender issues and youth digital empowerment) to support the work of ITU study groups, thematic regional and global meetings and events as well through contributions and reports across the UN System within the UN Inter-sectoral work.**Knowledge development for policy-makers:** **Enhanced capacity on ICT accessibility to mainstream digital inclusion for all people to over 800 policy- and decision-makers** in formulating and implementing digital inclusion policies and strategies and enabling broader participation of all their citizens in the digital society, and economy. This achievement was possible through **interventions and training sessions, conducted in 11 events (6 online and 5 in person), held globally** (including: RIFENTOUR4GirlsinICT 2024; WSIS Forum; AI for Good Summit; OHCHR expert meeting on human rights of older persons; UN Initiative on Mainstreaming Knowledge on Ageing; G20 program on 5th Digital Economy Working Group Meeting and Digital Economy Ministerial Meeting; Accessible Americas; HLD led by ITU Members (SG Q7/1), **and regionally** (including ITU Accessible ICT for All event in **the** Americas region). Additionally, **1055** **participants from 144 countries with 74% being from developing countries and 42% women,** registered in **online self-paced and tutor-led training courses in topics of ICT accessibility, older persons and indigenous peoples** delivered through ITU Academy. A self-paced training based on the Handbook on Mainstreaming Gender in Digital Policies is being developed in English and French and will be available in Q1-2025 on the ITU Academy. **In the Americas**, during Accessible America in November 2024 (Mexico), BDT delivered executive training, contributing to **increased awareness among Member States on digital inclusion and ICT accessibility. This was evidenced by their commitment to adopting ICT accessibility policies and strategies at the national level**. Accessible Americas provided Member States with the opportunity to share practices on ICT digital policies and promote digital inclusion. Furthermore, a training session on project management skills and ICT network maintenance was conducted for indigenous and remote communities in Latin America. Attended by 133 participants from 11 countries, the training emphasized the practical application of knowledge to empower individuals from indigenous and rural communities. * **In Africa**, a first draft of the **National Strategy for Digital Inclusion in Burundi** was developed. This strategic initiative enhanced stakeholders' awareness and capacity to design and implement effective digital inclusion strategies.
* **In Asia-Pacific**, enhanced awareness and understanding of **digital literacy needs among older persons** were achieved through ITU’s participation in the Regional Meeting on Enhancing Digital Literacy among Older Persons, co-hosted by UN ESCAP and CPDRC in Beijing on August 1-2, 2024. This engagement strengthened ITU's efforts to bridge age-related and gender-related digital divides, with insights provided on age and gender dynamics in digital access and literacy using ITU Datahub statistics and digital accessibility work. The meeting brought together 40 participants, including representatives from governments, older people’s associations, academia, and civil society, to share best practices, use cases, and trends in addressing digital literacy challenges for older persons. Discussions focused on developing gender-sensitive training tools, enhancing capacity for stakeholders, and strengthening policy frameworks to empower older persons, particularly older women, fostering greater social inclusion and access to essential digital services. Through this collaboration, ITU has reinforced its commitment to extending support to older persons’ associations and exploring partnerships to promote digital literacy across the Asia-Pacific region.
* **In the CIS**, an ITU Workshop titled "Advanced Technologies to Support Sustainable, Inclusive, and Accessible Societies," was held in Minsk, Belarus. Organized in collaboration with the Belarusian State Academy of Communications, the UNESCO Institute for Information Technologies in Education, and with support from the Ministry of Communications and Informatization of the Republic of Belarus, the workshop served as a regional platform for promoting ICT accessibility and digital skills. The primary goal of the workshop was to advance stakeholders' understanding of digital inclusion policies and strategies, while encouraging the exchange of best practices in ICT accessibility. It also highlighted successful implementations of educational programs designed for persons with disabilities and special needs, aiming to ensure digital empowerment and inclusion for all.

