ITU-D
Digital Transformation Approach

The case for embarking on a digital transformation journey

Digital

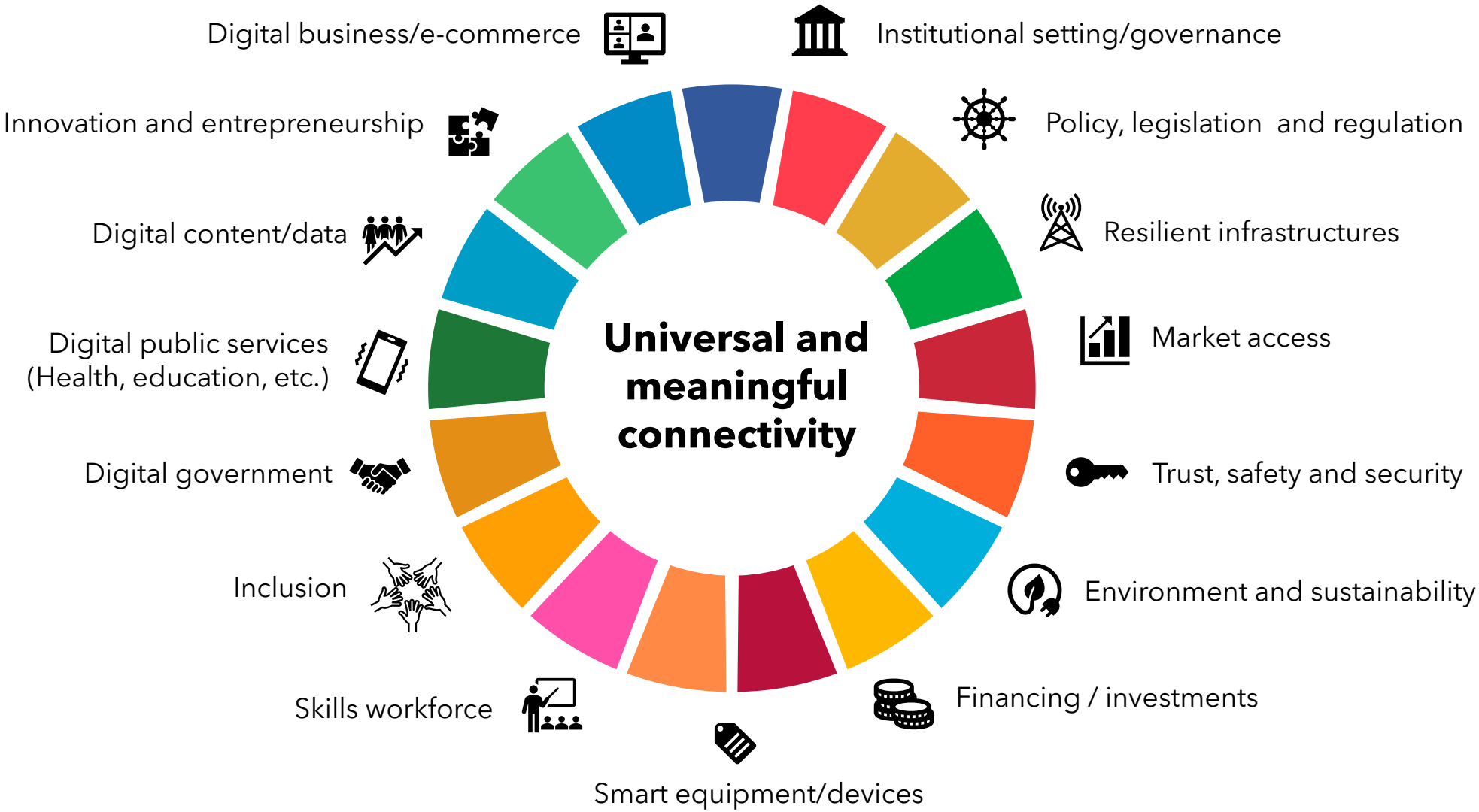
- technologies
- infrastructure
- collaborative regulation
- literacy
- skills
- inclusion
- innovation
- health
- education
- community
- connectivity
- society
- economy
- …

BDT's Role

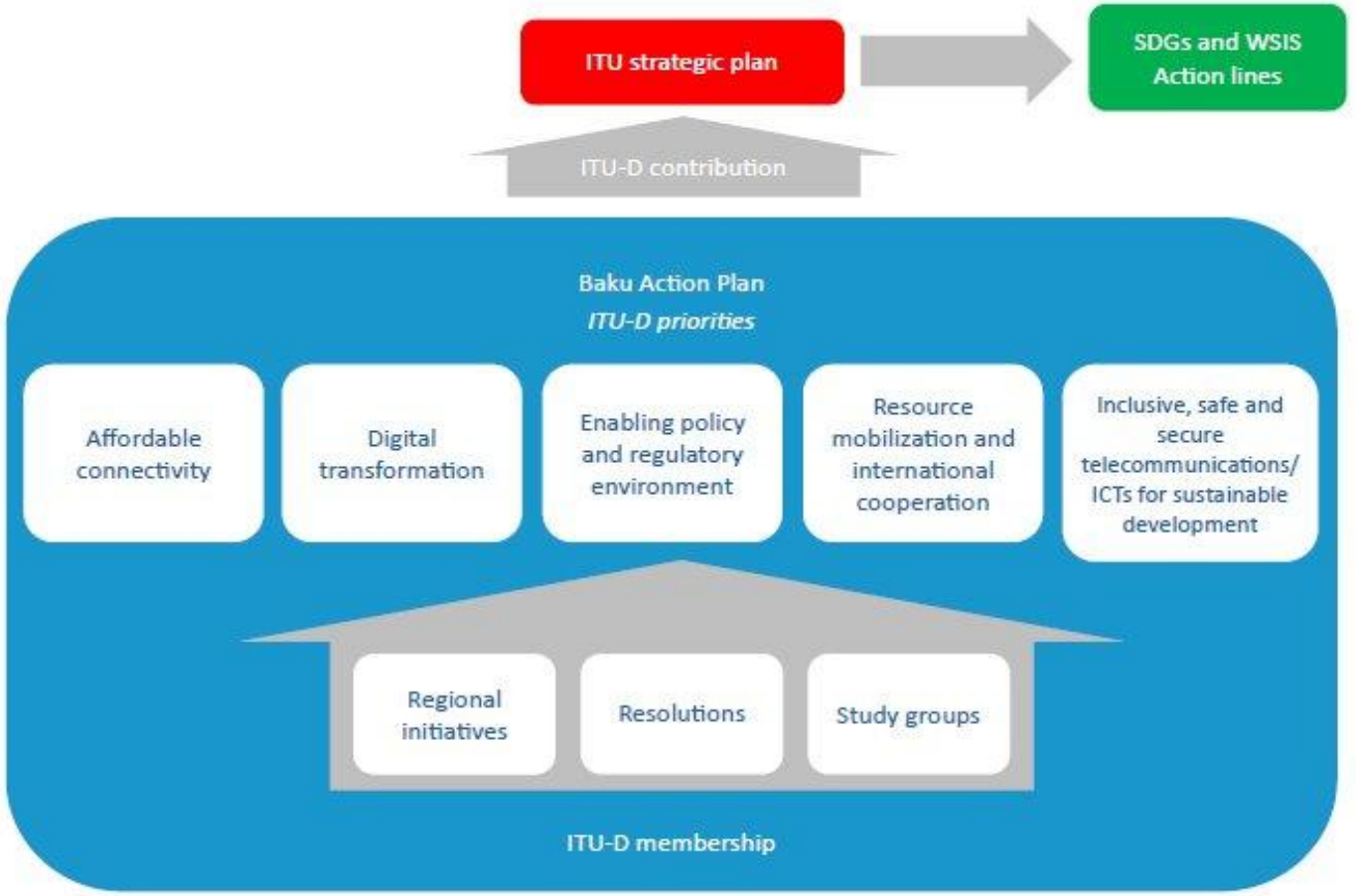
Together, our team in headquarters and in regional offices work with members to bridge the digital and skills divide and drive digital transformation to leverage the power of ICTs.

