



ITU-D Rapporteurs Group meeting - Question 7/I

Executive training on: *Accessibility of Information and Communication Technologies (ICTs)* *The key to building a digitally inclusive world for ALL*

19th May 2023

Roxana WIDMER-ILIESCU
Senior Coordinator Digital Inclusion
ITU-D Focal Point for ICT Accessibility

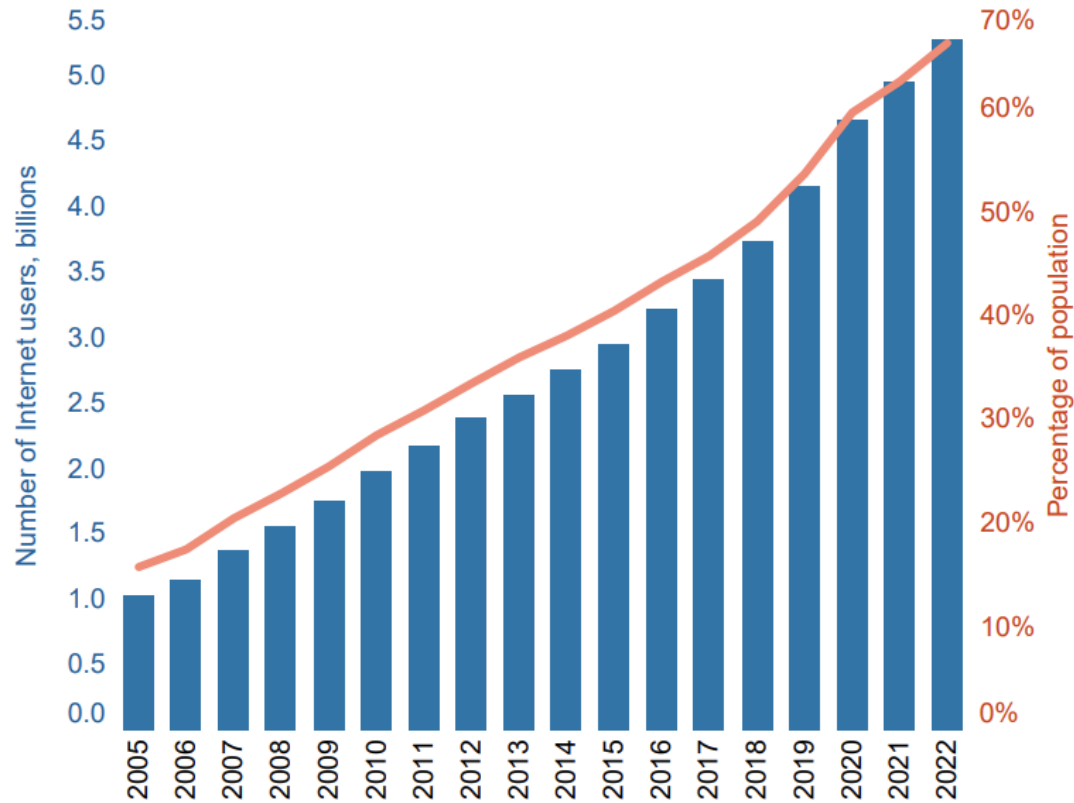
Executive training overview

- **1. Context of digital inclusion in the digital world**
- **2. Megatrends and impact**
- **3. ITU's and Global Commitments on Diversity and Inclusion**
- **4. Digital Inclusion and ICT accessibility, as a key requirement for inclusion**
- **5. ITU's work approach to build a digitally inclusive world for ALL people**
- **6. Summary**
- **7. ITU Tools and Resources to support global implementation of ICT accessibility**

