



**Digital
Transformation
Centres**

Digital Transformation Centres Initiative

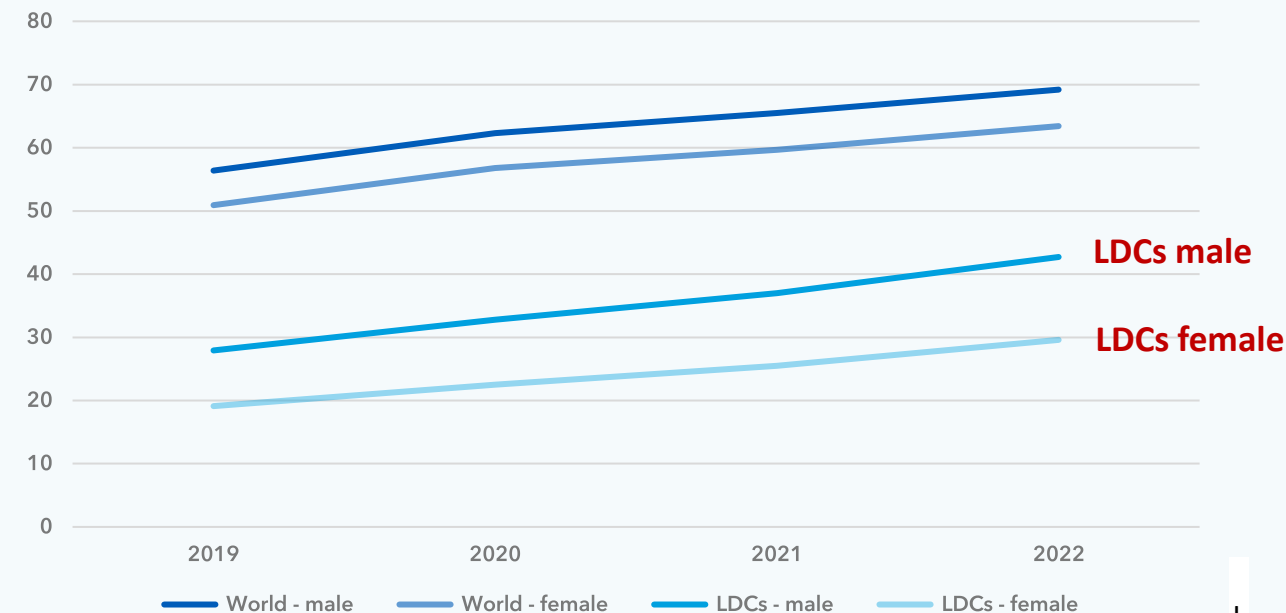
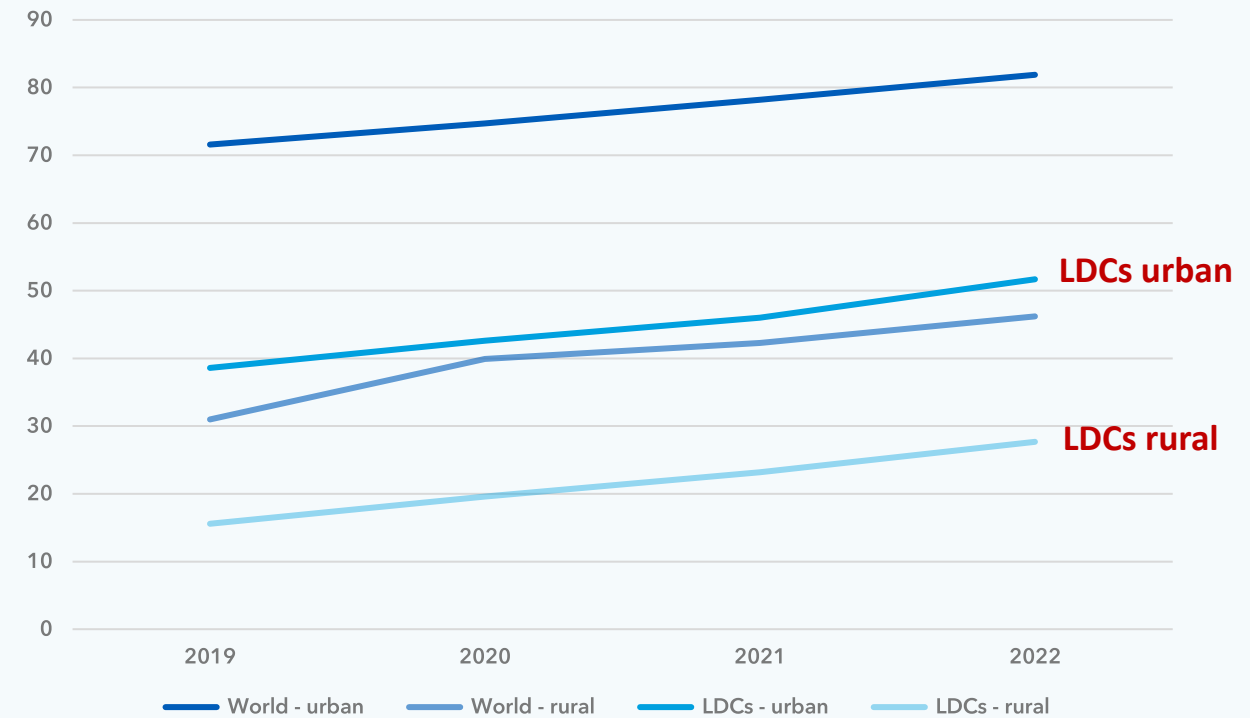
Susan Teltscher
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Telecommunication Development Bureau (BDT)
International Telecommunication Union

