



**Telecommunication
Development Bureau (BDT)**

Ref.: BDT/DIR/ASP/DM/024

Geneva, 13 July 2026

To:
Administrations of ITU Member States from
South-East Asia Region

(Brunei Darussalam, Cambodia, Indonesia,
Lao People's Democratic Republic, Malaysia,
Philippines, Singapore, Thailand, Timor-Leste,
Viet Nam)

Subject: Invitation to participate in ITU Academy online training on Designing interoperable digital government services in South-East Asia, 14 - 31 Aug 2026

Dear Sir/ Madam,

I am pleased to invite you to participate in [the ITU Academy online training on Designing interoperable digital government services in South East Asia](#), organized by the Telecommunication Development Bureau (BDT) of the International Telecommunication Union (ITU), in partnership with the Open Group, from **14 to 31 August 2026**.

This training course, which will be offered on the [ITU Academy Platform](#), builds the understanding of how digital government works in practice, from global standards to the realities of implementation in South East Asia. Participants will explore a whole-of-government approach to digital transformation, learn how governments design enterprise architecture and why a building blocks model makes that process more efficient and sustainable.

The learning objectives of the training include

- **Explaining** the key principles of international best practices in digital government and how they apply to the South-East Asian context.
- **Describing** the Whole-of-Government approach to digital transformation, including the role of enterprise architecture and the building blocks model.
- **Identifying** the opportunities and obstacles that arise when implementing a digital government technical framework, drawing on real case studies from the region.
- **Analysing** how GovStack's Digital Public Infrastructure approach supports the design and delivery of citizen-centric government services

A detailed training course outline is attached. This course is designed for government officials, public sector professionals, sectoral business process managers and IT engineers involved in digital transformation initiatives. It is particularly relevant for those working in policy, technology, or service delivery roles across

South East Asian governments.

I would like to invite your country to nominate participants to attend this online training. In order to provide a valuable learning experience, we request each Administration to nominate a maximum of 5 participants for this training. The nominations are requested to be sent to Mr. Farkhani Mohammad by **1st August 2026** at the latest.

Mr. Kishore Babu Yerraballa (Kishore.yerraballa@itu.int), Mr. Ashish Narayan (ashish.narayan@itu.int), and Mr. Farkhani Mohammad (mohammad.farkhani@itu.int) remain at your disposal for any assistance.

Yours faithfully,

(signed)

Cosmas Luckyson Zavazava
Director

Annex: Training course outline



If you are accessing this file online, via CSD SharePoint, please create a copy of the document before filling it in.

Annexure 1

Training Course Outline

Organized by ITU in partnership with The Open
Group

Title	Designing interoperable digital government services in South East Asia
Modality	☐ Online self-paced ☒ Online instructor-led ☐ Face-to-face (F2F) ☐ Blended (F2F and online)
Level	☐ Introductory (<i>provides an overview of a topic or can be taken by any learner without having a specialized background on the topic</i>) ☒ Intermediate (<i>may require some pre-requisite knowledge on the topic; it may be aimed at professionals from other related areas</i>) ☐ Advanced (<i>aimed at professionals working in the area of the training course topic and trying to strengthen their core competencies or acquire some new ones with direct application to their field</i>)
Dates	14/08/2026 - 31/08/2026
Duration	18 days (25 hours expected time requirement for participants including assignments)
Language	English
Region	<i>[To be filled by ITU Academy]</i> ☐ Global ☐ Africa ☐ Americas ☐ Arab States ☒ Asia and the Pacific ☐ CIS ☐ Europe
Location	ITU Academy

Registration type	☐ Direct registration (<i>applicant is enrolled automatically after registering for the course</i>) ☒ Application and selection (<i>learners apply for the course but require coordinator approval/action to be officially enrolled</i>)
Registration / Application deadline	1/08/2026
Training fees	Free
Description	This course builds your understanding of how digital government works in practice, from global standards to the realities of implementation in South East Asia. Participants will explore a whole-of-government approach to digital transformation, learning how governments design enterprise architecture and why a building blocks model makes that process more efficient and sustainable. Real case studies ground the learning in concrete experience, showing both what works and what obstacles agencies face when putting a digital government framework into action. The training will help understand the inter dependencies and improvements in policy, process, provisioning (infra) and practice (human capacity building) that are necessary for successful digital government transformation. By the end, you will be able to apply the whole-of-government approach, work with Digital Public Infrastructure (DPI) through GovStack, and develop enterprise architecture that places citizens at the centre of digital services.
Training topics	<i>To be filled by ITU Academy</i>
Certification	<i>Certificate</i>

1. TARGET POPULATION

This course is designed for government officials, public sector professionals, sectoral business process managers and IT engineers involved in digital transformation initiatives. It is particularly relevant for those working in policy, technology, or service delivery roles across South East Asian governments.