ICT/digital accessibility within global megatrends context

1. The rise of technology / ICTs

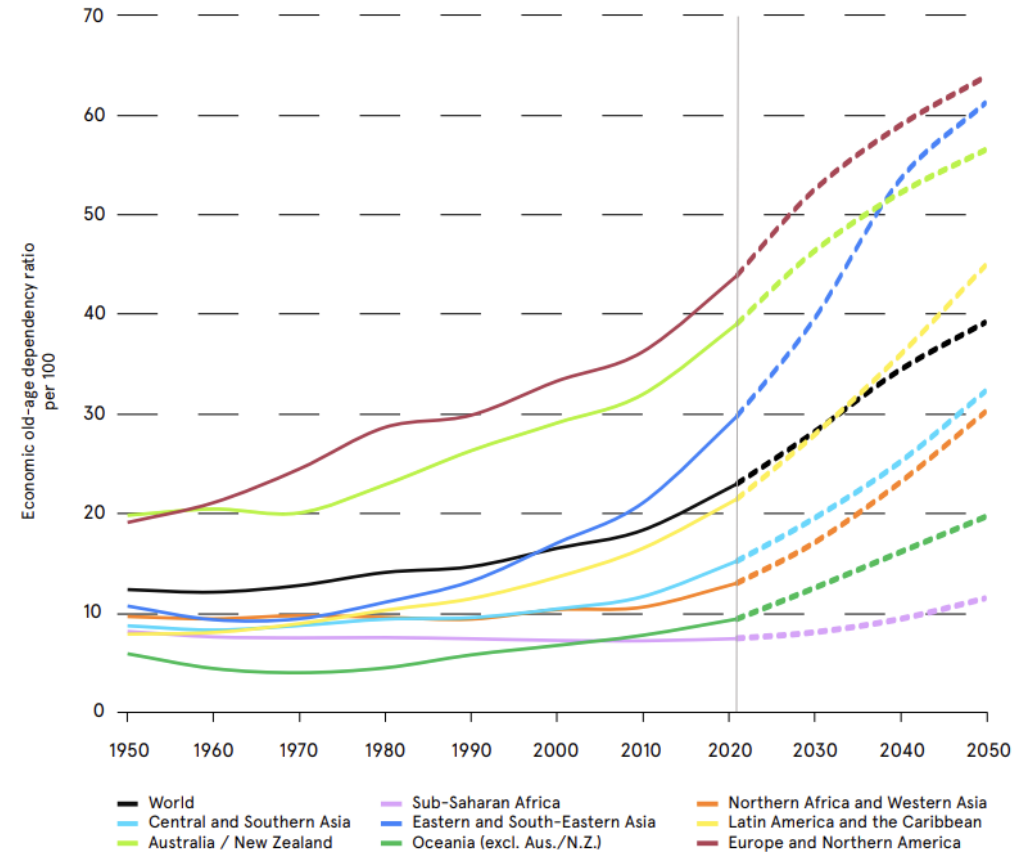
Individuals using the Internet



Source: ITU

2. Population ageing

Percentage of people aged 65 years or over, world and regions, estimates for 1950–2021 and projections for 2022–2050



Source: ITU Publication [Measuring digital development: Facts and figures 2022](#) and [Leaving No One Behind In An Ageing World World Social Report 2023 UN DESA](#)

