Developing **skills** for the **digital economy** and **society**

A **Snapshot Report** of the **Global ICT Capacity Building Symposium (CBS-2018)**
Developing skills for the digital economy and society

Brahima Sanou
Director, ITU Telecommunication Development Bureau

I would like to express my deepest appreciation to the Government of the Dominican Republic and the Dominican Institute of Telecommunications (INDOTEL) for their outstanding hospitality at the 2018 ITU Global ICT Capacity Building Symposium (CBS-2018) which was held from 18 to 20 June in Santo Domingo.

Under the theme “Developing skills for the digital economy and society”, CBS-2018 explored how emerging trends in the field of information and communication technologies (ICTs) have changed skills requirements for the digital economy and society, and in turn impact capacity building and skills development.

The Symposium is the main global event for capacity development in the field of ICTs. It brought together ministers, director generals of regulatory authorities, UN agencies, CEOs of private sector companies, representatives from universities and research institutions and other experts in ICT capacity building.

We live in a connected world characterized by the unprecedented transformative power of ICTs. They impact the way we live, the way we work, the way we play, the way we socialize, learn and are deeply transforming our society.

It is our collective responsibility to transform the workers of today into the workforce of tomorrow through institutional and human capacity building.

A major objective of CBS-2018 was to strengthen collaboration between ITU, the public and private sectors, business and the academic communities in developing capacities for the digital future. I am glad that we achieved this, and I am delighted to present you here a snapshot report of CBS-2018.
Developing skills for the digital economy and society


(Message from the Director)

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* This ‘Snapshot Report’ is intended only to recap some of the highlights of CBS-2018. It is not an official CBS-2018 report.
The Dominican Republic welcomes ICT leaders to CBS-2018

From left to right: Luis Henry Molina, President of INDOTEL; H.E. Dr. Margarita Cedeño de Fernández, Vice President of the Dominican Republic; and Brahima Sanou, Director of the ITU Telecommunication Development Bureau.

Left: H.E. Dr. Zoraima Cuello, Vice Minister of the Presidency, Dominican Republic.

Right: Fabricio Gómez Mazara, Member of the Board of Directors, INDOTEL.
Setting the agenda ...  

At the 2018 ITU Global ICT Capacity Building Symposium (CBS-2018) ministers, regulatory authority heads, United Nations experts, company CEOs, representatives from universities and research institutions, and ICT capacity-building specialists from around the globe convened to discuss “Developing Skills for the Digital Economy and Society”.

During the event, ITU presented the second issue of “Capacity Building in a Changing ICT Environment”, featuring contributions from international experts on the subject of skills development in a digital era. Its articles contribute to the ongoing discussions on how emerging technologies are transforming job markets, determining new skills sets requirements and driving the digital economy. Download your copy of the publication here.

Over three days CBS-2018 participants covered a number of discussion topics related to skills development in a digital era:

**Digital skills development discussions**

| Skills requirements for the digital transformation | Achieving the United Nations Sustainable Development Goals in a digital world | The role of academic institutions: Innovative approaches to teaching and learning |
| Challenges and opportunities facing the developing world | Fostering entrepreneurship and innovation | Leveraging partnerships in capacity building for the digital era |
| Identifying core skills required for the digital economy | Developing skills for an inclusive digital society | Identifying core skills |

... for capacity building and skills development in the digital era

See the full 3-day programme.
Click to see CBS-2018 at a glance
To promote the digital economy, the Dominican Republic has embarked on the most ambitious strategy we have ever experienced. República Digital promises, and will continue to do so, to prepare Dominicans, especially the youngest, by providing them with the necessary skills to face the competitive world in which we live.

H.E. Dr Margarita Cedeño de Fernández
Vice President of the Dominican Republic
It was a great honour to host CBS-2018, the main global event for capacity building in the field of digital technologies. We have an urgent need to prepare our students, our institutions and our citizens to succeed in the digital world. In Latin America, for example, we need people with the skills to develop online content in our language, according to the identity, characteristics and needs of our territories.

