

**Co-Creation Report**  
**International Telecommunication Union**  
**Innovation Centre - New Delhi**



**New Delhi, 23 March 2023**

## Background

BDT and ITU-D Membership need new, more resilient, and forward-thinking approaches to guarantee that they can safely navigate a digital world that is increasingly Volatile, Uncertain, Complex and Ambiguous (VUCA) and achieve outcomes of the Kigali Action Plan.

The new Innovation and Entrepreneurship Alliance for Digital Development initiated by the BDT Director will build critical local enablers to lead in the changing digital environment. It will also enable BDT to develop new organisational and human excellence capabilities, deliver new products and services for ITU Membership and strengthen the engagement of the private sector and academia in the critical work of BDT.

With this view, ITU opened its first Innovation Centre, in India, simultaneously with the opening of the Area Office - New Delhi, which was celebrated through the Regional Innovation Forum and Exhibition of Innovative Practices.

## Objective

The Innovation Centre, which is located within the premises of the new Area Office, will be committed to facilitating the exchange of ideas, success stories, innovative solutions, and global endeavours in an effort to accelerate innovation in India, South Asia, and globally.

To showcase the scope and potential of the Innovation Centre as a knowledge and exchange hub, ITU organised a Demonstration & Co-creation Session on 'Digital Health', in collaboration with IIT-Kanpur, on 23 March 2023 at Innovation Centre. The three-hour Co-Creation Session was organised and facilitated as a window into the work that the Innovation Centre will carry out in the future through engagement with partners and stakeholders.

Participants also got a chance to learn about ITU tools, methodologies, frameworks and courses, among others, to leverage and utilise them in scenarios most suitable for them.

## The Demonstration

Facilitated by Mr. Mohamed Ba and supported by Ms. Udit Chaturvedi from ITU, the session started with a broad overview of the Alliance and the purpose of the Innovation Centre and sought to understand the expectations of the participants regarding the Innovation Centre. Partnerships, growth strategies and scalability came up repeatedly among participant responses, which then led to deep-diving discussions into the challenges and opportunities for scaling up and building digital public goods.

The foundation of this discussion was woven around two innovative solutions that were presented as case studies by IIT-Kanpur to the participants.

*Prof Manindra Agarwal showcased a solution called "Sutra", which has been designed and developed by IIT-K for the purpose of public health data predictive analytics. This model was developed and deployed during the Covid-19 pandemic to tackle the pandemic trajectory and predict possible infections to inform decisions by policymakers and emergency management*

*teams. If further scaled and expanded as a digital public good, this solution can avoid the pandemic or slow their graphs in future drastically.*

*Dr. Priyanka Bagade showcased a solution called “Connected Ecosystems”, which has been designed to strengthen emergency healthcare through Cloud-enabled connected health systems that link ambulances, medical professionals and central hospitals to provide care to patients in transit rather than wait until they arrive at a hospital. This model is in the early-stage development phase, and its possible integration with Smart City interventions in future can have a lasting impact on patient health.*

Supporting Prof Manindra Agarwal and Dr. Bagade were Prof Saroj Mishra and Dr. Soumya Ranjan Sahoo, who co-presented the two solutions and answered questions from the audience about their solutions challenges and opportunities for growth.

These two solutions enabled the participants to get a quick overview of the process of design thinking at different stages of innovation — from pre-ideation and ideation to crossing the valley of death to become a high-growth SME through the understanding of tools and frameworks developed by ITU. Facilitated by ITU, the discussion then moved towards enablers required to create sustainable solutions that can help innovators and associated stakeholders navigate these different stages of innovation.

The ITU tools used during the co-creation session for this purpose covered a wide range of enablers, including — but not limited to — ecosystem-driven business, jobs-to-be-done, resource mobilisation, stakeholder management, ecosystem assessment, ecosystem maturity, and storytelling. Through the discussions and brainstorming activities leveraging these frameworks, ITU was able to encourage the process of holistic design thinking for strengthened efforts towards harnessing opportunities, engaging stakeholders, and mobilising resources to create an ecosystem that supports the growth of SMEs and startups, and the creation of digital public goods.

The open-discussion format of the workshop also encouraged other innovators and entrepreneurs in the audience to talk about their solutions and understand how they can leverage the most from ITU tools and frameworks to create sound strategies and ways forward.

*Mr. Bipin Pradeep Kumar spoke about his startup “Iom Bioworks”, which provides customised meal plans and lifestyle edits based on users ’unique bacterial composition and food preferences.*

*Ms. Ritika Mahajan discussed her solution “Diagnostic Health Kiosk”, which acts as a one-stop mobile shop to measure the 10 non-invasive body parameters — such as ECG, SPo2, NiBP, Temperature, Height, Weight, BMI, Blood Haemoglobin, Blood Glucose, Phonocardiogram — and provide remote consultation with doctors.*

The discussions around these four solutions also enabled the participants to see linkages and areas of possible collaboration between each other, signalling and strengthening the need for the Innovation Centre in the region and positive feedback for its tools and frameworks for an acceleration of innovation.