**Knowledge development for digital inclusion target groups:** Overall, 13 training courses were developed through the ITU Academy. Under the EQUALS **HerDigitalSkills initiative,** 23 workshops and mentoring sessions have been delivered in collaboration with partners such as Qualcomm, Verizon and Ernst & Young, benefiting 1448 girls and young women in 14 countries covering Africa, Americas, Europe and Asia-Pacific. The **ICT Training for Indigenous Africans** is a program tailored for rural communities, adapted from a successful model in Latin America to the African context. It provided Indigenous groups with foundational ICT knowledge and practical digital skills, empowering them to engage meaningfully in the digital economy and contribute to local and national development. The program proves effective, increasing digital literacy and the emergence of digital entrepreneurs in these communities, demonstrating the program's success and its potential for replication in other regions.**Resources: Additional resources to the already existing (75+) tools and resources to support ITU Member efforts in digital inclusion implementation process with six additional knowledge materials** including the new [ITU-WHO Implementation Toolkit for accessible telehealth services](https://iris.who.int/bitstream/handle/10665/378483/9789240094161-eng.pdf?sequence=1)**Girls in ICTs Celebration throughout the year:** The **Girls in ICTs celebrations** expanded worldwide and throughout the year with 193 events and activities organized by active stakeholders from around the world, across more than 84 countries that inspired over 40,000 girls and young women to succeed in STEM fields. **In the Arab region,** the Regional Girls in ICT 2024 Celebration held in Lebanon on April 29th, 2024, at OGERO's premises, where OGERO and ITU teamed up to host an inspiring event and welcomed 35 secondary school girls from public schools, providing them with a unique opportunity to connect with female leaders in the Arab region. Additionally, the girls enjoyed an open day, exploring various departments such as the Technical Directorate, the Data Center, and even the Supercomputer. Furthermore, on April 30th, the Girls in ICT Day event held in Mansoura, Egypt. The event organized by the Ministry of Communications and Information Technology (MCIT) in collaboration with the ITU and Delta American Schools (DAS). The event attended by 250 girls and showcased of girls' leading role in spreading awareness of digital citizenship to empower young girls to become advocates for digital citizenship, drawing inspiration from influential peer role models. In Palestine, Girls in ICT Launching National Campaign organized on 8th May 2024 where members of the GICT Steering Committee (ITU is a member) and partners invited to announce the launch of their new initiatives along the year, such as competitions, workshops, and trainings related to leadership skills and entrepreneurship for girls and young women.**In the Europe Region**, on 25 April 2024, the "Girls in ICT event for Europe: Leadership" was held virtually. The initiative aimed to inspire girls to pursue careers in ICT and provided tools and resources to help them succeed. This year's theme, "Leadership," was identified in consultation with youth and underscored the critical need for strong female role models in science, technology, engineering, and mathematics (STEM) careers. The event also highlighted the involvement of Generation Connect Europe Youth Group representatives, focusing on how young women are engaging in digital transformation across Europe, their challenges, and their aspirations.On 4 September 2024, a special event for the Network of Women (NoW) titled “Empowering Gender Balance in ITU-D: A Path Forward for the Europe Region” was held alongside the Com-ITU plenary meeting of the European Conference of Postal and Telecommunication Administrations. The event encouraged administrations to actively promote greater engagement of women in ITU activities and enhance their representation in delegations. It also highlighted key opportunities to empower women in the digital space and foster their active participation in ITU’s work, reinforcing the importance of gender balance in driving inclusive digital development across the region.As part of the same platform, on 4 September 2024, was organised a special event dedicated to "Generation Connect – Europe Youth Group: Inter-generational Dialogue with a New Cohort of European Envoys ". This allowed strengthening the ties between administrations and the Generation connect group representatives and their further engagement in regional dialogues and projects implemented at the national level.A prime example of regional and global commitment is the Global Innovation Forum, which facilitated meaningful engagement of Youth Envoys in discussions on fostering digital innovation both in Europe and globally. Additionally, the hands-on involvement of European Generation Connect Envoys at the national level was exemplified through the launch of the "DART" project in Albania. Their participation in this event played a key role, as it allowed incorporating the youth perspective into the co-creation exercise setting the basis of Albania’s Digital Agriculture Strategy. This ensured that the voices of the next generation are reflected in shaping the country’s digital future.