



IMPLEMENTATION REPORT



Implementation of ITU Regional Initiatives for Europe (2018-2020)

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Introduction

This document outlines all activities undertaken by ITU between 2018 and 2020, as a direct response to the expected results of the ITU Regional Initiatives for Europe Region, consisting of 46 countries. Activities presented in this document depict outcomes and generated impact per Regional Initiative as well as per activity. They are grouped in chronological order per topic. All activities carried out under the ITU Regional Initiatives for Europe are directly linked to the corresponding BDT Thematic Priorities, strengthening their delivery and impact at the regional and national level. Simultaneously the outcomes of all activities contributed to the work of the ITU Study Groups, as well as ITUs contribution to the implementation of the WSIS Action Lines and Sustainable Development Goals.

Regional Initiatives are the five priority areas, that were elaborated and agreed by the Members of the Europe region and approved by the World Telecommunication Development Conference, held in 2017 in Buenos Aires, Argentina, and featured in the Buenos Aires Action Plan.

Regional initiatives are intended to address specific telecommunication/ICT priority areas that require special action of the ITU at the regional level. Under each regional initiative, a set of activities, initiatives, partnerships, and projects have been developed to meet the region's needs. Annual ITU Regional Development Forums have been serving as coordination mechanisms facilitating implementation of the Regional Initiatives. The ITU Regional Initiatives for Europe include the following:

- 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 digital inclusion and sustainable development
- EUR4: Enhancing trust and confidence in the use of information and communication technologies
- EUR5: Information and communication technology-centric innovation ecosystems

Regional Development Forums

The ITU Regional Development Forums have been organized on the annual basis with the aim of :

- facilitating the implementation of the ITU Regional Initiatives for Europe and fostering partnerships;
- aligning of regional activities with BDT thematic priorities and other ITU activities;
- ensuring alignment of actions with UN processes, including UN World Summit on the Information Society as well as the UN 2030 Agenda for Sustainable Development.



The [ITU Regional Development Forum for Europe \(RDF-EUR\) 2018](#) was organized at the kind invitation of the Ministry of Industry and Trade of Czech Republic. The Forum took place in Prague, Czech Republic, on 11 June 2018 and was held back-to-back with the meeting of the Com ITU of CEPT (12-15 June 2018).



RDF-EUR was attended by 67 participants representing 19 Members States, 2 Sector Members, 2 Academia Members, 2 regional organisations, 1 UN specialized agency and 6 other institutions. The list of participants is available at the RDF [website](#).



RDF-EUR comprised of two segments, i.e. a Panel on Implementation beyond WTDC-17 and Five Interactive Sessions discussing the draft implementation plan 2018-2021 for Regional Initiatives. Participants considered draft proposals by Secretariat and 27 submissions from European stakeholders. An open discussion with additional proposals and commitments led to the elaboration of the Implementation Plan 2018-2021.

The [ITU Regional Development Forum for Europe \(RDF-EUR\) 2019](#) was organized at the kind invitation of the Ministry of Economic Development of Italy. The Forum took place in Rome, Italy, on 6 May 2019 and was held back-to-back with the meeting of the Com ITU of CEPT (7-9 May 2019).



RDF-EUR was attended by 65 participants representing 23 Members States, 7 Sector Members, 3 Academia Members, 3 regional organisations, 2 UN specialized agencies. The list of participants is available on the RDF [website](#). The five interactive sessions focused on discussing Implementation Plan 2018-2021 for Regional Initiatives, consisting of a set of Regular Actions, Project Proposals, and Additional Actions. The meeting considered 33 written contributions and 14 presentations provided by European stakeholders. An open discussion with additional proposals and commitments led towards the update of the Implementation Plan 2018-2021.



The [ITU Regional Development Forum \(RDF\) for Europe 2020](#) was organized virtually with the support of the National Authority for Management and Regulation in Communications (ANCOM) of Romania. The Forum was held remotely on 26 May 2020 and was held back to back with the CEPT Committee for ITU Policies (Com-ITU) meeting, also taking place remotely from 27 to 29 May 2020.



RDF-EUR was attended by over 100 participants including representatives of 34 Members States, 5 Sector Members, 3 Academia Members, 4 regional organizations, and 6 UN specialized agencies. The



list of participants is available on the RDF [webpage](#). RDF-EUR 2020 reported on the implementation of the activities of the Buenos Aires Action Plan.

Special attention was drawn to the Results based management (RBM), being integral to the ITU Telecommunication Development Bureau (BDT); BDT seeks to become a more agile and fit for purpose organization so to deliver stronger impact to its membership. The RBM approach maps impact in all areas through new KPIs and through modernization of the information system thus granting accountability and efficient monitoring of operations. Attention was drawn to a set of BDT Thematic Priorities. The ITU Regional Initiatives for Europe are aligned in the context of the 10 BDT thematic priorities and continue contributing to the work of the ITU-D Study Groups.

Regional Initiatives	BDT Thematic Priorities	ITU-D Study Groups
EUR1: Infrastructure	<u>Networks & Digital Infrastructure</u> <u>Policy & Regulation</u> Capacity Development Statistics	Q1/1; Q2/1; Q3/1; Q4/1; Q5/1; Q6/1; Q7/2
EUR2: Digitization	<u>Digital Services & Applications</u> Capacity Development Statistics	Q1/2; Q2/2;
EUR3: Digital Inclusion	<u>Digital inclusion for empowering women & girls, people with disabilities and other people with specific needs</u> Capacity Development Statistics	Q7/1
EUR4: Cybersecurity	<u>Cybersecurity</u> Statistics	Q3/2
EUR5: Innovation	<u>Digital Innovation Ecosystems</u> Digital Services & Applications Statistics	Q1/2

The RDF also drew attention to the enhanced alignment of the ITU with the UN system, as testified by 6 UN specialized agencies being present at the Forum. In this regards, RDF highlighted that additional efforts are being dedicated to ensure that ITU, as non-resident agency is delivering at the country level, leveraging UN national and regional presence and building the partnerships with numerous UN sister agencies, including FAO, UNICEF, UNIDO, UNECE, UN Women, WHO, others.

Regional Initiatives for Europe and UN System for Europe

Activities of the ITU Office for Europe are part of the regional coordination and re-reporting at the UN level. The ITU Office for Europe has been contributing to periodical meetings of the UN Regional Coordination Mechanisms for Europe and Central Asia as well as the UN Regional Forums on Sustainable Development in Europe and Central Asia in 2018, 2019 and 2020, highlighting the actions carried out through the Regional Initiatives for Europe. In addition, within the framework of the Regional UN Sustainable Development System for Europe and Central Asia, ITU set up the UN Group on Digital Transformation for Sustainable Development. The Group provides an unique platform for coordinating ICT-related actions of all UN agencies at the regional level and is used by ITU to foster partnerships with the UN agencies and advance implementation of the ITU Regional Initiatives. In addition, in 2020, with the aim of strengthening cooperation with the EU structures, ITU joined the UN Brussels team and co-leads the Task Force on Digitalization for Sustainable Development. Simultaneously, ITU Office for Europe advances on the process of joining the UN Sustainable Development System, integrating ITU as non-resident agency in the work of UN Country Teams.

ITU Regional Initiatives for Europe 2018-2020



The following presents all activities carried out during the period of 2018-2020. Activities are presented per Regional Initiative and per topic in a chronological order.

EUR1: Broadband infrastructure, broadcasting and spectrum management

Objective: To facilitate high-speed connectivity with resilient and synergistic infrastructure development, deployment and sharing, whilst ensuring a trusted and quality user experience. In direct response to the expected results of the ITU Regional Initiatives a series of actions have been undertaken during the period of 2018-2020 with the aim of strengthening capacities of the Membership in field of:

- broadband development, including the implementation of 4G and 5G;
- spectrum management and broadcasting;
- roll out the cable TV infrastructure and services;
- mapping of broadband infrastructure and services and harmonization of approaches across the region, and collection of the data for the ITU Interactive Terrestrial Transmission Maps;
- creating enabling environment and regulatory practices including strengthening cooperation with subregional platforms of regulators;
- digital integration at subregional level (Western Balkans);
- broadband development and spectrum management through direct assistance.

In addition, implementation of this Regional Initiative was supported by training opportunities offered by the European network of the ITU Centres of Excellence.

IMPACT: Thanks to the ITU Regional Initiative for Europe human capacity of over 7000 stakeholders from over 75 countries has been built. One large scale project providing direct support to 8 non-EU countries has been set up. Cooperation with key regional institutions dealing with ICT infrastructure has been strengthened and memoranda of understanding were signed, including with BEREK and EaPeReg. Bilateral cooperation agreements have been formalized with 7 countries facilitating data collection. 6 countries benefited from direct technical assistance, thanks to which they were able to advance on their national objectives (e.g. adoption of broadband plan, spectrum policy). ITU activities were hosted by 10 countries. 10 background papers have been produced. 3 regional reviews have been completed (i.e. 5G, EMF, broadband mapping), contributing to the process of harmonization of national approaches at the regional level.

A series of actions have been undertaken with the aim of strengthening capacities of the ITU Membership in field of broadband development, including the implementation of 4G and 5G

Regional Seminar for Europe and CIS on Digital Future Powered by 4G/5G, Kiev, Ukraine (14-16 May 2018)



This Seminar addressed to representatives of ministries, regulators, telecom operators, universities and general education institutions, telecommunication equipment manufacturers, research and design institutes, software developers and other interested stakeholders of the ITU Member States, Sector Members and Associates from Europe and CIS. The Conference discusses the following questions:



- ICT infrastructure as a basis for digital transformation of economy;
- legislative and regulatory environment required to enable implementation and development of 4G/5G networks and innovative services;
- application technologies of the near future: Internet of things, machine learning, intelligent transport networks, robotics, blockchain;
- cybersecurity challenges, and modern management practices in public and private sectors.

The workshop was attended by more than 100 representatives of international organizations, ministries and departments, law enforcement authorities, telecom operators, higher educational institutions, R&D establishments, service providers and other organizations from the ITU member states. More information is available on the [event webpage](#).

Regional Seminar for Europe and CIS on 5G Implementation in Europe and CIS: Strategies and Policies Enabling New Growth Opportunities, Budapest, Hungary (3-5 July 2018)

The International Telecommunication Union (ITU), in collaboration with the National Media and Infocommunications Authority (NMHH) of Hungary organized a Regional Seminar for Europe and CIS on "5G Implementation in Europe and CIS: Strategies and Policies Enabling New Growth Opportunities" held from 3 to 5 July 2018 in Budapest, Hungary. This meeting was held back-to-back with an Experts' Knowledge Exchange on related topics in ITU-D Study Groups 1 and 2 (3-5 July 2018) The Seminar discussed, in particular:



- National strategies for 5G implementation
- Case studies on 5G strategies and pilot projects
- Enabling environment for 5G deployment
- New business models and revenue streams
- Electromagnetic fields and 5G roll-out
- Effective use of the digital dividend
- New services in digital broadcasting
- National regulatory and policy measures on spectrum management
- Spectrum monitoring
- Update on preparations to WRC 2019



The meeting also benefited from the presence of the international experts involved in the work of the ITU-D Study Groups 1 and 2 that held an Expert Knowledge Exchange of the ITU-D Study Groups 1 and 2 (3-5 July 2018) opened to all participants of the Seminar. The meeting was attended by over than 102 participants representing 17 Member States from the regions of Europe and CIS. More information is available on the [even's webpage](#).

Regional Workshop for Europe and CIS on “Broadband Development based on 4G and 5G Technologies”, Almaty, Republic of Kazakhstan (17-18 September 2018)

The Conference was addressed to representatives of ministries and departments, regulatory bodies, operators, equipment manufacturers, scientific and project institutes, software developers and other interested organizations of the ITU Member-States, Sector Members and Academia. Conference is devoted to management of radio-frequency spectrum by ITU Member-States, in particular in the countries of CIS and Central and South-Eastern Europe. ITU Workshop considered the following issues:



- Legislative and regulatory environment required to enable implementation and development of 4G/5G networks and innovative services
- Digital switchover – progress, challenges and future of digital broadcasting
- Spectrum conversion for IoT
- Cross-border frequency coordination

The conference, which also contributed to the implementation of regional initiatives from CIS region, was attended by over 100 participants. More information about the meeting is available on the [event website](#).

Baltic Sea Region 5G Ecosystem Forum "5G Techritory", Riga, Latvia (27-28 September 2018)

The Baltic Sea Region 5G Ecosystem Forum “5G Techritory” – one of the leading 5G events worldwide was held on 27-28 September 2018 in Riga, Latvia. The Forum was organized by the Electronic Communication Office of Latvia in a close cooperation with the Office of the Prime Minister of the Republic of Latvia, the Nordic Council of Ministers, 5G Automotive Association (5GAA) and the International Telecommunication Union.



5G Techritory aimed to create a platform for the development of a healthy 5G ecosystem which would serve as a role model for building the European Gigabit Society. The Forum highlighted high level business and political discussions on 5G global deployment, including on how to turn visions into compelling and sound business models as well as on the latest 5G progress in Europe. There was a special focus on such verticals as smart city, smart mobility, smart healthcare and Industry 4.0.



5G Techritory brought together up to 1000 senior attendees and around 60 senior speakers world-wide including global and regional business leaders, European leading policymakers and government officials, heads of international organizations, investors, business developers, industry experts, content providers, innovation promoters, start-ups, academic and media representatives. More information can be found on the [event website](#).

Forum on “Towards 5G Enabled Gigabit Society”, Athens, Greece (11-12 October 2018)

The International Telecommunication Union (ITU), in collaboration with the Ministry for Digital Policy, Telecommunications and Media of Greece organized the ITU Forum on "Towards 5G Enabled Gigabit Society" held from 11 to 12 October 2018 in Athens, Greece.



The Forum focused on opportunities related to 5G and challenges to be addressed in infrastructure roll-out, spectrum management and broadcasting. While referring to the vision of turning Europe into a Gigabit Society by 2025, this forum discussed, in particular:

- National policies and strategies for 5G
- Regulatory frameworks fostering 5g implementation
- Future networks and 5G: fixed and mobile
- Spectrum issues related to 5G
- New business paradigms by the network operators
- 5G for smart cities
- 5G for connected and automated vehicles
- 5G innovation ecosystem

The event was attended by over 100 stakeholders at the national and international level. More information is available on the [event’s webpage](#).

Workshop for Europe and CIS “ICT Infrastructure as a Basis for Digital Economy”, 2019, Kiev, Ukraine



The workshop was hosted by the State University of Telecommunications of the Ministry of Education and Science of Ukraine. 27 presentations were delivered in the workshop which was attended by 120 participants from 7 countries. The workshop focused on the following issues: ICT infrastructure as a basis for digital transformation; National strategies for 5G implementation; Spectrum requirements and case studies on 5G pilot projects; Application technologies of the near future (Internet of things, machine learning, intelligent transport networks, robotics, blockchain) and Cybersecurity challenges. An [outcome report](#) is available on the [event webpage](#) and on ITU Europe Office's publication page. Collaboration between the ITU and Ukraine would continue and be ongoing and there would be a focus on capacity building, as needed. It was agreed that the workshop would take place again next year in 2020.

