DIGITAL TRANSFORMATION

Episode #29: Decade of healthy aging: role of digital technologies

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Ageing in a digital world: From vulnerable to valuable

Ageing in a digital world video
https://www.youtube.com/watch?v=41HiCZwPN5E

CONTEXT
Living in a digital age

The 4th Industrial Revolution brings the world from offline to online!

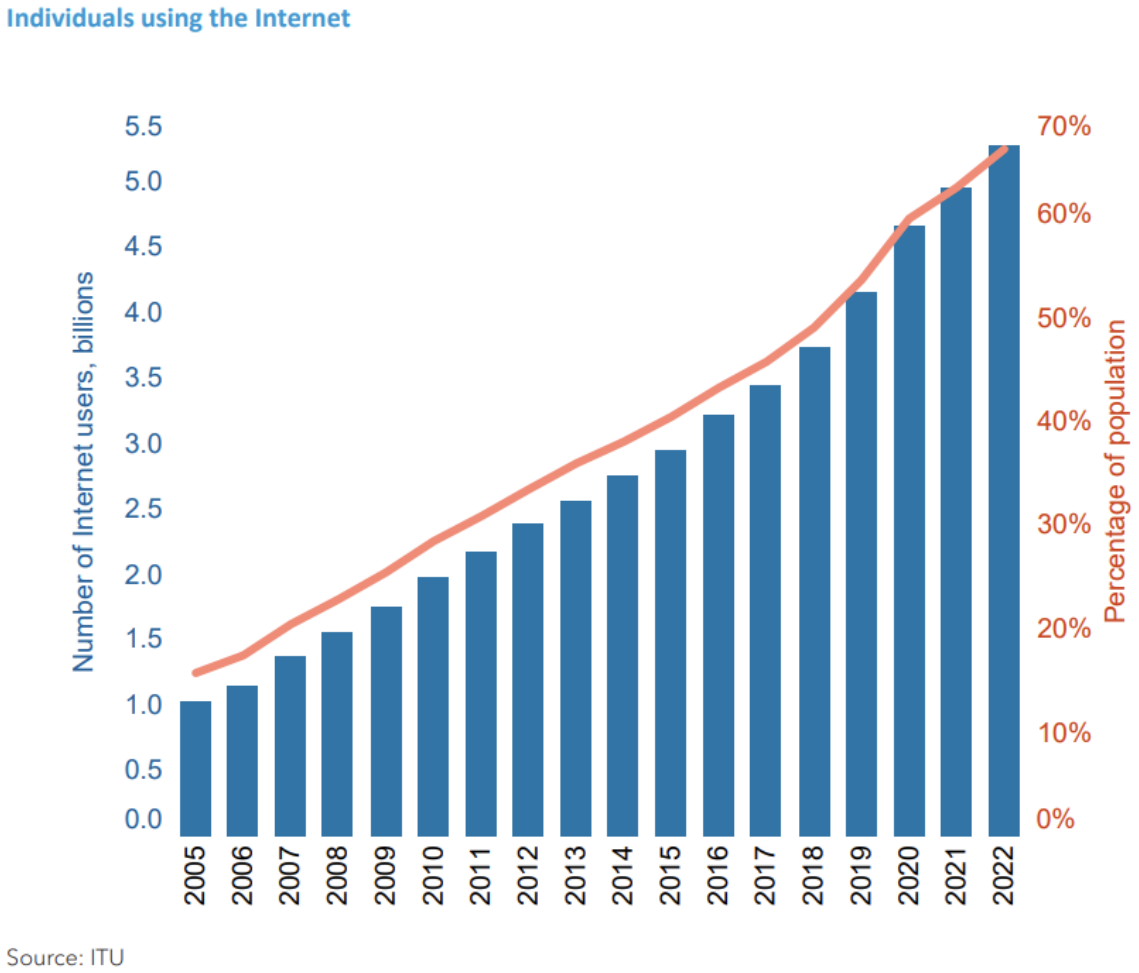
- Technology impacts almost every aspect of our everyday lives:
  - ✓ Education, Business, Entertainment,
  - ✓ Family and social interactions,
  - ✓ Public services, healthcare, etc.