Our expertise is driven by ITU-D priority topics adopted at the WTDC.

BDT4Impact:
Inclusive sustainable digital transformation



ITU-D
Working to close the digital divide and drive digital transformation



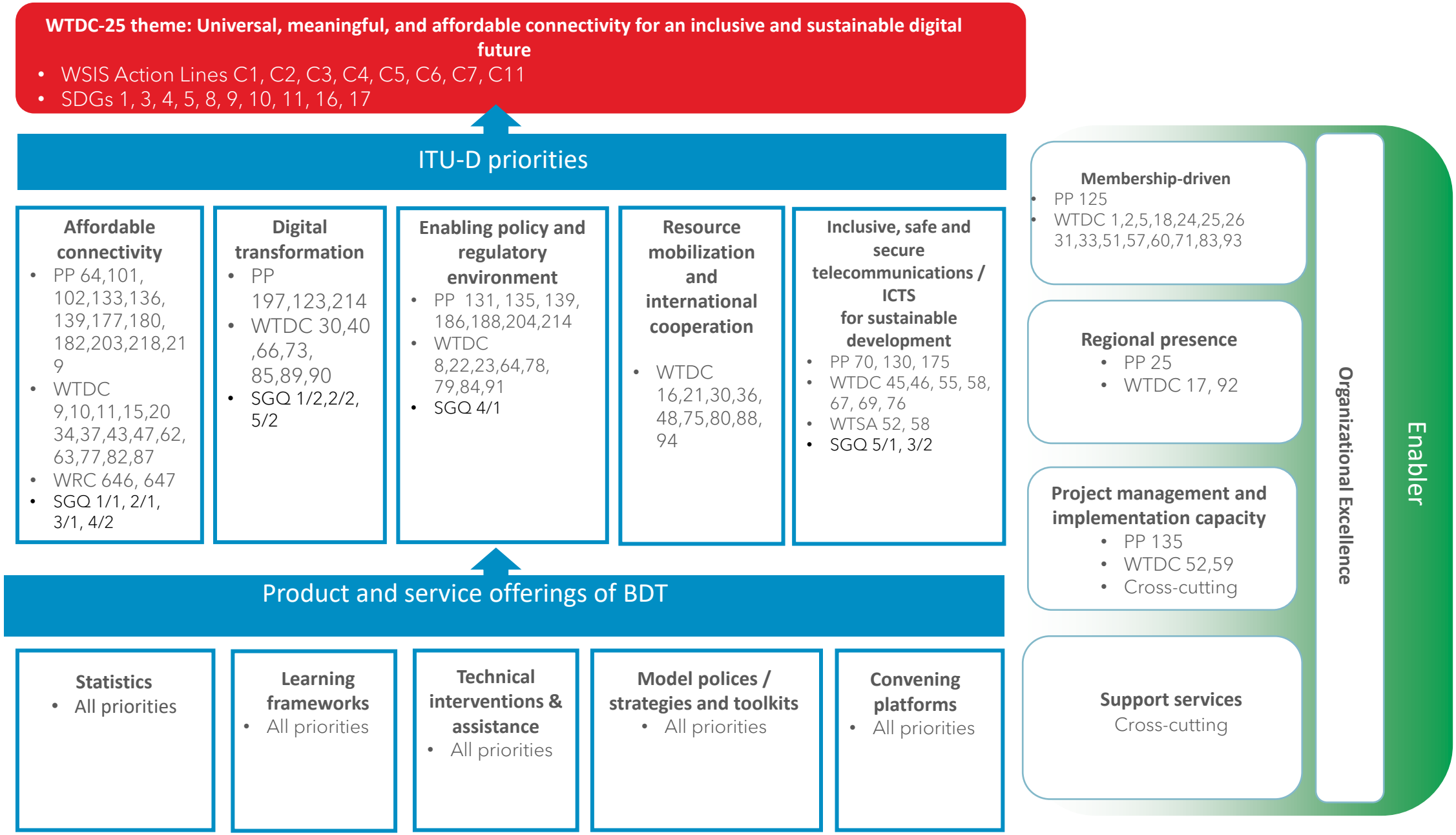
Enablers
Organizational Excellence

Membership Driven - Regional Presence - Project Management - Support Services

ITU-D Priorities and Outcomes

Priorities	Affordable connectivity	Digital transformation	Enabling policy and regulatory environment	Resource mobilization and international cooperation	Inclusive, safe and secure telecommunications/ICTs for sustainable development
Outcomes	1. Improved broadband connectivity in developing countries, including LDCs, SIDS, LLDCs and countries with economies in transition, and countries with specific needs 2. Improved telecommunication/ICT infrastructure and service, in particular broadband coverage, quality of service and affordability of services and devices, and with regard to rural and underserved areas 3. Strengthened capacity of Member States to use telecommunications/ICTs for disaster risk reduction and management, to ensure availability of emergency telecommunications	4. Enhanced capacity to accelerate digital transformation and sustainable development through the use of new and emerging telecommunications/ICTs and services 5. Enhanced human and institutional capacity of the ITU membership in telecommunications/ICTs to foster digital transformation 6. Enhanced national capacity to develop and adopt local telecommunications/ICTs 7. Strengthened capacity to develop and integrate telecommunication/ICT innovation and digitalization in national development agendas 8. Enhanced capacity to develop telecommunication/ICT strategies and solutions on environmental sustainability 9. Improved digital skills and capabilities for digital transformation	10. Strengthened capacity of Member States to enhance their telecommunication/ICT policy, legal and regulatory frameworks conducive to sustainable development and digital transformation 11. 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 12. Strengthened capacity of Member States to develop and update regulatory frameworks on space-based telecommunications/ICTs	13. Strengthened resource-mobilization through cooperation, including with international and regional financial and development institutions 14. Strengthened United Nations-wide joint planning, collaboration and cooperation at the international and regional levels 15. Increased support for LDCs, SIDS and LLDCs	16. Increased literacy and awareness of cybersecurity issues 17. Strengthened capacity to respond to cyber incidents and cyberattacks 18. Increased child online protection 19. Strengthened capacity of the ITU membership to develop strategies, policies and practices for digital inclusion for all, in particular for the empowerment of women and girls and persons with disabilities

