

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

A **Snapshot
Report** of the Global ICT Capacity
Building Symposium
(CBS-2018)

GLOBAL ICT CAPACITY BUILDING SYMPOSIUM

ITUCBS
SANTO DOMINGO 2018

*Developing skills for the digital
economy and society*

18-20 June 2018
Santo Domingo
Dominican Republic

www.itu.int/cbs2018 #ITUCBS



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. ▲



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

Developing skills for the digital economy and society

A 'Snapshot Report'* of the Global ICT Capacity Building Symposium (CBS-2018)

(Message from the Director)

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Brahima Sanou

Director, ITU Telecommunication Development Bureau

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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.

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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 Brahim 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](#).

Capacity building in a Changing ICT Environment

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

Digital skills development discussions

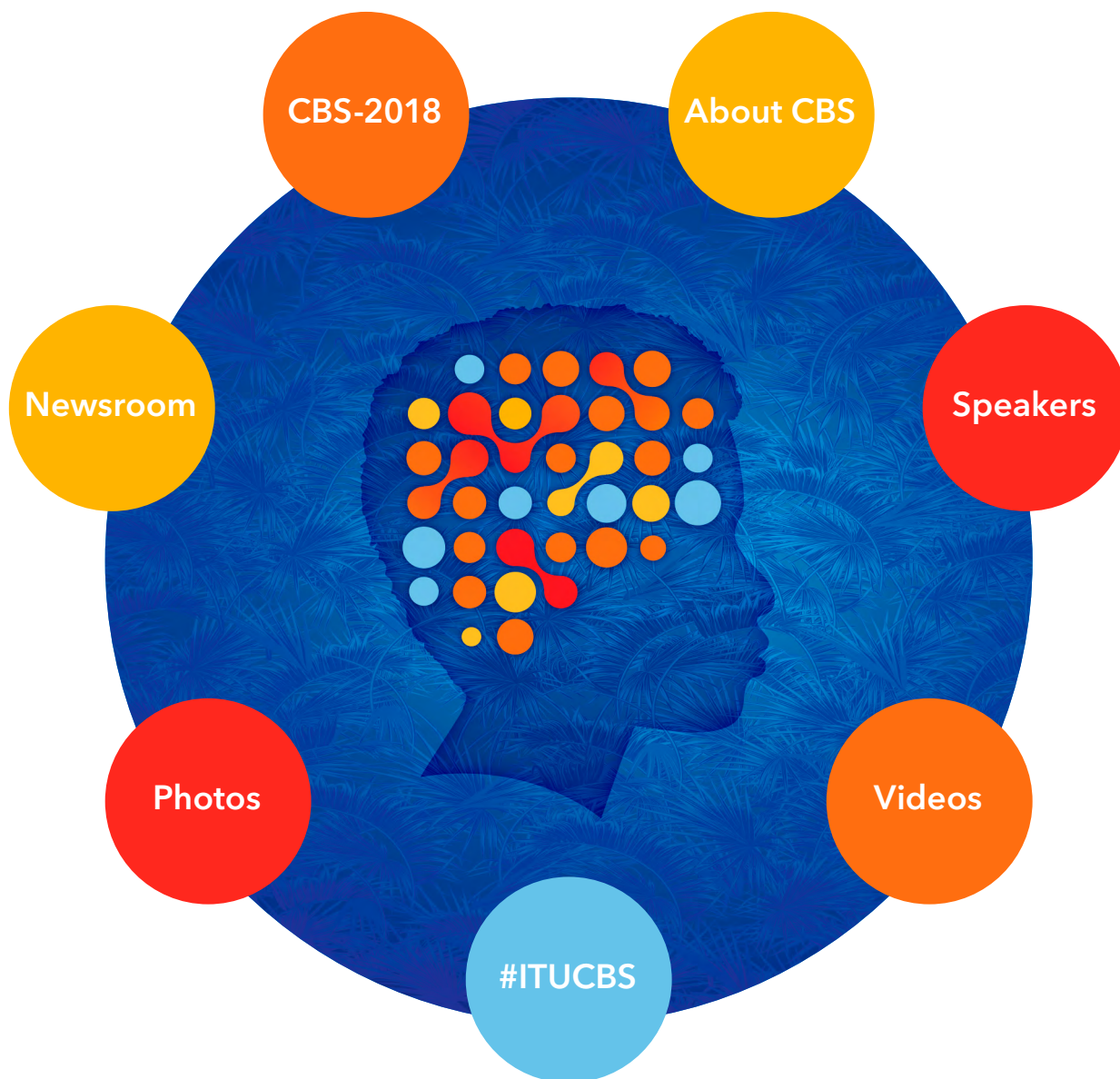
Skills requirements for the digital transformation	Achieving the United Nations Sustainable Development Goals in a digital world	The role of academic institutions: Innovative approaches to teaching and learning
Challenges and opportunities facing the developing world	Fostering entrepreneurship and innovation	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



See [video interview](#) (in Spanish)



“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.

About the ITU Global ICT Capacity Building Symposium

“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

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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.

CBS-2018 plenary sessions overview

Skills requirement for the digital transformation

Digital technologies are creating a new digital ecosystem which brings productivity gains and improve human wellbeing but which is also disruptive because it needs new skills. This session was about the digital transformation environment, the digital technology trends and skills requirements and how the organizations need to adapt.

Policy implications for achieving the SDGs in a digital world

Capacity building is a part of all the 17 sustainable development goals (SDGs). This session was about how sectoral policies need to adapt in order to achieve sustainable development in the digital era and what kind of skills will be required. It is also about the impact of ICTs in [SDG4](#) (Quality education).



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 under-served 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*

CBS-2018 highlights video



“ 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

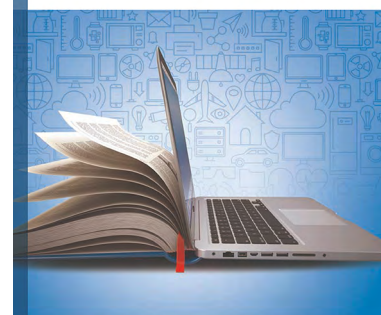
The second issue of [Capacity Building in a Changing ICT Environment](#) was presented at CBS-2018.

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. ▲



Capacity Building in a
Changing ICT Environment
2018



**See the final
report of the
Global ICT
Capacity Building
Symposium**

**See also the
Chairman's summary
report of the
Symposium (English)
(Spanish).**



ITU CBS
SANTO DOMINGO 2018

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

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ICTs can help
us do more –
faster.

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- ▶ Share your successes globally
- ▶ Use our communications tools



fast forward together
#ICT4SDG



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