- ICTs: valuable enablers that include everyone in the digital space and facilitate the independent living of vulnerable groups.

- The right to communicate is a Human Right.

Everyone has the right to communicate equally and equitably online as we do offline

GLOBAL MEGATRENDS
1. The rise of technology / ICTs



Source: ITU

Digital services and applications (example):

- **Education system:** ICTs help to increase and/or updated knowledge on a specific topic of interest;
- **Labour market:** publish job offers and request applications almost exclusively via digital platforms;
- **Health sector:** ICTs can help to save lives, diagnose illnesses and thus extend life expectancy;
- **E-gov:** ICTs enable access to public services, political and social participation;

Only if digital services and applications are digitally accessible, everyone can benefit equally and equitably from these services.

Source: ITU Publication Measuring digital development: Facts and figures 2022

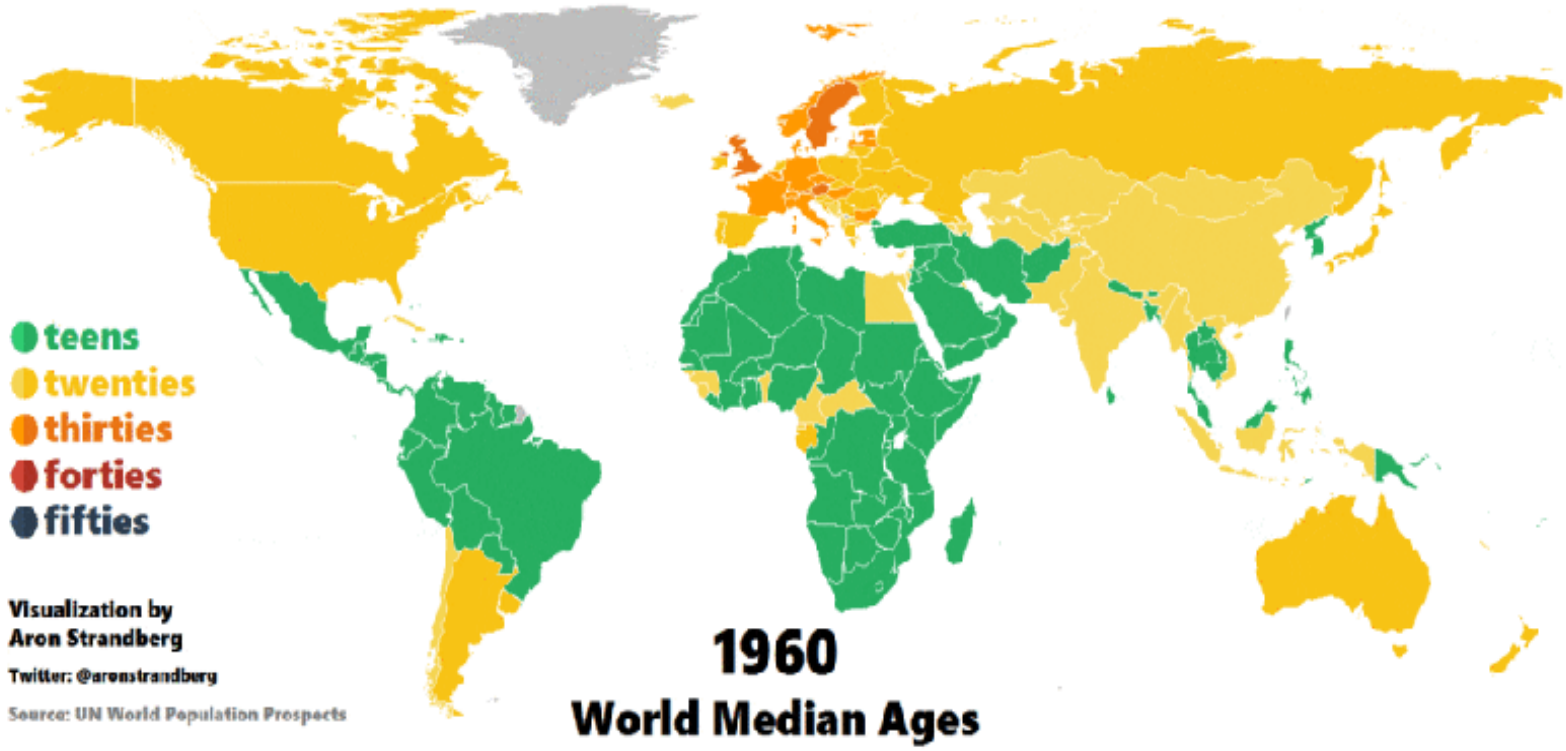
GLOBAL MEGATRENDS
2. Older Persons/Ageing: facts and figures on a global scale

