Accessible Arab Region: ICT for ALL – 2023
28 - 30 November 2023
Rabat – Kingdom of Morocco

Agenda

Master of Ceremony: Ms Khouloud ABEJJA, Director of Digital Transformation, ADD

Day 1: 28 November 2023	
Time	**Session**
8:30 – 9:00	**Welcome and registration of participants**
9:00 – 9:40	**Special Address** • Dr. Cosmas Luckyson Zavazava, Director, Telecommunication Development Bureau, ITU (Video Message) **Welcome Remarks** • H.E. Ms. Ghita MEZZOUR, Minister of Digital Transition and Administrative Reform, Morocco • H.E Aawatif HAYAR, Minister of Solidarity, Social Integration and Family, Morocco (TBC) • Mr. Adel Mohamed Darwish, Director, ITU Regional Office for the Arab States, ITU • Dr. Nawar Al-Awa, Regional Adviser on Technology for Development, United Nations Economic and Social Commission for Western Asia (UN-ESCWA) • Mr. Sidi Mohammed Drissi Melyani, General Director, Digital Development Agency (ADD), Morocco **Group Photo** **Moderator**: Ms Khouloud ABEJJA, Director of Digital Transformation, ADD
9:40 – 9:50	**Keynote speech: Unlocking the potential of technology for disability inclusion** • Mr. Abdelmalek Asrih, member of the administrative council of the association "Colombe blanche pour les droits des personnes en situation de handicap", Morocco
9:50 – 10:20	**Executive session: Let's Speak Accessibility** The goal of this executive session is to leverage knowledge on the ICT accessibility and enhance participants' understanding of the critical role that

	ICT accessibility plays in creating an inclusive digital society, economy, and ecosystem, to be applied in the context of Arab Region. The session aims to provide the participants including the ITU membership, policy and decision makers as well as all interested stakeholders with information on: global trends and how these influence people's digital inclusion, explain the building blocks of an inclusive digital society, and the differences between access, affordability and accessibility, accessible technology and assistive technologies, comprehensive guidelines on both what measures should be taken and how to implement them, ensuring that digital products and services are accessible to all end users, including those with disabilities. Ultimately, the session is designed to empower participants to the Accessible Arab Region – ICT for all, to engage actively in the event's various sessions, maximizing the benefits of their participation.
	In addition, this session aims to provide participants with an overview of the status of digital accessibility in the Arab region and highlight the main activities of ESCWA in this area.
	• Ms. Roxana Widmer-Iliescu, Senior Coordinator, Digital Inclusion, ITU
	• Mr. Nawar Al-Awa, Regional Advisor on Technology for Development, ESCWA
10:20 – 11:45	**Session 1: Policymaking for Digital Accessibility: Policies, Impact and Measurement**
	The session aims to explore the importance of effective policies in ensuring digital accessibility for all individuals, with particular focus on people with disabilities. In this context, this session will feature case studies from the Arab region, shedding the light on challenges and opportunities offered through these policies to enhance digital accessibility.
	Furthermore, an additional case study from Latin America will be presented to broaden the scope and offer a comparative analysis of policies and approaches to digital accessibility, highlighting lessons learned and best practices that can be applied globally.
	Through this session, participants will gain a comprehensive understanding of the policymaking process for digital accessibility, witness the impact of successful initiatives, and learn from diverse approaches in policy development, implementation, and the resulting impact on the lives of people with disabilities in these societies.
	Moderator: Dr. Nawar Al-Awa, Regional Adviser on Technology for Development, ESCWA
	Speakers:
	• Mr. Mohammed Khalil, Digital Advisor of the Minister, Ministry of Solidarity, Social Integration and Family, Morocco
	• Dr. Abdelraouf Elbibas, Digital Transformation Coordinator, General Information Authority (GIA), Libya
	• Mr. Riad Ouslati, Digital Accessibility Coordinator, e-Government Unit, Presidency of Government, Tunisia
	• Ms. Amna Al-Mutawaa, Director in charge of Digital Accessibility Programs, MADA Qatar (Remotely)

