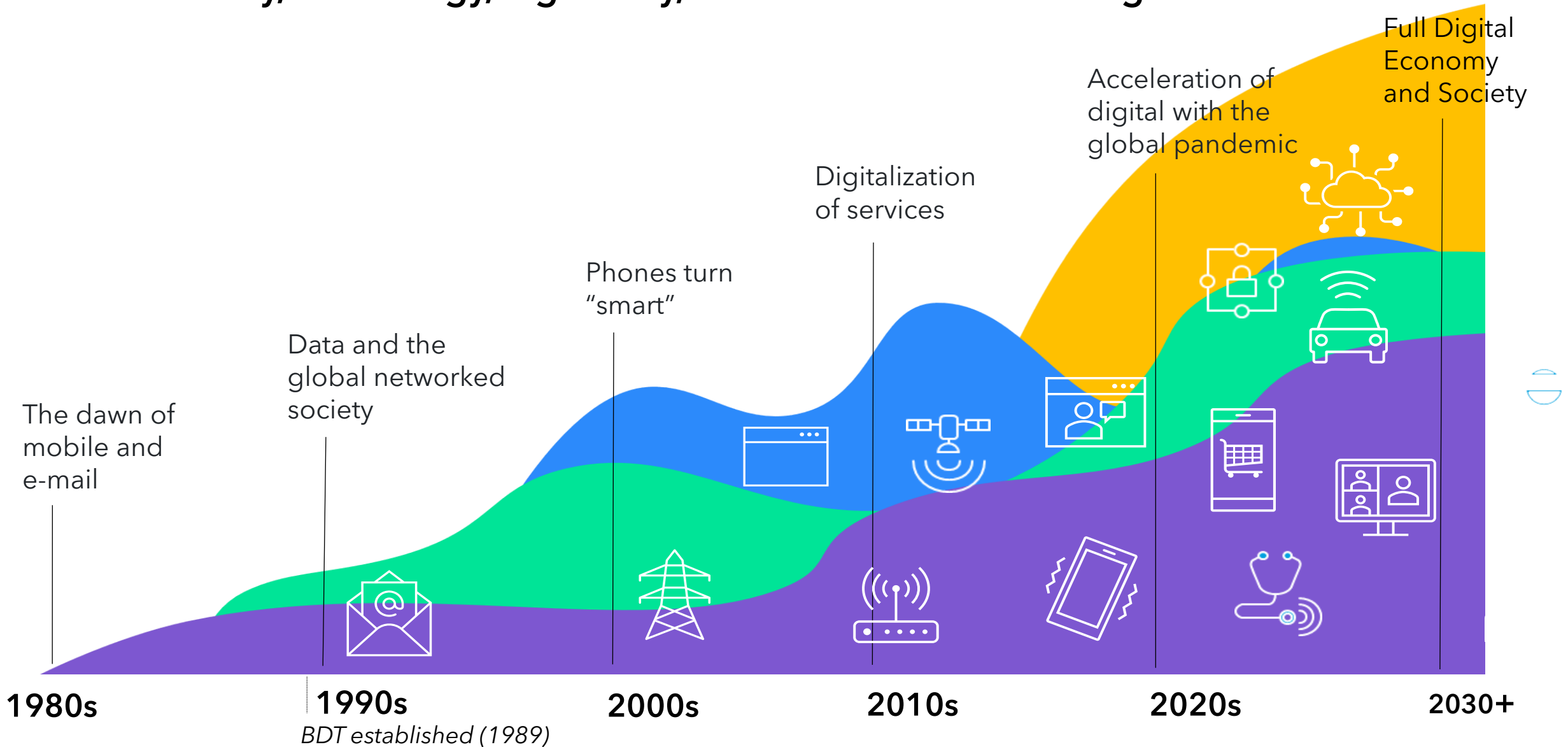


# ITU-D Digital Transformation Framework

# Along the digital transformation road

connectivity, technology, regulatory, market and societal changes



The case for  
embarking on a  
digital transformation  
journey

# | Digital

---

technologies

---

infrastructure

---

collaborative regulation

---

literacy

---

skills

---

inclusion

---

innovation

---

health

---

education

---

community

---

connectivity

---

society

---

economy

---

...