By 2050, it is expected that the number of persons aged 60 or older of the total population will be:

- Asia and the Pacific, 24% to **25,9%**
- Africa, over 9 % of the population.
- EU-27 Member States, 35% to **41%**
- CIS Countries, 27,6% to **33,8%**
- Latin America and the Caribbean, will exceed **24%**
- Northern America, 23,4% to **28%** of
- Oceania, will exceed 23%

Source: UN DESA_WSR 2023; Eurostat

The young of today are the old of tomorrow!



In the next 3 decades, in all regions of the world the population will age!

Source: United Nations, "World Social Report 2023: Leaving No One Behind In An Ageing World"

GLOBAL MEGATRENDS
2. Older Persons in the Digital space

- UN proclaimed 2021 to 2030 the Decade of Healthy Ageing.
- Older persons are valuable contributors to society, communities and families;
- Their integration into society, the economy and the digital environment, require us to address their digital specific needs.
- Older persons have been impacted the most during the COVID-19 pandemic due to the digital divide challenges;
- Policymakers and stakeholders need to **collaborate to address these digital needs to ensure their active participation in the digital society and economy for a healthy and happy ageing**.

Let's improve the lives of older adults of today and tomorrow!

GLOBAL MEGATRENDS
2. ICTs enablers for a healthy and independent ageing

- **Age-related limitations** such as hearing, dexterity, visual impairments and reduced mobility create challenges for many older person.

- These **challenges can be overcome using of digitally accessible technologies (ICTs)**, that can adapt to specific needs of each person as well as the context of use.

- **Examples of digital accessible technologies:**

  - ✓ Televisions compatible with hearing aids to enjoy entertainment content,
  - ✓ Use of virtual assistant technology to obtain information,
  - ✓ Implementation of accessible telehealth platforms for visual and hearing impairments,
  - ✓ Zoom features to ease reading.

GLOBAL MEGATRENDS

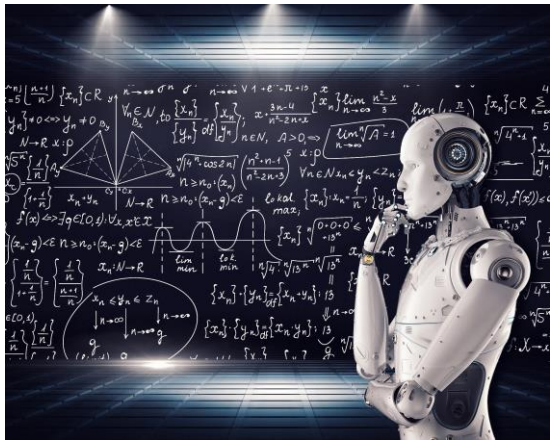
2. Metaverse as enabler for a healthy and independent ageing

- **Is the next iteration of the Internet**: a single, shared, immersive, persistent, 3D virtual space;
- **Humans can experience life with diverse environments**, cultures and locations in ways they could not in the physical world;
- Provide **solutions to develop and promote digital accessible products and services**, including those related to health, education, employment, the gaming industry, commerce, and other sectors are on the way to come;
- **Provide and develop new ways to** increase social interaction, facilitate communication and **end-user participation in the digital space**

ICT/digital accessibility is a compulsory requirement in the Metaverse space

GLOBAL MEGATRENDS

2. AI as enabler for a healthy and independent ageing



- Is evolving exponentially;
- Is already revolutionizing many aspects of our lives (e.g. Chat GPT/version 4);
- **Offers stakeholders and end-users the opportunity to accelerate development and delivery of accessible digital services;**
- **Accelerates ICT digital accessibility and AT development.** As the AI learns and knows all accessibility standards and recommendations in less than a second;
- Concrete policies are being implemented (e.g. EU AI Act);
- Join ITU at the **"Ai for Good Global Summit"**, to get a glimpse of what AI is capable of.

