

No. 52-9/2019-Trg  
**Department of Telecommunications**  
**1207, Sanchar Bhawan, 20 Ashok Road**  
**New Delhi- 110001**  
(Training and Capacity Building Division)

Dated: 21<sup>st</sup> June, 2019

**Office Memorandum**

**Subject: 'Addressing the Human and Technical Capacity Challenges THROUGH DIGITAL SKILLS' – An ITU and DoT Joint Training Programme – Calling of nominations**

A training programme is being organised jointly with ITU as per following details:


Name of Programme - **Addressing the Human and Technical Capacity Challenges THROUGH DIGITAL SKILLS**  
Date - 29<sup>th</sup> July – 2<sup>nd</sup> Aug 2019  
Venue - C-DOT campus, New Delhi  
Level of Trainees - Director / Deputy Secretary  
Training fee - Nil  
Cost of transportation and stay – To be borne by nominating organisation

2. The seat allotment to various DoT units is as follows:

S.N.	Unit	Seat allotted	Nominating authority
1.	DoT Hq	1	DDG (IR)
2.	NTIPRIT	3	Advisor NTIPRIT
3.	TEC	2	Advisor TEC
4.	LSA field units	10	DG Telecom
5.	USOF	1	Administrator USOF
6.	NICF	2	DG NICF

3. The Program Overview and Program Agenda is attached herewith for information. The nominating authorities as mentioned above are requested to kindly nominate suitable officers for the training programme as per the seat allotment. The nominations may kindly be sent to undersigned by email ([dirtrg-dot@nic.in](mailto:dirtrg-dot@nic.in)) and post by 3<sup>rd</sup> July, 2019.

Encl: As above

  
(Devendra Yadav)  
Director (Training-I)  
Tele. No.23036765(O)

Copy to: (i) DG Telecom  
(ii) Administrator USOF  
(iii) DG NICF  
(iv) Advisor NTIPRIT / TEC  
(v) DDG (Training) / DDG (IR) / DDG (Skill Development)

# ADDRESSING THE HUMAN AND TECHNICAL CAPACITY CHALLENGES THROUGH DIGITAL SKILLS

*AN ITU AND DoT JOINT TRAINING PROGRAM*

## INTRODUCTION

### *The Digital Divide*

About half the world's people access and use the Internet. The other half do not. The majority of the unconnected live in least developed countries, landlocked developing countries and small island developing states. At current growth rates, every year, there are some 195 million new Internet users, but substantial digital divides persist between more and less connected countries, communities, and people.

With efficient and affordable information and communication technology (ICT) infrastructure and services, and the right digital, language and soft skills like teamwork, individuals and businesses can participate in the digital economy. This, in turn, allows countries to increase their overall economic well-being and competitiveness.

People and communities that are connected are empowered. They can access information, online health services and life-saving disaster warnings. They can pay for goods and services via mobile phones, stay in touch with loved ones, increase productivity or perform better-paid jobs that require digital skills.

# THEME OF THE TRAINING

## *Addressing the Human and Technical Capacity Challenges*

The training aims to demonstrate to participants how they can work to address the human and technical capacity challenges involved in bridging the digital divide. By forming partnerships with academia and ICTs, government agencies can stimulate social innovation activities that empower their communities to benefit from the digital revolution.

## PROGRAM OVERVIEW

This four-day program focuses on developing human and technical capacity and empower participants with valuable and practical skills while solving challenges that affect their communities.

This training program uses experiential learning to provide participants with a memorable event. Participants are placed in teams so that representatives can meet and work with people from different organisations, countries and skill sets. Teams are provided with challenges on every topic in the training to prepare them for the final project on day 4.