5G Tchrity for Baltic States Region, Riga, Latvia



The 2nd Annual Baltic Sea Region 5G Ecosystem Forum "5G Tchrity" organized by the Electronic Communication Office of Latvia in close cooperation with the Office of the Prime Minister of the Republic of Latvia, the Nordic Council of Ministers, 5G Automotive Association (5GAA) and the International Telecommunication Union. Meeting provided an opportunity to present the outcomes of WRC in context of 5G as well as extensive work done by ITU in field of 5G and Smart Cities. More information is on the [event page](#).

ITU Regional Forum for Europe on 5G strategies, policies, and implementation, 22-23 October 2020

The ITU Regional Forum for Europe: 5G Strategies, Policies and Implementation was organized by the International Telecommunication Union (ITU) with the support of the Chancellery of The Prime Minister (KPRM) of the Republic of Poland, and took place virtually from 22 to 23 October 2020.



The Event focused on challenges and opportunities related to 5G implementation, with particular reference to regional and national strategies and policies as well as private sector use cases and commercialization and EMF and other challenges.



While referring to the vision of turning Europe into a Gigabit Society by 2025, this Forum discussed, in particular:

- Regional 5G Strategies
- National 5G Strategies in EU Countries
- National 5G Strategies in non-EU Countries
- 5G Implementation: private sector developments and commercialization
- 5G Implementation: EMF and other challenges

Moreover, two background papers were prepared for this occasion:

- [Background Paper: 5G implementation in non-EU countries of the Europe Region](#)
- [Background Paper: Implementing 5G for Good: Does EMF Matter?](#)



In addition, and considering the growing importance of the topic in the region, a [Survey on EMF limit levels and risk communication challenges in Europe](#) has been launched.

The Survey covers all 46 countries of Europe region and results will be made available in Q1 2021.

The 5G Conference for Europe brought together up to 200 attendees including European policymakers, government officials, international organizations, business leaders, industry experts, innovation promoters, start-ups, academia. More information can be found on the [event website](#) or in the [outcome report](#).

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3rd-annual Baltic Sea Region 5G ecosystem forum “5G Techtritory”, 11-12 November 2020

The [3rd Annual Baltic Sea Region 5G Ecosystem Forum “5G Techtritory”](#) – one of the leading 5G events worldwide was held remotely from 11 to 12 November 2020.



The main objective of the Forum was to team up for coordinated action to continue the development of the above-mentioned platform in order to establish the Baltic Sea Region as a role model for building the European Gigabit society.

The Forum included high-level business and political debates, and practical business case studies by top-level 5G policymakers, heads of major industry organisations, business leaders, and other high-



value stakeholders on the latest progress in 5G global commercialization, its related innovative business models, and potential 5G cross-border projects. A focus was placed on smart mobility, smart city, smart media and entertainment, and Industry 4.0 verticals.

5G Techtrity brought together more than 1000 attendees and around 70 senior speakers world-wide including global and regional business leaders, European leading policymakers and government officials, heads of international organizations, investors, business developers, industry experts, content providers, innovation promoters, start-ups, academic and media representatives.

A series of actions have been undertaken with the aim of strengthening capacities of the ITU membership in field of spectrum management

The 3rd Annual CIS and CEE Spectrum Management Conference and ITU Workshop “How to achieve interference free communication at the current technological stage”, Minsk, Belarus



Jointly organized by the ITU and Forum Global and supported by the Ministry of Communication and Informatization of the Republic of Belarus, the Conference was followed by the ITU Workshop “How to achieve interference free communication at the current technological stage”. The conference was attended by over 200 participants from communication administrations, regulators, operators, vendors, research and development institutions and private sector from 30 countries, including representatives from South-East Europe. The conference [outcome report](#), available on the [event page](#), highlighted amongst other, the following needs:

to implement radio technologies that enable development of 5G/IMT-2020, IoT/M2M and ITS, taking into account the need to harmonize spectrum and ensure cross-border coordination

- to balance of interests between ensuring required quality of digital services provided to citizens and economic efficiency
- to continue to develop methods and criteria of integral assessment of efficiency of spectrum

The ITU workshop was attended by over 60 participants from communication administrations, regulators, operators, vendors, research and development institutions and private sector from 15 countries, as further detailed in the [workshop report](#).



Seminar on Radiocommunication matters for Europe, Tirana, Albania



The Seminar was jointly organised by the Radiocommunication Bureau (BR), Telecommunication Development Bureau (BDT) and facilitated by the ITU Office for Europe. It was hosted by the Ministry of Infrastructure and Energy of Albania with the support of the Regional Cooperation Council (RCC). The Seminar covered aspects of Spectrum Management, the Master International Frequency Register, Radio Regulations modifications and WRC-19 preparations, as well as hand on training BR tools. The last day was devoted to a forum on “5G Ecosystem: Challenges and Opportunities for Europe”, with the aim of sharing national experiences from the region.” A

side meeting of RCC members countries was held with presentations from ITU (BDT and BR) experts. 70 representatives from 12 countries attended this event. The event equipped attendees with knowledge for better preparing their respective country’s or organisation’s contribution and position for WRC-19. It was agreed that a subregional group for cross-border coordination of spectrum will be established for the Western Balkans and ITU will provide content support to the work of this group. More information can be accessed from the [event page](#).



ITU Seminar for Europe and CIS on Spectrum Management and Broadcasting

The ITU organized the Regional Seminar on Spectrum Management and Broadcasting for Europe and CIS with the support of the [National Media and Infocommunications Authority of Hungary](#). The meeting was held remotely from 1 to 2 July 2020, hosting more than 300 participants from more than 60 countries. More information is available on [the event page](#).

The Seminar considered the future challenges to be addressed in broadcasting and in spectrum management to ensure that Europe and CIS regions were equipped with relevant measures and effective tools. It discussed, in particular:

- World Radiocommunication Conference 19 (WRC-19) and preparation for WRC-23
- Strategic planning and policies for wireless innovation in Europe and CIS
- Spectrum management and the future of 5G
- Economics of spectrum in the context of 5G
- Tendering of 5G frequencies
- Electromagnetic fields and 5G implementation
- Measurement methods and tools
- Digital broadcasting



- International frequency coordination

Seminar attracted over 300 stakeholder from 60 plus countries, including 40 key players that contributed to the meeting with the presentation. Meeting resulted in the outcome report that have been made available on the website. Report drew attention to specific follow up actions that might be considered for the follow up in the near future, including the following:

- Human capacity building and the communication campaign on EMF and 5G
- Investigation on the dynamics of the 5G implementation in the Europe region

A series of actions have been undertaken in order to provide platform for strengthening capacities of the ITU membership in field of the roll out the cable TV infrastructure and services

Workshop on The Future of Cable TV, Geneva, Switzerland (25-26 January 2018)

The International Telecommunication Union (ITU) organized a Workshop on "The Future of Cable TV" held from 25 to 26 January 2018 at ITU Headquarters, Geneva, Switzerland.



The event provided an opportunity to discuss cable TV related regional and international standardization and to share of best practices and case studies on Cable TV roll-outs. The event was held back to back with the meeting of ITU-T Study Group 9 (Broadband cable and TV), scheduled from 22 to 30 January 2018.

Key topics to be covered by the workshop included:

- Markets Trends and Enabling Environment
- Innovation and Technology Trends
- International and Regional Standardization



A special publication on [The Future of Cable TV in Europe](#) was been prepared for the purposes of the meeting. The event was attended by more than 40 participants. Additional information can be found on the [event's website](#).

Workshop on the Future of Television in Europe, 2019, Geneva, Switzerland





This workshop was jointly organized by the three Sectors of the ITU (Radiocommunication: ITU-R; Standardization: ITU-T; and Development: ITU-D) and focused on the diverse emerging broadband and broadcast technologies, including cable TV. Over 90 participants from 30 countries took part in the workshop including representatives of national regulators from the ITU Europe region, the European Commission, the European Broadcasting Union and European Telecommunications Satellite Organisation. Attendees also benefited from 20 presentations and an exhibition about the latest video-related technologies. An [outcome report](#) is available on the [event webpage](#) where interviews of four key speakers can be accessed, and on the ITU Europe Office’s publication page.

The outcomes of the workshop advance implementation of the European Regional Initiative aiming at assisting countries in need of Cable TV related matters, and bridge the requirements and needs of the various countries with the standards community. Outcomes were submitted to the workflow of several ITU study groups including: ITU-T Study Group 9: Broadband Cable and TV; ITU-D Study Group 1: Enabling environment for the development of telecommunications and ICTs; ITU-D Study Group 2: ICT Services and Applications for the Promotion of Sustainable Development; and ITU-R Study Group 6: Broadcasting Service. It is to be noted that discussions held in session 3 on making television accessible will be followed up in Accessible Europe 2019.

A series of actions have been undertaken with the aim of strengthening human capacities of stakeholders dealing with the mapping of broadband infrastructure and services. A series of strategic partnerships have been developed to advance in collection of the data for the ITU Interactive Terrestrial Transmission Maps

Workshop for Europe on Mapping of Terrestrial Broadband Infrastructure and Services, Warsaw, Poland



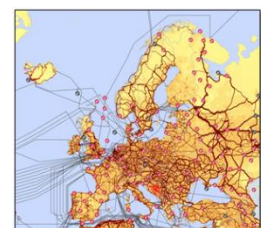


The workshop was hosted by the Office of Electronic Communications (UKE) of the Republic of Poland. It provided an opportunity for European public institutions, that are in charge of mapping of terrestrial broadband infrastructure, to share good practices, discuss challenges related to the emerging technologies, examine possible harmonization of approaches across the region, and facilitate creation of possible new features of mapping tools including the investment opportunities layer. 50 participants from 20 countries attended the workshop and benefitted from 22 presentations from eminent speakers. An [outcome report](#) is available on the [event webpage](#) and on ITU Europe Office’s publication page. The ITU interactive mapping tool was recognized as a good platform to gather and display broadband infrastructure data at global, regional and country level. Priority actions agreed in the workshop and currently under implementation are:

- strengthening of the European dataset of the abovementioned mapping tool through agreements between ITU and Europe region member states;
- gap analysis across the region on the mapping systems;
- special project providing country assistance focusing on the establishment of the national mapping systems.

ITU Interactive Transmission Maps signing of agreements with countries

Additional dataset on broadband infrastructure in European countries is being added to the global ITU Interactive Transmission Maps. In follow up to the recommendations of the Workshop for Europe on Mapping of Terrestrial Broadband Infrastructure and Services held in Warsaw, a special invitation to partner together with draft letters of agreement was send end July 2019 to 45 members of the ITU EUR Membership. Follow up with focal points is being currently undertaken with interests indicated from Bulgaria, Georgia, Iceland and Slovenia. Bosnia and Herzegovina has signed the agreement. In 2020, Serbia, Andorra, Montenegro and Moldova signed Letters of Engagement with ITU to cooperate on the ITU Interactive Transmission Maps project on collecting data on backbone networks.



Investing in the Digital Future: Towards Gigabit Infrastructure and Society – Telecom World Session, Budapest, Hungary





Investment in ICT infrastructure, such as broadband rollout, is a vital step to promote sustainable development, social integration and the development of gigabit society. An enabling environment is a key determinant of investment dynamics. To address this issues a special session was held on 10 September 2019 during the TELECOM World. It provided a unique opportunity for dialogue and discussion of high-level representatives from public and private sectors, development banks, regional and international organizations. This workshop unveiled case studies from Europe region. Further collaboration with ETNO will be pursued as agreed after the workshop, and a visit of ETNO delegation to ITU is expected in November. More information is on the [event page](#).

Supporting of Investment Opportunity Mapping Systems in Broadband Infrastructure for South Eastern Europe

A joint initiative of ITU, World Bank, European Investment Bank and supported by Office of Electronic Communications (UKE) is being launched. The objective of the project is to assist countries in establishing new or improving existing mapping systems for ICT infrastructure and services as well as reviewing enabling environment to ensure the sustainability of the mapping process, taking into account requirements from regional harmonization efforts carried out by the European Union and BEREC.

The project document aiming at assisting 9 countries of South Eastern Europe has been developed and financing partner (Broadband Foundation, Hungary) identified. Implementation of the project is planned for years 2020-2022. Overall budget of the project amounts 500K USD.



Project on Supporting Investment Opportunity Mapping Systems in Broadband Infrastructure for South Eastern Europe



On 7 May 2020, the ITU signed a new cooperation agreement and project document on **Supporting Investment Opportunity Mapping Systems in Broadband Infrastructure for South Eastern Europe**, a project that aims to assist the nations of Albania, Bosnia & Herzegovina, Georgia, Moldova, Montenegro, North Macedonia, Serbia, and Ukraine in strengthening mapping of broadband infrastructure and services, taking into account requirements



from regional harmonization efforts carried out by the European Union and Body of European Regulators for Electronic Communications (BEREC).

Countries will be assisted on technical requirements and system design, from a regulatory standpoint. To ensure the sustainability of the process, assistance to National Regulatory Authorities and other competent authorities will be provided on how to harness mapping systems to support countries' digital transformation.

Based on this experience, the project will finally deliver guidelines on the establishment, improvement, maintenance and utilization of mapping systems (Country Assistance Guidelines), which can be applied worldwide. To fulfill the endeavors envisioned by this project, actions will take place over a course of 2 years beginning in 2021 with a projected termination date of December 2023. More information is available on [the website](#).

A series of actions have been undertaken with the aim of strengthening capacities of national regulatory authorities as well as subregional platforms of regulatory authorities

ITU-EKIP Regional Regulatory Forum for Europe on "Evolving Regulatory Frameworks for Digital Future", Budva, Montenegro (1-2 October 2018)

The Regulatory Forum for Europe on "Evolving Regulatory Frameworks for Digital Future" was held from 1 to 2 October 2018 in Budva, Montenegro, within the framework of the Festival of ICT Achievements – INFOFEST 2018. The Conference was organized by the Telecommunication Development Bureau (BDT) of the International Telecommunication Union (ITU) and the Agency for Electronic Communications and Postal Services of Montenegro (EKIP).



This event provided a unique opportunity for high-level dialogue between stakeholders on strategies and policies directed towards broadband development in the region, while discussing the challenges and opportunities offered by resilient high speed networks couple with regulatory actions that were flexible and collaborative. This event also offered an opportunity for setting up particular actions to assist countries in need on regulatory matters including transiting from IPv4 to IPV6, exchange of practices on how to tackle EMF limits for effective 5G roll outs, others.

It covered in particular the following aspects:

- Trends in ICT policy & regulation;
- Innovative policy and regulatory tools for the digital future;



- Roll-out of diverse broadband technologies across Europe in the context of creation of ubiquitous resilient high-speed broadband infrastructure;
- Emerging technologies accelerating evolution of regulatory frameworks for digital future, including 5G, Internet of Things, Artificial Intelligence;
- Regulatory challenges and opportunities, including evolving market analysis, roaming, quality of services, users rights and protection, electromagnetic field levels in context of 5G implementation;
- Fostering deployment of future networks and transition from IPv4 to IPv6 across Europe;
- New regulatory tools aiming at even more effective delivery by regulatory authorities, including spectrum monitoring, mapping of infrastructure, quality of service measurement.

