**International Telecommunication Union
Arab Regional Office**

**Telecommunications Regulatory
Commission, Jordan**

**United Nations Economic and Social
Commission for Western Asia (ESCWA)**

Accessible Arab Region 2025: ICT for ALL

29-30 April 2025, Amman – Jordan

DRAFT AGENDA

DAY 1	TUESDAY 29 APRIL 2025
Time (Amman)	*Session*
08:30 – 09:00	Welcome and registration of participants
09:00 – 09:30	**Welcome remarks** ○ **H.E. Dr. Nael Al-Adwan**, Vice Chairman of the Board of Commissioners, Telecommunications Regulatory Commission (TRC), Jordan ○ **Dr. Khalil Abdallat**, Director of the Human Rights Unit at the Prime Minister's Office, Jordan ○ **Dr. Cosmas Luckyson Zavazava,** Director, Telecommunication Development Bureau (BDT), ITU **(Video Message)** ○ **Dr. Tarik Alami**, Director of the Governance and Conflict Prevention Cluster, and Acting Director of the Statistics, Information Society and Technology Cluster, ESCWA **(Video Message)**
09:30 – 09:35	**Official Photo**
09:35 – 10:00	**Coffee break + Networking**
10:00 – 11:30	**Executive session: ITU and ESCWA** **ITU:** ICT Accessibility – The key to build a digitally inclusive world **ESCWA:** Digital Inclusion in the Arab Region and ESCWA's Arab Digital Inclusion Platform (ADIP). This session aims to enhance participants' knowledge and 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. As a result, the participants will be able to engage actively in the event's various sessions, maximizing the benefits of their participation. ○ **Ms. Roxana Widmer-Iliescu**, Head Digital Inclusion, ITU ○ **Mr. Nawar Al-Awa**, Regional Advisor on Technology for Development, ESCWA
11:30 – 13:00	**Session 1: Digital Inclusion Policies and Strategies. Enhancing digital accessibility in the telecommunications sector as a key requirement to achieve inclusiveness to all people in the digital ecosystem.**

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	This session aims to explore the importance of effective policies and strategies in achieving digital accessibility and thus ensure that all people can use digital products and services (e-gov services to be used by all citizens and intended end-users). The discussion will highlight the impact of digital accessibility in the development of inclusive products and benefitting all users, including persons with disabilities and older individuals. During the session, several case studies from the Arab region are also presented. **Moderator: Ms. Mirna El Hajj Barbar**, Programme Management Officer, ESCWA **Speakers:** ○ **Ms. Maram AlSaidi**, Inclusion unit director, Ministry of Digital Economy and Entrepreneurship, Jordan ○ **Mr. Abdelraouf Elbibas**, Digital Transformation Coordinator, General Information Authority, Libya ○ **Mr. Riadh Oueslati**, Director of the eGov Unit, Presidency of Government, Tunisia ○ **Ms. Manal Al Afad**, Digital Adoption and Enablement Manager, Telecommunications and Digital Government Regulatory Authority, UAE ○ **Ms. Rania Jaber**, Director General of Technological Creativity and Innovation, Ministry Digital Economy and Communications, Palestine **(Remotely)** **Q &A**
13:00 – 14:00	**Lunch break**
14:00 – 15:30	**Session 2: Empowering people through ICT. The role of accessible digital products and services as a cross-cutting tool to bridge the digital divide.** This session delves into the transformative role of accessible digital products and services in empowering persons with disabilities and elderly and fostering inclusive societies. It also emphasizes how ICTs serve as a cross-cutting tool to bridge the digital divide, enabling all persons to access education, employment, healthcare, and social opportunities. Reflect on the impact of digital accessibility in products and services on end users, particularly in exercising human rights related to health, employment, and socio-economic opportunities, as well as ensuring inclusive participation in the digital society and economy. **Moderator: Ms. Roxana Widmer-Iliescu**, Head Digital Inclusion, ITU **Speakers:** ○ **Ms. Yasmine Rifai**, Senior Strategic Account Technology Lead Microsoft, Kuwait ○ **Mr. Morten Meyerhoff Nielsen**, Principal Research Specialist, UNU-eGovernment ○ **Ms. Rana Al Dababneh**, Chief Corporate Communication and Sustainability Officer, Orange Jordan ○ **Mr. Mohammed Ali Loutfy**, Director of Capacity Building and Advocacy, The Global Initiative for Inclusive ICTs (G3ICT) **(Remotely)** ○ **Mr. Shadi Abou Zahra**, Principal Accessibility Standards and Policy Manager, Amazon **(Remotely)** **Q &A**

