



# Connecting the Unconnected to Advance Sustainable Development: Building Forward Better Together!

BDT Year in Review 2020





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## Message from BDT Director



Dear members and friends of the ITU and ICT development. It is my pleasure to welcome you to the 2020 edition of the BDT Year in Review.

What a year 2020 has been! A global pandemic, the entire world systems and structures put to a never imagined test, global economic output at the verge of collapse, our regular way of living altered, and more than ever, a pressing need to stay connected. The pandemic pushed us to **reassess, reset**, and find innovative ways to **move forward**.

For one, the COVID-19 pandemic brought a much-needed light to the issue of universal connectivity. It is thanks to connectivity that even in the most critical times of this global crisis, some of us have been able to have some sense of “normalcy” by continuing to work, learn, trade, and communicate online. But **3.7 billion people** are still unconnected and therefore excluded from a vast store of information and opportunities that could be transformational to their lives. **Digital Transformation, Digital Cooperation** and **Digital Technologies** have never been more important, so important, that they were highlighted as key agenda items for this year’s UN 75th Anniversary.

**COVID-19 did not stop us!** Despite not having been able to gather physically, thanks to connectivity, the commitment of our Membership, and the support of our partners, we continued and strengthened our activities, achieving our goals, and delivering on our promises. This year alone we signed 16 new projects across all ITU regions for a total amount of 14.3 million CHF, attracting new partners like the Norwegian Agency for Development Cooperation (NORAD), who together with ITU and CISCO will co-finance and scale up our Digital Transformation Centres initiative in Ghana.

With the support of the Government of Japan and the Kingdom of Saudi Arabia, we launched the Connect2Recover initiative to reinforce affordable and reliable connectivity in beneficiary countries as they adjust to a “new normal”. We joined forces with Estonia, Germany and the Digital Impact Alliance (DIAL), to accelerate digital transformation of government services.

We teamed up with the Enhanced Integrated Framework (EIF) to reduce the digital gender divide in Burundi, Ethiopia and Haiti and to leverage tech as a driver of entrepreneurial support for women. We also confirmed projects to provide technical assistance to countries like Ecuador, the Bahamas, and Kazakhstan with the Kingdom of Saudi Arabia, in our long-standing tradition of good cooperation. We continued to provide direct virtual technical support in all regions. We are ramping up our Giga efforts with UNICEF and other partners on school connectivity, and we are soon to conclude our design phase of the I-CoDI (International Center of Digital Innovation).

We also published: **“Connecting Humanity - Assessing investment needs of connecting humanity to the Internet by 2030”**, a comprehensive new study that estimates the investment needed to achieve universal, affordable broadband connectivity



for all humanity by the end of this decade. This publication has provided a very important answer to the question of how much it will cost to connect the other half of the planet to the Internet. To connect the remaining 3 billion people aged ten years and above to broadband Internet by 2030, nearly US\$ 428 billion is required. It is an ambitious goal and a major infrastructure investment challenge.

All these activities are interspersed with many events geared at supporting members and are also largely in line with our planned annual activities in BDT. We managed to have impactful events and trainings with excellent outcomes such as the 20th edition of the Global Symposium for Regulators (GSR), which resulted in Best Practice Guidelines that highlight the key role of regulators and policy-makers in “building back better”. This is in addition to our Global Innovation Forum, our Equals Annual Award Ceremony, and the World Telecommunication Indicators Symposium (WTIS).

In the last few months, we launched a number of important tools and guidelines to support our member states as they navigate COVID and step up their digital transformation efforts from the Digital Regulation Handbook done jointly with the World Bank, the Digital Skills Assessment Guidebook, Smart Villages Blueprint, Global E-waste Monitor to our Child Online Protection (COP) guidelines and the Last Mile Connectivity Solutions Guide.

This was a very productive year indeed, and significant progress was achieved across all of our thematic priorities: from innovation, digital inclusion, capacity development, digital services and applications, cybersecurity, to emergency telecommunications, environment, network and digital infrastructure, policy and regulations and statistics. Despite global lockdowns, our work continued leaving a mark in the different countries of the world, with a focus on Least Developed Countries (LDCs), Small Island Developing States (SIDS) and Landlocked Developing Countries (LLDCs). We are very proud to show in this year’s edition of the ICT Fact and Figures, the estimates on Internet access in SIDS and LLDCs, which are available for the first time.

In 2020, also for the first time, we were able to reach out to new stakeholders like youth. The COVID pandemic pushed us to think differently, to adapt, and to change the way we operate, the way we think, and the way we create. The pandemic has put digital transformation on every one’s agenda. This 2020 Year in Review details the accomplishments we were able to achieve across all of our thematic priorities; the progress made in some of our key partnerships, initiatives and programs; and the key internal operational changes that took place within the framework of our “Fit4Purpose” philosophy, which is helping us move forward, keep agile and resilient.

The year 2020 will definitely not be forgotten, nor should it be. I am thankful to the many lessons it brought us as workers, as leaders, and above all as individuals. I am now looking forward to 2021 with optimism for **building forward better together!** Many of our programs will start ripening in 2021 and we will hopefully see ground breaking partnerships come alive in order to accelerate digital transformation and digital inclusion. 2021 will be the year in which for the very first time, the World Telecommunication Development Conference (WTDC) will be held in Africa under the theme: “**Connecting the Unconnected to Advance Sustainable Development**”. WTDC-21 will be preceded by a Youth Summit. This is of significant importance for a continent that is home to about



27% of the global unconnected, but also, a continent where 40% of its youth are using the Internet. We need to tap on this opportunity, in particular, in view of the continent's fast-growing youth demographic, where digital technologies have the potential to become a major accelerator of both economic growth and the achievement of the Sustainable Development Goals. WTDC is the best chance we have had in decades to mobilize the global community around digital transformation and reshape the connectivity agenda.

I look forward to continuing our work with all members and partners, and I hope that we all truly start 2021 with the spirit of **building forward better together!**

On behalf of BDT, thank you for your continued support and confidence.

Doreen Bogdan-Martin.  
Director, Telecommunication Development Bureau,  
International Telecommunication Union.





## 2020 Highlights

Between 24 March and 8 December 2020, BDT held **156 virtual events**. This figure includes all events, global and regional, having been coordinated with ITU headquarters. We produced **105 BDT videos** (including live streams, meeting recordings and interviews), which have been seen by about **16000 viewers**, and we were also very active in social media, with **68 blogs**, **937 tweets** and over **3 million impressions**.

- Capacity Development
- Cybersecurity
- Digital Inclusion
- Digital Innovation Ecosystems
- Digital Services and Applications
- Emergency Telecommunications
- Environment
- Networks and Digital Infrastructure
- Policy & Regulation
- Statistics



## Capacity Development

- Digital Skills Assessment Guidebook. Tool designed for policy makers, the private sector, NGOs and academia to assess national digital skills. It helps determine the existing supply of digital skilled cohorts, assess skills demand, identify skills gaps, and develop policies for future digital skills requirements.
- [Digital Skills Insights](#). Collection of 8 articles by international experts on the impact of digital transformation on capacity and skills development. It reviews the interrelationship between digital connectivity and digital skills, as well as the correlation with education, gender, digital divides and the transformative aspects within the labour market.
- [Digital Transformation Centers \(DTCs\)](#). Partnership with the Norwegian Agency for Development Cooperation (NORAD) to co-finance and scale up the Digital Transformation Centres Initiative in Ghana and provide around 14,000 citizens with job-ready digital skills; in particular - women entrepreneurs, pupils, teachers and marginalized groups, through 200 centres across the country.

### In Focus

Papua New Guinea rolls out 2020 Digital Transformation Center Plan. The Papua New Guinea University of Technology (PNGUoT), one of three ITU Digital Transformation Centres (DTCs) in the Asia-Pacific region, started rolling out its training plan, following a delayed start amid the COVID-19 pandemic. The 2020 DTC training plan builds on ITU's work to support various pillars of the digital ecosystem including digital infrastructure, digital agriculture, digital government, emergency telecommunication, cybersecurity and digital skills. Papua New Guinea University of Technology plans to train at least 200 teachers annually at primary, secondary and tertiary levels across the country, as well as 220 community members with a focus on youth, farmers, artisans and small and medium enterprises. These efforts are intended to support the Papua New Guinean government in accelerating the country's digital transformation.