Luis Henry Molina
President of INDOTEL
It is our collective responsibility to transform the workers of today into the workforce of tomorrow through institutional and human capacity building. In doing so we will ensure that no one is left behind by technological advances and we will put the human being at the centre of the technological evolution. We will make technology work for people, by putting a human face to ICTs.

Brahima Sanou
Director, ITU Telecommunication Development Bureau
Digital skills key to new employment and business opportunities

The 2018 ITU Global ICT Capacity Building Symposium (CBS-2018) took place 18-20 June 2018 in Santo Domingo, the Dominican Republic, with a special focus on “Developing Skills for the Digital Economy and Society.”

Participants explored how emerging trends in the field of information and communication technologies (ICTs) have changed human resource skills requirements for the digital economy and society, and the impacts of this on capacity building initiatives.

“Our increasingly digital world offers exciting new employment and entrepreneurial opportunities worldwide. CBS-2018 provided a unique platform from which global decision-makers could explore the evolving human resource skills and knowledge necessary to harness the full potential of these opportunities – so that everyone, everywhere can benefit from these.”

Houlin Zhao
ITU Secretary-General

About the ITU Global ICT Capacity Building Symposium
Participants acknowledged that ICTs need to be integrated into national policies and in the implementation of development projects and activities and emphasized the importance of capacity building and skills development as an integral component of the digital agenda.

The Dominican Republic highlighted its own ambitious República Digital strategy designed to prepare Dominicans, notably the younger generations, for a “competitive” digital world. The importance across Latin America for people with the skills to develop online content in the languages and according to the identity, characteristics and needs of the region was also recognized.

“It is our collective responsibility to transform the workers of today into the work force of tomorrow through institutional and human capacity building,” said Brahima Sanou, Director of the ITU’s Telecommunication Development Bureau. “In doing so, we will ensure that no one is left behind by technological advances and we will put the human being at the centre of the technological evolution. We will make technology work for people, by putting a human face to ICTs,” he concluded.

The symposium is the main global event for capacity development in the field of ICTs. CBS-2018 was organized by ITU and hosted by the Dominican Institute of Telecommunications (INDOTEL). It was chaired by Fabricio Gómez Mazara, Member of the Board of Directors of INDOTEL.

CBS-2018 brought together ministers, regulatory authority heads, United Nations experts, company CEOs, representatives from universities and research institutions, and ICT capacity building specialists.
Innovative approaches to teaching and learning: the role of academic institutions in building a workforce fit for purpose

Higher-learning institutions need to adapt their teaching methodologies in order to produce graduates who meet skills requirements for the digital economy. It was the subject of this session: changes that are taking place in the learning landscape as a result of the digital transformation and how universities meet the demands of the digital era.

Leveraging partnerships in capacity building for the digital era

Strengthening capacities and developing skills will require action to be taken by all the community and partnership involving different players in the ICT ecosystem. This session shows how ITU works with partners to respond to the skills requirements of the digital era.

Challenges and opportunities faced by the developing world and implications for capacity development

Small island developing States (SIDS), land-locked developing countries (LLDCs), and least-developed countries (LDCs) face unique challenges when it comes to digital development. The session was dedicated to discussing these challenges and the skills needed to solve them. It was also about how these countries can be assisted to develop the skills that are required, the concrete training and capacity building initiatives and the solutions that have been implemented successfully.

Identifying core skills required for the digital economy

The future jobs require digital skill so we need to identify the core skills that will be sought after across different economic sectors. In this session, representatives from Universities highlighted how their programmes are responding to developing skills in core areas, and industry representatives shared their views on core skills required in their sectors and initiatives taken to strengthen those skills.

Developing skills for an inclusive digital society

Large segments of the population are excluded from the digital society, like the rural and underserved communities, the poor and marginalized groups, people with specific needs, the youth and the elderly. The session looked at the programmes addressed to ensure digital inclusion.

Fostering entrepreneurship and innovation in the digital era

Many start-up companies focus on ICT-related products and services and new technologies are used to promote learning and education. The session focused on the digital skills required to drive entrepreneurship and innovation in the digital economy, with the intervention of young entrepreneurs.
Throughout three centuries, prominent thinkers have highlighted the innovation capacity as a distinctive feature of our economic system.

