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>> Hello. Good afternoon, everyone. Welcome to the session. So can we please take our seats? Okay. So we have the pleasure to have the session now on a very important topic which is whole of Government approach to scale digital transformation for SDGs. My name is Hani. And I have the pleasure to introduce you to this session.

We have the pleasure to have distinguished speakers and panelists who will be moderated by Ms. Kate Wilson who is the CEO of Digital Impact Alliance. And she will be moderating the session for us. We have the pleasure to have the Excellency of Mr. Zunaid Ahmed Palak who is the state Minister for Information and Communication Technology Bangladesh. And we have also the pleasure to have Her Excellency, Ms. Aurelie Adm Soule Zoumarou, who is the Minister of Digital Economy and Communication of Benin. Welcome.

We have also the pleasure to have His Excellency, Her Excellency, Ms. Libom Li Likeng, who is a Minister of Posts and Telecommunications of Cameroon. She will join us on the podium

once she arrives. And we have the pleasure of having Juri Seilenthal, who is the director general of the Foreign Economic Department, welcome. And then last but not least we have Mr. Hisazumi Shirae, who is the director for technology cooperation of the Ministry of Internal Cooperation of Japan.

Without further ado I would like to first invite the BDT director Ms. Doreen Bogdan-Martin to provide some welcoming remarks. Thank you.

>> DOREEN BOGDAN-MARTIN: Good afternoon, Ladies and Gentlemen. And thank you Hani for that introduction. We appreciate you have cut your lunch short to join us for this high level dialogue on new models and approaches for scaling digital transformation. The Sustainable Development Goals promise to transform our world, bringing financial inclusion and health care and access to information to the world's poorest and most marginalized people.

We in the WSIS community know that innovative application of ICTs can greatly accelerate progress towards these vital goals allowing projects and Government programs to achieve far greater effectiveness and scale. Over the past decade Governments and global development agencies have been investing billions to integrate digital technologies in to their programs. And yet in most cases we are still waiting to reap the truly transformational results that we want. A couple of examples, in 2015 the UK department for international development reported having invested more than 1800 mobile for development apps and services. And they were funding more than 160 programs with significant digital elements.

Conservative estimates from the Bill and Melinda Gates Foundation placed digital investments at around 500 million. And the investment efforts of these two donors are far from unique.

But despite these very significant efforts we are yet to see ubiquitous scale nor have we seen major software venders tailor new products and platforms with the SDGs in mind. In July 2018 the UN Secretary-General Antonio Gueterrez established the high level panel on transformation to realize digital technologies by accelerating cooperation. And we had the coexecutive director with us yesterday in one of the sessions. It represents a major and very positive step for the UN system because it confirms what we hear in the WSIS community have known since the first global Summit was held here in Geneva in 2003. Namely that effective use of digital technologies will be absolutely vital to our ambitious development targets. And that collaboration and cooperation are key. In our increasingly multi-stakeholder complicated world no single entity can do this alone. In an effort to boost the effectiveness of efforts to build digital

development ecosystems a global call to action was presented at the UN General Assembly in September 2018 calling for a whole of Government approach to digital investment in support of the SDGs.

A whole of Government approach means taking a cross-sectoral cross-organizational view of an individual's ICT needs. This more wholistic architectural approach can leverage economies of scale that are not available when services are developed in a piecemeal fashion. The result is reusable digital services that can scale up easily and deliver a greater return on investment. We need to break down the silos. And by looking at the bigger picture and taking a fully integrated approach I believe that we will finally harness the truly transformational promise of ICT networks and services.

My only bureau, the BDT has been collaborating very productively with the Digital Impact Alliance to advance this vision of a whole of Government approach to digital transformation.

And I'm delighted that today we will be launching one of the first fruits of this very valuable collaboration, the SDG digital investment framework report. This report offers a framework to guide Governments, donors, technology solution venders and other actors that are taking a broader approach to the way that they develop, implement and invest in ICT solutions. The SDG digital investment framework is the first iteration of a cross-sectoral process, one that we aim to expand, to include all main development priorities encompassed by the SDGs. We look forward to reinforcing our very good collaboration with DIAL. And we look forward to moving towards this next step. And with that it gives me great pleasure to hand the floor over to the DIAL CEO, Kate Wilson, who is going to present the findings of this very important report. Kate, over to you.

(Applause.)

>> KATE WILSON: So in case you haven't had a chance to take a look, there is some of these over to the side and I encourage each of you to pick these up while we live in a digital world, sometimes analog and paper is quite useful for people as they try and read things late at night. So thank you very much, Doreen, and to the ITU and for all the Delegates for what is a very exciting day for our partnership which is the launch of this framework report.

But having attended a lot of conferences over the years and coming to many of these events, I sometimes sit in the audience and say well, why does what you are talking about, what's so important to you really matter to me.

So I'm going to briefly introduce what this is and what we

hope it does for countries. And then also invite each of you to engage with us as we move forward on this effort because we truly believe that we all have something to learn and we all have something to teach in this digital transformation. No single one of us can do this alone. We, in fact, have to do this together as Doreen's comments really highlighted. She talked about for 15 years how we have been investing in sort of this digital journey. And we also know that digital journey as some of her examples highlighted hasn't yet gone to scale. And I want to start actually there and talk a little bit about what this means for people on the ground and why this journey to digitalization matters so much.