## Cybersecurity

- 2020 Global Cyberdrill. Online cybersecurity simulation events held over 3 months with 3000 participants; it included 6 regional dialogues, 3 webinar sessions, 6 training sessions and 6 scenario-based exercises to help build capacity within Member States to manage cyber risks and enhance the communication and incident response capabilities of CIRTs and CSIRTs.
- [CIRT](#). Collaboration with Member States to assist in the establishment, enhancement and assessment of National Computer Incident Response Teams (CIRTs). Projects completed in Botswana, Gambia, Kenya and Barbados, Bermuda, and Guyana.

### In Focus

Benin. Launch of new National Cybersecurity Strategy. The Government of Benin has adopted a new National Cybersecurity Strategy (NCS) and plan of action for 2020-2022. The main vision of Benin's new National Cybersecurity Strategy is to ensure the creation of reliable and attractive cyberspace for a thriving digital economy. It revolves around five main strategic axes: protection of information systems and critical infrastructure, fight against cybercrime and development of the legal and regulatory framework, development of digital security skills and culture, promotion of digital trust and national coordination and international cooperation.



Bhutan. Lessons learnt from their first National Cybersecurity Strategy. Explaining the importance of cybersecurity, the necessity for a strategy, and creating awareness were one of the most significant initial challenges. Gaining support and buy in from stakeholders was also a challenge and even more difficult, was to achieve consensus on strategic direction and specific areas of concern. But challenges constitute an important learning experience and opportunity to enhance the country's cybersecurity maturity. In terms of funding, the Department of IT & Telecom secured a dedicated budget projected over 5 years for the implementation of the NCS. Public-private partnership model presents a potential opportunity to further build cybersecurity awareness in Bhutan. As Bhutan continues its digital transformation work, global and national capacity building in this field remains a necessity for the successful development of National Cybersecurity Strategies.



## Digital Inclusion

- Sango. Launch of **Sango**, the new Child Online Protection (COP) mascot developed collaboratively by children. [Girls in ICT Day](#). 62 countries and 132 events with the participation of **45,000 girls**.
- [ICT Accessibility](#) and [ITU COVID-19 Guidelines](#). Launch of the ITU Guidelines to ensure that digital information, services and products are accessible by all people including persons with disabilities during COVID-19.

### In Focus

*Thailand. Why Girls in ICT matters.* This year, girls and young women celebrated Girls in ICT Day virtually in Thailand. Thanks to the efforts of Thailand's Ministry of Digital Economy and Society, the National Broadcasting and Telecommunications Commissions of Thailand, and the ITU, nearly 300 high school students and teachers representing different ethnicities and minority groups from across the country attended the celebration. Participants connected remotely to the event, whose sessions were held in various locations in central Bangkok using the Webex system provided by Cisco. Since 2011, over 377,000 girls and young women have taken part in more than 11,400 celebrations of International Girls in ICT Day in 171 countries worldwide. The Girls in ICT Day Thailand programme features leadership and training tracks on Artificial Intelligence, Cybersecurity and Smart Farming, to inspire girls and women to pursue studies and careers in science, technology and the ICT sector.



## Digital Innovation Ecosystems

- ITU Innovation Challenges and boot camp. Global competition aimed at *Rethinking the digital economy's value chains during the COVID-19 pandemic*; **20 winners** around the world selected across **three categories**: Digital Change Maker, Ecosystem Best Practice, and Women in Tech.
- [The Global Innovation Forum](#). Immersive event with over **80 experts**, five regional innovation forums, **700 participants** from 110+ countries, 170 speakers, and 69 sessions. It highlighted the critical role of entrepreneurship-driven innovation in the context of a global pandemic and it honored the winners of the 2020 ITU Innovation Challenges.

### In Focus

The ITU Innovation Challenges: Ugandan tech solution helps deliver clean water. Some 40% of the world's population face water scarcity. The problem is getting worse as it is projected that one in four people will encounter and go through recurring water shortages by 2050. Achieving United Nations Sustainable Development Goal (SDG) 6 – “ensure availability and sustainable management of water and sanitation for all” – requires radical investment in adequate infrastructure as well as protecting and restoring water-related ecosystems. Thanks to a water monitoring system developed by ITU Innovation Competition winner Denis Ogwang, Uganda is on its way to achieving SDG 6. Ogwang admits that he is not a naturally business-minded person – but participating in ITU's Innovation Challenges “changed his mindset.” “The ITU experience, the Summit and Forum, was an eye-opening opportunity for me and a very big opportunity for the life of WaterKit,” said Ogwang. “From the Forum, the sharing and training that we went through, I was able to think of how I could model WaterKit into what business that can be self-sustainable that can live beyond me and my dream.”



## Digital Services and Applications

- Digital Health. The Diabetic Retinopathy Telemedicine project in Senegal helps to identify and implement an end-to-end innovative telemedicine system for detection of diabetic retinopathy.
- [Digital Agriculture](#). Launch of the support to Rural Entrepreneurship, Investment and Trade programme in **Papua New Guinea** to increase sustainable and inclusive economic development of rural areas.



## Emergency Telecommunications

- Global Guidelines for National Emergency Telecommunications Plans and [Emergency Telecommunications Table Top Simulation Guide](#). The guidelines are intended to assist policy makers and national regulatory authorities to develop a clear, flexible and user-friendly national emergency telecommunications plan. The Simulation Guide assists Member States to plan design and conduct Table Top Simulations (TTXs).
- [Women, ICT and Emergency Telecommunications: Opportunities and Constraints](#). Report jointly developed with the Emergency Telecommunications Cluster. It outlines a range of factors that underscore the digital gender divide and the increased vulnerability of women and girls before, during and after disasters.
- [ITU's Disaster Response Support](#). Support provided in collaboration with Kacific, to the Government of Vanuatu after Harold, the category 5 Cyclone that struck the country in April 2020.

### In Focus

ITU and Kacific join forces to boost emergency telecoms and ICT development in Vanuatu. The ITU and [Kacific Broadband Satellites Group](#) (Kacific) have joined forces to boost the capacity of Vanuatu to provide a reliable communications network when disasters strike – and to improve connectivity to boost socio-economic development. The collaboration aims to bring connectivity, in particular to remote and outer islands, including parts of Vanuatu where existing telecommunications networks were recently destroyed when Cyclone Harold hit the country in early April. Kacific and ITU provided equipment, such as Very Small Aperture Terminals (VSATs), to provide crucial connectivity to help relief efforts after normal network coverage was wiped out. On April 7, the morning after Cyclone Harold passed through Vanuatu, one community chief expressed his amazement and satisfaction that people could still access the Internet even after all the big networks went offline.



This was due to the community WiFi service offered by the VSAT provided by ITU and Kacific. Vanuatu's government also expressed gratitude for the support offered by ITU and Kacific, in particular to help provide satellite bandwidth capacity for their Emergency Operations Centres (EOCs) in the affected northern central part. One major lesson to be learned from the disaster caused by Cyclone Harold is the importance of development and implementation of updated National Emergency Telecommunication Plans (NETPs) by the countries. When disaster strikes there is no time to think about what to do and how to organize response. It is crucial that all stakeholders are prepared beforehand and ready to take action.