The digital divide and digital skills

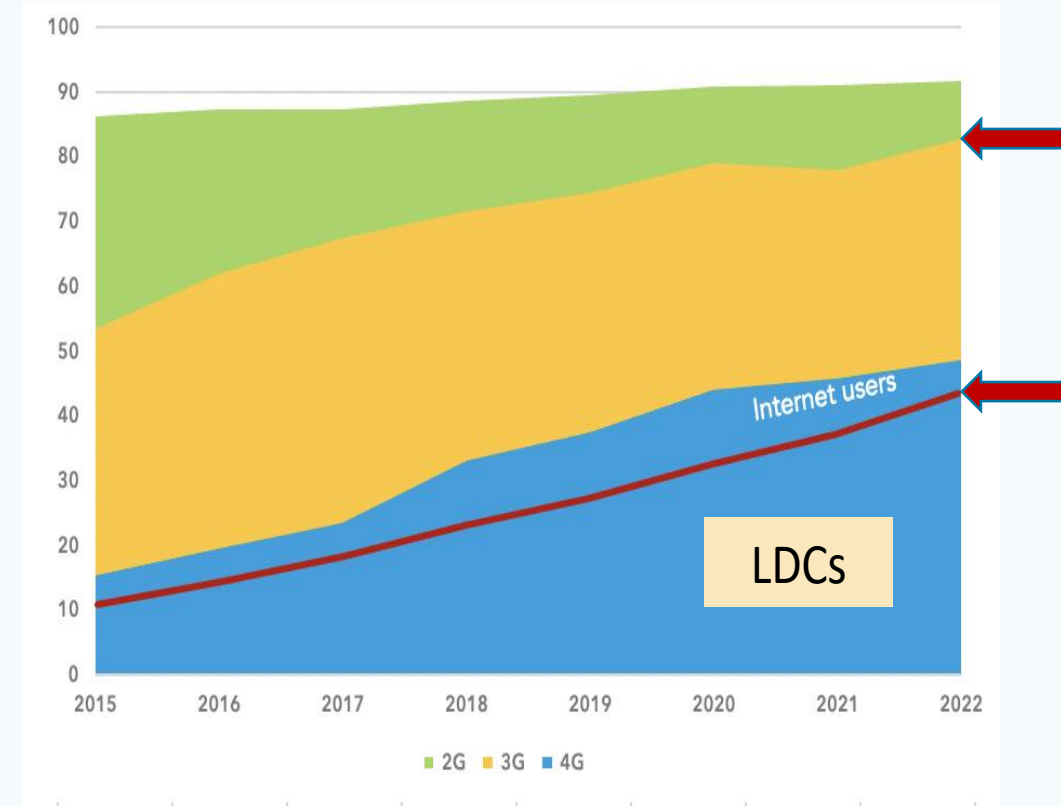
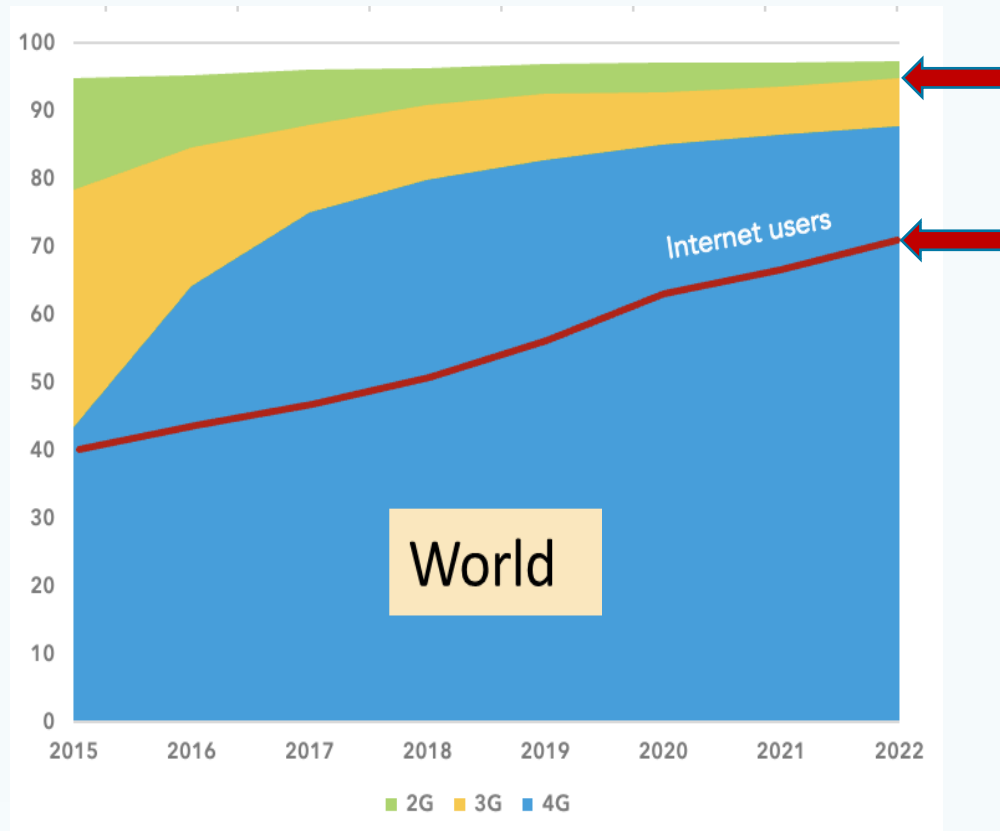