As long as we talking about technology which is a tool to help us do something better in just the abstract then we lose who we are doing this for. Fundamentally every single person here is trying to deliver better services to your citizens. Whether that be long waits at a health clinic or a polling station or an agricultural cooperative, and we are fundamentally on this journey to use these digital tools and technologies to make our lives better and easier and hopefully do that at a reduced cost. So we when we talk about this publication that is the focus of what we are trying to get to. And we hope that we can take you through this journey.

And I want to talk about what this means from the perspective of a person. So I'm going to introduce you to a nurse that I worked with quite closely in Tanzania named Lucy. And so Arusha has, you know, one of the largest migrant populations between the border of Kenya. There are a number of people who are coming across and we are trying to track who someone was and where people had their immunizations for follow-ups. And in a world where we are reading about outbreaks daily and where vaccines are readily available we cannot ignore this. Most of her time is spent struggling with the fact she has heavy registries which she has to page through and try and find an individual and find when last vaccination are. The people who are waiting for those vaccinations have long wait times and partly because her staff is spending more of their time doing paperwork than doing other things. These are not isolated incidents. This is a pervasive pattern that we see. And as a technologist we always look for pervasive patterns that can identify what we will help build the next great piece of software. And then you look to solve those problems.

And that's fundamentally what this methodology is about. So in order as Doreen put it to deliver the SDGs at scale and incorporate digital technology far more effectively we all have to think a lot more creatively than we have to date in our sectorial bubbles. We are all on the journey where anyone,

anywhere, any time can receive better Government services delivered through in part digital technology. But today we live in this incredibly siloed and sectored world, we have health applications, agricultural innovations and we have financial services or educational but we are investing in them quite separately and quite distinctly. As we move to taking a whole of government approach you begin to look at where you can integrate these and connect them together. Efforts that have been undertaken by many of the panelists that we will hear from around Government I.D.s, payment systems, how you have integrated back end and rules and governance around security and privacy. These are critical underpinnings that we have to put in place in order for a whole of Government approach to take place. My dream is not that everyone in the world has technology at their fingertips, although that is something that will happen I think normally.

My goal is that the technology is so institutionalized in the way that we do our work, that we stop talking about it and we just start living it. So in order to reach this goal of institutionalization it requires as I mentioned that we identify what are these common patterns. And so what we did in this work and where we started two years ago on this journey, Hani and I and many others started with a hypothesis there was a set of common building blocks that were not sectorial specific but that could enable generic workflows and many high impact use cases and begin to identify for Government decision makers like yourselves, but quite honestly many of your colleagues in the sectorial ministries to illustrate to them how investing in a few common things across governments we can actually all save time and money and attract more private sector entrants in. Because when you were procuring for an entire Government versus procuring for a health application or an agricultural innovation, you actually get a lot more interest because they see that there is a larger market relationship that they can establish.

So how does this work in practice? So very simply we began to map sectors. We took all the work that had already been done in a sectorial level approach. There are many health enterprise architectures. Many end education or agricultural enterprise architectures. And we began to map out what they actually did. We look at the specific use cases. We demonstrated what were workflows, how people do their work and drew out and traced a common set of building blocks.

So one of the things, let's say you need to send a text message. So in nutrition you often will send a nutrition message to tell a parent here is some nutritional advice and to check on a baby's weight. In health you will send periodic

health tips in a prenatal or anti-natal environment to encourage a pregnant mother or postpartum mother to receive a set of services. What water and sanitation will send messages around where to invite, where to avoid spots of color outbreaks and what safe hand washing is. These are from the message content, they are all completely different. But the underlying technology platform that they are built on is not completely different. In fact, it is the reason that your phone or your laptop works everywhere in the world is that fundamentally it is built on a set of common components and back-end infrastructure that make it work no matter what the use case, no matter how you are going to use it. So that this unleashes for Government and implementers the ability to focus on the content and service you are trying to deliver, not the tech. And make that a little bit simpler and easier to use.

So in this work we identified what some of these ICT core building blocks were and which ones could be invested by government, and we are beginning the efforts to identify which ones already exist that can be used and reused both in other countries.

So why does this matter? So yes, it is smarter tech. And I think that's a fantastic outcome of this. But it is also a smarter investment. And I know for many of you when you are trying to convince your President or Ministry of Finance that's the part that illustrates and matters. So this is an example of one that we showed if you illustrate that there are 14 digital projects that are taking place in this country across multiple sectors, the total donor investment would be 6 million dollars. That's an average cost per person of 857 dollars per person. When that's far higher than the GDP per person of every country in the world, this is why the digital tech doesn't scale. So the total cohort at scale becomes 857 million to scale this across the entire country. It is not attenable. No one will do it. But 70% of the components that underlie this and all of these projects we found were actually common. So if you can stop replicating it and start consolidating it, you can make this far more cost effective.