Figure 2: Linkages between ITU-D priorities, key offerings and enablers with ITU resolutions, WSIS action lines and SDGs



Study Group 1

Question	Title
Q1/1	Enabling policies and strategies for universal connectivity with a focus on underserved, remote and rural areas
Q2/1	Enabling policies and regulations for adopting digital telecommunication/ICT services and technologies for distribution and broadcasting
Q3/1	Use of telecommunications/ICTs for disaster risk reduction and management
Q4/1	Economic aspects of national telecommunications/ICTs
Q5/1	Consumer protection and empowerment, and meaningful accessibility for all, especially for persons with disabilities and persons with specific needs

Study Group 2

Question	Title
Q1/2	Enabling telecommunications/ICTs for digital transformation and smart sustainable cities and communities
Q2/2	ICTs for the environment, and assessment of human exposure to electromagnetic fields
Q3/2	Securing information and communication networks: Best practices for developing a culture of cybersecurity
Q4/2	Availability and affordability of user devices, and telecommunication/ICT equipment issues, including conformance and interoperability
Q5/2	Adoption and utilization of new and emerging telecommunication/ICT services and technologies, and development of digital skills

Accelerating digital transformation

ITU Regional Initiatives 2026-2029

Africa Region

AFR5: Sustainable funding mechanisms for Africa's digital transformation:

Americas Region

AMS3: Support for innovative digital ecosystems and the adoption and use of emerging technologies:

Arab States Region

ARB2: Advancing sustainable digital transformation for resilient and inclusive digital economy:

Asia-Pacific Region

ASP2: Harnessing telecommunications/ ICTs to support inclusive and sustainable digital transformation:

Commonwealth of Independent States (CIS) Region

CIS4: Enabling environment and telecommunication/information and communication technology regulation:

Europe Region

EUR2: Digital transformation for resilience:

Vision …**Accelerating digital transformation** ensuring no one is left behind

Priorities

- Affordable connectivity
- Digital transformation
- Enabling policy and regulatory environment
- Inclusive, safe, and secure telecommunications/ ICTs for sustainable development
- Resource mobilization and international cooperation

Enablers

- Organizational Excellence
- Membership driven
- Regional Presence
- Project Management
- Support Services

Objectives

- Reliable and affordable connectivity for all
- Accelerating digital innovation ecosystems for digital transformation
- Building disaster-resilient ICT infrastructure
- Leveraging new technologies and ICT services to achieve digitally enabled societies
- Supporting collaborative ICT policy and regulation frameworks, market development and user well-being
- Developing capacities and skills
- Enabling data-driven and evidence-based decision-making towards universal meaningful connectivity
- Creating a trusted cyberspace for all
- Fostering inclusive, equal access and use of ICTs
- Creating a circular economy for ICT equipment
- Mobilizing and attracting resources and fostering international cooperation on telecommunication/ICT development issues

BDT framework for digital transformation

ITU-D PRIORITIES AND ENABLERS

- Affordable connectivity
- Digital transformation
- Enabling policy and regulatory environment
- Resource mobilization and international cooperation
- Inclusive , safe and secure telecommunications/ICTs for sustainable development

- Organizational Excellence
- Membership driven
- Project Management
- Regional presence
- Support Services

Note – these enablers are added for completeness purposes but while related, they are not part of the core DT framework

BDT AREAS OF WORK

- Connectivity/Infrastructure/ Emergency telecommunications
- Innovation & Entrepreneurship
- Digital services
- Policy and strategy
- Data Analysis & Monitoring
- Skills
- Partnerships and UN engagement
- Security and Trust
- Digital inclusion
- Circular economy, e-environment and climate change

BDT MODALITIES

- Direct assistance / Advisory
- Project implementation
- Capacity & skills development
- Guidelines and best practices
- Analysis/Toolkits
- Knowledge exchange & dialogue platforms

BDT's strategic approach
in implementing digital transformation

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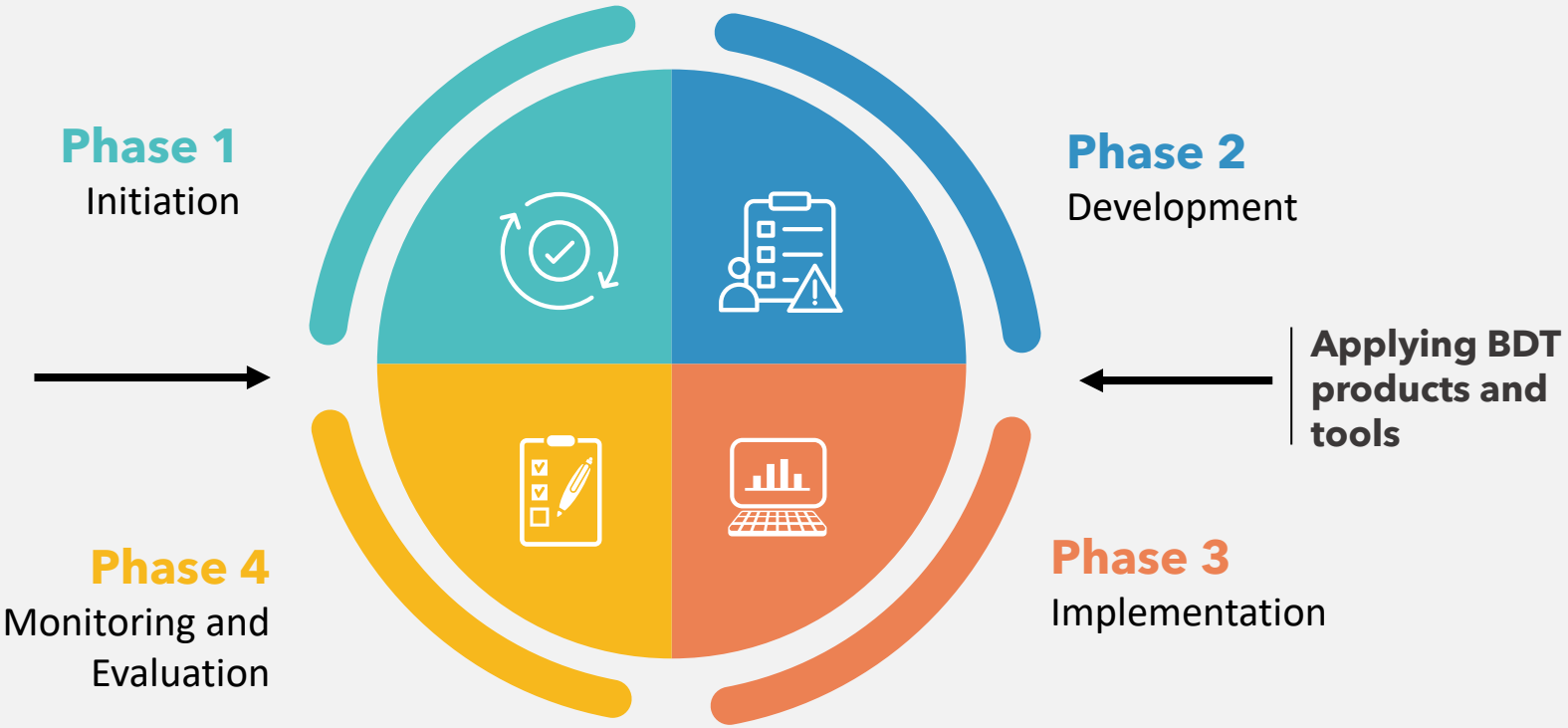
BDT ENGAGEMENT PROCESS TOWARDS IMPLEMENTATION