**In the Asia-Pacific region**, celebrations were held in 11 countries, including India, Indonesia, Malaysia, the Philippines, Thailand, and Vanuatu. Over 3,000 participants, including 1,200 in the Pacific, 700 in Thailand, 500 in India, and 400 in the Philippines, engaged in coding sessions, digital literacy training, online safety workshops, and leadership programs, organized in collaboration with governments, UN agencies, private sector, and civil society. These activities fostered a strong community network, empowering female participants and encouraging advocacy in ICTs. Discussions with partners such as the Office of the NBTC, Thailand, and India’s Department of Telecommunications facilitated avenues for sustainable funding, ensuring continued impact and program expansion into 2025 and beyond. This collaborative effort has strengthened partnerships and laid a foundation for sustained engagement, promoting gender inclusion in ICTs and building future opportunities for women and girls in the digital sector.**Youth engagement:** **BDT facilitated the** **participation and presentations of 184 Generation Connect Youth Envoys (GCYE), in various BDT activities, meetings and events. This involvement in meetings and events provided tangible opportunities for young people to evolve as digital changemakers,** including the participation of 4 GCYE at the Global Innovation Forum in Malta and the designation of Generation Connect Youth Envoys as WIC Global Youth Leaders in China. The new cohort of GCYE, comprising 184 inspiring young individuals from 64 countries participated in tailored sessions and online self-paced courses as part of their knowledge development and mentoring program on topics such as: the work of ITU and its 3 sectors, the Kigali Action Plan, Digital Inclusion, ICT and Web Accessibility, Youth and Cybersecurity, Equal and Equitable Access to and Use of ICTs for Youth, with a Focus on Vulnerable Groups, Specifically Rural and Remote Communities, digital communications during emergency situations, and more.The **Arab Regional Office** facilitated the regional GCYE Consultations and a Regional Outcome Report that represents Arab GCYE’ s views interests, concerns, and perspectives on ICT-related issues that are important for Arab youth educational and socio-economic development in the context of the regional and global digital transformation process has been submitted in November 2024. Furthermore, Arab GCYEs have actively empowered and engaged through their participations in the regional and global events such as the Global Innovation Forum, the passing the torch event, and the ICodi workshop. The Arab Regional office organized the Arab Region Passing the Torch Event, held online on 1 July 2024. The event focused on celebrating the achievements of outgoing GC ARAB Youth Alumni, welcoming the new cohort of GC ARAB Youth Envoys, and facilitating knowledge transfer and mentorship. With 20 Arab youth envoys participating, alongside ITU regional office staff and colleagues from Generation Connect, the event underscored the importance of youth involvement in digital innovation. Key takeaways included the need for active participation in ITU events, the value of mentorship from GC Alumni, and the potential for strengthened partnerships to drive impactful ICT initiatives in the region. The insights gathered will contribute to the ongoing implementation of the ITU youth strategy.**In the Americas Region**, within the context of the “Priorities for Youth in the Digital World: Jobs and Education” Sub-regional Seminar in Santiago, Chile, on 17 May 2024 leaders from the Administrations of Argentina, Paraguay and Uruguay, as well as the Undersecretary of Telecommunications of the government of Chile, participated in a regional celebration of the World Telecommunication and Information Society Day, exploring this year's theme “Digital Innovation for Sustainable Development” and highlighting the role of youth. This activity was also well attended by telecommunications industry leaders of Chile, such as Entel, WOM and Claro.The **ITU Europe Office** hosted a Generation Connect Europe Youth Group side event during the COM-ITU plenary meeting of the European Conference of Postal and Telecommunications Administrations (CEPT). The meeting introduced the newly appointed cohort of Generation Connect Youth Envoys to representatives of European countries to further facilitate the dialogue and the youth inclusion.The **African Regional Office** facilitated in a vibrant and symbolic handover ceremony the passing the torch from the GCYE Alumni sharing their experiences and practical advice with the incoming youth envoys. This mentorship-driven event emphasized continuity, leadership growth, and a shared vision. It energized the next generation of youth envoys for their critical role in ensuring youth are represented alongside digital leaders contributing to digital development.The African youth envoys have been also engaged in extensive consultations through research and collaborative dialogues, culminating in comprehensive recommendations on digital development. These thorough and insightful recommendations will be presented ahead of major global events, including the Global Youth Summit, the Regional Development Forum, and the World Telecommunication Development Conference (WTDC) preparatory meetings.