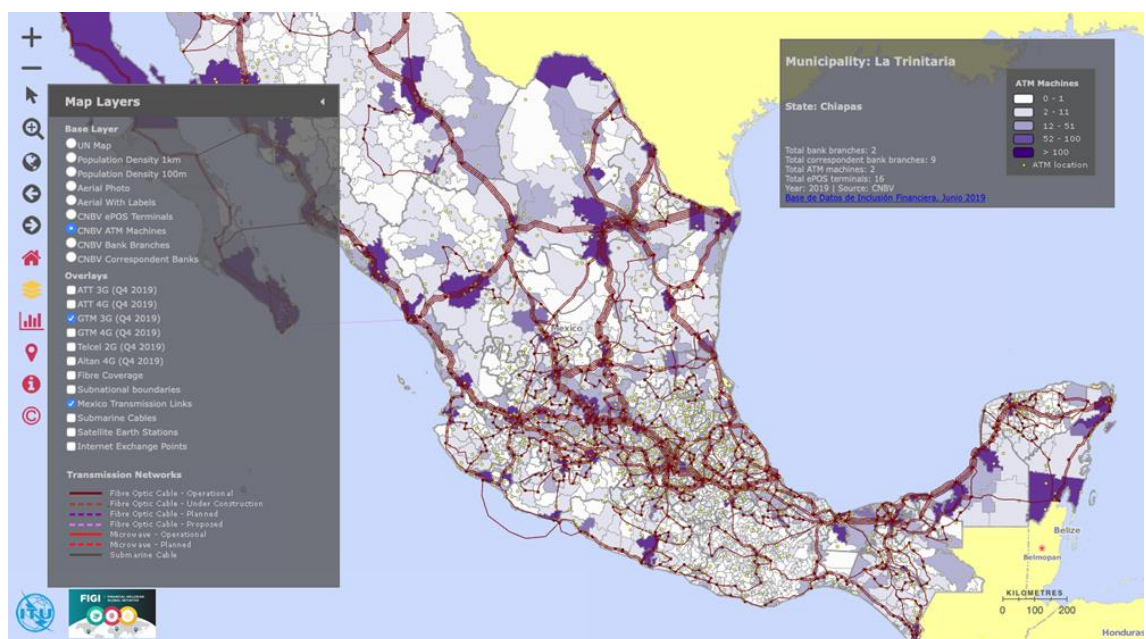


## Environment

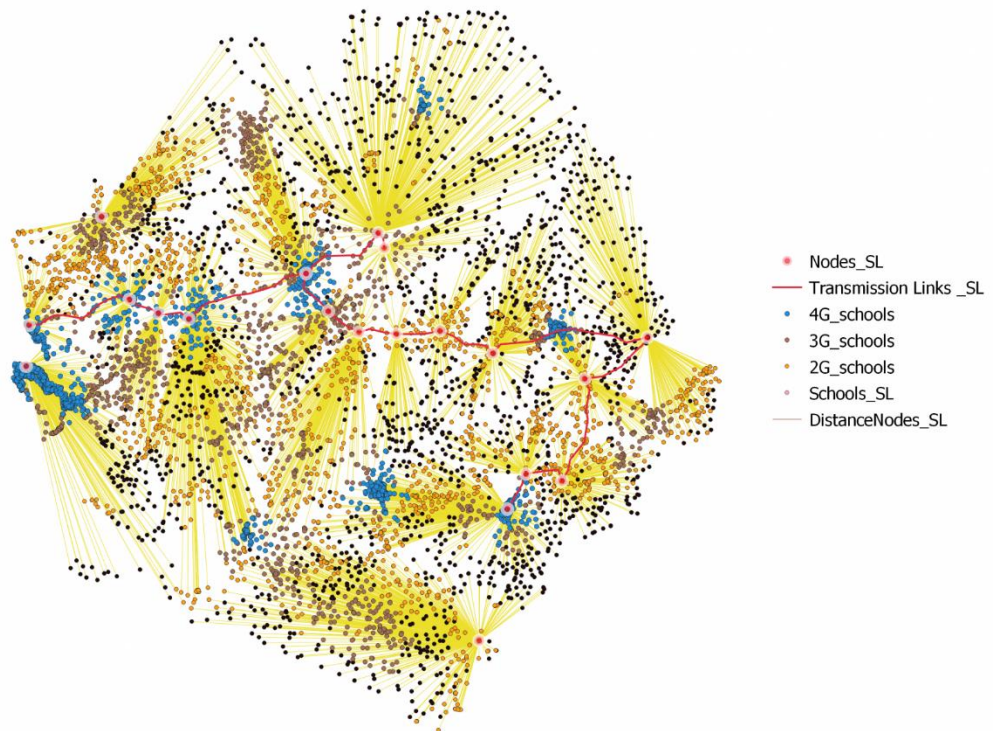
- Global E-Waste Monitor 2020. The Monitor launched by the **Global E-Waste Statistics Partnership** provides a comprehensive overview of the generations, flow and trends of e-waste globally. Monitor included a Story Map on Global E-Waste and Circular Economy Potential.
- [Internet Waste thought paper](#). Launched with the Waste Electrical and Electronic Equipment (WEEE) Forum to raise awareness about waste from infrastructure supporting connectivity, and the need for WEEE management practices.
- [Hosting of the Secretariat of the United Nations E-Waste Coalition](#). The 10 members of the Coalition aim to increase collaboration, build partnerships, and support Member States to address the global WEEE challenge.

## Networks and Digital Infrastructure

- ITU Broadband Maps. Provides visual information from more than **540 operators** and **26K** access points to high-speed info highways (backbones) worldwide. In 2020, ITU conducted data research focused on the [Giga](#) priority countries, increasing in 8% the number of global access points and in 6.8% the figures for transmission terrestrial networks. New GIS analysis and products were developed to support the identification of schools distance to nodes and if they are covered with mobile networks (2G,3G,4G); also, a new Financial Inclusion Map for Mexico was released contributing to Financial Inclusion through access to ICT networks.
- **Last-mile Internet Solutions Guide.** The guide will help policymakers and professionals select and customize appropriate last-mile connectivity solutions to match their own unique environments and digital targets.
- **ITU/McCaw Foundation Project for Africa.** Implemented broadband wireless networks and developing ICT applications to provide free or low cost digital access for schools and hospitals, and for underserved populations in rural and remote areas in selected countries.



### School Coverage - Sierra Leone





## Policy & Regulation

- ITU 20th Global Symposium of Regulators (GSR). Series of high-level panels, interactive sessions and trainings to provide concrete guidance towards achieving meaningful connectivity in digital transformation.
- [Global ICT Regulatory Outlook](#). It shares unique, focused research and offers both evidence and practical advice to support regulators embarked on their journey to fifth generation collaborative regulation.
- [The Economic Contribution of Broadband, Digitization and ICT](#). It examines the impact of digital transformation and regulation from a data and evidence-based perspective and quantifies the positive impact of broadband, digital transformation, and the interplay of ICT regulation on national economies.



## Statistics

- ITU's Measuring Digital Development. Facts and Figures 2020. This publication includes the most important ICT indicators, including estimates of the current year. **New in this edition are estimates on Small Island Developing States (SIDs) and Landlocked Developing Countries (LLDSc)**, which are available for the first time.

### Key Findings

**Mobile cellular subscriptions** are declining for the first time in history. In mid-2020, there were an estimated 105 mobile-cellular subscriptions per 100 inhabitants, down from 108 in 2019.

Global growth in **mobile broadband subscriptions** is levelling out. Between 2015 and 2020, 4G network coverage doubled globally and almost 85 per cent of the global population will be covered by a 4G network at the end of 2020. Yet, annual growth has been slowing down gradually since 2017, and 2020 coverage is only 1.3 percentage points higher than 2019.

Household **Internet access** in urban areas is twice as high as in rural areas. Connectivity gaps in rural areas are particularly pronounced in Least Developed Countries (LDCs), where 17 per cent of the rural population live in areas with no mobile coverage at all, and 19 per cent of the rural population is covered by only a 2G network.

- ITU's Measuring Digital Development. ICT Price Trends 2019. Global analysis of prices for mobile-voice, mobile-data and fixed broadband services.
- [17th World Telecommunication ICT Indicators Symposium \(WTIS\) 2020](#). Main global forum for telecommunication and information society measurements. It convened government ministers, business leaders, regulators, statisticians, academics, and ICT data producers and analysts to discuss issues related to information society trends and their measurement.



## 2020 Study Groups

The following seven annual deliverables (ITU-D Study Group Papers) were approved in 2020 by ITU-D study groups for release:

- Considerations about the cost structure of the digital transition, including new services and applications.
- [Economic impact of OTTs on National Telecommunication/ICT markets.](#)
- [Broadband development and connectivity solutions for rural and remote areas.](#)
- Unsolicited commercial communication challenges & strategies.
- Promoting trust and safety for the creation of smart cities and communities.
- Vertical applications in smart cities.
- Draft guidelines for conducting national level emergency communications drills and exercises.

All deliverables were/will be released in this web page.



## 2020 Key Partnerships

Partnerships are fundamental to the mission and vision of the Bureau, to the achievement of the SDGs and to our goal of meaningful and affordable universal connectivity by 2030. Multi-stakeholder partnerships can be a powerful **enabler** that accelerates connectivity. They permit the leveraging of resources, networks, assets, and human capital, and expand our outreach capacity and global presence not only to advocate, but also to act upon the universal connectivity challenge. At BDT we are proud to have engaged throughout the years in multiple Impact Partnerships with diverse stakeholders including the private sector, foundations, governments and other UN Agencies to tackle pressing issues also addressed through our thematic priority areas. Some examples of these Impact Partnerships include: **Giga** (school connectivity), **Be He@lthy, Be Mobile** (health), **ILO/ITU** and **DTCs** (digital skills), **E-Waste coalition** (e-waste), **FIGI** (financial inclusion), **EQUALS** (gender equality), **I-CoDI** (innovation), **PRIDA** (policy and regulation) and many more.

- Giga
- PRIDA
- ITU/ILO
- I-CoDI
- Broadband Commission
- EQUALS
- ITU/World Bank





## Giga



While almost 70 per cent of the world's youth are using the Internet, 369 million young people remain offline, and the vast majority of them are located in the least developed countries.