A perfect real life example of this is actually the case of India, and I hope our colleagues from Estonia talk about this a bit later as well. In India they were able to drive 17 billion in cost out of procurement. This publication today what makes a report real is how people use it. So we invite all of you here today to join us on this journey, to learn more about this framework and this methodology. To begin to understand what your country colleagues who are already on this journey that will talk to us in just a few minutes, what they have found and how this experience is beneficial. And I invite each of you,

you and your citizens of your countries to actually engage with us to look for how you might be able to implement this. Thank you all very much.

(Applause.)

>> KATE WILSON: Thank you. So it is my delight to introduce my panel. I am going to let them each introduce themselves first. And then I have a series of questions for them. My apologies, my colleague had taken my questions. I am going to start with you Minister.

>> ZUNAID AHMED PALAK: Thank you, Moderator, for giving the opportunity to participate at this excellent panel. This is Zunaid Ahmed Palak, state Minister for ICT from Bangladesh.

>> HISAZUMI SHIRAE: Thank you. Good afternoon. I'm Hisazumi Shirae from Japan Ministry of International Affairs and Communications. Thank you.

>> AURELIE ADM SOULE ZOUMAROU: (Speaking in a non-English language).

>> JURI SEILENTHAL: And I am Juri Seilenthal from the Estonian Ministry.

>> KATE WILSON: I was planning to start with my colleague from Japan, but I know our Minister from Benin has to leave us for another meeting. If I could invite you to help us, sort of share with us just a bit about the digital strategy and vision for Benin and how you see a framework like this helping you.

>> AURELIE ADM SOULE ZOUMAROU: (Speaking in a non-English language).

>> KATE WILSON: Thank you. Turning to my colleague from Japan, Mr. Hisazumi Shirae, in yesterday's opening session you said that Japan is really proposing this concept of Society 5.0 to scale digital transformation. What kind of efforts are you making in Japan to really do that? And how do you see that aligning with what we have been discussing here this morning?

>> HISAZUMI SHIRAE: Thank you. So Japan advocates the concept of Society 5.0 because we believe sustainable community and nationally scaled information will lead to the vitality of the whole country. But this idea has not yet penetrated the local regions in Japan. So I would like to introduce the policy to achieve the local communities in the age of -- in the age of Society 5.0 that we are kindly working on in Japan.

In order under IoT are used mainly in the field of manufacturing. We are trying to extend the use to all fields to achieve economic growth and aforementioned of healthy society of social reform. By instituting science and technology in all areas we tried to strengthen business development and to improve the quality of services. Society 5.0 is a new quality of science. We define the Society 5.0 it is a society that provides all necessary things and high quality services to all

people. A society where people can live actively overcoming age, language. We believe that local communities is quite important to achieve Society 5.0. Not only Society 5.0 it is in the -- meaning to the I think SDGs.

There are several things we have to work on to revitalize local communities. First we have to secure a place to work. Second we have to secure life services. And last but not least we have to accommodate young people's desire to change their living environment.

Enjoying the safety and security in the local community is also important. It includes maintenance of infrastructure, contributing to disaster prevention, securing of human resources capable of responding to disasters and promotion of proper management infrastructure. I think concept sharing is necessary for the achievement to the local community in the age of next society.

So therefore we will carry out the two-way information exchange by sharing examples of cases of contribution to SDGs through the implementation and the introduction of innovation technologies. That is we called SDGs by ICT project with the regards of each community and by receiving the best practices and policy proposals from local public organizations. In addition, Japan is comprehensively supporting the research and development on regional implementation of new ICTs. Specifically, we have advanced and standardized technology while serving social issues through repeated field trials by identifying the needs of local Governments and users.

Also in order to materialize the contribution to SDGs we have decided to have important pilot project for digitalization by identifying sectorial -- sectorial issues in areas such as infrastructure, health care, education, food and agriculture. So to achieve the creation of Society 5.0 we need to promote efforts to construct common platforms in cooperation with industry, academia, Government and related ministries and agencies in the local community.

Thank you.

>> KATE WILSON: Thank you. So Mr. Zunaid Ahmed Palak, helping provide new access to information and any sectorial examples that you might have -- that have taught you to sort of take this larger approach.

>> ZUNAID AHMED PALAK: Yes. Thank you very much, Kate, for giving me the opportunity to share some of our success for stories and some of our homegrown solutions for achieving the digital Bangladesh. So let me just give you the background for achieving the digital Bangladesh. The Honorable Prime Minister, she envisioned to build digital Bangladesh. In 2008 12th of December when she declared to build digital Bangladesh at that

time the Internet penetration was very much low, only 5 million Internet users we had at that time and also there was merely one or two digital services were there. And broadband connectivity was not available outside of the capital.