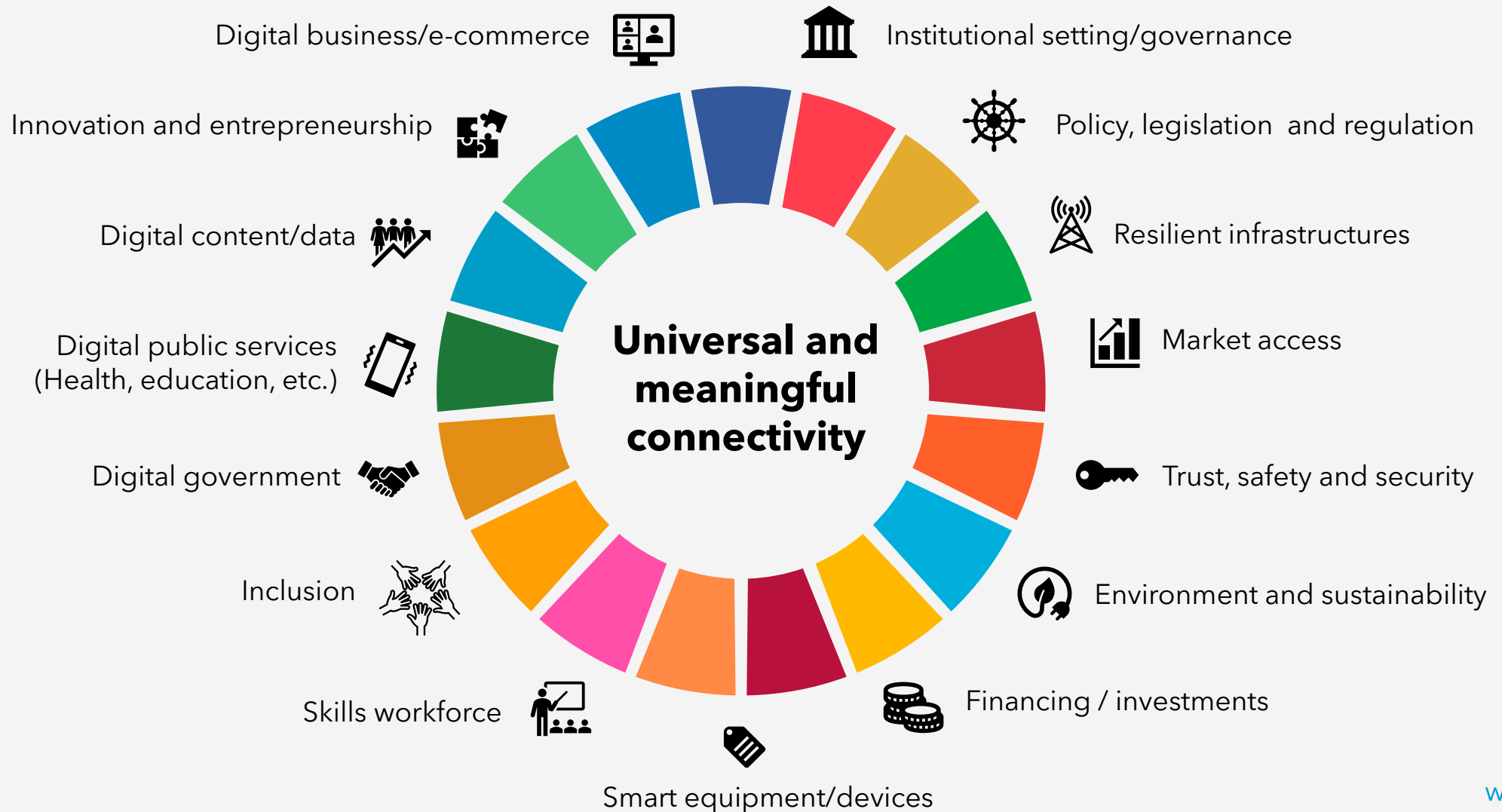
# BDT's Role

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.

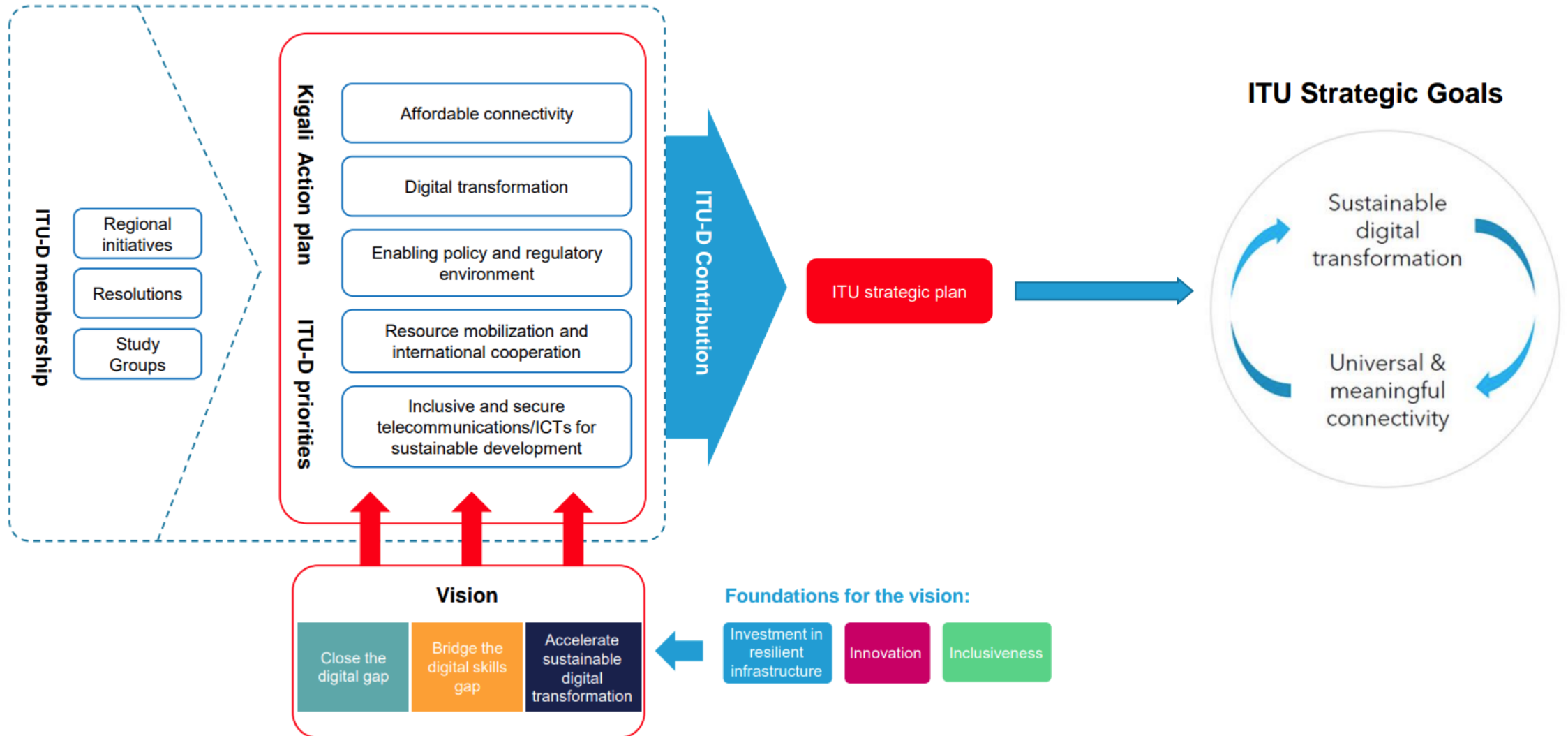
# BDT4Impact:

## Inclusive sustainable digital transformation



# ITU-D

Working to close the digital divide and drive digital transformation



## Vision

**...Accelerating digital transformation** ensuring no one is left behind

## Priorities

Affordable  
connectivity

Digital  
transformation

Enabling policy and  
regulatory environment

Inclusive and secure  
telecommunications/ ICTs for  
sustainable development

Resource mobilization  
and international  
cooperation

## Enablers

Membership  
driven

Regional  
Presence

Diversity and  
inclusion

Commitment to  
environmental  
sustainability

Partnerships and  
international  
cooperation

Resource  
mobilization

Excellence in human  
resources and  
organizational innovation

## Objectives

Reliable connectivity for everyone

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 and secure telecommunications/ICTs for sustainable development

Diversity and inclusion

Commitment to environmental sustainability

Membership driven

Regional presence

Excellence in human resources and organizational innovation

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



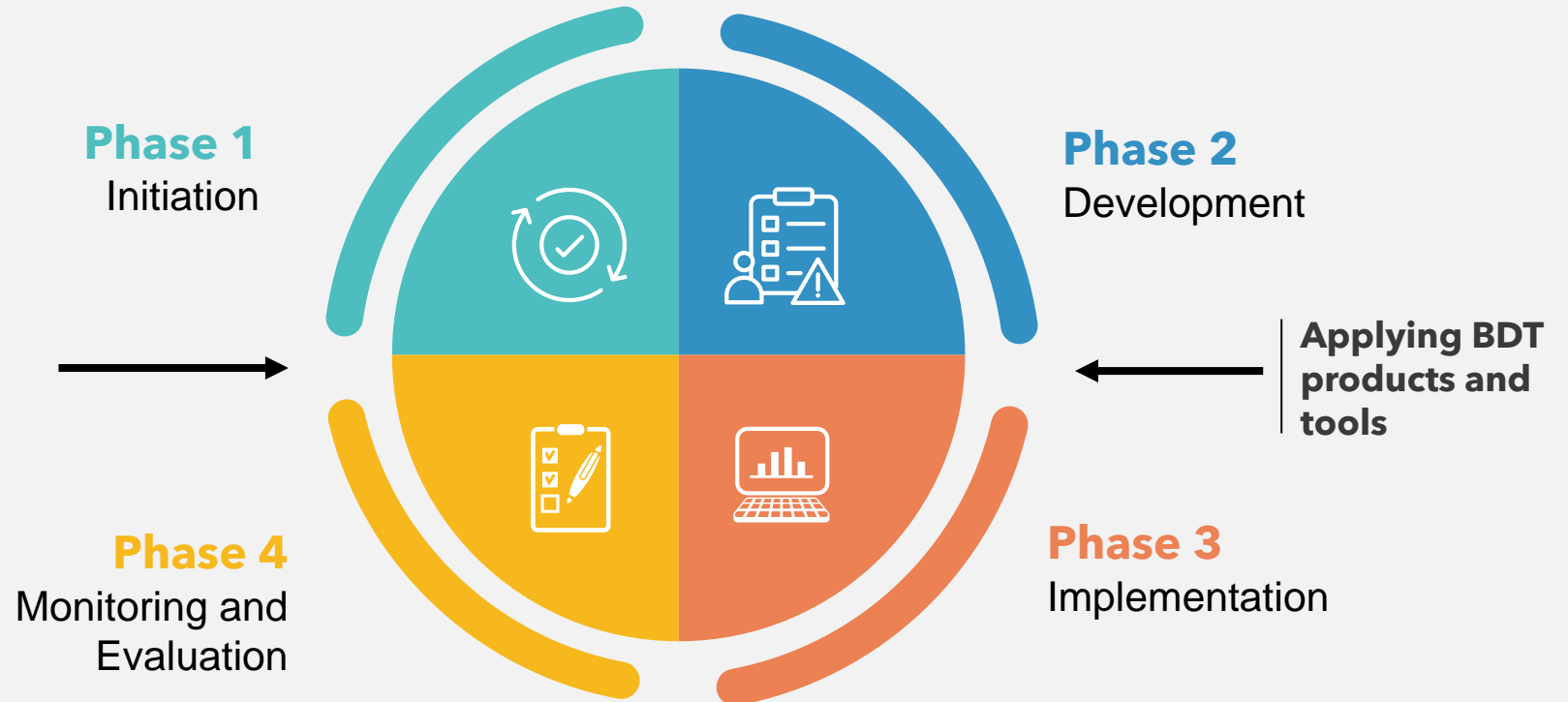
# BDT's strategic approach

## in implementing digital transformation

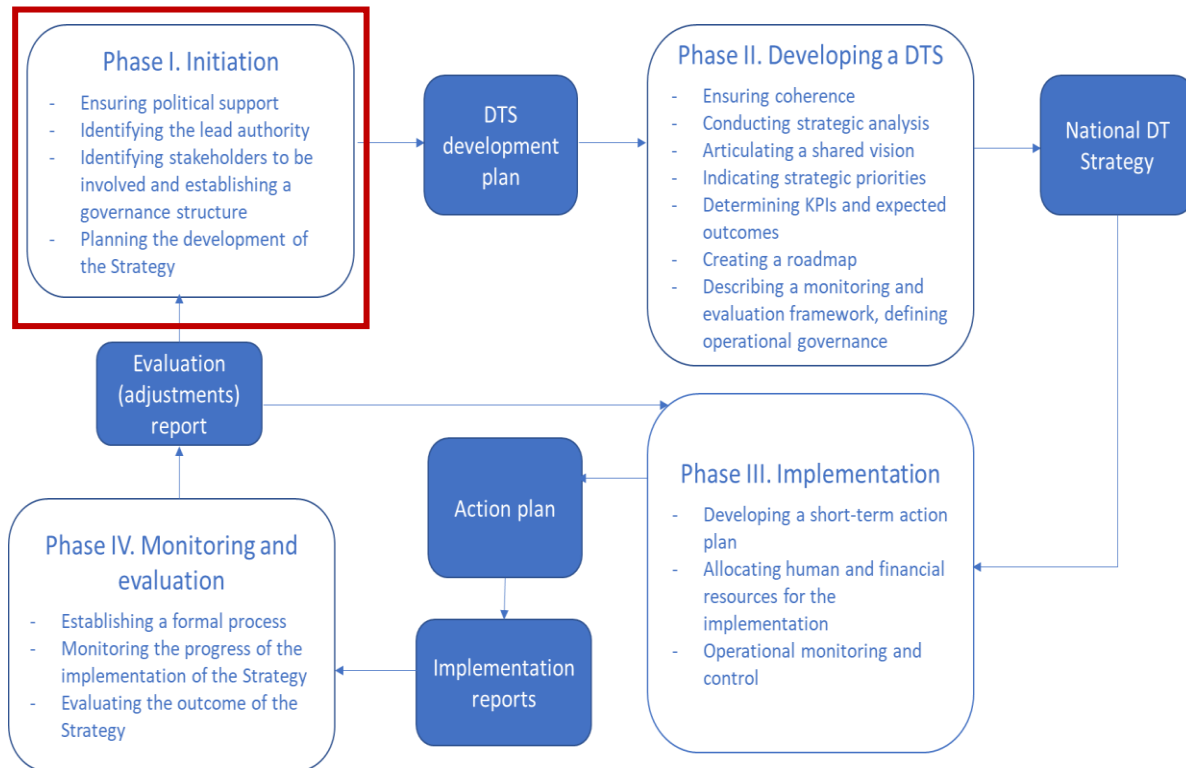
