



WSIS+15

VIRTUAL FORUM 2020

Starting on 22 June

Final Week 7-10 September 2020

WSIS Forum 2020

Outcome Document

International
Telecommunication
Union
Place des Nations
CH-1211 Geneva 20
Switzerland

www.wsis.org
www.wsis.org/forum

ISBN: 978-92-61-25151-2



Printed in Switzerland
Geneva, 2017

WSIS Forum 2020

Outcome Document

Fostering digital transformation and global partnerships: WSIS Action Lines for achieving SDGs

(Draft as of 29 October 2020, visit for
<https://itu.int/go/wsis2020outcomes> updates.)

Disclaimer

Please note the WSIS Forum 2020 Outcome Document is a compilation of the outcomes of the sessions (Thematic Workshops, Country Workshops, Action Line Facilitation Meetings, Interactive Sessions, Information Sessions and Policy Sessions) submitted to the WSIS Secretariat by the organizations responsible for their respective sessions. ITU does not hold any responsibility for the outcomes provided by the organizers of the sessions for the WSIS Forum 2020.

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WSIS Forum 2020: Introduction

After careful consideration and in light of the global health crisis and pervasive travel restrictions, the co-organisers decided to hold the WSIS Forum 2020 in a virtual format. The WSIS Forum 2020 strived to create a meaningful virtual experience for WSIS stakeholders and to scale the event to reach a wider audience. The Forum is an open and inclusive space for all, harnessing the potential of ICTs and accelerating the achievement of the SDGs through the implementation of the WSIS Action Lines.

For the last 15 years, WSIS Forum has proven to be an efficient global multistakeholder platform that is open and inclusive for all to exchange knowledge and information, enhance collaborative networks, and to share best practices in the ICTs sector.

The outstanding outcomes also manifested in a good regional and gender balance participation, which show the positive energy and commitment towards the WSIS Process and the strengthening of WSIS implementation activities to achieve the SDGs.

"This year is also special because it marks the 15-year milestone since the creation of the World Summit on the Information Society. This period has seen a remarkable growth in the use of digital technologies, transforming people's lives around the globe," said ITU Secretary-General Houlin Zhao.

WSIS Forum 2020 was also an opportunity for partnerships to be forged and valuable tools and initiatives to be launched. The full list of Official WSIS Forum 2020 Outcomes Documents and Publications are available on the WSIS Forum 2020 website (www.wsis.org/forum):

- WSIS Forum 2020: Outcome Document
- WSIS Forum 2020: High Level Track Outcomes and Executive Brief
- WSIS Action Lines Contributing towards Accelerated action and transformative pathways: realizing the decade of action and delivery for sustainable development
- WSIS Forum 2020 and SDG Matrix
- WSIS Stocktaking Report 2020 (Global)
- 6 Regional WSIS Stocktaking Reports 2019-2020
- WSIS Stocktaking: Success Stories 2020 (WSIS Prizes 2020 Winners)
- WSIS Stocktaking ICT Case Repository: The Coronavirus Response Special Report

The Forum also included the announcement of the [WSIS Prizes 2020](#) winners and champions, which represented all seven continents and all WSIS stakeholder groups. In addition, the winning

entries of the WSIS Forum Photo Contest 2020 were unveiled, highlighting how ICTs are playing a vital, enabling role on the road to achieve the SDGs.

WSIS Forum 2020 was made possible through the generous support of its strategic partners:

- United Arab Emirates - Platinum Partner
- Saudi Arabia (Kingdom of) - Gold Plus Partner
- Switzerland (Confederation of) - Partner for Specific Activities
- Japan - Partner for Specific Activities
- The Institute of Electrical and Electronics Engineers (IEEE) - Partner for Specific Activities
- Internet Society (ISOC) - Contributing Partner
- Rwanda (Republic of) - Contributing Partner
- The Internet Corporation for Assigned Names and Numbers (ICANN) - Contributing Partner
- International Federation for Information Processing (IFIP) - Supporting Partner
- Global Coalition on Aging (GCOA) - Supporting Partner
- University of Geneva – Geneva Tsinghua Initiative - Supporting Partner

The concrete outcomes of WSIS Forum 2020 will enable stakeholders to strengthen implementation of WSIS Action Lines and the alignment of the WSIS and SDG processes, and include among others:

- UN Group on the Information Society (UNGIS) reiterated commitment to the WSIS Action Lines implementation and alignment of the WSIS and SDG processes, with contributions to the High-level Political Forum (HLPF) 2020; submitted a written contribution and held a side-event at the HLPF 2020 (www.ungis.org). UNCTAD assumes the Chair of UNGIS for the year 2020-2021. As the current Chair of UNGIS, UNCTAD has initiated a Dialogue on the Role of Digitalization in the Decade of Action to raise awareness of both the importance of digitalization in achieving the SDGs and of the unique opportunity that UNGIS presents for more effective collaboration in this area within the UN System.
- UN Regional Commissions organised a series of workshops to highlight the regional activities in implementing the WSIS Action Lines for the Agenda 2030 Sustainable Development Goals. Many announcements have been made calling on all regional partners and stakeholders to join forces and collaborate in joining upcoming WSIS-related events and activities. WSIS will continue to be included in the UN Regional Coordination Mechanisms and WSIS4SDG will become one of the pillars of the regional SDG Forums. UN ECLAC was nominated as the Chair of the WSIS UN Regional Commissions group for 2020-2021.
- Dominican Republic, Chair of the WSIS Forum 2020, has been nominated as the Chair of the ITU-Group of Latin American and Caribbean Group (GRULAC).
- Launched the first ever ICTs and Older Persons track at the WSIS Forum 2020. The reference of this activity was included in the Secretary General Report “Follow-up to the International Year of Older Persons: Second World Assembly on Ageing” submitted pursuant to General Assembly Resolution 74/125. Para 42: Another barrier to the participation of older persons in the labour force are labour markets that do not offer the flexibility that would benefit older persons. Offering flexible and part-time work arrangements, which are highly valued by older workers, as well as exploiting the potential of new digital technologies, including robotics and

artificial intelligence, to support employment among older persons can incentivize older workers to extend their working lives. While information and communications technologies (ICT) have become ubiquitous in the economic and social life of both developed and developing countries, digital divides continue to prevent ICT from achieving their full development potential, particularly in the least developed countries (see A/75/62-E/2020/11). Highlighting the importance of older persons as a cross-cutting topic, in 2020 the World Summit on the Information Society Forum, for the first time, has dedicated a special track to older persons and ICT. In collaboration with relevant stakeholders, the new track will address the role of ICT in combating age-based discrimination in the workplace, achieving healthier ageing, building smarter cities, ensuring the financial inclusion of older persons and supporting millions of caregivers across the world and in digital inclusion across the generations to enable the Decade of Healthy Ageing 2020–2030.

- UNDESA has launched United Nations E-Government Survey 2020. Since its inception in 2001, the United Nations E-Government Survey has become an indispensable “ranking, mapping and measuring” tool for policymakers and analysts engaged in comparative analysis and contemporary research on e-government.
- Strengthened the engagement with ITU Study Groups in line with the WSIS Process
- Ministerial Round Table participants committed to bridging the digital divide and connecting the unconnected.
- ITU and University of Geneva collaborated for the virtual Hackathon through the [Open Seventeen Summer Challenge](#).

]

Open Consultation Process

The Agenda and Program of the WSIS Forum 2020 were designed in collaboration with the multistakeholders on the basis of official submissions received during the Open Consultation Process (OCP) on the thematic aspects and innovations of the format of the WSIS Forum 2020.

The process aimed at ensuring a participatory and inclusive spirit of the Forum. This process actively engaged governments, civil society, the private sector, academia, the technical community and intergovernmental organizations in the preparatory process to ensure broad ownership and further improvements of the Forum. The 2020 WSIS Forum (WSIS+15) provided an opportunity to serve as a platform to track the achievements of WSIS Action Lines in collaboration with the UN Agencies involved and provide information and analyses of the implementation of WSIS Action Lines since 2005.

The Open Consultation Process for the WSIS Forum 2020 was structured in six phases and included a collection of inputs from regional and national WSIS related events.

The Open Consultation Process for the WSIS Forum 2020 was structured in the following six phases:

Phase I: Opening of the Open Consultation

The virtual launch of the open consultations took place on Tuesday, 4 July 2019, 16:00 – 17:00.

- Presentation
- Open Call for High-Level Track Facilitators
- Launch of the WSIS Photo Contest 2020

Phase II: 1st Physical Meeting

The first physical meeting of the Open Consultation Process was held on Thursday, 20 June 2019, 17:00 - 18:00 at the ITU Headquarters, Geneva, Switzerland.

- Agenda
- Presentation

Phase III: 2nd Physical Meeting

The second physical meeting of the Open Consultation Process was held on Wednesday, 27 November 2019, 15:00 – 16:00 at the Estrel Congress Centre, Berlin, Germany during IGF 2019.

- Meeting details

Phase IV: Third Physical Meeting

The third physical meeting of the Open Consultation Process was held on Friday, 7 February 2020, 15:30 – 16:30 at the ITU Headquarters, Geneva, Switzerland.

- Agenda

- Presentation

Phase V: Deadline for Submissions

The deadline for submissions was on Monday, 3 February 2020.

Phase VI: Final Brief

The final brief meeting of the Open Consultation Process was held on Friday, 28 February 2019, 14:00–15:30 at ITU Headquarters, Geneva, Switzerland.

- Agenda
- Speech by the ITU Deputy-Secretary-General
- Presentation

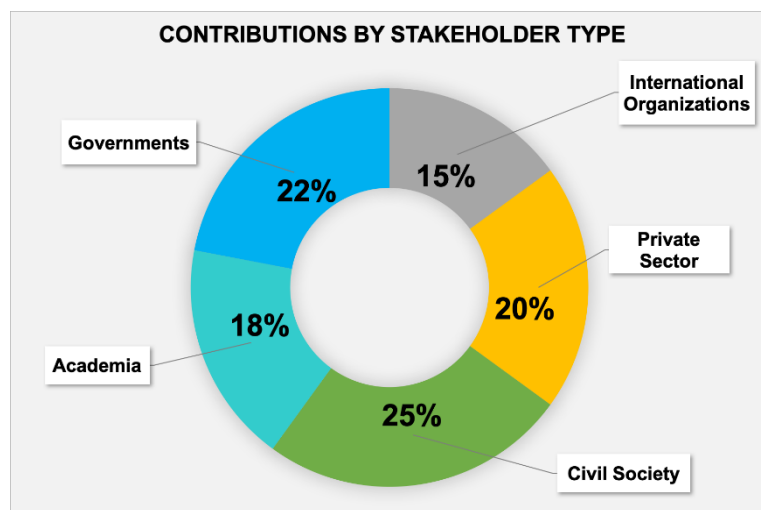
Special Briefing

A Special Briefing to all Stakeholders on the Virtual Format and Programme took place on Thursday 28 May 2020, 14h00 – 15h00.

- Presentation
- Recording

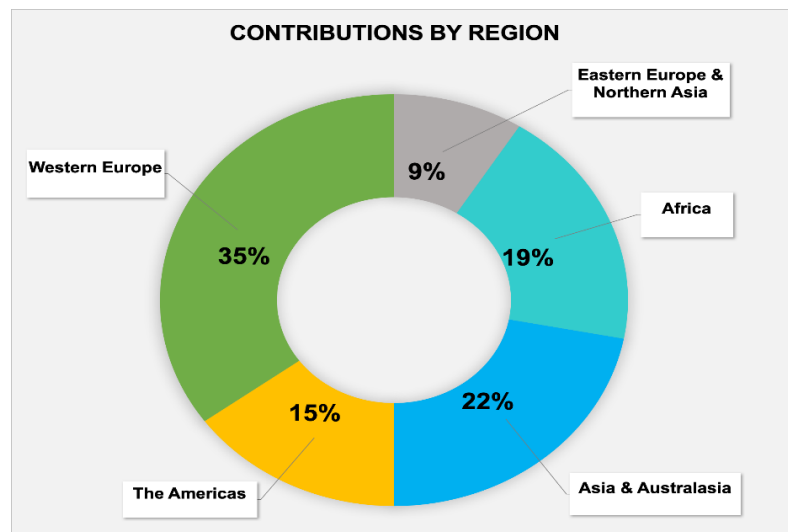
More information on all phases of the OCP is available here:
<https://www.itu.int/net4/wsis/forum/2020/Home/Consultations>

Submissions by Stakeholder Type:



Please note that the agenda and workshops of the WSIS forum includes the engagement of more than 32 United Nations (UN) Agencies, including UN Regional Commissions. The statistics above represent the submissions and suggestions received through the Open Consultation Process of the WSIS Forum 2020.

Submissions by Region:



It is important to note that about half of submissions from Western Europe came from the headquarters of Organizations with an international presence.

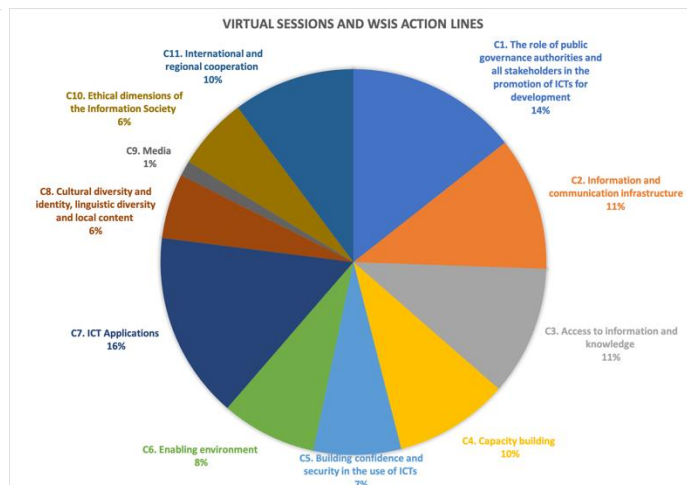
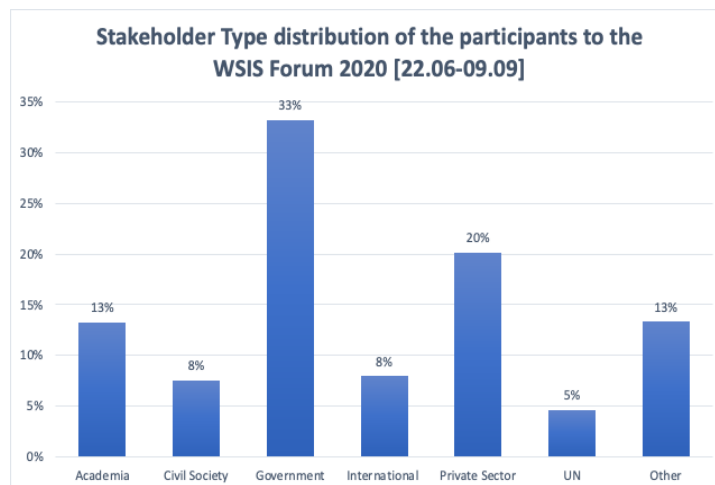
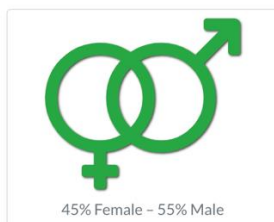
All related information can be found at: <https://www.itu.int/net4/wsis/forum/2020/Home/Consultations>

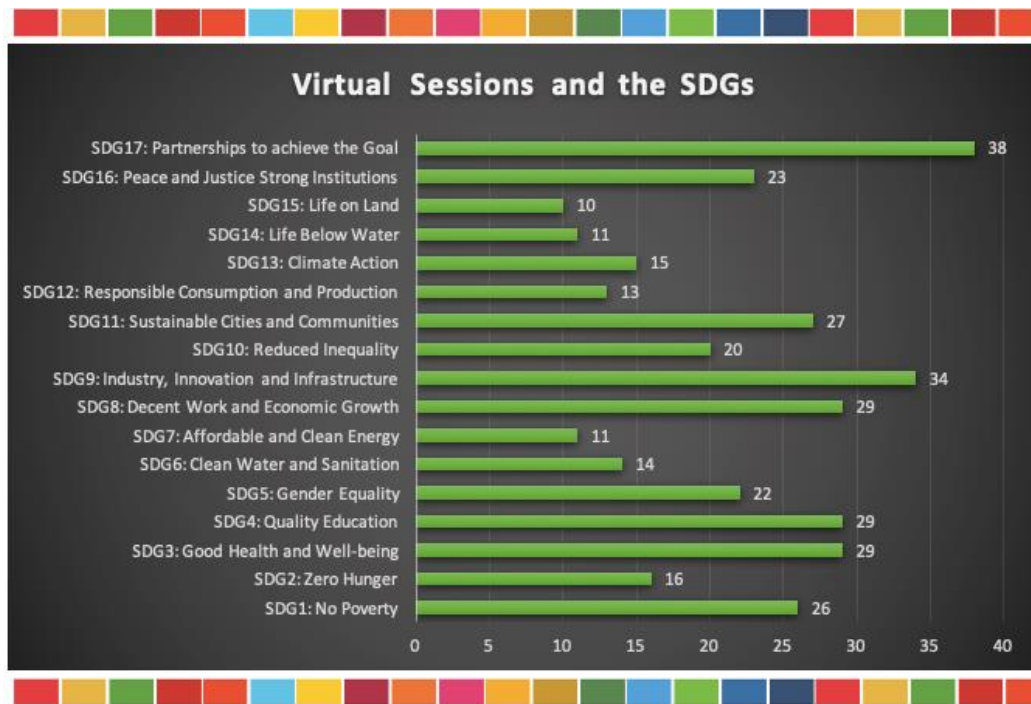
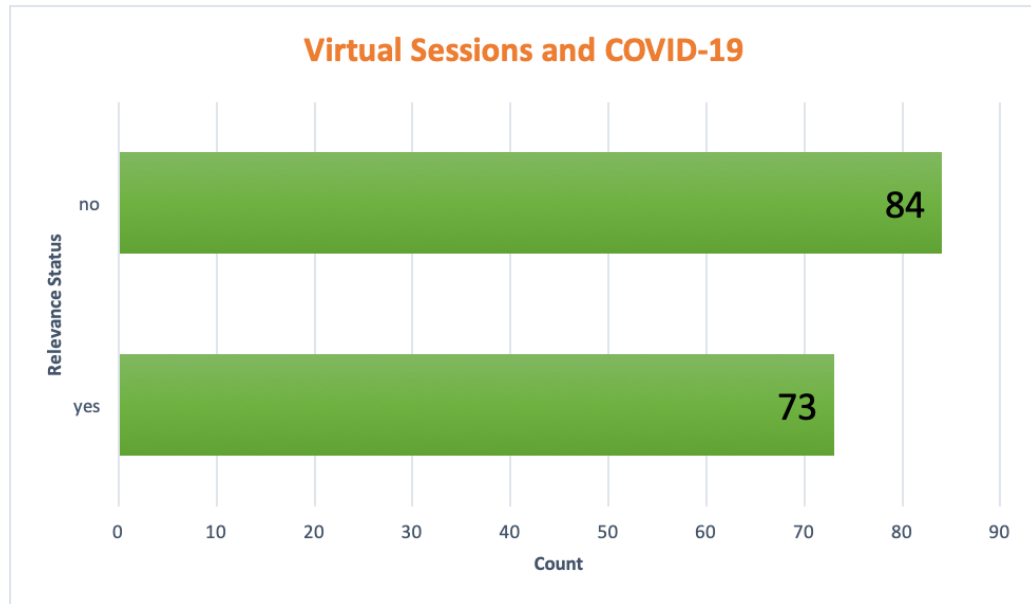
Participation at the WSIS Forum 2020

The Virtual WSIS Forum 2020 brought together high-level officials, academics, practitioners, information and communication technology (ICT) experts, youth, business, and civil society leaders to engage in addressing issues on ICTs to advance the United Nations Sustainable Development Goals (SDGs). The WSIS Forum 2020 was held entirely online starting from 22 June to 31 August featuring a weekly programme, a series of thematic/country workshops, high-level policy sessions, special tracks on various thematic areas, knowledge café, a Hackathon, and exhibition addressing issues that were critical to WSIS implementation and follow-up in a multistakeholder setting. The Forum garnered a lot of interest and excitement worldwide – with a cumulative attendance of over 15,000 attendees from around 150 countries who took part in about 160 virtual sessions with 846 different speakers

The final week of the Virtual WSIS Forum 2020 took place on 7 – 10 September 2020, consisting of policy statements, a WSIS Prize ceremony, a ministerial round table as well as a series of WSIS Action Line facilitation meetings.

Key facts and figures:





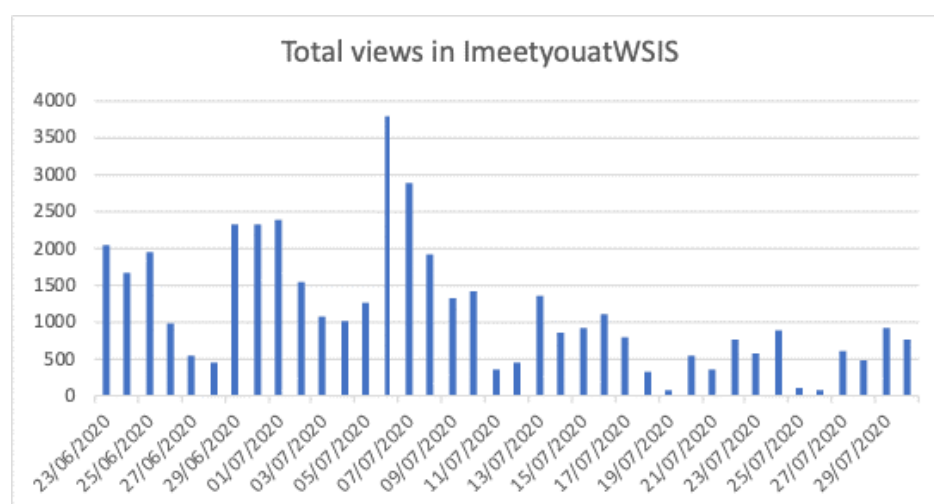
Wsis Forum 2020: High-Level Opening Ceremony of the Virtual WSIS Forum 2020 Workshops and Special Tracks: <https://www.flickr.com/photos/itupictures/albums/72157714940417442>

WSIS Forum 2020 Virtual Workshops and Special Tracks:
<https://www.flickr.com/photos/itupictures/albums/72157715284210932>

WSIS Forum 2020 Final Week: <https://www.flickr.com/photos/itupictures/albums/72157715873453378>

Social Media at the WSIS Forum 2020

The virtual exhibition was hosted in our online networking platform, ***imeetyouatWSISForum***, where we were able to reproduce some of the key networking aspects of the WSIS Forum. With more than 3,000 registered participants, the platform facilitated communication by making bilateral or multilateral discussions possible between attendees, speakers, partners and exhibitors in different formats. The booths were animated with video(s) and other materials for the participants to browse through and download.



The following graphics provide an overview of the different social network platforms that were used to promote the WSIS Forum 2020 activities before, during and after the virtual event.

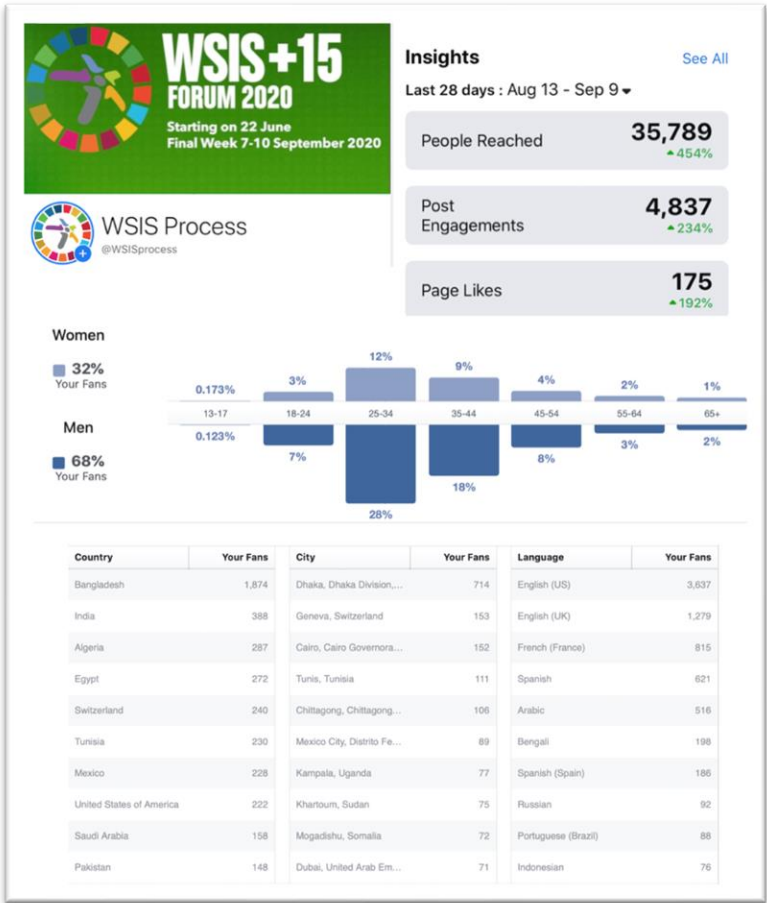
Social media statistics: *Instagram*



Social media statistics: *Twitter*



Social media statistics: **Facebook**



Opening Segment:

The Opening Ceremony set the priorities of the WSIS Forum 2020, bringing forth a wide range of topics within the Global Information and Knowledge Societies while emphasizing the role of Information and Communication Technologies (ICTs), WSIS Action Lines in particular, regarding the recently adopted Sustainable Development Goals (SDGs). In this way, the WSIS Forum 2020 built upon the outcomes of the UN General Assembly Overall Review of the implementation of the WSIS outcomes (UNGA Resolution 70/125), which recognized the necessity of holding this Forum on an annual basis and called for a close alignment between WSIS and the SDG processes.

The WSIS Forum 2020 therefore served as a key Forum for discussing the role of ICTs as a means of implementation of the SDGs and targets, with due regard to the global mechanism for follow-up and review of the implementation of the 2030 Agenda for Sustainable Development (UNGA Resolution A/70/1). The WSIS-SDG Matrix, developed by UN WSIS Action Line Facilitator and presented at the WSIS Forum 2015, served as the mechanism to map, analyse and coordinate the implementation of WSIS Action Lines, and more specifically, ICTs as enablers and accelerators of the SDGs.

The ceremony began with opening statements from the host, co-organizers, partners and representatives of stakeholders engaged in the WSIS Process.

Detailed recordings of the Opening Ceremony are available on the WSIS Forum 2020 website.

Moderated High-Level Policy Sessions

The WSIS Forum 2020 High-Level Track started on July 20, with the High-Level Policy sessions. The final week of the Virtual WSIS Forum 2020 took place on 7-10 September 2020, which featured an opening segment, a Ministerial round table, and High-Level dialogues.

The High-Level Policy sessions included High-ranking officials of the WSIS Stakeholder community, representing the Government, Private Sector, Civil Society, Academia and International Organizations. The High-Level Policy Sessions were moderated by High-Level Track Facilitators (HLTFs), nominated and identified by each stakeholder type and grouped around different themes identified as important by the WSIS Stakeholders during the open consultation process. The main task of the HLTFs is to capture the vision, identify emerging trends, opportunities and challenges shared by the leaders of their session.

High-Level Policy Sessions			
	13:00 –14:00	14:00—15:00	16:00—17:00
July 20	Bridging Digital Divides (A)		Bridging Digital Divides (B)
July 21		ICT Applications and Services /Climate Change	
July 22	Building Confidence and Security in the use of ICTs (A)		Building Confidence and Security in the use of ICTs (B)
July 23	Inclusiveness, Access to Information and Knowledge for All	Digital Economy and Trade/ Financing for Development and role of ICT	
July 24		Enabling Environment	
July 27		WSIS Action Lines and 2030 Agenda	Knowledge societies, Capacity building and e-Learning
July 28		Ethical Dimensions of Information and Knowledge Societies	
July 29	Gender Mainstreaming		

High-Level Dialogues



HLD

High-Level Dialogues (HLD) provide a unique combination of expert panelists and audience interaction. These High-Level Dialogues are on specific topics identified as crucial within the mandate of the WSIS Forum 2020 and provide insights from leading experts on these pivotal issues.

HLD1 Women and emergency telecommunications: ensuring gender equality in building disaster resilience (ITU/UNDRR/EBU)

Thursday 6 August 13:00 – 14:00

HLD2 Promoting Global Cooperation to harness the power of AI to mitigate COVID-19 (UNESCO)

Tuesday 8 September 13:00 – 14:00

HLD3 Ensuring Trustworthy Healthcare in an AI World

Tuesday 8 September 12:00 – 13:00

HLD4 15 Years of the Implementation of WSIS (ITU)

Wednesday 9 September 13:00 – 14:15

HLD5 UNESCO OER Recommendation: Implementation in the age of Covid-19 (UNESCO)

Wednesday 9 September 13:00 – 14:00

HLD6 Building back better with broadband (ITU)

Wednesday 9 September 14:00 – 15:00

HIGH-LEVEL DIALOGUE



Ensuring Trustworthy Healthcare in an AI World

Tuesday 8 September

12:00 – 13:00

Please find in the link below, more information regarding the workshop:

<https://www.itu.int/net4/wsis/forum/2020/Agenda/Session/359>

1) Title of your session

Ensuring Trustworthy Healthcare in an AI World

2) Name of Organisation(s) organizing the session

International Telecommunication Union (ITU)

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

Action Line C5

4) Did your workshop highlight any issues related to COVID-19? If yes, please explain.

Yes.

Some panellists noted that although AI can play a big role in supporting healthcare professionals to diagnose disease, AI is currently playing a more limited role in responding to COVID-19. H.E Mr. Omar Bin Sultan Al Olama highlighted that this may be because there is no historical data on COVID-19 that can be used to feed AI algorithms.

Dr Wilson highlighted the need for trust, saying “If we don't have trust, we will find that excellent tools that we might develop, particularly in response to COVID-19, may not be used because citizens won't feel comfortable about making their data accessible and available.”

Mr Zhao highlighted the need to work together to be ready for future pandemics.

5) Key achievements, announcements, launches, agreements, and commitments

N/A

6) Main outcomes highlighting the following:

I. Debated Issues

- Please capture highlights of the main issues discussed and interactions with audience
- Please highlight key achievements and challenges shared by the audience and/or panellists

Panellists agreed that Artificial Intelligence (AI) holds great potential to improve society's health and well-being, and advance progress towards the United Nations Sustainable Development Goals.

The Secretary-General noted that before the widespread deployment of AI solutions in clinical settings, we must address complex questions about security and trust. For one thing, this means ensuring that AI systems are accurate and that data is secure.

Panellists agreed, highlighting that gender, technology and skills gaps must be addressed for AI to be fully inclusive and relevant in today's healthcare systems.

This is an issue all panellists noted: before AI can be fully integrated into healthcare systems, all users – including data scientists, regulators, doctors and patients – need to, as much as possible, understand what the technology does and how it's going to impact the clinical choices that they will make as a result.

To that end, panellists highlighted the importance of collaboration.

H.E Mr. Omar Bin Sultan Al Olama outlined that biggest challenge to AI regulation is first understanding the technology - what it can achieve, what are the dangers. That is why the UAE has partnered with the University of Oxford to boost their understanding.

More widely, we need to engage all relevant stakeholders in the discussion on safe and inclusive AI for health – where trust must be earned through open and inclusive dialogue with all stakeholders including clinicians, patients and data scientists.

Dr. Wiegand highlighted the ITU/WHO Focus Group which brings together different communities working on AI for Health, including the ICT community, the health community, ethicists, economists, etc. to benchmark the quality and efficiency of AI for health methods as well as developing best practice guidelines.

As a source of innovation and enablers of new technologies, small- and medium-sized enterprises (SMEs) also have a big role to play in the field – which will be more effective if there is an open dialogue with the government in which SMEs can identify efficiencies, streamlining opportunities and how the government can support this progress. H.E. Ms. Justyna Orłowska explained how Poland is attracting and working with SMEs and invited those who want to know more to reach out.

Ultimately, panellists agreed that ensuring that AI solutions are transparent and traceable is necessary to avoid any potential bias issues, and protect privacy and personal medical information. The idea of data ownership was also discussed; panellists wondered whether another term might be more useful if everybody remains empowered to use the information in the medical record, not just clinicians and data scientists.

II. Quotes

Mr. Houlin Zhao, Secretary-General, International Telecommunication Union

- “This will not be the last pandemic; we still have unknown future ones that will come. We have to prepare ourselves already for such kind of diseases. And, to do that, we have to come together and work together..”

H.E Mr. Omar Bin Sultan Al Olama, Minister of State for Artificial Intelligence, Digital Economy and Remote Work Applications, United Arab Emirates

- “I think if we put ethics at the core of our discussion and we also look at understanding what responsible development and deployment means for every single country so each country explains their hopeful outcome of how to use AI, we can actually draw a better future for everyone.”

H.E. Ms. Justyna Orłowska, Prime Minister’s High Representative for Government Technology, Poland

- “From what we see, the most crucial point is to attract innovation into the public sector.”

Dr. Ing. Thomas Wiegand, Executive Director at Fraunhofer HHI, Professor at TU Berlin and Chair of ITU/WHO Focus Group on Artificial Intelligence for Health

- “We are working in partnership with the World Health Organization and ITU to establish a standardized framework for the evaluation of AI-based methods for health, diagnosis, triage and treatment decisions. So, the issues that have been brought up [today] are all being discussed. (...) Our hope is that by doing this work, we can bridge the many, many gaps between communities, between countries, between regions so that AI for health can be used for good.”

Dr. Petra Wilson, CEO, Health Connect Partners and Member, WHO DHTAG

- “Sometimes the term transparency is very confusing in AI. I'm not a data scientist, I'm a lawyer; if you give me full transparency of how an algorithm works, it won't help me a great deal, it won't build my trust. But, if I have transparency on uses - which data is used, why it's used, how long they will use it for who they might share it with - if we have transparency on those issues, we've built trust in the system.”

7) Overall outcomes of the session highlighting

- main conclusions reached during the discussion

There are still gaps that must be addressed before AI can reach its maximum potential in the health sphere. These gaps include skills development for clinicians and patients, as well as building relevant and inclusive data sets for AI. The debate around data ownership remains to be addressed.

Transparency is a key component to building trust and confidence in AI for health.

This cannot be achieved alone – we must include the whole width of society as much as possible. Although significant progress has been made in the field, we need to engage all relevant stakeholders – including government, industry, academia, SMEs, civil society, as well as doctors and patients themselves – to ensure safe and inclusive AI for health. Developing nations must also be included in this discussion.

8) Main linkages with the Sustainable Development Goals (please specify the SDGs)

SDG3 – Health

SDG17 – Partnerships for the goals

9) Emerging Trends related to WSIS Action Lines identified during the meeting

10) Suggestions for Thematic Aspects that might be included in the WSIS Forum 2021

Ministerial Round Table (MRT)

Closed Session - Ministers Only

13:00 – 14:00

Tuesday 8 September

(E/F/A)

The Ministerial Round Table has provided a platform for an interactive talk in a high-level setup on the opportunities and challenges of implementing WSIS Action Lines for achieving SDGs, building upon the outcomes of the UNGA WSIS Overall Review. This Ministerial Round Table High-Level dialogue focused on the achievements and challenges faced by the ICT ecosystem, especially to accelerate progress towards bridging the broadband divide effectively and rapidly. There is a need for a new national ICT strategy that ensures a well-coordinated whole-of-government approach to investment in ICTs and agree on a roadmap for bridging the connectivity gap and strengthening the impact of ICTs on achieving the Sustainable Development Goals.

Format: The Round Table was organized in a virtual dialogue style moderated by Mr. Houlin Zhao Secretary-General of the International Telecommunication Union (ITU).

Guiding Questions:

1. Challenges

We are celebrating 15 years since the implementation of WSIS. How did the Information Society, relative to 15 years ago have worked to implement a broadband infrastructure ? What are the main challenges, technological, economic and regulatory barriers that national authorities have been facing in setting up the right policy and services for the expansion of fixed broadband networks ?

2. Digital divide ^[L]_{SEP}

The digital divide remains a key concern in ICT for Development agenda. The recent UN Secretary-General's Roadmap for Digital Cooperation also calls for achieving universal connectivity by 2030, ensuring digital inclusion for all, and enhancing digital cooperation in the digital era. Governments have a strong role to ensure that no one is left behind according to the SDG goals. How do you see this vision for the world becoming a reality? ^[L]_{SEP}

3. Success stories

Bridging the Digital Divide: The fixed broadband network is the cornerstone for industry 4.0 and fundamental for national digital economies. Collaboration among all ICT actors is essential to connect governments, operators, equipment manufacturers, investors and vertical industries

including SMEs to build a unified service. Can you share with us some success stories highlighting a successful multistakeholder collaboration for the deployment of networks that is working towards closing the digital divide by 2030? [SEP]

Lessons learnt from COVID-19: Lack of connectivity is not just a developing country problem. During the COVID-19 crisis, we noted that the digital divide exists between cities and remote areas in some developed countries as well. So, connectivity is a challenge that impacts all nations. The recent COVID- 19 crisis has exposed the importance of being connected and the significant difference that still exists in the world in terms of connectivity. This unprecedented situation is highlighting once more the critical role of fixed broadband network services and applications in fields such as remote learning, [SEP]teleworking, videoconferencing, digital health, commerce or access to information and entertainment to overcome silo investments and the need to get a coordinated national strategy to make best use of investments from all sources. Can you share your COVID-19 experience highlighting the challenges and success stories in implementing cross-sectoral strategies?

4. Invitation to a global dialogue on broadband development

The WSIS Forum serves as a platform to analyze and discuss in depth the achievement of the WSIS Action Lines, including the need to accelerate progress towards bridging the broadband divide effectively and rapidly. How can we ensure a well-coordinated approach among all ICT actors to accelerate progress toward bridging the broadband industry?

A universal platform for the broadband industry development dialogue could facilitate convening all relevant stakeholders to explore issues relating to development including policy recommendations.

Interactive Facilitation Meetings



WSIS Action Lines

The Tunis Agenda for the Information Society states that the WSIS implementation mechanism at the international level should be organized based on the themes and action lines in the Geneva Plan of Action and moderated or facilitated by UN agencies when appropriate. In addition, it states that ITU, UNESCO and UNDP should play a leading facilitating role in the implementation of the Geneva Plan of Action.



- ☐ [C1. The role of public governance authorities and all stakeholders in the promotion of ICTs for development](#)
- ☐ [C2. Information and communication infrastructure](#)
- ☐ [C3. Access to information and knowledge](#)
- ☐ [C4. Capacity building](#)
- ☐ [C5. Building confidence and security in the use of ICTs](#)
- ☐ [C6. Enabling environment](#)
- ☐ [C7. ICT Applications:](#)
 - ☐ [E-government](#)
 - ☐ [E-business](#)
 - ☐ [E-learning](#)
 - ☐ [E-health](#)
 - ☐ [E-employment](#)
 - ☐ [E-environment](#)
 - ☐ [E-agriculture](#)
 - ☐ [E-science](#)
- ☐ [C8. Cultural diversity and identity, linguistic diversity and local content](#)
- ☐ [C9. Media](#)
- ☐ [C10. Ethical dimensions of the Information Society](#)
- ☐ [C11. International and regional cooperation](#)

Each year, the WSIS Action Line Facilitators:

- Provide reports on the year's activities on their respective Action Lines
- Organize Interactive Action Line Facilitation Meetings on their respective Action Lines.

