

WSIS FORUM 2020
31 July 2020

OVERVIEW OF ITU CAPACITY DEVELOPMENT ACTIVITIES

Capacity and Digital Skills Development Division
ITU/BDT



Outline

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- ❑ The digital context
- ❑ Capacity building mandate
- ❑ Our capacity development activities.
 - ❑ Development of training materials
 - ❑ Delivery of training
 - ❑ Delivery of training : ITU Academy Platform
 - ❑ Delivery of training : Centres of Excellence
 - ❑ Delivery of training : Digital Transformation Centres Initiative
 - ❑ Knowledge resources and knowledge sharing
- ❑ Partnerships and collaboration
- ❑ Conclusion

The Context:



- Digital technologies are now pervasive and cross-sectoral
- Digital skills development will accelerate achievement of SDGs



The Context: Digital skills challenges

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- Digital skills among **the most sought-after skills** in the labour market today.
- Current skills supply-demand gap. Key areas (cyber security, data science/ analytics, web development, etc.)
- Skills mismatch: New jobs, old skills
- Lack of skills being cited more and more as the main barrier to use of digital technologies, ahead of access and use (up to 60% of respondents in developing and LDC countries.). Though access gap still exists, it is coming down, so are costs.
- Huge unemployment, underemployment in the face of great demand for digital skills
- Numbers requiring digital skills at basic and intermediate levels are higher

UN SG High Level Panel on Digital Cooperation Recommendations For Building an Inclusive Digital Future



Skills development



Affordable Access

The speed and scale of change is increasing – and the agility, responsiveness and scope of cooperation and governance mechanisms needs rapidly to improve. We cannot afford to wait any longer to develop better ways to cooperate, collaborate and reach consensus. We urgently need new forms of digital cooperation to ensure that digital technologies are built on a foundation of respect for human rights and provide meaningful opportunity for all people and nations.

U N SG S HLPanels Launches Report & Recommendations For Building an Inclusive Digital Future



Panel Launches Report & Recommendations For Building an Inclusive Digital Future

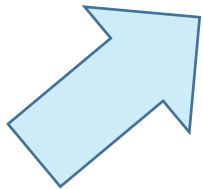


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Build an Inclusive Digital Economy and Society

- Ensure that every adult has affordable access to digital networks and digitally-enabled financial and health services by 2030.
- Create alliances for sharing “digital public goods” and data for the SDGs.
- Adopt policies to support digital inclusion and equality for women and marginalised groups; establish and use metrics for digital inclusiveness.



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Foster Global Digital Cooperation

- The UN Secretary-General should facilitate a consultation process to develop updated mechanisms for global digital cooperation, using the options proposed by the Panel as a starting point.
- Take a multi-stakeholder “systems” approach to cooperation and regulation that is adaptive, inclusive and fit for purpose for the digital age.

ITU vision and strategic goal 2



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- **ITU vision:**

“An information society, empowered by the interconnected world, where telecommunication/ information and communication technologies enable and accelerate social, economic and environmentally sustainable growth and development for everyone.”

- **Strategic goal 2: inclusiveness**

“Bridge the digital divide and provide broadband for all.”