**In the Asia-Pacific region**, youth capacity was strengthened through the Generation Connect Asia and the Pacific (GC ASP) initiative marked significant progress in 2024, fostering digital innovation and engagement across the region. Recruitment of 21 new Youth Envoys from seven countries expanded the reach of the programme, supported by regional onboard training and consultations. The ITU Regional Office celebrated the achievements of the outgoing cohort and welcomed the new members during the “Passing the Torch” event on July 11, with 41 Youth Envoys participating. Capacity development was further advanced through the involvement of Youth Envoys in key international events, including WTSA-24 in India, the Global Innovation Forum in Malta, and the ITU-MIIT Seminar in China, where they contributed actively to discussions and outcomes. Collaboration with Huawei enabled 10 Youth Envoys from various countries to attend the "Seeds for the Future 2024" program in China, gaining exposure to advanced technologies like AI, 5G, and green tech. These initiatives equipped youth with practical knowledge to address global challenges and accelerate digital transformation in their home countries. Additionally, ITU Asia-Pacific supported youth engagement during International Youth Day celebrations in the Philippines, amplifying regional youth-focused efforts.In the CIS Region, the representatives of Generation Connect Youth Envoys engaged actively into the various global activities. The GCYE. As part of the preparatory work toward the Global Youth summit, consultations with GCYE and wider youth from Academia was held, gathering their views, interests, concerns, and perspectives on ICT-related issues that are important for youth educational and socio-economic development in the context of the regional and global digital transformation process.**Projects: ITU-D has developed tailored projects and activities globally and for specific regions such as Americas.** In 2024, the **Network of Women in ITU-D** continue to meet and exchange views on gender to bridge the digital gender divide mainly during TDAG-24, where a social event titled “Mainstream Gender: from Music to Action” took place and at GSR-24where an interactive session themed “Regulation for Impact: A Gender and Leadership Perspective” was attended by approximately 135 women and men. Furthermore, as part of the project “Building a Network of Women Leaders” supported by Saudi Arabia, a mentorship programme was developed and opened for ITU-D members to register as mentors and mentees. This initiative aims to increase women’s participation and leadership in the ICT sector, particularly leading up to and during the World Telecommunication Development Conference (WTDC-25).As part of the **Empowering Women and Girls to Lead Change in the Digital Sector** project supported by the US State of Department and implemented by ITU-D a first draft of **country reports on gender equality in digital policies** were developed for Dominican Republic and Libya.For the **Generation Connect Youth Leadership Program (GCYLP)** the first cohort of 30 GCYLP fellows, was selected from over 5000 applicants and publicly announced in May 2024. The fellows then participated in the GCYLP Development Week from 10-14 June 2024 in Geneva and Zurich where they were trained on leadership, innovation, and project management in 20 sessions by 15 experts and industry leaders.The young fellows have each received their 5,000 USD project grants to implement digital development projects in their local communities, and they are continuing their transformative year of leadership with monthly virtual mentoring and reporting sessions.The GCYLP fellows have actively participated in various global events. Fourteen (14) fellows from all the six ITU regions contributed as speakers at key events including the ITU Digital Skills Forum in Bahrain (September 2024), ITU Global Innovation Forum in Malta (October 2024), the ITU-D Study Groups 1 meeting (November 2024), COP29 in Azerbaijan (November 2024) and the World Internet Conference [WIC] in China (November 2024).The **Arab region** organized the first ARB Regional Introduction and catch-up meeting, held online on 15 August 2024, aimed to introduce the Arab GCYLP fellows and provide insights into ITU’s regional initiatives and key priorities in the Arab region. With participation from four Arab GCYLP fellows, ITU, Huawei regional staff, and a colleague from Generation Connect, the event underscored the importance of youth involvement in digital innovation. The insights gained will contribute to the ongoing implementation of the GCYLP projects and the ITU youth strategy, fostering a collaborative environment for future digital development initiatives in the Arab region. | * Vulnerable group and marginalized communities and empowered.