Interactive Facilitation Meetings



WSIS Action Line C7: E- Environment: Climate Change and Early Warning for Climate Action

WMO/ITU

Monday, 27 July 2020

13:00 – 14:00

Please find in the link below, more information regarding the workshop:

<https://www.itu.int/net4/wsis/forum/2020/Agenda/Session/201>

1) Title of your session

WSIS Action Line Facilitation Meeting C7 e-Environment: Climate Change & Early Warning for Climate Action

2) Name of Organisation(s) organizing the session

World Meteorological Organization (WMO) and International Telecommunication Union (ITU)

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

N/A

4) Did your workshop highlight any issues related to COVID-19? If yes, please explain.

Yes.

Mr. Omar Baddour pointed to how governments have curved down the number of COVID19 cases because of their swift and strong action. Unfortunately, the climate curve is still rising. Thus the

COVID19 pandemic has taught us a lesson: without action, nothing will change. By taking strong action, many things can change.

Mr. Frederic Giuli raised the question “Why have we reacted to COVID19? Not because of the science, but because in one month’s time the news was spreading across the media and no one could say that they did not know about COVID19.”

He argued that the same should happen to foster climate change action--**we need a massive global spread of information on the climate crisis** so that no one can say that they didn’t know about climate urgency.

Ms. Aarti Holla-Maini pointed out that safety systems are often seen as a cost and are only considered once an accident has occurred. Solutions to increase our preparedness for climate change are available today. She stressed a **need to ensure that corporate structures realize that it is not enough to just focus on the bottom line. In the grand scheme of things, saving a few dollars now will be nothing compared to the economic impact of failure and of not having taken action before.**

5) Key achievements, announcements, launches, agreements, and commitments

N/A

6) Main outcomes highlighting the following:

I. Debated Issues

- Please capture highlights of the main issues discussed and interactions with audience
- Please highlight key achievements and challenges shared by the audience and/or panellists

i. Early warning systems save lives

- **Ms. Aarti Holla-Maini** raised the point that satellite communication systems are used in machine-to-machine early warning solutions for earthquakes, tsunamis, floods, and wildfires. Satellite communications enable an automated, and instantaneous information-based solution for areas where it's often difficult to frequently deploy manpower.
- **Mr .Jean-Baptiste Migraine** pointed out that while Multi-Hazards Early warning Systems (MHEWS) do not significantly reduce the economic impacts (as risk-informed planning for infrastructures takes time), they do save lives.

ii. It is crucial to invest in ICT’s to enhance the preparedness of vulnerable communities

- **Mrs. Aarti Holla-Maini** pointed out that today, the new normal is itself an emergency situation. Yet earthquakes and other natural hazards continue to go on. Connectivity and preparedness are therefore absolutely fundamental. Governments need to make sure they (i) have satellite equipment in place, (ii) do regular simulations and (iii) they have staff who are familiar with the installation and use of essential satellite equipment.
- **Mrs. Maritza Delgado** stressed the point that 3.6 billion people still do not have access to the Internet. Therefore, there is an urgent need to foster connectivity around the world and bridge the digital gap in order to advance preparedness and reduce the vulnerability of communities exposed to extreme events.
- **Mrs. Aarti Holla-Maini** concluded that are many things in the world that we have no control over. However, preparedness and monitoring are things that we do have

control over. We have all of the technological solutions at our hands, so there is no excuse for not being prepared. Satellites are a really important of these solutions as they are available today and cover the entire globe, including the polar regions.

iii. **Education is a long lasting investment for sustainable development with gradual benefits**

- **Mr. Jean Baptiste Migraine** explained that the lifecycle of equipments tends to be very small when compared to investments in education and training. While some high-tech equipment is needed to deploy new warning capacities and reach population at-risk in a timely manner, education and training is a prerequisite to ensure optimal use of investment resources and sustainability of efforts over time.

iv. **Raising awareness on the climate crisis is vital for further mitigation and adaptation climate action**

- **Mr. Frederic Giuli** explained how the climate collage workshop sparked in his life a multitude of wake-up calls. As a father to two daughters, he fears the state of the world that we will leave behind for the next generations. He worries that what today for us is underestimated will be for them a matter of survival. He believes that education is key to trigger climate action. Through the climate collage workshop for instance, one learns in only three hours the drivers of climate change and the consequences of its disruption. In one year and a half, 60,000 people have completed the workshop and 3000 then became facilitators to spread the message around the globe.

v. **Fostering international solidarity is crucial to meet the sdg's**

- **Mrs. Gaelle Mogli** stressed the need to foster international solidarity: "Today, we live in a world crippled by inequalities. Poverty, hunger, climate change, access to health and education, among other challenges are global concerns affecting us all. The coronavirus crisis will push more than a quarter of a billion people into starvation unless swift action is taken. With more than 1 in 10 people worldwide already living below the poverty line, the UN has warned 500 million more could fall into poverty as a result of the COVID-19 outbreak."
Many nonprofits often face enormous difficulty raising funds. They face competition and great skepticism from donors. Through ConnectAID, nonprofits gain access to the tools that they need to inform their public and finance their actions. Together we can tackle sustainable development and the disastrous consequences of climate change.

vi. **Solidarity, the other law of the jungle in times of crisis**

- **Mrs. Valentine Haran** quoted Pablo Servigne: "Mutual aid is the second law of the jungle." In times of crisis, indeed, humankind have succeeded to survive not only through the law of the strongest, but also thanks to mutual aid. Today, we've seen an upsurge of solidarity in some countries during the COVID-19 pandemic, as armies of volunteers have come to support their neighbors. It gives us some hope for the future, as this is in our genes.

II. Quotes

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

"Climate action is a series of dots that needs to be connected, from climate science through assessment of impact to policy."

Omar Baddour: Head of the Climate Monitoring and Policy Division, WMO

"Satellite communications enable real time data for real time action."

Ms. Aarti Holla-Maini, Secretary General of ESOA (Satellite Operators Association)

"Every action matters. Every bit of warming matters. Every year matters. Every choice matters." **Valerie Masson Delmotte, IPCC**

"Nonprofits are now welcome to join the International Solidarity Network: www.connectaid.com"

Gaëlle Mogli, CEO & Founder of ConnectAid

III. Overall outcomes of the session highlighting

- Main conclusions reached during the discussion:
- The vision for implementation of WSIS Action lines beyond 2015:

One key conclusion is the need to **break the silos and foster collaboration instead**. Mutual aid is crucial to foster climate action. Mutual aid is vital.

One critical step toward climate change adaptation is to **invest in ICT** and early warning systems, particularly to the most vulnerable communities. **Given existing experiences and availability of technologies, there is no excuse for not being prepared for climate risks.**

In order to mitigate climate change impacts and reach the Paris Agreement mass awareness on the climate emergency is crucial. The Climate Collage Association is looking to collaborate with WMO and other UN agencies to **enhance climate change advocacy throughout the world.**

7) Main linkages with the Sustainable Development Goals (please specify the SDGs)

- Target 1*5: Building resilience to environmental, economic and social disasters
- Target 3*D: Improve early warning systems for global health risks
- Target 17*6: Knowledge sharing and cooperation for access to science, technology and innovation
- Target 13*3: Build knowledge and capacity to meet climate change
- Target 17*3: Mobilize financial resources for developing countries

8) Emerging Trends related to WSIS Action Lines identified during the meeting

N/A

9) Suggestions for Thematic Aspects that might be included in the WSIS Forum 2021

N/A

Interactive Facilitation Meetings



WSIS Action Line C4: Capacity building and C7: E-Employment

ITU/ILO

Wednesday, 29 July 2020

13:00 – 14:00

Please find in the link below, more information regarding the workshop:

<https://www.itu.int/net4/wsis/forum/2020/Agenda/Session/216>

11) Title of your session

WSIS Action LineC C4: Capacity building and C7: E-Employment: Digital skills and the future of work: Challenges and opportunities in a post Covid-19 environment

12) Name of Organisation(s) organizing the session

ITU/ILO

13) Relevance with the WSIS Action Lines – please specify the Action lines C1 to C11

Action Line C4, C7

14) Did your workshop highlight any issues related to COVID-19? If yes, please explain

The workshop discussed the rapid growth of teleworking and remote schooling brought about by the social distancing requirements imposed across the world due to COVID-19.

15) Key achievements, announcements, launches, agreements, and commitments

Not Applicable

16) Main outcomes highlighting the following:

III. Debated Issues

This year the focus of this session was on the critical role of digital skills and digital jobs in a post COVID-19 pandemic, the related challenges, and opportunities, including teleworking and digital learning in a COVID-19 environment. Around 129 participants attended the virtual session. The session was designed in alignment with the 2030 Agenda for Sustainable Development Goal 8 which focuses on “promoting sustained, inclusive and sustainable economic growth, full and productive employment and decent work for all” and SDG 4 which aims to “Ensure inclusive and equitable quality education and promote lifelong learning opportunities for all” by 2030.

The panel consisted of 4 speakers who engaged in a one-hour session moderated by Ms Maria Prieto, who is an Employment and Future of Work Specialist, ILO. Dr Eun-Ju Kim, Chief of the Digital Knowledge Hub department, at ITU gave opening remarks on behalf of ITU. In her introductory remarks, Dr Eun-Ju Kim mentioned that at least half of the world population is still not using Internet, which means neither teleworking nor e-learning, among many other applications are available. She emphasized that an important barrier in the uptake and effective use of Internet which is the lack of ICT skills has emerged. With COVID-19, countries have to accelerate development and implementation of digital skills strategies. This requires a new set of digital skills and urgent discussions between all stakeholders to address the challenges on a continuous basis and as soon as they emerge.

Ms Sukti Dasgupta, who is the Chief of Employment and Labour Market Policies at ILO gave welcome remarks on behalf of the ILO. In her remarks, she highlighted that the ongoing digital transformation of the labor market has been given an additional push by COVID-19. This needs happen in conjunction with the rise of adequate and appropriate digital skills. Both the demand side and the supply side of skills need to be looked at. She noted that the Digital Skills Campaign launched by ITU and ILO aims at promoting this balance.

Panelists from ILO, ITU, Microsoft and eEstonia responded to specific questions raised by the moderator before taking questions from the audience. Mr Juan Chacaltana, Senior Employment Specialist, ILO focused on the importance of decent jobs in the digital economy and policy development and Ms Halima Letamo from ITU elaborated on the issues relating to digital skills and the launch of the Digital Skills Assessment Guidebook 2020. Ms Jennifer Brooks, Global Director of UN Relations, Microsoft, spoke about the importance of helping those who are not advancing rapidly in the adoption of new technologies and the digital skills required. Mr Florian Marcus, Digital Transformation Adviser, e-Estonia Briefing Centre, Estonia, focused on the history and the impact of Estonia's digital identity strategy.

In responding to his questions, Mr Juan Chacaltana shared how he sees the labor market policies adapting to meet challenges and opportunities and in particular what he views as the emerging skills needs. He stated that before the pandemic, the keyword or topic with respect to implement policy discussion was the future of work and particular attention was given to the role of new technologies, the risk of losing employment or the type of jobs in the market. Now there are disruptive changes and there is an increased interest in digital jobs and related skills. He raised issues to think about which include whether these changes here to stay or temporary. He highlighted that these recent disruptions put a lot of pressure on policy makers to adapt traditional employment policies to the new circumstances, and that a human centered approach to these transformations should be advocated.

In addressing her questions Ms Halima Letamo indicated that digital skills development is a priority for the ITU. She shared some of the work that the ITU is doing in this area which include development of tools to support countries in dealing with issues relating to digital skills development. She elaborated on the ITU digital skills assessment guidebook which is designed to facilitate digital skills assessment

at country level. She stated the guidebook has four detailed chapters which cover the assessment of available skills, demand for skills, as well as forecasting future digital skills needs. The guidebook was designed with the understanding that each country has different needs and requirements based on the level of development of the country, both economic and technological development and therefore the methods of assessments the country will choose will depend on their availability of resources and their chosen method of stakeholder engagement.

Ms Jennifer Brooks while responding to the questions about the impact of teleworking on the labor market and what are the long-term implications, emphasized that the rapidly advancing technology is creating great opportunities, but it is also raising challenges. She referred to advancements such as AI and cloud computing which are reshaping our global economy and transforming not only how we live, how we work but also how we learn. She indicated that Microsoft is aiming at empowering individuals and organizations to promote that achievement of digital inclusion and improve livelihoods. Microsoft in collaboration with UNICEF, created the learning passport providing learning opportunities for 30 million children that are on the move, as well as the one and a half billion children that have been displaced from education. Ms Brooks emphasizes that even though no one really knows the full implication of the COVID-19 pandemic, the one thing that is certain is that that more efforts need to be made to support those who are most vulnerable.

Mr Florian Marcus, from e-Estonia Briefing Centre, Estonia, responded to questions relating to how Estonia has been able to achieve its level of digitization by providing the country's perspective. He gave the background to the creation of the digital identity in Estonia and explained how digital passport/identity is key to any medical, administrative or educational service. He indicated that almost all Government services in the country are now provided online and linked to the digital identity of everyone e.g. 96% of income tax declarations are filed online in Estonia. He also highlighted that even the elderly population has been able to benefit from such services due to the strong ICTs education initiatives in the country. He stated that at the beginning of the initiative there were Government programs that were set up to train the population even in small towns and villages on how to use these online services. He also mentioned that the country is observing a new direction in educational requirements, where higher degrees are no longer in high demand compared to specialized courses.

Key achievements highlighted in this session are:

1. UNICEF learning passport as an approach to manage the impact of COVID-19
2. ITU Digital Skills Assessment Guidebook launch
3. Decent jobs for youth initiative
4. GIGA Initiative

Challenges highlighted are:

- COVID-19 has highlighted the challenges faced by both the employment and education sector
- The digital skills divide, and job-skills mismatch are increasing
- The increase in demand for digital jobs is putting pressure on policy makers to adapt traditional employment policies
- Those who are not advancing rapidly in the adoption of new technologies and the digital skills development are at risk of being excluded from the digital economy
- There are still communities that have no access to affordable connectivity
- Covid-19 lockdown has closed programs on digital skills for young people who do not have access to Internet, as they cannot access ICT centers
- People with less skills have been impacted more by COVID-19 and particularly women, the elderly, and underserved communities.

IV. Quotes

“For us now connectivity has become the new human right,” Ms Jennifer Brooks, Global Director of UN Relations, Microsoft

V. Overall outcomes of the session highlighting

- AI and cloud computing are reshaping our global economy and transforming how we live, work and learn
- Countries need to undertake digital skills assessments to establish what their levels of digital skills are and which digital skills they need
- The COVID-19 pandemic turns out to be very disruptive and puts a lot of pressure on traditional employment policies
- Organizations need to establish a humanitarian approach to digital inclusion and livelihoods
- Education plays a huge role in creating a society with a digital identity
- It is possible for countries to achieve high levels of digitization if Governments invest in appropriate strategies.

17) Main linkages with the Sustainable Development Goals (please specify the SDGs)

SDG 1: Focus of the action line C4 includes development of domestic policies to ensure that ICTs are fully integrated in education and training at all levels, including in curriculum development, teacher training, institutional administration and management, in support of the concept of lifelong learning. Creation of policy frameworks requires stakeholder engagement, analysis and interpretation of data for targeted policy interventions which can be achieved through skills development programmes.

SDG 2: With the emergence of e-agriculture and the growing need for the knowledge in the use of ICT's, capacity building interventions focused at development and promotion of programmes to eradicate illiteracy using ICTs at national, regional and international levels, will contribute to knowledge growth and inclusion. It also focuses on building the capacity to use ICT tools to increase crop production, adopt modern farming methods, predict weather patterns, and in the process work towards eliminating hunger and creating food security.

SDG 3: To support research and strengthen capacity of developing countries for early warning, risk reduction and management of national global health risks, activities include design of specific training programmes in the use of ICTs in order to meet the educational needs of information professionals, such as archivists, librarians, museum professionals, scientists, teachers, journalists, postal workers and other relevant professional groups which focuses not only on new methods and techniques for the development and provision of information and communication services, but also on relevant management skills to ensure the best use of technologies.

SDG 4: Action line C4 focuses on development and promotion of programmes to eradicate illiteracy using ICTs at national, regional and international levels, with the aim of increasing the number of people with relevant ICT skills and to facilitate employment and entrepreneurship in the ICT sector.

SDG 5: Work on removing the gender barriers to ICT education and training and promoting equal training opportunities in ICT-related fields for women and girls, is part of the action line, with early intervention programmes in science and technology targeting young girls with the aim of increasing the number of women in ICT careers as well as promotion the exchange of best practices on the integration of gender perspectives in ICT education.

SDG 6: Development of distance learning, training and other forms of education and training as part of capacity building programmes, is part of the capacity building initiatives that supports countries interventions giving special attention to developing countries and especially LDCs in different levels of human resources development.

SDG 12: Raising awareness on sustainable consumption and production in today's era requires the use of technology. The action line therefore impacts on this SDG by enhancing technological capacity of countries through training and development initiatives that target ICT's and related areas, as well as building a more inclusive information society.

SDG 13: Action line C4 promotes creation by governments, in cooperation with other stakeholders, of programmes for capacity building with an emphasis on building a critical mass of qualified and skilled ICT professionals and experts.

SDG 14: Empowering communities in ICT use and promoting the production of useful and socially meaningful content is a capacity building intervention that can increase scientific knowledge and promote innovation and research.

SDG 16: The C4 action line focuses on promotion of international and regional cooperation in the field of capacity building, including country programmes developed by the United Nations and its Specialized Agencies.

SDG 17: Capacity building initiatives contributes to the SDG through the design and implementation of regional and international cooperation activities to enhance the capacity, notably, of leaders and operational staff in developing countries and LDCs, to apply ICTs effectively in the whole range of educational activities. Also, through the launch of pilot projects to design new forms of ICT-based networking, linking education, training and research institutions between and among developed and developing countries and countries with economies in transition.

18) Emerging Trends related to WSIS Action Lines identified during the meeting

The need to take technology to those who need it, and teach them how to use it continues to be a priority in many parts of the world, even so now when the world has to deal with the impacts of COVID-19

19) Suggestions for Thematic Aspects that might be included in the WSIS Forum 2021

N/A

Interactive Facilitation Meetings



WSIS Action Line C6: Enabling E-Environment: Acting now: new and innovative policy and regulatory approaches for digital market development

ITU

Thursday, 30 July 2020

13:00 – 14:00

Interactive Facilitation Meetings



WSIS Action Line C5: Cybersecurity in the era of Quantum Information Technology (QIT): challenges and considerations for ICT networks

ITU

Friday, 31 July 2020

13:00 – 14:00

Please find in the link below, more information regarding the workshop:

<https://www.itu.int/net4/wsis/forum/2020/Agenda/Session/235>

1) Title of your session

Cybersecurity in the era of Quantum Information Technology (QIT): challenges and considerations for ICT networks

2) Name of Organisation(s) organizing the session

International Telecommunication Union

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

Action Line C5

4) Did your workshop highlight any issues related to COVID-19? If yes, please explain.

No

5) Key achievements, announcements, launches, agreements, and commitments

6) Main outcomes highlighting the following:

I. Debated Issues

- Please capture highlights of the main issues discussed and interactions with audience:
- Please highlight key achievements and challenges shared by the audience and/or panellists:

Emerging technologies play a significant role towards the advancement of the capabilities of ICT networks. The application of emerging technologies such as quantum information technologies (QITs) is creating new ICT paradigms that could significantly contribute towards bridging the digital divide. Trust and confidence continue to be of high importance in the changing landscape of ICTs.

Development of QITs has reached the stage where practitioners are investigating the implementation of near-term applications. Several concerns need to be addressed, particularly with regards to the preservation of cybersecurity.

Cryptography is in the core of ICT networks. The rapidly changing pace of the ICT landscape creates opportunities such as increased computational power, advanced techniques, or the development of new algorithms. Taking this into consideration, security should be independent of advancements in the field of ICT i.e. “future-secure”.

Current cryptographic techniques rely on mathematical complexity such as in the case of the RSA protocol. In approaching the concept of “future-secure” ICTs, quantum cryptography holds high importance – Shor’s algorithm applies quantum gates to perform factorization for cryptography. Thus, what could be considered secure with the RSA protocol in today’s networks may not be secure in future with Shor’s algorithm running on quantum computers.

With the continuing advancement of QITs and their implications to cyber-security, it is imperative for all stakeholders in the ICT ecosystem – academia, the industry, governments and standardization bodies to play their part in driving these innovations towards “future-secure” ICTs.

Several research efforts in academia are championing the path towards the development of near-term QIT applications. Quantum Key Distribution shows a lot of promise with already existing deployments in place globally and commercial QKD solutions on offer – the SECOQC Network (Europe), DARPA Network, Tokyo QKD Network, Hefei/Jinan QKD Network.

Despite these achievements, some challenges exist related to the scalability of these solutions, high cost of implementation as well as the security challenges these solutions impose with their implementation. Standardization can play an important role in promoting the proliferation of these technologies by charting a course for seamless interoperability and preventing the further widening of the digital divide.

Governments and policymakers can also serve the growing QIT industry by fostering environments that would support the creation of a robust marketplace for these technologies as well as directing more investments towards research, development, and implementation of these technologies.

Some ongoing initiatives and projects, globally, include:

- China: Beijing to Shanghai quantum fibre backbone
- US: quantum internet (Department of Energy)
- Europe: quantum communications network/quantum internet alliance
- India: Quantum Experiments using Satellite Technology (QuEST) project – satellite-based QKD project

II. Quotes

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

James Nagel, L3 Harris:

- Quantum has really a potential to impact the information society. Significant progress has been made in a lot of ICT networks over the last decades, particularly in closing the digital divide but there's still a lot of challenges that exist out there in security and transport of signals.
- In the same time while these technologies are being developed, you have to start thinking about standardization. As we've seen in the traditional ICT world, robust ICT standardization really can help bridge that digital divide through promoting interoperability of networks as well as equipment to provide ubiquitous access across the globe, as well as to promote a competitive and proliferated marketplace. And that's important because that helps drive down costs and implementation.

Urbasi Sinha, RRI:

- Talking about quantum networks at the integration level, QIT deployment could either mean replacing the entire key distribution with the QKD or it could mean the whole network could be replaced and become amenable to quantum. These are still open questions and need to be understood by scientists and engineers like.
- We need research towards better QKD protocols, as well as dialogues between academia and industry towards generation of an ecosystem, whereby fundamental science and translational research can go hand in hand.
- Thus, policymakers who ultimately decide on the funding aspects should keep in mind the powerful role that academia can play towards development and deployment of QIT towards addressing concerns and cybersecurity.

Adam M. Lewis, European Commission Joint Research Centre (JRC)

- I see a need for the government to try and overcome this problem of a “dialogue of the death” between the algorithmic cryptography community and the quantum cryptography community.
- Because whatever happens, we need both. Exactly where the mixture works at the moment it's not possible to see, but we have to have a proper dialogue there. We can't have two communities just disagreeing with each other.

Qiang Zhang, USTC

- I'm quite optimistic about the future of quantum although it is still underway. Until now it can be used for some special applications and later even more, but it has a bright future and we definitely need to promote the conversation between academia, industry and government.

III. Overall outcomes of the session highlighting

- Main conclusions reached during the discussion:

QITs are still far from universal deployment. Currently, few deployments have been made globally and the commercial marketplace for these technologies is only just beginning to grow.

Although several breakthroughs have been made, there are several open questions that still need to be addressed before achieving their universal deployment. It is not too early to begin to think about the implications of QITs to ICT networks, particularly on their potential impact to cybersecurity.

All stakeholders are called to contribute towards this emerging ICT paradigm. Governments and policy makers should begin factoring in the quantum to cybersecurity strategies in anticipation of near-term large-scale deployments. They are also called to play their part in stimulating the growth of a robust marketplace for QITs by directing more investments towards their research and encouraging industry participation through the development of government programmes and projects such as the EU's Quantum Technologies Flagship projects.

- The vision for implementation of WSIS Action lines beyond 2015:

7) Main linkages with the Sustainable Development Goals (please specify the SDGs)

- SDG4: Quality education
- SDG5: Gender equality
- SDG8: Decent work and economic growth
- SDG9: Industry, innovation and infrastructure
- SDG11: Sustainable cities and communities
- SDG16: Peace, justice and strong institutions
- SDG17: Partnerships for the goals

8) Emerging Trends related to WSIS Action Lines identified during the meeting

N/A

9) Suggestions for Thematic Aspects that might be included in the WSIS Forum 2021

N/A

Interactive Facilitation Meetings



WSIS Action Line C7: E-Agriculture

FAO/ITU

Friday, 21 August 2020

12:00 – 13:00

Please find in the link below, more information regarding the workshop:

<https://www.itu.int/net4/wsis/forum/2020/Agenda/Session/330>

1) Title of your session

Fostering an enabling ecosystem for food and agriculture through digital innovation

2) Name of Organisation(s) organizing the session

Food and Agriculture Organization of the United Nations (FAO) and International Telecommunications Union (ITU)

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

Action Line C7-ICT Applications- E-Agriculture:

The session was particularly linked to the WSIS Action Line C7 E-Agriculture which focuses on the use of ICT applications for e-Agriculture. E-Agriculture specifically involves the conceptualization, design, development, evaluation and application of innovative tools and mechanisms to use information and communication technologies (ICT) in the rural sector, with a primary focus on agriculture. The session proposed a framework for systematically integrating e-Agriculture at the national level through the creation of a digital innovation ecosystem that would support and foster further the creation and adequate use of ICTs to empower smallholder and family farmers and consequently improve productivity in food systems as a whole and worldwide, reaching the most vulnerable.

4) Did your workshop highlight any issues related to COVID-19? If yes, please explain.

The panel answered the questions from the floor on how digital agriculture solutions address COVID-19's impact on agricultural products and what can be a quick covid-19 response for small states in smart agriculture.

5) Key achievements, announcements, launches, agreements, and commitments

Collaboration efforts and partnerships are truly necessary to develop an enabling ecosystem for sustainable food and agriculture to support multi-stakeholders (government institutions, the private sector, civil society and academia) to unleash the potentials of digital solutions. Such have been illustrated by the joint actions lead by FAO, ITU and the Zhejiang University, including: the FAO-ITU National e- Agriculture Strategy to support government in optimizing resources for the development of agri-food sector in the process of digital transformation and implementing Smart Village to empower rural small holder and family farmers to embrace digital technologies and tools; as well as the partnership with Zhejiang University to establish a Centre of Excellence for Youth Innovation and Entrepreneurship under the framework of Digital Agriculture and Innovation Hubs. The main achievements from FAO side are: FAO's International Platform for Digital Food and Agriculture, the Hand-in-Hand initiative, the Hand-in-Hand Geospatial Platform and the Digital Agriculture and Innovation Hubs.

The aim of creating such an enabling and holistic ecosystem is to achieve (a) accelerated upscaling of services, (b) reduced digital gaps between urban and rural areas, (c) enhanced public awareness and individuals' skills, and (d) co-creation through Public-Private Partnerships; and these are all actions that constitute milestones towards the achievement of the SDGs along the WSIS Action lines.

6) Main outcomes highlighting the following:

I. Debated Issues

- Please capture highlights of the main issues discussed and interactions with audience

It has been recognized that an innovative use of digital technologies strongly contributes to improving livelihoods of farmers, increasing nutrition and food security, reducing poverty and providing solutions to better adapt to, and mitigate the effects of, climate change on agriculture, thus improving society's productivity and ensuring that, by targeting the most vulnerable, no one is left behind.

To reach such goals, it has been proved that it is necessary to develop an enabling ecosystem for sustainable food and agriculture that can efficiently support governments, institutions, the private sector, civil society and academia in unleashing the potential of digital solutions. Dejan Jakovljevic, Deputy Director, CSI, FAO; Longbao Wei, Director, Institute of Food and Agribusiness Management, at Zhejiang University and Hani Eskandar, Digital Services Senior Coordinator, ITU, presented in this perspective all the innovation work that their organizations have been developing in joint collaboration, with the aim of achieving accelerated upscaling of services, reducing digital gaps between urban and rural areas, enhancing public awareness and individuals' skills and co-creating

through public-private partnerships. The session is moderated by Meng Zeng, Information Technology Officer, FAO.

- Please highlight key achievements and challenges shared by the audience and/or panellists

The major achievements are the following: FAO's International Platform for Digital Food and Agriculture to enhance awareness on issues specific to the digitalization of the food and agriculture sectors and provide policy recommendations to governments to support decision-making at higher levels; the Hand-in-Hand initiative to accelerate agricultural transformation and sustainable rural development to eradicate poverty (SDG1) and end hunger and all forms of malnutrition (SDG2); the Hand-in-Hand Geospatial Platform to support all stakeholders with rich, shareable data while respecting the proper protocols of data confidentiality; Digital Agriculture and Innovation Hubs to enhance innovation ecosystem and culture; the partnership with Zhejiang University to establish a Centre of Excellence for Youth Innovation and Entrepreneurship and the FAO-ITU national e-agriculture strategy that aims at supporting governments in optimizing resources for the development of the agri-food sector in the process of digital transformation and implementing "smart villages" to empower rural smallholders and family farmers.

II. Quotes

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

"We should embrace innovative models through partners across the public, private and other sectors, together with digital solutions to accelerate and enable impact to all. Good example of such complimentary ecosystem we can find in International Platform for Food and Agriculture and Hand in Hand initiative." Dejan Jakovljevic, Deputy Director, CSI.

"In order to cultivate the favorable environment for the youth innovation and entrepreneurship in smart agriculture, governments should work together with universities, NGOs, private sectors to improve the infrastructure, financial services, trustworthiness system, farmers training and specialized incubation system which are crucial for startup companies in rural areas." Professor Longbao Wei, Director, Institute of Food and Agribusiness Management, Zhejiang University.

III. Overall outcomes of the session highlighting

- Main conclusions reached during the discussion

The importance of ICTs for sustainable development and innovation in the food and agriculture sector has been clearly recognized as the gathering, sharing and adequate analysis of agriculture data represent a unique opportunity to find new ways of reducing hunger and poverty through more accessible and data-driven solutions that will benefit everyone, including the most vulnerable following the SDG's main vision of 'leaving no one behind'.

- the vision for implementation of WSIS Action lines beyond 2015

Other related initiatives, enabled by a modern and relevant use of ICTs for innovation in the food and agriculture sector, such as youth entrepreneurship, capacity development, and multi-stakeholder partnerships should be fostered as to enable a permanent and systematic to integrate digital technologies and innovation into local communities and national action plans for sustainable development. These activities will contribute to establish business models to produce new ideas and products aimed at contributing and achieving all the SDGs, beyond WSIS Action Lines 2015.

7) Main linkages with the Sustainable Development Goals (please specify the SDGs)

Digital innovation has revealed to have a true potential to transform the approach to all 17 SDGs. Specifically, the development of a strategic framework for digital innovation in the food and agriculture sector will provide a systematic process and sustainable business model for creating, testing, funding, and scaling new digital solutions to achieve several SDGs, particularly 1 (eradication of poverty), 2 (end hunger), 8 (decent work and economic growth), and 13 (climate action). This session also focused on youth entrepreneurship, capacity development and multi-stakeholder partnerships, which are key enablers to establish business models to produce new ideas and products, shape better policy recommendations, better use of data, better knowledge transferring, and better digital solutions aimed at contributing and achieving all the SDGs.

8) Emerging Trends related to WSIS Action Lines identified during the meeting

These last 17 years have witnessed a remarkable growth in the use of digital technologies, transforming people's lives around the globe. To continue covering the needs of a world where by 2050 there will be 9.6 billion people to feed, FAO, ITU and the Zhejiang University recognize and highlight the crucial role of Innovation in finding sustainable solutions in the field of food and agriculture and address in a global perspective these new challenges successfully to achieve the SDGs to their best efficiency in line with the WSIS Action Lines.

9) Suggestions for Thematic Aspects that might be included in the WSIS Forum 2021

Interactive Facilitation Meetings



WSIS Action Line C1, C7: E-Government and C11: Latest findings from the United Nations E-Government Survey 2020

UN DESA

Monday, 24 August 2020

14:00 – 15:00

Please find in the link below, more information regarding the workshop:

<https://www.itu.int/net4/wsis/forum/2020/Agenda/Session/334>

1) Title of your session

Digital government during the times of pandemic and beyond

2) Name of Organisation(s) organizing the session

UN DESA - United Nations Department of Economic and Social Affairs

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

The United Nations Department of Economic and Social Affairs (UNDESA) through the Division for Public Institutions and Digital Government (DPIDG) serves as facilitator for the implementation of and follow-up to the action lines:

- C1: The role of public governance authorities and all stakeholders in the promotion of ICTs for development
- C7: ICT Applications: E-government
- C11 - International and regional cooperation

4) Did your workshop highlight any issues related to COVID-19? If yes, please explain.

Yes. According to the 2020 United Nations E-Government Survey, Member states have heavily relied on digital technologies in their Covid-19 pandemic response. Based on survey findings, during the crisis, many countries focused on providing information related to general health precautions and emergency numbers, supported by public announcements on national portals. As the crisis intensified, countries began extending their responses using more social media channels to report on COVID-19 statistics and providing national policy updates. At a later stage in the crisis, more Governments started using dedicated COVID-19 portals to centralize the information. Many of them moved further and - in partnership with private sector - have implemented new services and apps helping in the fight against COVID-19.

5) Key achievements, announcements, launches, agreements, and commitments

The newly launched United Nations E-Government Survey 2020¹ is presented during this session. The focus was on the Europe region.

6) Main outcomes highlighting the following:

I. Debated Issues

- Please capture highlights of the main issues discussed and interactions with audience
- Please highlight key achievements and challenges shared by the audience and/or panellists
- Global e-government development
- Regional e-government development in Europe
- Local e-government development
- E-Government response to the COVID-19 pandemic
- E-Participation
- Data governance for e-government
- Capacities for digital transformation

II. Quotes

III. Overall outcomes of the session highlighting

Main conclusions reached during the discussion:

The vision for implementation of WSIS Action lines beyond 2015:

- As a development tool, the United Nations E-Government Survey provides policymakers with evidence-based information and policy options that help governments understand their relative and contextual strengths and challenges, and to consider options on the way forward in mobilizing e-government for implementing the 2030 Agenda.
- Globally, a continued increase in the uptake of e-government development is evident, with 65 per cent of Member States now in the high or very high EGDI group. More than 22 per cent of the countries surveyed have moved to a higher EGDI group since 2018. Progress has been especially noteworthy in countries in special situations (LDCs, LLDCs and SIDS).
- While there tends to be a positive correlation between the EGDI ranking and the income level of a country, financial resources are not the only critical factor in e-government development. Very often, a strong

political will, strategic leadership, and the commitment to expanding the provision of digital services (as measured by the Online Service Index, or OSI) will allow a country to achieve a higher EGD rank than might otherwise be expected.

- The provision of digital government services has improved significantly; more than 84 per cent of countries now offer at least one online transactional service, and the global average is 14. The most common digital services offered worldwide are registering a new business, applying for a business licence, applying for a birth certificate, and paying for public utilities.

7) Main linkages with the Sustainable Development Goals (please specify the SDGs)

Digital government is cross-cutting across all SDGs.

8) Emerging Trends related to WSIS Action Lines identified during the meeting

Governance of e-government applications, security of technologies and behavior of people

9) Suggestions for Thematic Aspects that might be included in the WSIS Forum 2021

Suggest to keep it in line with HLPF Forum and other high-level development agendas at the United Nations. The 2021 session of the HLPF will review nine SDGs: 1, 2, 3, 8, 10, 12, 13, 16 and 17. The thematic focus of ECOSOC and HLPF in 2021 will be 'Sustainable and resilient recovery from the COVID-19 pandemic.'

Interactive Facilitation Meetings



WSIS Action Line C7: E-Business: Accelerating the creation of value in e-business for developing countries

UNCTAD/UPU/ITC

Wednesday, 26 August 2020

14:00 – 15:00

Please find in the link below, more information regarding the workshop:

<https://www.itu.int/net4/wsis/forum/2020/Agenda/Session/343>

1) Title of your session

Accelerating the creation of value of e-business in developing countries

2) Name of Organisation(s) organizing the session

Co-facilitated by the Universal Postal Union (UPU), the International Trade Centre (ITC), and the United Nations Conference on Trade and Development (UNCTAD)

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

Action Line C7. ICT Applications: E-business (UNCTAD/ITC/UPU)

4) Did your workshop highlight any issues related to COVID-19? If yes, please explain.

The novel coronavirus COVID-19 is having a profound impact on the economy and the businesses that drive it. With countries in various stages of lockdown, it is becoming clear that the virus has also impacted small and medium-sized enterprises (SMEs). There is a need to step up efforts to help SMEs go digital and make supply chains more open and inclusive.

Disruptions to the Postal infrastructure and services forced rapid innovation to allow it to continue to provide services essential to connect and enable businesses and citizens during this lockdown.

5) Key achievements, announcements, launches, agreements, and commitments

With over 100 participants from all regions of the world, using remote participation tools, this was the most attended C7 E-Business action line meeting of the past 15 years of action line meetings.

ITC launched the **ecomConnect.org** (<http://ecomconnect.org>) platform recently offering the first e-commerce community platform with a particular focus on users from developing and least-developed countries. EcomConnect brings together MSMEs, start-ups, organizations and business experts in e-commerce to build-up connections, acquire digital expertise through free online courses, e-commerce tools for small business and live webinars.

Correos de Costa Rica announced the launch of **Yalo Marketplace** (<https://yalo.market>), which constitutes a new business channel for entrepreneurs who seek to expand their market, through an easily accessible platform for both SMEs and the end customer. The platform provides a flexible and friendly site where they can navigate from any device with an internet connection and get the product they want without leaving home.

6) Main outcomes highlighting the following:

I. Debated Issues

The session will consider how digitalization is changing the way e-business creates value, how the digital transformation of postal infrastructure and services can accelerate inclusive e-business and e-commerce development, and how to replicate good practices of SME inclusion. How can we address the remaining challenges effectively? How to fund such initiatives to accelerate digital transformation and value creation?

Key Questions:

- What are the trends in value creation in the digital economy, e-business and e-commerce?
- How can the digital transformation of national postal infrastructure and services bring SME empowerment, social inclusion and economic growth?
- What are examples of public-private collaboration in digital platforms, payments and logistics that have been able to create value?
- What are some good practices in reducing barriers for small firms to take part in e-business and e-commerce? How can they be replicated effectively? How can the challenges be addressed?
- How can countries mobilize resources to accelerate action for inclusive and sustainable projects on e-business and e-commerce?

Highlights:

- Partnerships are vital to creating value – in private and public sectors
- Domestic e-commerce is a growth engine for the economy even in these challenging pandemic times
- E-commerce remains dominated by international platforms, but challenges remain to be addressed "in-country" for logistics, payments and platforms to enable SME to be effectively included
- A whole of government approach can enable geographic and economic e-commerce inclusion
- Postal infrastructure can enable increased E-commerce inclusion for SME not just for logistics, but also for domestic platforms and payments support

II. Quotes

"Now, (through the Post,) we have many SMEs outside the metropolitan area located rural communities that are having the chance to sell online to persons in the metropolitan area and also to sell to other rural places. We see so many buyers that live far away from the great metropolitan area that now have access to products and services that they were they wouldn't have access to normally", **Jorge Solano, Correos de Costa Rica**.

"We always think about e-commerce as a great equalizer. What happens in a developing nation like Bangladesh is that there can be barriers put up with the sheer number of people who are living in rural areas and these rural communities don't get access to a lot of things. This is why we came forward to create a single platform in Bangladesh to bridge this divide", **Rezwanul Haque Jami, Head of E-commerce, a2i Programme, Bangladesh**

"Alliances with postal offices can better serve the citizen. Small and medium enterprises also have a chance to utilize the Post Office as a gateway to get into new markets. So the Post Office becomes the relay to reach new markets but, above all, to improve the service offered for certain captive markets.", **Isaac Gnamba-Yao, Chief Executive Officer, La Poste de Côte d'Ivoire**

"Creating value in this joint way means that these opportunities are being opened up and entrepreneurs are able to ship much quicker or more reliably and even enter into free shipping", **James Howe, ITC**

"Developing countries have the data, but they are not the ones that control the main digital platforms are that add value or that monetize this information. So I think there has to be that aspect of improving the enabling environment, but also increasing the ownership of the data and the processes to monetize that data", **Scarlett Fondeur Gil, UNCTAD**

"The importance of partnerships between the national public infrastructure, national organizations and the private sector is vital for creating value in increasing inclusion of SMEs during this serious economic situation of COVID-19", **Paul Donohoe, UPU**

III. Overall outcomes of the session

The pandemic situation was a real and impactful stimulus for developing strategy embracing digital tools and capability for all levels of business across the economy, whether public or private.