During the recent COVID-19 crisis, the global school shutdowns and health crisis have exacerbated already challenging realities for lower-income countries. With limited or non-existent infrastructure to connect to distance learning and essential services, current education and economic instability, future opportunities and welfare are significantly set back. This current situation proves how critical it is now to accelerate connectivity, online learning and other initiatives for children and their communities, and drive economic stimulus.

Launched in 2019, Giga, the joint partnership between the ITU and UNICEF aims to connect all schools to the Internet and every young person to information, opportunity and choice by 2030. In 2020 Giga was active in over **14 countries** (including OECS<sup>1</sup>) in **3 priority regions** (Sub-Saharan Africa, Eastern Caribbean and Central America, and Central Asia). Giga has already mapped **over 800,000** schools in **30 countries**, and it has been highlighted in the UN Secretary General's Roadmap for Digital Cooperation Action Plan as a **Key Way Forward to achieve Universal Connectivity**. The Roadmap for Digital Cooperation reinforces the need for ambitious regional infrastructure development initiatives such as Giga, to advance the issue of universal connectivity and deliver on the promise of the United Nations Agenda 2030 to leave no one behind.

In addition, this year, the Permanent Mission of Niger invited Giga to join the discussions at the **UN High-Level Security Council Arria Formula Meeting** in order to share lessons learned and best practices in relation to expanding connectivity to children in conflict, post-conflict and post-disaster situations. Giga also participated in the discussion on how the Security Council and the UN System can support the implementation of resolutions

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<sup>1</sup> OECS includes 9 countries



aimed at expanding access to education to children in conflict and post-conflict situations and affected by other major shocks.

Giga is a great example of multi-stakeholder collaboration from multiple angles. Working with partners such as Ericsson, Softbank, NIC.br, and Dubai Cares, among others, Giga seeks to leverage not only financial, but also human resources, technical knowledge and assets towards the development of strategies, models and technical assistance for mapping, scaling and financing school connectivity, as well as the production, collection and delivery of high quality educational content and Digital Public Goods.

The work of Giga was also highlighted this year in the Broadband Commission Working Group on School Connectivity report on *The Digital Transformation of Education: Connecting Schools, Empowering Learners*, which examined the issues that many governments face when developing and deploying school connectivity initiatives and introduced a methodology and framework for connecting schools to the Internet.

In 2021 Giga will continue to work with Governments and partners to advance school connectivity with plans to scale to additional countries and regions.



## Policy and Regulatory Initiative for Africa (PRIDA)



In 2020, PRIDA has **run eight capacity building workshops** training **573 engineers** from Regulatory Authorities belonging to 48 African countries. It has also launched **six technical reports** on legislative and regulatory frameworks on spectrum usage; **guidelines on radiofrequency regulations; spectrum management** for the introduction of IMT in Africa; assessment of current **cross-border coordination agreements; harmonized calculation methods for Africa (HCMA)** and a **Gender Sensitivity** review of PRIDA itself.

For 2021, PRIDA will co-organize with the EU and the African Telecommunications Union (ATU), the **5G African Continental Conference**.

Watch the video here: <https://www.youtube.com/watch?v=hHlqXm4vuQE>



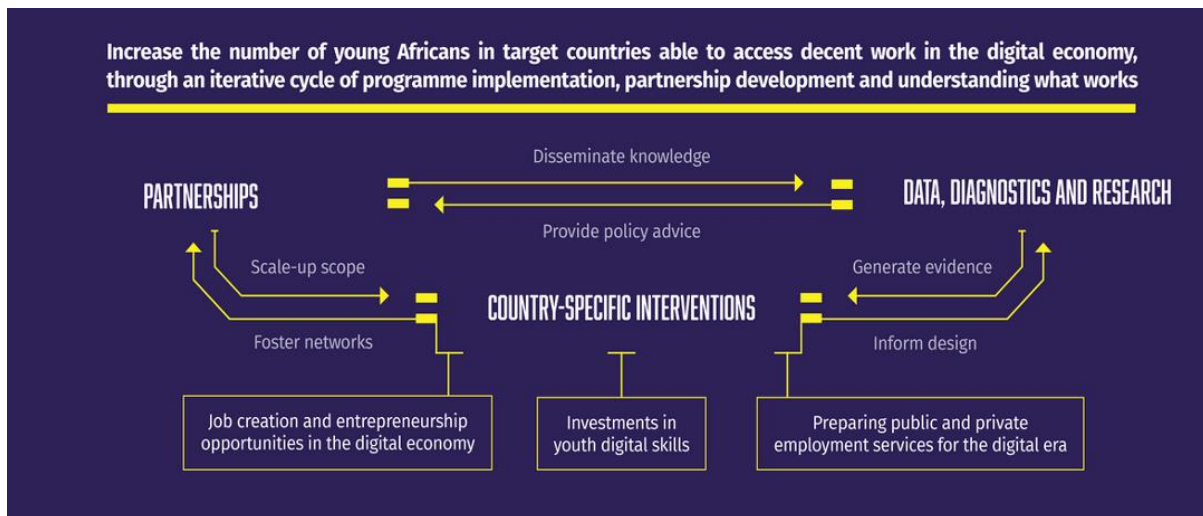


## ITU/ILO - Decent Jobs and Enhancing Skills for Youth in Africa's Digital Economy



Launched in 2020 with the support of the African Union (AU), the overarching goal of this partnership is to increase the number of young Africans in target countries able to access decent work in the digital economy. The programme will operate through an iterative cycle of implementing interventions to create jobs, strengthen digital skills and improve employment services; establishing partnerships and networks, and providing policy advice using new diagnostic tools and data showing what best boosts youth employment. Under the umbrella of the **Global Initiative on Decent Jobs for Youth**, the program will operate at continent level to establish between country partnerships and facilitate learning from each participating country's own plans for youth employment and digital skills development.





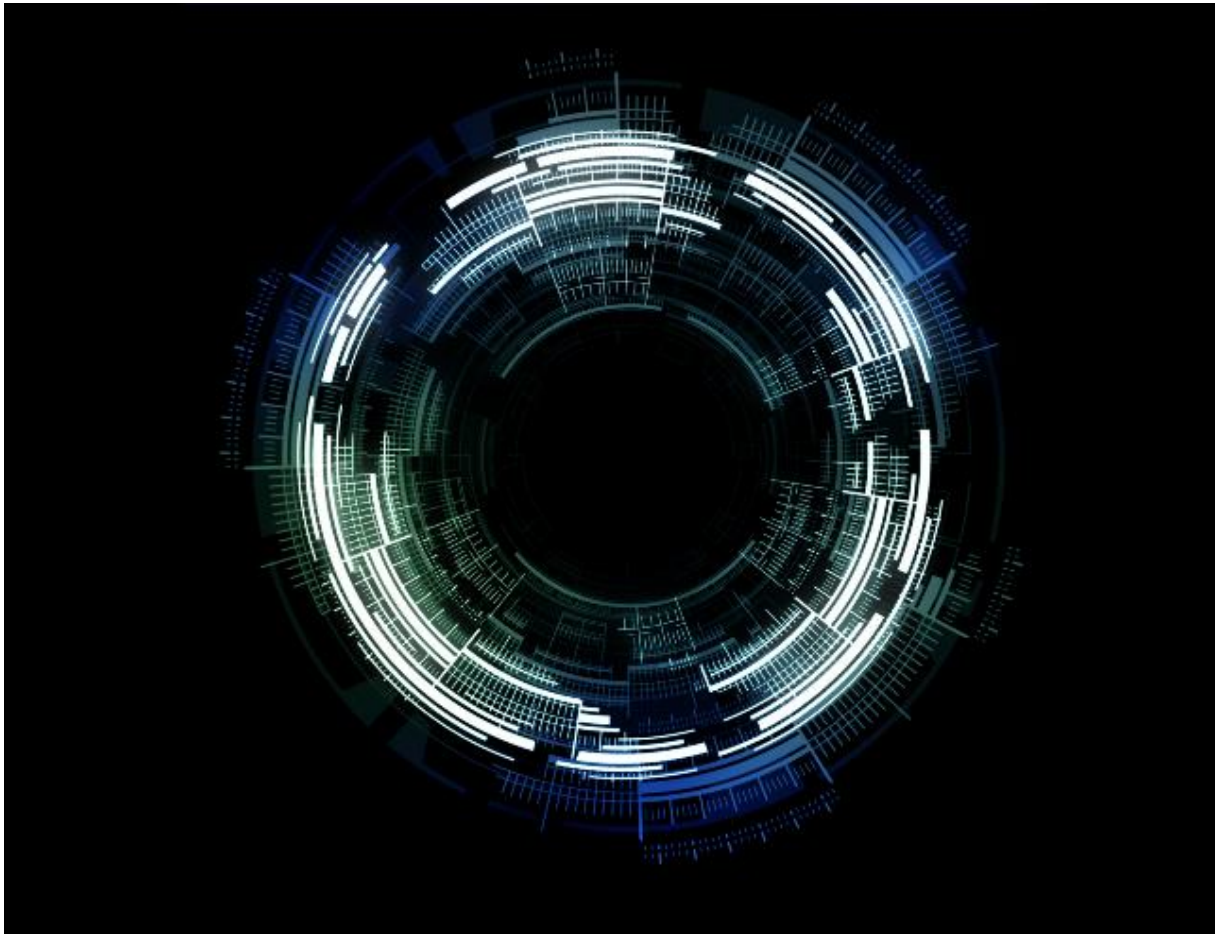
The program is initially focusing on 6 countries (Côte d'Ivoire, Kenya, Nigeria, Rwanda, Senegal, and South Africa) and on three country specific interventions:

