Session Title:
CTO Open Forum on Digital Transformation

Duration:
60 min

IGF Theme:
Building our Multistakeholder Digital Future

Sub-theme:
Enhancing the digital contribution to peace, development and sustainability.

Introduction
In today's rapidly evolving digital landscape, the imperative for nations to embrace digital technologies for transformation has never been more pressing. As we navigate the complexities of the digital age, it is essential for countries to harness the power of technology to drive innovation, enhance service delivery, and empower their citizens.

In late 2023, the CTO commenced a study to identify practical approaches and solutions and to underscore the critical success factors and challenges of digital transformation for the Commonwealth. The results of the study have been compiled in a publication that serves as a valuable resource for policymakers, industry stakeholders, and all those committed to advancing digital initiatives across the Commonwealth and beyond.

Commonwealth Telecommunications Organisation
The CTO is the largest and oldest Commonwealth membership organisation committed to helping its members adopt ICT appropriately and effectively for sustainable development. The CTO is committed to helping Commonwealth countries leverage the potential of ICT to achieve the United Nations 2030 Sustainable Development Goals agenda while protecting the inalienable rights of their citizens. In line with the focus of the CTO's 60th Council to support its digital transformation in the Commonwealth, the CTO has streamlined the work of the institution to support members in the formulation and accelerated implementation of digital transformation plans and programmes.

Session Overview
The session will feature the launch of the CTO led research publication which explores the critical success factors and challenges of digital transformation in Commonwealth countries. This will be followed by a panel discussion of representatives from Commonwealth countries and experts from industry designed to raise awareness of the imperatives and approaches for digital transformation and provide tools and benchmarks for measuring progress.

The session will provide valuable insights and best practices for governments and organisations seeking to implement digital transformation initiatives. Additionally, it will bring to light the numerous advantages of digitalisation in government, such as increased productivity, cost savings, scalability, resilience, flexibility and agility, and information security. These can be realised if governments are able to develop their digital capacity.
Agenda Items

1. Insights on the critical success factors for digital transformation.
2. Digital transformation: Challenges and opportunities.
3. The need for partnership, collaboration and knowledge sharing.

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<th>Time (Minutes)</th>
<th>Topic</th>
<th>Proposed Presenter</th>
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| 05            | Welcome and Introduction                                   | Ms. Bernadette Lewis  
Secretary General  
Commonwealth Telecommunications Organisation |
| 15            | Insights on the critical success factors for digital transformation. | TBC                                                                                |
| 10            | Digital transformation: challenges & opportunities.         | TBC                                                                                |
| 10            | The need for partnership, collaboration and knowledge sharing | TBC                                                                                |
| 15            | Discussion                                                 | TBC                                                                                |
| 05            | Closing                                                    |                                                                                   |