There is a very positive sentiment for the value that e-commerce brings for creating value for SME, especially during this COVID-19 time.

Increasingly many regional free trade agreements are prioritizing the discussions around E-commerce, and it will be exciting to see how that can help reduce frictions and barriers in the area of trade facilitation policy.

However, one sobering thought is that the COVID-19 crisis will affect the availability of financing to support ICT and digital investments for e-commerce. The question remains as to whether that money is still there or has been repurposed for other government priorities.

7) Main linkages with the Sustainable Development Goals (please specify the SDGs)

The action line on e-business contributes to targets in SDGs 1, 2, 5, 8, 9, and 17.



8) Emerging Trends related to WSIS Action Lines identified during the meeting

- Partnerships are vital
- SME empowerment is still a critical issue
- Digital transformation of postal infrastructure is needed to be fit for purpose for SME inclusivity – for logistics, for payments and platforms.
- A whole-of-government approach to e-commerce development can bring inclusivity to all segments of the economy and the territory.
- More widely promoted remote participation for WSIS has increased the breadth of engagement for e-business discussions, and this should be continued for future WSIS events.

9) Suggestions for Thematic Aspects that might be included in the WSIS Forum 2021

Most of the developing countries are dealing with significant issues for displaced persons, whether it is a migration problem or a refugee crisis. Displacement is increasing day by day, be it economic displacement, displacement for work, displacement for a political situation or whatever. This can be internally displaced population or to elsewhere. The predictions within the next five or six years almost 1 billion people will be displaced, and that's a huge number. Accessing livelihoods for these people has always been a challenge.

While we talk about inclusivity, we tend to forget inclusivity for this displaced population. How can the development of the digital economy and e-commerce bring added value to this issue? Discussions could be done in future on how we can create a cohesive architecture or an ecosystem worldwide with best practices that countries can follow.

Interactive Facilitation Meetings



WSIS Action Lines C2: Information and Communication Infrastructure

ITU

Friday, 28 August 2020

13:00 – 14:00

Please find in the link below, more information regarding the workshop:

<https://www.itu.int/net4/wsis/forum/2020/Agenda/Session/349>

1) Title of your session

Identifying Unconnected Population: Mapping the last mile

2) Name of Organisation(s) organizing the session

ITU

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

ALC2

4) Did your workshop highlight any issues related to COVID-19? If yes, please explain.

Yes, how infrastructure is important in case of COVID-19

5) Key achievements, announcements, launches, agreements, and commitments

It was discussed how to identify the unconnected. More specifically, it focused on the challenges of collecting and sharing and using reliable data. Participant discussed how to ease the process of collecting and using data for connecting the unconnected.

6) Main outcomes highlighting the following:

I. Debated Issues

- Methods and tools to identify unconnected populations
- Data collection models and the value of open source data tools
Data reliability, privacy and security
- Challenges and the lessons learned and how they can be overcome to enhance the process and usage of collecting data?
- Collaboration for better for data collection and analysis at national, regional and international levels.
- Examples of mapping solutions used for successful deployments last mile connectivity projects.

Key achievements and challenges shared by the audience and/or panellists:

ITU Broadband map

- At the end of 2020 new targets (Gigabit Society) and definitions (5G) are coming up for broadband set by the EU and US, following Asia in the broadband game. What is broadband mapping
- A responsive regulation and a closer approach to the players have been the keys to identify unconnected areas and to define the best strategies to serve the population.
- How different scenarios for data collection can impact the expected level of mobile coverage in a country. These scenarios can combine the introduction of new technologies, but also changes in policy that affect the economics of rural connectivity.
- Necessary level of initial data granularity allows to avoid wrong decision in the process of technology selection and, as a result, to save limited financial resources

II. Quotes

- Please provide two important quotes from the session and the names & organisation of the person you are quoting:
 - In the mapping process it is necessary not only identify not-connected communities, but also to collect some detailed information about these communities (Vadim Kaptur ONAT University, Odessa, Rapporteur of ITU-D Q1/1)
 - Gigabit society – 100/100MB for all by 2025 – possibility to get connected (Mr. Ákos Bóna, Broadband Foundation)

III. Overall outcomes of the session highlighting

- Main conclusions reached during the discussion:
 - Mapping of infrastructure is very important
 - There are several manners, procedures for the data collection
 - How can we close the digital infrastructure and broadband gap between developed and developing countries
 - Has greener energy a great advantage to facilitate the ICT infrastructure
- The vision for implementation of WSIS Action lines beyond 2015:

7) Main linkages with the Sustainable Development Goals (please specify the SDGs)

SDG 9

8) Emerging Trends related to WSIS Action Lines identified during the meeting

Mid- and Last-Mile Connectivity

9) Suggestions for Thematic Aspects that might be included in the WSIS Forum 2021

Connecting the unconnected

WSIS Action Line Facilitators' Meeting



Thursday 10 September 2020

13:00 – 14:00

(E/F/A/C/S/R)

Regional Workshop

Fostering Digital Agriculture in Europe and Central Asia: Status of Digital Agriculture in Eighteen Countries of - ITU/FAO

Monday 22 June 2020

10:00 – 11:30

Please find in the link below, more information regarding the workshop:

<https://www.itu.int/net4/wsis/forum/2020/Agenda/Session/301>

1) Title of your session

Fostering an enabling ecosystem for food and agriculture through digital innovation

2) Name of Organisation(s) organizing the session

Food and Agriculture Organization of the United Nations (FAO) and International Telecommunications Union (ITU)

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

Action Line C7-ICT Applications- E-Agriculture:

The session was particularly linked to the WSIS Action Line C7 E-Agriculture which focuses on the use of ICT applications for e-Agriculture. E-Agriculture specifically involves the conceptualization, design, development, evaluation and application of innovative tools and mechanisms to use information and communication technologies (ICT) in the rural sector, with a primary focus on agriculture. The session proposed a framework for systematically integrating e-Agriculture at the national level through the creation of a digital innovation ecosystem that would support and foster further the creation and adequate use of ICTs to empower smallholder and family farmers and consequently improve productivity in food systems as a whole and worldwide, reaching the most vulnerable.

4) Did your workshop highlight any issues related to COVID-19? If yes, please explain.

The panel answered the questions from the floor on how digital agriculture solutions address COVID-19's impact on agricultural products and what can be a quick covid-19 response for small states in smart agriculture.

5) Key achievements, announcements, launches, agreements, and commitments

Collaboration efforts and partnerships are truly necessary to develop an enabling ecosystem for sustainable food and agriculture to support multi-stakeholders (government institutions, the private sector, civil society and academia) to unleash the potentials of digital solutions. Such have been illustrated by the joint actions lead by FAO, ITU and the Zhejiang University, including: the FAO-ITU National e- Agriculture Strategy to support

government in optimizing resources for the development of agri-food sector in the process of digital transformation and implementing Smart Village to empower rural small holder and family farmers to embrace digital technologies and tools; as well as the partnership with Zhejiang University to establish a Centre of Excellence for Youth Innovation and Entrepreneurship under the framework of Digital Agriculture and Innovation Hubs. The main achievements from FAO side are: FAO's International Platform for Digital Food and Agriculture, the Hand-in-Hand initiative, the Hand-in-Hand Geospatial Platform and the Digital Agriculture and Innovation Hubs.

The aim of creating such an enabling and holistic ecosystem is to achieve (a) accelerated upscaling of services, (b) reduced digital gaps between urban and rural areas, (c) enhanced public awareness and individuals' skills, and (d) co-creation through Public-Private Partnerships; and these are all actions that constitute milestones towards the achievement of the SDGs along the WSIS Action lines.

6) Main outcomes highlighting the following:

I. Debated Issues

- Please capture highlights of the main issues discussed and interactions with audience

It has been recognized that an innovative use of digital technologies strongly contributes to improving livelihoods of farmers, increasing nutrition and food security, reducing poverty and providing solutions to better adapt to, and mitigate the effects of, climate change on agriculture, thus improving society's productivity and ensuring that, by targeting the most vulnerable, no one is left behind.

To reach such goals, it has been proved that it is necessary to develop an enabling ecosystem for sustainable food and agriculture that can efficiently support governments, institutions, the private sector, civil society and academia in unleashing the potential of digital solutions. Dejan Jakovljevic, Deputy Director, CSI, FAO; Longbao Wei, Director, Institute of Food and Agribusiness Management, at Zhejiang University and Hani Eskandar, Digital Services Senior Coordinator, ITU, presented in this perspective all the innovation work that their organizations have been developing in joint collaboration, with the aim of achieving accelerated upscaling of services, reducing digital gaps between urban and rural areas, enhancing public awareness and individuals' skills and co-creating through public-private partnerships. The session is moderated by Meng Zeng, Information Technology Officer, FAO.

- Please highlight key achievements and challenges shared by the audience and/or panellists

The major achievements are the following: FAO's International Platform for Digital Food and Agriculture to enhance awareness on issues specific to the digitalization of the food and agriculture sectors and provide policy recommendations to governments to support decision-making at higher levels; the Hand-in-Hand initiative to accelerate agricultural transformation and sustainable rural development to eradicate poverty (SDG1) and end hunger and all forms of malnutrition (SDG2); the Hand-in-Hand Geospatial Platform to support all stakeholders with rich, shareable data while respecting the proper protocols of data confidentiality; Digital Agriculture and Innovation Hubs to enhance innovation ecosystem and culture; the partnership with Zhejiang University to establish a Centre of Excellence for Youth Innovation and Entrepreneurship and the FAO-ITU national e-agriculture strategy that aims at supporting governments in optimizing resources for the development of the agri-food sector in the process of digital transformation and implementing "smart villages" to empower rural smallholders and family farmers.

II. Quotes

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

"We should embrace innovative models through partners across the public, private and other sectors, together with digital solutions to accelerate and enable impact to all. Good example of such complimentary ecosystem

we can find in *International Platform for Food and Agriculture and Hand in Hand initiative*.” Dejan Jakovljevic, Deputy Director, CSI.

“In order to cultivate the favorable environment for the youth innovation and entrepreneurship in smart agriculture, governments should work together with universities, NGOs, private sectors to improve the infrastructure, financial services, trustworthiness system, farmers training and specialized incubation system which are crucial for startup companies in rural areas.” Professor Longbao Wei, Director, Institute of Food and Agribusiness Management, Zhejiang University.

III. Overall outcomes of the session highlighting

- Main conclusions reached during the discussion:

The importance of ICTs for sustainable development and innovation in the food and agriculture sector has been clearly recognized as the gathering, sharing and adequate analysis of agriculture data represent a unique opportunity to find new ways of reducing hunger and poverty through more accessible and data-driven solutions that will benefit everyone, including the most vulnerable following the SDG’s main vision of ‘leaving no one behind’.

- The vision for implementation of WSIS Action lines beyond 2015:

Other related initiatives, enabled by a modern and relevant use of ICTs for innovation in the food and agriculture sector, such as youth entrepreneurship, capacity development, and multi-stakeholder partnerships should be fostered as to enable a permanent and systematic to integrate digital technologies and innovation into local communities and national action plans for sustainable development. These activities will contribute to establish business models to produce new ideas and products aimed at contributing and achieving all the SDGs, beyond WSIS Action Lines 2015.

7) Main linkages with the Sustainable Development Goals (please specify the SDGs)

Digital innovation has revealed to have a true potential to transform the approach to all 17 SDGs. Specifically, the development of a strategic framework for digital innovation in the food and agriculture sector will provide a systematic process and sustainable business model for creating, testing, funding, and scaling new digital solutions to achieve several SDGs, particularly 1 (eradication of poverty), 2 (end hunger), 8 (decent work and economic growth), and 13 (climate action). This session also focused on youth entrepreneurship, capacity development and multi-stakeholder partnerships, which are key enablers to establish business models to produce new ideas and products, shape better policy recommendations, better use of data, better knowledge transferring, and better digital solutions aimed at contributing and achieving all the SDGs.

8) Emerging Trends related to WSIS Action Lines identified during the meeting

These last 17 years have witnessed a remarkable growth in the use of digital technologies, transforming people’s lives around the globe. To continue covering the needs of a world where by 2050 there will be 9.6 billion people to feed, FAO, ITU and the Zhejiang University recognize and highlight the crucial role of Innovation in finding sustainable solutions in the field of food and agriculture and address in a global perspective these new challenges successfully to achieve the SDGs to their best efficiency in line with the WSIS Action Lines.

9) Suggestions for Thematic Aspects that might be included in the WSIS Forum 2021

N/A

Regional Workshop

Tecnologías Digitales durante y post COVID-19 : Cuál ha sido la respuesta de América Latina en esta pandemia ? - Dominican Republic

Wednesday 24 June 2020

17:00 – 18:00

Regional Workshop

Protecting Children and Young Persons Online - ITU

Monday 29 June 2020

10:00 – 11:30

Regional Workshop

Liderazgo y tecnología en el siglo 21 - Fundación Abba Colombia

Wednesday 1 July 2020

15:00 – 16:00

Please find in the link below, more information regarding the workshop:

<https://www.itu.int/net4/wsis/forum/2020/Agenda/Session/304>

1) Title of your session

“Liderazgo y tecnología en el siglo 21”

2) Name of Organization(s) organizing the session

Fundación Abba Colombia

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

- C3. Access to information and knowledge
- C4. Capacity building
- C7. applications: benefits in all aspects of life
- C10. Ethical dimensions the Information Society

4) Did your workshop highlight any issues related to COVID-19? If yes, please explain

Yes, the webinar showed the importance of leadership and technology in the 21st century during covid19 pandemic. It was an interactive session that highlighted how a leader should be in interaction and adaptability in the digital era of the 21st century especially during covid19. It also highlights the technological changes happening in Latin America and the role that we should take to accept these changes in these times.

5) Key achievements, announcements, launches, agreements, and commitments

- Our webinar had a very diverse audience, especially Latin America
- We focus as well on the sustainable development goals
- Key interaction with the audience and panellists

6) Main outcomes highlighting the following:

I. Debated Issues

- Leadership in the digital era: The new roles in the digital era
- Artificial intelligence: Allied robots in the corona-virus health crisis
- The importance of leadership during this crisis
- Artificial intelligence: Photo and video presentation as highlight

II. Quotes

- *“La mayor inversion debe ser siempre en las personas”*

-Farid Lozada- CEO, Abba Colombia

- *“La educación es el arma más poderosa para cambiar el mundo”*

-Nelson Mandela-

- *“The greatest investment should always be in people”*

-Farid Lozada- CEO, Abba Colombia

- “Education is the most powerful weapon to change the world”

-Nelson Mandela-

III. Overall outcomes of the session highlighting

- Main conclusions reached during the discussion:
 - Leadership and adaptability in this time
 - Character of the leader in the digital era
- The vision for implementation of WSIS Action lines beyond 2015:

This session of "Liderazgo y tecnología en el siglo 21" has a link to the following WSIS Action Lines The role of governments in the promotion and development of technology, access to information and knowledge of technology, as well as technology and benefits in all day-to-day aspects: e-government is highlighted as well as the ethical dimensions of the information society and the creation of regional, national and international cooperation.

7) Main linkages with the Sustainable Development Goals (please specify the SDGs)

- GOAL 4: Accessible ICTs can help ensure inclusive and equitable education and opportunities for lifelong learning for all, including persons with disabilities, through universal design principles that ensure information is delivered and communication is enabled in a way that corresponds to any learner's needs.
- GOAL 5: Work on removing the gender barriers to ICT education and training and promoting equal training opportunities in ICT-related fields for women and girls, is part of the action line, with early intervention programmes in science and technology targeting young girls with the

aim of increasing the number of women in ICT careers as well as promotion the exchange of best practices on the integration of gender perspectives in ICT education.

- GOAL 8: Decent work and economic growth
- GOAL 16: Promote peaceful and inclusive societies
- GOAL 17: Global Partnerships

The webinar had a link to the following sustainable development objectives: the promotion of lifelong learning opportunities - highlighting leadership as the main focus. The promotion of leadership and the role of young people and women in it the promotion of a sustainable and growing economy that generates jobs, as well as the promotion of inclusive societies, in peace and justice with equitable sustainable development.

8) Emerging Trends related to WSIS Action Lines identified during the meeting

The role of governments in the promotion and development of technology, access to information and knowledge of technology, as well as technology and benefits in all day-to-day aspects: e-government is highlighted as well as the ethical dimensions of the information society and the creation of regional, national and international cooperation.

9) Suggestions for Thematic Aspects that might be included in the WSIS Forum 2021

Thanks to the WSIS forum team, we had a very interested webinar, good audience, our target Latin America (Regional), language Spanish, the audience gave excellent feedback and really liked the topic.

Regional Workshop

The Community Internet Experience - VIASAT

Friday 17 July 2020

18:15 – 19:15

Please find in the link below, more information regarding the workshop:

<https://www.itu.int/net4/wsis/forum/2020/Agenda/Session/142>

1) Title of your session

The Community Internet Experience, Affordable satellite broadband for the unconnected.

2) Name of Organisation(s) organizing the session

Viasat (global satellite broadband provider)

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

C1; C2; C3; C7

4) Did your workshop highlight any issues related to COVID-19? If yes, please explain

Yes, the TW's topic was satellite broadband connectivity and panellists highlighted the relevance of increasing rural and semi-urban connectivity for the people in those areas to access critical services such as health, education, and access to information. The panellists (officials from the governments of Jamaica, Mexico and Brazil) highlighted that services such as Viasat's "Community Internet" allow access to broadband in the case of emergencies such as Covid-19, where other services such as fibre or mobile services have not reach.

5) Key achievements, announcements, launches, agreements, and commitments

Viasat announced that the service will be launched very soon in a country in Central America (for commercial reasons they couldn't say which one) and also that the service is expected to be launched soon in Peru and aiming to deploy it in some countries in Africa in 2021.

6) Main outcomes highlighting the following:

I. Debated Issues

- Please capture highlights of the main issues discussed and interactions with Audience:

The main issue discussed was the experience of the Community Internet service. First, Viasat explained the general characteristics of the service and drew a comparison between the cost of satellite connectivity in the past and a much lower cost of satellite broadband today.

Then, authorities from Brazil, Mexico and Jamaica shared their experiences with the service and talked about the needs of more and better connectivity in their countries. They also addressed the issue of the digital gap between rural and urban communities: Mexico's representative highlighted that Internet access is a right contemplated in the country's National Constitution and that they still have many unconnected areas. He also explained Mexico's connectivity program in public sites. Jamaica's representative mentioned that Viasat began connecting schools in the country with the aim of reaching over 100 schools and also highlighted the importance of having unified regulations in the Caribbean region and that the issue has been discussed within the CARICOM (Caribbean Community). She also mentioned how critical connectivity is after Covid-19. Brazil's representative explained recent policies that promote more connectivity and talked about the launch of the Community Internet service in Brazil in February 2020.

- Please highlight key achievements and challenges shared by the audience and/or panellists:

Viasat highlighted that the cost of their satellite broadband Community Internet service was of US \$ 1.5 in Brazil and US \$ 2.5 in Mexico (average price per GB) when the average price in Latin America is US \$ 9.5.

II. Quotes

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

"The average price per gb of Viasat's Community Internet satellite broadband service is between 4 and 5 times cheaper than the average price of a gb in Latin America"

-Carolina Quan-, Senior Commercial Director, Community Internet @ Viasat.

"There are still 10,000 towns and areas in Mexico with no Internet coverage"

-Luis Fernando Lopez Aguado Soto-, Head of Unit, Backbone and Access Networks @ Secretary of Communications and Transport, Mexico.

III. Overall outcomes of the session highlighting

- Main conclusions reached during the discussion:
- The vision for implementation of WSIS Action lines beyond 2015:

One of the main conclusions of the workshop was about the cost of satellite connectivity: satellite broadband is more affordable than before and this opens new opportunities for rural and semi urban high-speed Internet access and new opportunities for the reduction of the digital gap between cities and rural areas.

Another common ground among panellists was that regulations need to be simpler and that taxes to connectivity services should aim at generating income to invest in the sector and not for other purposes.

7) Main linkages with the Sustainable Development Goals (please specify the SDGs)

Community Internet links to the SDGs 1, 4, 8, 10, 17.

8) Emerging Trends related to WSIS Action Lines identified during the meeting

WSIS Action Line C2 Information and communication infrastructure: Satellite services are becoming cheaper and can become an important tool to reduce the digital gap and connect people living in rural and semi urban areas, at affordable prices and low costs of installation.

9) Suggestions for Thematic Aspects that might be included in the WSIS Forum 2021

As stated above, satellite technology is much cheaper than ten or twenty years ago. Satellites can connect rural and isolated communities but also, satellites are the perfect tool to connect moving vehicles: airplanes, vessels, cars. There is a big opportunity of connecting, at affordable prices, fishing vessels and farm vehicles to bring the advantages of connectivity to the agricultural sector, especially for the benefit of small fishermen and farmers. We suggest the thematic of “Connecting vehicles in motion, broadband for small fishermen and farmers” as a topic that could be included in the Forum 2021. This links to WSIS Action line C7 E-Agriculture and is relevant for all regions of the world.

Regional Workshop

An initiative to develop active communities and networks of collaboration and support in favour of an entrepreneurship with a local impact and a global reach

(Andalusia Emprende (Spain,) in collaboration with World Entrepreneurs (Switzerland))

Monday 7 September 2020

17:00 – 18:00

Please find in the link below, more information regarding the workshop:

<https://www.itu.int/net4/wsis/forum/2020/Agenda/Session/385>

1) Title of your session

An initiative to develop active communities and networks of collaboration and support in favour of an entrepreneurship with a local impact and a global reach

2) Name of Organisation(s) organizing the session

Andalusia Emprende (Spain) in collaboration with World Entrepreneurs (Switzerland)

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

C4. Capacity building – Gender.Training ICT professionals.

C7. ICT applications: benefits in all aspects of life - E-business.

C7. ICT applications: benefits in all aspects of life - E-employment.

C7. ICT applications: benefits in all aspects of life - E-environment.

C8. Cultural diversity and identity, linguistic diversity and local content.

C11. International and regional cooperation.

4) Did your workshop highlight any issues related to COVID-19? If yes, please explain.

No

5) Key achievements, announcements, launches, agreements, and commitments

- Leticia Gennes-Beltrán and Julio Andrés Rozo have launched a global challenge which consists of a 400-kilometer trek through the Amazon Rainforest with an open invitation to potential sponsors.
- The organization of exploratory missions for people connected to institutions or networks providing support to entrepreneurship both in Andalusia (Spain), Colombia, or even in Switzerland via World Entrepreneurs, so they can get to know their respective business models, carry out joint academic activities and learn from one another's experiences.
- Setting up a partnership between MicoTime, Amazonía Emprende and universities interested in producing an academic project about regenerative and sustainable entrepreneurship oriented towards training all those students and teachers keen on learning about this subject matter, and also to the Andalusian International Cooperation Agency bid to finance international cooperation projects led by Andalusian universities.

6) Main outcomes highlighting the following:

This regional workshop allowed us to activate those with a drive to transform the world by undertaking ventures with a local impact that can eventually reverberate across the globe. As a result, panellists and the audience enjoyed a space for interactive participation, having not only learnt but also drawn up together a working sheet to implement all the real opportunities to cooperate that emerged throughout the event.

This workshop was put forward and developed by Andalusia Emprende in collaboration with World Entrepreneurs-Switzerland. Andalusia Emprende is a public foundation operating under the auspices and supervision of the Andalusian Council for Employment and World Entrepreneurs-Switzerland is an organization whose work is centred around the development of value-based communities and networks.

The session was structured in three parts. During the first part, Leticia Gennes-Beltrán, founder and manageress of World Entrepreneurs-Switzerland talked about sustainable entrepreneurship, collective leadership and the creation of communities capable of collectively transforming the world. She also addressed such topics as the keys to success for communities and networks seeking to support entrepreneurs, and what the latter should expect from a network to ascertain whether they will get the guidance they need.

During the core part of the session, two of our guest entrepreneurs shared how their ventures are having an impact on their communities. At the same time, they took the opportunity of openly expressing their needs to the audience so that same impact continues to expand at a global scale.

Beli Casillas, Micotime's CEO, explained how her company aims to underscore certain natural resources –in their case fungi and mushrooms-. She also confessed how she transformed her hobby into a lifestyle because of her infatuation with the land she was living on at the time. Their project contributes to the preservation of the planet and terrestrial ecosystems (SDG no. 13 & 15) by generating sustainable wealth in the environment where it is located, as a result of being oriented to circular economy and a responsible production (SDG no. 12) whilst helping to preserve biodiversity.

Julio Andrés Rozo Grisales, the founder of Amazonía Emprende, by way of his Escuela Bosque de Negocios (The Forest Business School), is generating an incubation model for green business, Amazonian companies, families and communities, which tries to strengthen the role of women and improve the quality of people's lives. The logic: it stands to reason that when human beings have a better quality of life, and a higher income, the incentives to preserve the forest will accordingly increase. Furthermore, with his project, he intends to generate a closer contact of the Colombians with the Amazonian region. In that respect, he welcomes any public or private, national or foreign institutions, so they have the chance of getting to know the Amazon Rainforest better, how it should be protected and how offset mechanisms for its preservation can be promoted. Finally, it is worth adding that Julio works in sustainable and regenerative entrepreneurship for the recovery of the decreasing forest landscape.

The third part of this session was conducted by Laia Pujol. She liaised with the audience and panellists with a view to encouraging their active participation in the chatroom and, therefore, helping to build a rapport among them. The session came to an end with the panellists' closing remarks, which recapped the results achieved in this workshop: the keys to tackle with agility the design and development of value-based communities and collaborative, result-oriented networks, where collective leadership, female empowerment and the use of technologies are prioritised; an array of best practices of sustainable entrepreneurship and alliances, and also some collaborative proposals to be carried out by the stakeholders who were present in the event.

The actual attendance for the workshop was of 80 people, coming from 50 different geographic areas and countries: Europe, Asia, Africa, North America and Latin America.

As regards the profile of the participants, the audience belonged to both the private sector, Academia and also other institutions.

I. Debated Issues

- Please capture highlights of the main issues discussed and interactions with audience
- Entrepreneurship is the innate human ability to create and transform an idea into a reality liable to be beneficial to our community.
- To transform the world one does not need to accomplish great feats or be endowed with a great deal of talent. We just need to understand, as the UN 2030 Agenda reminds us, that the world faces a series of global challenges, affecting every country, every territory. However, those global challenges do manifest themselves in a very different way depending on which community is concerned.
- To transform the world from the collective means that the entrepreneurs are the ones who can reach a solution tailored to their reality, and if they do that through collaborating with other communities, then, they will be able to increase, scale up this impact.
- Communities should offer guidance to entrepreneurs. The latter need to know which the objectives of the community are, which ethics and sustainability principles and values they should be adjusting their behavior to. In addition, communities should provide entrepreneurs with the resources and tools they require to develop their projects successfully.
- Networks help empower women, and that is one of the key factors in a community. Let us not forget that beside every woman there are families, communities.
- Trust is the keyword: if we wish to work together with a community, we have to let them be a part of our projects, we have to really understand their everyday reality, and working from this point forward, trust is only to be built on shared motivation and interests.
- To achieve their goals, entrepreneurs need sufficient funding. Good communications too, of course, but we do not only mean here a better layout of the road network, but also new technologies –that is, broadband- so they become really operational. They also require tools to work online and on social media. Besides, some research needs to be done, to open new lines of work. In this respect, universities should work hand in hand with private companies to generate synergies.
- ‘Working together, we can reach further, to everyone’. The new technologies must support entrepreneurs, and public and private institutions should give visibility to entrepreneurship. We have to excel, to become a better version on ourselves (Beli Casillas)‘.
-
- Please highlight key achievements and challenges shared by the audience and/or panellists
- 1. Mercenatura: being a woman entrepreneur currently working with olive stones put to therapeutical use, she could collaborate with Beli Casillas.

2. Several people from some other European countries: they are considering how to collaborate with Julio in order to obtain funding and work together with him.
3. Johan Franzen, the CEO of Entnest, a Swiss enterprise, is interested in contacting Beli and Julio. <https://www.entnest.com/hom/vision-and-mission>.
4. Researchers at the Pontifical Xavierian University of Colombia might be joining in an eventual collaboration as proposed by Leticia. They wish to establish an academic dialogue in any case.
5. Intermediate entities: businesses and Advice Centres for Entrepreneurship in Andalusia, they got hold of the information and they are willing and pleased to share it.

II. Quotes

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

'We began emphasizing the importance of communities, the importance of building networks. Together we can reach further. There is plenty of evidence supporting this statement. We may initially launch our business initiative with a short-sighted, modest ambition, just focused on the local. However, we can scale it up exponentially. We need tools and infrastructure connecting us, more spaces like this forum, because networks are of the utmost importance, and the fabric networks are made of, most of all, is trust. Trust needs to be built and we build trust by talking to each other. Therefore, there is no other choice but to make dialogue happen. Dialogue is the answer. We need to create spaces for dialogue, to generate tools, now via the ICT. Through sharing, all of us win, we make the pie bigger (Laia Pujol).

'Human diversity is the strength of our common future. For this reason, we believe that, to build communities, societies and nations with more resilience, innovation, inclusiveness and sustainability, we need to support our entrepreneurs. Consequently, too, we need to build networks, organizations and communities that inspire our entrepreneurs, show them the way and help them connect to one another, so they can transform the world without leaving anybody behind'. (Leticia Gennes-Beltrán)

III. Overall outcomes of the session highlighting

- **main conclusions reached during the discussion**

- Communities, networks and organizations should be created to support sustainable entrepreneurship, in other words, to help the entrepreneurs to become aware of the role they play within their community and how they can come up with the right solutions for the community they live in, thanks to their knowledge, goods and services
 - The following are the 3 keys leading to success for communities and networks supporting entrepreneurial activity:
 1. Human or personal empowerment: in this respect, networks must focus on helping the entrepreneur to develop her natural personal skills and self-manage her own affairs.
 2. Strategic alliances and collective leadership, gained through common motivation and interests and a shared accountability, will contribute to replicating best practices and accessing new markets, financing, innovation, etc.
 3. The use of technology is going to scale up the whole process and provide it with visibility – A failure to communicate is tantamount to non existence.
 - The entrepreneur's major asset is her trust in the community
 - The fact that we can visualise this challenge will enable us to awaken interest in first-rate investors or companies trying to offset their gas emissions...These profiles might hopefully feel driven to do something in practice.
 - The entrepreneurs need strategic allies across the world, to help them be seen by other potential allies, allies with whose cooperation they could find solutions to their problems.
 - Apparently, the main issue with entrepreneurs is the lack, or insufficiency of, financing. However, sometimes ingenuity is a much more valuable trump card, that is, trying to discover how technology can help us and how collaborations may be of great use to our goals.
 - In general, any type of entrepreneurship will prioritise one or two development objectives. To ensure the sustainability of a project, various goals should be taken into consideration, any of them being a part of the so-called 5 P's, or dimensions, of sustainable development. To wit: people, planet, prosperity, partnership and peace.
- To showcase something, raising awareness is essential. In that respect, both projects of Micotime and Amazonia Empreende are just the ticket for this cause, because they clearly promote environmental education and respect for biodiversity.

- **the vision for implementation of WSIS Action lines beyond 2015**

N/A

7. Main linkages with the Sustainable Development Goals (please specify the SDGs)

Goal 5: Achieve gender equality and empower all women and girls.

Goal 8: Promote inclusive and sustainable economic growth, employment and decent work for all.

Goal 12: Ensure sustainable consumption and production patterns.

Goal 13: Take urgent action to combat climate change and its impacts.

Goal 17: Revitalize the global partnership for sustainable development.

8. Emerging Trends related to WSIS Action Lines identified during the meeting

N/A

9. Suggestions for Thematic Aspects that might be included in the WSIS Forum 2021

N/A

Country Workshops



During Country Workshops, countries provide updates and reports on the implementation of the WSIS Action Lines in their respective countries. These sessions provide an opportunity for all participants to learn and share their country level experiences on the implementation of the WSIS Action Lines.

Country Workshop



Global Digital Marketplace - Social Purpose Digital Commissioning - UK
Government Digital Service - Cabinet Office

Thursday 23 July 2020

12:00 – 13:00

Please find in the link below, more information regarding the workshop

<https://www.itu.int/net4/wsis/forum/2020/Agenda/Session/168>

1) Title of your session

Global Digital Marketplace - Social Purpose Digital Commissioning
Subtitle: Internet-era public procurement of ICTs: a catalyst for achieving the SDGs

2) Name of Organisation(s) organizing the session

UK Government Digital Service (GDS)

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

C1

4) Did your workshop highlight any issues related to COVID-19? If yes, please explain.

Yes. Now more than ever, when COVID-19 has exposed gaps and weaknesses in governments' digital resilience, as well as further undermining governance and accountability where systems were already weakened due to corruption and bribery, public sectors globally should take advantage of the opportunities provided by digital, data and technology throughout the public procurement lifecycle, to help:

- address people's raised expectations of simpler, clearer and digital public services
- build trust between governments and their communities
- increase transparency and access to information
- reduce inequalities in society and stimulate local economies by increasing competition and participation of under-represented groups of service providers, for example women-owned small and medium-sized enterprises (SMEs)
- contribute to successfully achieving the SDGs

5) Key achievements, announcements, launches, agreements, and commitments

The GDS [Global Digital Marketplace Programme](#) aims to help governments in the emerging economies make their procurement more transparent in order to reduce corruption, and to boost their digital, data and technology domestic sectors.

The GDS Global Digital Marketplace Programme is:

- part of the current [UK Cross-Government Prosperity Fund](#) Global Anti-Corruption Programme, led by the [Foreign, Commonwealth & Development Office](#) (FCDO)
- a commitment in the [UK Anti-Corruption Strategy 2017 to 2022](#) (Priority 4: Reduce Corruption in Public Procurement and Grants)
- a commitment in the [HM Treasury and Home Office Economic Crime Plan 2019 to 2022](#) (Priority 7: International Strategy; Action 46: Joint work on meeting international standards)

GDS also represents the UK Government by leading a number of multilateral organisations' Thematic Groups, which focus on mainstreaming internet-era approaches to public procurement of information and communications technologies (ICTs):

- Since October 2016, the Organisation for Economic Cooperation and Development (OECD) Working Party of Senior Digital Government Officials ('E-Leaders') Thematic Group on 'ICT Commissioning'
- Since October 2019, the United Nations' specialised ICT agency the International Telecommunication Union (ITU) 'United for Smart Sustainable Cities' (U4SSC) Thematic Group on 'Procurement Guidelines for Smart Sustainable Cities'

Through this work, and with international sponsorship from OECD and ITU U4SSC, GDS will be launching the Digital Buying Guide in the coming months.

Through its work, and with international sponsorship from OECD and ITU U4SSC, the GDS Global Digital Marketplace Programme has been developing the Digital Buying Guide following an iterative, incremental and user-centred design led approach.

The Digital Buying Guide is intended as a universally applicable, scalable and accessible (compliant to 'AA' level with the Web Content Accessibility Guidelines (WCAG) 2.1) digital product of practical, step-by-step guidance (including emergency buying, necessitated by COVID-19), with a growing collection of global case studies.

The Digital Buying Guide is currently available in English, Bahasa Indonesia and Spanish versions, with future plans to include additional language translations.

6) Main outcomes highlighting the following:

i. Debated Issues

- Since the dawn of the internet, innovations and new technologies have emerged and evolved at an ever increasing pace. National, regional and local governments globally are trying to address these challenges and embrace the opportunities made possible by technological advancements, to deliver better public services for their communities.
- This means challenging traditional public sector approaches to procuring ICTs, which tend to:
 - not focus on the needs of users (citizens, businesses, charities, civil servants, etc)

- be more about just products and services
- define commercial relationships largely based on demand and supply, which favour larger providers of products and services
- use binary make or buy / licence decisions
- use hierarchical and linear models for implementing change
- focus on ministry, department or agency level 'siloed' implementations

ii. Quotes

- “Why do we care? There are some eye-wateringly large numbers associated with systemic failure within public spending. The [World Economic Forum estimates](#) that US\$2.6 trillion is lost through corruption and US\$1 trillion in bribes every year. That’s more than the combined GDP of all Sub-Saharan African countries. The OECD estimates that of the foreign bribery cases prosecuted under its Anti-Bribery Convention between 1999 and 2014, the majority - 57% - related to winning a public procurement contract.” - Warren Smith, Global Digital Marketplace Programme Director, UK Government Digital Service (GDS)
- “Empathy and mutual respect are such important qualities for both the digital and commercial professions in the public sector, to successfully work together collaboratively, with the shared goal of meeting users’ needs. It’s like a relay race, where the baton represents users’ needs; two members of the same team are coordinated and synchronised with each other to enable the baton to be passed seamlessly on its course (the delivery lifecycle). Without empathy and mutual respect, actions won’t be coordinated and out of sync, and the baton could be dropped (and users’ needs won’t be met).” - Emilia Cedeno, Enhancing Capability Lead, UK Crown Commercial Service (CCS)

iii. Overall outcomes of the session highlighting

- Moving away from traditional public sector approaches to ICT procurement requires business models and processes, and importantly a culture and mindset, for public sectors globally to take advantage of what digital, open data and technologies enable, to achieve systemic change with measurable impact for civil society.
- The vision for implementation of WSIS Action line C1 - **the role of governments and all stakeholders in the promotion of ICTs for development** - is to support innovative and adaptive approaches that engage multiple sectors, multiple agencies, multiple disciplines, multiple stakeholders, etc, with a shared collaborative purpose that puts peoples’ needs at the heart of systemic change, using ICTs as enablers of that change to address the interrelated challenges to meeting the SDGs.

7) Main linkages with the Sustainable Development Goals (please specify the SDGs)

SDGs 5, 8, 11, 16

8) Emerging Trends related to WSIS Action Lines identified during the meeting

The meeting focussed on WSIS Action line C1 - the role of governments and all stakeholders in the promotion of ICTs for development. Broad collaborative networks, e.g. local, national and international

communities of practice, united by a shared purpose, principles and values, are critical to mobilise coordinated impactful action to achieve sustainable and systemic change.

9) Suggestions for Thematic Aspects that might be included in the WSIS Forum 2021

Promoting security, stability and resilient, equitable, inclusive and sustainable economic growth, by preventing and combating corruption through innovation, good governance, increased transparency and integrity of public and private sector actors, and digitalisation.

Country Workshop



Digital Maturity Assessment as key ingredient for Digital Transformation Roadmap - Estonia

Friday 24 July 2020

12:00 – 13:00

Please find in the link below, more information regarding the workshop:

<https://www.itu.int/net4/wsis/forum/2020/Agenda/Session/175>

1) Title of your session

Digital Maturity Assessment as key ingredient for Digital Transformation Roadmap

2) Name of Organization(s) organizing the session

e-Governance Academy

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

The topic of digital transformation and the e-Governance Academy's digital maturity assessment methodology is mainly relevant to Action Lines C1, C2, C3, C4, C6, C7 and C11.

4) Did your workshop highlight any issues related to COVID-19? If yes, please explain

The workshop did not specifically highlight issues related to COVID-19, but the Digital Maturity Assessment methodology can be successfully implemented to highlight gaps and development needs in the field of e-government, which contribute to better governance, especially during the COVID-19 crisis.

5) Key achievements, announcements, launches, agreements, and commitments

The Digital Maturity Assessment methodology is a universal qualitative methodology that helps leaders determine where their countries or organisations are in the digital transformation journey and guide next steps to be taken.