2. ENTRY REQUIREMENTS

This course is open to professionals actively working in digital transformation within South East Asian governments or public institutions. Applicants should have a working knowledge of digital government and digital services. The cohort is limited to 40 participants.

3. LEARNING OBJECTIVES

Upon completion of this course, participants will be able to:

- **Explain** the key principles of international best practices in digital government and how they apply to the South East Asian context.
- **Describe** the Whole-of-Government approach to digital transformation, including the role of enterprise architecture and the building blocks model.
- **Identify** the opportunities and obstacles that arise when implementing a digital government technical framework, drawing on real case studies from the region.
- **Analyse** how GovStack's Digital Public Infrastructure approach supports the design and delivery of citizen-centric government services.

4. METHODOLOGY

The course combines live expert lectures with self-paced content hosted on ITU Academy. The self-paced modules cover the three building blocks of digital government: identity, payments, and data exchange across technology stacks. Participants deepen their learning through discussion forums and assignments designed to encourage reflection and practical application.

5. ASSESSMENT AND GRADING

Your final grade is based on five activities:

Activity	Weighting (%)
Attendance and active participation in the live sessions	20
Self-Pace GovStack Courses	15
Assignment	30
Discussion Forum	15
Multiple Choice Question End-of-course Test	20
Total	100%

Participants who score 70% or above will receive an ITU certificate of completion. A digital badge is awarded for each self-paced module successfully completed.

6. TRAINING DETAILS & INSTRUCTIONAL APPROACH

Day/Week & Time (GMT+7)	Sessions	Learning Outcomes (capture the knowledge, skills and abilities learners will be able to demonstrate after each module/session)	Activities (list scheduled actions per each session e.g.: presentation, groupwork, quiz – see Section 4)
			Throughout the whole course: OS courses on ID's, Information Mediator and Payments.
Module 1 – 14 - 17 Aug	• Introduction to the training • Whole-of-Government (WoG) Approach to Digital Transformation: • Overview of GovStack approach, architecture (concepts of reusable, building blocks, Federated infrastructure deployment, interoperability, privacy, and trust management, , SSO, single source of truth, inter-service communication, integrating third party applications, repositories, multi-level secure service and data access control	• Outline key elements of government approach, international best practices on digital government technical frameworks, and GovStack approach to building digital government solutions.	• Presentation content on ITU Academy • Live presentation sessions with tutors on 14 Aug 1300 - 1430 (GMT+7) 17 Aug 1300 - 1430 (GMT+7) • Discussion Forum • Self-paced modules
Module 2 – 18 - 20 Aug	• Overview of GovStack building blocks (Digital ID, Digital Payments, Registries, Workflow, digital wallet etc.) • Deep Dive on technical Interoperability	• Examine the technical specifications of the various GovStack building blocks. • Analyze functional aspects and case studies where these BBs are being used. (Focus on Information Mediator)	• Presentation content on ITU Academy • Live presentation sessions with tutors on 18 Aug 1300 - 1430 (GMT+7) 20 Aug 1300 - 1430 (GMT+7) • Discussion Forum

			Self-paced modules
Module 3- 21 – 24 Aug	Digital service design including Business process analysis of as-is workflows, constraints challenges and risks and needs for change (example, followed by hands-on practice on local use-cases); analysis of optimization and benefits of the to-be use-case in post-digital transformation scenarios; service prioritization.	Develop digital services blueprint	- Presentation content on ITU Academy - Live presentation sessions with tutors on 21 Aug 1300 - 1430 (GMT+7) 24 Aug 1300 - 1430 (GMT+7) Discussion Forum - Assignment - Self-paced modules
Module 4 – 25 Aug	Scaling out digital government services through enterprise architecture – Case studies	Learn about case studies on the development of enterprise architecture	- Presentation content on ITU Academy by Open Group - Live presentation sessions with tutors on 25 Aug 1300 - 1430 (GMT+7) Discussion Forum - Assignment - Self-paced modules
25 – 30 Aug	Submission of assignment, self-paced modules, Online quiz and course evaluation		
31 Aug	Closing session		31 Aug 1300-1430 (GMT+7)

7. TUTORS/INSTRUCTORS

Name of tutor(s)/instructor(s)	Title	Contact details
Ramkumar PERAMACHANAHALLI	ITU expert	psramkumar2@gmail.com
Pallab SAHA	Open Group	
Ashish NARAYAN	Programme Coordinator, ITU Regional Office for Asia and the Pacific	ashish.narayan@itu.int

8. TRAINING COURSE COORDINATION

Course coordinator	ITU coordinator
Name: Ashish Narayan Title: Programme Coordinator, ITU Regional Office for Asia and the Pacific Email address: ashish.narayan@itu.int (this will be displayed on the ITU Academy website so we recommend a shared mailbox address)	Name: Ashish Narayan Title: Programme Coordinator, ITU Regional Office for Asia and the Pacific Email address: ashish.narayan@itu.int