Digital divides: Internet users (%)

- Significant differences between world average and LDCs, and between urban and rural, and male and female users
- In LDCs, **36%** of the population use the Internet, compared with **66%** globally (or in high-income countries)
- In LDCs, only **30%** of women use the Internet, and less than **30%** of the rural population use the Internet
- In low-income countries, **90%** of young girls and women (15-24) do not use the Internet (UNICEF).



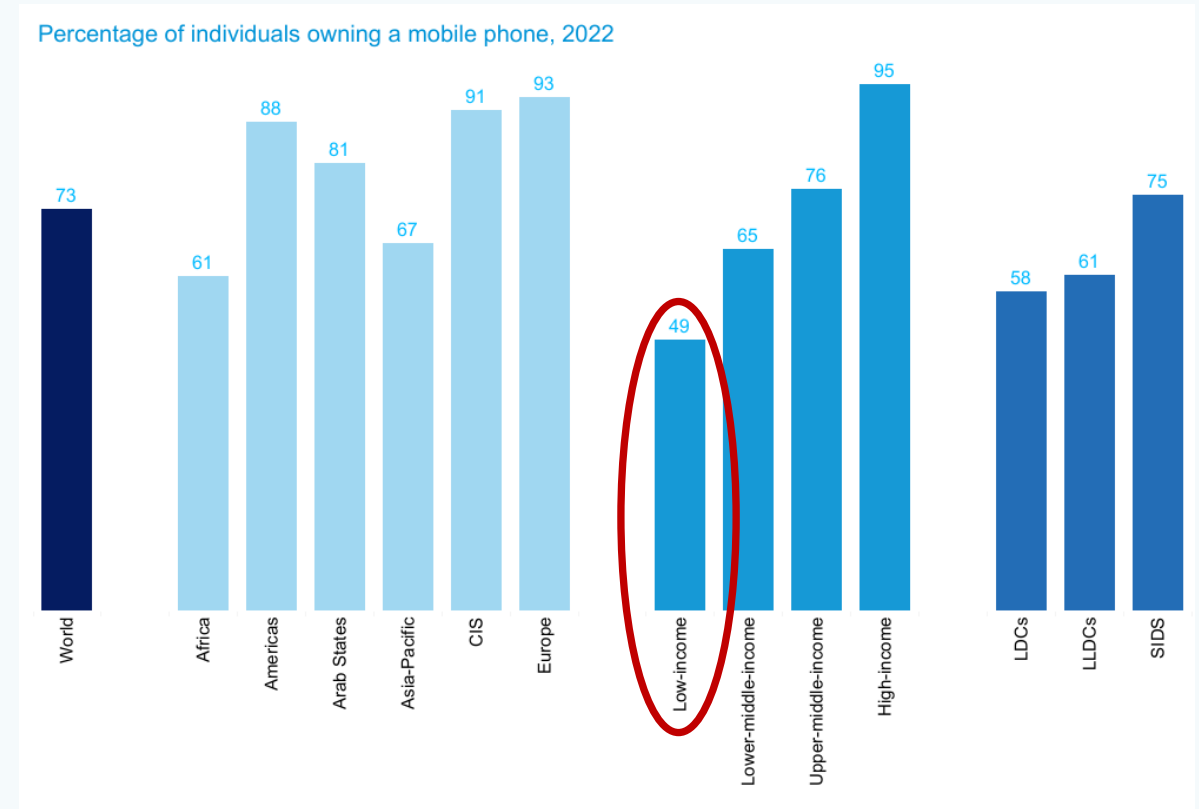
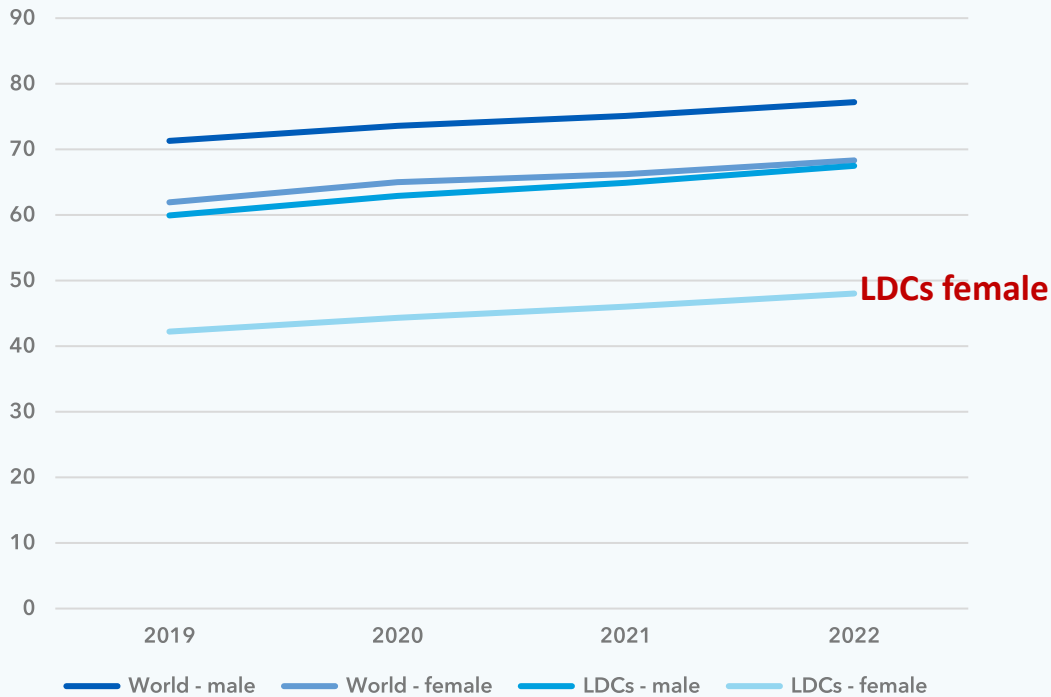
Digital divides: mobile network population coverage and Internet user gap, world and LDCs