6) Main outcomes highlighting the following:

I. Debated Issues

- Please capture highlights of the main issues discussed and interactions with audience:

- The Digital Maturity Assessment can be equally well applied at the country, regional, municipal, organisational and sectoral level.

II. Quotes

- Please provide two important quotes from the session and the names & organisation of the person you are quoting:
 - “Digital Maturity Assessment helps governments recognise their current capacities and set realistic digital transformation goals – not only to develop services and technologies, but also to gradually improve institutional capacities and administrative processes related to service delivery.” - Linnar Viik, e-Governance Academy
 - “Without digital identity – without an ability to identify your people, land and businesses – the public sector cannot deliver services and is not even able to properly prepare the service delivery process.

III. Overall outcomes of the session highlighting

- Main conclusions reached during the discussion:
 - The giant digital transformation leap that countries are envisioning is actually a series of small steps that need to be taken on a daily basis, achieving the objective through gradual growth.
 - Digital transformation is very much about coordination and capacity building. In 2020, digital tools are used to deliver impact in all sectors, which means that all ministries should have their own digital agendas and these require coordination.
 - Artificial intelligence and machine learning are most useful if they are implemented not only because there is a strong political will, but on top of machine-readable datasets, digital identity, good end user capacities, and a solid regulatory framework.

7) Main linkages with the Sustainable Development Goals (please specify the SDGs)

The topic of digital transformation and the e-Governance Academy's digital maturity assessment methodology is relevant to all SDGs. ICT infrastructure and e-government solutions such as digital population data management, electronic identity, and open data contribute heavily to SDGs 1, 3, 5, 8 and 9 by allowing the implementation of social protection systems and equal access to services. Moreover, e-government information systems, service portals, digital engagement plans, and digital transformation roadmaps contribute to SDGs 10, 11, 12 and 17 reducing inequalities, helping to build sustainable cities and communities, reducing corruption, promoting effective and accountable institutions as well as responsive and inclusive decision-making.

8) Emerging Trends related to WSIS Action Lines identified during the meeting

The workshop highlighted the need for mainstreaming ICTs and developing national digital transformation strategies, in line with Action Line 1.

9) Suggestions for Thematic Aspects that might be included in the WSIS Forum 2021

We propose the following topics to be highlighted in the WSIS Forum 2021:

- Public-private partnership in data management
- Cross-border and regional digital transformation

Country Workshop



Workshop on Internet-Based Poverty Alleviation & Digital Economy - China
Academy of Information and Communications Technology

Tuesday 28 July 2020

12:00 – 13:00

Please find in the link below, more information regarding the workshop:

<https://www.itu.int/net4/wsis/forum/2020/Agenda/Session/205>

1) Title of your session

Workshop on Internet-based Poverty Alleviation & Digital Economy

2) Name of Organisation(s) organizing the session

China Academy of Information and Communication Technology

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

- C1: the role of government and all stakeholders in promotion of ICTs for development
- C7: ICT applications: benefits in all aspects of life, E-government
- C9: Media

4) Did your workshop highlight any issues related to COVID-19? If yes, please explain.

No.

5) Key achievements, announcements, launches, agreements, and commitments

Release a white paper on Digital Economy

6) Main outcomes highlighting the following:

I. Debated Issues

- Please capture highlights of the main issues discussed and interactions with audience

Digital economy, poverty alleviation, financial inclusive, big data, digital division, new infrastructure, social sustainable development and IOT.

- Please highlight key achievements and challenges shared by the audience and/or panellists

During the opening ceremony, the high-level speakers gave the remarks and keynote speech on digital economy and internet-based poverty alleviation. After the opening remarks, 9 panelists who were invited to the workshop gave very excellent talks on the topics of digital economy and internet-based poverty alleviation. CAICT released a white paper on digital economy.

II. Quotes

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

Ms LIU Duo, President LIU Duo made a keynote speech, she introduced that: In recent years, China's digital economy has continued to maintain rapid development. In 2019, the value added of digital economy reached 35.8 trillion yuan, accounting for 36.2% of China's GDP. Calculated on a comparable basis, China's digital economy grew by 15.6% in 2019, about 7.85 percentage points higher than the nominal growth rate of GDP in the same period. The role of digital economy becomes more prominent in the national economy. The digital industries are taking the basic support capabilities.

China has built up the world's largest broadband network. The Internet user base reached 904 million, and the Internet penetration rate came to 64.5%. 5G and the Industrial Internet have become important digital infrastructure supporting and providing strong impetus to economic development and digital transformation. Digital integration and innovation of the industry have grown against the trend. The e-commerce has accelerated in an all-round way. The online retail sales exceeded 4 trillion yuan, driving the rapid development of logistics and e-payment. More and more people benefit from the digital infrastructure. More than 200 million students in China realize online learning through online education platforms, and the daily active users of various educational and learning apps increased to 127 million, increased of 46% over last year. The online medical care has become a powerful supplement to offline medical institutions. Rural residents can now have access to medical resources on Internet without difference.

Mr XU Yamin, Lead - Internet of Things, Robotics & Smart City, Beijing Representative Office World Economic Forum, he introduced that We are in the era of 4IR, new technology like IoT, AI, Cloud, BC have deeply integrated with physical world, fostering new applications like Drone, autonomous vehicle, 3D printing, sharing economy, precision medicine etc. Many of the new applications already grew up as Billion Dollar size industries, bring enormous impact to society.

Data driven business model and digital value chain/ ecosystem become the common sense for most of the people. We feel that data like new fuel to the future world, which make many senses, but the key questions still remain like:

- What kind of data bring most of value? Is it raw data? Is it information? Is it knowledge?
- What is the mechanism of data value up?
- Who are the key stakeholders during the whole process?
- How can we protect data privacy?
- How to guarantee the faire and justice during the distribution of value?
- What about safety and security? Any international protocol that everybody follows?
- How to use the data to fulfil the business needs but balance public benefit?

We didn't see any perfect answer for all above questions, we still try to understand the new power and influence from 4IR tech, industry and government still not ready to find new tech policy & regulation framework to face the challenges. As technology develop faster, the relevant governance gap is bigger, which will bring serious challenge and chaos to both business and government.

The only way, is communication and collaboration between multi key-stakeholders, including Government, business sector, Academia experts, industry organizations etc. try to understand the questions above and try to find framework which is dynamic and agile enough to meet key stakeholders' benefit.

III. Overall outcomes of the session highlighting

- Main conclusions reached during the discussion:

It is a common choice of all countries in the world to promote economic development and social progress through the digital economy and achieve SDGs. CAICT should deepen cooperation to better enhance the driving force of development and improve the welfare for the people. CAICT is willing to work together with all parties, jointly research the relevant issues and future trends, follow the technical innovation and integration in each field, and explore ICT applications such as in health, education, business, government, employment, agriculture, gender, and poverty reduction, to promote the realization of the UN SDGs and to make the digital economy benefit people of all countries.

7) Main linkages with the Sustainable Development Goals (please specify the SDGs)

- GOAL 1: No Poverty
- GOAL 8: Decent Work and Economic Growth.
- GOAL 11: Sustainable Cities and Communities

8) Emerging Trends related to WSIS Action Lines identified during the meeting

N/A

9) Suggestions for Thematic Aspects that might be included in the WSIS Forum 2021

N/A

Country Workshop



Rwanda - Towards Connecting the Unconnected and Promoting the Digital Economy

Rwanda

Thursday 13 August 2020

12:00 – 13:00

Please find in the link below, more information regarding the workshop:

<https://www.itu.int/net4/wsis/forum/2020/Agenda/Session/292>

1) Title of your session:

Towards Connecting the Unconnected and Promoting the Digital Economy

2) Name of Organization(s) organizing the session:

Rwanda Utilities Regulatory Authority (RURA)

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

WSIS Action Line 2 sets out a number of steps to deliver sustainable connectivity through investment in ICT infrastructure. Other WSIS action lines such as 3, 4 and 7, further highlight steps to leverage the sustainable connectivity to drive competitive digital economies through technology innovations.

4) Did your workshop highlight any issues related to COVID-19? If yes, please explain.

Yes! Covid-19 pandemic more than anything else we have seen in the past, has underscored the indispensable role of connectivity tools and platforms to enable services and sustainable livelihood as we all various countries across the world struggle to manage the new normal. The current reality has taught us that we can quickly deploy technology if we focus on outcomes we need to achieve. From our own experience in Rwanda we have done a lot of interventions to deploy technology as we all fight against this pandemic that has been experienced across the world.

Covid-19 has accentuated the importance of e-commerce globally and it is important for Rwanda to be prepared and seize the opportunity of e-commerce to address related challenges

5) Key achievements, announcements, launches, agreements, and commitments

- Invited key international experts from UNCTAD, GSMA, ITU and ITC, the very concerned and strategic organizations to our theme “Connectivity and digital economy”.
- Since 2018 UNCTAD has supported the Government of Rwanda in drafting the e-commerce strategy and during this workshop the representative of UNCTDA promised to finalize the strategy before the end of this year 2020.
- This Strategy will provide strategic recommendations and action plan for the short & medium term for development and use of e-commerce in Rwanda. It covers both public & private sectors.
- The draft has been funded by the UK and Northern Ireland
- The ITC representative announced that the second phase of the project “E-Commerce in Rwanda” will setup e-fulfillment centers like Amazon in UK & Belgium
- GSMA announced that 750 million people globally are currently not covered by the mobile internet network.
- GSMA announced that a huge gap which stands at 3.3 Billion people identified as those that are covered by broadband internet network but not using the internet.
- GSMA partnered with Airtel Rwanda and MTN Rwanda to launch a one week campaign to tackle the digital skills barrier.

6) Main outcomes highlighting the following:

I. Debated Issues

- Please capture highlights of the main issues discussed and interactions with audience
- Paradigm shift in connecting the next billion and its requirements:
 - Looking at the Digital Services in all development sectors of the country: We need to think how we can deploy this large spectrum of digital services that can cater for all different needs without going into the type of challenges that we are facing such as:
 - Digitalization of different sectors suffers significantly from high level fragmentation (silos) and consequently high cost of duplication and scaling up.
 - For a purpose of successful implementation of digital services, inclusion (engaging beneficiaries/ end users) is necessary.

II. Quotes

- Please provide two important quotes from the session and the names & organization of the person you are quoting:
 - “We could just simply be transferring the inequalities and the injustice of our brick and mortar world into the digital world”, Max, GSMA

- “Internet safety is extremely important, and think of it as road safety, you would not put a new driver in a car without teaching them the basics of road safety, it is the same thing that should apply to the person going on the internet for the first time.” Max Curvellier, GSMA

III. Overall outcomes of the session highlighting

- The e-commerce strategy for Rwanda will bring a numerous of benefits such as enhancing country position in common market for Eastern Southern Africa and East African Community; generating increase in GDP & real national income; reducing consumer prices and increasing:
 - Competition in the retail sector prices,
 - Production in certain sector of the economy,
 - Household consumption,
 - Value of exports
 - Access to international and tourism market
- main conclusions reached during the discussion
 - The adoption of e-commerce by companies within Rwanda
 - This e-commerce strategy is linked with the national strategies of Rwanda such like Smart Rwanda Master Plan Objectives and the vision 2050. The vision leads Rwanda to become upper middle income country by 2035 and higher income country by 2050.
 - While building big digital platforms, countries need to plan for quick-win solutions to fast-track the intended impacts
 - Government should be as a service-enabler moving from development of applications to making available public digital platforms where multiple applications can be developed (such as Irembo from Rwanda).
 - Session introduced the ICT building block recommended by ITU for systems usability. That will reduce the cost of implementation and accelerate the digitalization process. This will help to focus on frontend systems rather than backend component.

A whole-of government approach in deploying integrated digital services to achieve the SDGs is a required resource to individually scale up solid digital solutions that are prohibitively high.

We call on governments to:

- Enact strategies to coordinate digital investments toward whole-of-government, architecture-based approaches to implementing shared ICT services, such as digital identification, e-Payment systems, digital registries and other ICT building blocks.
- Document and share learning experiences with other countries on a similar path, recognizing that innovation may come from countries with fewer legacy systems and policies.

- Call to make all Common ICT Building Blocks available as “Digital Public Goods”

GSMA Presentation on: The future of digital connectivity and digital economies in the global context:

- If Africa wants to achieve universal coverage on the continent the common estimate is that another 100 Billion dollars investment is actually required. GSMA recommends the development of new cost efficient model and also to recognize the role of innovation and partnership to ensure that everyone is connected.
- Government should allow for voluntary active and passive infrastructure sharing between players
- GSMA recommends government to test national roaming as infrastructure sharing mechanism
- Challenges identified by GSMA:
 - Affordability of both devices and services
 - Digital skills
 - Safety
 - Security
 - Availability of relevant contents

Presentation of E-Commerce Project in Rwanda Implemented by ITC:

- Recommendation from ITC representative at the session:
 - E-commerce education and campaign
 - Reducing the cost of domestic logistics (DHL & national postal offices)
 - Establishment of e-commerce service centers
 - Reducing the cost of e-payment systems
 - Set-up regulation for e-commerce and reduce the cash on delivery
 - Increase cross-border e-commerce trade

Rwanda’s e-commerce booms as the first E-commerce Service Centre sets up in Kigali, bringing Rwandan businesses to domestic and international markets with minimal investment and risk.

A new multi-purpose facility that will be central to supporting the development of e-commerce in Rwanda has been developed by the International Trade Centre (ITC) and local partners.

At its current stage, the hub in Kigali — known as the E-commerce Service Centre (ECSC) — is the host facility of an all-in-one e-commerce solution, including consignment and shipment, business-to-business (B2B) and business-to-consumer (B2C) marketing, capacity-building programmes for employees, and client support.

‘The ECSC will have a central role to play in making e-commerce accessible to all in Rwanda,’ ITC Project Manager Sebastian -McColl said. ‘By making e-commerce user-friendly, local businesses can

serve new markets locally and internationally, and find solutions to payment, transportation and customer services.’

By consolidating products in one place, and linking local and international transporters to its network, the ECSC is able to propose competitive pricing and service for goods delivery and will eventually help Rwandan companies operate in the e-commerce space within and beyond the borders of the east African nation.

Business partners such as Sawa Citi – a well-known Rwandan supermarket chain, and the Rwanda Post Office (IPOSITA), ensure the ECSC’s day-to-day operations and are considering expanding its services beyond Kigali. With the help of Botswana-based logistics technology firm, Load Africa, IPOSITA will implement crowd logistic solutions that involve freelance and professional transporters for inter-provincial shipping.

Small and medium-sized enterprises receive a variety of supporting services from within the ECSC. Incoming goods will go through quality assurance, categorization and digitization for online sales before being stocked; assistance with writing product descriptions is also available.

Underpinning the ECSC’s efficient operation is an Enterprise Resource Planning (ERP) system developed by ITC with software engineers in Rwanda and India. The ERP is an IT tool that handles consignment, shipment, transportation, accounting and customer service all at once to ensure successful e-commerce.

Country Workshop



United Arab Emirates - Trustworthy Digital Society

United Arab Emirates

Tuesday 25 August 2020

13:00 – 14:00

Please find in the link below, more information regarding the workshop:

<https://www.itu.int/net4/wsis/forum/2020/Agenda/Session/336>

Country Workshop



UAE's Readiness to Counter Pandemics - United Arab Emirates

Wednesday 26 August 2020

13:00 – 14:00

Please find in the link below, more information regarding the workshop:

<https://www.itu.int/net4/wsis/forum/2020/Agenda/Session/341>

Country Workshop



Saudi Arabia - How Saudi Arabia is deploying ICTs against COVID-19 - and beyond

Saudi Arabia

Thursday 27 August 2020

13:00 – 14:00

Please find in the link below, more information regarding the workshop:

<https://www.itu.int/net4/wsis/forum/2020/Agenda/Session/346>

Country Workshop



**Innovation in Connectivity: Meaningful connectivity as an innovation
Driver - UKE Poland**

Friday 28 August 2020

12:00 – 13:00

Please find in the link below, more information regarding the workshop:

<https://www.itu.int/net4/wsis/forum/2020/Agenda/Session/348>

1) Title of your session

Innovation in Connectivity: Meaningful Connectivity as an Innovation Driver

2) Name of Organisation(s) organizing the session

Office of Electronic Communications (UKE), Poland

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

C1 The role of governments and all stakeholders in the promotion of ICTs for development

C2 Information and communication infrastructure

C11 International and regional cooperation

4) Did your workshop highlight any issues related to COVID-19? If yes, please explain.

The role of connectivity and connection quality as well as their impact on enabling innovation is growing especially now, during COVID-19. Issues discussed during the workshop may contribute to the further development of the information society, which will help to deal with the current crisis.

5) Key achievements, announcements, launches, agreements, and commitments

The online session allowed for multistakeholder discussion, which was an achievement especially in the time of COVID-19, when we can notice enormous increase in the importance of ICT. It was an

opportunity to hear experts' views on their respective areas of knowledge (representatives from the public administration as well as the private sector). The session allowed to discuss the issues and challenges with various stakeholders.

6) Main outcomes highlighting the following:

I. Debated Issues

The presented project and whole discussion touched upon issues of the role of internet access quality and its impact on enabling innovation and development. [Quotes]

“Meaningful connectivity” has become one of the keywords in the recent digital discussion. It is definitely the biggest driver of global development. Connectivity, to be meaningful, has to be first and foremost universal. – Mr. Karol Krzywicki, Deputy President, UKE

Poland has gone through a difficult time of the pandemic thanks to the bold use of modern technologies. Together we managed to overcome monumental challenges by using smart and quick solutions. We want to invite all countries to work with us towards building a new, post-COVID reality. - Ms. Justyna Orłowska, (Polish) Prime Minister's High Representative for Government Technology

Meaningful connectivity has never been more important, as more and more of the world's education, commerce, social connections, and political life are moving online. It is essential that we set targets to help drive meaningful connectivity as an engine for inclusive digital economies so that its benefits are available to everyone. - Mr. Teddy Woodhouse, World Wide Web Foundation

The Office of Electronic Communications (UKE) certified a mechanism which is designed to measure the speed of data transmission for the internet access service provided via fixed-line public telecommunications networks. The system enables measurements via a dedicated desktop application and website. This project is implemented with a view to supporting end-users. Consumers can compare the transmission speed in their contracts with that actually achieved. - Mr. Radosław Rosiak, Monitoring Department, UKE

II. Overall outcomes of the session highlighting

Maximizing benefits for societies and economies is an important task for all stakeholders. The session showed the importance of the meaningful connectivity, which in the world during COVID-19 crisis, remote education and working from home became especially necessary. Proper internet access quality may maximize benefits for sustainable development and the local, regional and global economy as well as for all stakeholders.

7) Main linkages with the Sustainable Development Goals (please specify the SDGs)

Goal 1: End poverty in all its forms everywhere

Goal 8: Promote inclusive and sustainable economic growth, employment and decent work for all

8) Emerging Trends related to WSIS Action Lines identified during the meeting

In today's world, meaningful connectivity become more and more important. There is a considerable need to bring the unconnected online and maintain of the functionality of the communication infrastructure, especially in the situation of the crisis caused by the COVID-19. This is the role for public authorities and all stakeholders to cooperate and to provide quality on innovation and development.

9) Suggestions for Thematic Aspects that might be included in the WSIS Forum 2021

Focus on consumer safety and meaningful access to broadband infrastructure and services in reference to the COVID-19 pandemic.

Thematic Workshops



Thematic Workshops are interactive sessions based on the requests received from stakeholders during the Open Consultation Process. These workshops are organized and designed by the aforementioned stakeholders and are therefore a true testament to the inclusive spirit of the WSIS Forum 2020.

Thematic Workshop



**Waste and Water Data Solutions for Reducing Environmental Impact -
Womenvai/European Water Project**

Monday 22 June 2020

13:00 – 14:00

Please find in the link below, more information regarding the workshop:

<https://www.itu.int/net4/wsis/forum/2020/Agenda/Session/123>

1) Title of your session

Waste and Water data solutions for reducing environmental impact

2) Name of Organization(s) organizing the session

Womenvai /European Water Project

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

- C1: The role of governments and all stakeholders in the promotion of ICTs for development
- C3. Access to public official information
 - Access to scientific knowledge • Digital public libraries and archives • ICTs for all • Multi-purpose community public access points • Open source, proprietary and free software• Public access to information • Public domain information • Smart cities.
- C7: ICT applications: benefits in all aspects of life, especially water, waste, e-waste, energy and transport

4) Did your workshop highlight any issues related to COVID-19? If yes, please explain

Water & Waste are a topic so crucial for achieving the SDG6 and our global goals for 2030 and 2050. Despite progress, billions of people still lack safe water, sanitation and handwashing facilities. Data suggests that achieving universal access to even basic sanitation service by 2030 would require doubling the current annual rate of progress. More efficient use and management of water are critical to addressing the growing demand for water, threats to water security and the increasing frequency and severity of droughts and floods resulting from climate change. As of the time of writing, most countries are unlikely to reach full implementation of integrated water resources management by 2030.No specifically, but we highlight the

importance of potable water supply and to avoid people still lack safe water, sanitation and handwashing facilities pandemics and increase safe and healthy hygienic for population.

5) Key achievements, announcements, launches, agreements, and commitments

Created contacts with stakeholders and received critical feedback.

6) Main outcomes highlighting the following:

I. Debated Issues

II. Quotes

“Brilliant initiative. Congratulations! We were supporting your campaign against water bottling plant in Divone from Ecumenical Water Network of World Council of Churches, Geneva...the app is ground breaking...” –

-Dina Suna, Ecumenical Water Network of World Council of Churches-

III. Overall outcomes of the session highlighting

- Main conclusions reached during the discussion:

Sustainable and resilient water cycle and waste treatment

- The vision for implementation of WSIS Action lines beyond 2015:

7) Main linkages with the Sustainable Development Goals (please specify the SDGs)

- GOAL 6: Ensure availability and sustainable management of water and sanitation for all
- GOAL 14: Empowering communities in ICT use and promoting the production of useful and socially meaningful content is a capacity building intervention that can increase scientific knowledge and promote innovation and research.

8) Emerging Trends related to WSIS Action Lines identified during the meeting

N/A

9) Suggestions for Thematic Aspects that might be included in the WSIS Forum 2021

- Access to clean water without creating single-use waste
- Waste avoidance

Thematic Workshop



Story of ICTs for Development behind My Photograph: Learn More from Photo Contest Finalists about Projects Implementing ICTs for Achieving SDGs - WSIS

Tuesday 23 June 2020

12:00 – 13:00

Thematic Workshop



Using Technologies to combat COVID - Open Health Network

Tuesday 23 June 2020

13:00 – 14:00

Thematic Workshop



WSIS Prizes 2020 Champion Success Stories of WSIS Action Lines Implementation and SDGs Advancement - WSIS

Wednesday 24 June 2020

12:00 – 13:00

Please find in the link below, more information regarding the workshop:

<https://www.itu.int/net4/wsis/forum/2020/Agenda/Session/169>

1) Title of your session:

WSIS Prizes 2020 Champion Success Stories of WSIS Action Lines Implementation and SDGs Advancement

2) Name of Organisation(s) organizing the session:

WSIS

3) Relevance with the WSIS Action Lines:

C2, C3, C4, C7, C8, C10

4) Did your workshop highlight any issues related to COVID-19?

Yes, the pandemic was discussed briefly wrt the impact it has on people's daily lives and everyday work.

5) Key achievements, announcements, launches, agreements, and commitments

The *WSIS Prizes*, as an integral part of the *WSIS Stocktaking*, have been serving as a major international repository since 2012 for sharing and promoting good information and communication technology solutions which are advancing development. Since April this year, with the world struck by the Coronavirus pandemic, this online platform started collecting projects and activities on how ICTs are assisting stakeholders in their everyday life, work, and responding to challenges caused by this extraordinary disease.

6) Main outcomes highlighting the following:

I. Debated Issues

This session hosted 10 speakers representing seven entities from different regions and various stakeholders' types including two or one from Arab states two from Americas from Asia Pacific region and two from Europe. As per the stakeholder type three representatives of governments, we have to from private sector to from civil society and one from international organization.

II. Quotes

1. Chanyang Chu (Lives'Talk)- "We have introduced new technologies to the nomadic environment which has not changed for a long time and have and have brought change in perception that nomadic methods can be improved with the help of ICT"
2. Ma. Milagros Marcone (Robotito)- "We work with more than 30 volunteers, just like me and over 10 teachers have been through the course and well you've seen the parents in the video too so 1000 parents were trained about basic programming tools"

7) Overall outcomes of the session highlighting

- main conclusions reached during the discussion
- the vision for implementation of WSIS Action lines beyond 2015

8) Main linkages with the Sustainable Development Goals:

SDG 1,2,4,8,9,10,11,16,17

9) Emerging Trends related to WSIS Action Lines identified during the meeting

N/A

10) Suggestions for Thematic Aspects that might be included in the WSIS Forum 2021

N/A

Thematic Workshop



AI Governance: The business perspective - RegHorizon

Wednesday 24 June 2020

13:00 – 14:00

Please find in the link below, more information regarding the workshop:

<https://www.itu.int/net4/wsis/forum/2020/Agenda/Session/174>

1) Title of your session

AI Governance: The business perspective

2) Name of Organization(s) organizing the session

RegHorizon

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

- C1: The role of governments and all stakeholders in the promotion of ICTs for development
- C2: Information and communication infrastructure
- C4: Capacity building
- C5: Building confidence and security in use of ICTs
- C6: Enabling environment
- C7: ICT applications: benefits in all aspects of life – E-business

4) Did your workshop highlight any issues related to COVID-19? If yes, please explain

Yes, COVID-19 situation has highlighted and underlined the strong need for governments to speed up deployment of new technologies in the area of E-health. It is also stipulated this difficult moment of pandemic as an opportunity for both developed and developing countries to advance health coverage and quality of patient care at lower cost and increased efficiency by enabling E-health solutions and remote patient monitoring. Developing countries could benefit from advances in technology and E-health solutions with higher degree of flexibility due to lower complexity of legacy health systems.

5) Key achievements, announcements, launches, agreements, and commitments

N/A

6) Main outcomes highlighting the following:

I. Debated Issues

The aim of the session was to explore the latest on AI & Governance, in particular in the EU & evaluate the needs from a business perspective. The key takeaways & challenges were as follows:

- Business needs clear rules & common standards to minimize risk, secure investments and create a level playing field in the Area of AI & novel technologies.
- The EU is leading in regulatory initiatives around Human Centered AI through 4 main dossiers. The EU approach is to set minimum regulatory standards based on certain criteria including, applications of same laws to AI as humans, full disclosure for AI use, protection of confidential information by AI systems, drawing a redline for AI not to be weaponized and ensuring an “off switch” for all AI systems. The EU is also having clear strategies for AI ecosystems, one of which is to build corridors of technological excellence with Africa & the Middle East – a point very relevant for the WSIS community. Going forward, the EU is contemplating the creation of AI centers of excellence where solutions around AI governance will be tried and tested.
- The business needs governments to recognize strategic innovators & create an incentive framework that fosters the adoption of new technologies. The need for governments to facilitate access to open source data, standardize rules for data privacy & interoperability is key for most businesses using AI. Moreover, government policies can facilitate even distribution of technological advancements – for example access to analytics also for smaller, fragmented farms in the area of global food security.

II. Quotes

“Governance in the area of artificial intelligence is an opportunity”

- Ayisha Piotti - Managing Partner, RegHorizon

“Open source access to quality data, even in a ‘sanitized way’, for the purpose of machine learning and innovation acceleration is key for small and mid-size companies.”

- Mathieu Hagen - CEO, Gamaya

III. Overall outcomes of the session highlighting

There is a consensus that the business community definitely has a role to play in the current discussions around AI governance. In order to do this effectively, business leaders need to stay up to speed with the broader discussions around AI & its impact on society, as well as participate in the process by helping test the practicality of policies, highlighting their needs to regulators & sharing their innovative solutions.

While all governments should support strategic deployment of new technologies, developing countries’ efforts in that regard will allow their societies to reap the benefits from new technologies faster, as they are often less locked into complex legacy systems.

7) Main linkages with the Sustainable Development Goals (please specify the SDGs)

- GOAL 1: End poverty in all its forms everywhere

- GOAL 2: End hunger, achieve food security and improved nutrition and promote sustainable agriculture
- GOAL 3: Ensure healthy lives and promote well-being for all
- GOAL 8: Promote inclusive and sustainable economic growth, employment and decent work for all
- GOAL 9: Build resilient infrastructure, promote sustainable industrialization and foster innovation
- GOAL 10: Reduced Inequality
- GOAL 16: Promote just, peaceful and inclusive societies
- GOAL 17: Revitalize the global partnership for sustainable development

8) Emerging Trends related to WSIS Action Lines identified during the meeting

- Role of governments to promote ICT / AI deployment with special regard to an enabling regulatory framework that addresses both the needs of society and businesses at local and global level.
- Capacity building and sharing of best practices from the business and policy maker side as well as through multi-stakeholder forums where the voice of small and mid-size business will be heard.
- International and regional cooperation on regulatory frameworks enabling business to flourish internationally while running their operations and innovating in responsible manner.
- Need for governments to create enabling environment for responsible innovation through well thought policy frameworks.

9) Suggestions for Thematic Aspects that might be included in the WSIS Forum 2021

N/A

Thematic Workshop



WSIS Prizes 2020 Champion Success Stories of WSIS Action Lines Implementation and SDGs Advancement - WSIS

Thursday 25 June 2020

12:00 – 13:00

Please find in the link below, more information regarding the workshop:

<https://www.itu.int/net4/wsis/forum/2020/Agenda/Session/181>

1) Title of your session:

WSIS Prizes 2020 Champion Success Stories of WSIS Action Lines Implementation and SDGs Advancement

2) Name of Organisation(s) organizing the session:

WSIS

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

C7, 3, 4

4) Did your workshop highlight any issues related to COVID-19? If yes, please explain.

Yes, the session accounted for some discussion on the pandemic. Some called for active price stability in the times of the pandemic. Emphasis was also put on how young women were able to keep learning during these times.

5) Key achievements, announcements, launches, agreements, and commitments

Today they're 67 product technologies uploaded more than 1200 projects for case studies and 600 studies available for consideration if that TS online on base ensure that both practical and tactical information is a sensible to wash sector stakeholders and then simulated to end users.

6) Main outcomes highlighting the following:

I. Debated Issues

The second session hosted eight speakers from different regions and various stakeholder types, including three from Africa, one from Americas, two from Asia and Pacific, and one from Europe; as per the stakeholder type: two are representatives of governments, four are from private sector, one from civil society, and one from an international organization.

II. Quotes

Oreoluwa Lesi

A lot of times people think that a career in technology equals programming or software development, but then there's so much else you know that's available

Marina KIBERone

We want to make the world a better place and open up new opportunities for people to manage digital reality.

7) Overall outcomes of the session highlighting

- main conclusions reached during the discussion
- the vision for implementation of WSIS Action lines beyond 2015

8) Main linkages with the Sustainable Development Goals (please specify the SDGs):

SDG 4

9) Emerging Trends related to WSIS Action Lines identified during the meeting

10) Suggestions for Thematic Aspects that might be included in the WSIS Forum 2021

Thematic Workshop



Digital Ecosystem for Earth - Group on Earth Observations

Thursday 25 June 2020

13:00 – 14:00

Please find in the link below, more information regarding the workshop:

<https://www.itu.int/net4/wsis/forum/2020/Agenda/Session/184>

1) Title of your session

A Digital Ecosystem for Earth

2) Name of Organization(s) organizing the session

Group on Earth Observations (GEO)

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

- C1. The Role of governments and all stakeholders in the promotion of ICTs for development
- C.7 ICTs applications
- C8. Cultural diversity and identity, linguistic diversity and local content
- C10. Ethical dimensions of the Information Society

4) Did your workshop highlight any issues related to COVID-19? If yes, please explain.

Use COVID-19 as an opportunity to move forward – and work to ensure that the digital divide lessens and that environmental protection is strengthened (keeping in mind that COVID-19 also is a risk factor for both of these).

5) Key achievements, announcements, launches, agreements, and commitments

Fostering inclusive dialogue with multi-stakeholders to create a digital ecosystem that benefits the planet and all peoples.

6) Main outcomes highlighting the following:

I. Debated Issues

A Digital Ecosystem for Earth is a global initiative bringing together openly available Earth science data with the ongoing digital revolution to drive a transformation towards global sustainability, environmental stewardship, and human well-being. It mobilizes hardware, software and digital infrastructures together with data analytics to generate dynamic, real-time insights that can power decision-making to achieve collective sustainability for people and the planet.

In building this new digital ecosystem, an inclusive approach that works together with public, private and civil society is needed to ensure that data and decisions are rooted in equitable and inclusive dialogue with the communities that they aim to benefit. A Digital Ecosystem for Earth builds on ongoing work by the United Nations Environment Programme and scores of collaborators including grassroots organizations, international organizations, academics, and the private sector (read the Medium articles that provide more background [here](#) and [here](#)).

As part of the World Summit on the Information Society (WSIS) Forum 2020, co-organized by the UN agencies ITU, UNESCO, UNDP and UNCTAD, the Group on Earth Observations (GEO) hosted an interactive webinar to bring together experts working together on deliberate actions to collaborate to build an inclusive global Digital Ecosystem for Earth. In the context of the recent announcement from the United Nations' Secretary-General's High-Level Panel on Digital Cooperation, this session took place as a roundtable discussion where panellists had a frank and open discussion about what is needed to fully realize the vision to build an inclusive digital ecosystem. Here are some of the highlights of that discussion:

II. Quotes

At the heart of the debate, David Jensen from UNEP explained the process of in depth and ongoing consultations with over 100 different colleagues from the public and private sectors that have helped to shape the concept of a Digital Ecosystem for Earth. “Basically it's three big ideas,” said Jensen. “The first is how can we start to connect all of the data and the digital technologies that are now held by the public and private sectors, so they can generate real time insights about the health of the planet at any scale. So it's the connection and the generation of insights. The second big idea is then taking these insights and embedding them directly into the code and the operating system of the digital economy so they can really inform and transform markets, consumer behaviors, supply chains and public policy. And then the third big idea is really establishing safeguards and business models for governing this digital ecosystem and for and for governing the Digital Public goods that are being created through these partnerships.”

Caleb Behn posed a guiding question to help shape future efforts, “How do you bring spirit to data?”

“My internet is spotty and I'm in a situation where I'm paying a lot for it. I know that other people who are living in Kenya, which is where I live, are really constrained by internet access. And especially if you're trying to run these big algorithms, where you have to have constant connectivity over a 24 hour period of time, this is a barrier,” explained Jillian Campbell.

“There is a lot of data. But there are a lot of gaps as well and some of the gaps are just related to accessibility. Some critical data is behind a paywall or is not open and some of it is just very hard to source, particularly in urban areas where you would really need to integrate this data for maximum impact,” Key explained. She also noted another major challenge revolves around language, advising us not to create unnecessary walls when engaging with diverse stakeholders. “The other challenge is the lack of connectivity between many stakeholder groups and what we call “data” -- maybe we should just call it information or knowledge to make it something that is more human, more attractive

to citizen science groups and community-based monitoring efforts and other activities that would perhaps source information in these data gaps...the vocabulary divide there, a lot of the jargon that we use is simply not attractive [nor] accessible to policymakers, funders, smallholder associations and businesses,” said Key.

III. Overall outcomes of the session highlighting

Based on the discussion the following are priorities:

- Improve public and private sector buy-in in the need for a digital ecosystem that can underpin environmental analysis and decision making
- A digital ecosystem should not be seen as a centralized system, but as a way to connect data, promote data standards, identify gaps and stimulate open data and algorithms while protecting privacy
- Ensure that no one is left behind in building a digital ecosystem – this includes all ethnicities, races, genders, etc.
- Use COVID-19 as an opportunity to move forward – and work to ensure that the digital divide lessens and that environmental protection is strengthened (keeping in mind that COVID-19 also is a risk factor for both of these).

7) Main linkages with the Sustainable Development Goals (please specify the SDGs)

- SDG1. No poverty
- SDG6. Clean water and sanitation
- SDG9. Build resilient infrastructure, promote sustainable industrialization and foster innovation
- SDG11. Sustainable cities and communities
- SDG13. Climate action
- SDG14. Life below water
- SDG15. Life on land

8) Emerging Trends related to WSIS Action Lines identified during the meeting

N/A

9) Suggestions for Thematic Aspects that might be included in the WSIS Forum 2021

More dialogues with Indigenous peoples.

Thematic Workshop



Digital Accessibility in a COVID-19 World - Inter Islamic Network on Information Technology (INIT), UNESCO Chair in ICT4D at Royal Holloway, University of London, Ministry of IT&Telecommunication, Pakistan & COMSATS University Islamabad, Pakistan

Friday 26 June 2020

12:00 – 13:00

Please find in the link below, more information regarding the workshop:

<https://www.itu.int/net4/wsis/forum/2020/Agenda/Session/188>

1) Title of your session

Digital Accessibility in a COVID-19 World

2) Name of Organization(s) organizing the session

Inter Islamic Network on Information Technology, UNESCO Chair in ICT4D, COMSATS University Islamabad, Ministry of IT and Telecommunications, Pakistan

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

- C1. The role of public governance authorities and all stakeholders in the promotion of ICTs for development
- C7. ICT Applications benefits in all aspects of life:
E-Government
E-Learning
- C8. Cultural diversity and identity, linguistic diversity and local content

4) Did your workshop highlight any issues related to COVID-19? If yes, please explain

The session explored through real life accounts of relating during Covid-19 pandemic to digital accessibility from a diverse group of panelists with different abilities and special needs from different regions of the world.

The session further explored from experiences of panelists hailing from upper management of higher education institutions in developing countries to highlight issues faced with online education in COVID-19 specifically for those belonging to remote areas.

5) Key achievements, announcements, launches, agreements, and commitments

Announcement of Project Pakistan by OptiKey to provide free open source software and hardware devices to at least 100 persons with physical impairments in Pakistan during the next six months in collaboration INIT and COMSATS University Islamabad.

6) Main outcomes highlighting the following:

I. Debated Issues

Please capture highlights of the main issues discussed and interactions with audience:

- Lack of access to internet as a challenge to PWDs as compared to other challenges;
- Need for policy guidance notes to ensure digital accessibility in developing countries;
- Coping with digital technologies and the need of training and support;
- Infrastructure requirements;
- Affordability and reliability of accessibility based technologies.

Please highlight key achievements and challenges shared by the audience and/or panelists:

- The COVID-19 has made it clear that we should ensure that there are new resilient pandemic emergency policies and practices that can be implemented to support people with disabilities through the use of digital Technologies in such crisis and to provide ongoing advocacy for their implementation.
- To make the thought process more inclusive and ensure inclusion of Persons with Disabilities, like the subject workshop.
- The main challenge achieving digital accessibility in the field of education includes access and affordability. However, even with these challenges in place majority of the faculty with the support of administration at COMSATS University Lahore Campus managed to run successful online classes through makeshift arrangements.

II. Quotes

“One thing that COVID-19 has shown the world is understanding the feeling of being stuck indoors every day, which is a normal day for a person with Physical Disabilities” by Ms. Lobna Smida , African ICT Foundation.

“Even for a developed country like United Kingdom the accuracy of assistive technologies for physically impaired is not up to the standard to enable them to pursue a professional career” by Mr. Hamza Afridi, Afridi Brothers Society.

“Policy guidelines need to be present to go ahead for achieve any form of accessibility” by Prof. Shahid Memon, Pakistan Disabled Foundation.

“People with disabilities have suffered disproportionately due to COVID-19, and its responsibilities of all of us to do something about it and see what lessons can be learned” by Prof. Tim Unwin, UNESCO Chair in ICT4D, Royal Holloway University of London.

“All Digital Technologies should be inclusive in its design and implementation from beginning, so that those with disabilities aren’t marginalized” by Prof. Tim Unwin, UNESCO Chair in ICT4D, Royal Holloway University of London.

