



# WSIS | 19-23 FORUM | MARCH 2018 Geneva | Switzerland

## **WSIS Forum 2018 OUTCOME DOCUMENT**

### **Template for Submission of Executive Summaries for**

### **Thematic/Country Workshop/ Action Line Facilitation Meetings/ Interactive Sessions/ High Level Dialogues/Publication Releases/Briefings**

**Deadline: Thursday 22 March, 2018**

**Exception: For sessions on Friday 23 March, please send at the latest 2 hours after the session**

*Please note that the WSIS Forum 2018 Outcome Document will be released on the **23<sup>rd</sup> of March** (the last day of the Forum)*

**1) Title of your session**

**Session 2: Good Practices for Accelerating Digital Transformation**

**2) Name of Organization/s organizing the session : ITU and Office Of Electronic Communications (UKE)**

**3) Relevance with the WSIS Action Lines – please specify the Action lines C1 to C11**  
**ALL**

**4) Key achievements, announcements, launches, agreements, and commitments (these will be reflected in the press release and Outcomes Document of the WSIS Forum 2018)**

**This session focused on the successful actions taken by stakeholders including universities, major industry players and international entities to leverage ICTs in all socio-economic sphere through innovation. The practices behind each successful case was discussed in a guided exercise format.**

**Main outcomes highlighting the following:**

**I. Debated Issues**

- Please capture highlights of the main issues debated and interactions with audience
- **There are commonalities in the National Strategies of Poland, Portugal and Brazil.**
- **We need to be ready for Industry 4.0 and build appropriate capacity to that effect. With only 25% of executives surveyed saying that they have the right workforce, we need to rise to the occasion and have focused actions to fill the labour market gap through**
  - **Early education and primary school lessons to teach children 4.0 skills**
  - **National Competency Centers churning skilled human resource**
- **Digital transformation is only beneficial if society can use it. The DESI 2017 Index identified issues in human capacity**



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- Government should focus on National Programs for Support Training in Digital Skills in Higher Education and a National Initiative for Digital Competencies e2030
- Startups supported by government programs show a much higher survival rate, which demonstrates the success and importance of those programs
- University speakers fully demonstrated the fact that the goal is to create innovations that can go to market, not just patents registered, but commercialization of their inventions.
- We need to create and to find opportunities to facilitate industry partners to implement solutions, to create companies and generate partnerships to reach markets.
- Working together increases opportunities, talents, funding potential and networking. Learning by doing, by listening and by social interaction are key.
- Innovation is created through collaboration between academics and students, to better compete globally in a knowledge society.
- Decision makers should focus on fostering an innovation-friendly environment.
- Expert communities help and foster digital transformation. Women expert communities bring innovative and different perspectives.
- Focus on women in digital, women in panels not just panels on women.
  
- Please highlight key achievements and challenges shared by the audience and/ or panelist
- Some country level challenges include
  - Lack of digital skills, innovation, high connectivity costs, and lack of broadband access. Lack of startup investment leads to startup failure. DDOS attacks, Data security and Cybercrime remains a challenge
- A key challenge is finding the same language between business and academia
- Council of ministers to discuss Digital Innovation Profile and find new ITU collaboration projects
- Poland, Portugal and Brazil have national programmes to build capacity [from early primary] and connect local stakeholders [especially universities and business] and are monitoring their national progress in ICT-Centric Innovation
- Universities present shared amazing achievements to be given even further exposure. This is an inspiration for the youth world-wide.
- It is easier to achieve success through innovation, if the research is carried out by interdisciplinary teams, consisting of people with different education and different skills who can complement each other.
- Session presented how important it is to understand the obstacles and challenges of digital transformation, in particular taking into account the necessity of multistakeholder oriented approach and collaboration between administration, academia and business.

## II. Quotes



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- Please provide two important quotes from the session and the names & organization of the person you are quoting:

“Innovative ICT solutions can help bridge the digital and innovation divides, creating a more equal world where more and more people can enjoy the benefits of ICT.” **Houlin Zhao, ITU Secretary-General.**

“As the President of UKE I believe that innovations are very important because they improve the quality of our lives. This is why last year we used the opportunity of WSIS Forum to present our innovative SMEs start-ups to present their business achievements. This year, we decided to present our contribution to the youth education and the inventions of the students from the University of Science and Technology in Wrocław. We should do our best to facilitate the transfer of academic knowledge to business and administration. I hope that this workshop co-organised by ITU and UKE will inspire innovative solutions and present good examples of success stories”. **Marcin Cichy, President UKE**

### III. Overall outcomes of the session highlighting

- main conclusions reached during the discussion
- the vision for implementation of WSIS Action lines beyond 2015
- Accelerating, building up and creating digital skills, – focus on SMEs not just big companies which stand up after failure and have a mentality to learn.
- Digital competences, not just digital skills are key. Citizens need to understand digital transformation – Collaboration is key.
- Governance structure is important not only to create and regulate but also to implement. Coordination and collaboration is key.
- Keep in mind all stakeholders, future workforce, and skills, modern technology.
- Access to education- equal access, disability, gender – Digital inclusion
- We have to focus on equal inclusion across the board and only then can we realize the actual value of a true knowledge society.
- Better education to better equip students and young people.
- Removing barriers, to talent, to the right to innovate, to access
- Digital Transformation needs to be understood, developed and measured.

### IV. Main linkages with the Sustainable Development Goals **SDG 9 and SDG 17**

- V. Emerging Trends related to WSIS Action Lines identified during the meeting : **Measure Digital Transformation**



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- VI. **Suggestions for Thematic Aspects that might be included in the WSIS Forum 2019 :**  
**Innovation for Digital Transformation & Rethinking resource optimizing and synergies in this context, Fostering Innovation and Industry 4.0**

**Please complete this document and send to Matthew L. Greenspan, [Matthew.Greenspan@itu.int](mailto:Matthew.Greenspan@itu.int) AND Gitanjali Sah, [Gitanjali.Sah@itu.int](mailto:Gitanjali.Sah@itu.int)**