#BDT4Impact



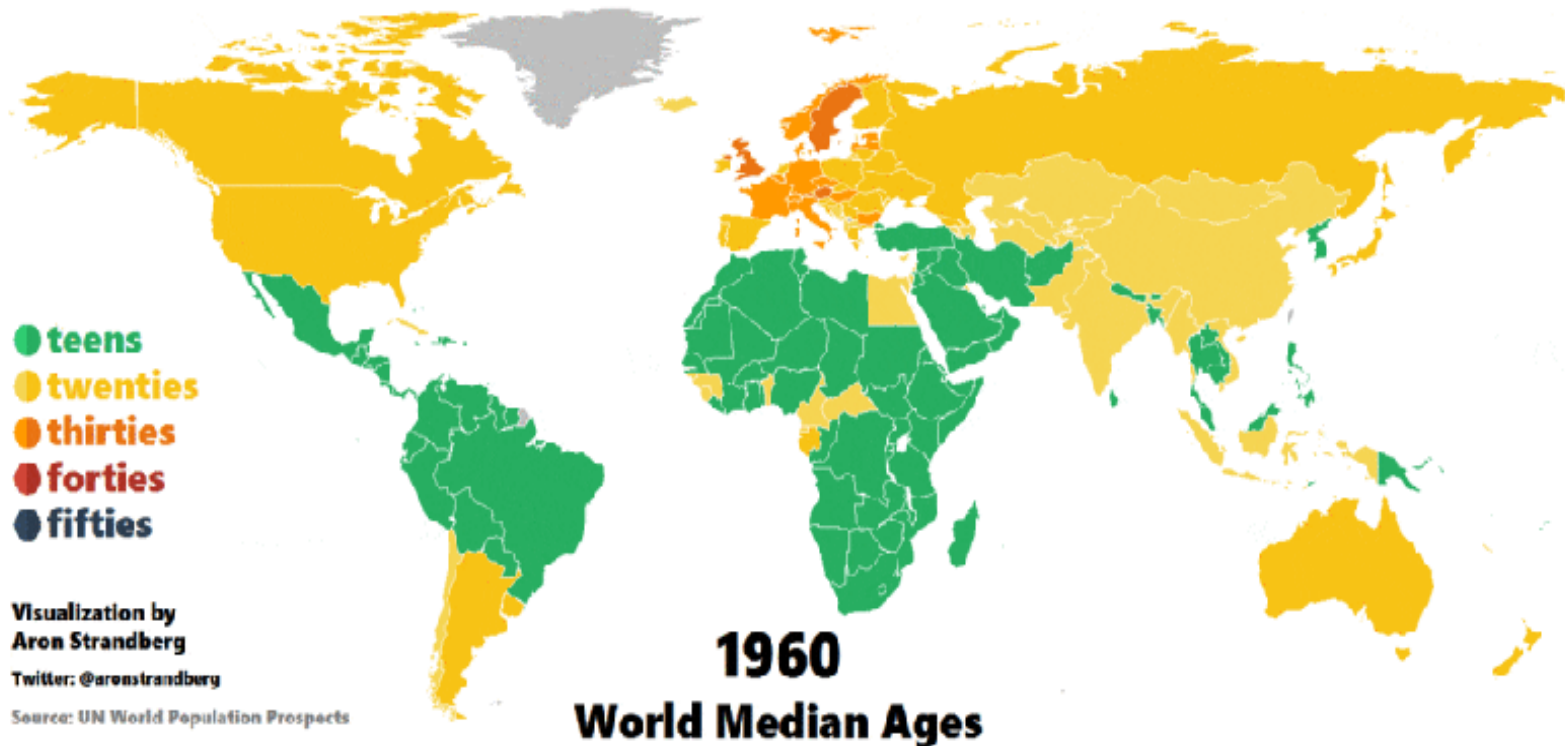
ICT / digital accessibility within global megatrends context

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

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

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

Source : UN DESA_WSR 2023 (un.org) Eurostat



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"

#BDT4Impact



ICT/digital accessibility within global megatrends context

3. Urbanization

- By 2050, according to the "[United Nations World Urbanization Prospects](#)", **68% of the world's population is projected to live in urban areas.**
- Globally, **people in urban areas are twice as likely to use the Internet than those in rural areas** (E.g. 76 % in urban areas compared to 39% in rural areas).
- Urban areas **increasingly rely on technology to ensure energy, water, sanitation, education, healthcare, etc.**
- **The rate of urbanization is expected to be the highest in Africa and Asia** over the coming decades. (E.g. Over the next 40 years, urban population is likely to triple in Africa and to increase by 1.7 times in Asia.)



In the context of the rise of technology, global population ageing and demographic migration to urban , the whole global socio-economic landscape will be transformed

ICT Accessibility within global megatrends context

4. Metaverse and AI



- **The metaverse is the next iteration of the Internet:** a single, shared, immersive, persistent, 3D virtual space where humans can experience life in ways they could not in the physical world.
- **Artificial intelligence (AI)** is already playing a crucial role in the future of the humanity, revolutionizing many aspects of our lives (e.g. *Chat GPT/version 4*).
- The **AI offers stakeholders and end-users the opportunity to accelerate development and delivery of accessible digital services;** the metaverse to increase end-user participation in the digital space. (E.g. *Cities all over the world such as Seoul, Singapore and London have developed metaverse platforms where citizens can attend events, engage in town hall meetings, and access various government services.*)