So that was the scenario just ten years back in Bangladesh. If I want to tell the story of transformation of digital Bangladesh I would like to cite four of the pillars which we have actually identified for achieving the digital Bangladesh. So No. 1 is human development. What all of our friends from different countries have already mentioned about what is the necessity for developing the human resources basically especially for youth people. And the second is digital Government services. Third, connectivity for all. And fourth, ICT industry promotion. So if I want to design any digital service for any citizens, so we are considering three different models. Like we are designing all of our digital services for three categories of citizens. Like digital natives who are young and tech savvy generations bring up with the technology. The second is digital adapters. The middle age like -- at the level of individual for us -- minority who actually stay away from the Internet and they don't want to actually use the Internet. So we are designing these three different targeting groups. And what we actually have done in the last ten years for the digital natives we are developing the Mobile Applications. Already we have introduced 500 Mobile Applications. So that all these digital natives they can have all kinds of services at their fingertips.

And the second category like digital adapters like us we can browse websites and we can take help from the line. So for those people who want to adapt themselves we have available 43,000 websites. This is one of the largest national portals, Government portals in the world. Two-thirds of our population who live in the villages. So we have to count on our strategy and planning and that is why we have set up more than 5,000 digital centers. Most of the village growth centers are covered. So our strategy was a bottom-up approach.

So the Honorable Prime Minister, she always encouraged a bottom-up approach is that the villagers should not be left behind. From all these 5,000 digital centers people are getting more than 200 types of services. And we have a target to introduce another 500 services in the next two years by 2021. And 2,000 more services will be available online by 2023.

So these are the achievements what we have done so far. And what we found that if we really want to transform the whole digital services, we need to have a digital I.D. which is very viable. And we have done it successfully, 100 million digital verifiable I.D. we have distributed among the citizens.

Second is the national enterprise architecture which is an interoperable framework. So we have done successfully a study and we got the award from the WSIS. And now we are one by one we are adding all these services according to this national enterprise architecture and interoperable framework. And third is the national data center. You cannot host or you cannot deliver the services. And the fourth is data protection. Like when you are digitizing all of your data, all of your services the protection of the data is very critical. And fifth and most important thing is capacity building. And so far these are the achievements what we have done and definitely I would like to share some of our like thoughts and future planning, if you give me another chance to speak. Thank you very much.

>> KATE WILSON: So turning now to the experience of Estonia, I think if you are looking for the poster child basically of a country that has taken a digital transformation budget and had to do it on a low budget and take a vision and implement it, I always think personally of Estonia. And I was hopeful that you might be able to share with us your experience in setting up public services and what was the motivation that really encouraged that whole of government approach and what were some of the political will power because we talk about people might understand they should do it and find the financing for it, but it is the political will that drives it forward that you have a great story to tell.

>> JURI SEILENTHAL: Well, thanks, yes. Well, why I believe this is maybe pertinent to the audience is that in that sense we were in a very similar position to most of the audience that, you know, there was always this question where -- where will the money come from, because more than 20 years we can check the statistics yourself, but we were maybe not a poor country but certainly a lower/middle income country. And now the situation is totally different but that's when we started and maybe by sheer luck that turned out well. Nobody ever discussed to creating one super state database that -- which would hold everything in one place and which would be the solution. So our architecture is decentralized. And in that sense it has naturally evolved. We discovered that there were already Government institutions that were keeping some kinds of databases, for example, the tax board was extremely interested in having updated information and getting information in as quick as possible.

And then these were clearly the motivations and tax authority was even motivated by the fact they could earn more, they could develop more. So this, of course, made them eager to become as effective and I believe during the process they have also been ranked as one of the most effective tax collectors in

the world as amount of money for upkeep compared to what they are able to collect, doesn't make them popular but certainly effective. And the other reason was that we had big international IT companies offering their almost readymade solutions to us. But again financial restraint was there. That's why quite a lot is based on open source. That helps with the trust issues. And those are literate in IT can have a control over what's happening. You also very rightly pointed out there has to be a government decision. We were lucky from the Government in the '90s. At least one of them may be not fully understanding what the whole decision involved but very strongly supported.

So there was a huge drive now 20 years ago to make the Government sessions paperless. And we still had at that time some of the paper industry remaining. Why not use the paper if we are reproducing our work, but, of course, the key question is not the paper which is important but it is the speed of decision. Plus from the aspect of, for example, the foreign Minister who travels a lot if he has access to Government materials without getting to paper but through online means he can stay in the picture because otherwise the foreign Minister would be handicapped.

You need to invest in to the whole system. Computers used to be way more expensive. Government has a clear policy in investing in Government institutions. And they would be able to adopt the solutions but also it was very important to have the support of the wider public and then realize very quickly having an option of supporting everyone or having a computer actually wasn't financially a possibility and our solution which fit our situation was public access points.

We had a specific traffic sign was a blue background and indicated where is the local public Internet access point which is important for people who didn't have access to a computer and Internet at work. And in our case it was rural places either in schools or public libraries because we had an extensive network of public libraries. And this indicates has to be somebody who takes care of it. IT systems you think they work by themselves but there is always somebody who is looking after them and keeping them safe.

Also what helped us was that I think we have very open minded Parliaments at those times. So quite a lot of the laws needed because I think this will be the same in every country to have a public system running. You have to have a legal framework for it and quite a lot of laws passed rather fastly. And in hindsight I think we didn't do any major mistakes. But nowadays we would probably come with the same laws, I think Parliament would want to debate the privacy issues much longer.