III. Overall outcomes of the session highlighting

- Main conclusions reached during the discussion:
 - Assistive technologies either should be free or minimally priced for the user;
 - Governmental support including finance is needed to make digital accessibility sustainable;
 - Lack of accessibility tools is a major challenge to digital accessibility in developing countries, including local language content.
- The vision for implementation of WSIS Action lines beyond 2015:
 - ii. To achieve Digital Accessibility through C1 (Role public governance policy and all stakeholders in the promotion of ICTs for Development);
 - iii. To achieve Digital Accessibility through C7 (Education and Governance)
 - iv. To ensure C8 (Cultural diversity and identity , linguistics diversity and local content)

7) Main linkages with the Sustainable Development Goals (please specify the SDGs)

The thematic areas of the workshop focused on:

- SDG 1 : No Poverty
- SDG 4: Quality Education
- SDG 10: Reduce Inequalities
- SDG 11: Sustainable Cities and Communities

8) Emerging Trends related to WSIS Action Lines identified during the meeting

- There was a focus on ensuring digital accessibility and affordability and lack of infrastructure were routinely pointed by panelists and audience for C1;
- C10 was also touched upon the ethical dimensions of the information society;
- C4 Capacity building was also an highlighted area for future users of technology.

9) Suggestions for Thematic Aspects that might be included in the WSIS Forum 2021

- Universal Accessible Design, policies and implementation;
- Technology and inequality

Thematic Workshop



Smart City Governance: Transforming Mashhad to the smart city - ICT
Research Institute/ICT organization of Mashhad Municipality/Mashhad
Municipality/Arianous ICTD

Friday 26 June 2020

13:00 – 14:00

Please find in the link below, more information regarding the workshop:

<https://www.itu.int/net4/wsis/forum/2020/Agenda/Session/190>

1) Title of your session

Smart City Governance: Transforming Mashhad to the smart city

2) Name of Organization(s) organizing the session

ICT research institute/ ICT organization of Mashhad Municipality

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

- C1: The role of governments and all stakeholders in the promotion of ICTs for development
- C2: Information and communication infrastructure: an essential foundation for the Information Society
- C7: ICT Applications (E-learning, E-health, E-employment, E-environment and E-science)

4) Did your workshop highlight any issues related to COVID-19? If yes, please explain

Yes, we explain ICT organization of Mashhad municipality main actions against Covid-19:

- Electronic regions of Mashhad municipality
- Corona medical center layer of Mashhad exclusive map
- Remote working infrastructure preparation
- Video conference and distance learning platform

5) Key achievements, announcements, launches, agreements, and commitments

Introducing ICT organization of Mashhad municipality's experience in improving ICT infrastructure and developing urban services in very high-level thematic workshop.

6) Main outcomes highlighting the following:

I. Debated Issues

- Highlights of the main issues debated and interactions with audience:
 - Smart governance
 - Mashhad's Smart Sustainable city
 - ICT infrastructure
 - ICT services
 - U4SSC KPI collection
 - ICT against Covid-19
 - KPI's related to tourism in Mashhad
 - Smart tourism in the city of Mashhad
 - Key performance indicators for sustainable smart city of Mashhad
- Highlight key achievements and challenges shared by the audience and/ or panelists:
 - Reduction and manage air pollution in the city of Mashhad
 - Mashhad's Specific Key performance indicators for sustainable smart city development
 - How Big Data in smart cities can help government
 - Implementation of smart city KPI's in Mashhad

II. Quotes

III. Overall outcomes of the session highlighting

- Main conclusions reached during the discussion:
 - b. Based on implementating ICT infrastructure in the city of Mashhad to reach real smartness we have to develop city level inter selectional collaboration to transforming Mashhad to smart city
 - c. The governance of smart city is very important in developing integrated services in smart cities
 - d. People and processes are much important than technology in achieving goals of the smart city
 - e. The infrastructure is also a very important aspect in the KPI of the smart cities
- The vision for implementation of WSIS Action lines beyond 2015:

7) Main linkages with the Sustainable Development Goals (please specify the SDGs)

- GOAL 9: Industry, Innovation and Infrastructure
 - At disaster business continuity issues are one of the important aspects related to our workshop, although we have not looked into this time.
- GOAL 11: Sustainable Cities and Communities
 - This is the main SDG, disaster issues are usually categorized, so that our workshop is related tightly.
- GOAL 12: Responsible Consumption and Production

- Education to the youth is important to support developing countries to strengthen their scientific and technological capacity to move towards more sustainable patterns of consumption and production including recycle issues. We have discussed how the workshop presented the education to the youth by Pangaea and UNESCO, we could look more into the contents of education such as SDG12.

8) Emerging Trends related to WSIS Action Lines identified during the meeting

N/A

9) Suggestions for Thematic Aspects that might be included in the WSIS Forum 2021

- Smart Cities in developing countries
- Smart City needs during and after Corona era
- Smart City Governance Models

Thematic Workshop



Digital adaptation - Swiss Engineering - Geneva/EPF/WFEO World
Federation of Engineering Organizations

Monday 29 June 2020

12:00 – 13:00

Thematic Workshop



E-governance and smart cities - Geneva Tsinghua Initiative

Monday 29 June 2020

13:00 – 14:00

Please find in the link below, more information regarding the workshop:

<https://www.itu.int/net4/wsis/forum/2020/Agenda/Session/194>

1) Title of your session

E-governance and Smart Cities: the significance of open government data sharing and usage for smart city construction

2) Name of Organization(s) organizing the session

GTI (Geneva Tsinghua Initiative)

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

- C1: The role of governments and all stakeholders in the promotion of ICTs for development
- C2: Information and communication infrastructure: an essential foundation for an inclusive information society
- C5: Building confidence and security in the use of ICTs

4) Did your workshop highlight any issues related to COVID-19? If yes, please explain

No.

5) Key achievements, announcements, launches, agreements, and commitments

The workshop mainly addressed the role of government in data sharing. With the development of e-governance and popularization of online government platforms worldwide, government have gathered a lot of valuable information from various aspects especially in social and urban planning perspectives. However, whether the data in the possession of government should be shared with other facilitators to help with innovative ideas, and how to open the data source safely and appropriately is an urgent issue to be discussed.

From the presentation and discussion in this session, the usefulness of data in smart cities construction and the valuable data corporations models are comprehensively discussed and understood. The governments now are facing great challenges in data collection, data management and data security, the cooperation between private sector, community, and government, serve to improve the government's ability of data management and thus contribute to increasing ICTs applications in smart cities. Hence, government should explore innovative policy or models to support participation from all stakeholders.

6) Main outcomes highlighting the following:

I. Debated Issues

- How the private sector can contribute in terms of sharing data to the government.

Innovative cooperation models which help government build connection with private sectors, academia and other organizations were discussed. For example, Edward Elson shared a smart library project which helps generate and monitor energy production statistics.

- How the government can adapt to the ever-changing technologies and the potential threat underlying.

Although data sharing brings lots of benefits in the development of smart cities, the underline threats should not be neglected. This workshop also discussed the problem of user privacy and digital refugees.

II. Quotes

- “Community organizations can be a great source of data sharing for government. So we should not forget about them. And for private sector actors, oftentimes, community has access to data that is harder for government to get.” (Sarita Turner, Vice President, U.S. Programs, Institute for Sustainable Communities)
- “We have to be careful when we deal with data that come from people, and always bear in mind that correlation is not causation. You could always synthesize a particular conclusion. But try to make sure that that conclusion is scientifically based.” (Edward Elson Kosasih, Chief Information Officer, Alva Energi)

III. Overall outcomes of the session highlighting

- Main conclusions reached during the discussion:
 - There exists the governance gap because the technology development goes vest fast, but the industry and government are not ready to find new technology policy framework.
 - It is significant to use data for economic development, public health and other justified purposes, but at the same time, the abuse of data application remains a serious problem.
 - Data are used for design and construction of smart infrastructures such as smart building, smart energy and smart transportation, which are important and fundamental parts of smart cities. Data are useful for remote monitoring of consumption, such as energy consumption, and also useful for government to track the usage of infrastructure.
 - People is at the center of everything including data application, so data should be used to serve people’s needs. People are concerned about their privacy, and worried about being tracked by “the Big Brother” through their data. The message about how people’s data are being used should be conveyed properly to people so that they would feel they are respected.

- It becomes common to collect demographic data in order to know who the user is, how to provide target services, and how to better meet the needs of people. However, sometimes, the demographic data are not carefully interpreted, and there are a lot of issues about bias. Some groups of people, such as the poor, the disabled and the older people, are often overlooked.
- The vision for implementation of WSIS Action lines beyond 2015:
 - i. Key stakeholders should collaborate to ensure the governance approaches can keep pace with the technology development. (Action Line 1, 6, 11)
 - ii. It is necessary to establish a common communication and collaboration platform that can lead to a dynamic agreement among all stakeholders to deal with data sharing problems. (Action Line 1, 11)
 - iii. People should be informed about how the policy can protect their privacy and bring benefit to them. People need to know if there is a security mechanism that would ensure data is being used in the right way. People should be aware of data value and what kind of feedback they can get from data sharing. Education is important; it would raise people's sense of data, privacy and copyright. Besides, there should be a business model that would explain to people how data value generates. (Action Line 5, 6, 10)
 - iv. The technology providers should not only go for high technology but also think of vulnerable people and give them a solution. (Action Line 2, 3)

7) Main linkages with the Sustainable Development Goals (please specify the SDGs)

- This workshop is closely related to *SDG11 sustainable cities and communities* which has been made in promoting living standard of urban residents. While government of all nations started to use information and communication technologies to monitor and manage smart cities, open data sharing builds a bridge for stakeholders other than government such as private sectors or academia to participate in the sustainable cities and communities develop process.
- While in the same time, this topic has a lot to do with *SDG17 partnerships for the goals*. Smart cities' revolution requires not only the unilateral efforts of local or superior government, but also the participation of residents and communities. Breaking data barriers between various government departments and enterprises, and find a pertinent solution to share government data securely turn out to also be an opportunity to make all related parties involved.
- During the procedure of e-governance platforms using for urban construction, especially in smart cities, data opening also played a key role in the innovative development of all walks of life, which promoted the realization of *SDG9 industry, innovation and infrastructure*. This session also covered how technological innovation in the field of energy utilization can be combined with e-government to promote the landing and popularization of new technologies.
- More specifically, since two of our speakers are experts of photovoltaic solar, the cases shared during the meeting are also connected to smart energy, so that discussion content of this workshop also provides references for *SDG7 affordable and clean energy*. The introduction of park energy stations and

photovoltaic application city networks also gave attendees an inspiration to integrate information and explore new model of urban energy usage.

8) Emerging Trends related to WSIS Action Lines identified during the meeting

- WSIS Action Line 7 “ICT applications: benefits in all aspects of life”, E-government to be more detailed, runs through this visual workshop session. Countries around the world have distinct conditions and priorities for e-government patterns, which has created various levels of development. However, electronizing traditional governance models and simplifying government operation procedures through e-governance platforms is a common trend to reduce bureaucracy and improve work efficiency.
- The WSIS Action Line 1 “The role of governments and all stakeholders in the promotion of ICTs for development” is also an obvious development trend which lead to more effectively construction of smart cities or urban communities. In addition, the cooperation models such as PPP (Public/Private Partnerships) expanded to more fields under the premise of government data sharing.
- The issue of data privacy and security is also frequently mentioned in the session, which is related to WSIS Action Line 5 “Building confidence and security in the use of ICTs”. Since the data of the government affairs platform are mostly demographic data, how to deal with data authority should be taken into careful consideration in all stages including collection, disclosure and usage. Making residents of the city become the decision maker of what kind of social services or infrastructure requires to be improved, and turning the whole data usage process into open and transparent will be the main trend to solve this problem.

9) Suggestions for Thematic Aspects that might be included in the WSIS Forum 2021

- During our workshop, Smart Energy and Data interpretation are at the central discussion. We would like to suggest these thematic aspects to the next WSIS Forum.
- Here is a brief introduction of these two aspects. Smart energy is about using intelligent systems or devices to help improve energy management, distribution and transportation, rising energy efficiency by implementing ICTs. Data interpretation is an item appeared during our Q&A session. Data interpretation emphasizes that not only should the system designers understand the data, but also consumers should be conveyed the correct data interpretation. Sometimes engineers or products designers ignored the consumers feeling about the data and it will lead to some unnecessary misunderstanding between consumers and stakeholders.
- At last, we are thinking about a new WSIS track idea, ICTS and Hospitals. Hospitals are the place where there are the most advanced ICT technologies application. We would like to suggest a new track which introduce the knowledge or information about how ICTS can help hospitals around the world to better manage their patients or their facilities.
- Thank you for the opportunity to organize the workshop and we are all looking forward to WSIS 2021.

Thematic Workshop



**Leveraging technology to achieve sustainable Mental Health: Successful experiences from around the globe and how can we replicate them -
Houda Ounnas**

Tuesday 30 June 2020

12:00 – 13:00

Please find in the link below, more information regarding the workshop:

<https://www.itu.int/net4/wsis/forum/2020/Agenda/Session/197>

1) Title of your session

Leveraging technology to achieve sustainable Mental Health: Successful experiences from around the globe and how can we replicate them

2) Name of Organization(s) organizing the session

Ounnas Medical London

3) Relevance with the WSIS Action Lines

C1, C2, C3, C7, C8, C10, C11.

4) Did your workshop highlight any issues related to COVID-19?

Yes: How digital health is now more important than ever. Also that the UN secretary general has called for world leaders to ensure mental health was treated as a priority post pandemic, in line with the UN guidance. This makes digital mental health of special importance during this pressing time.

5) Key achievements, announcements, launches, agreements, and commitments

We shared some successful initiatives and experiences that we feel can be replicated:

- Initiatives that can be replicated using technology:
 - i. Online courses, such as the University of Mohamed Bin Rachids' UAE course "Find your light". <https://learn.mbru.ac.ae/courses/findyourlight>
 - ii. Machine and App learning such as the use of apps like "Jesey" in the UK, a mood tracker to help young people identify their mental health status and seek help when needed.
- Initiatives that can be replicated in person:

- i. Physical health, health screening and Occupational Health services can implement a section on mental health and utilize the physical health opportunistically to discuss mental health when patients who might be reluctant to seek help specifically for mental health present to them. Such as the case of Ounnas Medical, London
- ii. The Australian Initiative of funding 10 sessions per person per year of psychological therapies can be replicated in other countries. It ensures continuity and a dedicated time to addressing and healing mental health issues. However, we recommended increasing the number of sessions for patients with complex problems such as personality disorders.

6) Main outcomes highlighting the following:

I. Debated Issues

- This session discussed 4 points, which were addressed considering the interface between the following disciplines: Psychiatry, Psychology, Occupational health, family medicine, education, academia, judiciary system, business, technology, public health and entrepreneurship. The 4 points are:
 - Sharing successful mental health experiences from around the world.
 - Reflections on systems that work and how they can be replicated to achieve sustainable mental health globally.
 - Helping young people achieve their full potential by leveraging technology and mental health
 - Tackling discrimination and leaving no one behind in line with the UN and WHO goals of no health without mental health and good health means leaving no one behind.

II. Quotes

“One of the goals of the session is helping young people achieving their highest potential, especially with the use of technology in mental health. They are the main audience that we should focus on. They represent the future and it is our responsibility as adults to help them achieve their highest potential”

Dr Houda Ounnas, Ounnas Medical, London

“There needs to be a global awareness and it is everyone’s responsibility to make this happen, especially starting from the youth. If we address this in the youth now, it will cause a preventative effect as they go into their adult life”

Miss Natalia James, Psychologist, Sydney, Australia

III. Overall outcomes of the session highlighting

- Main conclusion was that we all agree on the importance of mental health and especially of its sustainability and in helping young people achieve their potential. We also all agree that

technology can help and that large scale projects that save and maximize resources are a way forward in mental health sustainability.

- The vision for implementation of WSIS Action lines beyond 2015:
 - i. Creating and implementing large scale programs based on sound psychological principles such as mindfulness, compassion and connectedness and distribute them via technology to large crowds. This trans passes geographical limitations or local lack of resources, especially human resources. These can be delivered in 3 capacities:
 - 1 to 1 services if possible, such as the Australian “Mental Health Care Plans” where a patient is allocated a psychologist who follows them up for the journey during 10 sessions. This is the ideal as it allows for a reparative relationship.
 - ii. Where resources are challenged, a cost effective measure would be to have the same programs distributed via a travelling psychologist, doctor or mental health nurse who can be well trained on the course material and could deliver group workshops and travel to rural areas, schools, corporate offices etc to share knowledge and skills with a receptive audience.
 - iii. At a larger scale and where human resources are really limited and technology is available, it is possible to use technology to deliver online courses, materials or apps based on simple and safe psychological interventions such as mindfulness, compassion, affirmations or basic CBT.

7) **Main linkages with the Sustainable Development Goals (please specify the SDGs)**

- **Good Health and Wellbeing:** The session is on mental health
- **Quality education:** Large scale projects that educate the public about mental health and those that directly target people in the education system. The session discussed examples from the “Jesey” experience and one of the suggestions was attending schools with workshops on mental health.
- **Gender Equality:** We tackled the issue of males accessing mental health services less than females and how this can be improved via the use of physical health and discussion of mental health with men when they attend for a physical as well as on raising awareness and reducing stigma on mental health in general and on therapy for men in particular.
- **Reducing inequalities:** We discussed during the session health inequalities in terms of socio-economic groups, affordability, resources and also cultural and ethnic variations in perceptions of mental health and ability to access services.
- **Partnerships for the goals:** We discussed successful examples on how multidisciplinary work and the interface between disciplines can help produce great initiatives such as the UAEs “Discover your light” course which saw light following a partnership between Al Jalila Childrens’ hospital, the ministry of happiness and the Mohamed Bin Rachid University.

8) **Emerging Trends related to WSIS Action Lines identified during the meeting**

Digital Health/Digital Mental Health especially in young people as any investment on their mental health does not only help them and help society now. It is also an investment in sustainability as they take their learnt skills and their evolving mental fitness with them into adulthood and in turn, live

healthier and implement healthy behaviors, lifestyles, and good mental health habits in future societies.

9) Suggestions for Thematic Aspects that might be included in the WSIS Forum 2021

- Digital Health
- Mental Health Sustainability
- Follow up from this session to review progress of the suggested initiatives.

Thematic Workshop



Innovative “SMART Villages” Driving Food Security through Digital Resilience across the Agriculture Value Chain - eWorldwide Group

Tuesday 20 June 2020

13:00 – 14:00

Please find in the link below, more information regarding the workshop:

<https://www.itu.int/net4/wsis/forum/2020/Agenda/Session/199>

1) Title of your session

Innovative ‘SMART Villages’ Driving Food Security through Digital Resilience across the Agriculture Value Chain

2) Name of Organization(s) organizing the session

eWorldwide Group

3) Relevance with the WSIS Action Lines – Please specify the Action lines C1 to C11

Our interactive workshop is linked to many WSIS action lines either directly or indirectly. However, the direct correlation is with 6 action lines indicated below;

- C1. The role of public governance authorities and all stakeholders in the promotion of ICTs for development
- C2. Information and communication infrastructure
- C3. Access to information and knowledge
- C4. Capacity building
- C5. Building confidence and security in the use of ICTs
- C6. Enabling environment
- C7. ICT Applications
- C10. Ethical dimensions of the Information Society
- C11. International and regional cooperation

4) Did your workshop highlight any issues related to COVID-19? If yes, please explain.

The impact of COVID-19 on rural villages is substantial. They often suffer from isolation and extreme poverty, shortage of health professionals and teachers, as well as literacy and language constraints.

COVID-19 is likely to trigger a global recession with negative impact on agriculture and food prices. The smart village approach can enable the fast track COVID-19 response and recovery, ensure a holistic approach to resilience building, and promote food security.

The urgency to consider a holistic approach to integrate all aspects across the agriculture value chain to ensure continuity to the access of food, while ensuring financial resilience is maintained at the grassroots for the players, particularly farmers and food producers.

5) Key achievements, announcements, launches, agreements, and commitments

The eWWG shared smart village initiatives in Pakistan and Nigeria that adopted a holistic approach to rural development.

The smart village initiatives focused on empowering rural communities in the use, development and maintenance of these services to ensure sustainability.

The eWWG developed a common platform on which multiple rural services that are relevant to the communities have been provided.

This Smart village pilots have demonstrated how bringing together multiple stakeholders can address multiple needs;

- i. Access to food
- ii. Mobile technology builds resilience across the agriculture value chain from the farm to the table
- iii. Access to emergency services supplies and data
- iv. Connectivity infrastructure
- v. Clean water, sanitation and hygiene
- vi. Importance of compatible and integrated information systems
- vii. Market access and fair prices for farmers and traders
- viii. Sustainable clean energy, promoting green economy

6) Main outcomes highlighting the following:

- i. Impact of convergence across multiple sectors to deliver multiple services, particularly life saving
- ii. Global value chain for rice farmers
- iii. Localized platforms to engage farmers, off-takers and suppliers across ecosystem
- iv. Integrated services with agriculture, healthcare, education and social services
- v. Importance of building localized relevant clusters
- vi. Growth of new MSMEs, SMEs, and agric. entrepreneurs and agric. techno-preneurs, which eventually leads to overall economic growth of the countries

- vii. Unique approaches to engage farmers to adopt innovative digital technologies, integrated information systems and satellite technology, which is building resilience at the grassroots level for farmers, particularly for smallholder farmers and micro-traders
- viii. The importance for governments to create integrated and holistic strategies, policies, multi-sector partnerships and evidence-based initiatives that create an enabling environment to nurture this type of development across the entire agriculture ecosystem and value chain
- ix. Practical transformational case studies that integrate innovative SMART technologies, AIS and big data solutions that have been integrated in a localized manner to sustainably transform and build resilience in the lives of farmers, and in the process holistically empowering rural women and strengthening the global agriculture value chain
- x. The importance of multi-sector, multi-stakeholder partnerships imbedded in the local context for rural transformation

i. Debated Issues

- Please capture highlights of the main issues discussed and interactions with audience:
 - i. Formulation of multisector partnerships
 - ii. Building trust with farmers to use technology
 - iii. How to make technology affordable
- Please highlight key achievements and challenges shared by the audience and/or panelists:
 - i. Investing in Green Global Value Chains and creating Green Jobs for a Circular Economy through the Economic Empowerment Approach
 - ii. Powered by The Islamic Development Bank, the Transform Fund is a new multi-million dollar fund that will drive meaningful change to millions of people by giving every scientist, technologist and innovator the opportunity to make a difference to the world around them.
 - iii. Linked to the Engage hub, Transform will turn innovative ideas into real development solutions. Transform will provide seed money for innovators, startups and SMEs. It will also fund the commercialization of technology developed through partnerships between researchers and entrepreneurs.
 - iv. Regulatory, legal and institutional framework required to integrate digital transactions and integrate economies
 - v. Investment in roads, storage facilities, warehouses, and regional trade facilities.
 - vi. To encourage innovation, incentives to uptake of digital services/solutions
 - vii. Improvement technical education, capacity development at all levels to participate in the digital ecosystem
 - viii. Create rural youth entrepreneurs; ecosystem. Customization and localizing solutions and services. Build on human-linkages
 - ix. Tangible benefits from data assets. Moving towards connected service delivery

ii. Quotes

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

Dr Salma Abbasi, eWorldwide Group *'it is vital that a holistic and integrated approach is taken to build to drive sustainable rural development using agriculture as the foundation but integrating other critical elements, such as health system, education, financial inclusion and social safety net'*

Gerard Sylvester, FAO *'Agriculture transformation creates opportunities for rural youth entrepreneurs'*

iii. Overall outcomes of the session highlighting

- Main conclusions reached during the discussion:
 - i. Ensure that rural areas are included with funds and technical assistance allocated to support rural healthcare and telemedicine centers, keep the agricultural sector and supply chains working smoothly, and protect farmers, migrant workers, women and children
 - ii. Adopt the smart village approach, focusing on the holistic integration and digital transformation of rural communities as a means to strengthen their resilience and ensure food security
 - iii. Formulate multi-sectorial partnerships that are in harmony with the local environmental sensitivities and opportunities, while supporting all aspects of the SDG

7) Main linkages with the Sustainable Development Goals (please specify the SDGs)

- Goal 1: No Poverty
- Goal 2: Zero Hunger
- Goal 3: Good Health and Well-Being
- Goal 4: Quality Education
- Goal 6: Clean Water and Sanitation
- Goal 7: Affordable and Clean Energy
- Goal 8: Decent Work and Economic Growth
- Goal 9: Industry, Innovation and Infrastructure
- Goal 12: Responsible Consumption and Production
- Goal 17: Partnerships

8) Emerging Trends related to WSIS Action Lines identified during the meeting

- C1. The role of public governance authorities and all stakeholders in the promotion of ICTs for development
- C11. International and regional cooperation

Urgent need for greater public, private partnerships to promote localized benefits from ICTs, particularly for pandemic and disaster recovery

- C2. Information and communication infrastructure
- C3. Access to information and knowledge

- C10. Ethical dimensions of the Information Society

New standards are required to ensure systems compatibility, integration and access for people with special needs and in local language

- C4. Capacity building
- C5. Building confidence and security in the use of ICTs

Greater capacity building is required for vulnerable communities with special needs required, particularly refugees and stateless people

9) Suggestions for Thematic Aspects that might be included in the WSIS Forum 2021

- ICT role to develop sustainable migrant communities
- Transformational impact and benefits from digital identity for all
- Case studies of ICTs application for access to quality education and knowledge for vulnerable groups

Thematic Workshop



Driving sustainable Growth by Educating Marginalised Girls - EMEA
Satellite Operators Association, ESOA

Wednesday 1 July 2020

12:00 – 13:00

Please find in the link below, more information regarding the workshop:

<https://www.itu.int/net4/wsis/forum/2020/Agenda/Session/206>

1) Title of your session

Driving Sustainable Growth by Educating Marginalised Girls

2) Name of Organization(s) organizing the session

EMEA Satellite Operators Association, ESOA

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

- C1: The role of governments and all stakeholders in the promotion of ICTs for development
- C2: Information and communication infrastructure: an essential foundation for an inclusive information society
- C3: Access to information and knowledge
- C7: ICT applications: benefits in all aspects of life. E-learning
- C11: International & Regional cooperation

4) Did your workshop highlight any issues related to COVID-19? If yes, please explain

The COVID-19 crisis has highlighted the stark disparities existing across so many countries that arise by not having Internet access. While Covid enabled millions to celebrate the power of connectivity to enable continuing education and work, it also shone a spotlight on those who could not. This included 78,000 marginalized girls in remote parts of Kenya, who usually attended 'connected schools', but who during Covid, could not benefit from remote education like so many of their counterparts in developed countries.

5) Key achievements, announcements, launches, agreements, and commitments

- This event marked the launch of a series of ESOA webinars themed “Global Challenges | Satellite Answers” to discuss important policy matters such as divisive inequalities in society that have far-reaching effects on peoples’ lives and the socio-economic development of many countries.
- Clear recognition of (i) the role of satellite in connecting those beyond the reach of other technologies (ii) the need to take urgent action to prioritize equal opportunities for women and girls (iii) the importance of different ITU initiatives: Equals, Girls in ICT and launching of African girls can Code in addition to American girls can code and (iv) the role of national initiatives such as Kenya’s broadband for schools education program.

6) Main outcomes highlighting the following:

I. Debated Issues

Gender Divide, Digital Divide - a reality:

- Girls’ education is a strategic development priority as better educated women are healthier, marry later, are more likely to get jobs and provide better healthcare & education for their children. Pre COVID19, 130 million girls are out of school (UNESCO), directly impacting socio-economic growth in many countries.
- Political support and a bold ICT policy that recognizes the role of all technologies allows Kenya to leverage satellite communications.

No one solution fits all:

- All technologies have a role to play in bridging the Digital Divide; the optimum solution depends on diverse factors e.g. the availability of electricity and the terrain of the region. Sometimes it is possible to build on existing infrastructure such as cable or fibre but often it is necessary to clearly recognise that for areas without infrastructure satellite is the best solution.
- Advancements in satellite technologies mean it is increasingly cost-effective and a critical component for national broadband plans & strategies. Satellite is not a last resort; it is often the only option to bring connectivity quickly and effectively to the masses, regardless of location and income.

Project iMlango:

- Avanti Communications has connected 78,000 marginalized girls across 245 schools in Kenya with an ICT lab and enabling Maths Whizz classes with tailored individualized learning programs. For every year of learning with iMlango, the learning age increases by 18 months and teachers benefit as well.
- The UK Department of International Development (DFID) said iMlango achieved *and* surpassed its objectives of building a partnership project; improving the educational outcome of 55,000 marginalized girls in Kenya; improving teacher capability to use ICT labs, internet & software educational programs; raising self-awareness and career aspirations for marginalized girls and delivering real time analysis and output from what the children were learning.

Project Sustainability:

- Public-private partnerships going beyond simple corporate philanthropy or social responsibility bring the most value and drive sustainable solutions as no one party can do it alone.
- Integration of public services e.g. ‘out-of-hours’ access to school Internet for adult education or community WiFi are avenues to explore to support cost-sharing & sustainability. Such ideas that build on the drivers of demand should be built into projects from the start to support investment in specific villages and townships.
- The regulator has an important role to play to ensure the transformational benefits of connectivity projects continue into the long-term.

Skills, Child Online Protection and Accessibility:

- Education projects must include teacher training on both the technology and use of the Internet to ensure online child protection.
- Connectivity is no longer a luxury - it is an essential digital lifeline for men, women, boys, girls.

II. Quotes

- Mr. Ian Attfield, Senior Education Advisor, UK Department of International Development: “We are looking for models that go beyond simple corporate philanthropy or social responsibility to models that are really trying to bring out the best that all can bring to these partnerships, the idea that we are all bringing joint and shared value.”
- Ms. Debbie Mavis, Project Director iMlango, Avanti Communications: “We do not intend to walk away from the 78000 children, 245 schools that we have had the privilege to work with. Funding will finish shortly, and we need to work together to find a sustainable model.”

III. Overall outcomes of the session highlighting

- Working on bridging the digital divide has a direct & positive impact on bridging the gender divide.
- Connectivity is a goal in itself, satellite is a clear solution and often the only one, to bridge the Digital Divide.
- Partnerships & innovative approaches are essential to deliver sustainable, transformational change.
- Partnerships are key to ensure sustainable solutions. Working on sustainability of projects since the start is key so that the benefits to the girls and students are not only temporarily.

7) Main linkages with the Sustainable Development Goals (please specify the SDGs)

- Goals 1: End poverty in all its forms everywhere
- Goals 4: Ensure inclusive and equitable quality education and promote lifelong learning opportunities for all
- Goal 5: Achieve gender equality and empower all women and girls

8) Emerging Trends related to WSIS Action Lines identified during the meeting

Covid-19 is helping to foster a shared understanding of the need to bridge the Digital Divide as a matter of urgency and that therefore C2: access to Information and communication infrastructure is an essential foundation for an inclusive information society as is C3: Access to information and knowledge.

9) Suggestions for Thematic Aspects that might be included in the WSIS Forum 2021

- Exploring and working towards sustainable and scalable projects. What are the challenges and how to overcome them?
- Best practices and showcases of successful collaborations around bridging the Digital Divide – this is not an Objective that will be achieved within 1 year so is highly appropriate for next year as well.

Thematic Workshop



Ensure inclusive and equitable quality education for all: How COVID-19 is Reshaping the Future of e-Learning and Online Innovation for Universities - Geneva T-singhua Initiative

Wednesday 1 July 2020

14:00 – 15:00

Please find in the link below, more information regarding the workshop:

<https://www.itu.int/net4/wsis/forum/2020/Agenda/Session/215>

1) Title of your session

“Ensuring Inclusive and Equitable Quality Education for All: How COVID 19 Is Reshaping the Future of e-Learning and Online Innovation for Universities”

2) Name of Organization(s) organizing the session

Geneva-Tsinghua Initiative

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

Through this e-learning (C7) workshop, we are facilitating discussions about opportunities and challenges to provide access to information and knowledge for everyone, including people in less favorable regions (C3). Furthermore, the panelists are presenting and reviewing hands-on and e-learning approaches that foster social innovation and contribute to an equal quality education distribution (C4).

4) Did your workshop highlight any issues related to COVID-19? If yes, please explain

In this workshop the panelists Beth Noveck (GovLab, New York University), François Taddei (CRI, University of Paris) and Pearl Donghui Mao (X-lab, Tsinghua University) provide great insight into how three major universities across three different countries and continents have been dealing with the shift to online learning caused by the pandemic. More specifically, they discussed the importance of social innovation through hands-on and challenge-based learning, Covid-related challenges and unexpected advantages, the inequality issue, ways to help under-resourced communities, and the challenge of personalizing education and assessment.

5) Key achievements, announcements, launches, agreements, and commitments

6) Main outcomes highlighting the following:

I. Debated Issues

Current Situation and Challenges due to Covid-19

While Pearl Mao highlights the impressive feat of Tsinghua's shift to distance learning, online assessments and theses defenses, François Taddei calls out the French government on not providing enough support to universities. He also laments the university (of Paris)'s inability to listen to students' needs and concerns while they're going through a period of uncertainty, which also includes uncertainties related to the job market. All these uncertainties have led to an increase of psychological suffering of the students which universities also need to find a way to address.

Taddei also points out that students who are already self-motivated, well connected and know how to work alone, adjust pretty well to online learning. However, those students who work better with human to human interaction have more trouble adjusting and experience greater emotional distress.

Beth Noveck re-directs the attention to the immense responsibility that universities have towards not only the students but also the public. Especially in New York, a lot of students have to commute to school and are part of a large city and environment, which is why the decisions made by the university also affect the general public health.

Advantages of the Pandemic Regarding E-learning and Social Innovation

According to Beth Noveck the pandemic not only made people realize to take advantage of distributed expertise around the world, it also made a lot of people recognize the importance of connecting with people, crowdsourcing and finding courses of action to innovate conventional education. Moreover, due to the pandemic and the ongoing Black Lives Matter movement, she sees an increased interest in public problem solving and an increased vocalization of the desire to do something meaningful and to make a difference in this world.

François Taddei supports this notion by mentioning the University of Paris' positive stance towards creating a space where students can (collaboratively) work on personal, local and global challenges, which in turn also enables them to learn and care more about themselves, others, and the planet.

Equity and Diversity Challenges

The issue of limited access to machines and bandwidth which restricts people from participating on an equitable footing is a known challenge. However, Beth Noveck also notes that lack of data and transparency add to the problem, as information on who exactly lacks an internet connection and/ or their own device or what place doesn't have enough bandwidth is not publicized.

On top of the poverty and inequality issue, Noveck also sees a challenge in ensuring diversity. Especially as their labs are about human centred design, solving public problems, crowdsourcing and open innovation, she emphasizes that everyone should pay attention to who the participants are and to the methods that are applied to engage communities. Furthermore, she stresses that solving public problems is not about solving problems **for** people, but solving problems **with** people, thus, organizers and participants of crowdsourcing events etc. should take the time and effort to involve people that are representative of the community that they are trying to help. It is about involving people in the design process of solutions, not just for spotting the problems.

Helping Developing Countries and Under-Resourced Communities

A way for universities to ensure quality education for all students is to build national and international coalitions. For instance, Tsinghua University is connected with some universities from less developed regions of China and provides open access to courses on an online education platform that is owned and developed by Tsinghua

itself. In France, the University of Paris has joined a global education coalition for Covid-19 response that was launched by UNESCO. Through this coalition schools and universities are connected with all sorts of other stakeholders to find and implement solutions that ensure uninterrupted learning. According to François Taddei, this joint effort has also led (to some extent) to an open source and education movement.

Personalizing Education and Assessment

As stated by Beth Noveck, the world of pedagogy has always had difficulties when it comes to personalizing education and assessment. But as the pandemic has forced people to move to online education, she hopes that it will expedite innovating new methods and approaches, such as hybrid forms of assessment, where students can auto assess their own performance (e.g. through small quizzes) to find out where they stand, what they do or don't know and what exactly they need to keep working on. This in turn frees up time for more personalized learning and one-on-one or small group sessions with the teacher to really address particular problem points. A completely different method is proposed by François Taddei, who advocates for peer to peer recognition systems, where the acknowledgment of your knowledge is not so much the knowledge you acquired in a university context, but more the knowledge and solutions you've contributed to solve a societal challenge. The recognition and acknowledgment are given by people who are experts in that specific knowledge field, which may or may not be from a university professor. To further strengthen his stance, he gives the examples of how the number of peer-reviewed publications is more important for the recognition of a scientist than his diploma, or the Academy Awards, where the voters who consist of actors, decide on who should get an Oscar.

Solutions and Recommendations

- A hybrid form of teaching, such as NYU's plan to continue both online education and their "Go Local" initiative, might be a way to ensure quality education for all. By simultaneously offering online learning and physical campuses in 19 locations, the university provides options for those who need the campus to access computers and the internet, those who can't travel, and those who learn better in a social environment.
- Collecting and reporting data about students' living conditions and their access to computers and internet aids universities to better cater to students' needs.
- Policy innovations regarding scholarships and national telecommunication standards may warrant students' access to learning devices and the internet.
- Taking time and effort to reflect on our own behaviour and to involve people from diverse backgrounds is tackling diversity, inclusivity and equity challenges.
- Nationwide and global education coalitions may lead to open education and an open source movement.
- Innovating new assessment methods might improve personalized learning.
- Improving the way that we assess social and emotional well-being, especially in an online environment, may also lead to new methods of assessing learning motivation, and how we can address the emotional challenges that students face in times of uncertainties.

II. Quotes

"There are deeper policy questions here on what we can and have to do to improve bandwidth and laptop access. All of that requires both legal and policy solutions. But even without being able to change the law, we can all change how we behave by making sure we pause for a moment and look at the participants of this conference, and ask ourselves if we have taken measures to ensure that there are diverse faces and voices who are participating." – Beth Noveck (The GovLab, New York University)

“We have failed to listen to the students and address their needs. [...] Their psychological suffering especially has increased quite a lot. And there is also the uncertainty concerning the job market that is also rising very fast.”
– François Taddei (CRI, University of Paris)

III. Overall outcomes of the session highlighting

7) Main linkages with the Sustainable Development Goals (please specify the SDGs

This workshop is tackling the Sustainable Development Goals 1, 4, 5, and 10, as the panelists discuss how hands-on and e-learning can ensure social innovation and equitable quality education for all. By ensuring equitable quality education (SDG4), the goals of ending poverty (SDG1), achieving gender equality (SDG5) and reducing inequality within and among countries (SDG10) are also being addressed.

8) Emerging Trends related to WSIS Action Lines identified during the meeting

N/A

9) Suggestions for Thematic Aspects that might be included in the WSIS Forum 2021

N/A

Thematic Workshop



Children and the Digital Transformation of public services: Identifying trends - UNICEF and UNU-EGOV

Thursday 2 July 2020

14:00 – 15:00

Please find in the link below, more information regarding the workshop:

<https://www.itu.int/net4/wsis/forum/2020/Agenda/Session/223>

1) Title of your session

Children and the digital transformation of public services: Identifying trends.

2) Name of Organisation(s) organizing the session

- United Nations Children's Fund (UNICEF) <https://www.unicef.org/globalinsight/>
- United Nations University Operating Unit on Policy-driven Electronic Governance (UNU-EGOV) <https://egov.unu.edu/>

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

- C1: The role of governments and all stakeholders in the promotion of ICTs for development.
- C2: Information and communication infrastructure.
- C3: Access to information and knowledge
- C11: International and regional cooperation

4) Did your workshop highlight any issues related to COVID-19? If yes, please explain.

