



**Key highlights
ITU Workshop on
“Enhancing Human Life Using e-Services”**

ITU HQs, Geneva, 25 March 2019

Opening Ceremony

- TSB is working closely with BDT on the facilitation of e-services to improve human life.
- It is also important to consider the “dark-side” of technologies.
- AI has the capacity to foster attainment of the Sustainable Development Goals (SDGs).
- Use of AI can also promote the use of traditional medicine from different regions.
- ITU-T Focus Group on AI for Health develops key case studies on employing emerging AI-based technologies for medical care.
- AI for Good Summit explores all core aspects of AI for enhancing human-life and achieving SDGs.

Session 1: Artificial Intelligence (AI) for e-Services (1/2)

- It is pertinent to involve users in the standards development process.
- AI has a significant impact on how multimedia systems are perceived.
- The use AI for captioning can cause the propagation of certain bias
- Essential to clarify that AI does not intend to replace humans.
- Envisioning diversity of users is important.
- AI can be used to summarize text and simplify language for individuals with disabilities.
- Augmentative and alternate communication channels and voice interfaces can help people with disabilities to become more independent.
- There are still limited number of use-cases in this domain for individuals with disabilities.

Session 1: Artificial Intelligence (AI) for e-Services (2/2)

- AI-based real-time image extraction can be used to show aerial images and add a depth of perception to them for watching remote entertainment events.
- Kirari! is a suite of technologies, one of which is AI-based real-time image extraction.
- The topic of immersive of live experience (ILE) is covered in Q8/16.
- Bridging the triple digital divide: digital, rural and gender
- AI can be used to break the information siloes in agriculture.
- Nuru mobile phone app uses AI for pest recognition.
- FAO is involved in the implementation of WSIS Action-line on “e-agriculture”.
- AI4EU is the EU project for developing an European AI ecosystem.
- AI can be used to champion “assistive intelligence” for persons with disabilities.

Session 2: New frontiers for accessible e-services (1/3)

- “Accessibility forms part of an integral part of “Sustainable Development Goals”.
- Standardization in the domain of “accessibility” will improve interoperability of products, especially during emergencies.
- Question 26/16 deals with accessibility to multimedia systems and services for persons with disabilities.
- ITU-T Study Group 16 has developed accessibility terms and definitions for global standardized vocabulary along with other standards.
- Audio-based navigation systems for visually impaired individuals provide detailed information about the surrounding environment.

Session 2: New frontiers for accessible e-services (2/3)

- ISO/IEC JTC 1/SC 35 is dedicated to interfaces and accessibility, with a core focus on specific needs, cultural and linguistic adaptability.
- SC35 considers all dimensions of Person-Machine Interactions and Person-Person interaction mediated by Computers including speech, text, sign languages, handwriting and gestures, images, in short Multimodal & Multimedia interfaces.
- Affective computing and consideration of emotions when designing interfaces is an important and crucial focus for the years to come.
- Accessibility requires high degree of customization and personalization of interfaces.
- Data collection and data compilation for driving accessibility in AI paradigm involves privacy and data management issues.
- The United Nations Convention on the Rights of People with Disabilities (UNCRPD) has been ratified by over 150 countries.
- While countries have relay services, there are limited number of international standards.
- Global Accessibility Reporting Initiative (GARI) provides consumers the opportunity to find devices with suitable accessibility features



Session 2: New frontiers for accessible e-services (3/3)

- Introducing relay services remains important to address challenges on improving employment opportunities and social integration.
- International access for relay services is being studied in Study Group 2, with World Global Telecom for a country codes to be used for international access for persons with disabilities.
- 140 sign languages exist worldwide which makes relay services essential.
- Relay services can include text-relay services and video relay service models.

Session 3: Standards and procurement of Accessible ICT Services (1/2)

- UN Convention on the Rights of Persons with Disabilities, article 9 relates to accessibility and puts ICT accessibility on an equal footing with access to built environment.
- Accessibility comes under SDG 10 on “Reducing Inequalities”.
- Public procurement is a powerful tool to influence agendas such as accessibility.
- Government programmes such as public procurement that should consider accessibility for persons with disabilities.
- ITU academy has a self based on-line training on “ICT accessibility course”.



Session 3: Standards and procurement of Accessible ICT Services (2/2)

- The Web Accessibility Initiative (WAI) of the World Wide Web Consortium (W3C) focuses on making the web accessible to people with disabilities.
- Accessibility is obligatory for public procurement in the European funds structure.
- Standardization process for accessibility related aspects need reforms to be make them more inclusive.