



Training Course Outline

ITU- EMERG- EaPeReg Digital Transformation Regulation Training

Title	Digital Transformation Regulation Training
Modality	Online instructor-led
Level	Intermediate
Dates	10 April to 30 May 2024
Duration	8 weeks : One day per week - 2 h sessions
Language	English
Region	Europe and Multi-Regional
Registration type	Application and Selection
Registration deadline	1 April 2024 (tentative)
Training fees	Free

Description	<p>This course is primarily based on the ITU/World Bank digital regulation platform with a focus on the following aspects: digital transformation strategies, regulatory governance, evidence-based decision making, regulatory sandboxes, competition and economics (market analysis), infrastructure sharing, universal access and service financing efficiency, data and consumer protection, and transformative technologies regulatory aspects.</p> <p>The scope of this course is to examine specific aspects of digital transformation policies and regulation to enhance further knowledge of participants on the issues at stake.</p> <p>The course therefore does not provide for an in-depth analysis of each and every regulatory aspect of digital regulation but enables participants to get a deeper understanding and greater knowledge on specific aspects of policy and regulation in a digital world.</p> <p>The online training will be organized by ITU-EMERG-EaPeReg, for their members and other regional regulatory associations and their members.</p> <p>This training is part of the Digital Regulation Network, which aims to accelerate sustainable digital transformation through common approaches to collaborative digital policy, regulation and governance across economic sectors and across borders.</p>
Training topics	ICT/Telecom regulation, digital transformation
Certification	ITU Certificate
Code	24OI100367MUL-E

1. TARGET POPULATION

The target audience for this course is ICT regional regulatory associations, ICT/Telecommunications regulators, other relevant regulatory agencies and ICT policy-makers.

2. ENTRY REQUIREMENTS

It is important for participants to be working for a regional regulatory association, a regulator, ministry or in the ICT/Telecoms sector and understand the ICT policy and regulatory environment.

3. TRAINING OBJECTIVES

To allow participants to be better equipped to navigate the challenges associated with digital transformation while protecting users and creating competitive environments for the sector to thrive, by getting a more in-depth understanding and deeper knowledge of policy and regulatory approaches in the digital ecosystem, the importance of collaborative approaches to regulation as digital transformation is sweeping across all sectors and to gain insights on the latest regulatory developments and global trends.

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

- Examine how to develop a digital transformation strategy, the different roles and responsibilities in the digital ecosystem, the evolution of regulation and how the digital environment is affecting and redefining markets, policy and regulatory frameworks, businesses and consumers.
- Explore the regulatory issues at stake in this environment, to be better equipped to respond to the fast-changing digital environment, understanding what is new, what are the basics that still apply, the need for collaborative governance, and what needs to change to better assess how this applies to their national circumstances.
- Use good practices.

4. METHODOLOGY

This course will be delivered using instructor-led online learning. The course is delivered using power-point slides posted on the course page and selected reference materials that the participants must revise and study. Additionally, they must participate in scheduled activities and undertake self-assessments.

Participants will reinforce their understanding of the topics studied by drawing on their specific environments and are encouraged to consult with experienced colleagues who are working on a relevant topic. The following methods will be used for this course:

- Self-study of PPTs and reference materials;
- Instructor led presentations and interactive exercises made through Zoom;
- Interactive chat - forum discussions via Zoom and ITU Academy platform;
- Final quiz at the end of the core sessions.

5. ASSESSMENT AND GRADING

Participants' performance in this training will be determined using a combination of grades for the forum, participation in chats/zoom sessions and self-assessment quizzes:

- Participation in Zoom sessions will be awarded 40 per cent.
- Self-Assessments quizzes (6 questions per quiz) will be worth 60 per cent of the final grade of the course.

A total score higher than 70% is required to obtain the ITU certificate.

6. TRAINING DETAILS & INSTRUCTIONAL APPROACH

Time	Sessions/Topics covered	Key learning points	Training activities details
Week 1: 10 April 2024			
13h30-14h00	Session 1: Introduction to the training and ITU’s regulatory tools and frameworks <i>Nancy Sundberg and Youlia Lozanova, ITU</i>	This introductory session will provide an overview of digital regulation, collaborative governance and regulatory tools developed by ITU to assist policy makers and regulators in making informed and evidence-based decisions.	Lecture Each participant must: -Read material posted on the platform -Participate actively in the Zoom session (start time at 13h30-15h30 CET) - Complete the session quizzes
14h00-15h30	Session 2: Developing /reviewing a digital transformation strategy Trainer: Vaiva Maciule, Senior Digital Expert	This session examines the necessary steps and essential elements to be considered when developing/reviewing a national digital transformation strategy by examining what needs to be achieved, why it is important, the role of monitoring and evaluation, and how to do it. The purpose of this session is to provide concrete guidance in implementing the 4 phases of the digital transformation development cycle, with a focus on phases 3 and 4 (implementation, monitoring and evaluation).	
Week 2: 17 April 2024			
13h30-15h30	Session 3: Regulatory governance and evidence-based decision-making Trainer: Janet Hernandez, President/Kari Ballot-Lena, Director Digital Policy and Regulatory, TMG	This session examines how the roles of ICT regulatory authorities are shifting in a digital regulatory environment. The central purpose of this discussion is to assist policy makers and regulators in understanding the continued importance of objective, transparent, agile and evidence-based decision-making processes, the role of regulatory impact assessment (RIA),	Lecture Each participant must: -Read material posted on the platform -Participate actively in the Zoom session (start time at 13h30-15h30 CET)