	• Ms. Monica Duhem, Director Global Advisory Center, G3ict (Remotely) **Q &A**
11:45 – 12:00	*Coffee break + Networking*
12:00 – 13:30	**Session 2: Role of Industry Leaders in Accelerating Digital Accessibility** This session aims to explore the role of global industry leaders in the field of technology in accelerating digital accessibility. It seeks to examine several key inquiries such as: How do renowned global entities like Microsoft, Google, Huawei, Meta and others contribute to the advancement of digital accessibility? What are the primary drivers motivating these companies to invest in e-accessibility, and what are the latest trends, products, and services they offer in this domain? Additionally, it aims to explore how the efforts of these global players are perceived in the Arab region, whether through their worldwide services or their regional and local offices, and how these companies customize digital accessibility per the local needs of the Arab region, considering diverse government regulations and requirements pertaining to the Arabic language. **Moderator**: Mr. Zouhir Lakhdissi, Tech Entrepreneur Digital Consultant, Morocco **Speakers**: • Ms. Angela Kyerematen-Jimoh, National Technology Officer for Africa, Microsoft • Mr. Najib Achour, Chief Strategy Officer and Ambassador of Huawei ICT, Huwawei • Ms. Nadia Mrabi, Senior Manager RSE and Réseau/ Mr. Hamza El Hamdani, Innovation Programs Manager, Orange Digital Center, Morocco • Ms. Hanane Boujemi, Head of Public Policy Regulatory Affairs| MENA & Turkey, Meta • **Q&A**
13:30 – 14:30	*Lunch break*
14:30 – 16:30	**Session 3: Partnerships for ensuring an inclusive digital transformation for achieving inclusive societies, economies and environments (smart cities and communities) through implementation of digital accessibility: Public-Private partnerships and collaboration with UN agencies** In today's rapidly advancing digital landscape, it is essential to ensure that technological innovations and digital services are accessible to everyone, including persons with disabilities and other marginalized communities. This session aims to address the challenges and opportunities related to digital accessibility and inclusive digital transformation. The session will bring together representatives from public and private sectors, as well as UN agencies and non-governmental organizations, to discuss strategies and best practices for promoting digital accessibility. The participants will explore the potential of forming public-private partnerships to achieve meaningful progress in this area and collaborate with UN agencies to leverage their expertise and resources. **Moderator**: Mr. Abdelali Madani, Head of Department of Réglementation et Normalisation, Digital Development Agency (ADD), Morocco

	Speakers: • Ms. Najoua Soudi, Head of DM Digital Advocate /UNDP Acceleration Laboratory, United Nations Development Programme (UNDP) in Morocco • Mr. Abdelmajid Makni, Secretary General, Member of the Arab Organisation for Persons with Disabilities (AOPD) • Mr. Abdelmalek Asrih, Member of the Board of Directors of the "Colombe blanche pour les droits des personnes en situation de handicap" Association, Morocco • Ms. Aisha Al-Sinani, Strategic Communication Department Manager, MADA, Qatar: (Remotely) • Mr. Karim BelHaj Eissa, Coordinator of Transparency Program, Article 19 Organization, Tunisia (Remotely) • Dr. Alistair De Gaetano, Directorate for Disability Issues, Ministry for Inclusion, Voluntary Organizations, and Consumer Rights, Malta (Remotely) **Q&A**
16:30- 17:00	*Coffee Break + Networking*