- Labour demand - job creation and entrepreneurship opportunities in the digital economy
- Labour supply - investments in youth digital skills
- Labour intermediation - preparing public and private employment services for the digital era

For 2021, the focus will be on working with a diverse range of partners to scale the program, national projects and implementing the work plans in the 6 initial countries of focus.



## I-CoDI



Innovation has been recognized as a powerful engine for promoting digital development, addressing socio-economic challenges and increasing the overall competitiveness of countries. **Goal 4** of the **Connect 2030 Agenda** mandates ITU to facilitate the development of an enabling environment for ICT innovation. In the spirit of driving innovation at a global scale, the ITU is establishing I-CoDI, the International Center of Digital Innovation to develop community driven digital based solutions to real life challenges. I-CoDI seeks to help close the digital innovation divide by providing ITU members, partners and stakeholders with a safe space to develop innovative strategies that accelerate digital transformation and the achievement of the Sustainable Development Goals.



## I-CoDI Objectives:

Develop capacity within ITU to integrate innovation in their day to day activities.

Help Member States integrate telecommunication/ICT innovation into their national development agendas..

The design phase of I-CoDI, with the support of the UAE Telecommunications Regulatory Authority (TRA), took place from September to December 2020, focused on defining the vision, mission, features, and functions of the Center. The “I-CoDI Youth Challenge” was also launched during the design phase as a use case through which many of the assumptions, capabilities, principles and ideas behind the design for I-CoDI could be tested. Youth is a priority for the ITU; under the umbrella of ITU’s [Generation Connect](#) initiative over the course of a week, the I-CoDI Youth Challenge provided 36 young leaders from 20 countries with a platform to develop innovative approaches to help answer the question on how ITU could better communicate with and for youth. The I-CoDI Youth Challenge seeks to accelerate youth engagement, empowerment and participation, and to ultimately reduce the youth digital divide.

I-CoDI will have full virtual functionality and will be launched in 2021 with an initial focus on improving internal ITU programs and processes.





## Broadband Commission



With the publication of the Universal Connectivity Manifesto, this year, the Broadband Commission for Sustainable Development celebrated [10 Years](#) of building global multi-stakeholder partnerships and pushing broadband access to the top of the international policy agenda. The Manifesto calls for digital cooperation and for recognizing digital connectivity as the foundational element of the United Nations 2030 Agenda for Sustainable Development.

The Commission also published the [Special Edition State of Broadband Report](#) highlighting stark disparities in access to high-speed connectivity that have prevented billions of adults and children from benefiting from remote working, learning and communication and calling on world leaders and heads of industry to place universal broadband connectivity at the very forefront of global recovery and sustainable development efforts. The ITU and UNESCO are the two founding partners that created the Commission back in 2010. To date, the Commission's outcomes have included an annual State of Broadband report, working groups on thematic areas from health to education, and two meetings every year. The Commission also leverages its high-profile [Commissioners](#) to spread the message of Broadband for Sustainable Development at key events, conferences and functions.

The Broadband Commission has issued a number of calls to action and high-level manifestos on behalf of the group's members, directed at key decision makers at the G20, the United Nations and delegates at ITU's 2014 Plenipotentiary Conference (PP-14).



## EQUALS



Some of the key achievements of the EQUALS partnership this year include:

- \$3.5 million USD mobilized in 2020 for implementation of in-country projects.
- Two EQUALS publications contributed by partners:
- Towards an Equal Future: Reimagining girls' education through STEM (UNICEF and ITU)
- Perceptions of Power: Championing Female Leadership in Tech (GSMA)
- 1,500 organizations mobilized through Access and Leadership coalition webinars and the 2020 EQUALS in Tech Awards.
- More than 90 countries represented in EQUALS partnership activities.
- EQUALS in Tech Awards winners represented 5 regions of the world with awardees from Nigeria, Cambodia, Brazil, Russia and Saudi Arabia. Winners were chosen from more than 350 nominees.
- EIF-ITU project "Tech as a driver of women's economic opportunity" kicked-off with blended workshops with stakeholders and beneficiaries in Burundi and Ethiopia.



## ITU/World Bank

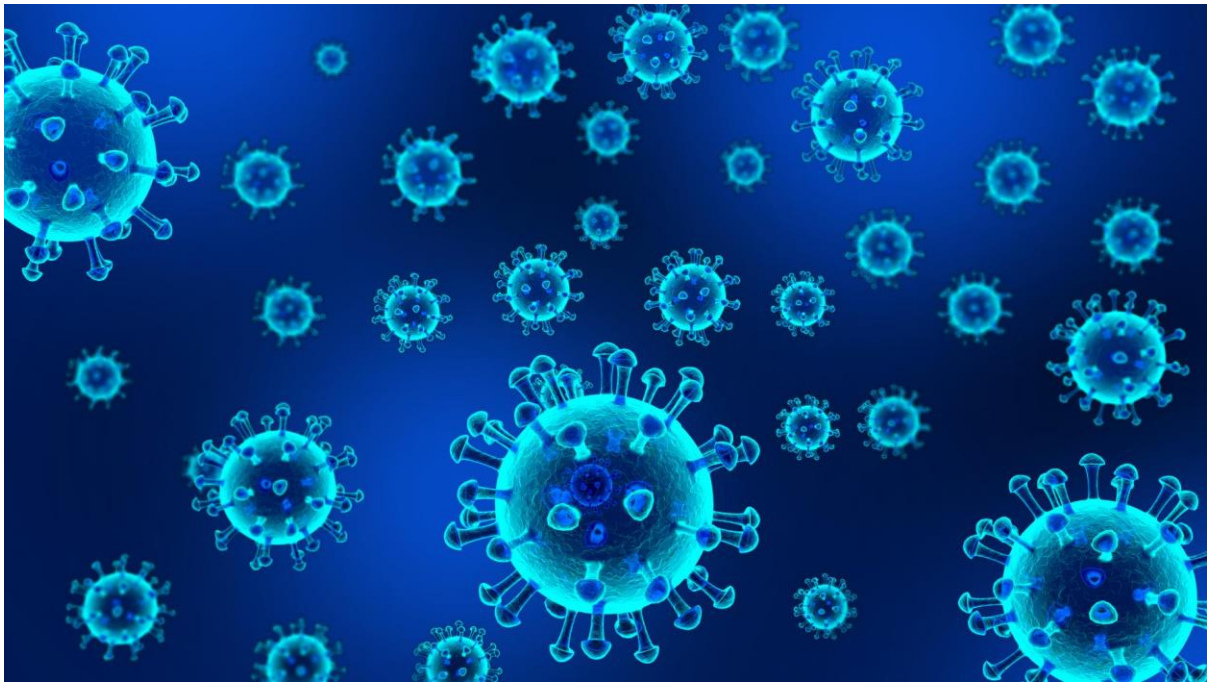


The World Bank and ITU released the Digital Regulation Handbook and Online Platform, the result of an on-going collaboration over two decades between the two agencies. It aims to provide practical guidance and best practice for policy makers and regulators across the globe concerned with harnessing the benefits of the digital economy and society for their citizens and firms. The 2020 Digital Regulation Handbook, originally published as the Telecommunication Regulation Handbook, and now updated to mark the 20th anniversary of the publication and provides more detailed guidance and case studies of best practice in regulation of the digital economy. The Digital Regulation Platform provides an update and revised version of the ICT Regulation Toolkit.