Digital accessibility is a compulsory requirement in the Metaverse space

ITU commitments towards ensuring that no one is left behind in the digital age

- Digital inclusion of all people is one of the most urgent and defining issues of our time.
- Ensuring that no one is left behind is the key to global commitments as well as to ITU.
- World Telecommunication Development Conference (WTDC)2022 and Plenipotentiary Conference (PP) 2022
 - **ITU-WTDC-22 (Resolutions 58) "Telecommunication/information and communication technology accessibility for persons with disabilities and persons with specific needs"**
 - **ITU – PP 2022(Resolution I 75) "Telecommunication/information and communication technology accessibility for persons with disabilities and persons with specific needs"**
- **ITU – Strategic Goal enabling Goal 2**
"Sustainable Digital Transformation: Foster equitable and inclusive use of telecommunications/ICTs to empower people and societies for sustainable development."
*"By leveraging telecommunications/ICTs, ITU will strive to facilitate the digital transformation to help build **an inclusive society and economy for sustainable development. ITU will thereby work to close the digital divide in the use of telecommunications/ICTs in all countries and for all peoples, including women and girls, youth, Indigenous peoples, older persons, and persons with disabilities**".*

The ITU is committed to enhance the digital inclusion of ALL people including of persons in vulnerable situations

Global commitments to reducing inequalities and creating an equal and equitable world for ALL

Sustainable Development Goals - SDGs

ICTs as enablers to achieve the SDGs

“The growth of ICTs and global interconnectivity has great potential to accelerate human development.”
Sustainable Development Agenda (Paragraph 15)

- ICTs are key enablers to increase socio-economic opportunities for ALL people
- ICTs support developing more equal, equitable and inclusive societies
- ICTs can contribute to build a better world for ALL!



The achievement of digital inclusion for all people is notably carried out through the Sustainable Development Goals and particularly through its Goal n°10 that calls to "Reduce Inequalities"

Global commitments to reducing inequalities and creating an equal and equitable world for ALL



- **+95% out of 193 UN Members States ratified the CRPD**
186 countries

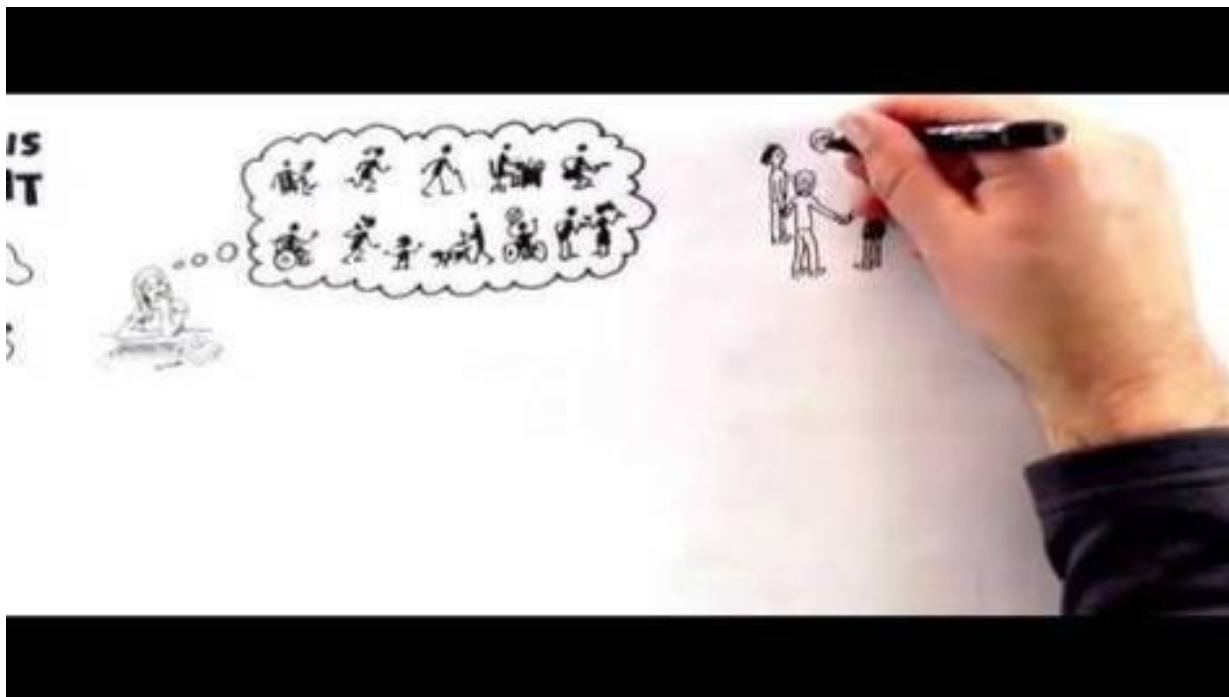
61% of the UN Member States have developed national disability laws and acts to abolish discrimination against persons with disabilities. (Department of Economic and Social Affairs Social Inclusion) **(May 2023)**