## Key Takeaways

- There is a promising potential, scope and need for a neutral knowledge-sharing and innovation platform like the Innovation Centre to serve the region to accelerate innovation.
- The Innovation Centre's services across Strategic Foresight, Open Technology Innovation, Capacity Building, SME and Entrepreneurship Scale Up, Policy Experimentation, Changemakers Network and Global Goods Showcase will support the ecosystem and its players in the region, as well as globally.
- HealthTech is one of the key priority areas for India. The public sector, private sector, academia, entrepreneurs as well as support networks have initiatives, projects or programmes that aim at strengthening the HealthTech ecosystem in the country, with a focus on making health at large more accessible and inclusive.
- There is a willingness among academia and the private sector in India to support programmatic activities and joint initiatives with the Innovation Centre. Several stakeholders have shown eagerness to continue the conversation and plan the next steps for collaborative work.
- The dedicated programmatic activities and equipment needed can be financed/provided by the resource mobilisation from potential partners, such as the public sector, private sector, UN bodies, civil society, development banks, accelerators and academia, among others.
- There is interest among stakeholders to leverage the Innovation Alliance to access knowledge share and exchange learning between peers across sectors, regions and geographies to support. Capacity building and knowledge sharing are some of the expectations that stakeholders have from the Innovation Centre.

## Next Steps

Going forward, the Innovation Centre plans to host more co-creation sessions in the future, where a multi-stakeholder audience can be engaged in the process of holistic design thinking for innovative solutions. In the months to come, the Innovation Centre will engage with key stakeholders in India to partner with and initiate joint projects that can accelerate innovation in the region.

Over the next six months, the Innovation Centre, with support from the Regional Office for Asia and the Pacific, will host a series of events across the strategic objectives of the Innovation Alliance. These events will include, but not be limited to, the following:

No.	Service	Activities	Planned Timeline
1	Strategic foresight service	Digital Health Joint Workshop and Symposium with IIT Kanpur	TBD
		ITU-T Climate Change Standards including data centres and e-waste	TBD
		ITU-T Green Data Center Standards	TBD
		ITU-T Financial Inclusion and Digital Financial Services Security Lab	TBD
		ITU-T Metaverse Standards	TBD
2	Open technology incubation service	Safe and Secure School Connectivity Sensitization Event	TBD
3	Capacity building service	Introduction to Govstack and Country Engagements	TBD
		UNDESA Bangladesh Study Tour to India	TBD
		Cisco Academy and Capacity Development	TBD
4	Global good showcase service	ICANN and Universal Acceptance and Localization	TBD
		Global Innovation Forum	TBD
		AI for Good Global Summit	TBD
5	Scale-up accelerator service	ITU-T Smart Accelerator	TBD
6	Policy experimentation service		
7	Changemaker network		

## Participants

The workshop saw participation from stakeholder groups representing the public sector, private sector, academia, support networks and entrepreneurs.

At the start of the workshop, BDT Director Dr. Cosmos Zavazava, along with key dignitaries from India and South Asia, also visited the Innovation Centre to get a sense of the physical space and a quick understanding of its objectives.

S. No.	Workshop Participants	Group
1	Soumya Ranjan Sahoo, Associate Professor, IIT-Kanpur	Academia
2	Manindra Agarwal, Professor, IIT-Kanpur	Academia
3	Saroj K Mishra, Professor, IIT-Kanpur	Academia
4	Priyanka Bagade, Assistant Professor, IIT-Kanpur	Academia

5	Bipin Pradeep Kumar, Co-Founder, Iom Bioworks	Entrepreneur
6	Renuka Manchiraju, Corporate Communications Manager, Iom Bioworks	Entrepreneur
7	Natasha Nayak, Senior Policy Manager - South Asia, GSMA	Private Sector
8	Ashish Gang, Senior Manager, Spectrum & Policy, APAC, GSMA	Private Sector
9	Shishir Kansal, Joint Advisor (BB&PA), TRAI - HQ	Public Sector
10	Pawan Kumar Aggarwal, Joint Advisor (QoS), TRAI - HQ	Public Sector
11	Sumeet Hemrajani, Deputy Advisor (B&CS), TRAI	Public Sector
12	Rakesh Purohit, Deputy Advisor (B&CS), TRAI	Public Sector
13	Ritika Mahajan, MedTech Fellow, ICMR - CiBiod	Support Network
14	Dr Smith Jhajj, Project Manager, ICMR - CiBiod	Support Network

## Photos

Photographs from the session can be [accessed here](#).