## COVID Update



COVID-19 has dramatically and irrevocably reinforced the vital importance of connectivity. If there's one thing the unprecedented events of this year have conclusively illustrated, it is the life-changing importance of being connected. We cannot, and must not, accept as "normal" a situation where every second person on the planet has to manage without this vital digital lifeline. When we set about defining a "new normal" for our post-COVID world, we need to agree that this "new normal" must be based on inclusive connectivity and broadband access for all.

Throughout 2020 BDT has helped countries and industries to cope with the challenges posed by the COVID pandemic to connectivity and the increased pressure placed on global networks. We have achieved this through several programs, initiatives, platforms, partnerships and collaborations, some of which we want to highlight here below.



## #REG4COVID

The **Global Network Resiliency Platform**, named #REG4COVID, assists national policy-makers, regulators and industry stakeholders in ensuring that networks are kept resilient and telecommunication services are safe and available to all. During the first months of the pandemic, exceptional temporary regulatory measures taken by ICT stakeholders around the world were shared to ensure immediate response to alleviate network congestion, ensure continuity of vital services and access to online solutions for health, education, financial, governmental and social business continuity while protecting users' rights. A call to all ICT stakeholders was launched in November to share the impact of immediate measures taken to keep communities connected and identify the new policies put in place for the COVID-19 recovery.

## The Broadband Commission Agenda for Action for Faster and Better Recovery

The **Broadband Commission for Sustainable Development** adopted an [Agenda for Action](#) outlining immediate measures that governments, industry, the international community and civil society could take to support digital networks, strengthen capacity at critical connectivity points like hospitals and transport hubs, and boost digital access and inclusivity. The agenda is built around three pillars: Resilient Connectivity, Affordable Access, and Safe Use for Informed and Educated Societies, and serves as a framework for the Commission's 50+ Commissioners and their organizations to share their own initiatives, make new commitments, and foster collaboration and partnership.

## Connect2Recover

[Connect2Recover](#), launched in collaboration with the Government of Japan and the Kingdom of Saudi Arabia aimed at providing specific country support to reinforce digital infrastructures and ecosystems against COVID-19. The goal is to deliver a means of utilizing digital technologies such as telework, e-commerce, remote learning and telemedicine to prevent the spread of COVID-19 infections while maintaining socio-economic activities to the maximum extent possible, as well as support the recovery efforts and preparedness for the "new normal", and potential future pandemics.

## Launch of the Child Online Protection Guidelines

[The COP guidelines](#) are oriented to children, parents and educators, industry and policy-makers to help children be safe online. The new guidelines were re-designed from the ground up to reflect the significant shifts in the digital landscape in which children find themselves, such as the Internet of Things, connected toys, online gaming, robotics, machine learning and artificial intelligence. The Guidelines are a very timely tool to safeguard the well-being, integrity, and safety of children, especially in the age of COVID-19. The Guidelines are available in all UN official languages.



## **Guidelines for National Emergency Telecommunications Plans**

This guide presents a set of proposals for effective telecommunications/ICT contingency planning for a pandemic response. The Guide focuses on telecommunications/ICT service delivery and business continuity in the specific context of a pandemic such as COVID-19 and outlines a set of actions that countries can take to prepare for, anticipate and be ready to promptly respond and ensure network continuity and delivery of services. The Guidelines are available in all UN official languages.

## **A Digital Development Joint Action Plan and Call for Action**

Under the on-going collaboration between the ITU, the World Bank Group, GSMA and the World Economic Forum, discussions were held on how they can bring together their communities and leverage on each other's activities to individually or jointly support membership in their response to COVID-19. Under the "Speedboat Initiative", the four institutions issued a ["COVID-19 Crisis Response: Digital Development Joint Action Plan and Call for Action"](#).

## **"Digital Cooperation in the Crisis of COVID19" webinar series**

This series - jointly organized by the ITU and USG/Special Advisor Fabrizio Hochschild's office, assessed the connectivity situation in different regions, and direct focus to actions required particularly in response to the COVID-19 emergency to enhance stable and affordable access for people who remain unconnected. Topics discussed included:

Topics discussed included:

- **Connectivity** - Situation Assessment
- **Connectivity** - Best Practice "COVID-19 Initiatives
- **The 'Infodemic'** - misinformation and disinformation during COVID-19
- Online Safety and Security during COVID-19
- Public health, digital responses and human rights



## **Study Group Webinars to share analysis of global COVID-19 response**

ITU-D Study Groups organized a series of web dialogues to share an analysis of the response to the global COVID-19 pandemic from the perspective of specific ITU-D Study Group questions. The [web dialogues](#) focused was on ways to leverage on specific ICT aspects amid the current COVID-19 crisis to ensure business continuity contributes towards social goals and enable fair innovation opportunities.

## **Economic Experts Roundtable to discuss “Economic Impact of COVID-19 and Digital Infrastructure”**

An Economic Experts Roundtable brought together a wide cross section of economic experts, to exchange views on the latest research and analysis on the COVID-19 economic impact on the digital infrastructure as a crucial enabler for the changing economy and society, as well as on the contribution of digital infrastructure to social and economic resilience facing the pandemic.

## **UN Interagency Network on Youth Development**

A [statement](#) was jointly issued with the UN Interagency Network on Youth Development with respect to COVID-19 and Youth. It calls for agencies to make provisions that are responsive to the needs of young people, upholding their rights/youth-specific provisions when needed.

## **Use of ICTs to assist persons with disabilities cope with COVID-19**

Guidelines were issued on how to ensure that digital information, services and products are accessible by all people, including persons with disabilities (PWDs) during COVID-19. [The full text is available here.](#)



## Leverage the “Be Healthy, Be Mobile” (BHBM) joint ITU/WHO initiative

As part of the [Be Healthy, Be Mobile](#) initiative, ITU in collaboration with the World Health Organization and with support from UNICEF, worked with telecommunication companies to text people directly on their mobile phones with vital health messaging to help protect them from COVID-19. These text messages reached millions of people that aren't able to connect to the internet for information.

- In Tunisia, the mHealth platforms developed for mDiabetes and mTobaccoCessation were used to send COVID-19 messages to around 10 million citizens, as well as hundreds of in-bound travellers to help promote compliance with safety and preventive measures.
- In Senegal, the ITU supported the 7th consecutive national mRamadan campaign that reached close to 230,000 people with diabetes-related advice combined with basic information on COVID-19.
- Similarly, in Sudan, where the first national mDiabetes campaign launched this year, the BHBM solution helped deliver COVID-19-related messages to over 71,000 people.
- In Niger, ITU helped to establish an automated hotline to offer basic information about the virus and risk prevention, which is operational and has already received more than 40,000 calls of people inquiring about COVID in local languages.

## The Smart Villages platform in Niger

The ITU Smart Villages platform is used to establish interactive voice service on COVID-19 to everyone in Niger. The service, created in collaboration with operators and Small and Medium Enterprises (SMEs), is available via the short code 701 in the five local languages in Niger. Through the service, citizens are able to access important messages from the Ministry of Health regarding prevention and diagnosis of COVID-19.





## Regional Initiatives

### CIS

#### In 2020

- The International Research, Development and Testing Center for ITU Member States and Sector Members was established to help students and young specialists conduct scientific research; to assist vendors and telecommunication operators to test new telecom/ICT technologies and services; and to provide a platform to support industry-wide, regional and international standardization and development of policy and regulatory guidelines and recommendations.
- Updated version of Online Safety Course was launched addressed to users of three different age groups: preschoolers and elementary school children; high schoolers; and school leavers, students, parents, school teachers.
- Projects on creation of digital skills for women and youth in Uzbekistan were developed and a smart educational ecosystem with Kostanay Engineering and Economics University (KEEnEU) named after M.Dulatov in Kazakhstan was created.

#### In 2021

- "On the ground" implementation of Giga activities continued in selected Central Asian countries: Kazakhstan, Kyrgyzstan and Uzbekistan.
- High demand from members for trainings on cybersecurity will be addressed and drills and targeted assistance will be provided leveraging a new partnership with the World Bank and OSCE.



## Europe

### In 2020

- A Regional review of the 5G dynamics in Europe was undertaken with particular focus on 17 non-EU countries.
- A new partnership with Estonia, Germany and DIAL was launched to establish a global framework to assist low-income countries in implementing scalable digital services and applications.
- The European mHealth Knowledge and Innovation Hub - a new joint initiative by ITU, WHO and the Andalusian Public Health Service (SSPA) - was established to help healthcare systems across Europe advance toward the digital transformation of health and care.