DAY 2	WEDNESDAY 30 APRIL 2025
Time (Amman)	*Session*
09:30 – 11:00	**Session 3: Developing Digital Skills to Bridge the Digital Divide in the Arab Region** This session focuses on the critical role of digital skills development for all type of end-users in narrowing the digital divide and fostering digital inclusion across the Arab region. As technology continues to evolve, equipping individuals with the necessary digital competencies is essential for accessing opportunities in education, employment, and civic engagement. Reflect different approach that digital skills should be considered to ensure these are tailored for different end-users' groups. **Moderator: Mr. Nawar Al-Awa**, Regional Advisor on Technology for Development, ESCWA **Speakers:** **Ms. Maha Zouwayhed**, Director of the Digital Accessibility Department and AUB Innovation Park, American University of Beirut (AUB) **Mr. Mohamedade Farouk Nanne**, Special Advisor, Ministry of Digital Transformation, Innovation, and Modernization of Administration (MTNIMA), Mauritania **Mr. Saed Alsabbagh,** Talent & Public Relations Manager, Huawei Jordan Office **Ms. Maha Mouasher**, Senior Studies and Regulatory Research Officer Engineer, TRC, Jordan **Mr. Yousef Torman**, Managing Director, Arab States Research and Education Network (ASREN) **Ms**. **Farah Bazz**, Generation Connect Youth Leadership Program Fellow **Q&A**
11:00 – 11:30	**Coffee break**
11:30 – 13:00	**Session 4: Digital Inclusion for Communities in the Arab Region: Projects and Initiatives.** This session spotlights innovative projects and initiatives driving digital inclusion across the Arab region. With a focus on empowering underserved communities, including persons with disabilities, elderly, women, youth, and rural populations. The session aims to showcase successful models, share lessons learned, and inspire future collaborations. **Moderator: Mr. Issa Jreisat, Director of International Relations, TRC, Jordan** **Speakers:** **Mr. Abdel-Monem Al-Sharkawy**, Chairman, National Academy of Information Technology for Persons with Disabilities, Egypt **(Remotely)** **Ms. Zeina Bou Harb**, Head of International Cooperation, OGERO Telecom, Lebanon **Ms. Safae El Alaoui**, Head of Universal Digital Access Service, Digital Transformation Department, Digital Development Agency, Morocco **Ms. Farah Al-Sa'di**, Assistant External Relations Officer, UNHCR Jordan (*** 2 refugees to present inspiring stories**) **Ms. Rahaf Abu Mayyaleh**, Climate and Youth Activist, Generation Connect Youth Leadership Program Fellow **Mr. Chris McIvor**, Regional Representative, HelpAge International (Middle East and North Africa)

DAY 2	WEDNESDAY 30 APRIL 2025
	Q &A
13:00 – 14:00	**Lunch Break**
14:00 – 15:30	**Session 5: Emerging Technologies: Artificial Intelligence as a Catalyst for Digital accessibility** This session highlights the transformative potential of emerging technologies including the Artificial Intelligence (AI) in advancing digital inclusion across the Arab region through offering innovative solutions to address barriers faced by underserved and marginalized communities, including persons with disabilities, elderly, rural populations, and those with limited digital literacy. It also discusses the collaborative pathways for leveraging AI-driven technologies to bridge the digital divide. **Moderator: Ms. Rouda AlAmir Ali, Programme Officer, ITU** **Speakers:** o **Mr. Abdulla Al Emadi**, Policy Researcher, MADA, Qatar o **Mr. Wael Etaiwi**, Assistant Professor of Artificial Intelligence, Princess Sumaya University for Technology (PSUT), Jordan o **Mr. Hasan Al Lawati**, National Program Head for Artificial Intelligence & Advanced Technologies, Ministry of Transport, Communications and Information Technology, Oman o **Ms. Roxana Widmer-Iliescu**, Head Digital Inclusion, ITU o **Ms. Mirna El Hajj Barbar,** Programme Management Officer, ESCWA & **Ms. Zeina Assi,** E-Accessibility Expert **(Remotely)** **Q &A**
15:30 – 16:00	**Future steps to enhance digital inclusion & Closing remarks** ITU & ESCWA