- **Educational, economic, and social development** for persons with disabilities
- The **elimination of barriers** to enable persons with disabilities to live independently
- **Participation of persons with disabilities in the socio-economic, political, and cultural** environments
- The **creation of inclusive societies and environments for ALL** people without any discrimination.

The world is committed to promote, protect and ensure the full and equal enjoyment of all human rights and fundamental freedoms by all persons with disabilities

What does digital inclusion in the digital space means?



[Everyone is Different Video](#)

We are all different - let's be digitally inclusive!

What encompasses the work on Digital Inclusion?

The work on digital inclusion of all people is about the **creation of a digitally accessible, age friendly and universally designed environment** in which ALL people, women and men, regardless of age, gender, ability, location or financial means, **can afford access to digital information** and are able to use the devices to communicate and



ITU is committed to leave no one behind in the digital world!

#BDT4Impact



How to achieve digital inclusion for ALL people

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

Affordable: Internet access and equipment

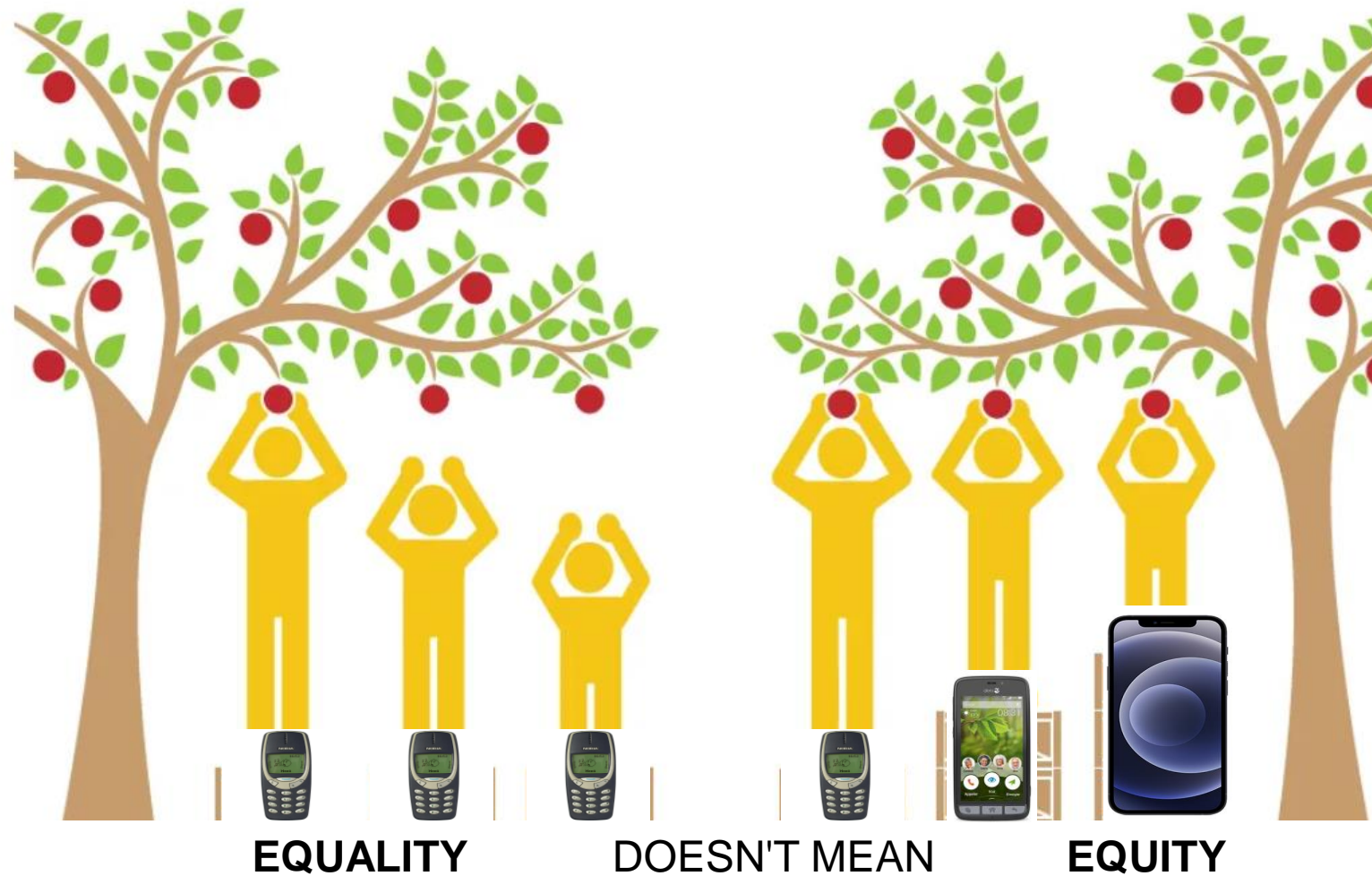
3. Accessibility

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



Digital Inclusion = Accessible + Available + Affordable ICTs

What additional considerations requires the work on Digital Inclusion? (Equity vs. Equality)



Accessible ICT = Equipment + Equality + Equity
Accessible ICT facilitates access to digital information and the use of devices
by ALL end-users

Which is the difference between Accessible ICTs and Assistive Technology (AT)

- **Accessible ICT = ICTs for all**

- ✓ ICT equipment (hardware or software) or service that has built-in accessibility features from the design stage
- ✓ ICT equipment or services that meet the functional performance of all users to access information and/or communicate in all circumstances
- ✓ They are compatible with assistive technologies (AT)



- **Assistive Technology (AT) = Complement to accessible ICT**

- ✓ Hardware or software used to overcome a specific barrier faced by persons with disabilities to access information and /or communicate;
- ✓ Enable(s) and/or compensate(s) user(s) with functional, motor, sensory or intellectual disabilities.



Accessible ICTs are ICTs that can be used by ALL people
ATs are ICTs used by persons with specific disabilities

Why does ICT Accessibility matter ?

Our world by 2050:

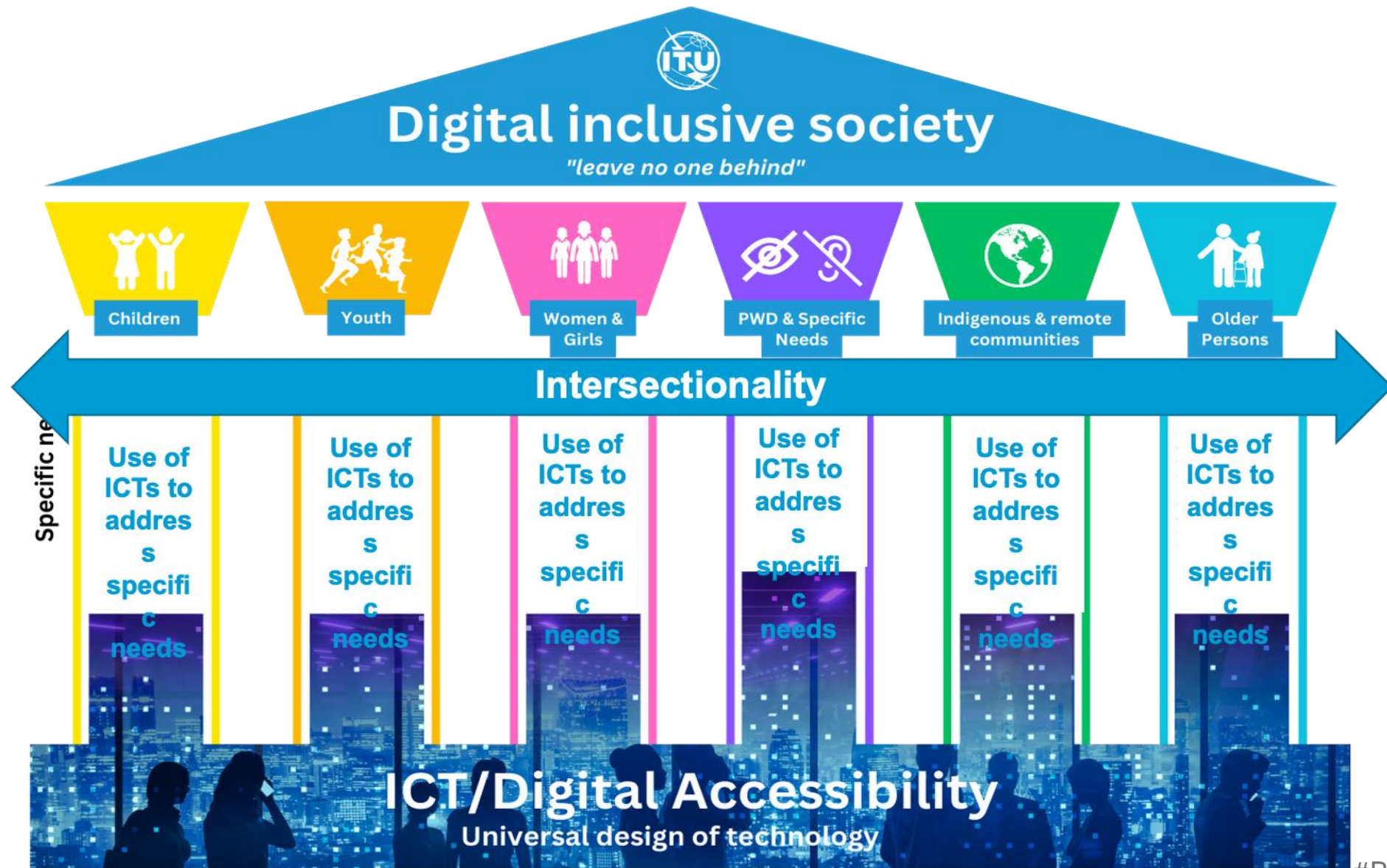
- ✓ 2 billion people with disabilities
- ✓ 2 billion people over the age of 60
- ✓ 0,77 billion illiterate people
- ✓ 0,405 billion migrants,
- ✓ 1 billion young people – risk of hearing loss

+ 6 billion people



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

ITU-D work approach to build an inclusive digital society for ALL people



ITU-D work with members and stakeholders on ICT accessibility as a key requirement to achieve digital inclusion for ALL people

MEMBER STATES	PRIVATE SECTOR	ACADEMIA	CIVIL SOCIETY	OTHER STAKEHOLDERS
Formulation and implementation of policies /regulations and strategies on ICT/digital accessibility for digital inclusion	Development of accessible ICTs (equipment, and services) in line with ICT accessibility requirements to enable all people use	Development of curriculum and national capacities and workforce in ICT digital accessibility.	Work with Governments to support implementation of policies, strategies and appropriate products and services relevant for persons with disabilities	Collaboration and cooperation towards building digital inclusiveness for all people
Design, make available and promote and raise awareness on ITU work, tools and resources in ICT /digital accessibility to support global efforts in building digitally inclusive communities, economies and environments				

ITU-D work with members and stakeholders on ICT accessibility as a key requirement to achieve digital inclusion for ALL people

- **Provision of expert advice** on ICT/digital accessibility guidelines, policies, regulations, strategies, trends, etc.
- **Design and develop tools and resources** to support ITU members' efforts in implementation process of digital inclusion at national, regional and globally.
- **Raise awareness through knowledge, working and Networking platforms** (e.g., SG Q7/I, events) to share good practices, promote resources and incentivize collaboration and cooperation among all stakeholders to jointly develop a digitally inclusive world for ALL.)
- **Develop and deliver tailor-made executive trainings** to strengthen ITU's members and stakeholders 'knowledge on what and how to do to achieve digital inclusion of all people and address all end-users needs in the use of the technology, in their countries and regions.