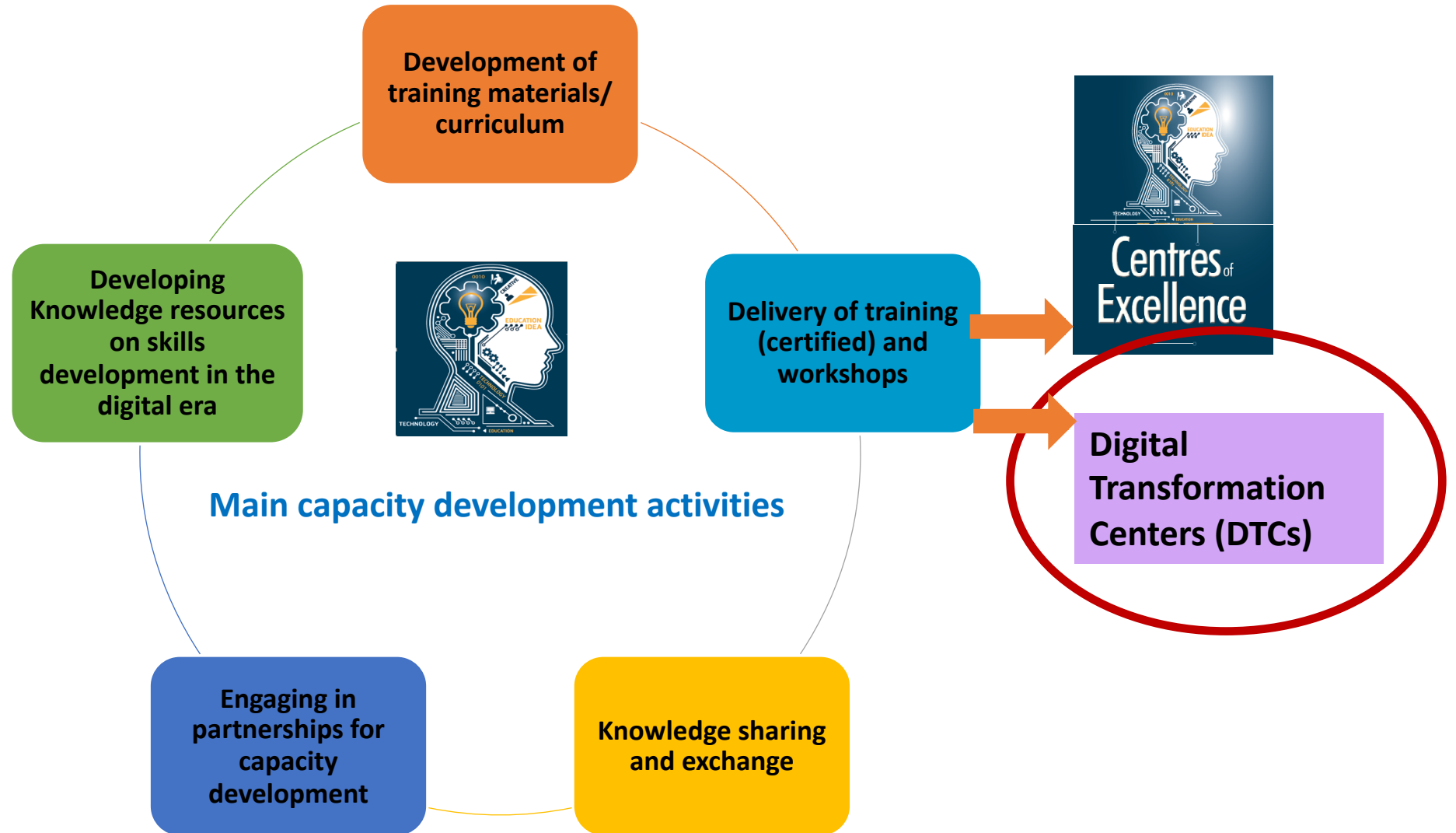




Objective 4

*“Inclusive digital society: Foster the development and use of telecommunications/ICTs and applications **to empower people and societies** for sustainable development.”*

ITU capacity and digital skills development activities



Development of training materials

- Standardized training materials in priority areas as defined by ITU membership
- Training materials of the highest level and quality; materials undergo thorough peer review
- Up to date - using the expertise from membership and academia

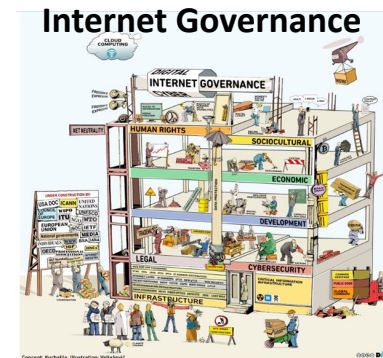
Training programmes developed/ under development



Complete and available
Being updated



Final stages of completion



In progress



Complete and available soon
Being updated



Complete and available



Complete and available

ITU Academy: main umbrella for ITU capacity building activities



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Design and development of innovative training programmes and resources in ICTs



Delivery of ICT training activities through multiple channels

- Online through the ITU Academy platform
- Face-to-face through Centres of Excellence and other partners