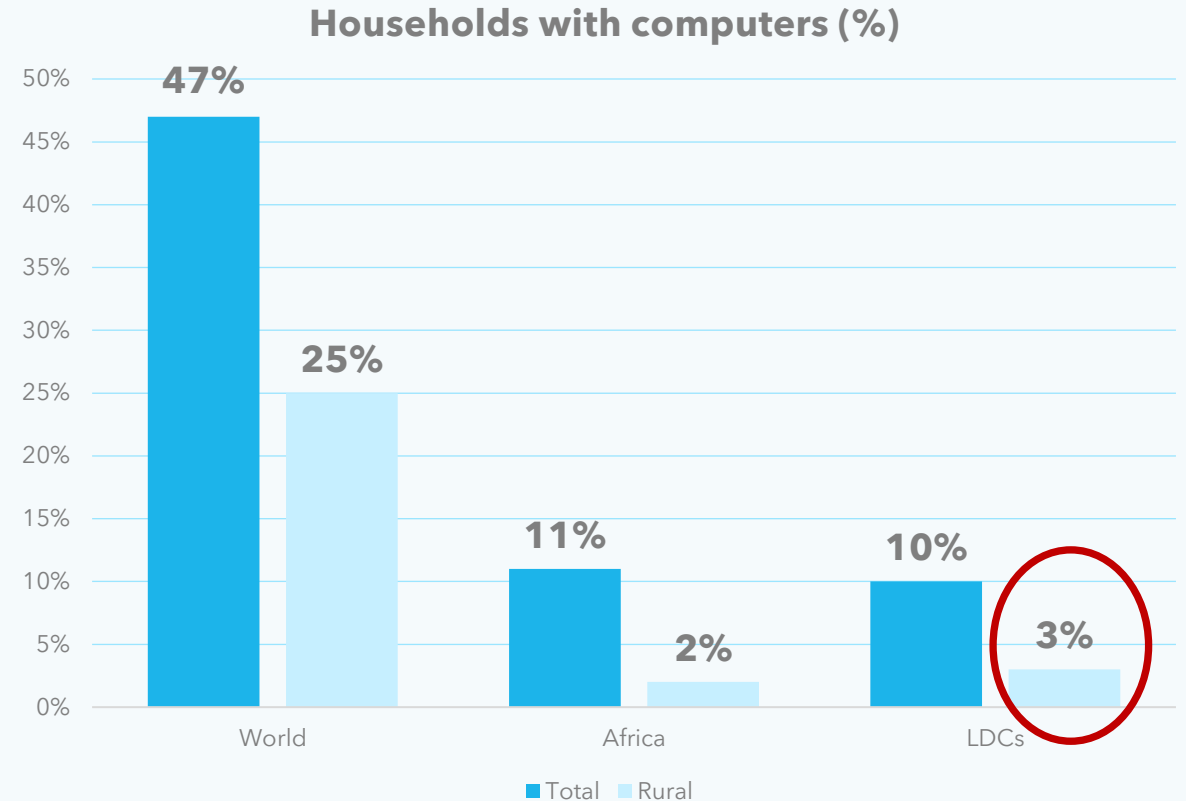
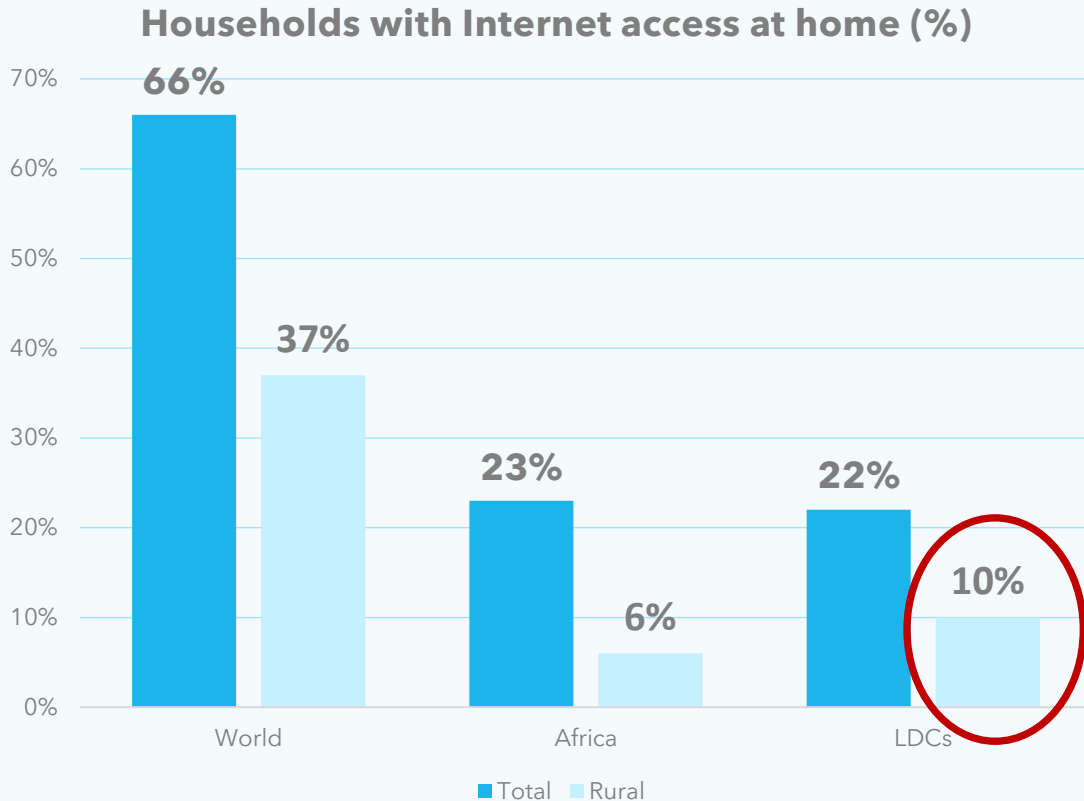
- In LDCs, around **83%** of the population live within reach of a mobile broadband network/signal (compared with 95% globally) but only **36%** use the Internet
- Internet user gap: gap between those who live within a BB network reach and those who use the Internet