### ITU-D AREAS OF WORK



### BDT ENGAGEMENT PROCESS TOWARDS IMPLEMENTATION



# Phase 1 - Initiation

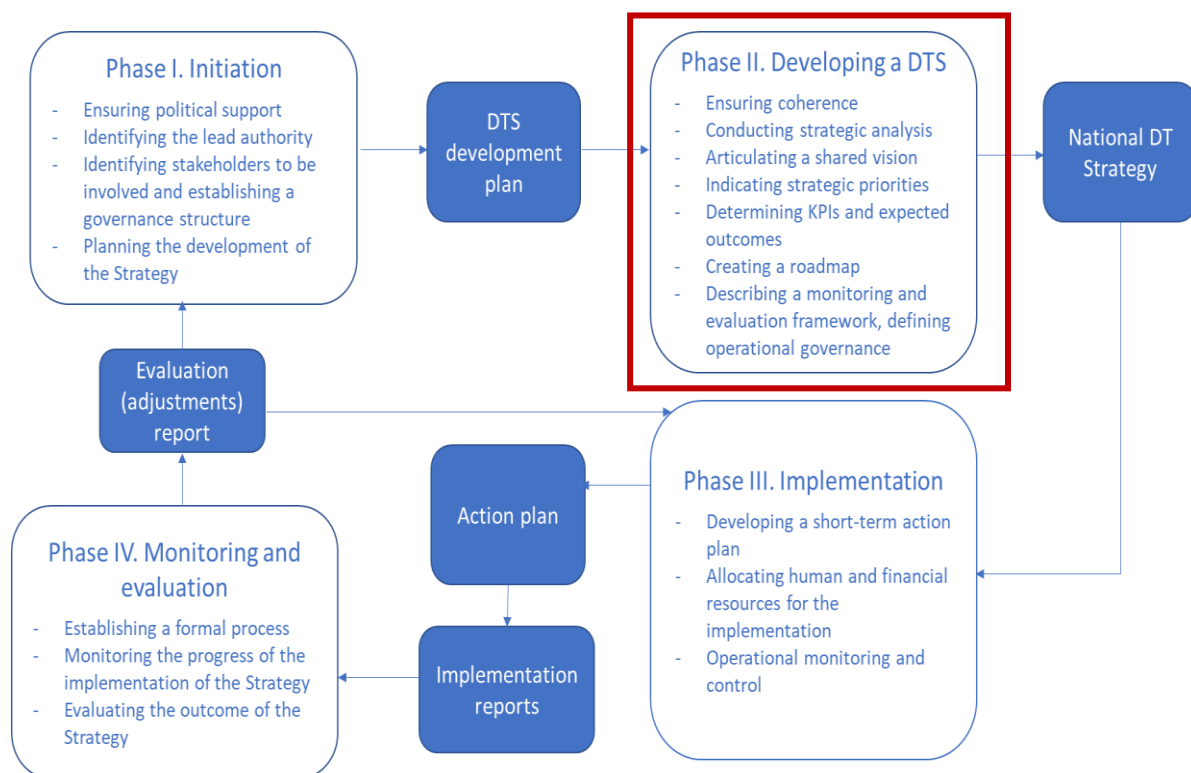


## BDT steps

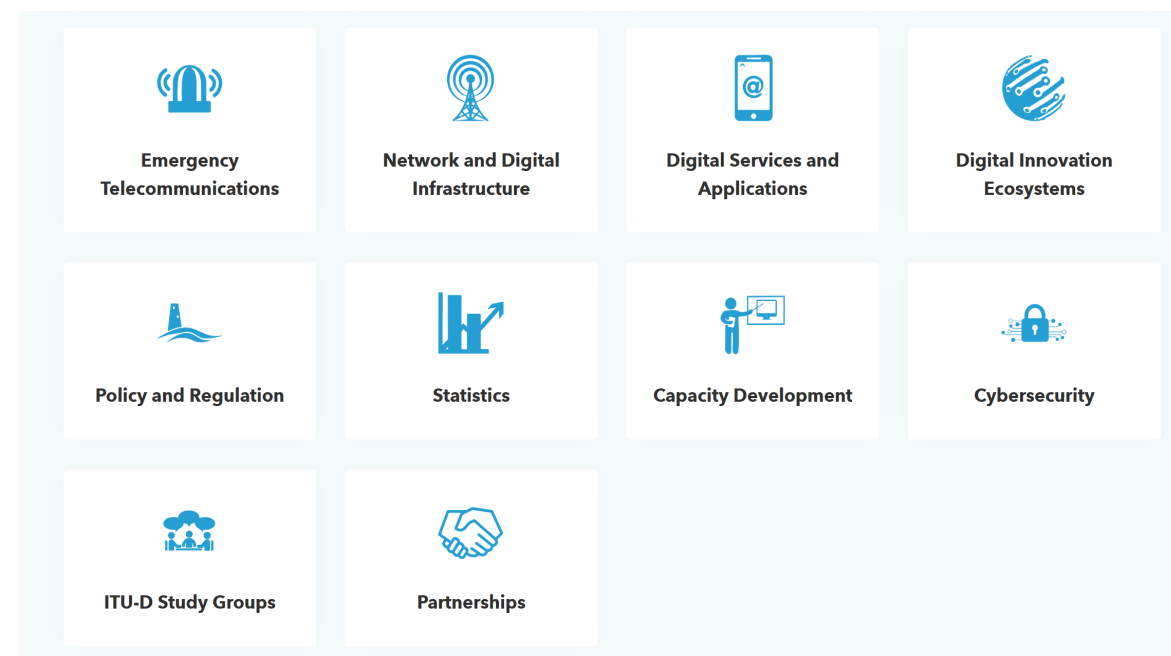
- 01** Country sends a request to BDT
- 02** BDT analyzes the national landscape according to its data sources
- 03** BDT engages with country to explain the strategy
- 04** BDT presents **modality for engagement**
- 05** **BDT and country** agree on proposed implementation

# Phase 2 - Developing a country DTS

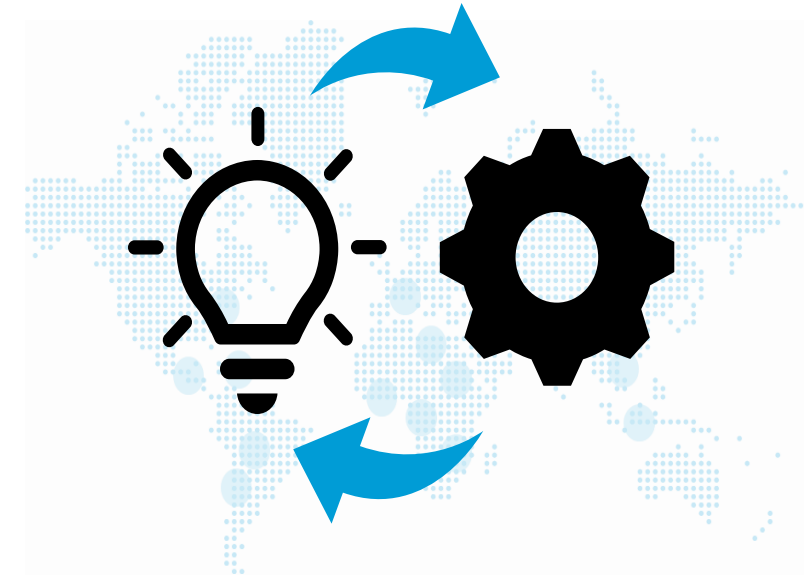
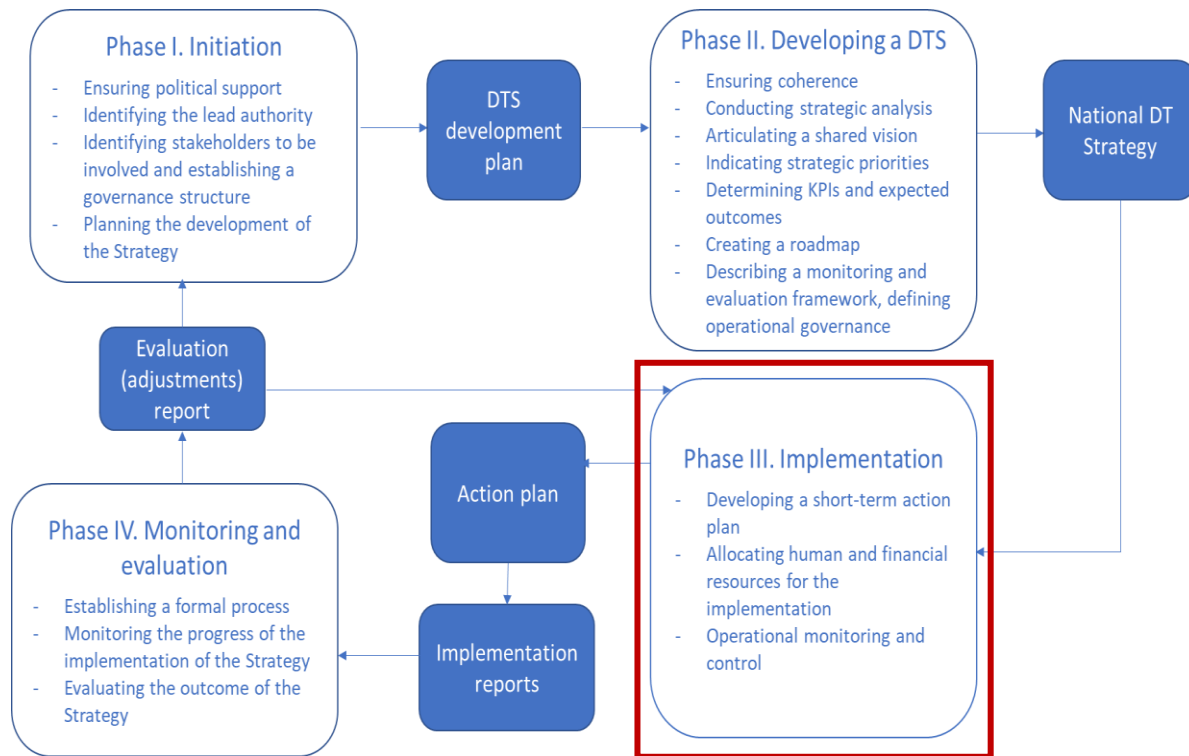
## For country action