### In 2021

- An ITU-UN Women regional study on Digitally Empowered Generation Equality targeting nine countries of South Eastern Europe will be launched.
- A regional study on national approaches and financial mechanisms for connectivity of public entities, including schools and educational entities will be produced.
- ITU and FAO will provide assistance to countries on the development of national digital agriculture strategies and sharing of identified best practices in the implementation of digital agriculture across the Europe region.
- The ITU-EC Forum on Accessible Europe 2021: ICT4ALL to be held within the framework of the EU presidency.



## Arab States

### In 2020

- Assistance was provided to Comoros and the State of Palestine on cost models and price regulation frameworks; to Mauritania on ICTs Competition and Dispute resolution guidelines and to Sudan and Somalia on Emergency Telecommunications Plans.
- A cooperation agreement with Sudan's Telecommunication Regulatory Authority (TPRA) was signed to establish a Regional ITU IPv6 and IoT Expertise Centre for Arab region.
- Digital skills and capacities of members from the Arab region were enhanced on more than 15 development priority areas including training on Satellite Communications organized with ITSO and 5G organized with GSMA.

### In 2021

- In partnership with the Program for Technology Incubators (Badir) from the Kingdom of Saudi Arabia, support will be provided for the Arab Technoparks and Incubators Network (ARTECNET) to strengthen the Arab innovation ecosystem.
- The Connect2Recover initiative will be expanded in the Arab region with a focus on connectivity of rural communities in Arab LDCs.
- Sustainability in ICTs including E-waste, Emergency Telecom and Climate Change will be promoted in the region.



## Africa

### In 2020

- In collaboration with Niger National Agency for the Information Society (ANSI), a blueprint on Building Smart Villages was published based on the experience from Niger and contributions from different stakeholders.
- Digital innovation profiles were prepared for Mali and Niger. The Regional Innovation Forum for Africa convened virtually to foster digital entrepreneurship and promote start-up ecosystems on the continent.
- The new Multi Partners Trust Fund (MPTF) project (ITU/UNESCO/UNHCR/UNICEF) addresses the impact of school closures and educational institutions and works to ensure that the right to education for all children in Senegal is upheld. ITU's contribution to the project aims at providing connectivity to 1,000 school kids (boys and girls from secondary schools and vocational training schools), selected from the northern and southern regions of Senegal considered among the most disadvantaged. This work will continue in 2021 and may serve as a step towards Giga implementation in the country.
- The ITU/ILO program to Boost decent employment and enhance skills for youth in Africa's digital economy empowers Africa's youth and ensures they benefit from the new opportunities in the digital economy, and that their energy and creativity is directed to the advantage of expanding digitally-enabled industries.

### In 2021

- The **Smart Villages Initiative** will be scaled-up in Niger in twenty additional villages based on lessons learnt from the two pilot villages.
- The policy and strategic reviews for the creation of **Youth-driven digital food system model** will enter into force in selected countries in Africa in partnership with the World Food Program (WFP).
- A **Roaming agreement** will be set-up in CEMAC countries including Cameroon, Chad, Central African Republic and Equatorial Guinea.



## Asia Pacific

### In 2020

- Through the SATCOM Project over 90 units of satellite ground terminal equipment and several hybrid solar power solutions were provided to remote sites with no electricity through a project with the participation of satellite service providers.
- Nearly 300 high school students and teachers representing different ethnicities and minority groups from across the country attended Girls in ICT Day in Thailand.
- The ITU Regional Assessment on ICT Accessibility for the Asia-Pacific Region 2nd Draft was developed to support all countries of the region, in particular policy makers and related stakeholders, to jointly fulfill the global commitments and targets on enabling accessible environment in all countries for Persons with Disabilities (PwD).

### In 2021

- Support will be provided to the Maldives, Pakistan, Papua New Guinea, and Vanuatu with the whole of government approach to digital government. Based on the pilot project in Niger, a blueprint for smart village is currently being customized to smart islands in Vanuatu. Similar activities will start in Indonesia and Fiji.
- Girls in ICT Day will be celebrated in Malaysia in March 2021, and it will be organized by the Government of Malaysia and UNRCO in Malaysia; and in Bhutan in April 2021, organized by the Government of Bhutan and UNRCO in Bhutan.



## Americas

### In 2020

- The ICT Accessibility training course in Spanish was developed to increase understanding of ICT accessibility, related policies, regulations, technology trends and public procurement rules.
- An online training on Leadership for Women in the Telecommunication and ICT sector was delivered in coordination with EQUALS and the participation of the BBVA Foundation and UN-Women.
- A new partnership with Softex Campinas is being established to promote youth ICT capacity development activities.

### In 2021

- The Americas Girls Can Code Initiative is teaming up with Facebook to enhance digital skills of girls and young women, including persons with disabilities.
- Accessible Americas: ICT for ALL will be carried out in Cuba.
- A new project in partnership with CAF and ISOC will help develop national toolkits to implement sustainable community networks.



## Building a Fit for Purpose BDT

The COVID pandemic has turned our world upside down. Over the course of 2020, BDT has embraced digital solutions, gradually developing new ways to deliver its services. This new way of delivering services has become a new normal: not only it has allowed BDT to continue its work despite the circumstances, but it has also helped us come closer together, to be more available to our Members, and to adjust to the times in which we are living.

This is the "**fit4purpose BDT**" that we want to build: a Bureau that is agile, that embraces new tools and approaches, and that delivers the services ITU Membership needs, in partnership with a growing range of partner organizations. In 2020 BDT has shown its ability to rapidly adapt to changed circumstances. It is an excellent illustration of what a "fit4purpose BDT" is all about: working to achieve the right impact to deliver on the BDT vision to connect the unconnected.

### 2020 highlights for a fit for purpose BDT:

- New Project Management Manual to strengthen the impact of projects by aligning the language, tools and processes across all phases of project management.
- Leadership Culture Assessment to lead by example.
- BDT Process Reviews to streamline processes and achieve efficiency.
- The "Web We Want initiative" to build a new, revamped ITU-D website.
- The Regional Presence Review to strengthen BDT work and coordination on the ground.
- Onboarding and welcome of new staff.
- New approaches to Operational Plan and Resource Based Management to plan wisely, efficiently and with impact.
- Town-hall meetings to keep BDT staff informed and engaged.
- BDT Senior Management Retreat to align on common goals and strengthen engagement.
- A resource mobilization strategy to bring in resources for greater impact.
- 2nd cohort on project management.
- 3rd cohort of change agents.





## **C4C (Champions for Change) news:**

BDT's initial change process has been "turbo-charged" by the pandemic - and everyone found themselves in an entirely new working arrangement - learning about what it takes to adapt (and survive the added pressures of the change) while advancing towards a "fit4purpose" BDT in a new global context. There is increased urgency to deliver to serve Member States whose populations, institutions and economies are highly challenged and need the assistance of BDT. This has meant rapidly reconfiguring existing plans and programmes while responding to new demands and the opportunity to advance connectivity. 34 staff members have undertaken change management training over the past 12 months. While the staff members who benefited from the "deeper dive" in change management have been able to bring new change approaches to their work assignments and their team projects, they have also contributed to a number of key BDT initiatives.



# 2021 Vision, Building Forward Better Together

Never before have broadband networks and services been so vital to keep our economies and societies working. As the long-term consequences of the COVID crisis start to unfold, we might witness how lack of connectivity will have an impact on income inequality and likely affect the progress made on achieving the Sustainable Development Goals, in particular those related to education (SDG4), gender equality (SDG5), industry, innovation and infrastructure (SDG9), reduced inequality (SDG10), and the promotion of peace and end of violence and abuse (SDG16). Connecting every human to the Internet and increasing the speed and quality of connection of those already connected, is an imperative for the sustainable development agenda, and for lifting millions of people out of poverty in the years to come.

If 2020 was a year of learnings and multiple challenges, 2021 must be a year of hope, change, inspiration and innovation. At BDT we are ready to embrace this New Year with excitement and positivism. By using connectivity and ICTs as accelerators of Sustainable Development, we will continue working tirelessly with our team, our members and our partners towards the ultimate goal of connecting the remaining half of the planet to the Internet.

In 2021, the Telecommunication Development Bureau will continue working its work to make real impact and connect the unconnected to advance sustainable development.

More than ever, we are feeling energized, motivated and committed to capitalize on the lessons this year brought us, and ready to turn the page by **building forward better together!**

In addition to our continued efforts in the regions as well as our partnerships and programs work, some of the key highlights for 2021 include: thought leadership papers, toolkits and guidelines, trainings, flagships events and much more.