The specific institutions who manage data which is relevant to their work. Land register is responsible for land register database and security and up to date situation and so on and so on. So the bank accesses the person's personal data and what are his land titles and rights.

And then you also ask about fraud. I started to think back. A person had a supply for data and that can always happen but in Estonia's case we can't claim savings from avoiding stopping massive fraud. But I think it is nowadays also that everything is basically verifiable. I think it is a good deterrent for future possibilities. And I have heard from some of our IT companies that work in Developing Countries that their clients have been extremely happy. In some cases they have been able to track down those workers who are deriving salaries from three or four workplaces but not doing three or four jobs. But in our case yes, that -- I would say the economics came mostly from the safe time and on both sides of the equation.

From the Government side, making the public sector operations much quicker. We for a long time have believed a solution you can do more for less. If you make the work processes more effective and also from the side of the citizens. You have to sell it and we have used it. But we claim one of our previous Prime Ministers used a claim that the average Estonian saves two weeks, 4% of one's time every year because they don't have to go to Government institutions and go to banks. They can do it either at the home or at office desk, stating the work and at least plus since you do the operation yourself from the computer to a large extent you also save the other public servants or the bank less time at the same time. So you only have to verify. So that would be my answer to you. Thank you.

>> KATE WILSON: Thank you. So the Minister has to leave for a meeting with the Secretary-General we understood from the beginning but we want to thank you. Thank you very much.

(Applause.)

>> KATE WILSON: So before -- I have some other questions, but I wanted to make sure that we could have this be as interactive as possible. Would you like to ask any of the panelists any questions regarding the remarks to date before we move on to a next set of questions? Yes.

>> Hello. Can you hear me? So I have two questions. One question is to Mr. -- Japan. So the question is that regarding this Society 5.0, it is a very interesting term. So can you please explain a bit what is exactly the Society 5.0? And another thing actually how -- what is the timeline? I mean do you want to implement this Society 5.0? Is it in line with SDGs? And what is the timeline? And my question is that what were left after Society 5.0 that society has to solve?

So this is the questions. And I have another question also to Bangladesh. If you could explain a bit because in the policy level there is some kind of movement I think that everyone knows that, this monopoly of big industry, like Google, Amazon are big industries. And as a policymaker has a responsibility to take care that it said okay, SME and women, because big company and man can take care of themselves, but SME enrollment cannot take care of themselves. What is the policy in Bangladesh for woman and SME?

>> ZUNAID AHMED PALAK: Thank you very much for your excellent question. We are all facing this monopoly from like very few companies globally, like Google, Apple, Amazon and also Ali Baba. They are trying to capture the whole market. This is the platform. This ITU and WSIS Forum where we are sharing our Government thoughts and also we need to collaborate and we need to understand the whole scenario. So I think we cannot face it alone. We have to collaborate and we have to face it unitedly.

So for that reason, you know, that recently the European Union and many other European countries they actually came out with new policies and also in Bangladesh and many other Asian countries are also taking some measures on how we can actually not control. We want to mitigate and we want to also give the space and scope for the other startups so they can come. But at the same time I also would like to share some -- my position on it, that is I don't want to actually just regulate them. But also I would like to use their platform because you see, by using the Google Youtube or Facebook platforms many of our startups they are introducing the new products and new services. I think we should think in both ways.

So the one thing is you should actually give them some information. They should regulate themselves and also from the outside and the international platform like ITU and WSIS we should collaborate and share some of our thoughts. And we should come with a united approach.

And the second question I would like to respond like for SMEs in Bangladesh we have done a lot of initiatives from the ICT division under the supervision and guidance of ICT advisor. We have set up innovation, design and academy. We are going to register one limited that is startup Bangladesh limited company. From that company we are allocating seed money and funding for the startups and small and medium enterprises. We are providing working space and offering coaching and mentoring support to our young entrepreneurs and small and medium entrepreneurs. How we are providing support to the women, you know, that Honorable Prime Minister, she is the champion for women empowerment. So what actually she believes that is, if you could provide the financial support to the women, if they are financially solvent,

then women empowerment is possible. That is the main strategy from the Shaker's Government in Bangladesh.

From the ICT division we have introduced many training programs for women. Philosophy of regulation. We have introduced a new project. Under that project we are developing 10,500 women entrepreneurs will be the entrepreneur in IT field and maintenance engineer and promoting our women come in BP sector to make them like self-independent. Thank you.

>> KATE WILSON: Before I turn it over I -- I just want to make one comment on that and to -- far less of a politician than I am a technologist. Help translate between the needs of Government and private sectors and many others. One thing that's pretty critical to keep in mind technology companies, whatever scale they are, you know, believe in the platform economy. Fundamentally what their business model and economic structure. It is far more about where does their business model begin to make sense. And when it makes sense is when it is at scale. It is less from sort of nefarious purposes than it is often from the construct. It is more powerful and far more effective and far safer and secure and far better when it is actually at scale. With that said, you know, to allow -- because every one of those companies started quite small and had to overcome other things to get to where they are as well. And it is that network effect that actually has taken place.