Platform for dialogue and knowledge sharing

- Global ICT Capacity Building Symposium (CBS)
- Regional events



Strategic partnerships with key players in the field of ICT training

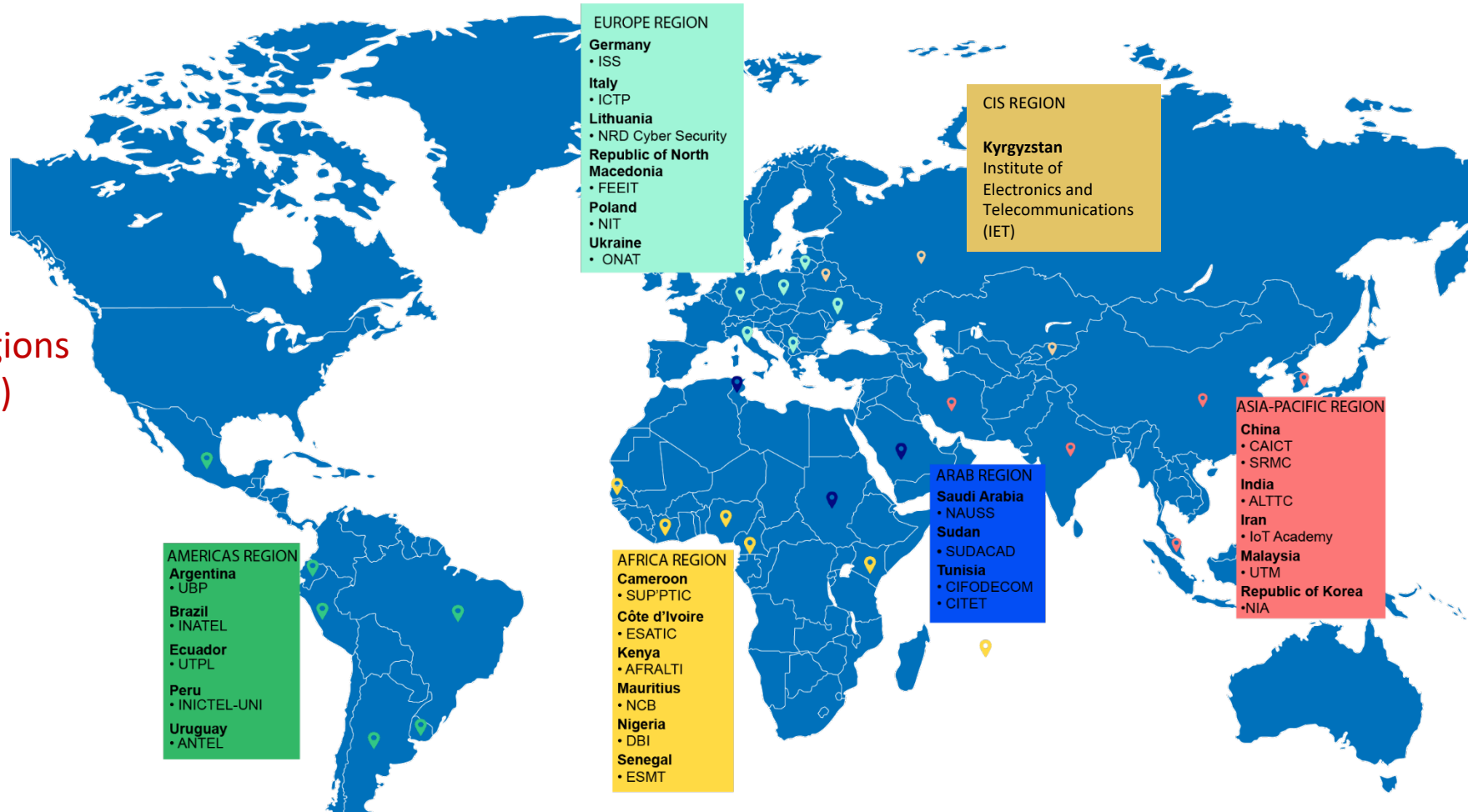
- 28 Centres of Excellence around the globe, Digital transformation Centres, private sector companies and academic institutions.