More than 100 representatives of European Regulatory Agencies, Ministries, Operators of electronic communications, Academia as well as representatives and experts of international organizations and institutions in charge of the regulation and development policy of electronic communications took part in the Conference. More information is available on the [event's webpage](#).

Regional Regulatory Forum for Europe on “Future Regulation for Inclusive Connectivity”, Budva, Montenegro



The Forum was hosted by the Agency for Electronic Communications and Postal Services of Montenegro (EKIP) as part of activities of Infofest 2019 - the annual Festival of ICT Achievements of countries in the region. This event provided a unique opportunity for high-level dialogue between stakeholders on strategies and policies directed towards broadband development in the region, while discussing the challenges and opportunities offered by resilient high speed networks couple with regulatory actions that are flexible and collaborative. The expected outcome included particular actions to assist countries in need on regulatory matters. Topics covered this year included trends in ICT policy & regulation, national broadband and 5G plans and strategies fostering the development of gigabit society, economic policies and innovative business models for inclusive connectivity and new regulatory tools aiming at even more effective delivery by regulatory authorities, including spectrum monitoring, mapping of infrastructure, quality of service measurement. More information is on the [event page](#).



Regional Economic Dialogue on ICTs for Europe and CIS (RED-2019), Odessa, Ukraine



RED 2019 is hosted by A.S. Popov Odessa National Academy of Telecommunications (ONAT) of the Ministry of Education and Science of Ukraine. The event will focus on economic implications of future technologies and their applications to attain the Sustainable Development Goals (SDGs) and the advances of regulatory costing and pricing strategies and

business models in the digital economy. RED-2019 benefited from the presence of international experts involved in the work of Question 4/1 of ITU-D Study Group 1 (Economic policies and methods of determining the costs of services related to national telecommunication/ICT networks) and of ITU-T Study Group 3 (Tariff and accounting principles) including related telecommunication economic and policy issues.



Workshop resulted in a special analytical report that has been submitted to the ITU-D Study Group. More information is on the [event page](#).

ITU Webinar on Towards Strengthened Impact of ICTs on Economic Development in Europe

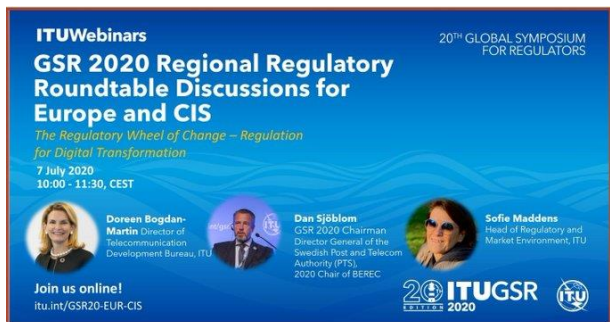
On 15 June 2020, ITU organized a webinar which provided an opportunity to present results of the new study **on The Economic Contribution of Broadband, Digitization and ICT Regulation: Econometric Modelling for the ITU Europe Region**. The results of the study can be accessed [here](#).



The webinar presented an opportunity for the countries to highlight their national practices aiming at fostering the broadband development. In addition, it facilitated discussions around the approaches aiming at creating investment opportunities in the field of ICT Infrastructure and services. In this context, the new project on "Supporting Investment opportunity mapping systems in broadband infrastructure for South Eastern Europe" was presented. More information is available on [the event page](#).



GSR-20 Regional Regulatory Roundtable Discussion for Europe and CIS



This webinar was organized on July 7 2020, within the framework of GSR-20, and aimed at engaging representatives of the National Regulatory Authorities from Europe and CIS countries, as well as other stakeholders to advance discussions on regulation for digital transformation in the post-COVID-19 era.

Special focus was dedicated to the role of NRAs in shaping an enabling environment for the development of resilient and secure digital connectivity for all. The COVID-19 crisis has emphasised, as perhaps nothing else could have, the vital importance of connectivity and of extending affordable access to as many people as possible, as fast as we can. Discussion, amongst many other topics were touched upon collaborative regulation, spectrum management, digital safety, as well as inclusiveness.

The meeting also provided a unique opportunity for presenting the process leading towards the elaboration of the GSR Best Practice Guidelines, being an outcome document of the Global Symposium for Regulators. During the meeting, emphasis was given to some items that from the regional point of view might be reflected in the 2020 edition of the Guidelines. (See [BDT/DKH/RME/DM/150](#)).

Over 60 stakeholders have engaged in the webinar that resulted in the outcome report that is available at the [event's website](#).

ITU Regional Regulatory Forum for Europe on Regulation Supporting Digital Transformation

The ITU Regional Regulatory Forum for Europe on “Regulation Supporting the Digital Transformation”, organized by the International Telecommunication Union (ITU) with the support of Agency for Electronic Communications and Postal Services of Montenegro (EKIP), took place virtually from 30 November to 1 December 2020.



In follow up to the outcomes of the Global Symposium for Regulators 2020 (GSR-20) and the [GSR-20 Best Practice Guidelines](#), this event provided a unique opportunity for high-level dialogue between



stakeholders on strategies and policies directed towards collaborative generation five regulation (G5 regulation) to foster the deployment of high-speed networks sustaining the digital transformation.

Particular focus was given to:

- Global and Regional Regulatory Approaches to Regulation supporting the Digital Transformation;
- Mapping Systems as a tool for Collaborative Regulation;
- Broadband Mapping Systems in EU countries;
- Broadband Mapping Systems in non-EU countries;
- Working Session: Regional Approaches to Broadband Mapping in Europe.

The outcomes of this Forum will contribute to the works of ITU, including those undertaken by Study Groups of Radiocommunication, Standardization and Development Sectors, as well as to the projects on [“ITU Interactive Transmission Maps”](#) and [“Supporting Investment Opportunity Mapping Systems in Broadband Infrastructure for South Eastern Europe”](#).

Moreover, two background papers have been prepared by the ITU Office for Europe for this event. The papers are still in their drafting stage:

- [\(Draft\) Background Paper: Broadband Mapping Systems in Europe and Regional Harmonization Initiatives](#)
- [\(Draft\) Background Paper: Infrastructure sharing and co-deployment in Europe: good practices based on collaborative regulation](#)



The Regional Regulatory Forum for Europe brought together more than 160 attendees including European policymakers, government officials, international organizations, business leaders, industry experts and academia. More information is available on the [event webpage](#) and in the [outcome report](#).

Memorandum of Understanding between BEREC and ITU

With the aim of strengthening collaboration with all European stakeholders, the MoU has been prepared and is currently under consideration at the ITU and BEREC level. The overall aim is to seek synergies in actions in the area of electronic communications to bring the benefits of ICTs to people with a focus on ITU Europe region. The memorandum was signed on 3 October 2019 at the 40th Ordinary Meeting of the BEREC Board of Regulators.



Memorandum of Understanding between EAPREG and ITU

With the aim of strengthening collaboration with all European stakeholders, the MoU has been prepared and is currently under consideration at the ITU and EAPREG (Eastern Partnership Electronic Communications Regulators Network). The overall aim is to undertake joint actions in the area of electronic communications to bring the benefits of ICTs to people with a focus on the ITU Europe region.



A series of actions have been undertaken with the aim of providing support to the digital integration of Western Balkans

Strengthened Cooperation between Regional Cooperation Council and ITU

With the aim of strengthening collaboration between ITU and RCC with focus on Western Balkans, the discussion has been carried out regarding a possible MoU. The overall aim is to undertake joint actions in the area of electronic communications to bring the benefits of ICTs to people in Western Balkans.



Support to Digital Summits for Western Balkans



Since 2019, the ITU Office for Europe has proactively contributed to preparations towards the Digital Summits for Western Balkans, while strengthening cooperation with the Western Balkan economies. The 2020 Summit was held in Tirana, 2-3 April 2020, and offered an opportunity to discuss digital integration at the regional level.

A series of technical assistances have been provided in the field of ICT infrastructure upon request

Twining Programme between Albania and Hungary

In 2018, a twinning programme between Hungary and Albania led to an exchange of best practices in the field of spectrum management. It facilitated the development of the new spectrum strategy and policy in Albania.

National Plan for Broadband Development 2020-2025 in Albania

Following a request of Albania, as captured in ITU EUR RDF 2019, the ITU Office for Europe provided assistance in the development of the National Plan for Broadband Development 2020-2025 for Albania. Assistance consisted of a series of field missions, workshops, interviews with national stakeholders. The final report was delivered by the end of 2019.



Validation workshop has been planned for 31 March 2020. National Plan was adopted by the Parliament in June 2020.

Special Policy Paper on the ICT Infrastructure Development and Investment, North Macedonia



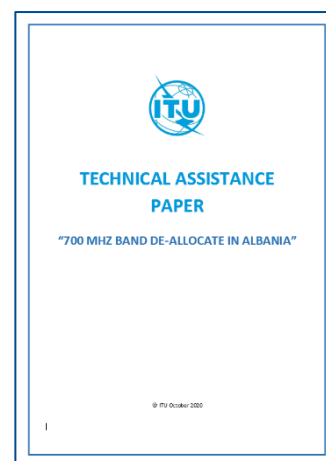
Following a request of North Macedonia, as captured in ITU EUR RDF 2019, ITU Office for Europe has deployed an expert to undertake a study on the ICT Infrastructure and investment in North Macedonia. Assistance consists of desktop research, field missions, workshop, interviews with national stakeholders. A [brochure](#) on investing in Macedonia has been completed, in this context. The final report is expected to be delivered by the end of 2019.

Technical Assistance to Moldova

Upon the request ITU has provided technical assistance to Moldova focusing on spectrum management. Assistance consisted of review of the national spectrum policy and series conference calls with the relevant national stakeholders.

Technical Assistance to Albania (i)

Upon the request, in 2020, ITU has provided technical assistances to Albania. The assistance consisted in development of a study on the possible technical options and recommendations for freeing the 700 MHz Band from broadcasting services for use of mobile communications, in line with WRC-19 outcomes.



Technical Assistance to Albania (ii)

Upon the second request, in 2020, ITU has provided technical assistance to Albania. This time the assistance focused on frequency planning and leveraged expertise from the National Media and Infocommunications Authority of Hungary in the form of a twinning project. Results will be available by Q1 2021.



EUR2: A citizen-centric approach to building services for national administrations

Objective: To facilitate the development of transformative and paperless citizen-centric services that could be accessible and available to all members of society.

In direct response to the expected results of the ITU Regional Initiatives a series of actions have been undertaken during the period of 2018-2020 with the aim of strengthening capacities of the Membership in field of;

- Digital services;
- Mobile health;
- Digital agriculture;
- Digital governance.

IMPACT: Thanks to the ITU Regional Initiative for Europe human capacity of over 2000 stakeholders from over 35 countries has been built. One large scale project in area of e-health, engaging directly over 25 institutions from EU and beyond kicked off at the beginning of 2020. Second large scale project in field of digitization kicked off by the end of 2020. Relationships with key regional institutions dealing with digitization have been strengthened and cooperation frameworks worked out, including with FAO, WHO, DIAL. 4 countries benefited from direct technical assistance and were able advance on their national objectives thanks to ITUs support. ITU activities were hosted in by 8 countries. 2 regional reviews have been completed allowing to advance to strengthen direct assistance.

A series of activities have been carried out in order to strengthen capacities of ITU Membership aiming at strengthening of implementation of digital services and governance

ITU Co-organized Hague Summit for Accountability & Internet Democracy, The Hague, Netherlands (31 May 2018)

The Hague Summit for Accountability & Internet Democracy was held on 31 May and 1 June 2018 in The Hague, Netherlands. It was organized by the Institute for Accountability and Internet Democracy in partnership with City of The Hague and supported by UNESCO and ITU.



The Summit focused on safeguarding the role of the internet as a tool of personal and social engagement. It targeted concrete steps to increase access to knowledge, transparency, global common understanding, evidence-based trust and accountability, and thus to promote maximum sustainable net benefit for people and societies worldwide.

The speakers represented a global multi-stakeholder community from national and local governments, international policy makers and institutes, NGOs, the ICT industry and platforms, as



well as other relevant organizations. Delegates attended based on an invitation-only policy and the Summit attracted about 250 delegates, whose conclusions and recommendations could contribute to shaping global thinking and policy about accountability and democracy on the Internet. More information about the Summit is available on the [event's webpage](#).

ITU Workshop on "Multimedia applications and the future of digital society", Ljubljana, Slovenia (9 July 2018)

The International Telecommunication Union organized the ITU Workshop on "Multimedia applications and the future of digital society", which took place on 9 July 2018 at the Ljubljana Exhibition and Convention Centre, Dunajska cesta 18, Ljubljana, Slovenia. The workshop was conducted in English only and remote participation was provided.



This event was combined with the meeting of ITU-T Study Group 16 on Multimedia taking place from 9-20 July in the same venue. This workshop focused on how multimedia applications affects culture and lifestyles, and how it can improve life outcomes in our increasingly digital lives, by addressing new and existing multimedia technologies including artificial intelligence for health, vehicular multimedia, immersive live experience and new trends on e-services including content delivery, blockchain and e-agriculture. More information about the event is available on the [event's webpage](#).

Workshop on Enhancing Human Life Using e-Services, Geneva

As a joint BDT and TSB action, this workshop focused 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. 13 presentations were made by eminent speakers. An [outcome report](#) is available on the [event web page](#). A [discussion paper](#) on "Standards in the procurement of accessible ICT products and services" was presented, submitted for comments and rebranded as one of backgrounders for Accessible Europe 2019.



Workshop for Europe and CIS on Using ICT for Saving Lives, Odessa



Hosted by A.S. Popov Odessa National Academy of Telecommunications (ONAT) of the Ministry of Education and Science of Ukraine, this joint ITU Europe and CIS region workshop provided a platform to share cross regional experiences and expertise. The following aspects were extensively discussed: Strategic aspects and international cooperation on emergency telecommunications and disaster response; Best practices of using information and communication technologies (ICT) to save lives ICT-based solutions used in emergency situations; Technical, legal and organizational aspects of telemedicine; and Using ICT to prevent climate change. The 39 participants from 10 countries had the opportunity to listen to 21 presentations. An outcome report is available on the [event webpage](#) and on ITU Europe Office’s publication page. The report conclusions highlighted, amongst other:

- the need to develop and implement a regulatory framework for the use of information technologies in disaster management
- the feasibility of developing typical design solutions for building networks of law enforcement agencies and emergency services
- the importance of developing strategies for the use of digital radio networks in the interests of law enforcement and emergency medical services

Knowledge Exchange on “Fostering Start-ups Ecosystem”, 11 December 2019, Prague, Czech Republic



In line with the contribution of the Czech Republic at the ITU EUR RDF 2019, ITU and the Ministry of Industry and Trade of Czech Republic organize special knowledge exchange on “Artificial Intelligence: Support and Development of Technological Start-Ups”. This action will provide an opportunity for onsite and remote stakeholders to learn and discuss

a series of case studies presented by successful start-ups focusing on the Artificial Intelligence. Collected case studies will be used as an inputs for a publication. More information is available on the [event page](#).