AI for Good
Global Summit
An ITU experience

AI is a real advantage for developing ICT Accessibility and AT solutions !

LET'S SPEAK ACCESSIBILITY TO LEAVE NO ONE BEHIND
Three building blocks to pave the way towards digital inclusion for ALL

To guarantee everyone's right to access information and communicate in a digital world, **3 main building blocks (3As)** need to be implemented:

1. Access/Connectivity
ICTs should be Available: Infrastructure/broadband connection.

2. Affordability
ICTs should be Affordable: Internet access and equipment.

3. Accessibility
ICTs should be Accessible: The extent to which products, systems, services, environments and facilities **can be used by ALL people with the widest range of characteristics and capabilities** to access information and/or communicate in all circumstances.

Digital Inclusion = Available + Affordable ICTs + Accessible

LOOKING INTO THE FUTURE
Why does ICT/Digital Accessibility matter ?

Our world by 2050:

Source: UN Global Perspectives

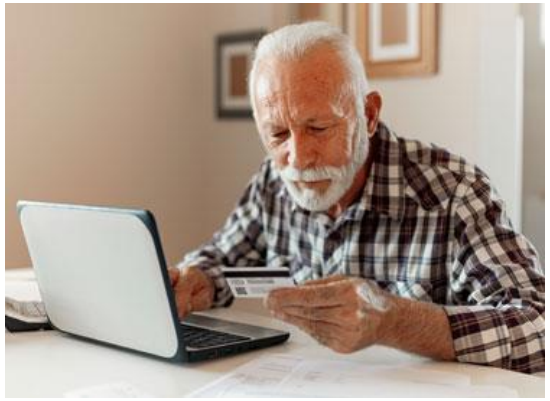
- ✓ 2 billion people over the age of 60
- ✓ 2 billion people with disabilities
- ✓ 0,77 billion illiterate people
- ✓ 0,405 billion migrants
- ✓ 1 billion young people – risk of hearing loss

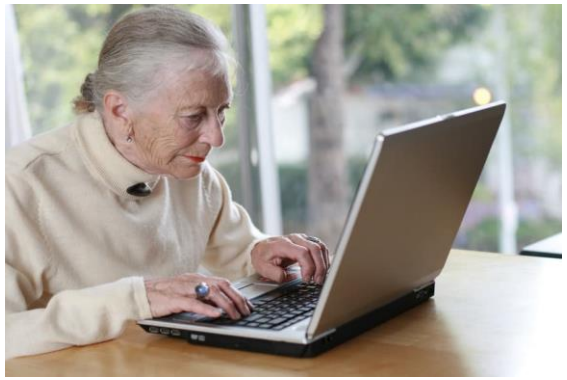
+ 6 billion people

By 2050 about 2/3 of the global population will need ICT/digital accessibility to participate in digital societies, economies and environments.

Digital skills/ literacy and ICT appropriation

- A low level of ICT skills jointly with affordability of internet access and equipment are **the main barriers** to use a technology by older people.
- The capacity to locate, assess, and transmit information using ICTs and navigating digital platforms is referred to as **digital literacy.**
- The use of equipment, digital platforms, applications, to communicate and interact and use the services require **appropriate knowledge and skills**. These skills can vary between different platforms and equipment.
- To communicate in the digital space, it is important that older persons keep a breast with knowledge and digital skills to lead independently their lives and benefit from all opportunities the digital space can offer.