Laying the Groundwork: Collaborative Strategy Design

Partnering with Policymakers through Phases 1 & 2

Initiating the Journey
(Phase 1: Initiation)

Governance

- Engage directly with national policymakers
- Ensure robust political support
- Establish a clear governance structure

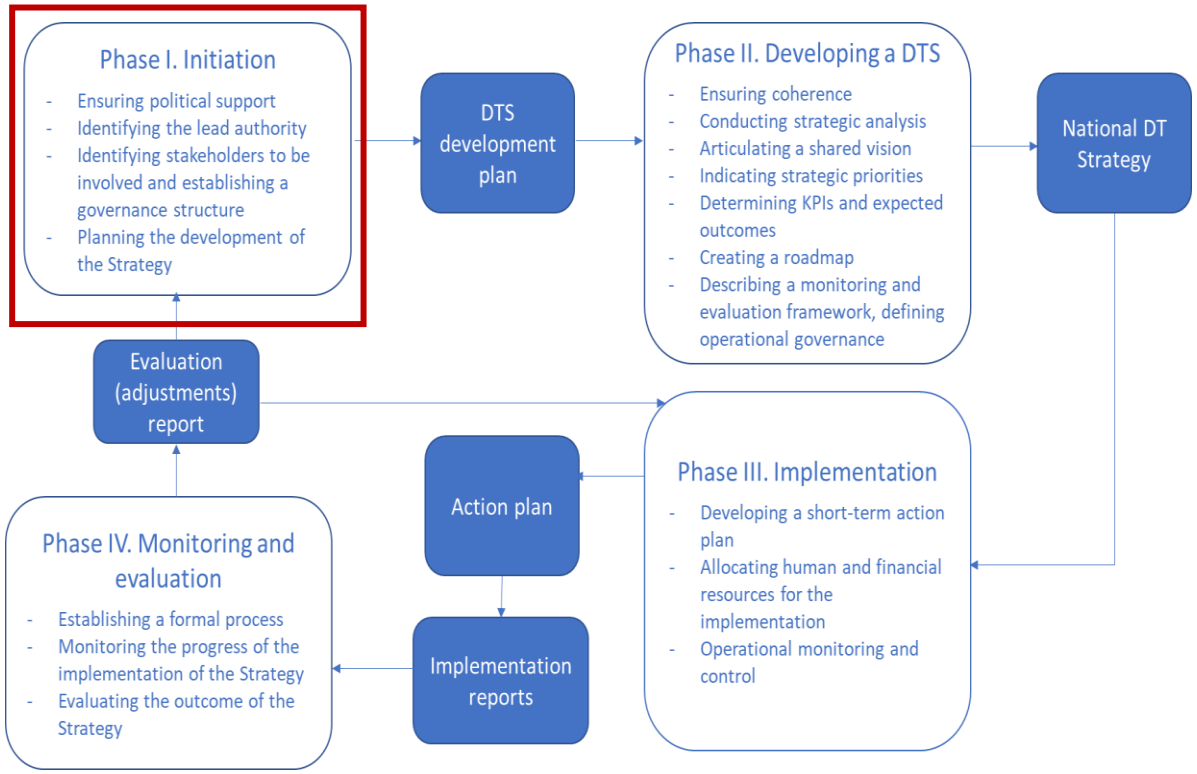
Contextual Analysis

- Work alongside local authorities
- Analyze the national digital landscape
- Leverage BDT data sources
- Understand current readiness

Developing the Strategy
(Phase 2)

- Conduct collaborative **workshops** & consultations
- Articulate a shared **vision**
- Indicate strategic priorities
- Define actionable KPIs for the National Digital Transformation (DT) Strategy

Phase 1 in detail- Initiation



BDT steps

01 Country sends a request to BDT

02 BDT analyzes the national landscape according to its data sources

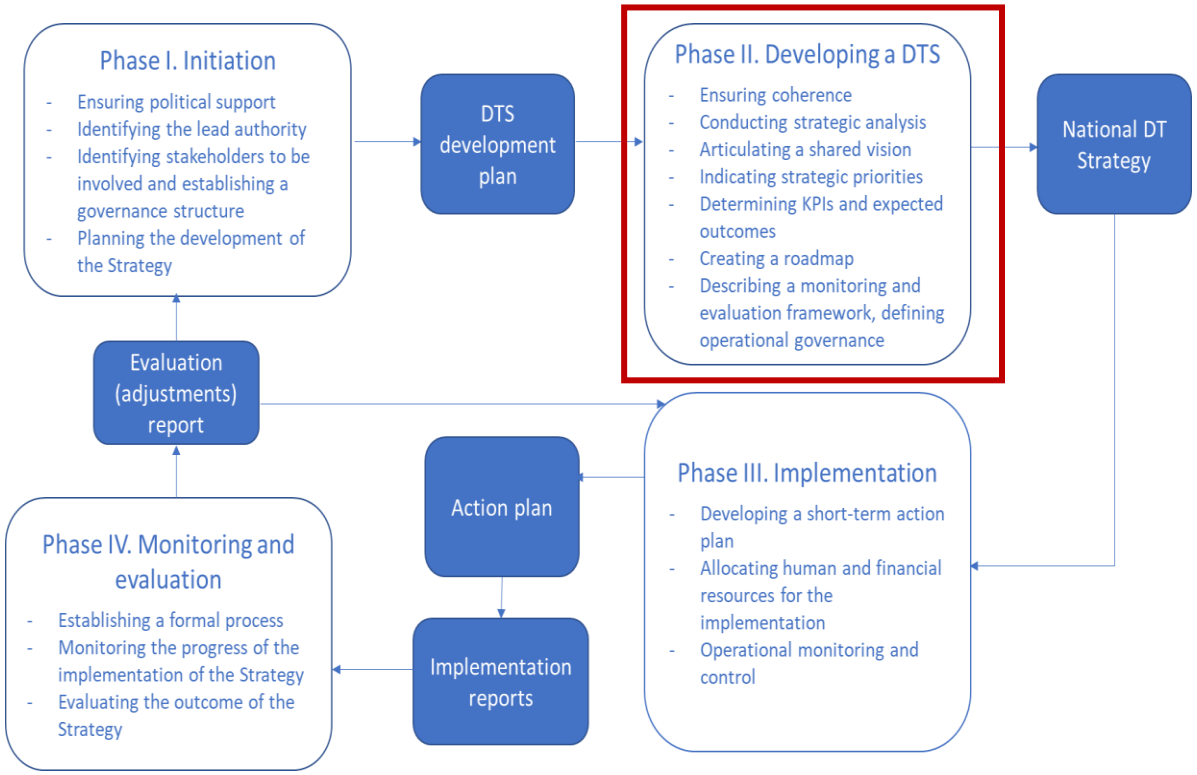
03 BDT engages with country to explain the strategy