* Strengthened capacity of policy-makers and end-users.
* Access to digital inclusion tools and resources increased.
* Partnerships for digital inclusion strengthened.
* Girls in ICT initiative expanded across regions.
* **Africa:** Cameroon, Cote D’Ivoire, Ethiopia.
* **Asia-Pacific:** China, India, Malaysia, Marshall Islands and Vanuatu.
* **Americas:** Mexico, Paraguay.
* **Europe:** Malta.
 |
| **Contributing to SDG Targets** | SDGs 1, 3, 4, 5, 8, 9, 10, 11, 16, 17 |
| **WSIS Action** | C1, C2, C3, C4, C5, C6, C7, C11 |
| **Resolutions:** | PP 70, 175, 179, 184, 198; WTDC 46, 55, 58, 67, 76 |
| **Study Group**  | Question 7/1 Telecommunication/ICT accessibility to enable inclusive communication, especially for persons with disabilities |

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| **ITU-D Enabler 4: Commitment to environmental sustainability** ***Developing strategies and solutions on climate-change adaptation.*** |
| ***Outcome:*** *Enhanced capacity of the ITU membership to develop telecommunication/ICT strategies and solutions on climate-change adaptation and mitigation and the use of green/renewable energy.* |
| **Outputs** | **Highlights**  |
| **ITU-D continue to make available products and services to support Member States in developing strategies and solutions on climate-change adaptation.**BDT supported the Government of Zambia and the country's electronics producers in developing the e-waste regulatory framework and setting up a producer responsibility system for electronics in the country. As part of this assistance, BDT convened a brainstorming session of legal staff in the Government of Zambia to discuss the provisions of the regulatory framework. This took place in June 2024 in Lusaka. Also in June 2024, BDT convened a high-level breakfast meeting in Lusaka of the participating government entities and private sector to debrief on the status of the project. And BDT organised an engagement session with electronics producers, to capacitate them about the issue of producer responsibility and to hear their concerns regarding the topic of new regulation. Assistance was also provided to the Government of Rwanda and to the electronics producers in Rwanda. For producers, this assistance included the development of a membership fee tool for the private sector federation which will act as the new compliance scheme for the electronics producers in Rwanda, who'll become members. For the government, BDT provided assistance with further strengthening the overall implementation framework for extended producer responsibility for electronics in Rwanda. In Uganda, BDT organised a stakeholder consultation meeting on the preparation of the national regulations on e-waste and on the revision of the implementation action plan of the existing national e-waste management policy in Kampala in May 2024. The revised implementation action plan was submitted to the Government of Uganda in October 2024. In August 2024, BDT supported the Government of Thailand through the organisation of a [stakeholder consultation workshop](https://www.itu.int/en/ITU-D/Regional-Presence/AsiaPacific/Pages/Events/2024/Circular%20Economy%20Meeting%20in%20Thailand/Regulating-Electronic-Waste-in-Thailand--Government-Consultation-Workshop.aspx) in Bangkok on the implementation of the country's draft WEEE Act, through the lens of the implementation of administrative and financial responsibilities of producers. A consultation workshop on the same topic was then organised as a separate process, with the private sector in Bangkok in December 2024. Under the same project, BDT is kickstarting assistance to the Government of Mongolia on e-waste regulation. Continuing with the theme around the preparation and implementation of e-waste regulation, BDT provided technical assistance to the Government of Paraguay in the preparation of a Decree on e-waste management and the organisation of a [government consultation workshop](https://www.itu.int/en/ITU-D/Regional-Presence/Americas/Pages/EVENTS/2024/eWasteWorkshop.aspx) and [private sector consultation workshop](https://www.itu.int/en/ITU-D/Regional-Presence/Americas/Pages/EVENTS/2024/eWasteWorkshoppri.aspx), both taking place in Asuncion in October 2024. Furthermore, through the FCDO – ITU collaboration, BDT held a consultation workshop for the Government of Indonesia as part of the preparation of the extended producer responsibility system and regulations