Day 2: 29 November 2023	
Time	**Session**
10:00 – 10:05	Recap from Day (1)
10:05 – 11:45	**Session 4: Digital Inclusion in the Arab Region: Empowering Through Accessibility** In an increasingly interconnected world, digital inclusion has become paramount to ensure that vital services are accessible to all citizens, without exception. This session focusses on digital inclusion through the lens of accessible digital services and applications, offering essential support in areas such as healthcare, emergency telecommunications, transportation, and beyond. Those services and solutions are developed by cooperation with private sector, innovators SMEs and entrepreneurs. This session will also highlight selected achievements of SMEs and startups in the realm of digital accessibility in the Arab region. This session embodies the diverse landscape of digital inclusion in the Arab region, focusing on two vital aspects: the impactful contributions of startups/SMEs in providing accessible products/services and the pivotal role of accessible digital services in supporting essential sectors like healthcare, emergency telecommunications, and transportation. **Moderator**: Ms. Roxana Widmer-Iliescu, Senior Coordinator, digital inclusion, ITU **Speakers:** • Ms. Saira Ahmed, Programme Management Officer (Risk Knowledge & Analysis), United Nations Office for Disaster Risk Reduction (UNDRR) • Ms. Rania Jaber Naser, General Director, IT and Tech Innovation, Ministry of Telecom & Information Technology, Palestine • Ms Maha Ech-Chefaa, Director general, Enactus Morocco • Mr. Mohamed Vall Cheikh, Deputy Director, Department of Development and Interoperability (DDI, Ministry of Digital Transformation, Innovation and Modernisation of the Administration (MTNIMA), Mauritania • Ms. Sara Bouziane, Project Manager, Ministry of Health and Social Protection, Morocco • Mr. Hossam Elgamal, CEO of IKEN & Chair of ARISE (Remotely) • Mr. Wasim Omran & Mr, Samir Elias, The Infinity Glove, Lebanon (Remotely) **Q&A**
11:45 – 12:00	*Coffee break + Networking*
12:00– 13:30	**Session 5: Digital Inclusion and accessible education platforms to ensure education and EdTech for all.** The COVID-19 pandemic prompted a global shift to remote learning, highlighting the potential and limitations of digital inclusion in education. While positive developments have been made to enhance accessibility in e-learning platforms,

	challenges persist in providing inclusive education for everyone including persons with disabilities.

This session focuses on the latest advancements in e-accessibility in education. It addresses the needs of students with diverse disabilities by developing specialized educational tools and adapting curricula. In addition, it emphasizes the importance of teacher support through online communication, assessments, and support tools, and it examines various e-learning experiences in the Arab region.

Moderator: Ms. Rouda AlAmir Ali, Programme Officer, ITU

Speakers:
- Ms. Ilham LAAZIZ, Director of the Generalization Program in Education (GENIE) programme, Ministry of Education, Preschool and Sports, Morocco
- Ms. Salma KARIM, Head of the Human Capital and Innovation Department., Digital Development Agency (ADD), Morocco
- Mr. Bassam Alaoui Mdaghri, Digital Transformation Expert for the Belgian Development Agency (Enabel), Morocco
- Mr. Jonathas de Mello, EdTech specialist, UNESCO (Remotely)
- Ms. Maha Zouwayhed, Associate Director, Innovation Park, American University of Beirut, Lebanon (Remotely)

Q&A |
| **13:30 – 14:00** | **Closing Session**
ESCWA, ITU & Host Country: closing remarks and steps forward |
| **14: 00 – 15:30** | *Lunch + Networking* |

Day 3: 30 November 2023	
Time	**Session**
09:30 – 11:00	Training to build capacity on how to ensure inclusive digital societies, ITU HQ/ROs Speakers: • Ms. Roxana Widmer-Iliescu, Senior Coordinator, Digital Inclusion, ITU • Ms. Rouda AlAmir Ali, Programme Officer, ITU Topics: o From offline to online – 4th Industrial revolution is digital o Global Megatrends that impact digital inclusion o Global Commitments for building a digitally inclusive world for ALL o The "3A"s key pillars (Access, Affordability and Accessibility) to digitally include ALL people o Equality and Equity principles in the digital context o Accessible ICT vs Accessible Technologies o Strategic work approach to build a digitally inclusive society in which no one is left behind o ITU tools and resources in ICT accessibility for inclusive communication o ITU work and activities in ICT /digital accessibility to support implementation towards inclusive digital societies in Arab Region
11:00 – 11:30	*Coffee Break*
11:30 – 13:00	Training on the Arab Digital Inclusion Platform for Access to Information on Disability in the Arab Region (ADIP) Speaker: • Ms. Zeina Assi, Research Assistant in Digital Accessibility, ESCWA (Remotely) o Topics: Technical Toolkit: to help ESCWA member States implement national guidelines on broad e-accessibility issues, including web accessibility, telecom equipment accessibility, and audiovisual media and assistive technology accessibility, to ensure equal access to ICT for all. o Policy Toolkit: Provides a National e-Accessibility Policy template for the Arab Region, as a general framework for a national policy to support enabling access of persons with disabilities to ICTs and public services, for a more inclusive society. o CAST (Content Adaptation Smart Tool): an automated accessibility authoring tool
13:00 – 14:30	*Lunch*