## Leveraging and tailoring BDT products and tools



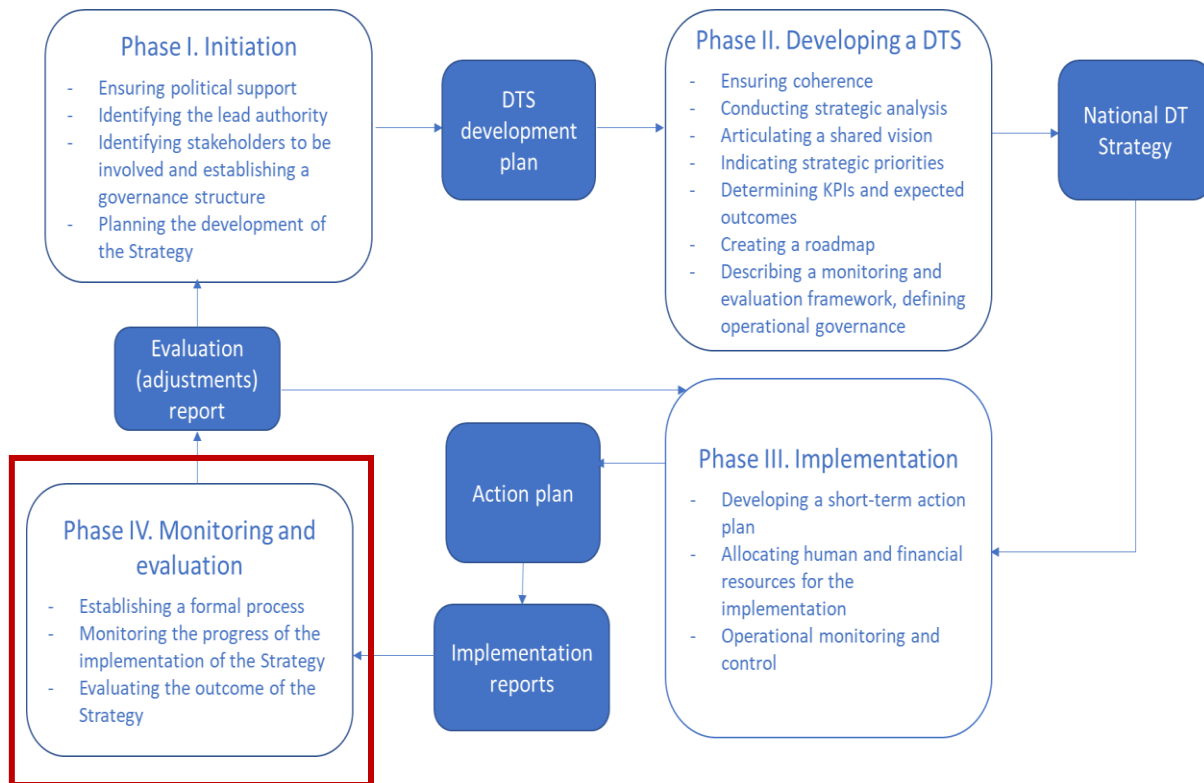
# Phase 3 - Implementation



**Country action through  
BDT assistance in  
implementation**

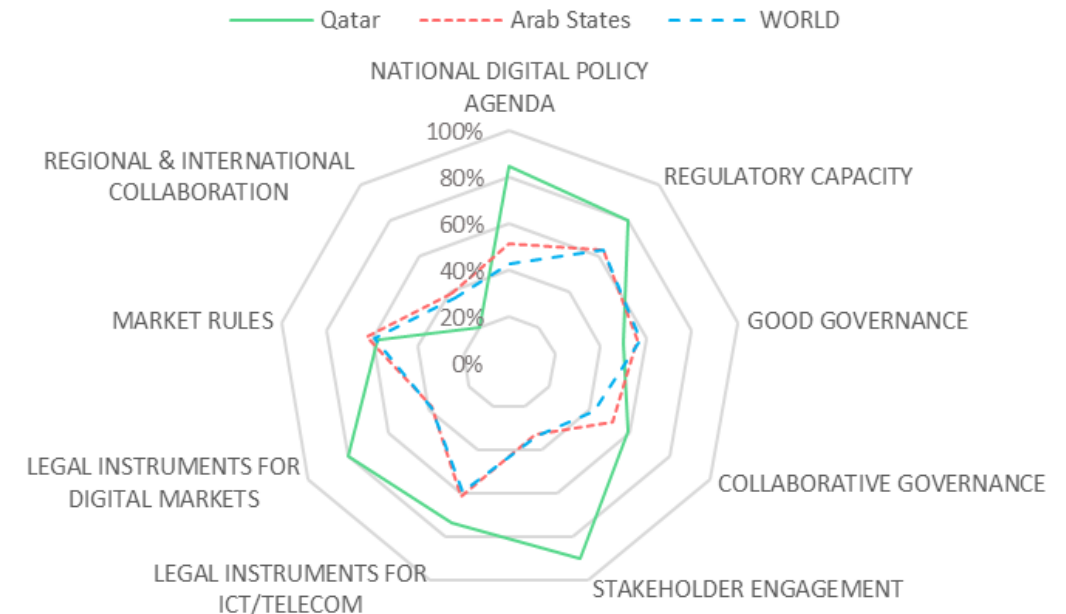
# Phase 4 - Monitoring and Evaluation

## Country action



## BDT monitoring tools

Legal, policy and governance frameworks for digital transformation, 2023



# Using the BDT interactive tools:

## Digital readiness assessment for evidence-based decision-making

Country/Region

Year  
2023

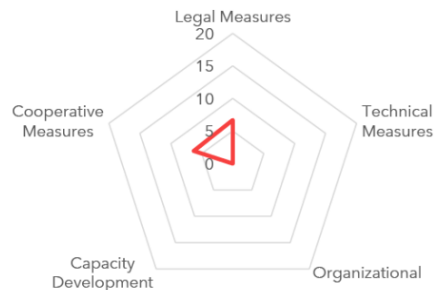
Note on Methodology

Country	Region	Year	Level of readiness	Overall Score
Afghanistan	Asia	2023	Limited	19.91
Albania	Europe	2023	Advanced	69.29
Algeria	Africa	2023	Transitioning	50.93
Andorra	Europe	2023	Transitioning	37.35
Angola	Africa	2023	Limited	27.62
Antigua and Barbuda	Americas	2023	Transitioning	30.56