<https://academy.itu.int/index.php?lang=en>

Delivery of training : Centres of Excellence (CoE) network



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28 CoEs in six regions
(2019-2022 cycle)

CoE priority areas for the 2019-2022 cycle

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Spectrum management	Smart cities and communities
Bridging the standardization gap	Artificial intelligence
Digital broadcasting	Digital financial services
Conformance and interoperability	Internet governance
Internet of Things	Innovation and entrepreneurship
Cybersecurity	ICTs and the environment
Digital inclusion	Digital transformation
Emergency telecommunication	Digital economy
ICT applications	Big data and statistics
Wireless and fixed broadband	

Specialized and advanced training

Recent CoE activities



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- ❑ 2019 activities:
 - ❑ 90 courses implemented
 - ❑ over 2000 people trained

- ❑ 2020 activities
 - ❑ Total 36 trainings implemented
 - ❑ 2715 participants trained

Digital Transformation Centres (DTC) Initiative



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- To develop digital skills at basic and intermediate levels, particularly in the underserved communities.
- The capacity to scale and to deliver digital skills training to many citizens is at the core of the Initiative.



**Digital
Transformation
Centres**

Digital skills: levels and target groups

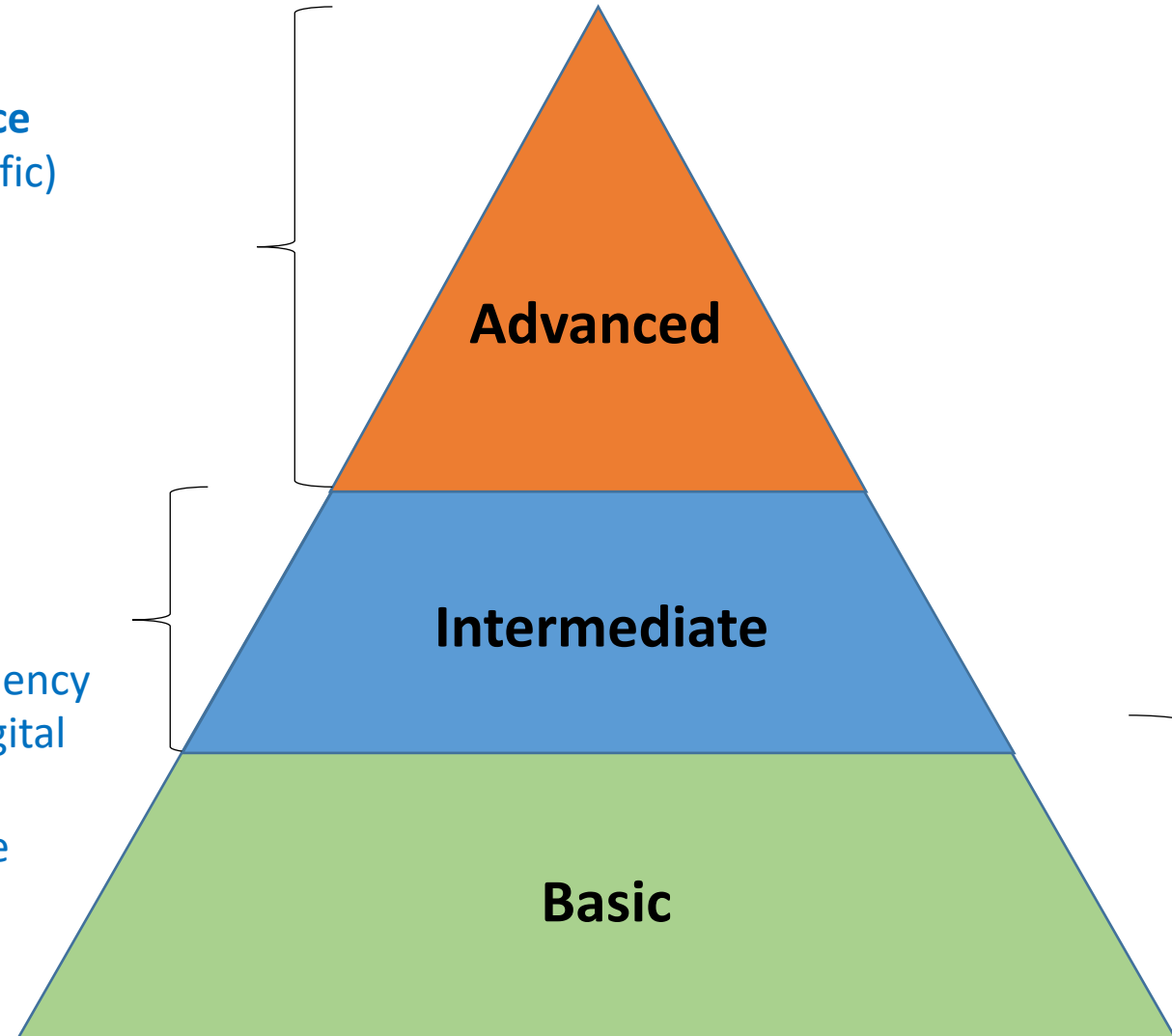


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- **Centres of Excellence**
(Specialized, ICT specific)