A series of activities have been carried out in order to strengthen capacities of stakeholders strengthening implementation of e-health, including mobile health in Europe region

ITU Regional Workshop for Europe and CIS «Complex Aspects of eHealth Development», Odessa, Ukraine (17-19 October 2018)

This Workshop is addressed to representatives of ministries, regulators, telecom operators, universities and general education institutions, telecommunication equipment manufacturers, research and design institutes, software developers and other interested stakeholders of the ITU Member States, Sector Members and Associates from Europe and CIS. The Workshop is aimed at discussing the following questions:



- Role of governments and international organizations in e-health development
- Regulating e-health development in Europe and CIS
- Development of technical solutions in the field of e-health, including telemedicine
- Actual problems of designing e-health systems, including telemedicine networks
- Building human capacity in the field of e-health
- Impact of telecommunications/ICT on human health
- Prospects of the e-health development

The event was attended by 40 delegates from 12 countries. More information about the event is available on the [event's website](#).

m-Health Knowledge and Innovation Hub for Europe (ITU-WHO- Andalusian Public Health Service (SSPA/FPS) – Project funded by European Union

mHealth Innovation and Knowledge Hub is a project funded by European Union (“EU”) through the Horizon 2020 program with a total funding of 3 million Euros. The European m-Health Hub is intended to serve as a mechanism to share success in mHealth across the European region and boost uptake of mHealth solutions amongst national governments. At a high level, the mHealth Hub will provide services in areas of operational research, training and education, identifying standards, regulatory and policy goals, and implementation support. It will have a dual focus on knowledge management & innovation, and on practical implementation.



Andalusian Public Health Service (SSPA/FPS) has been identified as the stakeholder in charge of establishment and management of the Hub. The Consortium consists of 20 partners from 12 EU



countries, representing both the public and private sector. Implementation of the European mHealth Knowledge and Innovation Hub began in February 2020.



Series of activities have been carried out since February 2020. First face-to-face Workshop to kick off Hub Activities - the ITU HQ in Geneva between 17-19 February. Hub's website and Social Media Channels were established. Series of outreach activities have been carried out and synergies with existing operations frameworks have been launched, including EC, eHealth Network, eHAction, CEN/ISO, Technical lab & others. Mechanisms for attracting additional funds have been defined. Special efforts were dedicated to engage countries.

In March 2020 special call for expression of interest was sent out to countries inviting Member States, regional authorities and public health organizations to take an active role in the operationalization of the Hub and become a catalyst for the deployment of mobile digital health innovations in European countries and beyond. Expressions of Interest from 10 countries have been received, including the following: Iceland, Montenegro, Poland, North Macedonia, Czech Republic, Turkey, Croatia, Spain, Moldova, Norway. The implementation support work and collaboration with these countries is channelled to achieve the Hub objectives aligned to COVID-19 goals.

The Hub has received the expressions of commitment on engagement from the following countries: Hungary, Czech Republic, Finland, Germany, Austria and Turkey. Other countries that have shown an interest in engaging include Croatia and Poland. In the context of the integration of mHealth into health systems, a series of national or regional initiatives have been gathered from Czechia, Croatia, Hungary, Italy, Montenegro, Norway, Portugal, Spain and Sweden. In the context of COVID-19 a compilation of public and private initiatives in Europe using digital and mobile applications has been established.

More information is available on the project's [webpage](#).

A series of actions have been carried out in order to strengthen capacities of the ITU Member States in the implementation of Digital Agriculture



ITU-FAO Cooperation on Digital Agriculture Strategy - Telecom World Session, Budapest, Hungary



Digital agriculture is the use of new and advanced technologies, integrated into one system, to enable farmers and other stakeholders within the agriculture value chain to improve food production. ITU and FAO Regional Offices partnered with the aim of assisting countries in the development of their digital agriculture strategies. Stocktaking exercise was launched in the Europe region that will facilitate identification of existing gaps. A special session organised by FAO Regional Office for Europe

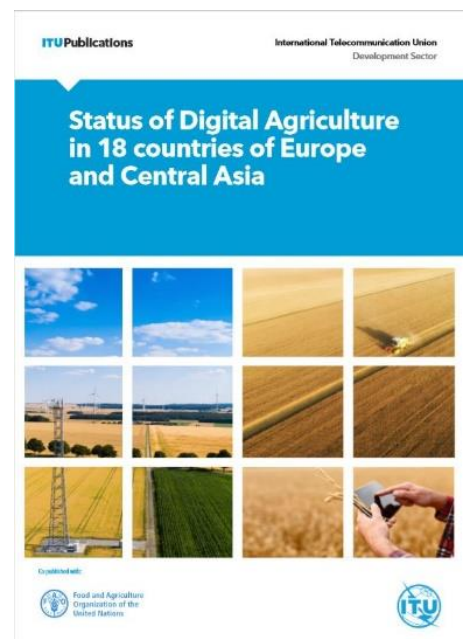
and Central Asia and ITU Office for Europe, on 11 September 2019, provided an unique opportunity for dialogue and discussion of ministries/regulators and other relevant stakeholders active in the e-agriculture domain, focusing on sharing best practices and case studies, highlighting gaps and identifying sustainable funding models to support e-agriculture. It created a platform to strengthen national, international and cross-sectoral cooperation in e-agriculture strategies and cross-border regulation systems. More information is on the [event page](#). In follow up to the session a joint ITU-FAO study on the National Strategies for Digital Agriculture was launched and the final version expected by Q1/2020.

ITU-FAO study on the Status of Digital Agriculture in 18 countries of Europe and Central Asia

In June 2020, ITU jointly with the Food and Agriculture Organization of the United Nations (FAO), launched a new report presenting **Status of Digital Agriculture in 18 countries of Europe and Central Asia**. This review provides the results of a one-year study jointly conducted by ITU and FAO, addressing a broad range of issues related to contemporary policy and practices across Europe and CIS in e-agriculture. The review also features the experiences of countries in their ongoing efforts to develop and implement digital agriculture strategies.

Report became a foundation for advancing the work on digital agriculture across the region and led towards technical assistance, strengthened sharing of practices across the region as well as addressing the needs of the accession economies.

The report of the study can be accessed [here](#).



ITU-FAO Webinar on Fostering Digital Agriculture in Europe and Central Asia



On 22 June 2020, ITU jointly conducted a webinar with the Food and Agriculture Organization of the United Nations (FAO). This webinar provided an opportunity to present results of the new ITU-FAO study on the Status of Digital Agriculture in 18 countries of Europe and Central Asia.

The webinar also provided an opportunity for some countries to highlight their national best practices and present the work jointly done with ITU and FAO. It also aimed at engaging new stakeholders from public and private sector in the activities on digital agriculture across the region. More information is available on [the event page](#).

Technical Assistance to Albania, Bosnia and Herzegovina and Turkey in the development of the Digital Agriculture Strategies

Over the course of 2020, and in parallel to the release of the „ITU-FAO study on the Status of Digital Agriculture in 18 countries of Europe and Central Asia“, upon the request, ITU has provided technical assistance to Albania, Bosnia and Herzegovina and Turkey.

Excellence in Digital Agriculture in Europe and Central Asia

The ITU-FAO Study on the Status of Digital Agriculture in 18 countries Europe and Central Asia highlighted the need for coordination among stakeholders, as the use of ICTs in agriculture has spawned a consistent wave of innovation. Following this observation and as an integral part of this cooperation, ITU and FAO have launched a Call for good practices in the field of digital agriculture.

This call aims at overcoming the various challenges of sustainable and resilient food systems. In accordance with the core principles of the 2030 Agenda for Sustainable Development, this call aims at closing the digital, rural and gender divides, known as the triple divide, in order to include all members of society in this unprecedented transition.

Identified good practices will constitute the basis for the Stocktaking Report. Submitted practices will be evaluated by a special committee that will identify set of projects and initiatives to be awarded with a special recognition of Excellence in Digital Agriculture.



Development of the Guide for EU Accession Countries on the Digital Agriculture Development

With the aim of acceleration of the implementation of digital agriculture and providing support to the EU Accession Countries a special guide has been developed in partnership with FAO and upon consultation with the European Commission. Guide will provide necessary foundation for the



technical assistance to be provided to the countries in need, facilitating their process of alignment of the national policies, strategies and regulations with the EU standards.

A series of actions have been carried out in order to strengthen capacities of the ITU Member States in the field of implementation of digital governance

ITU, Estonia, Germany and DIAL to Collaborate on efforts to accelerate Digital Transformation and digitalization of government services for the achievement of Sustainable Development Goals.

The International Telecommunication Union (ITU), together with the Ministry of Foreign Affairs of the Republic of Estonia (MFA Estonia), The Federal Ministry of Economic Cooperation and Development of the Federal Republic of Germany (BMZ), and the Digital Impact Alliance (DIAL) at the UN Foundation are collaborating to accelerate digital transformation and digitalization of government services for the achievement of Sustainable Development Goals (SDGs) particularly in low-resource settings. The collaboration will establish a global high-level framework for digital government cooperation to assist countries in learning and implementing scalable digital services and applications in a cost efficient, accelerated and integrated manner and that are built applying best software development principles and best countries' experiences and practices.



The collaboration will start by implementing a “Reference Digital Government Platform” as a “Digital Public Good” based on reusable, standards-based, secure and interoperable building blocks available to the whole-of-Government agencies to build and deploy their digital services and applications. This will reduce the time and effort needed to introduce new digital services and will allow digital services to be scale up and upgraded in a more agile and cost-effective manner. This will facilitate also delivering solutions that best meet citizens’ needs who expect to have a seamless, consistent and connected experience across the spectrum of government digital services wherever they are and regardless of their income or literacy levels.

The collaboration will implement the following steps:

- Develop Building Blocks (e.g., Identification/authentication, registries, security, information exchange, payments services, etc.) requirements based on selected SDG Use Cases and common experiences across countries
- Develop a Blueprint of a “Digital Government Platform Reference Implementation”
- Implement a “Digital Government Platform Reference implementation Proof-of-Concept (PoC)”
- Leverage the Reference Implementation for learning and possible country replication and adoption



- Expand the Reference Implementation to include additional Building Blocks and to be self-sustainable

A related project between ITU and Estonia of value of 400K Euro was signed in December 2020. More information is available on the project's [webpage](#).



EUR3: Accessibility, affordability and skills development for all to ensure digital inclusion and sustainable development

Objective: To bridge 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.

In direct response to the expected results of the ITU Regional Initiatives a series of actions have been undertaken during the period of 2018-2020 with the aim of strengthening capacities of the Membership in field of

- Digital Accessibility;
- Gender Equality;
- Youth;
- Digital Skills.

IMPACT: Thanks to the ITU Regional Initiative for Europe human capacity of over 3000 stakeholders from over 40 countries has been built. 6 strategic partnerships have been built, including Accessible Europe being the flagship initiative of ITU and European Commission. 2 countries benefited from direct technical assistance and were able advance on their national objectives thanks to ITUs support. ITU activities were hosted by 10 countries. 3 regional reviews have been completed allowing to provide more targeted and impactful direct assistance.

A series of actions have been carried out in order to strengthen capacities of European stakeholders facilitating implementation of digital accessibility

Self-paced online course on “ICT Accessibility: The Key to Inclusive Communication

A [self-paced online course on “ICT Accessibility: The Key to Inclusive Communication”](#) has been developed and made available to all stakeholders. Thanks to this course, more than 200 stakeholders have built their capacity in fields of ICT accessibility policy, web accessibility and procurement.



ITU-EC Forum for Europe “Accessible Europe: ICT for ALL”, Vienna, Austria (12-14 December 2018)



A platform for countries in the Europe region involved in ICT accessibility has been established in partnership with the European Commission, and, as a result, the first ever [ITU-EC Forum for Europe "Accessible Europe: ICT for ALL" was held in Vienna, Austria \(12-14 December 2018\)](#), attracting more than 150 stakeholders and resulting in the report identifying the challenges at the European level and possible way forwards.

The [regional competition on Innovative Digital Solutions for Accessible Europe](#) was held, attracting more than 50 stakeholders who submitted their achievements in the field of ICT accessibility. The collected information constitutes the basis for a new repository of digital solutions enhancing accessibility.



Accessible Europe 2019 Regional Forum



The second edition of ["Accessible Europe: ICT 4 All"](#) was held from 4 to 6 December 2019 in St. Julian's, Malta. It was jointly organised by ITU, through the Telecommunication Development Bureau, and the European Commission (EC). The conference was hosted by the Parliamentary Secretariat for Persons with Disability & Active Ageing (PSDAA) in continuation of successful work of the 2018 edition held in Vienna, Austria.

The event provided an opportunity to address the key challenges currently in place in the ICT accessibility landscape in Europe with relevant European and international stakeholders, covering regulatory and policy frameworks as well as emerging trends in a variety of ICT accessibility related



fields including notably, Artificial Intelligence¹, Universal Design, Procurement & Standards², and Audiovisual Media Services³, for which three background papers have also been elaborated respectively.

Key topics covered by the workshop included:

- International, Europe region and European Union vision. Targets, actions and key resources to support in ICT Accessibility;
- Enabling environment for Accessible Europe. The concrete role of Regulation and its enforcement;
- Artificial Intelligence for Accessibility;
- Fostering European digital innovation ecosystem for assistive technologies;
- Accessibility in Education;
- Advancing Implementation of Web Accessibility Across Europe;
- Future of Accessible Audiovisual media services, TV and video programming;
- Universal Design, Procurement and Standards,
- Telecom relay services: Practical experiences, challenges and opportunities in Europe;
- Knowledge Development for ICT Accessibility;
- Partnership for Accessible Europe.

Over 240 participants from more than 30 countries took part in the conference including high level representatives of national regulators from the ITU Europe region, the Maltese Government, the European Commission, the UN CRPD Committee and the European Disability Forum.