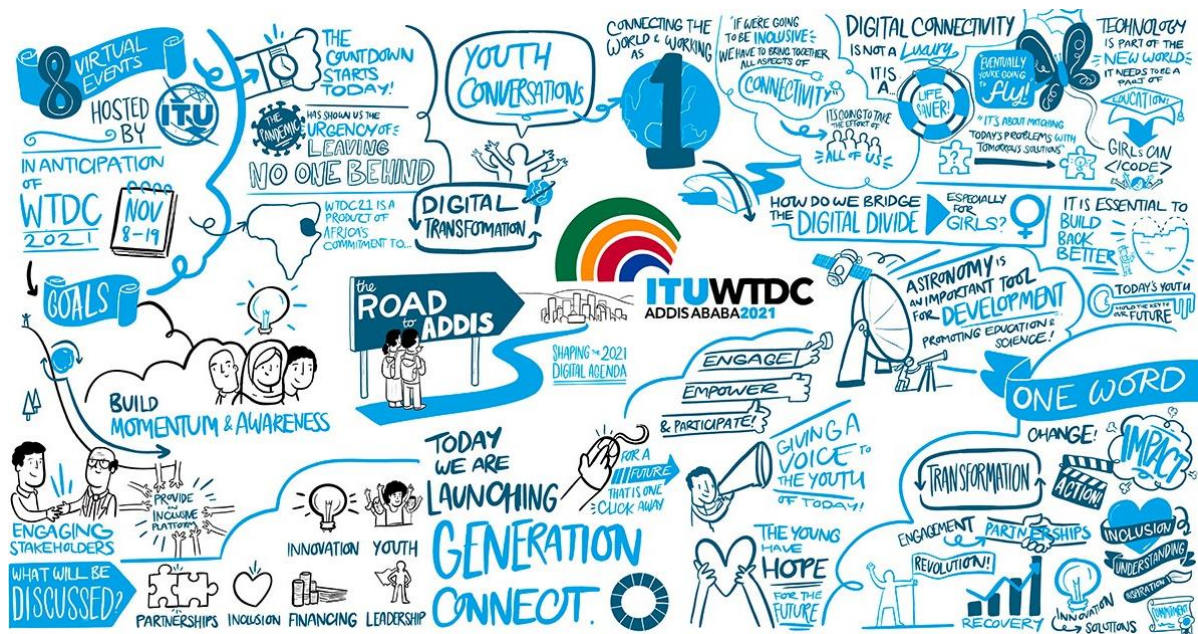
# 2021 Milestone Events

## Road to Addis Series

The Road to Addis is a series of virtual events hosted by the ITU in anticipation of the WTDC-21 conference. The Road to Addis has been designed with three Goals in mind:

- Build momentum and awareness towards WTDC-21
- Engage key stakeholders and communities, and
- Provide an inclusive platform to discuss some of the key themes that will be addressed at the WTDC-21.

The ITU has identified “**6 enablers**”, which will help accelerate connectivity for sustainable development and which will make up the core thematic content of the Road to Addis series: **Partnerships, Inclusion, Financing, Leadership, Innovation, and Youth.**



The events of the **Road to Addis** series will take place across the entire year 2021 and will capitalize on opportunities to create global awareness around WTDC-21 and the 6 enablers. The final event of the Road to Addis will be in September 2021 at the UN General Assembly, where the conclusions, outcomes for connectivity, and the key messages to accelerate digital transformation at WTDC-21 will be presented. This final event will also serve to mark the **starting point** of a **global call to action** for the 6 enablers of connectivity.



## WTDC-21

The 2021 World Telecommunication Development Conference (WTDC-21) will be hosted by the Government of Ethiopia, and will take place in Addis Ababa, from 8 to 19 of November 2021. The conference is organized every four years in the period between two Plenipotentiary Conferences to consider topics, projects and programs relevant to telecommunication development. WTDC set the strategies and objectives for the development of telecommunication/ICT, providing future direction and guidance to the ITU Telecommunication Development Sector (ITU-D).



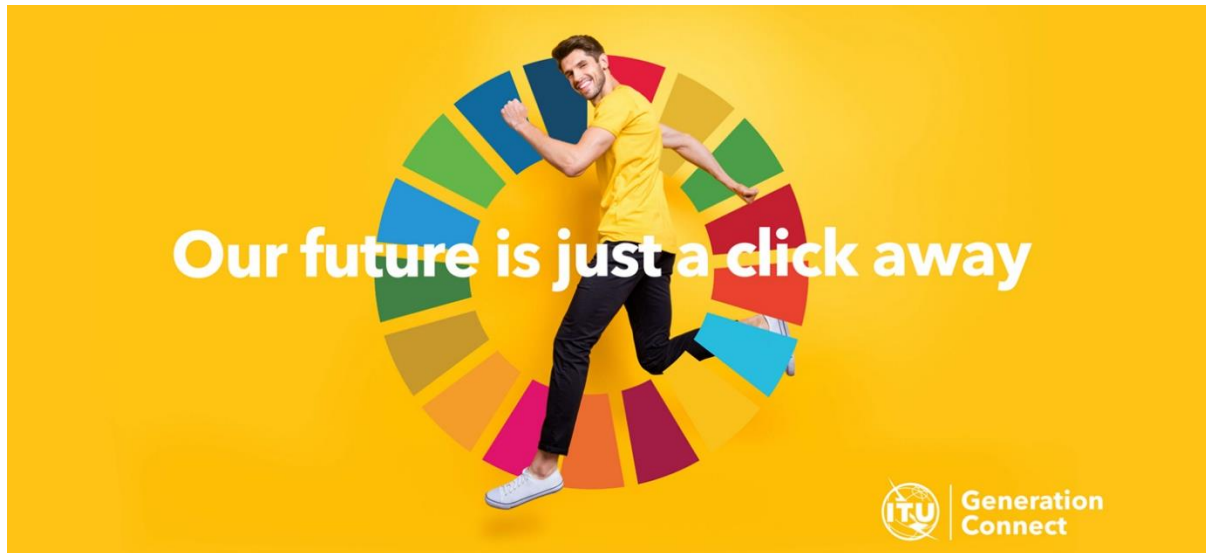
WTDC-21 will also be the first-ever WTDC held in Africa; a landmark digital development conference and a unique opportunity for the global community to develop innovative approaches and new models of collaboration to overcome digital development challenges. It will also be an opportunity to accelerate digital transformation and to advance connectivity and digital solutions in this final Decade of Action to achieve the SDGs. WTDC-21 will be held under the theme: **“Connecting the unconnected to advance Sustainable Development”**.

There will be no better place than WTDC-21 to forge a plan of action that can truly contribute to making a difference in people's lives. WTDC-21 aims to be a solutions-oriented conference to serve the needs of all countries and of all people, as well as a channel to build sound partnerships for digital transformation.



## Global Youth Summit 2021

**Global Youth Summit 2021** The **Global Youth Summit** will be held on the 6th and 7th of November in Addis Ababa and it will precede the WTDC-21. With almost 60% of Africa's population under the age of 25, there is no better place to host such an important Summit.



The Youth Summit will focus on meaningful youth engagement, consultations, collaboration, empowerment, participation and calls for action aimed at bringing the voices of young people into the WTDC-21 discussions, sessions and activities. The Summit will encourage the participation of young women, young people with disabilities and young indigenous people and will also include the voices of young people that are not connected and are currently not being empowered through technology.

The Youth Summit is part of the ITU Youth Strategy to improve and have a real impact on the lives of young people around the world, and to ensure meaningful participation of youth as key stakeholders in the implementation of the 2030 Agenda for Sustainable Development. The strategy also aims to be Fit4Purpose and to help reduce the youth digital divide through three concrete pillars of action: **Empower, Engage and Participate.**

Our youth involvement started in January 2020 with the [Futurecasters Global Young Visionaries Summit](#). Nine months later, the ITU announced the launch of [Generation Connect](#), its overarching initiative of the Youth Strategy on the journey to the World Telecommunication Development Conference (WTDC-21) and the WTDC-21 Generation Connect Global Youth Summit. Generation Connect aims to engage global youth and encourage their participation as equal partners alongside the leaders of today's digital change, empowering young people with the skills and opportunities to advance their vision of a connected future. Generation Connect joins the existing initiatives of Generation Equality and Generation Unlimited, to put the voices of youth at the forefront.



## How to get Engaged

Join us in our journey for building forward better together!

**Stay connected** with our Bureau and the different initiatives, programs, events and deliverables that will take place in 2021.

**Partner with us** in 2021 and help us come closer to our goal of achieving affordable, safe and meaningful universal connectivity by 2030.

**Be inspired** by our passion, energy and commitment, and use connectivity and digital transformation to help us accelerate progress towards the achievement of the Sustainable Development Goals.

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