So in order to do that, in order to counterbalance it is actually when countries come together as you do in this Forum and many other things that drive the requirements that are in and that's in part why we are advocating for this approach is that you can drive requirements and standards and changes based on needs. But Bangladesh along or very few countries cannot do it. Very few countries can because the market just isn't large enough. And as somebody who used to do that for one of the companies which was forecasting what markets we would enter it was always based on how large was the potential market and where -- was there interest in adapting the platform. And so if you can create enough demand not only by banding together within a country but then across countries on those requirements you can see true change. It is far more effective and productive because it is about shareholder value at that point than pure regulation is.

>> Definitely for me it definitely have to be addressed on the local and national level. And obviously have to be addressed on the global level. Thanks.

>> KATE WILSON: Thank you.

>> HISAZUMI SHIRAE: Three questions. It is a difficult question. Society 5.0 just concept to -- it is like arithmetic

society in Japan. Not only Japan but all global societies. So but we need -- we have not -- we don't have that timeline to the Society 5.0 but each ministry or each regulatory is -- have breakdown. So which technology we should develop to research of which regulation is changed to the regulated. So the -- so totally timelines we have no timeline. But each division have a timeline of own -- own territories. So after the 5.0 I don't know where -- yeah. But I think -- it is only 5.0, 10.0, I mention the ultimate figure to the society by ICTs. So we need that concept to the goal is need to the -- like SDGs. I think the SDGs is next remedy. So the -- I mentioned it is important to share the concept to all people within the -- among all people. We need work to end. It is not only Society 5.0. It is not only SDGs. It is okay. But we need to share the concept to the future. Then we define the 5.0. It depends on the globe and national. We need sharing the future figures to the core. So then we, Japan, advocated just only 5.0.

>> KATE WILSON: The gentleman in the back had a question.

>> Good afternoon. I am the CEO of the National Federation for the Deaf People in Colombia. More than a question, it is an opinion for all the panel and for all of you here on the floor. The SDGs has -- slogan is to leave no one left behind. Leave no one behind. And the fact we are talking about this, ICTs of every country didn't take in to account the people with disabilities. The ministries of ICTs think that people with disabilities, health care ministries or welfare ministries but this is an issue of that ministries. But people with disabilities -- it is still an issue of ministries of ICTs.

We the deaf people interact as information, we -- communication services. So they can access the information. If we can -- disaster areas or in an emergency, communication services, so we can assign a background to the Internet. And in Colombia we do have a center, communication relay service, but in our countries the deaf people don't have, because in the Governments they show security approach or a charity perspective. They think that deaf people need hearing aids. Wow. It is not about this. We need access to information. We need access to that technology.

So what I am saying here is for the entities or the Governments, this is a matter for language. As they are discussing in the other room it is like -- it is like (inaudible). There are more than 100 sign languages and we have learned sign language worldwide. But most people do not understand sign language interpretation services because they cannot -- they can read or write. But the ICTs for us for the deaf people it is a big issue. But with SDGs, it is transversal issue for every one of us. They must understand that. When we

are talking about the emergency situations, disaster situations, how can deaf people access to interpretation services? For you to have Minister of ICTs to get a (inaudible). But ITR has a Resolution, that 17 Resolution in 2016. If this Resolution the ITR said to the Government, encouraged Governments to establish their own telecommunication relay services or you can find correlation F930 about the telecommunication services, its regulations. It is something transversal not only for the health care system or welfare system. Thank you very much. It is a reflection for everyone on the panel. Everyone on the panel.

>> ZUNAID AHMED PALAK: Thank you very much friend from Colombia for raising this excellent and important issue before the panel. From Bangladesh I would like to respond to some of your questions and comments how we can actually provide necessary support to the disabled or specially abled people by using ICT. I want to respond to your question with my business card. If you look, we have actually used the Braille technology in this card. So that it is an inclusive card. So you can easily transfer the data by scanning the QR code, the back side. And also the front side just below of my name. There is a Braille technology what we have used. So that any blind people can actually recognize my name and address. So this is what is -- we are taking the approach from the ICT division. And I have already mentioned about the philosophy for achieving the digital Bangladesh vision. What Honorable Prime Minister Sheik took is inclusive development strategy we are taking a bottom-up approach. So we don't think that only social welfare ministry or health ministry is the main responsible ministry or agencies for providing the support for the disabled people. We believe that we have a lot of things to do from the ICT division and that is why from the ICT division access to information program we have introduced the Braille technology for the blind people. And every year the Honorable Prime Minister distributes millions of textbooks to the students. And we also introduced the Braille books for the blind students at the same time.

And also we have taken another project, very important pilot project for disabled people. We called it ICT training for youth with disabilities including NDDD. So across the country we are providing two months', six months' training for physically, special abled people so that they can actually learn tech and they can operate computers. They should have access to the Internet and technology. And also they are making themselves ready for the digital world. And we have a very success story that every year a huge amount of disabled youth delegating jobs in different IT companies. And we organize a job fair for the disabled included entities 1st of January every

year. Under this pilot project we are providing trainings initially. And we are also creating the central database for the disabled people. And we are going to introduce a central job portal for the youth with disabilities so that all the companies not only from the ICT sector, from all the sectors from Bangladesh they can actually communicate with the youth with disabilities including NDDD.