As part of the final phase of the Regional Competition for Accessible Europe, Nominated Candidates⁴ identified by the Evaluation Committee⁵ meeting held in Geneva on 24 and 25 October were invited on stage for a 3-minute pitching session before the audience. Presentations are available here: <https://www.itu.int/en/ITU-D/Regional-Presence/Europe/Pages/Events/2019/AE/Presentations.aspx> Following the pitching session, all Nominated Candidates received a recognition for the achievement within the context of the Regional

¹ https://www.itu.int/en/ITU-D/Regional-Presence/Europe/Documents/Events/2019/Accessible%20Europe/1008_AI%20and%20ICT%20Accessibility_webEA3_Final.pdf

² https://www.itu.int/en/ITU-D/Regional-Presence/Europe/Documents/Events/2019/Accessible%20Europe/1008_ICT%20Accessibility%20standards%20procurement%20FINAL.pdf

³ https://www.itu.int/en/ITU-D/Regional-Presence/Europe/Documents/Events/2019/Accessible%20Europe/191107_AVMS%20Accessibility%20in%20Europe%20%28Final%20edition%29.pdf

⁴ https://www.itu.int/en/ITU-D/Regional-Presence/Europe/Documents/Events/2019/Accessible%20Europe/%28final%29%20Accessible%20Europe_Regional%20Competition_Nominated%20Projects%20%28final%29.pdf

⁵ <https://www.itu.int/en/ITU-D/Regional-Presence/Europe/Pages/Events/2019/AE/Evaluation-Committee.aspx>



Competition for Accessible Europe. Furthermore, the winners for each category were announced and awarded with trophies, respectively for:

- Category 1: Persons who are deaf or hard of hearing: Signly
- Category 2: Persons with visual impairments: Waymap
- Category 3: Persons with speech impairments: IrisGo
- Category 4: Persons with cognitive and intellectual disabilities: VR Therapies
- Category 5: Persons with physical disabilities: Mirrorable



More information is available on the [event page](#).

Publications on Accessibility

To sustain the dialogue on Accessibility in several ITU events and to ensure the information is focussed and channelled in relevant ITU workstreams, four backgrounders on Accessibility have been developed for review in specific sessions of Accessible Europe 2019. The reviewed backgrounders will be restyled into papers that will be submitted in relevant ITU Study Groups and presented for further discussion in upcoming 2020 workshops. Each backgrounders will be supported by a short video to be released as part of Accessible Europe 2019 promotional campaign. The four backgrounders are

- Procurement of Accessible ICTs and Services, initiated at the workshop on Enhancing Human Life Using e-Services
- Making Television Accessible, initiated at the workshop on the Future of Television in Europe (see 1.3)
- Artificial Intelligence and ICT Accessibility



Regional Competition for Europe on Digital Innovative Solutions for Accessible Europe



Following the success of the competition held Accessible Europe 2018, and with the aim of fostering the innovation ecosystem in ICT accessibility, a “Regional Competition for Europe: Innovative Digital Solutions for an Accessible Europe” was launched on 1 August 2019, with a deadline for submissions on 30 September 2019. Shortlisted candidates will be selected on 1 November 2019 and

Winners were announced on 4 December 2019 during “Accessible Europe: ICT 4 ALL”. More information is available on the [event page](#).

Digital Innovative Solutions for Accessible Europe – stock taking exercise

With the aim of advancing the accessibility agenda across Europe, contributions are being sought on current and future activities relating to ICT Accessibility in Europe region. This information will be displayed, on the Accessible Europe website to build a future information dissemination platform. The submission deadline is 15 November 2019. More information is available on the [event page](#).

Towards Digitally Accessible Europe

The ITU special regional event for Europe: Towards Digitally Accessible Europe, organized by ITU, took place virtually on 03 December 2020, 10.00-12.10 CET. The event, which is a preparation to Accessible



Europe 2021, highlighted stakeholders' strategies and policies in promoting digital accessibility, and provided a platform for European Start-ups and SMEs to highlight the power of digital innovation in the field of accessibility. The outcomes of this forum would further promote the development of accessibility in countries and institutions, through

the collective effort and cooperation of stakeholders and through sharing of successful outcomes of projects and initiatives implemented, in order to interchange resources and solutions and make the European region a more inclusive society.

The event gathered more than 80 participants. More information is available on the [event's website](#).

Collaboration with Malta on Accessibility

A letter of engagement has been signed by Malta and ITU in August 2019 in view of extending the collaboration that has started with the hosting of Accessible Europe 2019 to collaborate on further ICT Accessibility initiatives such as engaging with relevant ITU workstreams and Study Groups, undertaking joint actions and twinning projects.



Collaboration with Portugal on Accessibility

A special agreement was reached with Portugal in 2020 in view of extending the collaboration that has started with the hosting of Accessible Europe 2021 to collaborate on further ICT Accessibility initiatives such as engaging with relevant ITU workstreams and Study Groups, undertaking joint actions and twinning projects. Accessible Europe 2021 will be held within the framework of the Portuguese EU Presidency.

Direct Assistance to Serbia

Direct assistance to the Republic of Serbia is being provided carrying out the national assessment of digital accessibility, leading towards the development of the national strategy on digital accessibility. Assistance includes desktop research, series of interviews, national coordination and consultation meetings. It is expected that the final outcome will be handed over to the Government at the beginning of 2021.

Promotion of GARI database across Europe to enhance knowledge on accessibility features of mobile devices

This initiative was proposed at ITU EUR RDF 2019 by the Mobile Wireless Forum (MWF). GARI (Global Accessibility Reporting Initiative) database is a free



repository of accessible ICT devices including all model and makes of mobile phones. It is of benefit to regulators, consumers and manufacturers. Through an ITU and MWF, GARI database promotion was done to all regulators in ITU Europe region so they can embed GARI as a free services in their website for use by consumers, operators and manufacturers. MWF provides, as needed, first level trouble shooting and training to embed the database. A presentation of the GARI database was at Accessible Europe as well as ITU Regional Regulatory Forum 2019.

ITU Forum: ICT Accessibility a Requisite Towards an Inclusive Digital Society"

ITU organized a Forum: "ICT Accessibility a Requisite Towards an Inclusive Digital Society", which took place in Vienna, Austria, within the framework of Zero Project Conference, on 23 February 2018.



The objectives of the ITU Forum were:

- To have a understanding of ITU's work in promoting accessible ICTs
- To inform on the top priorities of our Member States in implementing ICT accessibility as per WTDC-17
- To share key resources developed to support the implementation of ICT Accessibility globally

The Forum attracted more than 50 participants. More information is available on the [event's webpage](#) or in the [outcome report](#).



ITU Forum on Innovative Digital Solutions for Accessible Europe - Zero project, Vienna



Two ITU Regional Initiatives for Europe namely on ICT Accessibility for PwD and on ICT Centric Innovation Ecosystems converge to address the concrete implementation of innovative ICT Accessibility solutions to ensure that access and use ICTs by PwDs, are the same as for other citizens in Europe region. This ITU session explored what is needed to build an ecosystem

supporting innovative ICT Accessibility solutions. It was designed to act as a combined interactive panel discussion and training session, sharing experiences and providing a deeper understanding of the challenges and opportunities in developing Accessible ICT solutions and the enabling innovation and entrepreneurial environment. The session was facilitated by the ITU Head of Innovation where attendees participated in a power training exercise based on ITU's toolkit for fostering growth for Start-ups, and had an overview of the solutions of the winner and runners up of the 2018 Innovative Digital Solutions for an Accessible Europe competition (organized by ITU in collaboration with the European Commission). More information is on the [event page](#).

ITU Forum on ICT Accessibility – Zero Project Conference, Vienna, Austria

ITU organized a Forum on Innovative Digital Solutions for an Accessible Europe: Fostering Growth of Start-ups, in Vienna, Austria, as part of the Zero Project Conference, on 19 February 2020.

Last year, during the Accessible Europe 2019, 15 innovative solutions have been selected as the runner-ups of the Accessible Europe competition. As ITU's role is to foster innovation and create an enabling ICT-centric ecosystem for all, ITU, along with its partners, committed to support the runner-



ups of Accessible Europe. This includes assisting those start-ups in need to prove their effectiveness and uniqueness, promote their solutions to relevant users, access the ITU community, and offer them the opportunity to present their innovative solutions throughout the year.



This is why on the occasion of the Zero Project Conference 2020, as part of its Curation Programme, ITU has invited 5 of the runner-ups to build a session and present their innovative solutions to the



community. This interactive panel discussion explored what is needed to build an ecosystem supporting innovative ICT Accessibility solutions, shares experiences, and provide a deeper understanding of the challenges and opportunities faced in developing Accessible ICT solutions. More information is available on [the event page](#).

A series of actions have been carried out in order to strengthen capacities of the ITU Member States in the field of gender equality

Joint ITU and EC celebration of Girls in ICTs in 2018, Sofia, Bulgaria

The joint ITU and European Commission celebration of Girls in ICT Day 2018 took place on 28 April 2018 in Sofia, Bulgaria, coinciding with the Bulgarian Presidency of the Council of the European Union. Bulgaria has one of the highest shares of female participation in the ICT sector in Europe. The occasion also served as an opportunity to discuss the reasons behind achieving higher share of female ICT specialists and identify Bulgarian best practices to be shared among other European countries.



Up to 75 local girls (between the ages of 12–16) were invited for the event that gave them the opportunity to experience ICTs in fun and educative workshops (e.g. coding, robotics, app development, VR/AR experiences) as well as meet local role models. The event also included a panel discussion featuring high level speakers addressing the topics of the pipeline of women and girls in the ICT sector.

More information on the event is available at the dedicated [website](#).

Celebration of the Girls in ICT Day 2019: ITU-COM-ITU in Rome, Italy and ITU-ONAT in Odessa, Ukraine



This global initiative, which is celebrated every fourth Thursday in April, has to date attracted over 357,000 girls and young women have already taken part in more than 11,100 celebrations of International Girls in ICT Day in 171 countries worldwide. Celebrations in Rome included



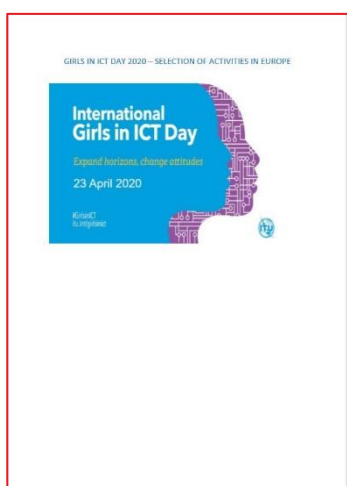
presentations of role model girls from Italy and an interactive exercise with the representatives of European administrations on gender equality. In Odessa, the celebration was hosted by ONAT Academy and the Youth Online Consultation survey for the Council Working Group on Child Online Protection was administered (see 4.7). More information is on [the event page](#).

Europe Region report on Girls in ICT 2019

This is an annual report depicting all activities conducted to advance the agenda of Girls in ICT Day in the 46 countries in the ITU Europe region. The country focal points are send a request to submit information and the report described 58 activities held in 27 countries where maximum number of activities was reported by Spain. The report is available on the [ITU Office for Europe publications webpage](#).



Europe Region report on Girls in ICT 2020



Despite the COVID-19 global pandemic, many active partners of this global movement have made remarkable and inspiring efforts to transform their on-site events into exciting virtual activities to celebrate Girls in ICT Day 2020, thus effectively demonstrating the power of technology.

In Europe, International Girls in ICT Day has been celebrated in numerous countries by various stakeholders – the public sector, civil society, academia and private sector organizations. This report provides a selection of activities observed in 11 countries in Europe. The report can be accessed [here](#).

Belgrade Women’s Cyber Forum 2019, 19 September 2019, Belgrade, Serbia



With the aim of engaging more women in the field of cybersecurity and promoting role models the ITU Office for Europe together with the Ministry of Transport, Tourism, and Telecommunication of Serbia, IEC, OSCE, Chamber of Commerce and Energy Pact is co-organizing a national event on Women’s Cyber Forum 2019: Launching Careers In Cyber Space. Meeting will take place on 19 September 2019 in Belgrade,

Serbia. This collaboration is a pilot with the potential of replicating in other countries upon expression of interest.

Regional Study on ICT Empowered Generation Equality (2020)

The main objective of the report is to analyze and identify key factors and trends in the participation of girls and women in ICT sector in Western Balkans, Georgia, Moldova and Ukraine, and analyze the



practices enabling women's participation in the digital world. Outcomes of the study will serve as the basis for possible technical assistance and joint undertaking of ITU, UN Women, UNICEF and UNDP.

A series of actions have been carried out in order to strengthen capacities of stakeholders in the field of Youth

Digital Youth Forums



Digital Youth Forum (DYF) is an event designed for youth, by youth and about youth on creative and innovative uses of new technologies and online safety. It addresses young people who are already aware they can change the world as well as those who need support in developing their potential. DYF consists of three 90-minute long sessions with 5 presentations per sessions. Speakers are young people, who use new technologies in a creative and inspiring way.

They share their stories and ideas, introduce new ways of thinking, model overcoming of challenges. Exceptional adult speakers – leaders and doers whose experience and career path can be motivating for young people - are also invited. ITU has been coordinating DYFs since 2018. On the annual basis over 500 teenagers and 50 professionals are present physically, while over 12.000 youth join remotely. Annually DYF is used as the platform for the Youth Consultation of the Council Working Group on Child Online Protection. More information is available on the [event webpage](#).

Europe Youth Group - Generation Connect

The Generation Connect – Europe Youth Group (GC-EUR) aims at providing a unique participative process for youth to contribute to the work of the ITU in the European region. It was established in 2020, offering the European youth a virtual platform to discuss opportunities and challenges related to digital technologies. Through this platform, youth are able to share with the ITU membership their interests, concerns and perspectives on digital transformation, especially in the context of the upcoming ITU Regional Preparatory Meeting for Europe (RPM-EUR) for the World Telecommunication Development Conference 2021 (WTDC-21). GC-EUR aims at the elaboration of a crowd-sourced document to be presented by the digital youth envoys at the RPM-EUR. GC-EUR is composed by 20 European individuals from over 11 European countries.

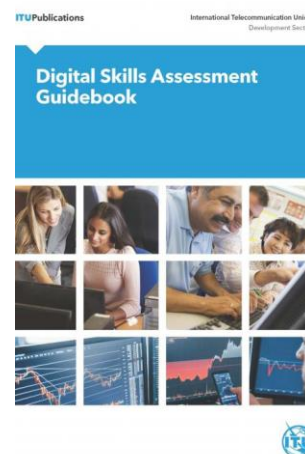


This initiative is also carried out in the context of the ITU Youth Strategy and benefits from the support of the Conference of the European Postal and Telecommunication Administrations (CEPT). More information on the Youth Group is available at the dedicated [website](#).



A series of actions have been carried out in order to strengthen capacities of the ITU Member States in the field of digital skills development

ITU-RCC Webinar for Europe Towards the Development of National Digital Skills Strategies: Digital Skills Assessment Guidebook



On June 1 2020, the ITU conducted this webinar in joint cooperation with the Regional Cooperation Council (RCC). The objective of this webinar was to seek the engagement of stakeholders in the development of the National Digital Skills Strategies across the Europe Region, including the Western Balkans economies. This webinar was built upon the Digital Skills Assessment Guidebook, officially launched on 28 May 2020.

The Guidebook aims at assisting the Member States in determining the existing national supply of digital skills, to assess the skills demanded from industry and other sectors to identify skills gaps, and to develop policies to address future digital skills requirements. The relevant document can be accessed [here](#).

The guidebook comprises the following five chapters:

- Chapter 1 reviews existing work on national digital skills assessments, discussing the advantages and disadvantages of digital skills assessment tools that can be employed as part of a national-level assessment.
- Chapter 2 provides a step-by-step approach for assessing the current supply of digital skills.
- Chapter 3 provides a step-by-step approach for determining a country's current level of demand for digital skills and identifying any skills mismatch.
- Chapter 4 addresses future technology trends and how to conduct digital skills anticipation exercises.
- Chapter 5 contains a summary and conclusions.

