# DIGITAL TRANSFORMATION CENTERS FOR DIGITAL SKILLS TO ATTAIN MEANINGFUL CONNECTIVITY

## PROJECT OVERVIEW

In 2019, ITU in partnership with Cisco launched the Digital Transformation Centres (DTC) Initiative with the high-level goal of supporting countries in developing digital skills, mainly at the basic and intermediate levels and particularly in underserved communities. A core objective of this Initiative is to support countries to strengthen digital capacities of citizens, particularly in the underserved communities. ITU and Cisco are at the forefront of the initiative but have worked in collaboration with many partners in both the private and public sectors. In 2020, the Government of Norway and ITU engaged in a partnership to support the implementation of the DTC Initiative through providing financial support to the project "Boosting digital skills through DTCs". A pronounced focus of this project is to support and scale the activities of the DTC in Ghana.

## DIGITAL TRANSFORMATION CENTRES (DTCS)

**Côte d'Ivoire**
*Ecole Multinationale Supérieure des Postes*

**Dominican Republic**
*Centros Tecnológicos Comunitarios*

**Democratic Republic of the Congo**
*Secretariat National pour le Renforcement des Capacités*

**Ethiopia**
*Digital Transformation Program Office*

**Ghana**
*Ghana Investment Fund for Electronic communication*

**Indonesia**
*ICT Training and Development Centre*

**Morocco**
*Agency for Digital Development*

**Pakistan**
*Virtual University of Pakistan*

**Papua New Guinea**
*Papua New Guinea University of Technology*

**The Philippines**
*Department of Information and Communications Technology*

**Rwanda**
*Rwanda Information Society Authority*

**Uganda**
*Uganda Institute of Information and Communication Technology*

**Zambia**
*Smart Zambia Institute*



## BUDGET AND TIMELINE

| | |
|---|---|
| Project Budget: | CHF 3,767,492 |
| Norad Contribution: | CHF 3,008,468 |
| ITU-ICT Dev Fund: | CHF 759,024 |

**Timeline: January 2021-December 2023**

2021 — 2023

## EXPECTED OUTCOMES AND OUTPUTS

| Overall Outcome | CITIZENS IN BENEFICIARY COUNTRIES WILL HAVE APPLIED THE DIGITAL SKILLS ACQUIRED TO IMPROVE THEIR WELL-BEING AND ECONOMIC OPPORTUNITIES, WHICH WOULD RESULT IN A NARROWING OF THE DIGITAL DIVIDE |
|---|---|
| Outputs for the DTC Initiative (DTCI): | • Creation of a global network of DTCs<br>• Production of high-quality and targeted training materials available for DTCs. Engagement of new partners in the initiative. |
| Outputs for DTCs Globally: | • Increased number of people among the target audience trained in basic and intermediate digital skills.<br>• Increased number of trainers and teachers trained, and remote teaching capabilities strengthened.<br>• Increased national stakeholder coordination and participation in the DTCs at national level |
| Outputs for Ghana: | • An increased number of people (17,200) among target audiences trained in basic and intermediate digital skills<br>• An increased number (186) of trainers and teachers trained, and remote teaching capabilities strengthened<br>• Increased national stakeholder coordination and participation in the DTC activities<br>• Increased number of DTC community centers in remote areas operational and fully equipped, local training content/course material is developed and deployed in local languages, and that local coding clubs are established and functional |

## PROJECT AND INITIATIVE PROGRESS TO DATE

### DTC INITIATIVE (DTCI)

- The DTCI has grown to 13 DTCs across 4 regions
- The DTCI content gap analysis has been completed
- A face-to-face workshop between DTCs will take place from

9 to 11 May 2023

- 3 virtual meetings have been organized to bring DTCs together to share learning experiences, strengthening the DTCI network

### SUPPORT TO DTCS GLOBALLY

- The DTCs in Rwanda and Zambia have conducted training of trainers
- The DTC in Zambia will conduct a stakeholder engagement workshop in 2023
- The DTC in Côte d'Ivoire, Dominican Republic and Indonesia will be delivering training of trainers workshops in 2023

### DTC IN GHANA

- GIFEC has trained 10,446 citizens, including 7,593 women, in basic and intermediate digital skills
- 196 Master trainers, including 10 women, were trained
- 101 Community Centres have been equipped with modems and internet routers and assisted with training supplies
- 16 coding clubs have been established and are fully functional


Kickoff Workshop (March 2022)


Citizen Training in Ghana

## WHAT'S NEXT?

The DTC in Ghana will continue to provide training opportunities to underserved communities across Ghana with basic and intermediate digital skills. Additionally, the DTC in Ghana will continue to run coding clubs for school aged children.

ITU will continue to support DTCs. ITU has just begun to adapt existing training content to meet the training needs of the citizens DTCs are reaching. Partnerships are at the heart of the DTCI, and ITU is continuing its efforts to create partnerships to strengthen the

Initiative on global and local levels. Partnership development is being followed at the level of each DTC with support from ITU to find areas of collaboration that individual DTCs can pursue with partners. This work is ongoing,

## LESSONS LEARNED

### ADAPTABILITY

By working in partnership with local partners and stakeholders, the work of the DTCs can be strengthened, ensuring at the same time the long-term sustainability of the Initiative long after this project. These partnerships will support DTCs to continue to reach underserved communities.

### CREATIVITY

In this project, DTCs had to creatively address challenges in both face-to-face and remote training environments. DTCs used internationally recognized content and applied creative solutions to ensure that content was accessible, for all participants. This included adapting training to provide multilingual instruction.

### COLLABORATION

DTCs are organizations and institutions with an existing network of training centres and with diverse and abundant experience and expertise. Collaboration between DTCs and the private sector, as well as collaboration between the DTCs, have proven integral for the sustainability of this project and the continual learning process.

## ADDITIONAL RESOURCES

- Digital Transformation Centers Initiative. Initiative website
- ITU projects portal
- Article from ITU News: Strengthening digital skills to scale digital transformation
- Experiences of a female entrepreneur from the North of Ghana who attended trainings
- Experiences of a GIFEC trainer who attended the Generation Connect Global Youth Summit