DTC
(Cross sectoral)

- Improve workplace efficiency
- Enable startups using digital tools
- Use of digital tools at the community level.

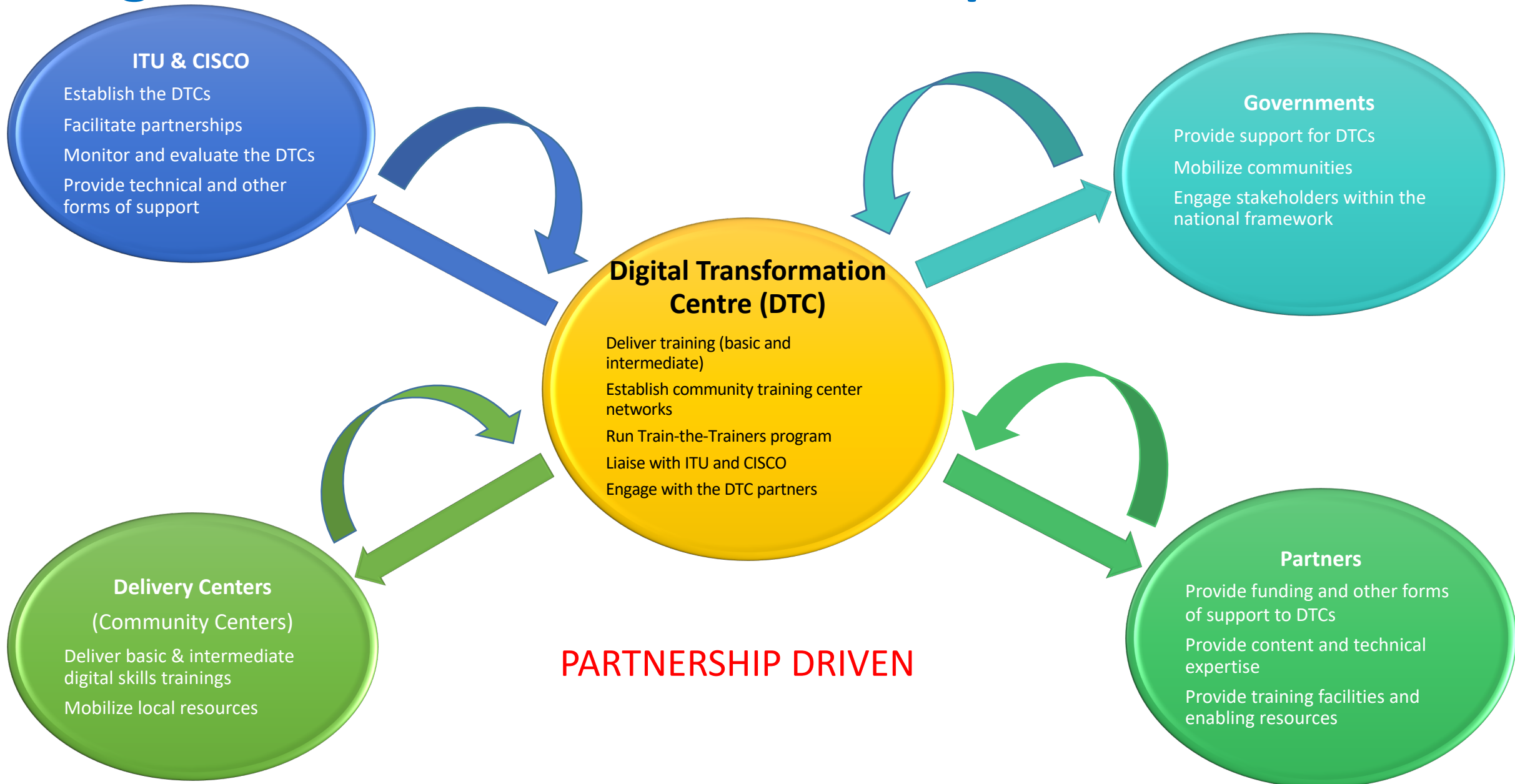


- Target masses who need basic digital skills knowledge for digital inclusion

Selected DTCs for Phase 1 (March 2020 - Sept. 2021)