#### 4. Global Cybersecurity Index 2020: Country profiles

##### Africa region

##### Angola (Republic of)



Development Level:  
Developing Country, Least  
Developed Country (LDC)

Area(s) of Relative Strength  
Legal Measures  
Area(s) of Potential Growth  
Technical, Organizational, Capacity  
Development Measures

Overall Score	Legal Measures	Technical Measures	Organizational Measures	Capacity Development	Cooperative Measures
12.99	6.70	0.00	0.00	0.00	6.30

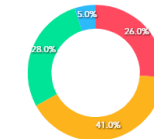
GLOBAL TRENDS THE JOURNEY LEVEL OF ADVANCEMENT

Pick a breakdown

Category

2021

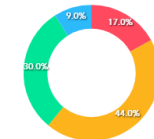
World 2021



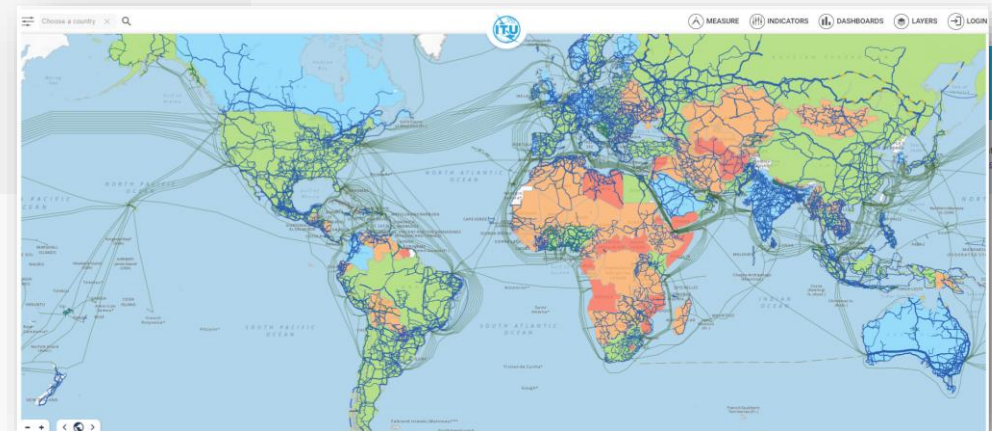
Source: ITU

2023

World 2023



Source: ITU



# 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**





# Network & Digital Infrastructure

## Reliable Connectivity for Everyone

### Objective

Reliable connectivity for everyone.

### Focus Area

Increased usage of connectivity by citizens.

Efficient spectrum management by professionals.

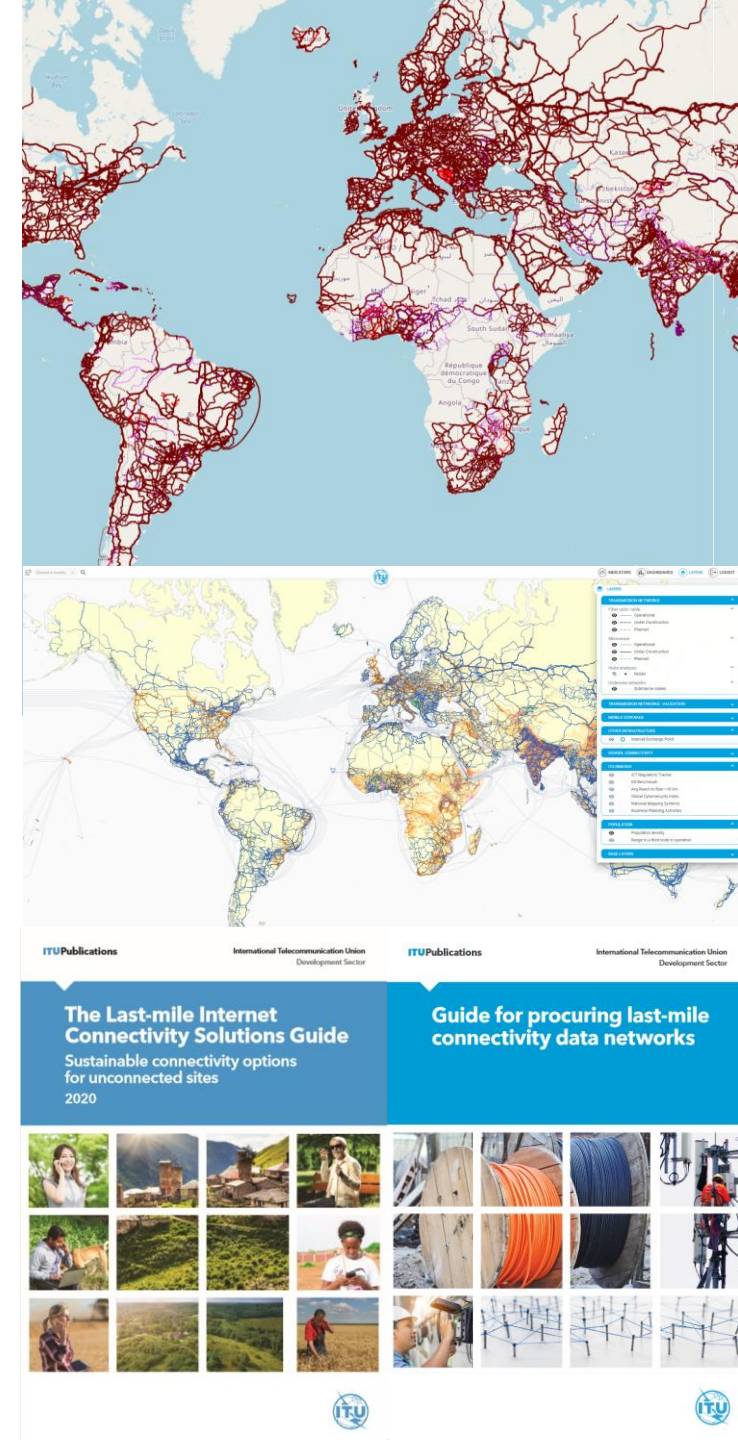
Adoption of modern ICT infrastructure.