04 BDT presents **modality for engagement**

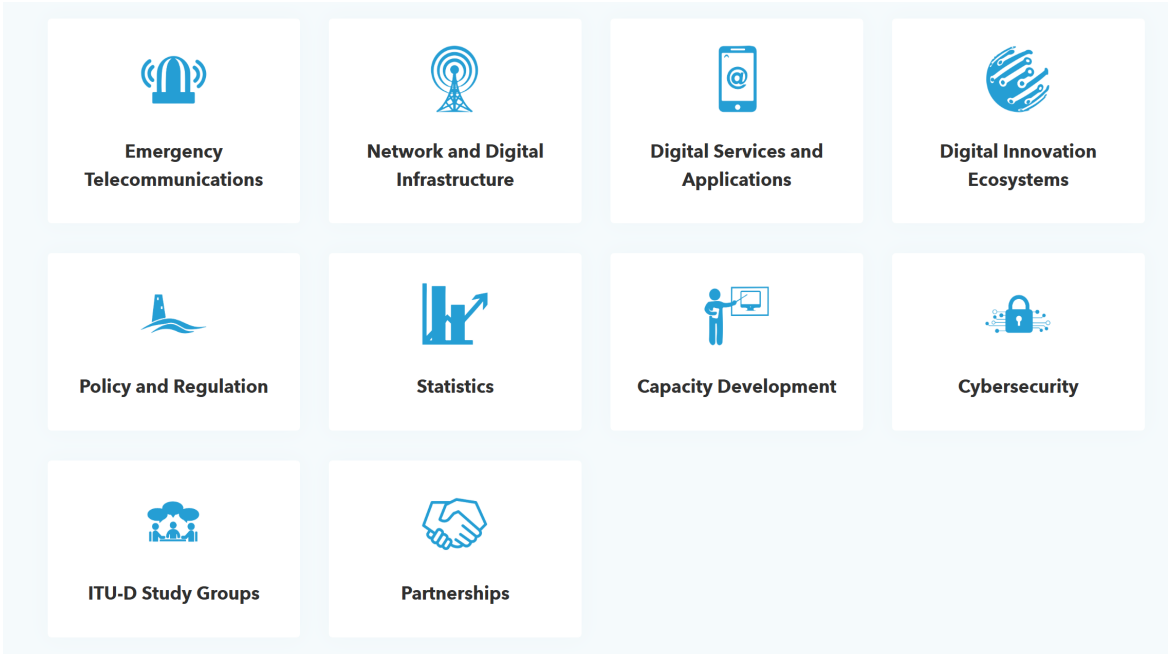
05 **BDT and country** agree on proposed implementation

Phase 2 in detail - Developing a country DTS

For country action



Leveraging and tailoring BDT products and tools



DRIVING PHASE 3 IMPLEMENTATION WITH TAILORED BDT SOLUTIONS

PHASE 1

PHASE 2

1. NEEDS-BASED MAPPING

Using insights and roadmaps, we identify exact gaps requiring intervention.

Before moving to Phase 3 (Implementation)

2. DEPLOYING BDT PRODUCTS AND TOOLS

We match strategic goals with targeted BDT offerings, ensuring resources are efficiently allocated.

STRATEGIC GOALS

BDT PRODUCT CATALOG

POLICY & REGULATION

DIGITAL INCLUSION

E-SERVICES & APPLICATIONS

CYBERSECURITY

DEVELOPMENT OF AN INNOVATION ECOSYSTEM

NETWORK & DIGITAL INFRASTRUCTURE

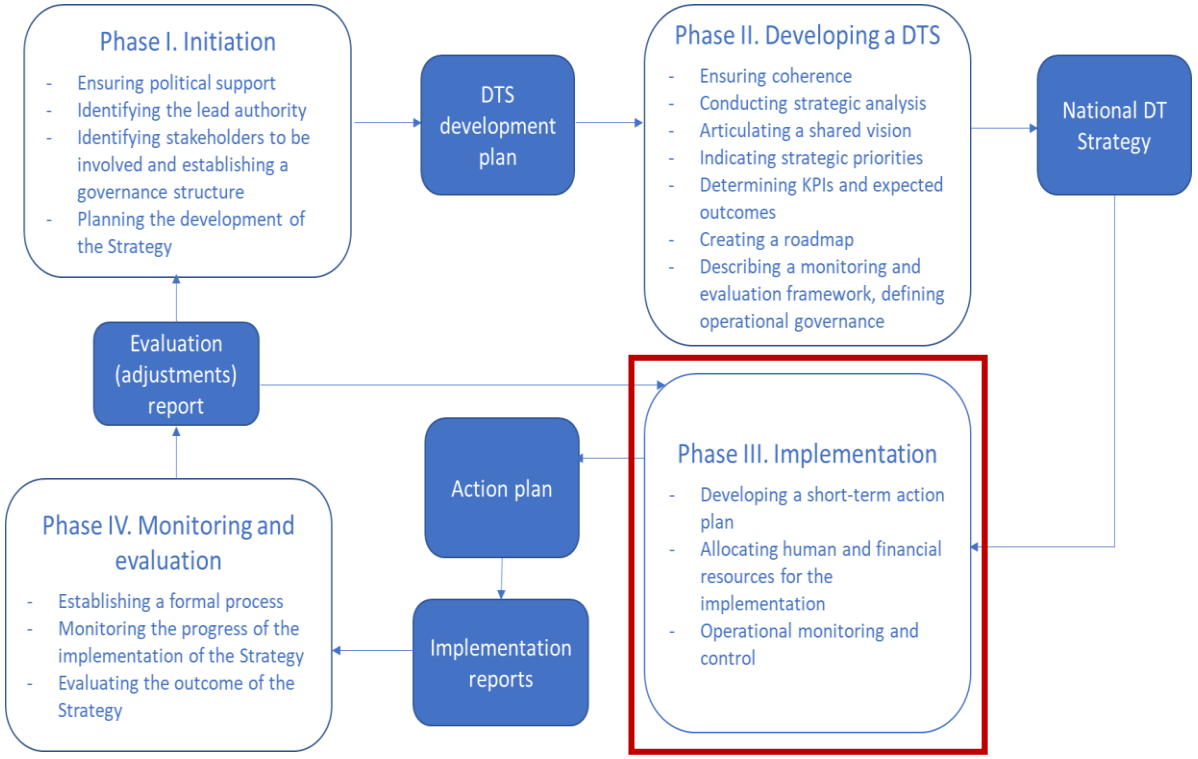
INTERNET

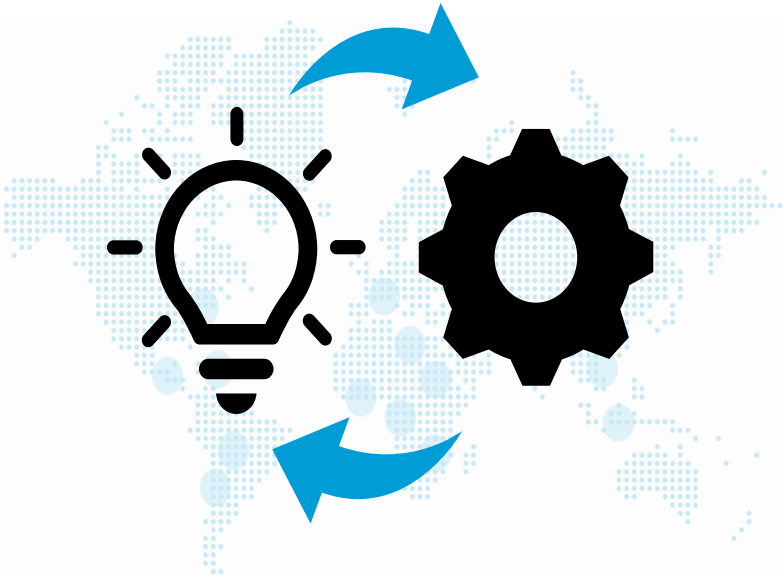
Upskilling and training personnel targeted BDT offerings, ensuring resources are efficiently allocated.