More information is available on [the event page](#).

Digital Skills Assessment for Non-EU Countries



With the aim of identifying gaps and areas of intervention at the national level a regional macro assessment of the national approaches for digital skills development is being carried out in nine countries, including Albania, Bosnia and Herzegovina, Georgia, Moldova, Montenegro, North Macedonia, Serbia, Turkey, Ukraine. Assessment builds upon the framework of the ITU Digital Skills Assessment Guidebook and should lead towards country assistance in 2021. Identified country will undergo the process of a fully fledged national digital skills assessment, based on which a national digital skills strategy will be developed.

Coding bootcamps centres in the Mediterranean region

A project proposal on Coding bootcamps centres in the Mediterranean region was elaborated and aims to address this skills gap by supporting the development and implementation of coding bootcamps and integrating bootcamp methodologies among existing educational and training programmes in the region. Project is currently under the fundraising process.



EUR4: Enhancing trust and confidence in the use of information and communication technologies

Objective: To support the deployment of resilient infrastructure and secure services allowing all citizens, especially children, to use ICTs in their daily lives with confidence.

In direct response to the expected results of the ITU Regional Initiatives a series of actions have been undertaken during the period of 2018-2020 with the aim of strengthening capacities of the Membership in field of

- Cybersecurity Policies and Strategies
- Cybersecurity Capabilities;
- Child Online Protection.

IMPACT: Thanks to the ITU Regional Initiative for Europe human capacity of over 3200 stakeholders from over 50 countries has been built. 8 strategic partnerships have been built, including UNICEF. 11 countries benefited from direct technical assistance and were able advance on their national objectives thanks to ITUs support. ITU activities were hosted by 12 countries. 2 regional reviews (NCS, COP) have been completed allowing to provide more targeted and impactful direct assistance.

A series of actions have been carried out in order to strengthen capacities of the ITU membership in the field of regional and national policies and strategies

6th Central European Cybersecurity Public-Private Dialogue Platform, Sibiu, Romania (12-14 September 2018)

The 6th Central European Cybersecurity Public-Private Dialogue Platform was held from 12 to 14 September 2018 in Sibiu, Romania. The Forum was organized by the Swiss Webacademy, with the support of the International Telecommunication Union as well as other entities including Romanian Regulatory Authority (ANCOM), the Romanian CERT, the National Romanian Police, the Romanian Intelligence Service's CYBERINT center, the Swiss Canton of Geneva.



The main goal of the event was to create an open dialogue among countries in Central Europe in order to improve information sharing and cooperation in the field of cybersecurity. Cybersecurity professionals and policy and decision makers from Central European countries will participate in the sessions, promoting constructive dialogue between governments, ICT security players and consumers. More information about the Forum can be found on the [event's webpage](#).



Second Western European Cybersecurity Public-Private Dialogue Platform, Porrentruy, Switzerland (29- 30 November 2018)

The second Western European Cybersecurity Public-Private Dialogue Platform was held from 29 to 30 November 2018 in Porrentruy, Switzerland. This event was organized by the Swiss Webacademy with the



CYBERSECURITY SWITZERLAND
- 2nd Edition -
PORRENTUAY,
29th-30th NOVEMBER 2018

support of the Telecommunication Development Bureau (BDT) of the International Telecommunication Union (ITU), University of Geneva (UNIGE), Global Cyber Security Center, Vallée de l’Energie, French and Swiss Business Chambers and Associations and the municipality of Porrentruy.

The main goal of the event was to create an open dialogue among countries in Western Europe in order to improve information sharing and cooperation in the field of cybersecurity. Cybersecurity professionals and policy and decision makers from Western European countries participated in the sessions, promoting constructive dialogue between governments, ICT security players and consumers. More information is available on the [event’s webpage](#).

Vienna Cyber Security Week 2019



The third edition of Vienna Cyber Security Week themed "Protecting Critical Infrastructure" was co-organized by ITU with the Energypact Foundation as the lead coordinator. This five day conference brought together national and international stakeholders in critical infrastructure and in cyber security for conducting information exchange, confidence building and enhancing awareness of the risks and state of practice for digital system

protection. More information is on the [event page](#). The conference had four thematic thrusts:

- Diplomacy – exploring international and cross border issues for critical infrastructure protection (CIP) and cyber security
- Technology – discussing the growth of the digital world and implementation of digital systems and their protection
- Business – examining business risks, solutions, and opportunities in the digital world
- Science – presenting the current R&D in digital system security



Workshop on National Cybersecurity Strategies for Western Balkans, Skopje, North Macedonia



The workshop organized by ITU at the kind invitation of the Ministry of Information Society and Administration and in collaboration with DCAF. After the workshop an assessment report will be prepared containing the key findings and recommendations on the way forward for the establishment/enhancement of the National Cybersecurity Strategy of each participating economy. The workshop comprised of 17 training presentations and was attended by 39 participants representing 10 Member States. More information is on the [event page](#).

The Hague Summit Accountability in the Digital Age, Hague, The Netherlands



As per the contribution made by the Institute for Accountability in the Digital Age (IA4DA) at ITU EUR RDF 2019, ITU was a partner to the second The Hague Summit for Accountability in the Digital Age. This Summit focused on safeguarding the role of the internet as a tool for personal, professional, and social engagement. The goals were to facilitate

transparency, a common understanding, and thus to promote maximum sustainable net benefit for people and societies worldwide. It brought together a global multi-stakeholder community from national and local governments, international policy makers, civil society, NGOs, the ICT industry and platforms, as well as other relevant Organizations and institutes. More than 200 stakeholders participated in the meeting. The delegates conclusions and recommendations contribute to shaping a global path towards responsible policy. Other contributing partners include UNESCO, WEF, UNICRI and EC. More information is available at the event page.

Moldova Cybersecurity Week, Chisinau, Moldova (2019)



Moldova Cyber Week, held from 19 to 21 November 2019 in Chisinau is supported by ITU under the ITU Regional Initiative for Europe on Cybersecurity. It is held under the patronage of the Government of the Republic of Moldova and organized by the Information Technology and Cyber Security Service with the support of the Ministry of Foreign Affairs and European Integration and Technical University of



Moldova. This Forum brings together more than 200 stakeholders, including authorities, agencies and public institutions, representatives of business community, researchers, associative sector, diplomats and media. More information is available at the events [website](#). On the occasion of this event ITU has kicked of the technical assistance to the country focusing on cybersecurity readiness assessment.

ITU Regional Cybersecurity Forum for Europe and CIS, Sofia, Bulgaria



The ITU Regional Cybersecurity Forum for Europe and CIS regions co-organized by the ITU with the Ministry of Transport, Information Technology and Communication; and the State e-Government Agency of the Republic of Bulgaria, was held on 27-28 February 2020 in Sofia, Bulgaria.

The event brought together national and international stakeholders in cybersecurity for information exchange on trust and confidence building, enhancing awareness of the risks and constructing dialogues around the cyber-threat landscape and current safety practices.

National policy and decision makers, legislators, regulators, service providers, academia, civil society and other relevant cybersecurity professionals, from European and CIS region countries were encouraged to actively participate and present their country cases.

Given the direct relevance of this activity, fellowships for up to 2 representatives from each Western Balkans economy were provided by the Regional Cooperation Council (RCC) Secretariat. The nomination process was coordinated by National Digital Contact Points (under MAP REA), while nominated representatives from Western Balkans economies were asked to contact RCC Secretariat.

In addition to the Forum, RCC organized a meeting of WB representatives and partner organizations on 27 February 2020. More information is available on [the event page](#) and the outcome report can be accessed [here](#).

Moldova Cyber Week 2020 “Building a strong cybersecurity infrastructure in the New Normal”



The Moldova Cyber Week 2020 “Building a strong cybersecurity infrastructure in the New Normal” was held remotely on the 25, 26 and 27th of November and was

organized by the Information Technology and Cyber Security Service and Technical University of Moldova under the patronage of the



Government of the Republic of Moldova, with the support of the European Union. The event was co-organized by the International Telecommunication Union.

The event built upon the following four pillars:

- Cyber Policy Governance and Regulations.
- Cyber for Cyber Citizen.
- Cyber Technology and Industry Advancements.
- Cyber Security and The Human Interface.

Covid-19 has accelerated organizations and households across the world to embrace the use of technologies which, while creating opportunities, has created a fertile ground for cyber threats and crimes. Therefore, the conference provided an opportunity for the international community, governments, industries and academics to exchange experiences, ideas and good practices, in an effort to improve the state of cyber security on both national and international level. More information is available on the [event's webpage](#).

A series of actions have been carried out in order to strengthen capacities of the ITU Member States in the field of enhancing national cybersecurity capabilities

Assistance on Enhancing national cybersecurity capabilities

A number of countries were supported in the process of strengthening of their cybersecurity capabilities:

- Cyprus: Implementation of project on establishment of the national CSIRT, officially opened in Nicosia, Cyprus, on 25 June 2018.
- Bosnia and Herzegovina: Cybersecurity readiness assessment was prepared.
- Albania: Cybersecurity readiness assessment was prepared.
- Georgia: National child online safety assessment was prepared.
- Poland: ITU expert contributed to the national process of review of the national cybersecurity strategy based on the ITU National Cybersecurity Strategy Guide.

Forum on "The New Global Challenges in Cyber Security", Bucharest, Romania (16-17 October 2018)

The International Forum "The New Global Challenges in Cyber Security", was held from 16-17 October 2018 in Bucharest, Romania. This Forum was co-organized by the Telecommunication Development Bureau (BDT) of the International Telecommunication Union (ITU) and CERT-RO.



This event was highly relevant for representatives of Computer Security Incident Response Teams (CSIRTs/CERTs/CIRTs), policy makers in Cybersecurity and law enforcement agencies. The topics for this year were range from policy developments at European and International level including capacity building tools and initiatives, to the implementation of new technologies in the cyber security field, as well as insights in the global threat landscape. Additional information about the meeting can be found on the [event's website](#).



ITU Cyber Drill - ALERT (Applied Learning for Emergency Response Teams) for Europe Region, Cyprus (26- 30 November 2018)

The ITU Cyber Drill - ALERT (Applied Learning for Emergency Response Teams) for Europe Region was held from 26-30 November 2018 in St. Raphael Resort, Limassol, Cyprus. This event was organized by the Telecommunication Development Bureau (BDT) of the International Telecommunication Union (ITU) at the kind invitation of the Digital Security Authority of Cyprus.



This capacity building exercise aimed to enhance the communication and incident response capabilities of the participating teams as well as to ensure a continued collective effort in mitigating cyber threats among the regions' national Computer Incident Response Teams (CIRTs)/ Computer Security Incident Response Teams (CSIRTs).

The Cyber drill was open to national CIRTs/CSIRTs, ministries, regulators, telecommunication operators, universities and general education institutions, telecommunication equipment manufacturers, research and design institutes, software developers and other interested stakeholders of the ITU Member States, Sector Members and Associates. It is strongly recommended that at least two technical team members and one management level staff be present. More information about the event is available on the [website](#).



Cyberdrill for Europe region, Bucharest, Romania



The event was organized at the kind invitation of the Ministry of Communications and Information Society of Romania and was held within the framework of the Romanian Presidency in the Council of the European Union. This capacity building exercise aimed to enhance the communication and incident response capabilities of the participating teams as well as to ensure a continued collective effort in mitigating cyber threats among the regions' national Computer Incident Response Teams (CIRTs) and Computer Security Incident Response Teams (CSIRTs). 220 participants from 13 countries attended this event. More information is on the [event page](#). The next Cyberdrill 2020 will be hosted by North Macedonia.

ITU-DCAF workshop for Western Balkan CIRTs, Budva, Montenegro



This one day workshop on "**Connecting and Building Capacities of the CIRT Community in Western Balkans**" was hosted by the Ministry of Public Administration of Montenegro and in collaboration with DCAF. It offered the opportunity to representatives of ten National CERTs and political representatives from Western Balkans countries to discuss and share practices on cybersecurity and build and strengthen European CERT community. In addition, it aimed to enhance the communication of the participants as well as to ensure a continued collective effort in mitigating cyber threats among the regions' national Computer Incident Response Teams (CIRTs) and Computer Security Incident Response Teams (CSIRTs). More information is on the [event page](#).



Cyber Shield 2019, Turkey



Cyber Shield 2019 was an international cyber security exercise being co-organized by the Ministry of Transport and Infrastructure, and Information and Communications Technologies Authority of Turkey (ICTA), from 19 to 20 December 2019 in Ankara/Turkey. Cyber Shield 2019 was supported by International Telecommunication Union within the framework of the ITU Regional Initiative for Europe on Enhancing Trust and

Confidence in the use of ICTs, adopted by the ITU World Telecommunication Development Conference 2017, Buenos Aires. The event offered a unique opportunity to participate in numerous technical activities in cyber security.

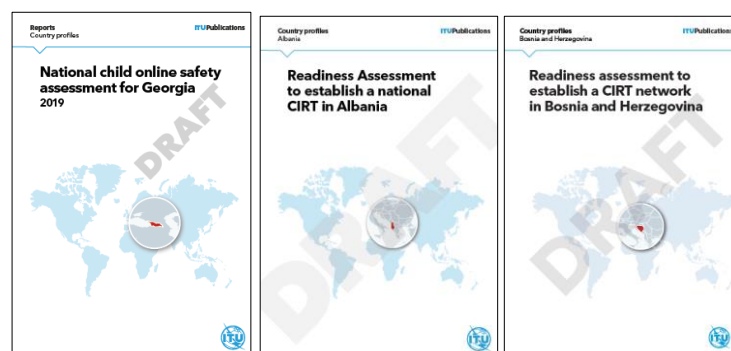
19 teams from 17 countries joined the exercise with the main objective:

- to increase incident response capabilities and readiness levels,
- to increase mutual understanding of cyber risks and associated impacts, and
- to ensure a continued collaborative effort among international cyber security stakeholders especially national Computer Emergency Response Teams (CERTs) in order to mitigate cyber threats.



More information is available at events [website](#).

Final reports for in-country assistance (Georgia, Albania, Bosnia and Herzegovina)



The National CIRT Assessment reports resulting from the in-country assistance provided to Bosnia and Herzegovina, and Albania in 2018, are being finalised at ITU level in professionally edited versions. The National Assessment on Child Online Safety, culminating the in-country assistance to Georgia is also being finalised at ITU level in professionally edited versions. These national assessment reports provide effective recommendations and project roadmaps for the countries to pursue.



Regional Initiative Project: National CIRTs Implementation

Three concept notes have been prepared in May 2019 for the establishment of a National CIRT in Albania, in San Marino and a Government CIRT in Bosnia and Herzegovina. These documents are being shared at diverse meetings by ITU and the respective Governments to seek funding.

Official Visit to ITU by Estonian ICT and Defence Cluster

The official visit by Estonian ICT and defence Cluster took place on 31 January 2020, at the ITU Headquarters in Geneva, Switzerland.