Digital divides: mobile phone ownership (%)

- In low-income countries, **less than 50%** of the population own a mobile phone compared to **95%** in high-income countries.
- In LDCs, **less than 50% of women** own a mobile phone compared to **68% of men**.



Digital divides: household access (2019/20)



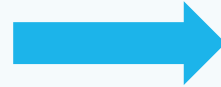
- In LDCs, only 10% (6% in Africa) of households in rural areas have Internet access and only 3% (2% in Africa) have a computer
- Digital skills training programmes need to be aware of this and adapt accordingly

Digital divides: digital skills

- The Internet user gap is persistent and highest in low-income countries

- Reasons for not using the Internet

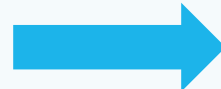
- do not need Internet
- do not know how to use the Internet
- costs too high



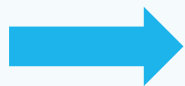
Need for basic digital literacy and skills training

- Digital skills training to citizens:

- No Internet at home
- No computer at home
- No mobile phone or expensive data packages



Digital skills training programmes need to address this



**Digital
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Overview of the DTC Initiative





At a glance

- The **DTC Initiative** was launched in September 2019 by ITU and Cisco.
- DTCs are **national institutions** that focus on delivering and scaling of **basic and intermediate digital skills training** to citizens in their countries, in particular in rural and underserved communities.
- There are currently **13 DTCs** across four regions that are part of the DTC Initiative.