## PROGRAM AGENDA IN BRIEF

<b>Day 1</b>	<b>Day 2</b>	<b>Day 3</b>	<b>Day 4</b>
Opening Ceremony Introductions Social Innovation for Bridging the Digital Divide Emerging Technologies: Opportunities & Risks Startup India Innovations	The Importance of Design Thinking Technology Design & Development Artificial Intelligence Impact on Employment The Future of Blockchain	Lean and Agile Development 3D Printing for Jobs & Growth Startup Community Development Social Innovation Projects for Bridging Digital Divide	TEAM CHALLENGE: Ideate and innovate. Team Project Presentations Closing Ceremony

(Full agenda below)

## PROGRAM OUTCOMES

Participants will have worked together in teams to apply the concepts they are learning in a very practical way.

The final day of the program sees the teams design, develop and present a solution to a social challenge that leverages technology and bridges the digital divide by addressing human and technical capacity challenges.

## EXPERTS

The workshops are delivered by local and international experts.

Expert	Topic
<a href="#">Ms Prity Khastgir</a> New Delhi, India	Startup India Expert Startup Advisor, Coach, Patent Lawyer
<a href="#">Mr Peter Argent</a> Australia	CEO, Business Design Institute Program Lead Innovation, technology and design consultant and trainer

DAY 01: 29 July 2019		
08:30 — 09:00	Registration	
09:00 — 10:00	<b>Welcome Ceremony</b> Opening remarks: ITU Welcome remarks: DOT	
10:00 — 10:30	Program Briefing & Group Photo	Mr Peter Argent
10:30 — 11:00	MORNING BREAK	

11:00 — 11:30	Team Introductions Activity	Mr Peter Argent Ms Prity Khastgir
11:30 — 12:30	Social Innovations for Bridging the Digital Divide <ul style="list-style-type: none"> <li>- Social Innovation programs from around the region</li> <li>- Collaboration between government, ICTs and Universities</li> <li>- Human and technical capacity building</li> </ul>	Mr Peter Argent
12:30 — 13:30	LUNCH	
13:30 — 14:30	Startup India Innovations <ul style="list-style-type: none"> <li>- Success stories of Startup India Innovations</li> <li>- Human and technical capacity building in India</li> </ul>	Ms Prity Khastgir
14:30 — 15:00	Innovation Challenge <ul style="list-style-type: none"> <li>- Teams discuss what they have learned about social innovation programs and Startup India successes</li> <li>- Teams create action plan for implementing a program inspired by their discussions</li> </ul>	Ms Prity Khastgir Mr Peter Argent
15:00 — 15:30	AFTERNOON BREAK	
15:30 — 16:30	Emerging Technologies: Opportunities & Risks <ul style="list-style-type: none"> <li>- Overview of emerging technologies having an impact in our world</li> <li>- Opportunities of bridging digital divide with emerging technologies</li> <li>- Risks associated with emerging technologies</li> </ul>	Mr Peter Argent
16:30 — 17:00	Emerging Technology Design Challenge <ul style="list-style-type: none"> <li>- Teams discuss emerging technologies and how they could be implemented to bridge the digital divide or for social innovation</li> </ul>	Mr Peter Argent Ms Prity Khastgir

<b>DAY 02 : 30 July 2019</b>		
09:00 — 09:45	The Importance of Design Thinking <ul style="list-style-type: none"> <li>- Overview of design thinking</li> </ul>	Ms Julia Lettinger Mr Peter Argent