GROUPS IN VULNERABLE SITUATIONS
Older Persons

- Difficulties encountered by older persons in the digital world
  - *Among the main difficulties encountered by older people are isolation, lack of skills and barriers to accessing online services.*
  - *If we go into the details of this mapping, it's also clear that older people find it extremely difficult to use ICTs for entertainment, to compensate for their isolation.*
  - *While we increasingly use robots for our daily tasks (cooking, housework), it appears that older persons are also finding it difficult to familiarize themselves with this technology, which would be so useful for their empowerment and independent living.*

Source: WHO, Digital Interventions for Reducing Social Isolation and Loneliness in Older Adults

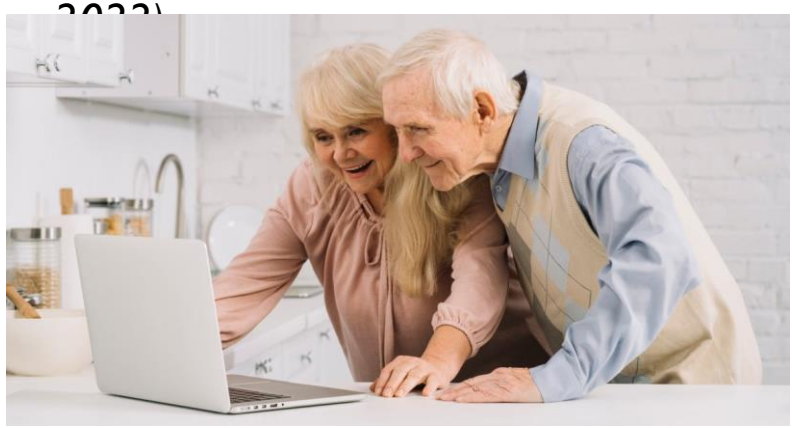
SPECIFIC NEEDS IN THE USE OF TEHCNOLOGY
Older Persons

➢ Facts and figures and challenges related

- *By 2050, 2 billion people will be age over 60*
- *Age related disabilities (visual, hearing, motricity, cognitive capabilities)*
- *Active participation in the societies, economies and environments*
- *Rapid changes in access and delivering of products, services and solutions (also related to the digital transition)*
- *Inclusion and participation in the digital societies, economies and environments*
- *Accessible ICTs and emerging technologies/AI are keys to increase opportunities inclusion of older persons. Every stakeholder should consider that the rate at which technology and technologically specific language change may impact the abilities of older adults to engage with technology.*

➢ Solutions for inclusion of older persons in the digital world

- *Raise awareness and share good practices through global initiative and projects such as the "UN joint initiative on Mainstreaming Knowledge on Ageing";*
- *Develop policies and strategies, share and make available trainings to adapt to the specific needs of older persons;*
- *Support implementation of global commitments including UN decade of Healthy Ageing, and ITU Resolutions such as WTDC Resolution 58 (Rev. Kigali, 2022)*

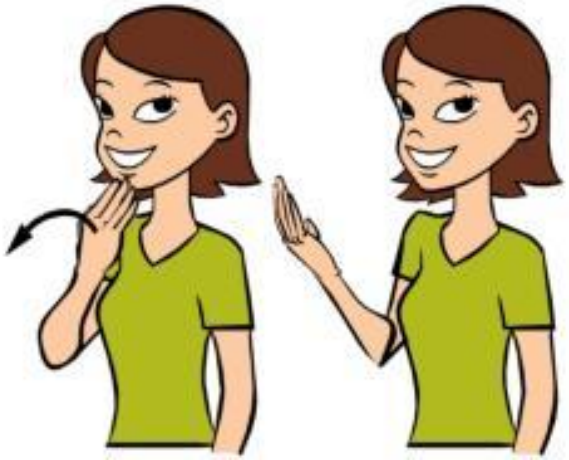


Source: ITU-D digital-inclusion

Resources

Over 70 ITU-D tools and resources are available to support ITU members and stakeholders' efforts in implementation process to achieve digital inclusion of ALL PEOPLE at national, regional and global levels

Thank you for your attention



Everyone's work can make a difference, but only by working together we can make the change

Let's build together an inclusive digital world for ALL present and future generations!

#BDT4Impact