### Products

Broadband Networks

Infrastructure Maps

Last Mile Connectivity Solutions guide.







# Emergency Telecommunications

## Creating a resilient ICT environment

### Objective

Build disaster-resilient ICT infrastructure for reduced loss of lives and damages.

### Focus Area

Development of National Emergency Telecommunication Plans.

Capacity building for the use of ICTs for disaster management and the development of simulation exercises.

Implementation of multi-hazard early warning systems including CAP.

### Products

National Emergency Telecommunication Plans

Table-top simulation exercises

Early Warnings for All ( Pillar 3)





# Digital Services & Applications

## Building a Brighter Future

### Objective

Leverage new technologies and ICT services to achieve digitally enabled societies.

### Focus Area

Support countries to achieve the sustainable development goals.

Develop digital government strategies.

Deploy integrated citizen-centric solutions

### Products

Smart Villages/Islands Communities

Digital Health

Digital Government

Digital Agriculture

GovStack

Open Source





# Digital Inclusion

Ensuring inclusive, equal access and use of ICTs for all

## Objective

Inclusive, equal access and use of ICTs for all.

## Focus Area

Support Member States and specific local communities.

- Women and girls
- Youth Empowerment
- Digital Accessibility
- Older persons
- Indigenous communities and minorities

## Products

Girls can Code initiative  
Girls in ICT Day  
Equals Partnership  
Generation Connect  
Accessibility events  
Publications







# Environment

## Creating a Cleaner Future

### Objective

Create a circular economy for ICT equipment.

### Focus Area

Knowledge to improve expertise in the collection of e-waste data.

E-waste policy support.

### Products

WEEE Policy development support

Global, Regional and National E-Waste Monitors





# Digital Innovation Ecosystems

## Closing the Digital Innovation Gap

### Objective

Accelerate digital innovation ecosystems for digital transformation.

### Focus Area

Build stakeholders' capabilities in innovation and entrepreneurship.

Scale-up entrepreneurship driven innovation aligned to national development priorities.

Get accurate diagnosis of ecosystems' health and develop strategies to inform national policies.

Accelerate initiatives to achieve impact and sustainability in key sectors.

### Products

Innovation Challenges

Global Innovation Forums

Digital Transformation Accelerators

Ecosystem Development Strategy and Roadmaps

Innovation and Entrepreneurship Alliance for Digital Development





# Policy & Regulation

## Keeping up with Technological and Market Changes

### Objective

Supporting Collaborative ICT Policy and Regulation Frameworks for Digital Transformation, Market Development and User well-being

### Focus Area

Digital Policy and Regulation Engagement, Knowledge Sharing and Awareness

Digital Policy and Regulation Tools Enhancement

### Products

Digital Regulation platform

Collaborative Regulation

G5 Benchmark

Global Symposium for Regulators

Best Practice Guidelines

Economic impact studies

ICT Policy Impact Lab

### Collaborative Digital Regulation Country Reviews



GLOBAL SYMPOSIUM FOR REGULATORS

**ITUGSR**  
KAMPALA2024

*Regulation for Impact*

1-4 July 2024  
Kampala, Uganda

[www.itu.int/gsr24](http://www.itu.int/gsr24)  
#ITUGSR



Global Symposium  
for Regulators (GSR) 2024  
**Best Practice  
Guidelines**





# Statistics

## Taking the pulse of the information society

### Objective

Enabling data-driven and evidence-based policies and decision-making towards universal and meaningful connectivity.

### Focus Area

#### Collecting data

Data collection  
Indicator development  
Collection standards  
Capacity building

#### Making sense

Data analytics  
Economics  
Empirical research  
Data science

#### Reaching out

Data and research dissemination  
Statistical events  
Partnerships

### Products

1. Measuring digital development series (Facts and figures, ICT price trends)
2. Online tools: (ITU Data Hub and Dashboards)
3. Manuals and online courses on ICT data collection
4. ICT Development Index (IDI)







# Capacity Development

## Closing the Digital Skills Gap

### Objective

Developing capacities and skills for digital transformation.

### Focus Area

Specialized training for ICT professionals and policy makers.

Development of knowledge resources

Increasing basic digital skills of citizens in marginalized communities.

### Products

ITU Academy

ITU Academy Training Centres

Digital Transformation Centres Initiative

ITU-ILO Digital Skills Campaign

Digital Skills Toolkit

Digital Skills Assessment Guidebook







# Cybersecurity

## Building a Safer Future

### Objective

Creating a Trusted Cyberspace for All.

### Focus Areas

Implementation of Technical and Policy Measures.

Enhancing Organizational Structures.

Developing Capacity.

Promoting Cooperation and Coordination.

### Products

National CIRTs

Global Cybersecurity Index

Global Cyberdrills

Child Online Protection



# Accelerating digital transformation

## ITU Regional Initiatives 2023-2025

**AFR1**

Supporting digital transformation to usher a rapid transition to digital economy while accelerating innovation in Africa

**CIS3**

Creating an enabling legal and regulatory environment to accelerate digital transformation

**AMS3**

Effective support for the digital transformation and innovation ecosystems through scalable, funded and sustainable connectivity projects

**ASP4**

Enabling policy and regulatory environments to accelerate digital transformation

**EUR2**

Digital transformation for resilience

**ARB1**

Sustainable digital economy through digital transformation

# 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](#)

**Digital Impact Unlocked**[About](#)[All Stories](#)



### Digital Impact Unlocked: BDT4Impact

*"From communities overcoming challenges to people chasing their dreams, learn how the work of the ITU's Telecommunication Development Bureau transforms lives when it meets the needs of the people that it serves."*

Dr Cosmas Luckyson Zavazava, Director of ITU's Telecommunication Development Bureau