Key points: A short summary to ensure that no one is left behind

- Digital inclusion means the **ability of ALL people**, women and men, regardless of age, gender, ability, location or financial means to communicate and be empowered through ICTs without any type of discrimination.
- Work to ensure that ICTs are available, affordable and accessible to everyone!
- The key to successfully achieving digital inclusion for ALL people is to ensure that ICTs are **human-centered and digitally accessible**. **ICTs** should fulfil **universal design principles** and should be designed with ICT/digital accessibility requirements and standards in mind
- **Work in digital inclusion from a holistic perspective** *“the young of today are the old of tomorrow”* and additionally, address the specific needs of each group



We can bridge the digital divide by mainstreaming ICT/digital accessibility in the digital space and thus, ensure that no one is left behind!

ICT accessibility impact in achieving a digitally inclusive world



[ICT/digital accessibility: The key to achieving a digitally inclusive world \(English captioned\)](#)



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



Thematic Guides / Reports on ICT and Digital Accessibility

- ITU-D Study Group Q7/I Report on Access to Telecommunication/ICT Services by Persons with Disabilities and other Persons with Specific Needs
- Model ICT Accessibility Policy
- Making TV accessible
- Making Mobile Phones and Services Accessible for persons with Disabilities



Video-tutorials

- ITU-D video tutorial: [“ICT Accessibility, the key to achieving a digitally inclusive world”](#) in English, also available with captions in [Arabic](#), [Chinese](#), [French](#), [Russian](#) and [Spanish](#)
- ITU-D Video tutorial [“How to ensure inclusive digital communication during crises and emergency situations”](#) in English, also available with captioning in [French](#) and [Spanish](#)
- ITU-D Video tutorial on [“The creation of accessible digital documents”](#) (General, Word, PDF, Excel, PPT) Available in [English](#), [French](#) and [Spanish](#)
- ITU-D Video tutorial on Beyond [“Smart Cities – Smart for ALL”](#) in English, also available with captioning in [French](#) and [Spanish](#)



Online Self-Paced Training Courses

- ITU-D [Beyond smart cities equals “Smart for all”: towards building inclusive and digitally accessible environments and communities to meet the needs of present and future generations](#), available in English, French and Spanish
- ITU-D [ICT Accessibility: the Key to Inclusive Communication](#) (self-paced online course), available in Arabic, English, French, Russian and Spanish
- ITU-D [How to ensure inclusive digital communication during crises and emergency situations](#) (self-paced online course) available in English, French and Spanish
- ITU-D [Web Accessibility: the Cornerstone of an Inclusive Digital Society](#) (self-paced online course) available in Arabic, English, French, Russian and Spanish
- ITU-D [ICTs for better ageing and livelihood in the digital landscape - Online self-paced training](#) available in English, French and Spanish

Thematic Guidelines / Toolkits on ICTs and Digital Accessibility

- [Toolkit and Global Standard for safe listening devices and systems](#)
- [ITU Guidelines on how to ensure that digital information, services and products are accessible by all people, including Persons with Disabilities, during COVID-19](#) (available in the six UN languages as well as in 22 other languages)
- [ITU Toolkit : "Towards building inclusive digital communities": ITU toolkit and self-assessment for ICT accessibility implementation" \(2023\)](#)



ITU toolkit and self-assessment for ICT accessibility implementation

Towards building inclusive digital communities



[ITU toolkit and self-assessment for ICT accessibility implementation](#)
[\(English captioned\)](#)

Thank you for your attention!

For more information :
see [ITU-D website on ICT Accessibility](#)



**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!**