Digital Transformation Centres Operational Model



DTC Partnerships



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DTC Activities (Where are we now?)

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- ❑ Onboarding Workshop (11 to 13 February 2020).
- ❑ Preparation of training and implementation plans in most of the DTCs.
- ❑ Current implementation of online training in Ghana, Dominican Republic and Zambia.
- ❑ Active mobilization of new partners to support the Initiative.



DTCs and Training activities



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- ❑ Bi-monthly newsletter for the DTCs
- ❑ The newsletter promotes activities of the DTCs and partners regarding the Initiative
- ❑ Issue 1 covered February – March 2020
- ❑ Issue 2 covered April – May 2020



Knowledge resources: ITU publication “Digital Skills *Insights*”



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- Online publication launched in 2017 and released annually
- Puts together scholarly articles in the field of capacity building and skills development in the digital era
- Addresses the ongoing discussion on how digital technologies are transforming job markets, determining new skills set requirements and driving the digital economy requirements for re-skilling
- Target group: experts in the field of digital technologies, including researchers, policymakers and practitioners
- **Next edition will be launched in summer 2020**
- Available at academy.itu.int



Digital Skills *Insights*
2019

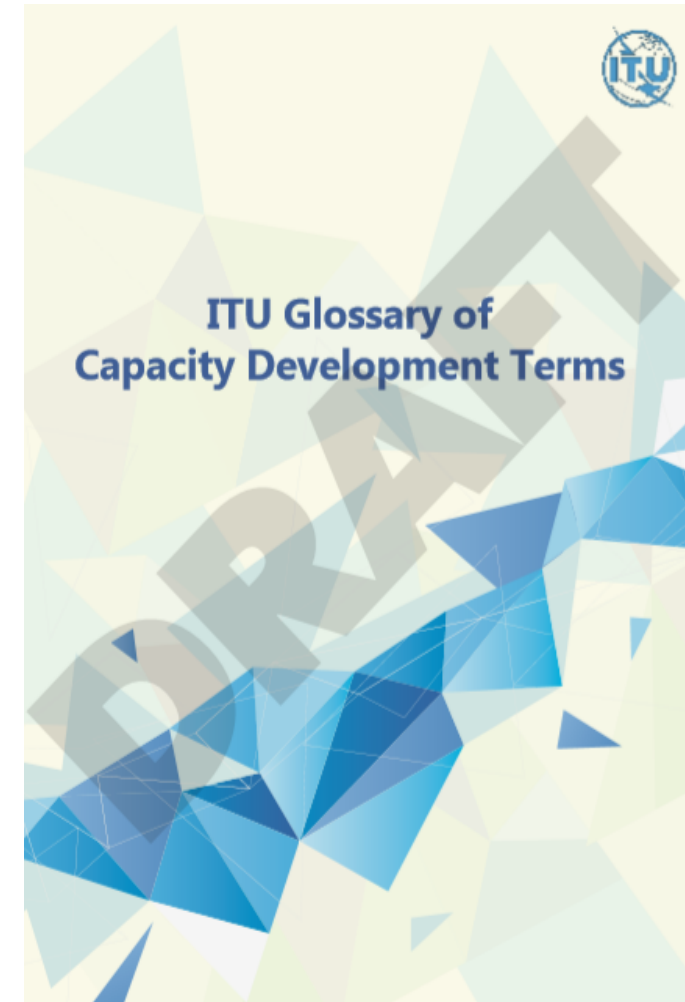


Objectives

- To facilitate harmonization of use of capacity development terms in ITU
- To provide guidance on categorization of ITU capacity development events

Contents:

- Glossary of terms
- Capacity development activities matrix



Digital Skills Toolkit



ITU Digital Skills Toolkit 2018

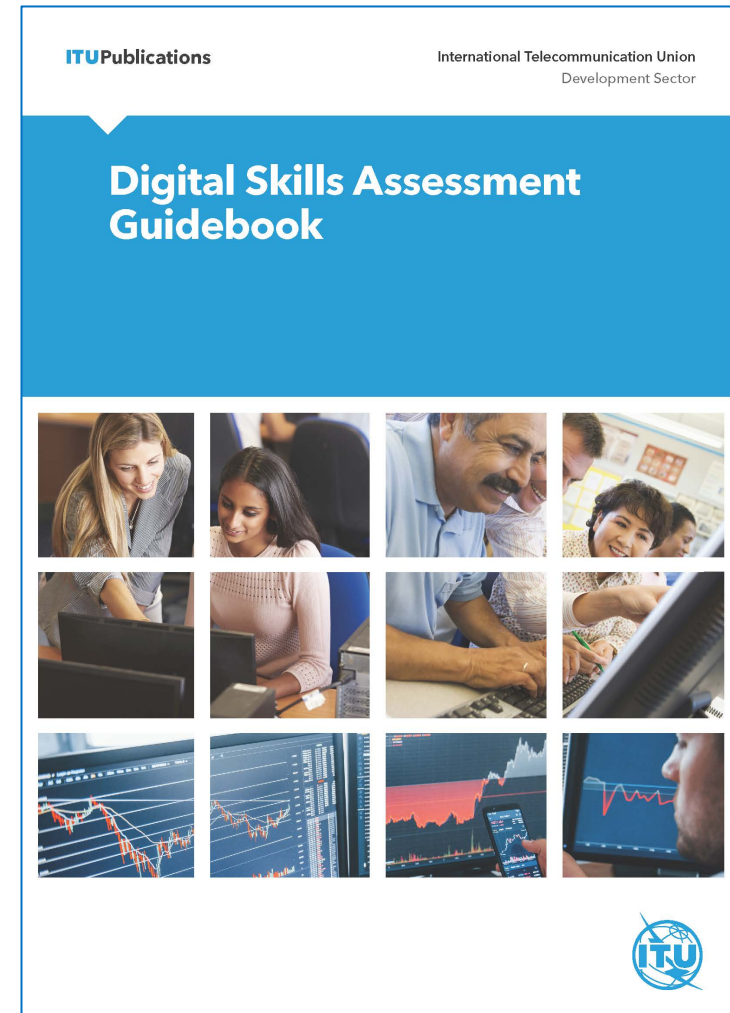
- ❑ Provides stakeholders with guidance on developing a **digital skills strategy**
- ❑ Intended for policymakers, partners in the private sector, non-governmental organizations and academia
- ❑ To facilitate the development of a comprehensive digital skills strategy
- ❑ <https://www.itu.int/pub/D-PHCB>

ITU

Digital Skills Assessment Guidebook

Launched on 28 May 2020

- Practical step-by-step tool helping users to identify national skills gaps and requirements
- To assist policymakers and other stakeholders, who may need to undertake skills assessments (supply and demand) at the national level.
- Builds on the Digital Skills Toolkit that was launched by ITU in 2018. Focus on national level skills assessment



Partnerships



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- Underpins all the capacity building work that we do.
- Multi-stakeholder approach, based on value addition and expertise brought to the topic.
- Governments (ITU member states) are key stakeholder.
- Developing capacity of policymakers is a precondition for getting everything else right. Right policy frameworks, right enabling environment, right skills sets, right institutional support.

Our capacity building partners



ROHDE & SCHWARZ



**UNITED KINGDOM
TELECOMMUNICATIONS
ACADEMY**



The Abdus Salam
**International Centre
for Theoretical Physics**



wayfindr



Conclusion

- Digital skills can be a barrier to both digital inclusion and effective digital participation.
- Digital skills development programs need to be implemented in a structured and inclusive manner drawing in on key stakeholders at national level such as Governments and the private sector.
- The digital economy will create more jobs than it will take away. However unless people are trained with the right skills (upskilling, reskilling) we will have the unenviable situation of unemployment in the midst of job openings.
- With the rapid pace of change in digital technologies, learning now must be continuous (lifelong)

THANK YOU

<http://academy.itu.int>

