

ITU Regional Engagement Roundtable for Europe

Digital Transformation for Sustainable Development Goals

Organised by the International Telecommunication Union with the support of Ministry of Economy and Sustainable Development of Georgia

საქართველოს ეკონომიკისა და მდგრადი
ბუნებრივ რესურსების სამინისტრო



MINISTRY OF ECONOMY AND SUSTAINABLE
DEVELOPMENT OF GEORGIA

Monday, 13th September 2021 | 9:00 – 13:00 CEST | Virtual Meeting

<http://www.itu.int/go/403C>

REGIONAL CONSULTATION: SUBMISSION FORM

Regional consultation on the national and/or regional challenges
related to digital development in Europe region

Office of the Prime Minister, Government of the Republic of Serbia

Digital ecosystems: Innovation and Inclusion

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Tick the box to the relevant ITU Regional Initiative for Europe and/or BDT Thematic Priority

ITU Regional Initiatives for Europe

- ☐ EUR1: Broadband infrastructure, broadcasting and spectrum management
- ☐ EUR2: A citizen-centric approach to building services for national administrations
- ☐ EUR3: Accessibility, affordability and skills development for all to ensure

BDT Thematic Priorities

- ☐ Capacity development
- ☐ Cybersecurity
- ☒ Digital inclusion
- ☒ Digital innovation ecosystems
- ☐ Digital services and applications
- ☐ Emergency telecommunications
- ☐ Environment



digital inclusion and sustainable development

- ☐ EUR4: Enhancing trust and confidence in the use of information and communication technologies
- ☐ EUR5: ICT-centric innovation ecosystems

- ☐ Network and digital infrastructure
- ☐ Policy and Regulation
- ☐ Statistics
- ☐ Capacity development

What are your *concrete challenges* related to the digital development that might be addressed at the national or/and regional level in 2022 within the framework of the ITU Regional Initiatives for Europe and BDT Thematic Priorities? [max 400 words]

Digital inclusion

In order to make digital inclusion achievable, the most important challenges that our society has address are ensuring digital literacy and connectivity of all citizens in Serbia, as well as awareness raising around disability and ICT accessibility and capacity building on ICT accessibility among public agents.

The Republic of Serbia will continue with the program aimed at delivering high speed and affordable internet connection to sparsely populated areas, providing incentives for private sector investments. To advance the digital literacy we will advance in implementation of our Strategy for the development of digital skills, to provide practically applicable trainings for the improvement of digital skills of all social groups and we plan to complete digitalization of schools by the end of 2022.

During 2020 Republic of Serbia together with the ITU conducted Assessment on Digital Accessibility Policies to determine the current state of digital accessibility in Serbia. Following that, our next step is developing a Roadmap to raise awareness and build capacities around digital accessibility and to determine key goals in most important areas of digital accessibility to be achieved in 2022, with the support of the ITU.

Digital innovation ecosystems

The Republic of Serbia has invested a lot of efforts into developing innovation ecosystem and in creating incentivized environment in order to nurture and support entrepreneurship and startups.

One of the major challenges the Government is facing is bringing people closer to accepting digital revolution with the aim for them to understand the importance of innovative and digital solutions, as well as to increase the adoption of digital business models and digital technologies by the traditional SMEs. Last year the new mechanism was introduced for public procurement of innovative solutions by the state institutions, called Partnership for innovation. The Government will address the implementation of this mechanism by establishing a GovTech Lab which will facilitate the process and educate employees in state institutions.

This way we will tackle another challenge which is technology transfer, both towards the Government and private sector, as the Government will be piloting innovative solutions and support startups and innovative company in deploying their products and services.



Currently, there is no comprehensive analysis of the digital innovation ecosystem. By applying the ITU digital innovation framework as a rapid and straightforward means of analyzing, Serbia's fast-moving ICT/ telecommunication landscape will be assessed in order to facilitate building of a competitive, sustainable, ICT-enabled economy.

