



Telecommunication Standardization
Bureau (TSB)

Telecommunication Development
Bureau (BDT)

Geneva, 14 February 2019

Ref: **BDT Circular 018 and TSB Circular 149**

To:

- Administrations of Member States of the Union;
- Ministries and Regulators
- ITU-T and ITU-D Sector Members;
- ITU-T and ITU-D Associates;
- ITU Academia

Copy to:

- The Chairmen and Vice-Chairmen of ITU-D and ITU-T Study Groups;
- The Director of the Radiocommunication Bureau

**Subject: ITU Workshop on "Enhancing human life using e-services"
(Geneva, Switzerland, 25 March 2019)**

Dear Sir/Madam,

1 We would like to inform you that the International Telecommunication Union is organizing the **ITU Workshop on enhancing human life using e-services**, which will take place in ITU Headquarters, Geneva, Switzerland, Monday 25 March 2019.

This event will be collocated with the meeting of [ITU-T Study Group 16](#) on Multimedia taking place 19-29 March in the same venue.

This workshop will also be held within the context of two European Regional Initiatives approved by WTDC-17 on "A citizen-centric approach to building services for national administrations" (aiming at facilitating the development of transformative and paperless citizen-centric services that could be accessible and available to all members of society) and on "Accessibility, affordability and skills development for all to ensure digital inclusion and sustainable development" (aiming at bridging the digital divide and equip all groups of society, including persons with disabilities and specific needs, to take advantage of ICT, by enabling capacity building in digital skills).

2 The workshop will open at 0930 hours on 25 March 2019. Registration will begin at 0830 hours. Detailed information concerning the meeting room will be displayed at the entrance of the venue. The workshop will be conducted in English only and remote participation will be provided.

3 This workshop will focus on how e-services can enhance our lifestyles, and how it can improve life outcomes in our increasingly digital lives, by addressing technologies including artificial intelligence for areas such as health and agriculture as well as standardization challenges in ICT accessibility and for procurement of accessible ICT services and products. One objective is to identify future work streams for Study Group 16 in preparation for WTSA-20.

4 Participation in the workshop is open to ITU Member States, Sector Members, Associates and Academic Institutions and to any individual from a country that is a member of ITU who wishes to contribute to the work. This includes individuals who are also members of international, regional and national organizations. Participation at the workshop is free of charge, however no fellowships will be granted.

5 Information relating to the workshop, including the draft programme and practical information, will be available on the event website at <https://itu.int/en/ITU-D/Regional-Presence/Europe/Pages/Events/2019/eServices/enhancing-human-life-using-e-services.aspx>. This website will be regularly updated as new or modified information becomes available. Participants are requested to check periodically for new updates.

6 Registration is mandatory for all participants planning to attend the workshop. You are invited to complete the online registration form <https://itu.int/net4/CRM/xreg/web/Registration.aspx?Event=C-00005797>, no later than **20 March 2019**. **Please note that pre-registration of participants for this meeting is mandatory and will be carried out exclusively online.**

7 For your convenience, a list of recommended hotels and other practical information can be found at <http://itu.int/en/delegates-corner>.

8 I would remind you that citizens of some countries are required to obtain a visa in order to enter and spend any time in Switzerland. **The visa must be requested at least four (4) weeks before the date of beginning of the workshop** and obtained from the office (embassy or consulate) representing Switzerland in your country or, if there is no such office in your country, from the one that is closest to the country of departure.

If problems are encountered by **ITU Member States, Sector Members, Associates or Academic Institutions**, and at the official request made by them to TSB, the Union can approach the competent Swiss authorities in order to facilitate delivery of the visa, but only within the period mentioned of **four** weeks. Any such request should be made by checking the corresponding box on the registration form no later than four weeks before the event. Enquiries should be sent to the ITU Travel Section (travel@itu.int), bearing the words “**visa support**”.

9 Mr Jaroslaw Ponder, Head of the ITU Office for Europe (email: eurregion@itu.int, phone: +41 227305467) and Mr Simão Campos, Counsellor for ITU-T Study Group 16 (email: tsbsg16@itu.int, phone: + 41 22 730 6805) are at your full disposal should you require any further information.

Yours faithfully,

(signed)

Chaesub Lee
Director, Telecommunication
Standardization Bureau (TSB)

(signed)

Doreen Bogdan-Martin
Director, Telecommunication
Development Bureau (BDT)