Objectives

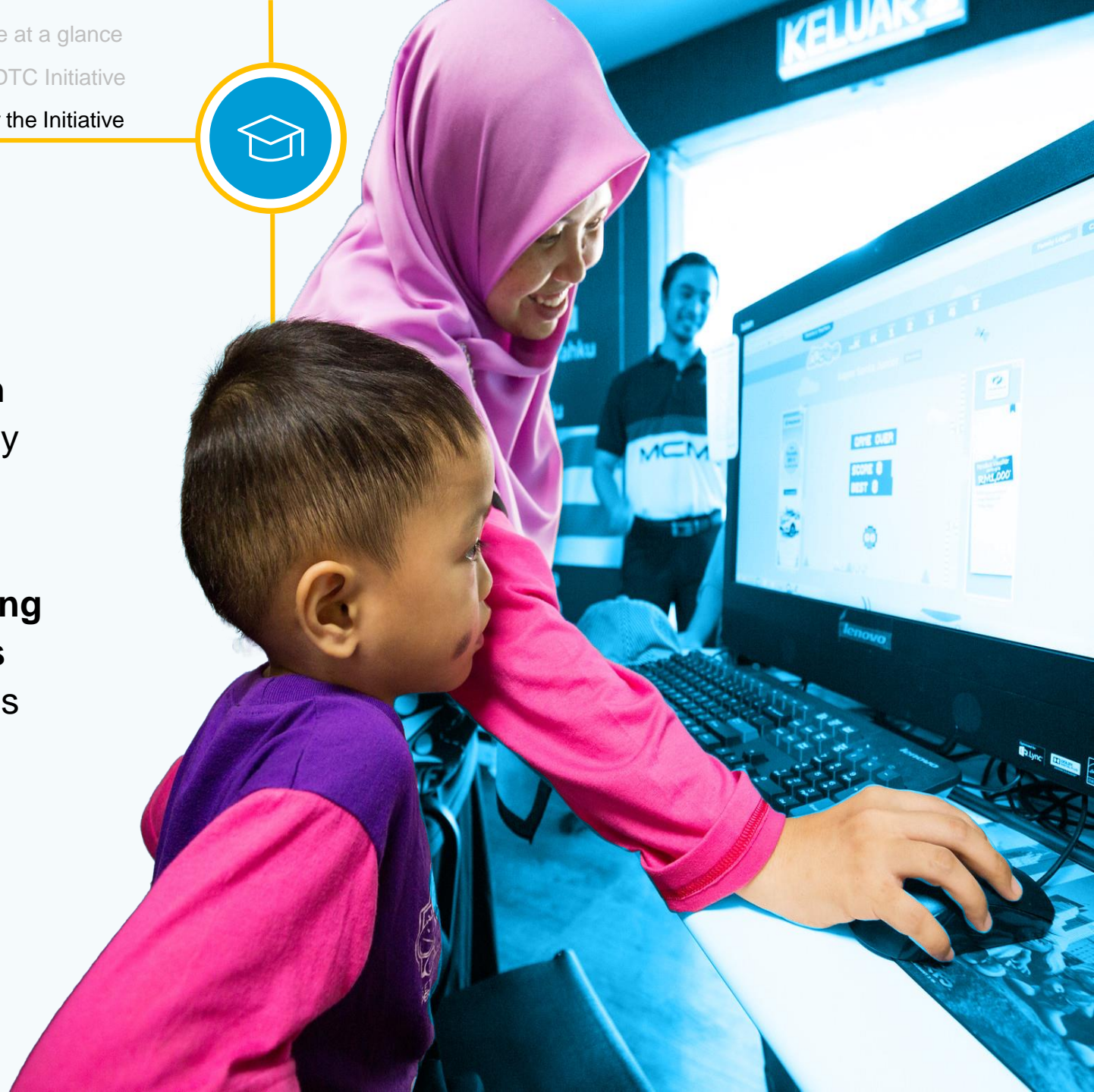
- Contribute towards the goal of an **inclusive digital society** by ensuring that lack of digital skills is no longer a barrier to digital participation.
- **Narrow the digital divide** by developing digital skills for the most underprivileged groups.
- **Improve livelihoods of citizens and increase their employability** through the use of digital technologies and services.





Rationale

- **Lack of digital skills** is becoming the main barrier to participation in the digital economy and society, especially in developing countries
- The digital economy is creating **life changing opportunities** to those with the **right skills** to leverage digital technologies and services
- There is need for **specific and targeted** national digital skills training interventions



The DTC network





DTCs are selected based on the following requirements:

Government support

- DTCs should be institutions with a **government mandate** to develop digital capacities in marginalized communities
- Non-governmental training institutions require **government endorsement** to become a DTC
- DTCs should be **aligned** to national digital transformation initiatives

See full selection criteria and process [here](#).