BDT and Host Country agree on proposed implementation modalities, translating strategy into a concrete short-term action plan.

3. EXECUTING THE ACTION PLAN

Phase 3 in detail - Implementation

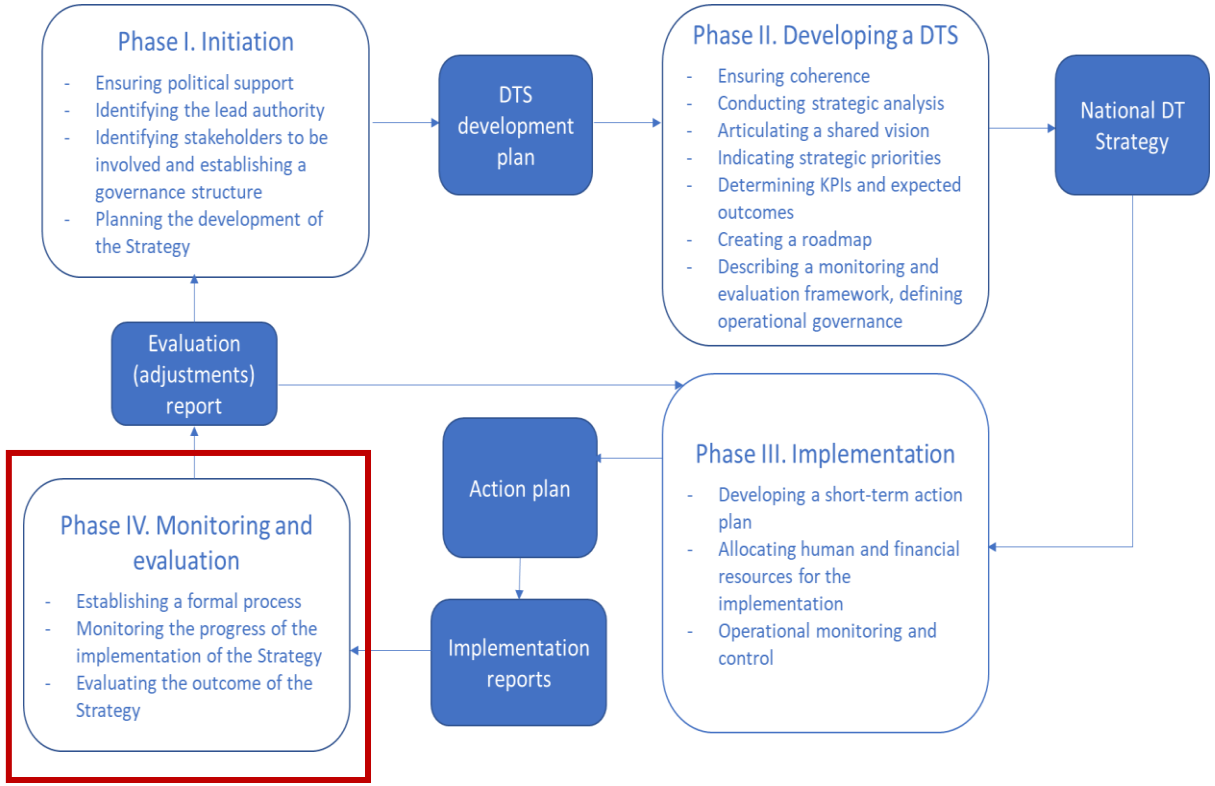




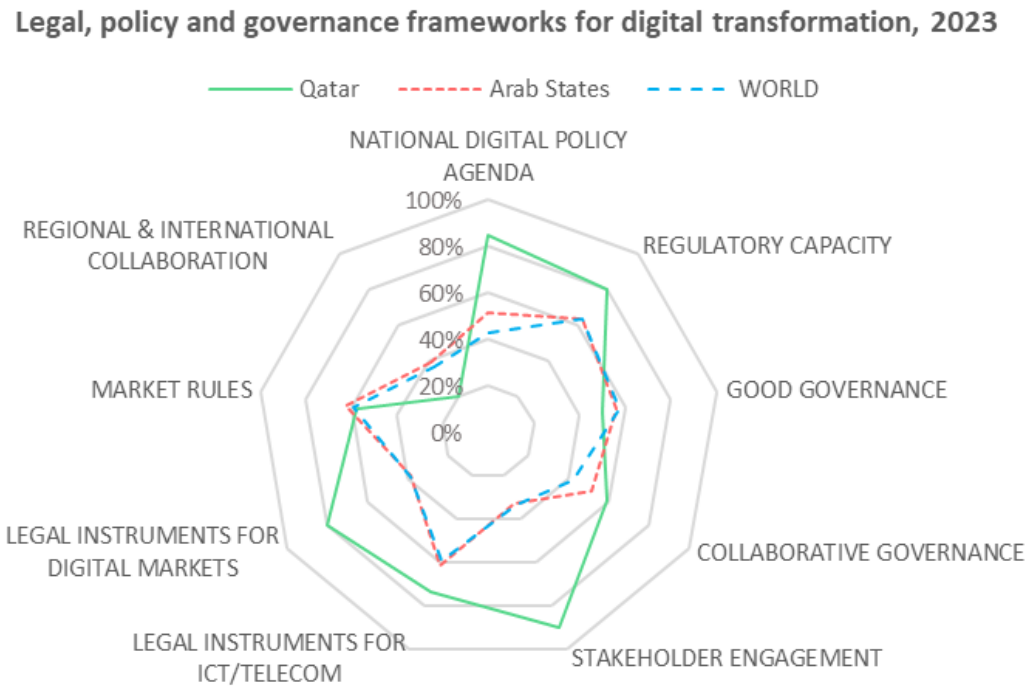
Country action through BDT assistance in implementation