Yes, partially. While the original project does not cover pandemics like the one caused by COVID-19, the project did reveal relevant findings. During the workshop the topic came up in three ways: First, how the current pandemic puts a spotlight on the opportunities and risks of the digital transformation of public services, not least for children; Second, how governments are putting useful information online for citizens to access services adequately during the COVID-19 pandemic, and; third, how some governments are functioning easier during this period to a well-developed online service portfolio, and others have utilized the pandemic to promote call centres and online service solutions (incl. core transactional services plus education and healthcare).

5) Key achievements, announcements, launches, agreements, and commitments

N/A

6) Main outcomes highlighting the following:

I. Debated Issues

- The main issues of the workshop and the discussion was centred on classical government services.

The main goal was to establish what is currently known as digital governance services for children and to gauge (a) what has been said about the impact of digital services on children in the literature, and (b) how authorities (governments and other public sector authorities) are addressing children in digital services design. Highlights of the workshop discussion include the following:

- Technology is seen and regarded as an enabler facilitating change including for services addressing children and/or their parents and guardians.
- Sectoral focus on health and education.
- Use of technology in everyday transactions and service is increasing, such as of the rate of online banking and shopping globally. Similarly, use of technology in the social sphere is increasing. For instance, due to the COVID-19 pandemic, there is a rapid increase in the use of online streaming services such as Netflix, HBO, and national broadcasters that have digitalized contents and technology is being used to work even more from home compared to the pre-pandemic period. However, this does not necessarily translate to the use of government online service offers.
- The use of data to identify patterns of health and economic impact is observed. For example, this is seen in the current COVID-19 pandemic, cancer research, and the identification of health patterns for potential cures worldwide.
- Access to various types of social security services, welfare grants, renewal of licenses increasingly available globally. More advanced administrations are developing increasingly proactive and personalized approaches.
- Promoting more classical types of public information and services for young adults includes tax payments, pension schemes, getting and renewing various licenses, military services, health and education related services etc. are available online in places such as Abu Dhabi, New York City and the Republic of Korea.
- Services targeting children and minors indirectly are also found. Here, communication from the public sector addresses both parents and guardians around prenatal and primary healthcare, food programs and other child support packages and grants. For instance, the smart-card catalogue targets new families and young parents. These are working in places such as Singapore, Bangladesh, Tel Aviv, the Nordic region as well as Nordic countries.
- Patterns identified include online information and services targeting young adults (15 – 18-year-olds) are more prevalent globally, especially as this sub-group is on the verge of adulthood and enjoy some of the same legal rights and obligations as adults. This group have access to services such as electronic patient journals, health care services, students home-school portals for managing educational contents, etc.

- Identification management is a challenge globally, both in a physical but particularly in a digital sense and impacts service access as legally valid forms of identification are required to access services. Increasing focus on identity management, birth registration and eID / eSignature in low- and middle-income countries. Particular focus on eID take-up and usage in both middle and high income countries.
- At the local government and city level, children and parents in high income, and increasingly so in middle income countries, are able to access online information and services when registering for school, daycare, etc. Globally, national one-stop portals have tend to focus on parents/guardians and young adults aged 15-18 years of age, but with user-segmentation, choice and sophistication generally increasing the higher the average income level in the country.
- The key achievements and challenges shared by the audience and/or panellists:

The workshop had 75 participant registrations. Of the 75 registered participants, 57 were in attendance that is, 49 attendees and 8 panellists.

Participant satisfaction with the workshop was deemed high with questions being raised throughout. Answers were given to their concerns/questions. Some of the key questions asked during the workshop session centred around the following aspects:

- Finances: How does service charges relate to digital services availability and take-up and how can the cost of ICT be reduced globally in tougher times like the COVID-19 pandemic and other forms of disaster.
- Service types: Data on the type of digital government services mostly requested for and what governments provide for citizens in return.
- Gamification: Examples of gamification use to attract children to government services using analogue.
- Security: Children security online, data security and identity management.
- Channel strategy: Most effective channels for governments for the exchange of best practices on children's rights and public services.
- Consultation: The level of consultation of children's rights commissions in the design of digital services for children.
- Equity: How is equity considerations, such as equitable and equal access to services, subsidies and other incentives.

II. Quotes

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

III. Overall outcomes of the session highlighting

- Main conclusions reached during the discussion:
- Generally, very little is understood about the potential impact on children of the digital transformation of public services, the opportunities and challenges.
- Generally, digital service delivery is seen as important for improved government efficiency and effectiveness and in society at large. Digital services are driven by cost savings and efficiency considerations for service delivery and not for specific beneficiary groups. For example, Sweden and Ghana.

- Efficiency and prioritization of revenue generating services from digitization. This is in terms of reducing transactional costs and digitizing services that will help generate revenue for the government. For instance, the reduction of spending on paper forms and the increase in efficiency in the birth and death registry in Ghana.
- All case-study countries recognized the need for digital services for children in terms of accessibility, affordability of access, literacy and digital skills, identity management, data protection and privacy online, birth registration.
- All case-study countries are taking steps in putting services and strategies in place for children. For example, in Ghana, the child online protection strategy that is being planned is a positive development and looks towards a successful outcome in the future. Most developing countries have foundational eID schemes for accessing online service offers. However, some developing countries have no eID schemes in place. Brazil is at its early stage of the eID system of management. This will be in effect in the coming months in 2020 as it was just recently introduced in 2018. In general, high-income countries have good practices of identity management, low income countries are lagging in this regard. 63% of children in lower-middle-income economies have no formal identities.
- Indirect benefits of digital services for children can be observed, for example through improved information access to parents and access to health services, increased ease of school registrations, but only for those with internet access and digital skills.
- Children are generally considered important when it comes to the digital transformation, design or use of services. Some of the countries have child-specific strategies and policies, plus specific plans for digitization (for example, health, education and birth registration). However, digitization plans and strategies are not aligned with child-specific policies or strategies. Children and the sub-groups of children are rarely engaged directly.
- The role of driving the both the child welfare and digital agendas by international organisations, e.g. UNICEF, UNDP, World Bank, seen in all low and middle income countries studied (and others).
- Inadequate resources to scale plans and strategies. For example, Timor Leste, Ghana, Bangladesh and Brazil. Basic infrastructure and access to the internet is lacking in some regions of the listed countries.
- The vision for the implementation of WSIS Action lines beyond 2015:

7) Main linkages with the Sustainable Development Goals (please specify the SDGs)

- Goal 1: End poverty in all its forms everywhere
- Goal 17: Revitalize the global partnership for sustainable development

8) Emerging Trends related to WSIS Action Lines identified during the meeting

See 6.I. above.

9) Suggestions for Thematic Aspects that might be included in the WSIS Forum 2021

Improved statistical data and indicators on minors/children. Including indicators related to the digital transformation, use and skills in and services for children plus segmentaion on gender, geographical, etc.

Align existing data definitions of children and youth. For example, ITU focus on minors between the ages of 10 – 17 while the young adult's group is defined as being between the ages of 18 – 24. Brazil defines youth as individuals aged 14 – 24 and Eurostat use 16 – 29 so mixing both individuals defined as minor and adults in a legal sense.

Comparisons of pre- and post-pandemic government digital services – what lessons can we learn? What successes have their been and how has the necessarily accelerated digital transformation of government services impacted development goals, including addressing the digital divide?

Thematic Workshop



**Are we forgetting the Digital Inclusion of Marginalised Groups?
Recommendations for monitoring Digital Inclusion - Digital Future Society
and United Nation University Operating Unit on Policy-Driven Electronic
governance**

Friday 3 July 2020

12:00 – 13:00

Please find in the link below, more information regarding the workshop:

<https://www.itu.int/net4/wsis/forum/2020/Agenda/Session/230>

1) Title of your session

Are we forgetting the Digital Inclusion of Marginalized Groups? Recommendations for monitoring Digital Inclusion

2) Name of Organization(s) organizing the session

Digital Future Society (DFS) (a programme of Mobile World Capital Barcelona Foundation)
<https://digitalfuturesociety.com/>

United Nations University Operating Unit on Policy-driven Electronic Governance (UNU-EGOV)
<https://egov.unu.edu/>

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

- C1: The role of governments and stakeholders in the promotion of ICTs for development
- C2: Information and communication infrastructure
- C3: Access to information and knowledge
- C6: Enabling environment
- C11: International and regional cooperation

4) Did your workshop highlight any issues related to COVID-19? If yes, please explain.

Yes, partially. The workshop touched on issues directly impacted and made visible by the COVID-19. It included a debate on understanding digital inclusion within the current global health pandemic is, how inclusion is measured, and wider consequences throughout society, in particular, on marginalized collectives if excluded. The pandemic has put a spotlight on processes of digital transformation, the opportunities and risks of exclusion from public services, the disparity of existing conditions to work and study from home, and lack of updated information during quarantine generally. The session focus on

the state of digital inclusion, challenges, key findings and next steps to be taken towards its application is therefore particularly relevant during the current pandemic, but also for similar health emergencies, natural disasters and the digital transformation of society in general.

5) Key achievements, announcements, launches, agreements, and commitments

6) Main outcomes highlighting the following:

I. Debated Issues

- Please capture highlights of the main issues discussed and interactions with the audience:
- Although there is an increased use of technology (for example, the internet and mobile phones) across the world, individuals, people in small island states around the Caribbean and Pacific, as well as middle-income countries in Africa, the Americas, Asia and the Middle-East are not improving or catching up with wealthier countries in the use of digital technology. A widening digital divide between the included and excluded is observed globally and within countries and communities. There is a considerable risk that current COVID-19 pandemic will result in a wider digital gap, rewind a few decades of progress, and result in a more fragile economic and social context. This is the result of marginalized groups and individuals without access are being further excluded, especially during home quarantine, home schooling and teleworking periods. For more information please see our report:
<https://digitalfuturesociety.com/report/an-updated-framework-to-measure-digital-inclusion-globally/>.
- The different interconnected dynamics defining the complex nature and varied contexts of digital inclusion on the individual person and community. On the one hand, people are quickly embracing digital technologies; on the other hand, there is an increase in the divide of people who do not have the ability or chance to embrace the benefits and advantages of the digital technologies.
- Digital inclusion and exclusion are often discussed in terms of the digital divide, digital inclusion, digital literacy and marginalized groups. While there is awareness of the interdependencies between different elements that eliminate digital exclusion such as, accessibility, service costs, user-friendliness of services, etc., increased fragmentation is also observed. Marginalized and vulnerable communities are disproportionately hit by social, economic and environmental challenges such as the COVID-19 pandemic. Thus, a widening gap between the digital included and excluded is observed globally but also within individual communities, even within European cities with high rates of internet access.
- There is a limited consideration or focus on individual marginalized and vulnerable groups, who continue to have none or limited access to infrastructure, devices, software, online solutions, etc. This may partly be the result of relevant statistical data measuring the use of technology that mostly lacks segmentation parameters such as geographical locations, age, gender, skills or affordability and/or a combination of these factors.
- Please highlight key achievements and challenges shared by the audience and/or panelists:

The workshop had 73 participant registrations. Of the 73 registrations, 39 were in attendance (that is, 32 attendees plus 7 panelists and WSIS representatives).

Exercises to engage with the participants were carried out, and suggestions and questions were raised during the discussion part. Answers were given to participants' questions while further suggestions were entertained. Exercises were conducted to illustrate to participants the major priorities of the different inclusion dimensions explained within the topic of discussion. These were carried out using the interactive Mentimeter app and a code with which participants could carry out the exercise on www.menti.com (see figures 1 and 2 below for the results of the exercises).

Participants were asked to prioritize four dimensions in the order of highest priority. Figure 1 below shows the results from the illustrative exercise. Access to technology was rated first by the participants. This matches the results obtained during a similar session carried out at the Digital Future Society Summit in Barcelona (ES) in November 2019. Use of technology as an indicator of both access, take-up and digital skills came second, again matching the results obtained in November 2019.

Figure 2 below shows the results from the second exercise on segmentation importance. Participants were asked to rank all six segments in the illustration in order of importance. Skills and education ranked highest, with income level, gender, age, geography and urban-rural following consecutively behind. Compared to the November 2019 results the WSIS workshop participants ranked gender third, while the Digital Future Summit participants ranked gender highest in – probably due to a more Euro-centric audience and focus.

Figure 1: Priorities for dimensions

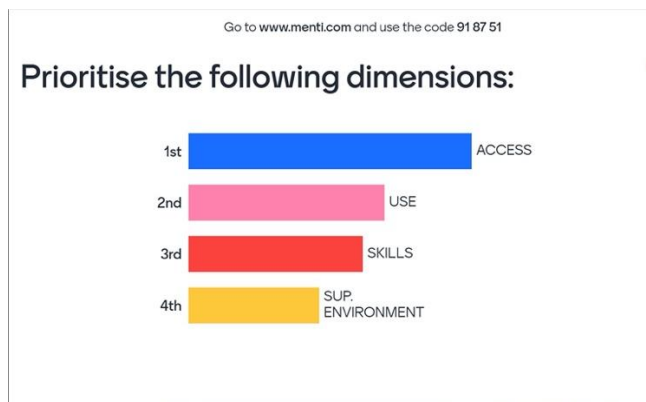
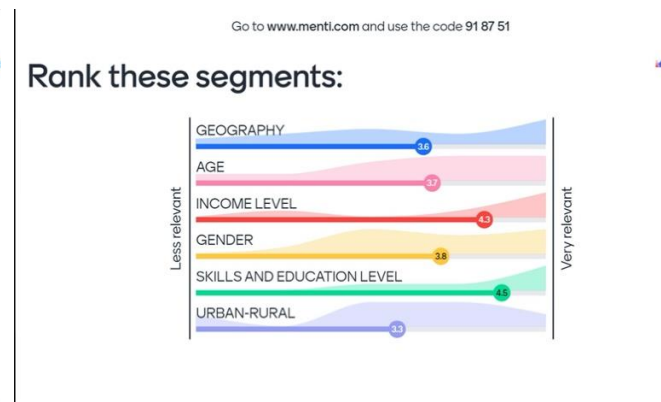


Figure 2: Segments according to relevance



- Key questions asked and comments made during the workshop session were centered around the following aspects:

The disaggregation and evaluation of indicators into different user groups, the use of Affordability Drivers Index (ADI) as an indicator of gender and suggestion for a focus on the physically disabled groups. Others were in the areas of job employment and digital skills development for the disabled groups.

II. Quotes

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

“Marginalized groups and vulnerable individuals require not only access but the skills and ability to use digital devices and also to make sense of the content that they are accessing”. (**Morten Meyerhoff** - United Nations University Operating Unit on Policy-Driven Electronic Governance).

“To optimise the benefits of new technologies and our investments in digital infrastructure, we must promote digital inclusion locally and globally. To do so, we must track digital inclusion and act accordingly.” (**Carina Lopes** – Digital Future Society)

III. Overall outcomes of the session highlighting

- Main conclusions reached during the discussion:
 - Defining marginalized and vulnerable groups is a challenge as there is a limited focus on the individual elements that create marginalisation.
 - Continuous and regular measurement is essential. Different types of indicators measured throughout the mapping exercise cut across various initiatives and considered from a national background rather than from an individual context to be able to inform policy and action at both national and local levels. Features such as age group definition, gender differentiation, geographical location were not considered during the different measurements.
 - Overall, more than 300 indicators were proposed. However, only 7 out of 310 indicators measure elements were based on specific user groups or communities. While 123 indicators looked at access to digital technology, 58 considered skills and 50 considered usage. 38 indicators looked at affordability which seems to be a major challenge across the different initiatives. 19 indicators looked at a combination of initiatives such as entrepreneurship, coding, etc. Only 1 indicator looked at gender specifically. See figure 3 below.

Figure 3: Cumulative number of indicators



Source: Authors

From the figure above, **access** is a major priority as it dominates with a focus on Internet and Telephony. **Skills** generally focus on conventional skills with some elements of digital literacy and stem. While **use** is limited to the generic use of the internet and telephony, **supportive environment**, on the other hand, has elements of security and trust.

- Cost of data collection by aggregation (region, gender, age group, etc.,) is high. It multiplies the data complexity. Even more so, in relation to data from low-income countries that are either small by population or have limited financial resources or capabilities for data collection. Lack of complete annual data as well.
 - Making 'use' a higher priority instead of 'access' as well as to consider engaging private sector collaborations to have more data patterns emerging or presented.
 - The necessity for more in-depth analysis at intervals (e.g. every 2 years).
 - A lot of people are consumers of online content, however, there is a minority of individuals who co-produce or create value with online data, content or tools.
 - Conventional gender roles and divides are still a huge challenge for measurements.
 - Governments may not have the right data to address the physically disabled groups especially, in emerging economies.
 - Patterns around the digital divide in terms of affordability. Lack of funds to afford the internet connectivity needed. For example, some people do not have the money to buy their kids the internet connectivity needed for online-home schooling considering that schools are closed because of the current COVID-19 pandemic. Therefore, the dimension of access is significant.
 - Segmentation is important for targeting the communities with the most need and also for getting the most value for limited resources on time. Therefore, monitoring and measuring should be maximized.
- The vision for the implementation of WSIS Action lines beyond 2015:

7) Main linkages with the Sustainable Development Goals (please specify the SDGs)

The topic of discussion is linked to all SDGs. See the table below:

Table 1. SDGs and digital inclusion of marginalized communities (examples) (Source: ITU and UN Global Pulse, adopted by authors)

SDG	Examples of digital inclusion and inclusion of marginalised communities
SDG 1: No Poverty	Access and skills are required if all men and women, in particular the poor and the vulnerable, have equal rights to economic resources, as well as access to the basic public and private services (analogue and digital) from, appropriate new technology and financial services, including microfinance.
SDG 2: Zero Hunger	Access and skills are required if smallholder and marginalised farmers are to use ICT applications to improve agricultural productivity and empower with access to information about the market, updated weather forecasts, or even financing.
SDG 3: Good Health and Well-being	Access and skills are required if low-income and rural populations are to have to access eHealth healthcare solutions.
SDG 4: Education	Access is required to equip schools with digital resources so future generations are taught still for a digital society. Access is required to equip schools with high-quality digital resources and to level the playing

	field between rural and urban areas, ensure quality education, re- and upskilling of all no matter their age, gender and socio-economic circumstances.
SDG 5: Gender Equality	Access and skills are required to help ensure gender equality across age groups, socio-economic and educational, and geographical locations. Ownership and use of ICT-devices that enable women and youth to improve their livelihoods and expand their choices, gain access to public and private services.
SDG 6: Clean Water and Sanitation	Access is required if IoT and mobile solutions, smart grids and meters are to help improve efficient and effective water management and use.
SDG 7: Affordable and Clean Energy	Access is required if IoT and mobile solutions, smart grids and meters are to help improve efficient and effective energy management and use.
SDG 8: Decent Work and Economic Growth	Access required for cloud services that enable small enterprises' access to ICT resources that require large capital outlays and/or to market and profit maximize products and services. Digital skills improve employment prospects and higher levels of economic productivity through diversification, technological upgrading and innovation."
SDG 9: Industry, Innovation and Infrastructure	Access and skills allow people to access a broad range of information and services.
SDG 10: Reduced Inequalities	Access and skills are required for assisted living solutions giving individuals with disabilities greater independence and participate fully in the economy.
SDG 11: Sustainable Cities and Communities	Access is required for smart, sustainable city and community applications based on IoT, GPS and big data.
SDG 12: Responsible Consumption and Production	Access required for IoT and machine-to-machine services that track and reduce waste and energy use in production and consumption.
SDG 13: Climate Action	Access required for smart and sustainable IoT solutions e.g. satellite imaging that monitors loss of forest cover.
SDG 14: Life Below Water	Access required for smart and sustainable IoT solutions for tracking maritime welfare and e.g. reveal illegal, unregulated and unreported fishing activities.
SDG 15: Life on Land	Access required for smart and sustainable IoT solutions to monitor biodiversity.
SDG 16: Peace and Justice	Access and skills required for sentiment analysis of social media that reveals public opinion on effective governance, and eGovernment that enhances access to public services. Access and skills needed to provide digital tools and channels for greater inclusion of marginalised communities and individuals esp. in remote areas or need of some anonymity (e.g. women and minorities).
SDG 17: Partnership for the Goals	Access and skills required for the development of ICT applications that enhance the ability to communicate and coordinate action on the SDGs at a global level, to monitor and act on data on the digital inclusion of marginalised communities.

8) Emerging Trends related to WSIS Action Lines identified during the meeting

Refer to 6.I

9) Suggestions for Thematic Aspects that might be included in the WSIS Forum 2021

N/A

Thematic Workshop



Supporting the Generation of Technology Creators - Habitat Association

Friday 3 July 2020

14:00 – 15:00

Thematic Workshop



Redefining Tech Hub Business Models Post Covid: A New Approach to
Startup Support - ITC

Monday 6 July 2020

12:00 – 13:00

Thematic Workshop



Digital Identity in Africa - Digital Coalition

Monday 6 July 2020

14:00 – 15:00

Please find in the link below, more information regarding the workshop:

<https://www.itu.int/net4/wsis/forum/2020/Agenda/Session/254>

1) Title of your session

Digital identity in Africa: facts, challenges and opportunities

2) Name of Organization(s) organizing the session

Digital Coalition

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

- C1. The role of governments and all stakeholders in the promotion of ICTs for development – COVID-19 has urge us to ensure a vital minimum set of administrative services online
- C5. Building confidence and security in use of ICTs – Digital identity is only possible in a secured and trusted environment
- C6. Enabling environment – The legal framework has to be adapted to ensure a confident use of digital ID
- C7. ICT applications: benefits in all aspects of life — E-government – With Digital ID it is possible to pay administrative services online
- C10. Ethical dimensions of the Information Society – Information has to be secured and used in an ethical manner
- C11. International and regional cooperation – the African passport and Zlecaf will set the road for a massive adoption of digital ID

4) Did your workshop highlight any issues related to COVID-19? If yes, please explain

Digital ID systems can play an important role in delivering and managing social protection, health and financial inclusion services and are more important than ever in times such as we are experiencing with COVID-19.

5) Key achievements, announcements, launches, agreements, and commitments

There are many initiatives about the digital ID in Africa like

- The Digital transformation strategy and Malabo convention from African Union
- ID4D from World Bank
- Pan African Trust Framework from UNECA
- Smart Africa Trust Alliance (SATA)

6) Main outcomes highlighting the following:

I. Debated Issues

- One of the main issues mentioned is the lack of trust due to:
 - The existence of a multitude of systems, each developed to serve a particular purpose
 - Weak personal data and privacy law, data sharing rules and not harmonized
 - Birth registration rates are too low to provide a strong foundation for national ID
- Key achievements and challenges shared by the audience and/or panelists:

27 countries on 55 African union members' states almost have some level of implementation of digital ID.

Lot of efforts is in progress on the continent. The implementation is relatively slow. There is a real need to accelerate now particularly in the time of COVID. What is the challenge? What is the problem? What is needed to make sure the acceleration and adoption of digital ID in a secure and private environment that ensures people privacy and personal data protection.

The enrolment fee is also great issue that people are facing in the Digital Identification.

Difficulties with asserting identity in a digital world is caused by uncertainty and a lack of trust that limits the adoption of services offered online, however valuable they might be.

II. Quotes

Tunde Fafunwa, Lead Advisor to the Economic Commission for Africa's (ECA) Digital Centre of Excellence, "There is no way that we can implement digital ID, digital program, digital transformation without doing so over the mobile network. And full participation is required".

Dr. Ralph Oyini, Head of Digital Transformation at Smart Africa, "The mutual recognition of different types of digital ID schemes in Africa is expected to accelerate economic growth on the continent by complementing the AfCFTA".

III. Overall outcomes of the session highlighting

- Main conclusions reached during the discussion:

To develop digital ID in Africa, we have to:

Assure an equal access for everybody (Make sure we don't let anyone behind)

- Set up a trusted and secured environment

Set up a platform where private and public sector are going to work together.

By this way, Governors need to use database of MNO's to decrease the number of non identification. They could for example use the MNO's IDs for certain services like payment that requires a low level of assurance.

Coordination of efforts and collaboration

UNECA launched a platform "African communication and Information Platform". This platform includes mobile network operators (Viettel, MTN, Orange, Vodafone) associated with some partners like AU, ECA, ITU, Sport Africa, Smart Africa etc. the main objective is to provide and collect information's about ID users. This platform registered more than 650 thousands unique mobile users (90% of access to data and mobile Internet is through mobile phones and mobile network).

This is an opportunity for collaboration and involvement of mobile network operators. All the key players like governments, private sector, civil society have to work together to set up a framework of a secured digital identity.

- The vision for implementation of WSIS Action lines beyond 2015:

Malabo convention about the Cybersecurity has to be ratified.

Since the adoption of this Convention, only ten (10) countries signed and five (5) ratified. That's a real problem because cybersecurity, privacy, trust and data protection are a critical issue. What is needed is to encourage and support countries to ratify the Convention of Malabo. A framework has to be established for a successful digital ID because there are still wide disparities between regulatory frameworks.

7) Main linkages with the Sustainable Development Goals (please specify the SDGs)

- Goal 8: Promote inclusive and sustainable economic growth, employment and decent work for all – The use of Digital ID will ease e-commerce across Africa
- Goal 11: Make cities inclusive, safe, resilient and sustainable – Identification of all national will be easy thanks to digital ID technology
- Goal 16: Promote just, peaceful and inclusive societies – Inclusive society provide the ultimate right to digital ID to all its citizens
- Goal 17: Revitalize the global partnership for sustainable development – Coordination of effort towards digital ID

8) Emerging Trends related to WSIS Action Lines identified during the meeting

N/A

9) Suggestions for Thematic Aspects that might be included in the WSIS Forum 2021

- Coalition for Digital ID involving telcos, TRB (Telecoms Regulatory Board) and ITU
- ID for businesses
- African ID
- Regulatory framework and cybersecurity issues.

Thematic Workshop



WSIS Forum 2020 Exhibition Inauguration - WSIS

Tuesday 7 July 2020

11:30 – 12:00

Thematic Workshop



Cyber security standards norms and approach - Huawei Technologies Co., Ltd

Tuesday 7 July 2020

12:00 – 11:00

Please find in the link below, more information regarding the workshop:

<https://www.itu.int/net4/wsis/forum/2020/Agenda/Session/259>

1) Title of your session

Cyber security standards norms and approach

2) Name of Organization(s) organizing the session

Huawei Technologies Co., Ltd.

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

C5 Building confidence and security in the use of ICTs

4) Did your workshop highlight any issues related to COVID-19? If yes, please explain.

Yes. The Covid-19 pandemic has revealed the degree to which we all rely on telecommunications, on the internet, and it's unthinkable to society to lose that connectivity. Covid-19 accelerated significantly both Digitalization but as well the attack landscape.

5) Key achievements, announcements, launches, agreements, and commitments

Initiate the discussion on the Cyber security standards norms and approach.

The cyber security should be a shared responsibility between all stakeholders. Standards will be a key part in order to enable everybody else to do their job, but they will not be able to do everything by themselves. The rest of the stakeholders have to engage. The whole industry needs to have international assessment of tools and mechanisms that can be used to improve trust in society where guaranteed minimum level is much more important than potential maximum level. And then, these tools need to be open, to cooperate with society in order to reach the future digital trust-of-all society that we expect. Governments, industry organizations, key industry members need to work together.

6) Main outcomes highlighting the following:

IV. Debated Issues

- Please capture highlights of the main issues discussed and interactions with audience
- Please highlight key achievements and challenges shared by the audience and/or panelists.
- *Q: For security and trust, governments, industry organizations, key stake holders, who has to drive the process?*
 Panelist: You cannot say it's just the government, or it's just the end user, or it's just the people doing the solution, it's a shared responsibility. And that's the issue. Unfortunately, there are difficulties because the stakeholders (governments, business, academia and civil society) have sometimes both some low-level and high-level understanding of the situation, with conflicts of interests within each stakeholder's categories and across them. So, the challenge is to find a common ground between these shared responsibilities. Governments' basic principles, the key factors including international standard adoption, public and transparent certification, etc.; Industry Organizations, the key factors including the definition of the stakeholders, the E2E solution owner, the final market user, the business model, the trust levels, and the trust relationship, etc.
- *Q: Co-creating cyber security through rational and objective measures. Was the word "rational" adequate?*
 Panelist: We are rational, so I prefer the word "rational". The better question is what is the new story? What is the story by which we can create a new shared view? And the story is not just a narrative. It's a narrative and the back-to-back agreements with each constituency participating in the proposed story. It would be a good place where we could start to think together as a community, and there is room for ITU, ISO/IEC, 3GPP, ETSI, GSMA, OASIS, IETF, etc. There is room and opportunity for cybersecurity standardization around operational security which is vastly undefined.
- *Q: Now we are going more and more to live depending on cybersecurity. And the verticals will have all these futuristic discussions from the automotive to smart grid and telemedicine. So how can we, from the cyber security point of view, guarantee that we'll have a market that will be healthy? How can we help society in that aspect?*
 Panelist: The conditions right now to get to the answer to your question from my perspective are not fulfilled. And that's probably why a certain number of parties, like the EU, are reviewing a number of their cyber security priorities (like the CSA or ENISA mandate). My proposal is to work on the standardization perspective because we need a much better technical common ground first. The only thing you can do is to work on the conditions to make it better for them to do their part.

V. Quotes

- Please provide important quotes from the session and the names & organization of the person you are quoting
- **Arnaud Taddei, Broadcom,**
ITU-T SG17 perspective on cybersecurity standardisation
 The digitalization actually forming an active driving force, and a prerequisite for our future society. If we fail on digitalization, we are going to plateau our societies, and in fact, we will regress.

 This gives the conditions for innovation. Innovation has been flourishing over the past years on cloud, on AI machine learning, on distributed ledger technology, and quantum technologies, and it allows us to have bigger solutions like 5G, IOT, intelligent transport, cyber currency, among the others.

 We have to act all around. The attackers, and in the cyber landscape, the cybercriminals, are organized. The Defenders, however, are mostly disorganized. The stakeholders in the discussion are in a babel tower. They don't understand each other, and in fact, to some degree, they have a strong lack of technical concepts and consensus at all.

There are many standardizations developing organizations (SDOs) including ITU, ISO, IEC, IETF, 3GPP, ETSI, OASIS, GSMA, NIST, IEEE and as well as many national and industry associations. Coordination and collaboration exists, but requires a significant sets of improvements and re-invigoration.

There can be positive and negative, direct and indirect impacts to the SDGs (See Broadcom contribution C131 to ITU-T TSAG).

- **Minpeng Qi, CMCC**

A Brief Introduction about Security Framework based on Trust Relationship for 5G Ecosystem in ITU-T

5G is applied not only between human to human but also between human and thing. 5G will be able to connect all things in the world.

The service for 5G are no longer based on mobile phones only. 5G services will involve VR/AR, smart cities, smart agriculture, industrial Internet, V2X communication, smart home, smart healthy, UAV. New technology like virtualization and software defined technology in 5G changes connection between network entities

These changes bring complex relationship among different stakeholders, and will raise a series of security issues for 5G ecosystems. Governments and industry organizations need to work together.

These new features will make the security boundary between 5G network and services more ambiguous. New techniques are applied in 5G ecosystem to divide supply chain into partition .So the trust relationship in 5G ecosystem needs to be analysed.

We can see that 3GPP Focus on the security of access network and core network, and security assurance aspect of network entities. GSMA is making Network Equipment Security Assurance Scheme (NESAS) to enhance trust in global mobile networks on network entity. But there is lack of whole picture how the 5G ecosystem security could be established.

At ITU-T we want to first investigate use cases and summary role model and then to define trust levels and analyze trust relationship between roles. After that, we will build security framework based on trust models.

In this trust model, we will see what the trust requirement is to the subject. For example, we can see here, for the supply chain, we have a higher requirement of the chip, from the model to the chipset, and some other factors like that. In this world, we now currently have three models, such as the general trust model for supply chains, and trust model for car rental services, which are used for the service and supply chain. And that is the current work. For the future we want to collect comments and feedbacks to develop more use cases and models, to improve the trust criteria and the relationships and others. And after that, we will build a security framework based on trust model. We want to clarify the responsibility for each stakeholder, and define the security boundaries. When the work is finished, we want to practice it in the real world, for the future network deployment and operation.

- **Valtteri Niemi, University of Helsinki**

For cybersecurity, high enough guaranteed minimum level is much more important than potential maximum level

Cybersecurity currently has not been completely standardized. We have some standards activities as we already saw in the previous two presentations, but we still need to go forward. Because of the not complete knowledge about the attacker's intention, it's a very good idea to try to leave some safety margins, some

room for mechanisms, which are not, strictly speaking, needed for the attackers that we know today, but also give us some future slack for attackers that may come in the future.

A big part of cybersecurity can benefit from standards and norms. At least we can guarantee at minimum that there is some protection in place and by standards. There is a very long history of using and following standards for communication protocols you all know, and then use those every day. And nowadays many standards start to cover also the communication end points, and then the hosts in the system, as we already saw previously. And that all said, it's still unclear which standards you are trying to raise, like the minimum level of cyber security. So it cannot cover the maximum protection at the same time, but on the other hand, for cyber security so high enough, minimum is much more important than the potential maximum.

Standards should also cover dynamic aspects. The running system should be tested also. It is next to impossible to anticipate all possible states of a complex system in advance. Testing of a running system is difficult but standardized methodology would make it possible.

- **Jianfeng Nan, Huawei**

- **Co-creating cyber security through rational and objective measures**

- Emerging technologies drive digital growth while presenting new challenges for cyber security. We need rational and objective measures. The wrong measures will burden the industry and make us miss new opportunities.

Cyber security has been used as an excuse to undermine robust global supply chains. Cyber security is increasingly intertwined with political suspicions and trade barriers and falling trust between nations. Political suspicions have done nothing to solve the issues of cyber security. Frequently, cyber security is used simply as an excuse to erect trade barriers, and this has further obscured the real issues. Restrictions based on origin jeopardize global best practices and standards for cyber security. All telecom vendors have R&D and manufacturing around the world, so the idea of security by origin is completely absurd. Globalized supply chains are where production factors come together organically and with the highest efficiency. In this new era, security is based on how equipment is manufactured, used, and maintained – not where it is produced or by whom.

Vendors and carriers share the responsibility of preventing cyber espionage. Equipment vendors provide backdoor-free products. International organizations such as 3GPP and ETSI have defined clear cyber security standards. Vendors develop secure products based on these standards, and independent third parties objectively evaluate and verify product security. Carriers build robust networks with products that meet security requirements based on service scenarios.

Cyber security is about keeping networks running despite natural disasters or cyber-attacks. Carriers and vendors should do everything they can to ensure the security, reliability, and resiliency of networks, which are the foundation of societies and the global economy. Carriers and vendors must honor this commitment, no matter what the circumstances are, and take on anything from earthquakes and tsunamis to war and cyber-attacks.

- **Chris Mitchell, Royal Holloway, University of London**

- **How to make 5G trust and security a reality**

- Who needs trust for 5G? We use the ISO definition of trust: 'degree to which a user or other stakeholder has confidence that a product or system will behave as intended'.

How do we enable trust? There are three main types of trust instrument: contractual agreements and SLAs; assessments of reputation in trusted party; product and service assurance mechanisms. For end users the first two are typically of key importance. The third, typically involving security testing and certification, is of critical importance for service providers and regulators. This has led to growing emphasis within the mobile

industry on testing and certification regimes, where risks can be evaluated in a rational, objective and evidence-based way.

Trust for 5G. The Common Criteria (CC) (ISO/IEC 15408) are a long-established certification/testing methodology. However, gaining CC certification is costly and time-consuming. New mobile-industry specific approaches are being developed by 3GPP (SECAM/SCAS) and GSMA (NESAS) to provide 5G-specific evaluation processes.

One key question is: what is the level of trust required in 5G services and key stakeholders?

Will vary enormously depending on the nature of the service being provided, the consumers of the service, the nature of the stakeholder (e.g. in a specific 5G industry vertical), and risk appetite of consumers and regulators. So the nature of testing and certification will need to vary to meet individual requirements. Nonetheless, a universally-agreed baseline level, e.g. as might be provided by SCAS/NESAS, would be very helpful. Most importantly, to minimise the cost of testing/certification, harmonised and standardised systems are needed.

Trust frameworks: A standardised framework could enable trust services to be provided in a universally recognised way, and to enable a harmonised approach to trust-based decisions. There are potentially three different facets of such a framework.

- *Governmental Responsibilities*: What should be managed, controlled, planned by governments, and what should be decided by the market?
- *Industry Organisation Responsibilities*: To what degree and how should industry organisations work within an industry ecosystem governance framework? It is clearly important to all stakeholders that the roles/responsibilities for cyber security are clear.
- *Technology*: If governments and industry can work together effectively, perhaps the technology-specific aspects will prove comparatively easy? All stakeholders need to improve their cyber security capabilities for both existing and future networks.

VI. Overall outcomes of the session highlighting

Main conclusions reached during the discussion the vision for implementation of WSIS Action lines beyond 2015:

- Governments, industry organizations, key industry members need to work together. The cyber security should be a shared responsibility.
- Standards should guarantee minimum levels of cybersecurity. For cybersecurity, high enough guaranteed minimum level is much more important than potential maximum level.
- International organizations need to understand that it is very important for both industries and administrations to develop more technical recommendations that can be turned into real life products and services, to ensure return on investment.
- New mobile-industry specific approaches are being developed by 3GPP (SECAM/SCAS) and GSMA (NESAS) to provide 5G-specific evaluation processes. A universally-agreed baseline level, e.g. as might be provided by SCAS/NESAS, would be very helpful.
- Trust has led to growing emphasis within the mobile industry on testing and certification regimes, where risks can be evaluated in a rational, objective, and evidence-based way.
- Generally, if a specific stakeholder has previously performed demonstrably well, its reputation in the industry should increase.

7) Main linkages with the Sustainable Development Goals (please specify the SDGs)

Some of the SDGs to be considered are SDG4, SDG9, SDG10, SDG11, SDG13, SDG16, and SDG17.

8) Emerging Trends related to WSIS Action Lines identified during the meeting

N/A

9) Suggestions for Thematic Aspects that might be included in the WSIS Forum 2021

To formulate the common cyber security standards norms and approach.

The urgent need to create a new technical foundation to Cybersecurity in a new model as all high level strategies fall short because they do not have the terms and concepts, broadly accepted to be followed with a proper execution.

Thematic Workshop



How to Make Tech Development Work for Sustainable Development -
IEEE

Tuesday 7 July 2020

14:00 – 15:00

Please find in the link below, more information regarding the workshop:

<https://www.itu.int/net4/wsis/forum/2020/Agenda/Session/263>

1) Title of your session

How to Make Tech Development Work for Sustainable Development

2) Name of Organization(s) organizing the session

IEEE - Partner for Specific Activities

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

C1. The role of governments and all stakeholders in the promotion of ICTs for development

4) Did your workshop highlight any issues related to COVID-19? If yes, please explain

IEEE has received over 100 proposals from around the world in an effort to combat COVID-19. Moreover, IEEE is funding 73 grassroots IEEE member projects from 25 countries. Local responses and action are required to help implement sustainable development: an example is Uganda's response to IEEE's call for proposals, as they helped refugees in Sudan obtain masks.

5) Key achievements, announcements, launches, agreements, and commitments

6) Main outcomes highlighting the following:

I. Debated Issues

- Please capture highlights of the main issues discussed and interactions with audience:
- Technologies are essential tools to enable sustainable development. They hold promise to help overcome existing challenges, ranging from attaining climate sustainability to combating diseases and hunger. Panelist Sasha Rubel (UNESCO) pointed out that [one study](#) showed that AI can enable the accomplishment of 134 SDG targets.