And the last thing I would like to share with you that we are developing many games and Mobile Applications and also we are encouraging our young researchers and tech entrepreneurs to come up with some new solutions like text-to-speech, speech-to-text so that every website should talk, every website should be accessible to all the disabled and the specially abled people. So these are the initial projects and initiatives where you have and definitely I would love to hear from you more advice if you could provide me, definitely we will try to incorporate all of your suggestions in our future plan. Thank you.

>> KATE WILSON: Great. I was hopeful that you could build just a little bit on that and talk about what Estonia has done from a policy perspective whether that be on inclusion such as the Minister was talking about or in different aspects to really drive forward kind of the whole of Government approach. And what things have you seen that have been pretty critical to do in that case.

>> JURI SEILENTHAL: Well, first I thought you will ask me reflections on that comment and then I --

>> KATE WILSON: Please provide those.

>> JURI SEILENTHAL: I tried to Google and I have to say I didn't find good results. And I can't refer to them from heart and I think that's one of the deficiencies. State audit offices pointed out availability of e-services, especially to people who are blind but also to those who are deaf or mute. That's also one of the issues because I think in the two last cases also using any kind of help assistance is not so easy on one's own. But well, I would still come back a bit that, you know, I think the solutions have to be tailored to the local culture. I already mentioned the laws but the culture drives you to the point where the key will be the local ownership. I mean it is the Government or the people will do it for themselves and that's why they will also know how to do it best.

And now when you are asking about the uptake I think one of the things there is always resistance to new things, especially if you are of the belief as most people are the things that function. Good or bad but somehow you have found a way how to function. If somebody comes with a new and right idea you are psychologically inclined to find the hook. All the services have to be also available in the paper form. And I think

personally it is economically hugely ineffective, but I think it is a necessity.

Once again these percentages you have to be very careful. It is more than 99%, but that's from the monetary volume. There are still people who have to do things on paper because they can't do it online for disability reasons or somehow feel they don't trust the new system. But I think that's the threshold. The rest have either been able to do it or found out it is more effective to do it in a more modern way.

One of the things to have the legitimacy I think is to still provide an option for those who want to follow the old way. So you can't -- at least in Estonia it is hard to force anybody to do anything. And then the other thing that helps is training. The colleague from Japan mentioned old people. And we had the same dilemma, but one of the things we did, local Governments did, pensioners did is computer clubs, taught the basic skills. We started more than 20 years ago.

So actually most of those people who are on -- in retirement nowadays when we started was still working somewhere. And if it was a public sector it was in that sense almost obligatory, I couldn't perform a majority of my functions as an e-servant. I don't have this paper option open to me except as interact as a citizen to Government. We have a very small country. We are a country of one million. But even in that case we have found that actually these effective was to develop our own services in our own language. And due to our peculiarity since we are an occupied country and left with a huge population which doesn't speak Estonian and most public services have the Russian language option for consumer of services available. And we have tried also to add the English language option. We are running a three-language system. I am not ready to wrap my head that others would up to date and so on but that's the effort.

All basic things would be available. So I would say that actually the size of the country and the market in this case is probably not the one that's going to be a hindrance, but I recognize that for the big IT companies they have data of 500 million available, that's an issue. And maybe another issue to address is trust. And surprisingly but the privacy and trust were not huge issues in Estonia because we knew that the paper system didn't guarantee that. But I think there was quite a lot of flexibility and support from the part of the population, but we also recognize that this time is more or less over. The younger generation has very different views to it. I notice that from my own kids. If they access somebody's data that was not related to their work, if the police database -- we have officers who have been either punished or go off the job for and the same for tax authority. You have access to the data, but if

you want to see what your high school sweetheart is making nowadays and it is not on your file, it is an offense. And the Internal Order is policing that.

For the last year people have been able to check who has checked the data. Everything that happens on it leaves a trace. What we have done we made it public. So we can see who has looked at your data. And if you have a question about that, you can send an inquiry, and the state institution is obliged to respond why they have looked at your data. It is not that, you know, you can just be curious. And you just have to train people about it. And since people know it deters most people. They don't do things like that. I don't know if it went in the direction what you were looking for.

>> KATE WILSON: Absolutely. Fascinating in part and I think it harkens back to what I said we all have something to learn and each of us highlight something whether that be our approach to inclusion. The gentleman over here I noted had a question. And then I would like to ask you a question.

>> Thank you. I am from Bangladesh. I run the access to information program. I would like to take a minute to supplement a lot of the things that we are doing as far as Persons with Disabilities. So we are taking a whole of Government approach and what we have noticed is that policies alone are actually not enough. You need to have demonstration effect and also need to have specific projects and initiatives that need to work with different ministries. For instance, we are working with the Ministry of Education to digitize or rather create digital talking books. So we have about 220 textbooks that are converted in to books that speak for you. And we have about 10,000 people in the school of education system who are visually challenged but we have 3 million people who are outside of the system. So the Braille books go to only the visually challenged students in the school system but the digital talking books are available in the market. And they can reach out to a far larger population. We are working with one University to make it a completely inclusive University. And that actually looks at many different forms of infrastructure, policy, capacity development, curriculum and all of that. We are working with the Ministry of Social Welfare to digitize the allowances for the Persons with Disabilities.