Infrastructure

- **Physical infrastructure** to deliver training, including classrooms with a sizeable capacity
- **Equipment facilities** such as computers and desks
- **Internet connection** with minimum speeds of 1.5 Mbps
- **Electricity**, as well as off grid back up power supply



DTCs are selected based on the following requirements:

Networks

- A **network of centres** and facilities at local level where training can be conducted
- **Access to facilities of partners at community level** that can be used to deliver digital skills training at basic level
- **Ability to establish networks or partnerships** with centres at community level that could be used for training delivery

See full selection criteria and process [here](#).

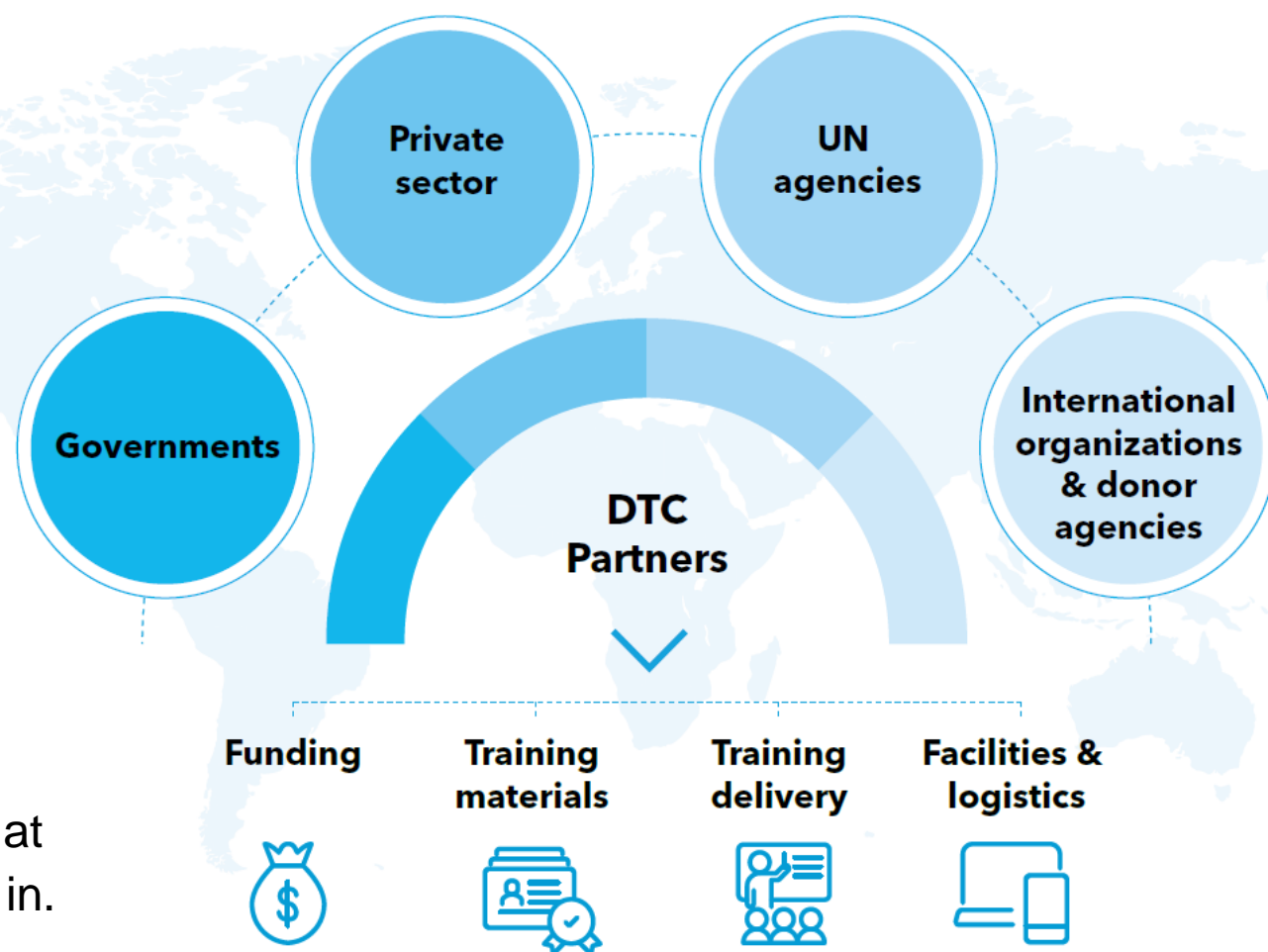
Resources

- **Financial resources** that are allocated to the delivery of training at basic and intermediate level
- **Ability to mobilize** financial resources to scale the DTC activities
- **Qualified instructors** to conduct training under the DTC framework.