This meeting facilitated the engagement of the private sector stakeholders in the work of three sectors of ITU, namely Development, Standardisation and Radiocommunication. More information is available on [the website](#).

CyberDrill 2020: Europe Regional Dialogue



The Covid-19 pandemic has increased pressure on nations' ICT systems, at times making them more vulnerable to cyber-attacks on critical infrastructure. The regional dialogues provided the opportunity to representatives of CSIRT/CIRT/CERT from all member states to provide their experience in dealing with cybersecurity issues during the Covid-19 pandemic. This series of events were open to all participants.

More information is available on the [event's webpage](#).

A series of actions have been carried out in order to strengthen capacities of the ITU Member States in the field of enhancing national cybersecurity capabilities

Regional Workshop for Europe and CIS on Cybersecurity and Child Online Protection, Odessa, Ukraine (4- 6 April 2018)

This Workshop was addressed to representatives of ministries, regulators, telecom operators, universities and general education institutions, telecommunication equipment manufacturers, research and design institutes, software developers and other interested stakeholders of the ITU Member States, Sector Members and Associates from Europe and CIS. The Workshop was aimed at discussing the following questions:



- Role of governments and international organizations in cybersecurity and child online protection
- Developing national cybersecurity strategies
- Policy and regulatory framework for child online protection
- Organizational and technical tools for child online protection
- Organizational and technical tools for cybersecurity
- Capacity building in the field of cybersecurity
- ITU Global Cybersecurity Index (GCI)
- Future of cybersecurity and child online protection

The workshop was attended by more than 50 stakeholders. More information is available on the [event website](#) and in the [outcome report](#).

National Event on Child Online Protection: Awareness Day for Children and Teens, Noto, Italy (9 May 2018)

International Telecommunication Union (ITU) co-organized the National Event on Child Online Protection: Awareness Day for Children and Teens, which was held in the City of Noto (Sicily, Italy), on the 9th of May. This event was held back-to-back with the 1st Edition of the Macro-Regional Public-Private Dialogue Platform "Cybersecurity-Mediterranean", 10-11 May 2018.



Meeting provided an unique opportunity for 400 plus kids 9-13 years old. During three sessions dedicated to different ages, ITU and partners provided interactive training based on the COP guidelines. More information is available on the [event's website](#).

Forum on "Keeping Children and Young People Safe Online", Warsaw, Poland (18-19 September 2018)

The 12th International Conference "Keeping Children and Young People Safe Online" was held in Warsaw, Poland on 18-19 September



2018. The conference was organized by the Polish and German Safer Internet Centres, which had been working together within the European Commission's Connecting Europe Facility Program. The co-organizer of the conference was the International Telecommunication Union.

Addressing a broad spectrum of issues related to the safety of children and young people on the Internet and targetting an audience of representatives of the education sector, NGOs, the judiciary and law enforcement agencies and Internet content service providers, the conference aimed to raise awareness about the new challenges and opportunities in fighting online threats as well as to popularize best practices across different sectors. More information about the conference is available on the [event's website](#).



Safer Internet Day 2019, Tirana



To commemorate the Safer Internet Day 2019, two activities were organised by the National Authority for Electronic Certification and Cyber Security (AKCESK) of Albania in collaboration with other entities including UNICEF and ITU. The "Young Advisers for Online Safety" workshop aimed to further develop awareness

of children and the public on the importance of safe navigation on the Internet and to sharing the experiences of "Young Advisers" during training part of the workshop. The "Sectoral engagement in the field of Online Safety" round table consisted of 2 sessions.

The first session addressed the assessment of the current situation in the field of security in the country and the problems of the private sector for the identification of critical and important information infrastructures. The second session addressed the issues of online child safety related to the policies and measures followed by ISPs as well as the possibility of extension cross the country of the online child safety campaign. More information is on the [event page](#).

International Conference for Europe: Keeping Children and Young People Safe Online, Warsaw, Poland

The 13th International Conference "Keeping Children and Young People Safe Online" is organized by the Polish and German Safer Internet Centres, which has been working together within the European Commission's Connecting Europe Facility Program. The co-organizer of the conference is the International Telecommunication Union. The main partner of the event was the Orange Foundation.

The conference aims to raise awareness about the new challenges and opportunities in fighting online



threats as well as to popularize best practices across different sectors. Consultations will be held with stakeholders from Germany Poland, UK and Ukraine with regards to upcoming Child Online Protection actions with ITU. More information is available on the [event page](#).

Executive Workshop on Good Practices in Child Online Protection, Warsaw, Poland



Back to back with the 13th International Conference "Keeping Children and Young People Safe Online" and at the kind invitation of the National Research Institute from Poland, NASK, the International Telecommunication Union (ITU) Office for Europe is organizing a half-day workshop on Good Practices in Child Online Protection. The

workshop will be held within the framework of the ITU European regional initiative on "Enhancing trust and confidence in the use of ICTs", adopted by WTDC-17 in Buenos Aires. This executive



workshop will be delivering a series of specific presentations on good practices in the field of child online protection in particular in Poland, Germany, United Kingdom and Ukraine. Five sessions followed by brief discussions will be held by various institutions engaging in protecting children online with the aim of illustrating the current status and showcasing the efforts made. Overall, the stocktaking will touch on existing policies, regulations and laws as well as the strategies and initiatives in place in Poland, Germany, and UK to protect children online. In addition, reporting procedures, existing national research centers and current national and international partnerships will be presented. More information is on the [event page](#).

Youth Online Consultation Survey

ITU Council Working Group (CWG) on Child Online Protection (COP), requested all regions to promote a Youth Online Survey of 12 questions on safe browsing, safe communication and reporting. The survey was administered at the Digital Youth Forum in Warsaw (see 3.6) and 248 responses were received. The survey was also conducted in Ukraine at Girls in ICT Day celebration (see 3.3) and 57 responses were received. The survey results were compiled/analysed by ITU Office for Europe and submitted to the [Council Working Group on Child Online Protection](#).

In-country assistance in field of Child Online Protection (Georgia, Ukraine)

ITU provided technical assistance to Georgia and Ukraine. In Ukraine assistance led towards the development of the National Strategy on Protecting Children and Young People Online. Expert missions, preceded by the desktop research, and consisted of the national kick off workshop, series of bilateral meetings and interviews with all relevant stakeholders. Final outcomes of the assistance have been presented at the national workshop held in Kiev, Ukraine, 19 December 2019.



Regional Study on National Approaches for Keeping Young People and Children Safe Online

Regional study on national approaches for keeping young people and children safe online is under preparation. The aim of this study is to develop better understanding on the situation in particular in South Eastern European Countries and to identify potential gaps to be addressed via direct assistance. Study will facilitate roll out of the implementation of updated COP Guidelines.



The study can be downloaded [here](#).

ITU Webinar on Protecting Children and Young Persons Online in Europe

On 29 June, the ITU organized a webinar which provided an opportunity to present results of the new study on **Status of Child Online Protection in South Eastern Europe** as well as highlight revised **Global Guidelines on Child Online Protection for Children, Parents and Educators, Industry and Policy Makers** officially released on 24 June 2020. The report of the study can be accessed [here](#).





It also provided an opportunity for interventions by some of countries that had been working with the ITU on COP recently as well as those that committed to roll out the COP Guidelines at the national level, including Lithuania, Poland, Ukraine, Georgia, Moldova. In this regard, the webinar benefited from the intervention of the UNICEF regional office for Europe and Central Asia as well as European Commission. More information is available on the [event's website](#).

Keeping Children and Young People Safe Online

The 14th International Conference "Keeping Children and Young People Safe Online" was held from the 29th of September to the 2nd of October 2020, both virtually and in Warsaw, Poland.



The conference covered a large set of issues related to the safety of children and young people on the internet while outreaching stakeholders of the European community working on Child Online Protection. The conference, targeting all key players such as representatives of the education sector, NGOs, the judiciary and law enforcement agencies and Internet content service providers aimed at raising awareness and reflecting on the new challenges and opportunities in fighting online threats as well as to popularize best practices across different sectors. More information about the event is available on the [event webpage](#).

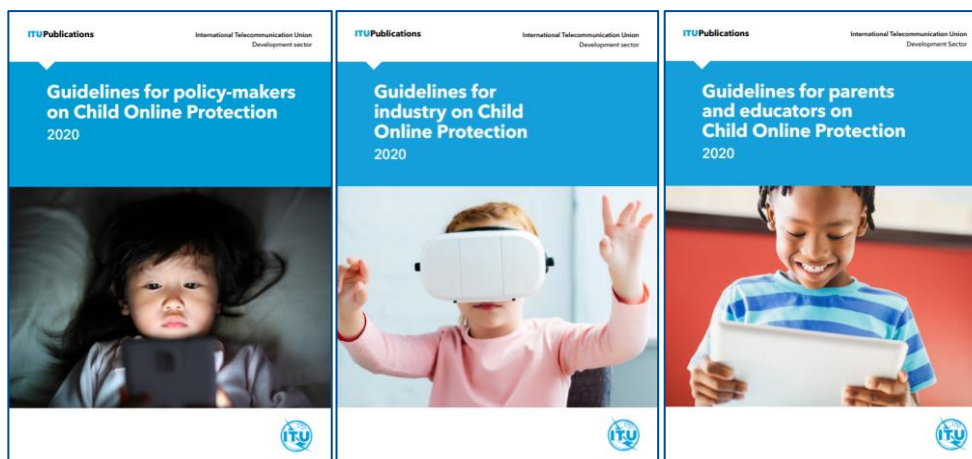
ITU Forum for Europe on Child Online Protection

ITU Forum for Europe on Child Online Protection was held from 26 to 27 November 2020. This forum was organized by ITU, in close collaboration with A.S. Popov Odessa National Academy of Telecommunications (ONAT, Ukraine)

Upon the request of the Member States, the Child Online Protection Guidelines, firstly developed in



2009, have been updated and launched officially in June 2020. This way, continuing the significant effort to create a safe and empowering environment for children and young people by providing tools that support children, parents and educators in the development of digital skills and digital literacy, as well as industry and government stakeholders in the development of corporate and national COP policies and strategies.



In this context, the Forum provided a platform for all stakeholders to exchange their approaches related to keeping children and young persons safe online. It also offered a unique opportunity to the countries rolling out the COP guidelines to meet and present progress made so far and exchange their national practices. It gave the opportunity to outreach to other stakeholders and inspiring them to undertake concrete actions related to the roll-out of COP Guidelines at the regional and/or national level. This way throwing light on perspective of improvement while adapting to country-specific cases and together reflect on the future of cybersecurity and child online protection.

On the first day, stakeholders were invited to join a special training session targeting youth, educators and parents, organized by ONAT. It was an opportunity to assist to a practical example of trainings that might be delivered across the region based on the COP Guidelines.

This forum was therefore addressed to representatives of ministries, regulators, cyber authorities, telecom operators, universities and general education institutions, telecommunication equipment manufacturers, research and design institutes, software developers and other interested stakeholders of the ITU Member States, Sector Members and Associates from Europe.

More information on the forum is available on the [event's website](#)

Child Online Protection Guidelines implementation and translation at the national level in Hungary, Poland, Ukraine, Romania, Bosnia and Herzegovina, Albania

At the moment, ITU is partnering with Hungary, Poland, Ukraine, Romania, Bosnia and Herzegovina, Albania to translate the COP Guidelines in the national language and implement at the national level. Many stakeholder are involved in the process and more countries will participate in the partnership in the future.



EUR5: ICT-centric innovation ecosystems

Objective: To enhance entrepreneurship and establish a sustainable culture of innovation through concrete strategic actions using ICT as an enabler, building on the existing regional initiative in Europe on entrepreneurship, innovation and youth.

In direct response to the expected results of the ITU Regional Initiatives a series of actions have been undertaken during the period of 2018-2020 with the aim of strengthening capacities of the Membership in field of:

- Direct assistance supporting development of ICT-centric innovation ecosystems;
- Capacity development and community building .

IMPACT: Thanks to the ITU Regional Initiative for Europe human capacity of over 1000 stakeholders from over 25 countries has been built. 1 strategic partnerships have been built resulting in strengthened cooperation with INPUT. 5 countries benefited from direct technical assistance and were able advance on their national objectives thanks to ITUs support. ITU activities were hosted by 7 countries. 2 regional reviews have been completed allowing to provide more targeted and impactful direct assistance.

A series of actions have been carried out in order to strengthen capacities of the ITU Member States in their efforts towards the development of the ICT-centric innovation ecosystems

Digital Innovation Profile for Republic of Serbia



The technical assistance provided in the form of a national expert assessment, provided an assessment of the landscape at the national level and recommendations. It can be downloaded at this [link](#).

Digital innovation Profile for Bosnia and Herzegovina

The technical assistance provided in the form of a national expert assessment, provided an assessment of the landscape at the national level and recommendations. It can be downloaded at this [link](#).



Assistance in building an ICT-centric innovation ecosystem in Montenegro

Assistance in building an ICT-centric innovation ecosystem was provided to Montenegro, which included the organization of two national workshops (September and December 2018), engaging relevant stakeholders, processing a series of more than 120 interviews, building a Digital Innovation Profile, including a series of recommendations and projects. Report has been finalized and handed over to Government in 2020 paving the way towards the implementation of national strategy for building the ICT centris innovation ecosystem.



Digital Innovation Profile for Georgia

Assistance in building an ICT-centric innovation ecosystem is provided currently to Georgia, which includes desktop research, the organization of national consultations, engagement of relevant stakeholders, processing a series of interviews, building a Digital Innovation Profile, including a series of recommendations and projects. Finalization of the work is planned for the Q2/2021. Special focus will be given to the assessment of the innovation ecosystem in field of Artificial Intelligence.

A series of actions have been carried out in order to strengthen capacities of stakeholders in developing their human capacity and community building

Publication of “Accelerating Digital Transformation. Good Practices for Developing, Driving and Accelerating ICT Centric Innovation Ecosystem in Europe.”

The paper provides a new understanding of digital transformation capabilities and examines the key building blocks needed to accelerate transformation. It also features case studies from Europe region. The report can be downloaded [here](#).



Regional Good Practices: Accelerating innovation, entrepreneurship and digital innovation

Report on ‘Regional Good Practices: Accelerating innovation, entrepreneurship and digital innovation’ is under completion. This report provides an overview of the comparative innovation capacity of the European region through ICT-centric innovation policy monitors and insight on how good practices can strengthen capacity to integrate ICT innovation into national development agendas. Release of the report is planned for Q1/2021.



ITU Innovation Track of the WSIS Forum 2019: Digital Transformation: Building Vibrant ICT-Centric Innovation Ecosystems, Geneva, Switzerland (19 March 2018)

The Innovation track@WSIS Forum for 2018 provided a unique opportunity for high-level dialogue, cooperation and partnerships among telecommunication/ICT policy-makers, regulators, industry, academia, regional and international development agencies and organizations on specific actions undertaken at the regional level strengthening the impact of the ICTs on the sustainable development. A primary outcome of the Innovation track@ WSIS Forum were three session report that captured future steps in accelerating Digital Transformation from 3 perspectives



- Good Practices
- Innovation Ecosystems Implementation tools
- Funding Policy for high impact sustainable flagship projects

More information about the event is available at on the [event’s webpage](#).