Technologies are instrumental to ensure people:

- Have access to energy that is clean, affordable, reliable and sustainable through energy efficient technologies and technologies that use alternative energy sources
- Have access to clean water through water purification, efficiency, delivery and sanitation technologies
- Live in less toxic environments by putting in place alternative agriculture and industrial technologies
- Live in more sustainable environments by mitigating the effects of climate change through energy efficient processes
- Have access to education, health care, ...
- Green growth of ICT is needed. Panelist Supavadee Aramvith (Chulalongkorn University) explained that technologies such as AI, block chain, IoT, 5G, and drones could help us in achieving the SDGs—for example, AI-based technology could help provision food, health, water, and energy services. These technologies could also enable smart and low carbon cities. She and other panelists emphasized that we have to consider, however, that such technologies can increase our energy usage, saying “the green growth of ICT technology is essential.”

Sasha Rubel (UNESCO) noted that the large computing centers needed for these technologies have a very high energy requirement and carbon footprint.

- New financial models to deploy energy infrastructure equitably are needed. Panelist Maike Luiken (IEEE Canada) pointed out that using technology to help achieve the SDGs *depends* on the availability of reliable, preferably clean, energy supply. While we have the technology to produce sufficient power in an affordable manner in most locations, a critical hurdle we have not addressed is the financing and, potentially building of new financial models, to actually deploy this energy infrastructure equitably in many jurisdictions around the world.
- Build in ethics-related standards. Panelist Mina Hanna (IEEE) said that IEEE is building standards to make sure that it is addressing all of the ethical concerns around AI and it is thinking about the standards becoming a way to build this into policies and regulatory mechanisms. Similarly, they can be built into the diplomatic activities of governments, bringing together multi-stakeholder groups to have discussions like WSIS and the IGF Forum, he said.

We need to be sure to recognize the impact of these technologies on parts of the world that do not necessarily have the technology infrastructures and the standardization infrastructures in place to support local creativity and innovation as technology progresses.

- Nurture locally-sourced technology. Mei Lin Fung (The People-Centered Internet) noted that if technology originates in first world countries, developing countries will not necessarily be able to use the technology for their own purposes because their needs will not necessarily have been taken into account. Fung pointed out that IEEE is actively seeking to nurture local ideas by funding innovative local technology projects proposed by members around the world through its Humanitarian Activities Committee.

Panelists agreed that we need to focus more on designing, developing, and highlighting solutions that respond to local problems in diverse communities, so we're adapting and not just transferring technologies. Rubel stated that “We need to ensure that we develop a deep understanding of the

regions and cultures to increase the likelihood of development, design, adoption, and success in other parts of the world other than the global north.”

Some technologies can reinforce dominant culture values to the detriment of society as a whole. Rubel explained that a March 2018 [survey](#) on gender and technology conducted by Liveperson found that only 8.3% of respondents said they could name at least one female leader in technology. Of this 8.3%, only half could actually provide a name when asked to do so in the follow up question. Of the group that tried to provide a name, one quarter said Siri or Alexa as female technology leaders, which means that the most famous female technology leaders in the world are voice assistants. “Why is this important?” She said, “It means that what we're learning about gender equality and women's presence in the public sphere is being taught by voice assistants, and this is why UNESCO published [I'd Blush if I Could](#).”

The title comes from the fact that, previously (it has now been corrected) when you ask a voice assistant [something inappropriate] or you call them a rude name, the voice assistant would respond saying “I’d blush, if I could,” instead of, for example, saying “this is a completely inappropriate comment.”

“But this is a huge issue,” she said, “because it points to the fact that a lot of the technologies that are being deployed right now are being developed largely by men largely in the global north, and so, technology is a product of the culture in which these technologies are created.”

- Considerable value will be left on the table if we do not include women from the beginning. We need to start by being sure women are included from the beginning. Two percent of startup funding goes to women founders. Given this is the case, the kinds of issues that women consider most important don't get funded. “We need to really think about who is doing the design to make sure that the technology really does create a sustainable world.”

The OECD recently estimated that 70% of ICT patents in 20 countries are obtained by women, and only 10% of technology startup companies seeking venture capital funding were founded by women. So there is a huge issue as it concerns capacity building and encouraging women in the ICT sector, but also ensuring representation in the design phase of the emerging technology development. We need to invest in diversity.

- We need to identify bias and curate inclusively to avoid magnifying society’s biases. Machine learning algorithms uncritically trained on regular news articles will inadvertently learn and reproduce societal biases against women and girls that are embedded in current language. Rubel stated: “In order to address these issues and ensure that these technologies are harnessed for sustainable development. We need to identify bias. We need to curate inclusively. And we need to develop conscientiously.”

In the broader sense, the panel agreed that we need to work with all of the stakeholders to develop ethical principles and guardrails for technology development, based on use cases and realities on the ground. We need to bring together the technical communities, like IEEE, the private sector, and not only the Ministry of Science and Technology, but also the Ministry of Culture, the Ministry of Education, and civil society.

- The lens we use to measure affects what we see. Mina Hanna (IEEE) observed that estimations of the economic value AI will create are huge, but wondered if the gains lift everybody equally? Give everybody access to food and nature and shelter? Or will the benefits be distributed to only part of the community?

Fung believes that one of the biggest issues in this discussion is that our measurements of success are too often based solely on monetary value. We actually should be measuring other things—Is the level of poverty being reduced? How much are we making progress against the 17 SDG goals? As the chair of the IEEE pre-standards working group on social impact measurement, she suggests socio-technical test labs within communities and networks of innovation sandboxes. With the internet of things and mobile phones, you can track what is going on, and what is working and what is not, using technology that assists people to compare and share together, so all can learn faster what works.

- Please highlight key achievements and challenges shared by the audience and/or panellists:

Achievements:

- New development strategies and innovative resource mobilization, as well as the innovative use of existing and emerging technologies.
- Fast growing technologies can have a significant, positive impact on society, the economy and the environment.
- Technological breakthroughs offer hope for a sustainable future.

Challenges:

- The transformative technologies present new and unique ethical and equity-related challenges, which can undermine trust, thereby hindering advances in sustainable development, especially related to bias around gender, equality and digital skills.
- Governance and financial models governing these technologies are lacking.

II. Quotes

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

“Policy tools for sustainable development must retain the agency of people, and give people the opportunity to grow within their economy.” (Mina Hanna, IEEE USA)

“One of the prerequisites for deploying ICT in a connected world for all is the availability of affordable, accessible sustainable clean resilient energy to operate these systems.” (Maïke Luiken, IEEE Canada)

III. Overall outcomes of the session highlighting

- Main conclusions reached during the discussion:
- Technologies are essential tools to enable sustainable development.
- There is a need for affordable, clean energy for everybody. Green growth of ICT is needed, along with new financial models to finance deployment of energy and ICT infrastructure equitably.
- We need to nurture locally-sourced technology.
- We need to build in ethics-related standards.

- We need inclusive and diverse ways to design, deploy, and govern new technologies.
- We need to seek diverse voices, starting from the very beginning stages of technology development.
- Vision for implementation of WSIS Action lines beyond 2015:
- "Regional Innovation sandbox" as nodes of a global network platform for advancing sustainable development that involves local communities.
- Continued dialogue among all stakeholders is essential for achieving sustainable development.
- Guidelines are essential when implementing the SDGs.

7) Main linkages with the Sustainable Development Goals (please specify the SDGs)

- SDG 5: Achieve gender equality and empower all women and girls. ICT tools can empower women's participation. If women are involved, they not only can benefit directly from the technologies, but their voices and ideas will form part of the solutions moving forward, thus reaching an even broader section of the population than is currently being reached.
- SDG 7: Ensure access to affordable, reliable, sustainable and modern energy for all. In order for many of the benefits of innovation to reach people, power is needed. As well, all should push for greener ICT solutions.
- SDG 11: Make cities and human settlements inclusive, safe, resilient and sustainable. New technologies help make city infrastructure systems more efficient and safe. We need to ensure that those new systems treat the populations fairly, and handle personal data with care.
- SDG 17: Strengthen the means of implementation and revitalize the global partnership for sustainable development. Panelists pointed to the importance of organizations working together on issues of diversity and ethics in technology and development, along with the need for multi-stakeholder input.

8) Emerging Trends related to WSIS Action Lines identified during the meeting

C1. The role of governments and all stakeholders in the promotion of ICTs for development. Governments can better ensure that the benefits of technologies are reaped by more of their citizens, and potential harms are avoided, by encouraging the involvement of diverse voices in the entire process. Nurturing local ideas from underrepresented populations can pay off in more than dollar terms. Government policies, regulations and programs, such as open access networks, financial incentives and/or support, are essential.

9) Suggestions for Thematic Aspects that might be included in the WSIS Forum 2021

- Youth and ICT
- Ethical ICT - Do No Harm! - Avoiding harm by design, to protect children
- Tools and support for SDG measurement and reporting by local communities
- ICT infrastructure in a circular economy
- How can we work together - manufacturer, government, provider, user ... - to ensure a safe ICT environment for the user?

Thematic Workshop



Bridging the digital divide: how ITU-T standards enable installation of optical fibre cable in remote areas - ITU-T SG15 and Global Plan Inc.

Wednesday 8 July 2020

12:00 – 13:00

Please find in the link below, more information regarding the workshop:

<https://www.itu.int/net4/wsis/forum/2020/Agenda/Session/267>

1) Title of your session

Bridging the digital divide: how ITU-T standards enable installation of optical fibre cable in remote areas

2) Name of Organization (s) organizing the session

ITU-T SG15 and Global Plan Inc.

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

C2 & C3

4) Did your workshop highlight any issues related to COVID-19? If yes, please explain.

Following the outbreak of the coronavirus pandemic in early 2020, it has become increasingly clear how critical affordable and quickly-implementable broadband wireline networks are to quality telemedicine, distance learning and remote work in time. To close the urban-rural digital divide as soon as possible, broadband optical cable connectivity needs to be deployed widely in parallel. This session is to discuss the possibility of the unprecedentedly developed ITU-standard solution and how to quickly and globally penetrate the solution toward bridging the digital divide and stopping the Pandemics worldwide.

5) Key achievements, announcements, launches, agreements, and commit toward ments

- i. The panelists and remote attendees became familiar with the ITU-T standardized optical-cable solution for closing the digital divide and stopping the urban-rural digital divide and the Pandemics.
- ii. The panelists agreed to support the solution and seek for the approaches for quickly connecting the unconnected and contributing to stop the Pandemics.

6) Main outcomes highlighting the following:

I. Debated Issues

(Okamura) Presentation of the solution

ITU-compatible optical cable solution is now commercially available for bridging the digital divide. The solution meets newly published ITU-T Recommendations L.1700, L.110 and L.163 where the cable can be affordably quickly and flexibly installed under-ground to on-surface to air to water by non-skilled local communities with everyday tools. The solution was successfully implemented in Rural Nepal and Mongolia. It will support telemedicine, distant learning and remote work coping with Pandemics.

Issues commonly shared include how to prioritize, quickly globally implement this solution. How to be supported by Media, Governments, Universal Service Funds, Development Banks, Grants, Foundations, Investors, Suppliers, Local Communities, etc..

On the Panel Discussion

- event is very timely in the midst of Corona-virus pandemic
- how timely and important this session is

On the value of the solution

- the solution gives us a lot of hope that can reach other regions, other places
- we have immense interest in robustness, ease of installation and affordability
- need for flexibility, need for complimentary solutions, not threatening the traditional model, need to convince people that there isn't just one way
- flexibility is the most important point, this kind of cable is one of the most important because it helps to give connectivity where otherwise will be possible
- need integrated approach, smart village, capacity development, these communities may not be commercially viable for telecom operators
- actual practical connecting the life, without external networks mobile is no meaning.

On the Standards development

- actually, draft L.163 received more than 350 comments before approval
- good to globally share how the solution has been turned into open standards
- this technology standards are good because affordable and easy to deploy
- some developing countries turn the recommendations directly into their national regulations

On the solution deployment

- "policy engine" is needed, PPP model and policy perspective is important
- governments, institutions and other organization all have to move so quickly, mapping of the connectivity is important
- integrated approach, smart village, capacity development are needed, mapping out these communities connectivity is really critical

On the financial aspect

- it is important how to get support by Media, Governments, Universal Service Funds, Development Banks, Grants, Foundations, Investors, Suppliers, Local Communities, etc..
- lowering of investment barriers is really, really effective
- more flexible agile less bureaucratic ways to get money out are needed, more agile with funding with startup mentality on local community networks is needed
- needs to open up a new door of different types of financial investments

Q&A

(audience Q2)How we can support less affluent urban areas such as informal settlements.

- such communities exist in the middle of a city of Bangkok. This is a key issue.
- the problem is the willingness from the operators political point of view. we need to take care.

(audience Q2) how Himalayas PJ be replicated in other parts of the world.

- oping the success story at famous Himalayas accelerates implementing the solution in other countries.

II. Quotes

- **Please provide two important quotes from the session and the names & organisation of the person you are quoting**
- [Bridge the Digital Divide Stop the Pandemics.pdf](#)
Haruo Okamura, Global Plan Inc.
- [Overview of ITU-T Study Group 15](#)
Hiroshi Ota, ITU-T SG15, TSB Adviser

III. Overall outcomes of the session highlighting

- Main conclusions reached during the discussion:

By using the mailing list of the panelists, we will further discuss how to globally implement Information and communication infrastructure identified.

- The vision for implementation of WSIS Action lines beyond 2015:

C2 (Implementing Information and communication infrastructure) is the target right in the middle of the discussion. We will try best to globally implement the solution ASAP to bridge the digital divide.

7) Main linkages with the Sustainable Development Goals (please specify the SDGs)

SDGs 1,3,4,6,8,9,11

8) Emerging Trends related to WSIS Action Lines identified during the meeting

Globally implementing Information and communication infrastructure identified in the discussion was recognized as urgently important against COVID-19.

9) Suggestions for Thematic Aspects that might be included in the WSIS Forum 2021

Globally urgently implementing the information and communication infrastructure, particularly how to implement, what kind of solution, should be discussed with the highest priority against COVID-19 and the next Pandemics. This should not be discussed for business purposes but for socio-public safety and sustainability purposes.

Thematic Workshop



**Facing Realities in Digital Transformation: Emerging Trends and Challenges
- ITU-D Study Groups**

Wednesday 8 July 2020

14:00 – 15:00

Please find in the link below, more information regarding the workshop:

<https://www.itu.int/net4/wsis/forum/2020/Agenda/Session/274>

1) Title of your session

Facing Realities in Digital Transformation: Emerging Trends and Challenges

2) Name of Organisation(s) organizing the session

ITU-D Study Groups

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

C2, C3, C4, C5, C6 and C7

4) Did your workshop highlight any issues related to COVID-19? If yes, please explain.

Parts of this workshop discussed how IoT can help combat pandemics along with their associated issues, and how developing nations need to develop a “digital posture” that will help them resist crisis such as the COVID-19 pandemic.

5) Key achievements, announcements, launches, agreements, and commitments

This workshop provided an insight on ITU-D Study Groups current activities and future aspirations geared towards equipping developing countries with knowledge to accelerate their digital transformation. It addressed specifically the following questions:

- What are the key topics that impact digital transformation and addressed by ITU-D Study Groups?
- What are the IoT technologies available for health monitoring and prevention in pandemics, relation of IoT with AI/ML/big data? What are some promising applications of IoT to combat pandemics and their associated issues?
- How developing nations need to develop a “digital posture” that will help them resist crisis such as the Covid-19 pandemic, ensure national continuity in terms of essentials services to citizens; but also, develop plans to help them be stronger, more innovative and more inclusive?

6) Main outcomes highlighting the following:

The session was moderated by Dr Eun-Ju Kim, Chief of Digital Knowledge Hub Department in BDT, ITU.

I. Debated Issues

- **There are opportunities and benefits for stronger collaborations and synergies between WSIS and ITU-D Study Groups:** The first presentation, provided by Prof. Ahmad Reza Sharafat², Chairman of ITU-D Study Group 2, and Dr Vadym Kaptur³, Vice-Chairman of ITU-D Study Group 1 (on behalf of Ms Regina Fleur Assoumou-Bessou, Chairman of ITU-D Study Group 1), provided an overview of the two ITU-D Study Groups, which focus in total on 14 hot topics (called Questions) of practical importance for development of ICTs. It was noted that all 14 Questions have close links with several WSIS action lines, and the ITU-D study groups strive to provide timely outputs to address urgent needs through annual deliverables and output reports.
- **IoT (combined with AI and ML) is promising to combat pandemics, but has some practical limitations:** The second presentation, provided by Prof. Dimitri Konstantas⁴, gave an insight of the Internet of Things (IoT) and its capabilities, focused in the area of e-health and pandemics. It was highlighted that IoT, in combination with Artificial Intelligence and Machine Learning, has the potential to offer a promising solution for prediction, diagnosis, protection & treatment, and vaccine development. However, there are barriers to make them yet a practical reality, such as the need of a big amount of reliable data as well as associated privacy issues e.g. for contact tracing. Some of these barriers may be studied and addressed by ITU-D study groups in the future.
- **The world needs to adopt a “digital posture” to prepare for the future:** The third presentation, provided by Mr Nasser Kettani⁵, highlighted the importance of digital technologies during pandemics and the need to best prepare for the future by adopting a “digital posture”, divided into 4 pillars: 1) holistic infrastructure, 2) mindset and skills required to adjust to new situations, 3) innovation: how to reinvent existing businesses and regulations to embrace new digital technologies (digital first) and 4) trusted ecosystem to use digital technologies.

II. Quotes

- Dr Eun-Ju Kim: “Our ITU-D Study Groups have a mandate to share experiences, both good and bad, and inspire each other to develop together timely and stronger guidelines and best practices that help countries to best adapt their future digital transformation strategies, policies and regulations.”
- Prof. Ahmad Reza Sharafat: “ITU-D Study Groups take on a much bigger problem than digital connectivity, and combine it with other branches of science to provide solutions (...) We focus our attention to what is an urgent need during these difficult days of pandemic and COVID-19.”
- Dr Vadym Kaptur: “Digital transformation based on the development of networks is one of the key priorities of ITU-D Study Groups. On behalf of both study groups, I would like to ask you to make contributions that help us look at the best practices in the related fields.”
- Prof. Dimitri Konstantas: “IoT, AI and Machine Learning can potentially offer solutions that allow to do prediction, diagnosis, protection & treatment and vaccine development (...) But if our data is wrong, correct or missing, they will make a wrong prediction.”

- Mr Nasser Kettani: “At the country level, we need to have a ‘digital posture’, which is a mindset of how we need to address the future of our countries by using digital technologies and digital infrastructure very strategically.”

III. Overall outcomes of the session highlighting

- There are close relationships and opportunities for collaboration between the work of the ITU-D study groups and WSIS.
- Due to limited time, this session could only highlight two specific cases, but there are many more under the 14 Questions under study during the 2018-2021 study period. New topics are open to discuss and explore for the next study period.
- Participants from WSIS are invited to participate in the work of the ITU-D study groups to share their unique case studies, experiences and lessons learned:
 - ITU-D study groups homepage: <http://www.itu.int/itu-d/study-groups>
 - Contact the Study Group Secretariat for more information: devSG@itu.int

7) Main linkages with the Sustainable Development Goals (please specify the SDGs)

- ITU-D study group Questions are linked to several SDGs. The mappings to the SDGs are detailed in the following link:
<https://www.itu.int/net4/ITU-D/CDS/sg/questions.asp?lg=1&sp=2018>
- Aspects related to using ICT in the area of e-health are focused on SDG3 (“Ensure healthy lives and promote well-being for all at all ages”).

8) Emerging Trends related to WSIS Action Lines identified during the meeting

- IoT, Artificial Intelligence and Machine Learning for e-health, related to Action C7 (ICT Applications: E-health).
- All ITU-D study group Questions are mapped to WSIS Action Lines, as detailed in the following link:
<https://www.itu.int/net4/ITU-D/CDS/sg/questions.asp?lg=1&sp=2018>

9) Suggestions for Thematic Aspects that might be included in the WSIS Forum 2021

N/A

Thematic Workshop



Opportunity in Inclusive Information Society in 5G era - Internet Society of China

Thursday 9 July 2020

12:00 – 13:00

Please find in the link below, more information regarding the workshop:

<https://www.itu.int/net4/wsis/forum/2020/Agenda/Session/276>

1) Title of your session

Opportunity in Inclusive Information Society in 5G era

2) Name of Organization(s) organizing the session

Internet Society of China (ISC)

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

- C1. The role of governments and all stakeholders in the promotion of ICTs for development
- C2. Information and communication infrastructure
- C3. Access to information and knowledge
- C4. Capacity building
- C6. Enabling environment
- C7. ICT applications: benefits in all aspects of life — E-business
- C7. ICT applications: benefits in all aspects of life — E-learning
- C8. Cultural diversity and identity, linguistic diversity and local content
- C11. International and regional cooperation

4) Did your workshop highlight any issues related to COVID-19? If yes, please explain

No.

5) Key achievements, announcements, launches, agreements, and commitments

N/A

6) Main outcomes highlighting the following:

- I. Debated Issues
- II. Quotes

Quote 1: Connecting the humanity to broadband is not only an infrastructure investment challenge. Complementary initiatives are needed to connect people already covered by broadband networks. These include programs to increase and support device affordability, affordability of data and services, digital skills programs and content, with a special focus on the vulnerable – including closing the digital gender gap, paying attention to access to the Internet for Persons with Disabilities and specific needs, as well as taking into account the economically marginalized, among others. Only then will the United Nations Sustainable Development Goals be achieved. (Mr. Houlin Zhao, Secretary-General of ITU)

Quote 2: For the next step, we will continue to develop information accessibility technology, enhance the overall planning of information accessibility development, reduce information consumption costs of persons with disabilities, provide more products and services, increase the accessibility of internet, communication services and public services, and further integrate IT application into the development of accessible environments, so as to better meet people's needs in online education, health care, transportation, employment, entrepreneurship, etc. (Mr. Shiming Lv, Vice Chair of China Disabled Persons' Federation)

III. Overall outcomes of the session highlighting

- Main conclusions reached during the discussion:

People across the world can be connected instantaneously and are provided with access to information and services at a very low cost. For disadvantaged groups in particular, Information and Communication Technologies (ICTs), such as mobile Internet, IoT, big data, and AI, can represent a powerful opportunity to improve their quality of life. It is of utmost significance to ensure that ICTs benefit all people on an equal basis, and do not further widen the gaps. It will require the involvement of multiple stakeholders – government, corporations, and NGOs all have potential roles to play.

7) Main linkages with the Sustainable Development Goals (please specify the SDGs)

N/A

8) Emerging Trends related to WSIS Action Lines identified during the meeting

N/A

9) Suggestions for Thematic Aspects that might be included in the WSIS Forum 2021

Encourage and support more participation of developing countries by providing funds and trains through UN or ITU. As SMEs play a highly significant role in the national economies of many countries in the world, and for society at large - especially in the developing countries, we suggest to provide support for greater SME involvement in the WSIS 2020, to better ensure that SME's interests are part of the global efforts on SDG. In addition, we suggest that all meeting rooms and facilities are fully accessible provided to assistant people that need help.

Thematic Workshop



A Roadmap to a trusted Cloud for Good - ITU-D Study Group

Thursday 9 July 2020

14:00 – 15:00

Please find in the link below, more information regarding the workshop:

<https://www.itu.int/net4/wsis/forum/2020/Agenda/Session/279>

1) Title of your session

A roadmap to a trusted Cloud for Good

2) Name of Organisation(s) organizing the session

ITU-D Study Group 1 Question 3/1

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

C1, C2, C3, C4, C5, C6, C11

4) Did your workshop highlight any issues related to COVID-19? If yes, please explain

One of the characteristics of Cloud technology has traditionally been resilience and even more so in the wake of the global COVID-19 situation. All the information we exchanged and work we achieved during the COVID-19 situation directly or indirectly connected to Cloud. Our usage of the Cloud for Good during COVID-19 situation is undeniable and we need to progress further on building trust in the Cloud. The final report of the ITU-D Study Group 1 Question 3/1 which concludes the 4 year work of experts of ITU-D Membership on Q3/1 topic, will be issued in 2021 and will be providing further insights on the roadmap to a trusted cloud.

5) Key achievements, announcements, launches, agreements, and commitments

The ITU Public Web Dialogue on “Cloud for COVID-19 Response” held on 27 May was mentioned. Inputs from all speakers is used to enrich the final report of the ITU-D Study Group 1 Question 3/1 that will be issued in 2021. Further collaboration with ENISA and ITU-D SG may be considered.

6) Main outcomes highlighting the following:

I. Debated Issues

- Please capture highlights of the main issues discussed and interactions with audience:

How to take precautions when using services on the cloud ?

Corporates should make sure they give security awareness trainings first in not opening mails from people they do not know or they were not expecting. In parallel corporates make sure they have good e-mail security solutions that can filter mails before reaching to the employees. On top of that it is also recommended to enable web security so that even if the employee were to click on the link he/she will be protected and harmful site access is blocked.

Large cloud-based email service provider, like Gmail or Outlook and others, also have pretty good phishing filters – most implement DMARC by default. If you are on-premise, then get ready for a lot of work. Phishing is still widely used by advanced attackers to target organizations. DMARC is important. URL replacement and email scanning (for fishy emails and malicious attachments) are good and easy tools to stop some of the problems.

Not all clouds are created equal. Corporates to check the certifications like SOC, CSA, ISO27001 of the cloud service providers before using their solutions.

- Please highlight key achievements and challenges shared by the audience and/or panellists:
 - Practical and international standards that are cloud specific standard to ensure trust
 - Continue harmonization of legislations, regulations and policies for trust in the Cloud
 - Connectivity and Energy are the resilience foundations for having digitisation and using the Cloud

II. Quotes

“Cloud computing represents the catalyst and the enabler of the important technological shift that was already well underway before COVID-19. And it’s likely to be key to business resilience in the aftermath of the pandemic.” In fact, Cloud Computing has emerged as an important technology evolution that is disrupting technology, economy, innovation, resilience of our society. Yet, for the Cloud to unleash its full potential especially in many developing countries, it is important to build a trusted environment.”

Ms. Doreen Bogdan-Martin, Director of ITU’s Telecommunication Development Bureau (BDT) declared in a recent ITU Public Web Dialogue on “Cloud for COVID-19 Response”

III. Overall outcomes of the session highlighting

The use of cloud is expected to expand more to deliver more services electronically and the security aspect need, not only to be constantly addressed technically since hackers are always one step ahead of us, but also be formulated through easy yet educated security aware user behaviour.

7) Main linkages with the Sustainable Development Goals (please specify the SDGs)

SDG1, SDG9, SDG17

8) Emerging Trends related to WSIS Action Lines identified during the meeting

N/A

9) Suggestions for Thematic Aspects that might be included in the WSIS Forum 2021

Resilience and Trust at Cloud level

Thematic Workshop



Digital Transformation & Innovations in Cyber security, ICT based on 5G, IOT, Blockchain, AI, VR, Big Data & other new technologies and Linking Education with ICTs Capacity Building and Employability - CMAI Association of India

Friday 10 July 2020

12:00 – 13:00

Please find in the link below, more information regarding the workshop:

<https://www.itu.int/net4/wsis/forum/2020/Agenda/Session/284>

1) Title of your session

Digital Transformation & Innovations in Cyber Security, ICT based on 5G, IOT, Blockchain, AI, VR, Big Data & other new technologies and Linking Education with ICTs Capacity Building & Employability 10th July, 2020

2) Name of Organisation(s) organizing the session

CMAI Association of India, New Delhi, India

TEMA- Telecom Equipment Manufacturers Association of India

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

SDG Goals 4,8,9 WISIS ACTION Lines C 1,2, 4, 7,10,11

4) Did your workshop highlight any issues related to COVID-19? If yes, please explain.

Covid 19 era has highlighted need of digital transformation and innovations.

5) Key achievements, announcements, launches, agreements, and commitments

The session discussed digital transformation, innovations, new technologies as they are relevant to International Education for Skilling, employability, technological development.

6) Main outcomes highlighting the following:

I. Debated Issues

Digital transformation, net availability, innovations, latest technologies.

II. Quotes

Prof NK Goyal, President CMAI: WISIS is wonderful forum for exchange of ideas, innovations and connecting world. It is a matter of concern that inspite of several latest technologies, about half of world is still not connected. We as society and as WISIS must give attention to this aspect, keeping in view affordability.

III. Overall outcomes of the session highlighting

- A Group be formed by ITU/WISIS for early resolution of issues connected with non availability of internet to all, specially less privileged citizens and unconnected areas.
- A Group be formed to work out strategy for continuing with earlier versions of technology like 2G, 3G for unconnected areas instead of rushing for advanced versions of 5G. 6G
- Request to forma Group to develop skills and training program for education stakeholders, teachers to excel in on line Education.
- Request to form a Group to formulate strategy to recognize & develop a certification scheme for teachers, other stakeholders to suitably grad them. Lots of expertise is available globally and there is need for a platform to share the same.
- Request ITU/WISIS to forma Group to work out Balance between social media, virtues of physical education to virtual platform, at the same time ensuing cyber security for students and others.

7) Main linkages with the Sustainable Development Goals (please specify the SDGs)

SDG Goals 4,8,9 WISIS ACTION Lines C 1,2, 4, 7,10,11

8) Emerging Trends related to WSIS Action Lines identified during the meeting

As given above

9) Suggestions for Thematic Aspects that might be included in the WSIS Forum 2021

- Workshop on connecting unconnected
- Workshop on points mentioned above

Thematic Workshop



Digital Innovation to counter the impact of climate change -
International Chamber of Commerce/ Business Action to Support the
Information Society

Friday 10 July 2020

14:00 – 15:00

Thematic Workshop



Cyberlaw, Cybercrime & Cybersecurity - International Conference on Cyberlaw, Cybercrime & Cybersecurity/Cyberlaw University

Monday 13 July 2020

12:00 – 13:00

Please find in the link below, more information regarding the workshop:

<https://www.itu.int/net4/wsis/forum/2020/Agenda/Session/121>

1) Title of your session

Thematic Workshop on Cyberlaw, Cybercrime & Cybersecurity

2) Name of Organization(s) organizing the session

International Conference on Cyberlaw, Cybercrime & Cybersecurity / Cyberlaw University

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

- C5. Building confidence and security in use of ICTs
- C7. ICT applications: benefits in all aspects of life — E-learning
- C11. International and regional cooperation

4) Did your workshop highlight any issues related to COVID-19? If yes, please explain

The aforesaid Thematic Workshop indeed highlighted the massive changes that are taking place in cyberspace which have a direct connection with Covid-19 and its outspread. In fact, the said Workshop highlighted the need for stakeholders to recognize the emergence of New World Order in Cyberspace. The Workshop highlighted the massive increase of cyber security breaches and instances of cybercrimes at international, regional and national levels. The Workshop also highlighted the key Cyberlaw developments that have taken place during Covid-19 times.

5) Key achievements, announcements, launches, agreements, and commitments

The Thematic Workshop on Cyberlaw, Cybercrime & Cybersecurity agreed on the following:-

- Irreversible changes are taking place in cyberspace;

- Cyberlaw, Cybercrime & Cybersecurity are important essential elements which need to be kept in mind by digital stakeholders today;
- Cyber Security and its regulation is increasingly engaging center-stage attention today;
- New avatars of cybercrimes are emerging on the landscape;
- During Covid-19 times, various national governments are coming up with their cyber legal regulations and frameworks to regulate various activities on the digital platform during Covid-19 times.

6) Main outcomes highlighting the following:

I. Debated Issues

- Please capture highlights of the main issues discussed and interactions with audience:
- Please highlight key achievements and challenges shared by the audience and/or panellists:

Dr. Pavan Duggal, Conference Director, International Conference on Cyberlaw, Cybercrime & Cybersecurity, Honorary Chancellor, Cyberlaw University and Chairman of International Commission on Cyber Security Law highlighted the changed nature of cyberspace landscape. He further focused on the evolution of Cyberlaw as an important ammunition in the arsenal of Governments to deal with cyberspace legal and policy issues and also the distinctive cyber legal challenges thrown up by Covid-19 times.

He also highlighted the growing menace of cyber security breaches and the need for appropriate effective cyber legal frameworks to regulate the same, given the absence of international legal regime on Cyberlaw and Cyber Security Law.

Dr. Duggal further highlighted the massive surge in cybercrime cases globally and the need for coming up with enabling legal frameworks to deal with such challenges.

Mr. Alfredo Ronchi, Secretary General of EC MEDICI Framework talked about role of civil society in cyberspace. He highlighted the need for stakeholders to be prepared while dealing with complicated challenges of cyberspace. He also highlighted the need for more dialogue between civil society, elders and senior people and other stakeholders in the digital ecosystem.

Dr Sarah Jane Fox of University of East London (UEL) highlighted the massive increase of online harms and cybercrimes and their various new categories. Prof. Fox further highlighted the need for new proactive approaches to deal with the same through legal, law enforcement capacity building and other mechanisms.

Mr. Valmiki 'Val' Mukherjee, Founder & Chairman Cyber Future Foundation, highlighted the various concerns that cyberspace is beginning to throw up from the perspective of corporate sector. He highlighted the challenges faced by corporate world given the increasing cyber security breaches and attacks targeted at confidential information. He further highlighted the need for more focussed approach on the cyber security to deal with cyber security issues and challenges.

Prof. Dr Dr h.c. Christoph Stückelberger, Executive Director and Founder of Globethics.net talked about ethical challenges and issues that cyberspace is beginning to bring forward and how stakeholders need to adopt ethical frameworks, principles and methodologies while giving response to such cyberspace issues and challenges.

Dr. Linda S Spedding, Attorney (USA) and Advocate (India) highlighted the distinctive challenges that Micro, Small & Medium Enterprises (MSMEs) globally are facing in the context of new challenges thrown up by cyberspace.

II. Quotes

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

“Cyberlaw, Cybercrime & Cybersecurity are important vectors in our lives today, given the outspread of Covid-19 times. Given the rapidly evolving changes in cyberspace and given the emergence of New World Order in Cyberspace, it is imperative that stakeholders must increasingly play proactive role in addressing various distinctive and unique challenges thrown up in cyberspace, by the paradigms of Cyberlaw, Cybercrime & Cybersecurity.”

Dr. Pavan Duggal
Conference Director, International Conference on Cyberlaw, Cybercrime & Cybersecurity;
Honorary Chancellor, Cyberlaw University
Chairman of International Commission on Cyber Security Law

“Elders and Senior People issues in cyberspace need to be appropriately considered by all stakeholders. It is our duty to protect Elders and Senior People from potential challenges of cybercrimes and cyber security breaches that are taking place on a day-to-day basis.”

Mr. Alfredo Ronchi
Secretary General of EC MEDICI Framework

III. Overall outcomes of the session highlighting

- Main conclusions reached during the discussion:
 - Very rapid developments are taking place in cyberspace in the context of Cyberlaw, Cybercrime & Cybersecurity;
 - Need for strong cyber legal frameworks to deal with emerging challenges in cyberspace at international, regional and national levels;
 - Cyber security breaches and cybercrimes will continue to keep on increasing. Hence, there is a need for more focused approach to deal with challenges raised by cyber security breaches and cybercrimes;
 - Need for massive push for capacity building and online education in Cyberlaw, Cybercrime & Cybersecurity issues;
 - Stakeholders need to adopt flexible nimble approach while dealing with cyberspace choppy waters of Covid-19;
 - Stakeholders like International Conference on Cyberlaw, Cybercrime & Cybersecurity and Cyberlaw University are contributing in the direction of enhancing discussions and debate on growing issues and challenges concerning cyberspace as also the cause of continuing cyber legal education and capacity building;
 - There is also a need to take into account the emerging technological developments, their distinctive policy and legal challenges as also the impact of growing cyberspace paradigm.

- The vision for implementation of WSIS Action lines beyond 2015:

There is a need for strong partnership for Cyberlaw and cyber security law education which will help strengthen the implementation of WSIS Action Lines beyond 2015. Cyberlaw and cyber security law today are an integral part of modern day life. Creating more awareness and education about Cyberlaw and cyber security law would go a long way towards creating and enabling legal, policy and regulatory frameworks for strengthen the implementation of WSIS till 2025.

7) Main linkages with the Sustainable Development Goals (please specify the SDGs)

Goal 17: Revitalize the global partnership for sustainable development

8) Emerging Trends related to WSIS Action Lines identified during the meeting

- Need for strong Cyberlaw and Cyber Security Law frameworks
- Need for massive Cyberlaw and Cyber Security related capacity building
- Massive focus on cyber security needed to fight the menace of cybercrimes

9) Suggestions for Thematic Aspects that might be included in the WSIS Forum 2021

- New changing ground realities in Cyberspace
- Developments in Cyberlaw in 2021
- How to fight the menace of Increasing Cybercrimes?

Thematic Workshop



Big Data Analytics and Artificial Intelligence for Impact - GSMA

Monday 13 July 2020

14:00 - 15:00

Please find in the link below, more information regarding the workshop:

<https://www.itu.int/net4/wsis/forum/2020/Agenda/Session/125>

1) Title of your session

Big Data Analytics and Artificial Intelligence for Impact - Mobile Operator response to COVID-19 using mobile data analytics

2) Name of Organisation(s) organizing the session

GSMA

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

- C1 - The role of governments and all stakeholders in the promotion of ICTs for development
- C3 - Access to information and knowledge
- C4 - Capacity building
- C7 - ICT applications: benefits in all aspects of life

4) Did your workshop highlight any issues related to COVID-19? If yes, please explain.

In response to the Covid-19 pandemic, many operators are working with national authorities to leverage their big data analytics and AI capabilities to help government understand mobility, the movement of volumes of people, to inform and evaluate their interventions and decisions using aggregated, non-identifiable mobile network data.

In the case of disease outbreaks, mobility is one of the critical factors that contribute to the spread of human-transmitted infectious viruses. Therefore, accurate, up-to-date information on aggregated mobility patterns could potentially be vital for monitoring, predicting outbreaks, logistics for medical supplies and staff, or informing where to deploy critical healthcare infrastructure. In this workshop the GSMA AI for Impact initiative, and three mobile operators, MTN, Telefonica & Vodafone shared some of the ways they are supporting government response to the COVID-19 pandemic using mobile big data analytics.

5) Key achievements, announcements, launches, agreements, and commitments

Operator participants presented some of the work they have already done to support governments in response to COVID-19.

- MTN in Nigeria: MTN is working very closely with Nigerian Government and supporting them in using data to support vulnerable people, and to deliver social interventions to proactively identify resource requirements and to design needs and intervention programming in terms of medical supplies needed in an anticipatory mode. As part of this MTN Nigeria has developed a National Needs Dashboard that helped communities to not just understand health indication but also to have a view of the socio economic indication based on economic profile, economic activity and other employment indicators in the country.
- Telefonica in Latin America (Argentina, Brazil, Ecuador): Across multiple countries in Latin America, Telefonica is using anonymised and aggregated analytics, to deliver interactive dashboards and maps used by national and regional government agencies. Insights have provided understanding of how populations move under normal circumstances, which can be used to predict how the virus might spread early in an outbreak; to monitor confinement measures, and citizen response to these, thereby supporting enforcement/relaxation of shelter-in-place orders and the staged re-opening of the economy; enabling hotspot detection for accumulations of people that may increase risk of further transmission, that can further enhance epidemiological models.
- Vodafone: Vodafone shared work undertaken with University of Southampton, World Pop & supported by the Gates Foundation, focused on Malaria elimination in Mozambique. Findings from this ongoing work informed Vodafone's approach to quickly scale a platform for COVID-19 response across their footprint - for COVID, Vodafone demonstrated how a dashboard plotting aggregated anonymised population movements from their network in the form of an Origin Destination Matrices, can be used to highlight changes in citizens behavior for a range of KPIs. For example, to see which regions picked up and adhered to movement restrictions fastest, which could be a useful insight in the case of a second wave of infections. Also they showed visualisations of how in epidemiological simulations people's movements can help to predict the spread of the disease, and when compared with the confirmed cases can help authorities to prioritise resources for specific areas across time because they now have an insight into how the epidemic may spread.