	<ul style="list-style-type: none"> <li>- The place of design in the world</li> <li>- The value of making design the basis of everything we do</li> </ul>	
09:45 — 10:30	<b>Design Thinking Challenge</b> <ul style="list-style-type: none"> <li>- Teams use design thinking tools to find solutions to a social challenge</li> </ul>	Mr Peter Argent Ms Prity Khastgir
10:30 — 11:00	<b>MORNING BREAK</b>	
11:00 — 11:45	<b>Technology Design &amp; Development</b> <ul style="list-style-type: none"> <li>- Design processes for creating technology solutions</li> <li>- User experience design</li> <li>- Prototyping</li> </ul>	Mr Peter Argent
11:45 — 12:30	<b>Technology Design Challenge</b> <ul style="list-style-type: none"> <li>- Teams design an app/website for their social innovation solution</li> </ul>	Mr Peter Argent Ms Prity Khastgir
12:30 — 13:30	<b>LUNCH</b>	
13:30 — 14:00	<b>Artificial Intelligence Impact on Employment</b> <ul style="list-style-type: none"> <li>- Implications of AI on the workforce</li> <li>- Current state of AI research</li> </ul>	Mr Nik Dawson
14:00 — 15:00	<b>AI Challenge</b> <ul style="list-style-type: none"> <li>- Teams will discuss how AI might impact their solution and use design tools</li> </ul>	Mr Peter Argent Ms Prity Khastgir
15:00 — 15:30	<b>AFTERNOON BREAK</b>	
15:30 — 16:00	<b>Future of Blockchain</b> <ul style="list-style-type: none"> <li>- Overview of the value of Blockchain</li> <li>- Practical applications of Blockchain</li> <li>- The future of Blockchain</li> </ul>	Mr Chim Himidumage
16:00 — 17:00	<b>BlockChain Challenge</b> <ul style="list-style-type: none"> <li>- Teams will discuss how Blockchain might impact their solution and use design tools</li> </ul>	Mr Peter Argent Ms Prity Khastgir

**DAY 03 : 31 July 2019**

09:00 — 09:45	Lean & Agile Development <ul style="list-style-type: none"> <li>- Effectuation principles</li> <li>- Starting small and scaling</li> <li>- Build. Measure. Learn.</li> <li>- Adapting to Change</li> </ul>	Mr Peter Argent Ms Prity Khastgir
09:45 — 10:30	Lean & Agile Development Challenge <ul style="list-style-type: none"> <li>- Teams will apply the effectuation principles to their social innovation solution</li> </ul>	Mr Peter Argent Ms Prity Khastgir
10:30 — 11:00	MORNING BREAK	
11:00 — 11:30	3D Printing for Jobs & Growth <ul style="list-style-type: none"> <li>- Value of 3D printing for bridging the digital divide</li> </ul>	Mr Dean Pinchen
11:30 — 12:30	3D Printing Challenge <ul style="list-style-type: none"> <li>- Teams will discuss 3D printing and how it effects their social innovation solution</li> </ul>	Mr Peter Argent Ms Prity Khastgir
12:30 — 13:30	LUNCH	
13:30 — 14:15	Startup Community Development <ul style="list-style-type: none"> <li>- Startup community activities</li> <li>- Community inclusion</li> <li>- Growing the community</li> </ul>	Ms Prity Khastgir
14:15 — 15:00	Startup Community Development Challenge <ul style="list-style-type: none"> <li>- Teams will discuss how growing a startup community will impact their social innovation solution</li> </ul>	Ms Prity Khastgir Mr Peter Argent
15:00 — 15:30	AFTERNOON BREAK	
15:30 — 16:00	Social Innovation Projects for Bridging the Digital Divide <ul style="list-style-type: none"> <li>- Project discussion</li> </ul>	Mr Peter Argent Ms Prity Khastgir
16:00 — 17:00	Social Innovation Project <ul style="list-style-type: none"> <li>- Teams commence work on their projects</li> </ul>	Mr Peter Argent Ms Prity Khastgir

<b>DAY 04: 1 August 2019</b>		
09:00 — 10:30	Team Project: Morning kick-off	Mr Peter Argent Ms Prity Khastgir
10:30 — 11:00	MORNING BREAK	
11:00 — 12:30	Team Project	
12:30 — 13:30	LUNCH	
13:30 — 15:00	Team Project Presentations	
15:00 — 15:30	AFTERNOON BREAK	
15:30 — 16:00	Team Project Awards	
16:00 — 17:00	CLOSING CEREMONY  Closing remarks: ITU	