ITU Regional Innovation Forum for Europe on Bridging The Digital Innovation Divide: Fostering Digital Entrepreneurship and Startup Ecosystems, Oslo, Norway (21-23 November 2018)

ITU Regional Innovation Forum for Europe on Bridging The Digital Innovation Divide: Fostering Digital Entrepreneurship and Startup Ecosystems was held from 21-23 November 2018 in Oslo, Norway. It was co-organized by the Telecommunication Development Bureau (BDT) of the International Telecommunication Union (ITU) and the Oslo Metropolitan University, an ITU Academia Member.



The three day Regional Forum aimed at building regional and national capacities and skills in developing digital ecosystems, including designing policies, implementation programmes and projects. This training targeted all stakeholders involved in nurturing and building digital innovation environment, favorable to entrepreneurship and creation of startups. In particular, its agenda had been customized for the needs of the ICT policy makers, regulators, national innovation agencies, development agencies, entrepreneurs, ecosystem builders, academia as well as institutions willing to undertake a national reviews on the ICT centric innovation ecosystems and develop coherent approaches to move countries towards an innovation driven economy. More information is available on the [event’s website](#).



Innovation track@WSIS 2019, Geneva

This track was co-organized with the Office of Electronic Communication of Republic of Poland. Innovation Track@WSIS provided a unique opportunity for high-level dialogue, cooperation and partnerships among telecommunication/ICT policy-makers, regulators, industry, academia, regional and international development agencies and organizations on specific actions undertaken for strengthening the impact of the ICTs on the sustainable development. The thematic focus was on building a culture of innovation to achieve the SDGs. More information is available on the [event page](#).



Accelerating Digital Transformation through ICT Centric Ecosystem – Telecom World



This 1.5 hour session took place on 9 September 2019. As newer technologies appear, unexpected challenges in growth, inclusion and job creation arise for policymakers. The capacity of entrepreneurs to take ideas to market is the biggest source of job creation. Through entrepreneurship, innovators create startups, which can grow to become small and medium businesses, some of which are ultimately able to sustain high growth. This session attempted to answer the following questions: What has been the experience of different countries in terms of key actions taken to build competitive innovation ecosystems and close this innovation gap? How can ITU help countries to navigate the changing technology landscape through innovation? More information is on the [event page](#).

Ecosystem matching unlocking opportunity through good practice – Telecom World



This 1.5 hour session took place on 11 September 2019. An exciting ecosystem alone is not enough: it must also be competitive, and include all the right ingredients. What practical examples of good practices can be transferred or nurtured in order to develop an ecosystem with a strong fabric that can create the next tech unicorns? This interactive session explored relevant case studies and facilitated networking opportunities between successful innovators and participants. More information is on the [event page](#).



ITU Regional Innovation Forum for Europe

The Regional Innovation Forum for Europe, organised by the International Telecommunication Union and supported by the Office of the Commissioner of Communications of Cyprus.

As part of the 2020 [ITU Global Innovation Forum](#), the Regional Innovation Forum took place virtually on 29 October 2020 from 13:00 to 16:30 (GMT+1).

This one-day forum aimed to build regional and national capacities by identifying, pitching and highlighting successful projects and/or initiatives, policies and programmes in developing digital ecosystems. The programme built upon the recently launched ITU toolkit, [Bridging the digital innovation divide: A toolkit for strengthening ICT centric ecosystems](#), and was supported by a series of national and regional best practices and initiatives fostering ICT-centric innovation and digital transformation.



It also contributed to the digital integration, one of the pillars of the RCC-coordinated Multi-annual Action Plan for a Regional Economic Area in the Western Balkans, endorsed by WB6 Leaders at the Trieste Summit of the Berlin process (12 July 2017), in particular focusing on promoting uptake of smart technologies and accelerating digital transformation, as well as supporting skills development and access to digital talent.

Supporting actions towards the development of the ICT centric innovation ecosystems for sectors

- ITU Forum on Innovative Digital Solutions for Accessible Europe 2018, 2019, 2020 - Zero project, Vienna (Please refer to EUR 3)
- ITU Regional Competition on Innovative Digital Solution for Accessible Europe (Please refer to EUR 3)
- ITU-FAO Regional Competition on Excellence in Digital Agriculture (Please refer to EUR 2)

Project proposal on Building ICT-centric innovation ecosystem in south and eastern Europe

The proposal aimed at assisting countries in building their strategies and institutional capacities fostering ICT-centric innovation.

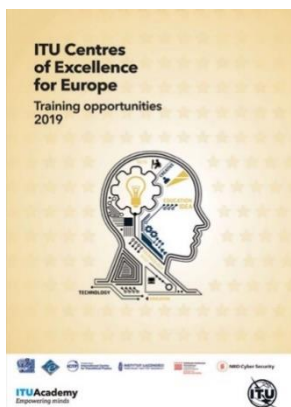


ITU Centres of Excellence 2018-2021

Within the framework of the ITU Centres of Excellence project, a network of six ITU Centres of Excellence located in Italy, Lithuania, Germany, North Macedonia, Poland and Ukraine provide a series of training opportunities. On the annual basis over 20 training opportunities are used by over 700 stakeholders to build their human capacity in field of broadband, internet governance, digitization, ICT services, cybersecurity. This offering is an important offering is an important integral component of the implementation of the ITU Regional Initiatives for Europe.

Overall, during the period of 2018-2020, over 70 training opportunities have been offered through the European network of the ITU Centres of Excellence. More than 2000 stakeholders were trained and certified.

Strategic guidance to the European Network of the ITU Centres of Excellence is provided through regular meetings of the Steering Committees.



The **first Steering Committee** meeting for the new cycle 2018-2022 was hosted by the Office of Electronic Communications (UKE), Poland, on 7th and 8th February 2019. The meeting was held in conjunction with the 1st Steering Committee meeting for the Centers of Excellence for the CIS region. A key outcome of the meeting was the agreed training catalogue for the CoE network in the region for the upcoming year.

A **virtual meeting** of the Steering Committee for Europe region CoEs was held on 20 August 2019 to take stock of actions done and future ones planned and to resolve any systemic issue. Outcome reports can be access from the [event page](#).

[event page](#).

The **second physical Steering Committee** meeting was held from 19 to 20 November and was hosted by ICTP, Italy. Meeting resulted in developing the training catalogue for 2020. Training catalogue was released at the end of the year and is available on the [event page](#). 25 training opportunities were included in the 2020 plan.





The **third virtual Steering Committee** meeting was held on 9 March 2020, 11:00 – 12:30. The main objective of this meeting was to address possible implications of COVID-19 for the implementation of the face-to-face CoE courses planned for 2020. A key outcome of the meeting will be the agreed revision of the training catalogue 2020 for the CoE network in the region. More information is available on the [event's webpage](#).

The **fourth virtual Steering Committee** meeting for Europe Region was held online on Friday, 9 October, 13:00 – 16:00. The meeting was organized by ITU and its organization was supported by RRT, Lithuania. A key outcome of the meeting was the agreed draft training catalogue for the CoE network in the region for the upcoming year. More information is available on the [event's webpage](#).

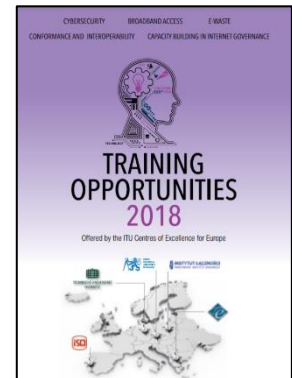


Training opportunities implemented (2018-2020)

Overall, during the period of 2018-2020, over 70 training opportunities have been offered through the European network of the ITU Centres of Excellence. More than 2000 stakeholders were trained and certified.

2018

A series of trainings delivered by the Europe region network of ITU centres of excellence that built capacity of more than 600 participants in field of broadband, Internet governance, cybersecurity and next generation networks. 2018 ITU CoEs for Europe training opportunities catalogue provides detailed descriptions of all 2018 courses offered by the ITU Centres of Excellence and is available [here](#). The list of 2018 courses held in Europe region is reflected below for ease of reference.



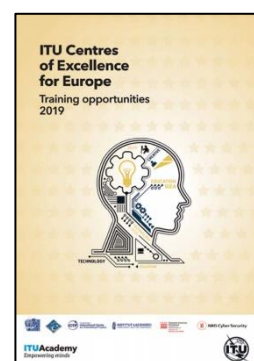
- [05/02/2018 - 12/02/2018: ITU Centres of Excellence E-Learning course on Strategic Aspects for Internet Governance and Innovations](#)
- [05/03/2018 - 12/03/2018: ITU Centres of Excellence E-Learning course on Legal and regulatory barriers to the introduction of cloud services in the EU](#)
- [02/04/2018 - 09/04/2018: ITU Centres of Excellence E-Learning course on Wireless Access Technologies to Internet Network](#)
- [29/05/2018 - 25/06/2018: ITU Centre of Excellence E-Learning course on Future Broadband Internet Access](#)
- [04/06/2018 - 04/06/2018: ITU Centres of Excellence Face to Face course on Cybersecurity Awareness for SMES](#)



- [09/07/2018 - 13/07/2018: ITU Centres of Excellence Face to Face course on International Summer School on Cybersecurity](#)
- [01/10/2018 - 01/10/2018: ITU Centres of Excellence Face to Face course on Introduction to Cybersecurity for Lifecycle of the New Millennium](#)
- [01/10/2018 - 31/10/2018: ITU Centres of Excellence Face to Face course on Broadband Access](#)
- [17/10/2018 - 18/10/2018: ITU Centres of Excellence face-to-face training on Network and IT Security, Chemnitz, Germany](#)
- [25/10/2018 - 26/10/2018: ITU Centres of Excellence Face to Face course on Technical, Business and Regulatory Aspects of 5G Network](#)
- [20/11/2018 - 17/12/2018: ITU Centres of Excellence E-Learning course on Next Generation Mobile Broadband](#)

2019

2019 ITU CoEs for Europe training opportunities catalogue provides detailed descriptions of all 2019 courses offered by the ITU Centres of Excellence and is available [here](#). The list of 2019 courses held in Europe region is also reflected below for ease of reference.



- [04/03/2019 - 11/03/2019: Online course "Strategic Aspects for Internet Governance and Innovations"](#)
- [08/04/2019 - 15/04/2019: Online course "Wireless Access Technologies to Internet Network"](#)
- [07/2019 - 12/2019: Online self paced course "Cybersecurity Techniques"](#)
- [07/05/2019 - 10/05/2019: Face-to-face course "Governing Cyber Security at the National Level: Best practices and lessons learned", Vilnius, Lithuania](#)
- [16/05/2019 - 17/05/2019: Face-to-face course "Building broadband telemedicine networks and providing e-health services at the local, regional and national levels", Odessa, Ukraine](#)
- [20/05/2019 - 27/05/2019: Online course "Legal and regulatory barriers to the introduction of cloud services in the EU"](#)
- [23/05/2019 - 24/05/2019: Face-to-face course "Features of 5G technology implementation at the local \(some towns\), regional \(district, region\) and national level", Odessa, Ukraine](#)
- [28/05/2019 - 24/06/2019: Online course "NGN Evolution, Future Networks and Ultra-broadband Internet"](#)
- [07/2019 - 12/2019: Self-Paced Course "Cyber Incident Response"](#)
- [12/08/2019 - 16/08/2019: Face-to-face course "CODATA/RDA Research Data Science Summer School", Trieste, Italy"](#)
- [19/08/2019 - 23/08/2019: Face-to-face course "CODATA/RDA Advanced Workshop on IoT and Big-Data Analytics", Trieste, Italy](#)



- [26/08/2019 - 02/09/2019: Online course "Security and QoS in Internet Network"](#)
- [02/09/2019 - 04/09/2019: Face-to-face course "Technical Aspects of Wireless Solutions for the Internet of Things \(IoT\)", Trieste, Italy](#)
- [17/09/2019 - 20/09/2019: Face-to-face course "Incident Response Practice: Hands-on scenario-based training", Vilnius, Lithuania](#)
- [30/09/2019 - 07/10/2019: Online course "Technical, business and regulatory aspects of 5G Networks"](#)
- [October 2019: Face-to-face course "Automation of broadband networks designing. Selecting the most appropriate solutions to build network", Ashgabat, Turkmenistan](#)
- [24/10/2019 - 25/10/2019: Face-to-face course "QoS Technologies and Regulation for Fixed and Mobile", Warsaw, Poland](#)
- [06/11/2019 - 08/11/2019: Face-to-face course "IoT Entrepreneurship", Trieste, Italy](#)
- [07/11/2019 - 08/11/2019: Face-to-face course "The use of adaptive technologies to transmit video over radio channels", Odessa, Ukraine](#)
- [18/11/2019 - 22/11/2019: Face-to-face course "CODATA/RDA/ICTP/TWAS Research Data Science Summer School in West Africa", Nigeria](#)
- [19/11/2019 - 16/12/2019: Online course "Wireless and Mobile Ultra-broadband: LTE-A PRO, WLAN, and 5G NR"](#)

2020

2020 ITU CoEs for Europe training opportunities catalogue provides detailed descriptions of all 2020 courses offered by the ITU Centres of Excellence and is available [here](#). The list of 2020 courses held in Europe region is also reflected below for ease of reference.

- [01/01/20 – 31/12/20: Cybersecurity technique](#)
- [01/01/20 – 31/12/20: Cyber incident response](#)
- [03/02/20 – 10/02/20: Strategic aspects for internet governance and innovations](#)
- [09/03/20 – 16/03/20: Wireless access technologies to internet network](#)
- [13/04/20 – 20/04/20: Security and QoS in internet network](#)
- [26/05/20 – 22/06/20: Future broadband internet, cloud computing and internet of things](#)
- [01/06/20 – 31/12/20: Information security management system](#)
- [15/06/20 – 22/06/20: Legal, regulatory and technical aspects of cloud computing in international data transfers](#)
- [10/08/20 – 12/08/20: Data science: Technical & business aspects for open innovation](#)
- [13/08/20 – 14/08/20: Trends and advances in data science, machine learning, and artificial neural networks](#)
- [24/08/20 – 31/08/20: Technical, business and regulatory aspects of 5g networks](#)
- [07/09/20 – 10/09/20: Incident response practice hands-on scenario-based training](#)



- [09/09/20 – 11/09/20: Industrial cybersecurity and incident response](#)
- [28/09/20 – 30/09/20: 5g technologies for IoT](#)
- [22/10/20 – 23/10/20: Key aspects and governance of IoT, big data and artificial intelligence](#)
- [16/11/20 – 17/11/20: Applications of satellite based IoT networks](#)
- [17/11/20 – 14/12/20: Mobile broadband internet, 5g and future services](#)
- [08/12/20 – 09/12/20: Legal aspects of artificial intelligence in business, household and public sector](#)