Dr Rolando Guzmán  
Rector, Instituto Tecnológico de Santo Domingo (INTEC), Dominican Republic

96 per cent of European schools have Internet access but only 31% of schools in Africa.

Belinda Exelby  
Head of International Relations, GSMA

Human consciousness and creativity is our best survival trait to survive our ‘computer overlords’, and adapting our organizational systems of learning and work will be as important a task as adjusting our behaviour.

Lee Rainie  
Director, Internet and Technology Research, Pew Research Center
Our programs are geared towards ensuring that African, and the Nigerian child in particular, also secures a space in the digital society. We need to make sure that African children are not left out.

Stella Uzochukwu Dennis
Founder, Odyssey Educational Foundation, Nigeria

Digital workforce essentials: motivation and innovative and entrepreneurial spirit.

Martin Roos
CEO, Altice, Dominican Republic

In order to reach those left further behind we will need to look at very innovative partnerships.

Luciana Mermet
Deputy Resident Representative, UNDP, Dominican Republic
Video insights

Thought leaders shared their insights with us on the various topics and sessions discussed at CBS-2018.

“Capacity building is one of our main activities and it is so important... particularly in the ICT sector.”

Brahima Sanou
Director, ITU Telecommunication Development Bureau

“Capacity is a big issue for us in the Caribbean, and this linking of the economy and capacity, is the right time, right thing.”

Sonia Hill
Secretary General, Caribbean Broadcasting Union (CBU)

“We know the impact technologies have on people, and for us, the best way to bridge the digital divide is to bridge the knowledge divide.”

Cosmas Zavazava
Chief of Department, Projects and Knowledge Management, ITU
“Even for putting a policy around it you need skilled people...” - Jennifer Britton
Deputy Programme Manager, ICT4D, CARICOM

“All of these new technologies require new skills... hard and soft skills.” - Marco Serrato
Executive Director, Vice Rector for Executive Education, Tecnológico de Monterrey, Mexico

“I believe distance learning is good – especially when we talk about life-long learning.” - Dr Supavadee Aramvith
Associate Professor, Chulalongkorn University, Thailand

See the full video playlist here.
Capacity building in a changing ICT environment

The second issue of *Capacity Building in a Changing ICT Environment* was presented at CBS-2018.

The publication features contributions from international experts on the subject of skills development in a digital era in an analytical, critical and conceptual approach. The articles highlight specific topics such as cloud computing, the Internet of Things (IoT), quality of service, big data, artificial intelligence (AI) and related skills requirements.

The role of digital technologies in facilitating teaching and learning across national boundaries, enabling learners to participate in training activities without being restricted by their geographical location or that of the teachers or experts, is also discussed.

The articles present a number of concrete examples in capacity building projects carried out across different regions of the world, illustrating how the use of digital technologies for developing new skills has made an impact, and how smart learning practices have been implemented successfully in different countries.

The discussions raise key questions on the speed at which skills needs emerge compared to the pace of training. These questions address changes in teaching and learning approaches, the changing role of academia and industry in view of those developments, and the role of digital technologies in skills development.
Presentation of awards

Awards were given to the four innovators who presented their innovations during the Symposium, to recognize their efforts and contribution towards strengthening information and communication technology (ICT) skills.

An award was also given to the event host, INDOTEL, for hosting the event.

From left to right: Cosmas Zavazava, Chief of Department, Project Support and Knowledge Management, ITU; Brahima Sanou, Director, ITU Telecommunication Development Bureau; Fabricio Gómez Mazara, Member of the Board of Directors, INDOTEL; Jiwon Park, Co-founder, CodePhil; Orlando Perez Richiez, Flying Lab Coordinator, WeRobotics, Dominican Republic; Gustav Gonzalez, Founder and CEO, MaeFloresta, Colombia; Brian Bosire, Founder and CEO, HydroIQ, Kenya; Henry Molina, President, INDOTEL.
The SDGs need a boost.

ICTs can help us do more – faster.

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- Use our communications tools
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- The latest on ITU events and initiatives

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