**Less ns Learned Workshop Reports — Retrospective Actions**

**Purpose**: To document cross-stakeholder learnings from implementation, challenges faced, solutions applied, and recommendations for future DTP rollouts.

**Detailed Structure:**

* **Executive Summary**:
  + Top 5 key lessons
  + Implications for future ICT4D projects
* **Workshop Design**:
  + Objectives, methodology (appreciative inquiry, fishbone, SWOT)
  + Participant breakdown (NGOs, donors, UN agencies, tech vendors)
  + Facilitation approach: hybrid (in-person + virtual)
* **Findings by Workstream**:
  + **Technology Adoption**: Barriers (e.g., mobile compatibility), enablers (e.g., in-person coaching)
  + **Capacity Building**: Skill retention issues, gender inclusion insights
  + **Governance & Policy**: Conflicts over data sovereignty, lack of digital charters
  + **Infrastructure**: Internet outage management, offline resilience tools
* **Quotes & Case Examples**:
  + E.g., "The dashboard helped us track beneficiaries in real-time during cyclone relief." — Tanzanian NGO Lead
* **Lessons by Category**:
  + **Success Factors** (e.g., early M&E onboarding)
  + **Challenges** (e.g., donor expectations misaligned with local pace)
  + **Unexpected Outcomes** (e.g., mobile usage surged among elderly volunteers)
* **Action-Oriented Recommendations**:
  + “Future DTP rollouts should include digital ambassadors per district.”
  + “Include disability-inclusive UI testing in development phase.”
* **Annexes**:
  + Workshop photos, recordings, participant list, raw feedback forms, post-it walls