which has just begun, focussing on the electronics sector. This consultation took place in November 2024 in Jakarta and will result in a roadmap being prepared by ITU as assistance to the government containing a proposal for the system and the regulation. BDT also organised an [event in the Seychelles](https://www.itu.int/en/ITU-D/Regional-Presence/Africa/Pages/EVENTS/2024/Circular-Economy-on-Electronics-for-the-ICT-Sector-in-Seychelles-.aspx) in October 2024 designed to support the government with the preparation of a high-level roadmap on transitioning to a circular economy in the electronics sector. BDT delivered a capacity building training on the [Fundamentals of E-waste Policy and the Role of Producers](https://academy.itu.int/training-courses/full-catalogue/fundamentals-e-waste-policy-and-role-producers) in Bangkok in November 2024, which included 26 participants from almost 20 countries. The training covered foundational topics related to policy and regulation, extended producer responsibility and circular economy principles among others. Under the Advancing Green Digital Action Towards a Net-Zero Digital Sector, BDT continued to advance the monitoring of ICT industry emissions and energy use. This was achieved through the publication of the ITU and World Benchmarking Alliance ['Greening Digital Companies 2024: Monitoring Emissions and Climate Commitments'](https://www.itu.int/en/ITU-D/Environment/Pages/Publications/GDC-24.aspx) report which analyses GHG emissions and energy usage of 200 digital companies globally. It not only assesses their climate data and targets but also serves as a valuable resource for companies to learn from best practices and enhance their emissions reduction performance. The report sheds light on the operational emissions and electricity consumption of the ICT sector, with particular focus on reporting across all 15 Scope 3 emissions and the growing carbon footprint from artificial intelligence (AI). The report was launched on 30 September with a [[press release](https://www.itu.int/en/mediacentre/Pages/PR-2024-09-30-Greening-Digital-Companies-report.aspx)](https://www.itu.int/en/mediacentre/Pages/PR-2024-09-30-Greening-Digital-Companies-report.aspx), [two webinar events](https://www.itu.int/en/ITU-D/Environment/Pages/Events/2024/GDC.aspx) and an [ITU blog.](https://www.itu.int/hub/2024/11/the-digital-sectors-environmental-dilemma/) BDT launched the ['Greening Digital Dashboard'](https://greeningdigital.itu.int/) at COP29 in November that enables ITU and partners to track the ICT sector’s climate impact and set science-backed targets. It lays the groundwork for a future ITU-led ICT GHG emissions database, supporting global climate goals.BDT administered a survey to World Telecommunication Indicator focal points which served to further guide BDT's work on monitoring ICT sector GHG emissions and energy use, and to support with the evaluation of priorities and needs in the regulatory community in undertaking ICT sector climate monitoring. Results were received from 77 focal points, and one of the key questions asked about interest in joining a working group to improve data monitoring. At the Meeting of the Expert Group on Telecommunication/ICT Indicators (EGTI) held in September, environmental indicators as part of EGTI's forward-looking work for 2025 were discussed. Following this presentation, BDT has received support from more than 10 experts to create a new sub-group on environmental indicators for the ICT sector, specifically concerning GHG emissions and energy use that will begin in early 2025.BDT developed and signed a new project on 'Advancing Green Digital Action Towards a Net-Zero Digital Sector in the Philippines and Tanzania' funded by the Government of the Republic of Korea, MSIT. The 2 year project will run from December 2024 – December 2026. The project aims to harmonize GHG emissions and energy data collection in the digital sector, supporting ICT regulators in Tanzania and the Philippines through capacity-building and the development of strategies for decarbonization and net-zero digital transitions.Together with the World Bank and Arcep, BDT has developed the 'Measuring National ICT Sector Climate Impact: Arcep Case Study'. This resource, using the French ICT regulator as a case study, serves as a model for ICT regulators by detailing its approach to data collection, legal adaptations, surveyed sectors, and report outcomes. The