So previously they would have to come to a location to pick up their allowance and now they get it delivered to banks or mobile accounts. Working -- we are working with the cabinet division to make the 43,000 websites of the Government accessible. All websites are becoming accessible. Mostly accessible now but there are some in many different areas. We are seeing that specific initiatives with multiple ministries and tieing them

together makes far larger impact because there are also competition. We set up what is called an innovation lab with the Ministry of Science and Technology. And what that does it is looking at over a hundred types of innovations and about ten of them are targeted for Persons with Disabilities, visual disability, physical disability, learning disability, many other types.

So we are seeing that tied to that innovation fund is also bringing in a lot of ideas from the society. And a lot of what has been done is attributable to a colleague of mine who is visually challenged and because of the personal stake he has he is actually driving all those changes within the Government. Thank you.

>> KATE WILSON: So I was hopeful that we could turn back to Japan 5.0 and see where there are analogs as we end our time together, your significance of Japan 5.0 and the digital investment framework that we have proposed and where do you see this type of framework being useful for the Government of Japan?

>> HISAZUMI SHIRAE: Thank you. So I think I have a feeling our working towards 5.0 is basically found on the same idea as one of your SDGs digital investment frameworks. So I think the Government showed direction, a commander and make necessary accommodations among communities of best and worst practices based on previous cases and opens a path for the regions behind. If -- SDGs must be introduced efficiently and effectively in each region for achievement in the whole country. This is a reason why Japan is focusing the -- up to the local level first. One possible preference between your work under this framework may be the application effort. We place emphasis on bidirectional exchange with local communities. So you may have heard -- Kaizen, it is originally from the multiple companies, but Japan has a culture that varies ingenuity because people in the field know the misuse in the project the best.

So we think that framework should not come from setup but be created from the bottom up based on needs on the site. My colleague from Bangladesh mentioned and should be improved through repeated field trials and people onsite. That is the reason why we value bidirectional information. Thank you.

>> KATE WILSON: Thank you. I was hopeful that you might be able to help us with as we sort of conclude our panel today, talk a little bit about how you see the investment framework potentially being useful or aligning with your approach.

>> Thank you. What I actually believe that the main challenges or if you consider it as an opportunity or potential that is the capacity building and collaboration. And I would like to just share some of my thoughts like if we really want to overcome all these challenges, we have to provide high speed

Internet connectivity to all.

So that is the basic needs, the basic conditions for taking this whole of Government approach for any of our countries. So that is why -- because you see all of the towns, like capital cities, the private sectors, they are interested to provide high speed Internet where they have the potential for their business and they have the profit. But when the Government, they are requesting to any Internet service providers to go to the village level they are not actually interested. They are quite a bit reluctant about going down to the village and from the Government side. What we have actually done in Bangladesh we took the public/private partnership approach. And because of our making high speed Internet available to the villagers we are investing in this kind of project so that the Internet should be available to the villagers. And for making this information connectivity level we are giving the responsibility for operation and maintenance to the private sector. So this is how we are making this partnership model for introducing and providing Internet, the fiber optic high speed fiber available to the village.

By next year most of the villages will be covered by the fiber optic cable. The most important challenges what we have the technology evolving every day and the pace and rate of changes is very fast. So to come up with all these changes we need to like build our capacity among the Government and to keep up with all these recent changes. We need collaboration more with the private sectors and universities academia, how we can actually keep up with all these changes. So from the ICT division, we are trying to have a partnership with academia and the business leaders, industries and also international collaboration. I think this is the main things what need to be done that is the capacity building and the collaboration.

>> KATE WILSON: And so I want to thank all of our panelists and thank all of you for staying with us through this. To me some of the main themes that I heard and I think that you all drove out or pulled out was the fact that we really need in translation between multiple types of sectors. Sometimes we talk about it in terms of language. And we have a huge growth curve there in terms of making sure that the technology is inclusive for all. And that we are translating not only amongst multiple languages and types of communication. And we have the translation between what people understand and all of our colleagues highlighted the need for trust, increased trust of citizens and the systems which are coming in place, but as well as building trust in from the very beginning. I think all you highlighted the need for time and that citizens are in different places of that from the very young to the very old, and that we

need to make sure we are including everyone in that. And I think last but certainly not least is really setting up the concept of teamwork or collaboration across all of these groups and training.

And that unless we actually can encourage this growth of digital capacity and human capital within all of our countries we will never achieve a fully inclusive society. Thank you so much for your time. Take a copy and download the report that we have developed. We need the engagement of your countries with us. We are looking to find lessons such as my colleagues offered today of what has already been done and then helping to really share that because truly we do all have something to learn and something to teach. And I today learned a tremendous amount from my colleagues. So thank you all so much.

>> Thank you.

(Applause.)

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