Phase 4 - Monitoring and Evaluation

Country action



BDT monitoring tools



* Illustrative, on a specific areas of action

More on our products and tools

Emergency Telecommunications

Network and Digital Infrastructure

Digital Services and Applications

Digital Innovation Ecosystems

Policy and Regulation

Statistics

Capacity Development

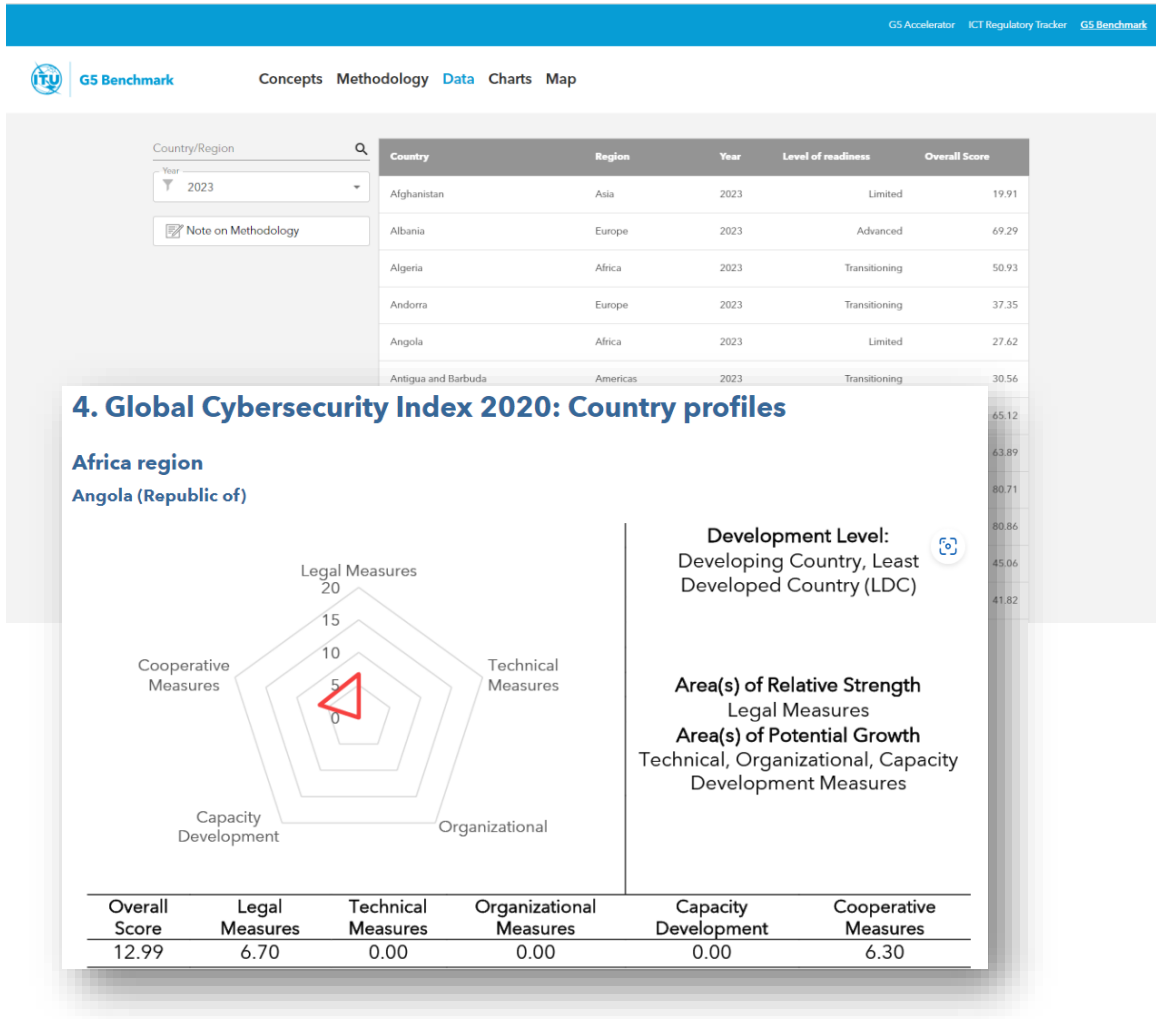
Cybersecurity

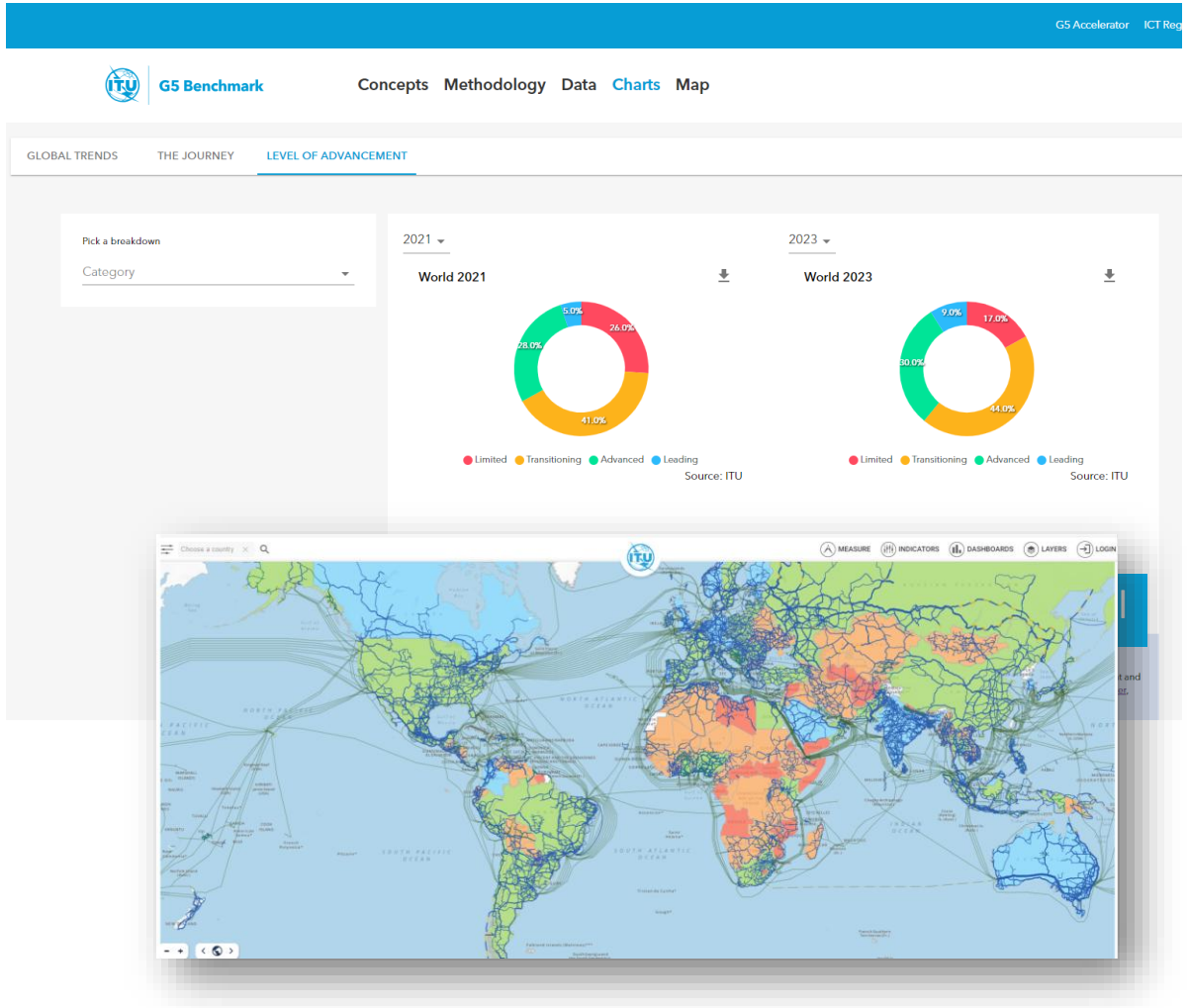
ITU-D Study Groups

Partnerships

Using the BDT interactive tools:

Digital readiness assessment for evidence-based decision-making





Discover more

Collaboration to support digital transformation in Lesotho

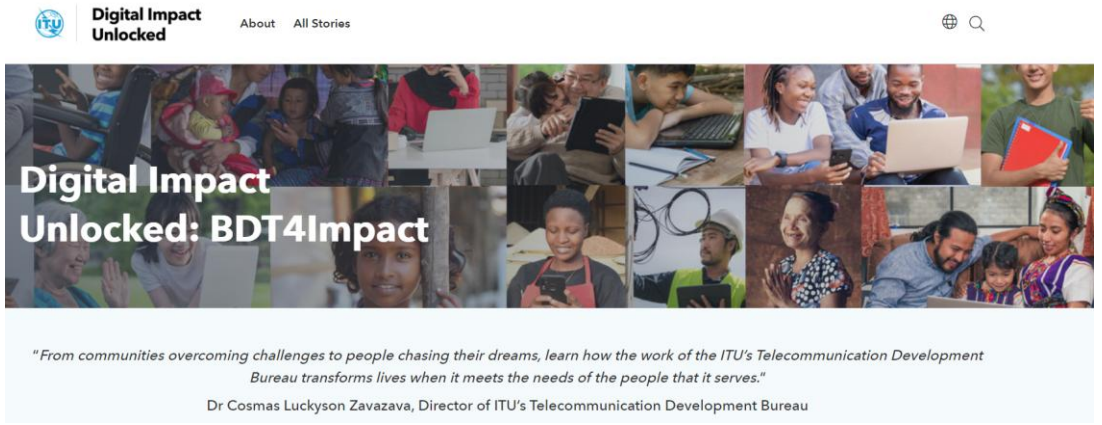
The ITU Telecommunication Development Sector (ITU-D) has been providing technical support in drafting a National Digital Transformation Strategy for Lesotho. In June, the Ministry of ICT of Lesotho hosted stakeholder consultations for the review of the National Digital Transformation Strategy developed together with ITU-D. The Strategy details the specific actions and initiatives needed to be achieved by 2030 and has identified critical medium to short term interventions in 5 pillars from enabling environment, digital government, digital Infrastructure, digital population, and digital business. The consultation also saw the review of another key document, the Draft National Digital Policy.

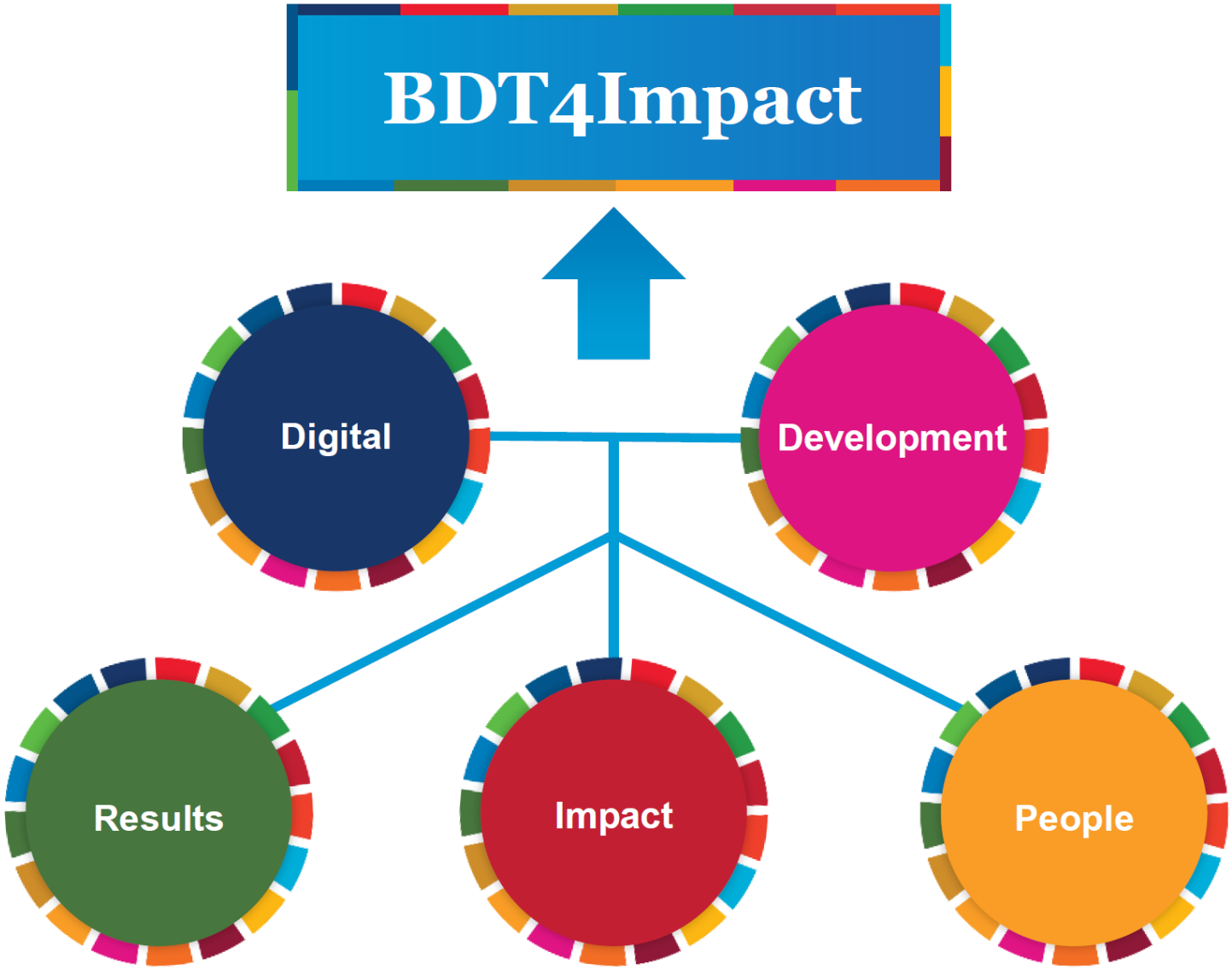
Discover more

Driving digital transformation for sustainability: the Summer School experience

Insights from policymakers and development professionals from around the world who participated in the ' Catalyzing the Digital Future for Sustainability ' Summer School, organized by ITU-D and the United Nations University – Maastricht Economic and Social Research Institute on Innovation and Technology (UNU-MERIT), part of the four-year European Union-funded "Capacity Development for Digital Transformation" project.

Discover more

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