case study builds on previous ITU and World Bank research launched in March 2024 - ['Measuring the Emissions and Energy Footprint of the ICT Sector: Implications for Climate Action'](https://www.itu.int/en/ITU-D/Environment/Pages/Publications/Measuring-Emissions-and-Energy-Footprint-ICT-Sector.aspx) work to improve understanding of the digital sector’s environmental impact. Arcep’s collaborative framework, involving stakeholders and government support, demonstrates effective methods for collecting and analysing environmental data. The study urges global ICT regulators to adopt similar approaches to address data gaps, align with climate goals, and drive the transition to a greener, net-zero digital sector.BDT organised or co-organised a number of awareness raising events on Green Digital Action Towards a Net-Zero ICT Sector, including at the Global Symposium of Regulators on 3 July in Kampala, Uganda, Climate Week New York in September, World Telecommunication Indicator Symposium in September and at the UN Climate Change Conference (COP29) in November. At COP29 in Baku Azerbaijan, the BDT team organised, co-organised and/or spoke at 5 events, including: 1) High-level opening of Green Digital Action @ COP29 track, 14 November; 2) Expanding Access to Green Data Infrastructure, 14 November – co-organised with the World Bank; 3) Climate Action: Transition plans to reduce the ICT Sector's own GHG emissions, 16 November – co-organised with TSB and SPM; 4) Advancing Green Digital Action Towards a Net-Zero ICT Sector, 16 November – organising and speaking; and 5) Road to Digital Carbon Neutrality (co-organised the with the Government of the Republic of Korea to highlight the new BDT-MSIT project), 16 November. In addition, the BDT team were invited to speak at several events, including at the TSB 15th Symposium on ICT, Environment, Climate Change and Circular Economy on 9 May 2024 and delivered a presentation on 'Harnessing Data for Sustainable Digital Transformation' and the ITU Green Digital Action webinar on 3 June 2024 'From Data to Action: Standardized methodologies for measuring ICT sector progress'.  | * **Increased electronics producer engagement in regulation-setting.**
* Strengthened policies and regulations
* Strengthened capacity to **track ICT sector climate impact** and developed a new project supported by the Government of the Republic of Korea, and new resources, including the Greening Digital Dashboard and EGTI Environmental Indicator Working Group.
* Strengthened partnership and collaboration, and promotion of BDT products and services.
* **Africa:** Zambia, Rwanda Uganda, Seychelles, Tanzania.
* **Americas**: Paraguay.
* **Asia and the Pacific:** Indonesia, Mongolia, Philippines and Thailand
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| **Contributing to SDG Targets** | SDGs 1, 3, 4, 5, 8, 9, 10, 11, 16, 17 |
| **WSIS Action** | C1, C2, C3, C4, C5, C6, C7, C11 |
| **Resolutions:** | WTDC 66 |
| **Study Groups**  | Question 6/2 ICT for the Environment |

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| **ITU-D Enabler 5: Excellence in human resources and organizational innovation**  |
| **Outputs** | **Highlights**  |
| The Director of BDT continue to launch initiatives aimed at achieving organizational excellence and enhancing internal capacity to support BDT delivery, including: * The **BDT Senior Management Retreat** held in November 2024 which built on the previous sessions to continue constructive discussions and exchange of ideas on the upcoming preparatory process for the WTDC-25, including the planning of RDFs and RPMs.
* The BDT Director continue to encourage the adoption of **work-life balance** through regular messages to staff and encouraged staff to participate in training courses as a way of achieving life-long learning for Staff.
* BDT was reminded on the need to uphold transparency and accountability in managing and delivering to the Membership.
* Regular **Staff engagement meetings** continue to be held and open to all staff These meetings provide safe space for expression and ideation on challenges and opportunities in BDT’s mission to deliver with impact.
* Project donor reports were sent out to ITU partners and donors are aware of BDT’s activities and the impact being made on the ground
 | * Senior Management Retreats.
* Work-life balance.
* Staff engagement meetings.
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