Stakeholders' roles and contributions

- **Governments:** Support the DTCs in their country and ensure the work of the DTC is aligned with national digital strategies, programmes and priorities
- **Private sector:** Funding, expertise, training content, infrastructure and logistics
- **International organizations and development agencies:** Funding, logistics, infrastructure at local level and expertise
- **Training delivery partners:** Certified content/curricula to be used by DTCs
- **Local community stakeholders:** Facilities at local level, community mobilization and buy in.





Digital Transformation Centres

The Digital Transformation Centres

Criteria for becoming a DTC

Benefits of being a DTC



13 DTCs

are operational across Africa, the Americas, Arab States, and Asia-Pacific

List of DTCs



Ecole Multinationale Supérieure des Postes d'Abidjan (Côte d'Ivoire)



Centros Tecnológicos Comunitarios (Dominican Republic)



Secrétariat National pour le Renforcement des Capacités (DR Congo)



Digital Transformation Program Office (Ethiopia)



Ghana Investment Fund for Electronic Communications (Ghana)



ICT Training and Development Center - BPPTIK (Indonesia)



Agence de Développement du Digital (Morocco)



Virtual University of Pakistan (Pakistan)



Papua New Guinea University of Technology (Papua New Guinea)



Department of Information and Communication Technology (Philippines)



Rwanda Information Society Authority (Rwanda)



Uganda Institute of Information and Communications Technology (Uganda)



SMART Zambia Institute (Zambia)



13 DTCs

are operational across Africa, the Americas, Arab States, and Asia-Pacific

DTCs on the map





Benefits of joining the DTC network

Access to:

- **Training materials** developed by ITU, Cisco and other partners
- ITU and Cisco **online learning platforms**
- **Train-the-trainer programmes** organised as part of the DTC Initiative
- ITU and Cisco **brand for promotion and** marketing of courses

Opportunity to receive:

- **Support from partners** at national, regional and global level
- Internationally recognized **certification** for local citizens
- **Networking opportunities** through the global network of DTCs
- Guidance on **advancing national digital inclusion agenda**

Activities under the DTC Initiative





DTC activities

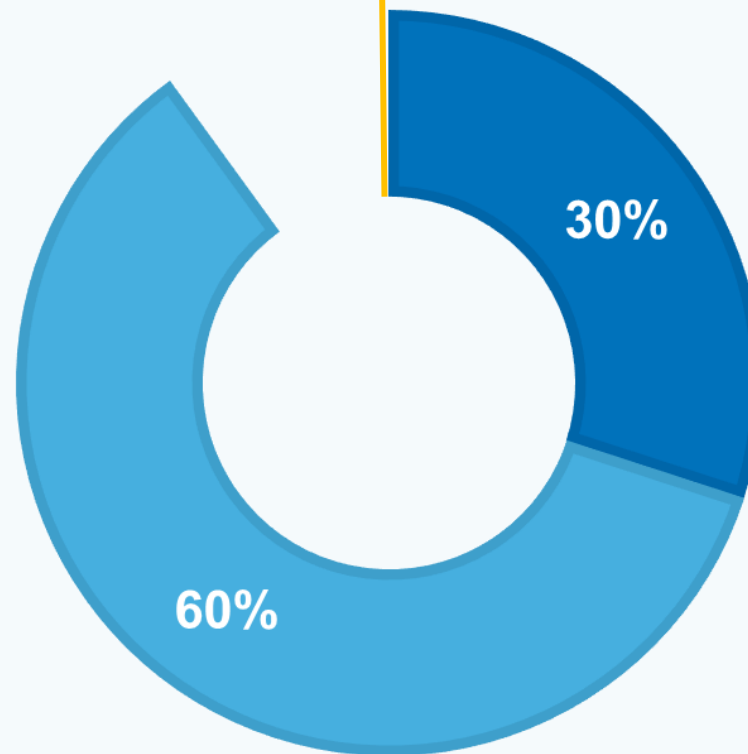
- Deliver **basic digital skills training** to enhance digital literacy and foster uptake of digital tools among those at the bottom of the social pyramid
- Deliver **intermediate digital skills training** to provide users with job-ready skills, improve workplace efficiency and enhance chances of employability
- Conduct **train-the-trainer programmes** to ensure scalability and self-sustainability in digital capacity development
- Training **content** used by DTCs under the Initiative must be **from ITU or its partners or approved for use**





Target groups

- **General public** requiring digital skills that enable them to engage in the digital economy
- People in **rural communities** (farmers, local artisans, etc.)
- Women and girls
- Youth (including out-of-school youth)
- Start-ups, SMEs and emerging entrepreneurs

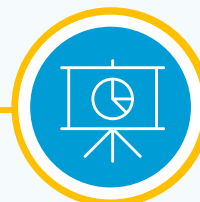


At least 30% enrolments should be women.



At least 60% enrolments should be from rural areas.





Progress to date

- **205,000** course participants from underserved communities trained in basic and intermediate digital skills since 2020.
- **57%** of participants trained are women.
- **13** DTCs across Africa, the Americas, Arab-States and the Asia-Pacific region.





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