		collaborative mechanisms, and innovative approaches needed for the effective functioning of the digital economy.	- Complete the session quizzes
Week 3: 24 April 2024			
13h30-15h30	Session 4: Innovative approaches to regulation: ICT Regulatory sandboxes Trainer: Thabisa Faye, Senior ICT Expert	This session will examine the establishment and management of an ICT regulatory sandbox, explaining the different steps and stages of the process from conceptualizing a sandbox, to its operationalization, and implementation. The session will further provide participants with the opportunity to learn from the benefits and risks of sandboxes, and from the roles of the different stakeholders.	Lecture Each participant must: -Read material posted on the platform -Participate actively in the Zoom session (start time at 13h30-15h30 CET)- Complete the session quizzes
Week 4: 2 May 2024			
13h30-15h30	Session 5: Universal service financing Trainer: Thabisa Faye, Senior ICT Expert	The session will focus on universal service financing mechanisms, policies and strategies fostering universal access to digital services and technologies, USF2.0 review and projects and programmes funding. The session will also enable participants to explore the efficiency toolkit in greater details.	Lecture Each participant must: -Read material posted on the platform -Participate actively in the Zoom session (start time at 13h30-15h30 CET)- Complete the session quizzes

Time	Sessions/Topics covered	Key learning points	Training activities details
Week 5: 9 May 2024			
13h30-15h30	Session 6: Transformative technologies and evolving regulation Trainer: Miriam Stankovich, Senior Digital Policy Expert, DAI	Artificial intelligence (AI), big data, blockchain, machine learning, Industry 4.0, and the Internet of Things (IoT) are not just buzzwords: they impact all sectors of our economies. This session will examine the implications of these transformative technologies (e.g., AI, big data, IoT, blockchain, etc.) on regulation and policy, the role of regulators, and the impact of emerging technologies on business, access, and use. The session will cultivate the critical skills necessary for assessing transformative technologies' strengths, weaknesses, opportunities, and threats and introduce frameworks for developing regulatory responses tailored to particular contexts.	Lecture Each participant must: -Read material posted on the platform -Participate actively in the Zoom session (start time at 13h30-15h30 CET) - Complete the session quizzes
Week 6: 16 May 2024			
13h30-15h30	Session 7: Protecting consumers and their data Trainer: Miriam Stankovich, Senior Digital Policy Expert, DAI	This session will discuss data protection regimes, focusing particularly on the regulatory aspects, the impact of emerging technologies and services on data governance, cross-border flow of personal data and trade implications, enforcement and the intersection between data protection and information security and emerging issues linked to digital products and services, including digital content, transactions, advertising, consumer data.	Lecture Each participant must: -Read material posted on the platform -Participate actively in the Zoom session (start time at 13h30-15h30 CET) - Complete the session quizzes
Week 7: 23 May 2024			

13h30-15h30	Session 8: Competition, market analysis and economics Trainer: Harm Aben, Director, Incyte Consulting	This session will examine how the new digital environment is affecting the structure of communication services markets, creating new market dynamics that require substantially different forms of economic regulation. The session will therefore examine market analysis, dominance determination, obligations and remedies in the digital era looking at different scenarios to assess what needs to be modified or replaced to be effective and relevant in the digital economy, looking also at affordability of devices.	Lecture Each participant must: -Read material posted on the platform -Participate actively in the Zoom session (start time at 13h30-15h30 CET) - Complete the session quizzes
Week 8: 30 May 2024			
13h30-15h30	Session 9: Infrastructure sharing Trainer: Harm Aben, Director, Incyte Consulting	This session will examine infrastructure sharing approaches and regulatory requirements highlighting good practices and cases studies of co-deployment, co-investment, sharing of passive and active infrastructure and sharing with other utilities and mapping requirements.	Lecture Each participant must: -Read material posted on the platform -Participate actively in the Zoom session (start time at 13h30-15h45 CET) - Complete the session quizzes
15h30-15h45	Closing	Final discussion and closing	

7. TUTORS/INSTRUCTORS

Name of tutor(s)/instructor(s)	Title	Contact details
Ms Janet Hernandez/Kari Ballot-Lena	Telecommunications Management Group, Inc. (TMG)	
Dr. Miriam Stankovich	Senior Digital Policy Expert, DAI	
Ms Thabisa Faye	Senior ICT Expert	
Mr Harm Aben	Director, Incyte Consulting	
Ms Vaiva Maciule	Senior Digital Expert	

8. TRAINING COURSE COORDINATION

ITU Course coordinator(s)	
Name: Ms Nancy Sundberg Title: Senior Programme Officer Email address: nancy.sundberg@itu.int Name: Mr Elind Sulmina Title: Project Officer Email address: elind.sulmina@itu.int	