6) Main outcomes highlighting the following:

I. Debated Issues

- **GSMA AI4I:** Explained how anonymised aggregated mobile insights can support timely and informed decisions as the COVID-19 pandemic evolves, from first outbreak to prepare, protect and delay, toward the peak when attempting to contain, respond and mitigate further spread, and into a post-pandemic phase where mobile insights could inform questions such as how to safely resume economic activity.
- **MTN:** Explained how partnerships with government and good stakeholder engagement are essential when developing mobile big data analytics services.
- **Vodafone:** Highlighted the importance of considering Ethics & Privacy when performing mobile big data analytics.
- **Telefonica:** Highlighted that preparedness for future outbreaks should be considered now, and that the sustainability of services is an essential consideration.

II. Quotes

- Please provide two important quotes from the session and the names & organisation of the person you are quoting:
 - "Paramount in all of this work is the protection of the privacy of individuals. And that's something the GSMA and mobile industry has taken as a key aspect of all their work

for many years....so in light of the outbreak of COVID-19 pandemic we issued a specific set of privacy guidelines that are relevant for mobile operators, but also for governments, regulators and other partners working in this space to really understand what are the key principles to ensure these are trusted solutions and that the privacy of individuals is respected throughout” Jeanine Vos, Head of SDG Accelerator, GSMA.

- “So for us (at MTN), we believe that it has to be strategic. It must be seen as a partnership, rather than a one-off intervention, because that is the only way it makes sense. That’s the only way impact is sustainable and can be embedded as the new normal.” Olubayo Adekanmbi, Chief Transformation Office, MTN Nigeria.

III. Overall outcomes of the session highlighting

- Main conclusions reached during the discussion:
- the vision for implementation of WSIS Action lines beyond 2015:

The session highlighted for the audience the key success factors for future preparedness and resilience using mobile big data analytics, including having a strategic outlook, thinking through how insights can be translated into real action and impact for the population at large, funded by sustainable business models, and with the right privacy and ethical principles to ensure a trusted solution.

7) Main linkages with the Sustainable Development Goals (please specify the SDGs)

SDG 3 is regarding health and wellbeing and SDG 9 is focused on building resilient infrastructure and fostering innovation. All the implementations referenced in this session contribute toward achievement of these goals as they are actively supporting governments’ ability to respond to the COVID-19 pandemic across multiple countries. Going further, SDG 11 focuses on making cities inclusive, safe, resilient and sustainable which again is a by-product of this activity.

8) Emerging Trends related to WSIS Action Lines identified during the meeting

N/A

9) Suggestions for Thematic Aspects that might be included in the WSIS Forum 2021

N/A

Thematic Workshop



Story of ICTs for Development behind My Photograph: Learn More from Photo Contest Finalists about Projects Implementing ICTs for Achieving SDGs - WSIS

Thursday 14 July 2020

14:00 – 15:00

Thematic Workshop



Living the standard - how can the Information and Knowledge Society live to an ethical and FAIR Standard without needing to refer to a Code of Ethics - International Federation for Information Processing (IFIP) IP3

Wednesday 15 July 2020

12:00 – 13:00

Please find in the link below, more information regarding the workshop:

<https://www.itu.int/net4/wsis/forum/2020/Agenda/Session/131>

1) Title of your session

Living the standard – how can the Information and Knowledge Society live to an ethical and FAIR Standard and leave nobody behind?

2) Name of Organization(s) organizing the session

IFIP IP3

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

- C4. Capacity building
- C5. Building confidence and security in the use of ICTs
- C7. ICT applications
- C10. Ethical dimensions of the Information Society

4) Did your workshop highlight any issues related to COVID-19? If yes, please explain

No, not specifically. We did refer to how the world is and will continue to change post COVID-19, but did not specially highlight these.

5) Key achievements, announcements, launches, agreements, and commitments

We announced the finalization of an IFIP Code of Ethics, which can and should be used as an exemplar.

IFIP and the Rotary Organisation will be exploring opportunities to work together to

promote Digital Skills amongst the most disadvantaged. We will do this in collaboration with CSTD.

6) Main outcomes highlighting the following:

I. Debated Issues

- The ethics of “leaving nobody behind”, and how Integrity was a founding principle for Rotary.
- The FAIR standard is perhaps not applicable to developing countries, and needs to extend to include Collective benefit, Authority to control, Responsibility, and Ethics (CARE) (GIDA2019)
- The number of Codes of Ethics that are available (70+ for AI alone), is confusing the issue. If we are to have a code for AI, then should we have one for every other technology and service, such as BAAS (Blockchain as a Service).

II. Quotes

“The commonly held belief that we are ethically good, belief coupled with the ease with which we make most of our day to day ethical decisions leads us to believe in the “Fatal Premise” -“Evil is done by evil people; I am not an evil person and therefore I cannot do evil.” We must take the extra time to consider a [computer] system's potential impacts on a broad range of stakeholders.” Don Gotterbarn, ACM, IFIP

“Digital Transformation across all sectors is accelerated in the Planetary Reset of 2020. This new 5th Machine Age, post 4th Industrial Revolution (WEF 2016), now Society 5.0 (Japan 2019) and Smart Humanity (KNVI 2018), transcends our 2020 shared reality into co-creation integrating for positive change into society, culture, governments, industry, academia. Foundational to this inflection point are standards capturing measurable and assured competence/skills/experience at the professional level, accountability, responsibility, transparency, fairness, ethics/trustworthiness, security, equity, diversity, explainability, contestability.” Stephen Ibaraki, Founder AI for Goo, Director Redds Capital.

III. Overall outcomes of the session highlighting

- Main conclusions reached during the discussion:

Need for Adaptation of Standards to achieve our ultimate goal for a World where nobody should be left behind

To “Live the standard”, especially as regards AI, it is incumbent on ICT professionals and professional societies to raise ethical issues and ensure they are widely debated, so that appropriate and intelligent decisions can be made for the changes, risks and challenges ahead? ICT professionals are well placed to address the risks and challenges during the design and lifecycle of AI-enabled systems, and they should assist government, legislators, regulators and policy formulators with their unique understanding of the strengths and limitations of the technology and its effects.

A code of ethics gives voice to values. There should be one or two exemplars that set the standard – these are formed through a consultative process. Substantial Codes of Ethics that go beyond simply saying “Be Good” may help in this process. When much ethical decision-making is unconscious, it is important to raise consciousness when it comes to new situations. Examples of ethical decision making are essential. Enforcement of codes of ethics is the wrong focus, we need to work toward ethics as part of everyone’s “DNA” (living the values).

The European vision of “Living the standard” is a shared definition of competence, with transversal aspects: Accessibility, Ethics, ICT Legal Issue, Privacy, Security, Sustainability,

Usability We noted that several of these overlap with the FAIR and CARE principles.

Three principles: Always comply with SDGs; Leave nobody behind, prioritise human life, and take care of the most vulnerable communities; Ethics by design.

- The vision for implementation of WSIS Action lines beyond 2015:

Within Action Line C4 and C7c: e-Learning, we need special efforts towards:

- People (especially children) with disabilities (special needs)
- Refugees
- Indigenous people
- Local languages

Urgently needed are ETHICAL Standards on the Impact of Artificial Intelligence-based Solutions according to Action Line C4 and C7c in:

- virtual tutoring/mentoring for self-learning
- self-assessment
- analysis of data individual learning
- personal interests
- personalized and customizable knowledge acquisition

7) Main linkages with the Sustainable Development Goals (please specify the SDGs)

- SDG4 & SDG5 - Trustworthy computing and digital skills to enable learning and economic opportunities for all, at all life-stages
- SDG8 - Digital skills for all which are accessible and FAIR – Findable, Accessible, Interoperable, Reusable
- SDG10 - Societies that are digitally skilled will be more competitive, both internally and with other countries. This will aid the economy in these countries

8) Emerging Trends related to WSIS Action Lines identified during the meeting

ALC4 Capacity Building, and ALC7c Elearning have been shown to be critical as the COVID-19 pandemic has changed the way the world learns and works. ALC5 Building Trust & Confidence is essential in a world powered by Digital technologies as never before.

9) Suggestions for Thematic Aspects that might be included in the WSIS Forum 2021

- The “planetary reset” post COVID-19 and the shared reality for positive change in society, culture, governments, industry, academia. How can we deploy digital technology safely to ensure no-one is left behind?
- Aligning Education Curricula with the SDGs.

Thematic Workshop



Promoting Rural Broadband Access Through Partnerships and Policy Reform - Alliance and Affordable Internet

Wednesday 15 July 2020

13:00– 14:00

Please find in the link below, more information regarding the workshop:

<https://www.itu.int/net4/wsis/forum/2020/Agenda/Session/134>

1) Title of your session

Promoting Rural Broadband Access Through Partnerships and Policy Reform

2) Name of Organization(s) organizing the session

Alliance for Affordable Internet (A4AI)

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

- C1. The role of governments and all stakeholders in the promotion of ICTs for development
- C2. Information and Communication Infrastructure
- C6. Enabling environment

4) Did your workshop highlight any issues related to COVID-19? If yes, please explain

Yes, we highlighted the importance of internet access for all as a key issue during COVID-19. Having internet access is a lifeline, not a luxury, in today's digitized society. Thus, we must think strategically about how to expand rural broadband access as well.

5) Key achievements, announcements, launches, agreements, and commitments

Please check out the collaboratively produced brief on rural broadband policy framework here (<https://a4ai.org/rural-broadband-policy-framework/>).

6) Main outcomes highlighting the following:

I. Debated Issues

Key challenges:

- ICT policies and regulations written with large MNOs and internet service providers in mind prevent innovation in rural broadband expansion (i.e.: spectrum, licensing, Right of Way, taxation, high cost of backhaul, etc).
- Encouraging private investment into rural areas is difficult given the low ROI; must find ways to invite other players to fill in the void.
- More gender-inclusion should be considered in this space (i.e.: more women participation in the design/thinking/implementation process) is needed for expanding rural broadband.

II. Quotes

- “What I think is particularly valuable about the rural broadband framework is it focuses the mind on eight particular objectives...one can get overloaded with all the different factors. So I think distilling it down into these eight in a particular areas of focus is a very good step towards focusing regulatory minds on the key issues and also the policymakers.” Michael Jensen, Association of Progressive Communications (APC)
- “Monitoring, monitoring, and evaluation to ensure that everyone is connected. It's not just about putting the broadband there, but it has to be a much more holistic approach [to achieve rural broadband access]. So for us to have meaningful connectivity for everyone, there has to continually be a process of monitoring to ensure everyone is connected.” Lillian Nalwoga, Collaboration on International ICT Policy for East and Southern Africa (CIPESA)

III. Overall outcomes of the session highlighting

- Main conclusions reached during the discussion:
- Complementary providers, such as community networks, are viable alternatives to traditional MNOs and they can become sustainable businesses/operations.
- The quality of connectivity is key to having a sustained business model for rural connectivity – check out A4AI's Meaningful Connectivity Standard for more on this.
- Streamlining regulations and policies is very important to create opportunities for complementary networks to flourish.
- Unlicensed spectrum plays a key role in spurring innovation and expanding access to rural areas.
- Partnerships is key to spur innovation: between public sector and private sector; as well as with academia/university and civil society
- Find allies in other spaces, such as community radio
- Monitoring and keeping authorities accountable to their policies is also important.

7) Main linkages with the Sustainable Development Goals (please specify the SDGs)

- SDG 9. Build resilient infrastructure, promote sustainable industrialization and foster innovation
- SDG 17. Revitalize the global partnership for sustainable development

8) Emerging Trends related to WSIS Action Lines identified during the meeting

Complementary provides, like community networks, is an innovative way to expand rural broadband infrastructure.

9) Suggestions for Thematic Aspects that might be included in the WSIS Forum 2021

N/A

Thematic Workshop



Media and Information Literacy (MIL) Citizen Informed, Engaged, Empowered and Transformed for Inclusive, Diverse, Resilient and Trustworthy Information Societies - IFIP/UNESCO

Thursday 16 July 2020

12:00– 13:00

Please find in the link below, more information regarding the workshop:

<https://www.itu.int/net4/wsis/forum/2020/Agenda/Session/136>

1) Title of your session

IFIP-UNESCO workshop on Media and Information Literacy (MIL) Citizen Informed, Engaged, Empowered and Transformed for Inclusive, Diverse, Resilient and Trustworthy Information Societies

2) Name of Organisation(s) organizing the session:

International Federation for Information Processing (IFIP) and United Nations Educational, Scientific and Cultural Organization (UNESCO)

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

- C2: Information and communication infrastructure: an essential foundation for the Information Society
- C3: Access to information knowledge
- C4: Capacity building
- C7: ICT Applications (E-learning, E-health, E-employment, E-environment and E-science)
- C8: Cultural diversity and identity, linguistic diversity, and local content
- C9: Media
- C11: International and regional cooperation

4) Did your workshop highlight any issues related to COVID-19? If yes, please explain.

We included the COVID-19 issues at the panel to discuss in terms of media information literacy (MIL) as well as IT in disaster risk reduction (ITDRR).

A case was introduced that MIL opened children experienced difficulties such as natural and man-made disasters developed expressing themselves and became positive though teaching MIL to let them create whatever they would like in Nigeria. It is a clue that creativity could bring people to recover after they faced difficulties at disaster.

Indeed, threats from COVID-19 include not only health problems, but that we need to change our normal course of life; we need to maintain the social distance from the others and not to speak to the others face to face. This social issue denies the way of communications we used to have at work, at school, at home and at any other occasion. It denies the way that the societies used to be operated.

Use of ITDRR, we tend to presume the use of IT to provide and share information for practical use such as evacuation, rescue, shelter management and all that. Situation awareness was presented in these contexts at the workshop, indeed.

However, what happened in the societies under the COVID-19 threats is people need to change totally their attitude of communications with the others. We may well have many people with difficulties to adjust this way of change in near future. They may feel stressed. Accordingly, situation awareness is required for the societies to detect this situation to provide people some sort of care and perhaps to provide them any opportunity to make them creative so that they can take the situation in more positive manner.

Art, entertainment, and some others which make people feel creative would be regarded not quite useful under such COVID-19 emergency situations, however it may well be that these are crucial for people to accept the different life style, viz. new normal, and adjust to it. How could ICT be of help? We need to start thinking of it.

5) Key achievements, announcements, launches, agreements, and commitments

We have agreed with the following points:

- a. ICT education could bring people in difficult situations with creativity which help them to get over the situations and become positive.
- b. Use of ICT for Disaster Risk Reduction would have a tendency to be looked at in terms of providing tools for information sharing among stakeholders, however, we need more to look at how each stakeholder can comprehend the information in order to share situation awareness with the others.

The above issues might have been missing out from SDGs

6) Main outcomes highlighting the following:

I. Debated Issues

- There was one question presented by audience on how a child could develop the relation with grownup people. Masatoshi Hamad explained that it is a child development issue between a child's emotion and her/his family. Literacy expansion from individual toward individual/group/institution with child emotions, such as MIL^x, could compete the issue. In practice, not only family but also friends could help a child each other because of understanding heterogeneity of the emotions for the relation with grownup people.
- The case of the effects on children in difficult situations, who learnt a creative way of expressing themselves through animation, and the positive outcomes in Nigeria was discussed by the panelist, Kofoworola Oyeleye.

II. Quotes

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

- Masatoshi Hamada: Caring youths/children emotions with understanding their culture are important against negative context such as covid-19, refugee life by Tsunami, war, etc. Art has opportunities of emotional resilience. Our experiences of Tsunami, 11 March 2011 in Japan, explain that music can recover youths/children emotions rapidly and drawing has opportunities to create synergy effects among child/youth, family and friends for a long run. Installing youths/children drawing into animation with their emotions as well as their idea, the synergy resilience of emotions is practiced by MIL^x with emotional literacy expansion. The results of Tsunami area in Japan are compared with “Animation Summer Camp” of IYIN-CREATIVE who has been inviting and educating youths/children against negative context including covid-19 since 2014 in Nigeria. The comparison indicates that art can create synergy effects among a youth/child, family and friends. And art such as ANiLiNGO, an animation of native language with native culture, could help therapists for refugee youths/children to Europe because of generating youths/children positive emotions with their culture and language barrier. Therefore, art on MIL^x can compete social difficulties and emotional aspects are considerable toward post SDGs from 2030.
- Kofoworola Oyeleye: “Providing an avenue for creative expression is important for the emotional well-being of children in difficult situations”.
- Yuko Murayama and Dimiter Velez: Situation awareness is important on the second level, comprehension. Sharing data and information with the others is not enough for situation awareness but comprehension of the received information and sharing it would be the key issue.

III. Overall outcomes of the session highlighting

- We conclude the workshop that emotional support in terms of creativity is important for people to recover from difficult situations such as a disaster including COVID-19.
- Situation awareness and information processing for disaster requires not only sharing information but also sharing comprehension of the situations.
- The above two issues could be implemented WSIS Action lines beyond 2015.

7) Main linkages with the Sustainable Development Goals (please specify the SDGs)

- GOAL 1: No Poverty
 - Target 1.5: to build the resilience of the poor and those in vulnerable situations and reduce their exposure and vulnerability to climate-related extreme events and other economic, social and environmental shocks and disasters. Our workshop is concerned with disaster and diversity so that it is related to this target.
 - Target 1.a: to ensure significant mobilization of resources from a variety of sources, including through enhanced development cooperation, in order to provide adequate and predictable means for developing countries, in particular least developed countries, to implement programmes and policies to end poverty in all its dimensions. Our panelists, Masatoshi Hamada and Kofoworola Oyeleye have been working on education using IT for children and presented cases in which the children in Japan and Nigeria obtained creativity and became positive, which influenced family and friends. It may well lead eventually to save the people from poverty.
- GOAL 2: Zero Hunger
 - Target 2.3: by 2030, to double the agricultural productivity and incomes of small-scale food producers, in particular women, indigenous peoples, family farmers, pastoralists and fishers, including through secure and equal access to land, other productive

- resources and inputs, knowledge, financial services, markets and opportunities for value addition and non-farm employment.
- Target 2.4: by 2030, to ensure sustainable food production systems and implement resilient agricultural practices that increase productivity and production, that help maintain ecosystems, that strengthen capacity for adaptation to climate change, extreme weather, drought, flooding and other disasters and that progressively improve land and soil quality.
 - The work by MILX introduced in SDG1 could apply here as well to help sustainable agriculture.
- GOAL 3: Good Health and Well-being
 - Our workshop's basic concept is to use ICT for disaster and education for recovery is closely related to this goal because providing the people with the information and knowledge on health and disease is important. Education on how to use ICT by UNESCO on media and information literacy (MIL) activities are important in this aspect.
 - GOAL 4: Quality Education
 - The workshop is concerned tightly with this goal. In particular, UNESCO's work on MIL has been contributed definitely to this goal.
 - GOAL 5: Gender Equality
 - At disaster mortality rate for women is higher than the one for men, so that this issue is important in terms of disaster as well as diversity, which are our workshop themes, although we have not looked into enough this time.
 - GOAL 6: Clean Water and Sanitation
 - At disaster clean water and sanitation issues are one of the important aspects related to our workshop, although we have not looked into this time.
 - GOAL 7: Affordable and Clean Energy
 - It is essential that one has access to energy such as electricity to use information systems and tools for communications at disaster. In terms of sustainability, this goal is related closely to our workshop issues, although this time we have not discussed in this aspect.
 - GOAL 8: Decent Work and Economic Growth
 - Decent work and economic growth issues are one of the important aspects related to our workshop, although we have not looked into enough this time.
 - GOAL 9: Industry, Innovation and Infrastructure
 - Industry, innovation and infrastructure issues are one of the important aspects related to our workshop, although we have not looked into this time.
 - GOAL 10: Reduced Inequality
 - At disaster mortality rate for women is higher than the one for men, so that this issue is important in terms of disaster as well as diversity, which are our workshop themes.
 - GOAL 11: Sustainable Cities and Communities
 - This is the main SDG, disaster issues are usually categorized, so that our workshop is related tightly.
 - GOAL 12: Responsible Consumption and Production
 - Education to the youth is important to support developing countries to strengthen their scientific and technological capacity to move towards more sustainable patterns of consumption and production including recycle issues. We have discussed how the workshop presented the education to the youth for emotional support, we could look more into the contents of education such as SDG12.
 - GOAL 13: Climate Action

- Climate action issues are one of the important aspects related to our workshop, in particular situation awareness and disaster.
- GOAL 14: Life Below Water
 - At disaster, water and sea might be contaminated, so that this goal is related to our workshop, although we have not discussed on this issue.
- GOAL 15: Life on Land
 - Protection of land and environment is closely related to disaster as well, although this time our workshop did not look into this issue.
- GOAL 16: Peace and Justice Strong Institutions
 - Our panelists, Masatoshi Hamada and Kofoworola Oyeleye introduced the cases of education for children to get over the difficulties which they experienced at natural and man-made disasters which led those children to have creativity and feeling peace.
- GOAL 17: Partnerships to achieve the Goal
 - IFIP has been implementing ICT use for disaster risk reduction and UNESCO has been implementing educational communication frameworks so that the work presented at our workshop would contribute to create partnerships for the next generations.

8) Emerging Trends related to WSIS Action Lines identified during the meeting

- C3. Access to information and knowledge
 - children and youth could be of help for grown-up people to gain literacy
- C5. Building confidence and security in the use of ICTs
 - Fintech such as blockchain could be of great help to the people and women in need as well as those in disaster such as refugees.
- C9. Media
 - It is important to give children and youth in normal situations as well as in disaster to get chances to get media and information literacy
- C10. Ethical dimensions of the Information Society
 - Ethical aspects could be looked into for trust and confidence of information knowledge societies.
- C11. International and regional cooperation
 - As in the case of NPO Pangaea, global communication activities youth would provide the world with peaceful and understanding environment.

9) Suggestions for Thematic Aspects that might be included in the WSIS Forum 2021

- Implementing creativity for disaster recovery
- Sharing comprehension beyond information sharing
- SDGs for next generation: From ICT towards Social Literacy

Thematic Workshop



Why are digital skills important in refugee settings? Introduction of Mondo's digital competencies program - Estonia, Uganda/NGO Mondo

Thursday 16 July 2020

14:00– 15:00

Please find in the link below, more information regarding the workshop:

<https://www.itu.int/net4/wsis/forum/2020/Agenda/Session/138>

1) Title of your session

"Why are digital skills important in refugee settings? Introduction of Mondo's digital competencies program"

2) Name of Organization(s) organizing the session

NGO Mondo

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

- C3 - Access to information and knowledge
- C4 - Capacity building
- C5 - Building confidence and security in use of ICTs
- C8 - Cultural diversity and identity, linguistic diversity and local content

4) Did your workshop highlight any issues related to COVID-19? If yes, please explain

No, we did not.

5) Key achievements, announcements, launches, agreements, and commitments

- Better infrastructure is required such as better internet connection, electricity connection, more computer labs, both in urban and rural settings. Internet accessibility is especially a challenge in rural areas, where refugee settlements are located in Uganda. But even in the capital Kampala there are very limited opportunities for digital skills trainings for refugee youth.
- Another major challenge is the cost of internet and smartphones that make them difficult to access for refugees. Also digital skills trainings are rare. Funds could be allocated to make them more accessible for refugees and to fund more trainings.

- Digital skills are equally important for girls and boys and girls need to be encouraged for equal participation.

6) Main outcomes highlighting the following:

I. Debated Issues

- Please capture highlights of the main issues discussed and interactions with audience
- NGO Mondo has developed a Digital Competencies Program to teach practical digital skills to refugee youth that can help them to solve their everyday and professional problems.
- Refugee youth in Uganda majorly value digital skills for communication purposes to remain connected with their families back home. Also digital skills can help the youth to get employed by Ugandans and help them to access digital financial services. The youth are also responsible to help their older family members with digital skills.
- Refugee youth in Uganda have more access to smartphones, as opposed to computers, it is thereby important to use smartphones for digital skills trainings.
- The refugee youth are vulnerable and prone to believe in online scams. Mondo Digital Competencies Program has a full module to teach online safety and online presence to ensure they stay safe online.
- Girls have less access and interest to digital world, also among refugees. Strategies to involve girls would involve explaining the girls the importance of digital skills in our lives and to involve the girls actively in the classroom and by showing the female students examples of how digital skills can be helpful for them. Girls tend to be more confident in smartphones than computers, using smartphones in the classroom thereby also helps to involve girls.

II. Quotes

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

“If the refugees themselves are willing to forego a portion of food to communicate, I think we should empower them more to benefit from the data they buy”. Valerie Naluyima, NGO Mondo

“Digital skills is now part of our lunch. As we are eating and we have a need to drink water, digital skills are the same important” Nicolas Songa Gonalumozi, YARID

III. Overall outcomes of the session highlighting

- Main conclusions reached during the discussion:
- Better infrastructure is required such as better internet connection, electricity connection, more computer labs, both in urban and rural settings. Internet accessibility is especially a challenge in rural areas, where refugee settlements are located in Uganda. But even in the capital Kampala there are very limited opportunities for digital skills trainings for refugee youth.
- Another major challenge is the cost of internet and smartphones that make them difficult to access for refugees. Also digital skills trainings are rare. Funds could be allocated to make them more accessible for refugees and to fund more trainings.

- Digital skills are equally important for girls and boys and girls need to be encouraged for equal participation.
 - The vision for implementation of WSIS Action lines beyond 2015
- **C3: Access to information and knowledge**
While internet and infrastructure is still a problem, there is continuous improvement. Mondo Digital Competencies Program contributes to skilling the refugee youth so that they can make the best of the Internet and the Digital Tools.
- **C4: Capacity building**
Mondo is an Estonian NGO but trains Ugandan trainers to improve their capacity in teaching up to date digital skills. We are doing this through repeated trainings. We also gather Ugandan ICT trainers feedback to keep improving our program to ensure the best fit to local context.
- **C5: Building confidence and security in use of ICTs**
Mondo Digital Competencies Program includes a module on online security ensuring that the youth who are new to online world act responsibly and stay safe online.
- **C8: Cultural diversity and identity, linguistic diversity and local content**
Mondo Digital Competencies Program is always adjusted to local context with the help of local team. We use practical examples and introduce digital tools that are locally relevant.

7) Main linkages with the Sustainable Development Goals (please specify the SDGs)

- Digital Skills contribute to quality education, especially COVID-19 pandemic has demonstrated that in Uganda learning has completely stopped as both learners and teachers lack digital skills.
- Mondo Digital Competencies Program trainers encourages the girls to participate equally in digital trainings to ensure that girls are not left behind.
- Digital skills enable the refugee youth to benefit from digital tools in creating employment for themselves, by becoming more successful in their existing employment or for seeking employment all-together.
- Digital Competencies Program for refugee youth helps to bridge the gap between the refugee youth and Ugandan youth and thereby helps to reduce inequalities.

8) Emerging Trends related to WSIS Action Lines identified during the meeting

N/A

9) Suggestions for Thematic Aspects that might be included in the WSIS Forum 2021

N/A

Thematic Workshop



Global Programs and Conventions: Coherence and Mutual Synergies from Holistic Information Management - CODATA-Germany

Friday 17 July 2020

12:00 – 13:00

Please find in the link below, more information regarding the workshop:

<https://www.itu.int/net4/wsis/forum/2020/Agenda/Session/140>

1) Title of your session

Global Programs and Conventions: Coherence and Mutual Synergies from Holistic Information Management

2) Name of Organization(s) organizing the session

CODATA-Germany

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

- C1. The role of governments and all stakeholders in the promotion of ICTs for development
- C2. Information and communication infrastructure
- C3. Access to information and knowledge
- C6. Enabling environment
- C7. ICT applications: benefits in all aspects of life — E-government
- C7. ICT applications: benefits in all aspects of life — E-business
- C7. ICT applications: benefits in all aspects of life — E-environment
- C7. ICT applications: benefits in all aspects of life — E-agriculture
- C7. ICT applications: benefits in all aspects of life — E-science

4) Did your workshop highlight any issues related to COVID-19? If yes, please explain

One of the currently very actively discussed action fields typically facing complex demands for coherence and synergy is UN DRR (Disaster Risk Reduction) which also covers pandemics like COVID-19.

The presentation by panelist Dr. Kalpana Chaudhari focuses on the current status of electronic governance through Mobile Technologies in different regions of the developing economies as compared to the industrialized countries. The presentation draws special attention to the important role and humanitarian challenges of appropriate e-governance using innovative ICTs /wireless technologies for 'e-government', 'e-service', 'e-health', and 'e-learning', 'e-commerce', 'e-citizens'.

5) Key achievements, announcements, launches, agreements, and commitments

N/A

6) Main outcomes highlighting the following:

I. Debated Issues

- Please capture highlights of the main issues discussed and interactions with audience

Over the next generation the greatest increase in population, in production and in poverty will occur in Asia and Africa causing huge social, economic and environmental problems. Due to this the problems of management to different services, natural resources management and financial resources mobilization in rural areas, it would be necessary to study the application of mobile technologies through Electronic Governance using Information and communication Technologies (ICTs) / wireless technologies for the economic and sustainable development of the Global South.

The role in better obtaining, standardizing, analyzing and disseminating information has major implications in ensuring food security. Standardization of data formats is critical so different datasets can be aggregated and analyzed holistically, with systemic effects of risk being accounted for. This allows for more accurate models, ensuring risks are better captured and allowing for a more detailed risk management strategy, including innovation in disaster risk finance.

Increased data availability and accuracy enables superior assessments of food system interventions and the resilience dividend, clearly illustrating the case for investment in this. Tracking the right datasets also enables superior early warning indicators, which is especially important given the time sensitive nature of humanitarian response. This also allows early financing to be provided to ramp up recovery.

Much progress was promoted in the last decades for the global Information Society, e.g. in regards to Open Access data sharing. However, a multi-dimensional global crisis seems to be on the rise affecting even the well-being of future generations, while actual Open Access data sharing in the real world achieving transparency and sustainability seems on the decline and not a priority. This can easily be seen in the environmental disciplines and when looking at geo-referenced data explicit in time and space documented with ISO-compliant metadata.

This situation is not sustainable and asks for an immediate review and improved implementations of many UN conventions, including the AICHI targets and Sustainable Development Goals (SDGs).

II. Quotes

N/A

III. Overall outcomes of the session highlighting

- Main conclusions reached during the discussion:
- Information Society needs to claim the of participative governance using ICTs /wireless technologies for 'e-government', 'e-service', 'e-health', and 'e-learning', 'e-commerce' , 'e-citizens'.
- The Information Society has the potential to play a prominent role in contributing to and ensuring global food security.
- 'Open Access' is a key scheme and an essential policy of our time. It reaches way beyond digitization and sharing of data but affects global governance, transparent decision making, repeatable science, industry, wealth, education as well as metadata, risk models and pandemics even.

- UN Instruments information in its complexity is in due need of very broad systematic integration, processing, evaluation and goal oriented applications of large amounts of data of heterogeneous origin in real time. Big Data offers the appropriate technology to integrate data from the various sources, to analyze it and to make it available for decision processes and operations support.
- There is a need for the public and private sectors and civil society organizations, as well as academia and scientific and research institutions, to work more closely together and to create opportunities for collaboration, and for businesses to integrate extensive interoperability into their management practices.
- Application of informatics state-of-the-art methods and technology that meet the demands of complex multi-actor and cross-organizational information management is urgently required for organizationally as well as technically implementing Treaties, Frameworks and Programs and for granting coherence in the required holistic way.

7) Main linkages with the Sustainable Development Goals (please specify the SDGs)

- Goal 2: End hunger, achieve food security and improved nutrition and promote sustainable agriculture
- Goal 3: Ensure healthy lives and promote well-being for all
- Goal 9: Build resilient infrastructure, promote sustainable industrialization and foster innovation
- Goal 14: Conserve and sustainably use the oceans, seas and marine resources
- Goal 15: Sustainably manage forests, combat desertification, halt and reverse land degradation, halt biodiversity loss
- Goal 16: Promote just, peaceful and inclusive societies
- Goal 17: Revitalize the global partnership for sustainable development

8) Emerging Trends related to WSIS Action Lines identified during the meeting

N/A

9) Suggestions for Thematic Aspects that might be included in the WSIS Forum 2021

- Fostering the operational implementation of UN Instruments based on cross-organizational and cross-instrument best practice complex information management that enables coherence and synergies
- The complete set of management best practice methods especially supports the principles of “critical thinking”, enabling extensive reporting, transparent analysis, compliance to regulations and other boundary conditions, as well as constructive goal-reaching control
- “Participatory Inclusion of all Actor Groups in all Phases - leave no-one behind” the UN Instruments requirements and its operational (local/regional/national/global) implementations
- Auditing UN Instruments Implementations with respect to the full requirements of the instruments’ text

Thematic Workshop



Benchmarking the 100 most influential ICT companies to drive digital inclusion globally - World Benchmarking Alliance

Monday 20 July 2020

12:00 – 13:00

Please find in the link below, more information regarding the workshop:

<https://www.itu.int/net4/wsis/forum/2020/Agenda/Session/143>

1) Title of your session

Benchmarking the 100 most influential ICT companies to drive digital inclusion globally

2) Name of Organization(s) organizing the session

World Benchmarking Alliance (WBA), Digital Inclusion Benchmark (DIB)

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

This session discusses a company-level digital inclusion benchmark. The benchmark defines digital inclusion broadly to include mitigating not only gaps in access, but also gaps in skills, use, and innovation; both within and between countries. As such, it is closely linked to the ethical dimensions of the information society as inclusion is itself an ethical issue. The session's topic is also linked to the role of all stakeholders in the promotion of ICTs for development, not just public governance authorities. Action lines: C1 and C10

4) Did your workshop highlight any issues related to COVID-19? If yes, please explain

During the dialogue, the WBA's DIB was discussed which includes the following elements to measure corporate's contributions to digital inclusion: Access, Skills, Use, and Innovation. Broadening access, improving digital skills, and ensuring fair use of ICTS are key issues in enabling more workers to take advantage of the digital economy to mitigate the non-medical effects of COVID-19 globally.

5) Key achievements, announcements, launches, agreements, and commitments

Promotion of the World Benchmarking Alliance's (WBA) Digital Inclusion Benchmark (DIB)

6) Main outcomes highlighting the following:

I. Debated Issues

- Please capture highlights of the main issues discussed and interactions with audience

- How can general purpose technology be geared towards helping the broader economy? The internet is a general-purpose technology and must be regulated to internalize externalities.
- The role of civil society actors in using benchmarks to drive private sector accountability through driving the public policy narrative. The discussion also touched on the impact of how private companies influence the policy narrative. If this is left unchecked, we will have an unequally developed technology ecosystem.
- Conflation between national priorities, the dominance of a few countries in the ICT space. The decisions taken on which countries own infrastructure affects third countries that can not afford their own infrastructure development.
- What are responsibilities of major companies to ensure that digital development is in line with the SDGs. Panelists highlighted that companies must ensure that digitization takes into account job losses due to automation. A digital inclusion benchmark like the DIB which includes Access, Use, Skills, and Innovation, helps capture this and other issues related to the adoption of new technologies.

II. Quotes

- Please provide two important quotes from the session and the names & organisation of the person you are quoting:
- “If you want the private sector to contribute to sustainable development goals, it has to come from a system perspective”
- “Internet applies only directly to SDG 9c, but it is generally accepted that the internet helps achieve many if not all of the SDGs”
- “Companies are the first responders if there is an attack” meaning an attack on the internet

III. Overall outcomes of the session highlighting

- Main conclusions reached during the discussion:
- ICT public sector governance is dominated by certain countries which creates negative effects for smaller countries, particularly those without the ability to manufacture key ICT hardware such as submarine fiber-optic cables. This gap is perpetuated by private sector actors and is one example of how benchmark data can be used to inform government action and investment in certain key sectors.
- The global south has much to contribute to ICT development from a private sector angle
 - The vision for implementation of WSIS Action lines beyond 2015:
- From a private sector perspective, there is an opportunity to contribute to digital inclusion, particularly for companies in the global south. This will help those at the bottom of the social pyramid become an important part of the value chain, helping companies and growing revenues for national governments.
- Digital wealth must be more broadly shared and digital companies in the global south should be empowered.

7) Main linkages with the Sustainable Development Goals (please specify the SDGs)

- SDG 9c, significantly increase access to ICT and strive to provide universal and affordable access to internet in Least Developed Countries by 2020. The DIB includes access as a key

measurement area. A wholistic discussion of access took place during the session with participants noting that access is highly conflated with national development priorities and international ICT governance, particularly around issues of infrastructure such as submarine cable ownership.

8) Emerging Trends related to WSIS Action Lines identified during the meeting

More attention must be paid to the role of corporates in ICT governance, the role of emerging technologies in widening inequalities in the ICT system. Furthermore, ICT companies determine policy when ideally, this responsibility should be with governments, the importance of empowering the voice of the global south in ICT governance

9) Suggestions for Thematic Aspects that might be included in the WSIS Forum 2021

- Leverage WSIS as a platform for private sector partnership to using data from benchmarking to drive digital inclusion
- Open source ICT data from private sector actors as a tool for achieving the SDGs

Thematic Workshop



International Conference & Awards on Digital Transformation of Education: Road towards SDG - CMAI Association of India

Tuesday 21 July 2020

12:00 – 13:00

Please find in the link below, more information regarding the workshop:

<https://www.itu.int/net4/wsis/forum/2020/Agenda/Session/389>

1) Title of your session

CMAI: International Conference & Awards on Digital Transformation of Education : Road towards SDG 21st July, 2020

2) Name of Organisation(s) organizing the session

CMAI Association of India, New Delhi, India

TEMA- Telecom Equipment Manufacturers Association of India

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

SDG Goals 4,8,9 WISIS ACTION Lines C 1,2, 4, 7,10,11

4) Did your workshop highlight any issues related to COVID-19? If yes, please explain.

Covid 19 era has highlighted need of digital transformation and innovations.

5) Key achievements, announcements, launches, agreements, and commitments

In education, at all levels, Countries around the world reacted fast and moved everything on line, whether education, teaching, exams, learning's, certificates.

Education as a social institutions is organized in many different manners around the world, reflecting variation in the underlying philosophies of what education is all about and how to achieve goals set.

Covid brought all of them flat, simply on line or virtual. New ways and means now are being thought of to impart education and cultivate knowledge in students.

This is resulting into Digital Transformation.

6) Main outcomes highlighting the following:

I. Debated Issues

On Line education v/s physical education, need for skills for teachers and students and internet linkages with innovations

II. Quotes

Prof NK Goyal, President CMAI: WISIS is wonderful forum for exchange of ideas, innovations and connecting world. It is a matter of concern that inspite of several latest technologies, about half of world is still not connected. We as society and as WISIS must give attention to this aspect, keeping in view affordability.

III. Overall outcomes of the session highlighting

A Group needed to be formed for INTERNATIONAL COUNCIL FOR CONTENT ACCREDITATION (ICCA)--

To assess and accredit e-learning content, online teaching, online courses and online educational institutions. The objective is to help them to work continuously to improve the quality of the teaching -learning products and processes.

7) Main linkages with the Sustainable Development Goals (please specify the SDGs)

SDG Goals 4,8,9 WISIS ACTION Lines C 1,2, 4, 7,10,11

8) Emerging Trends related to WSIS Action Lines identified during the meeting

As given above

9) Suggestions for Thematic Aspects that might be included in the WSIS Forum 2021

A Group to be created INTERNATIONAL COUNCIL FOR CONTENT ACCREDITATION (ICCA)-
- To assess and accredit e-learning content, online teaching, online courses and online educational institutions. The objective is to help them to work continuously to improve the quality of the teaching -learning products and processes.

Thematic Workshop



AI for Equality - Women in AI

Wednesday 22 July 2020

14:00 – 15:00

Thematic Workshop



To Choose is to Renounce - Confucius Institute at the University of Geneva

Thursday 30 July 2020

12:00 – 13:00

Please find in the link below, more information regarding the workshop:

<https://www.itu.int/net4/wsis/forum/2020/Agenda/Session/222>

1) Title of your session

To Choose is to Renounce: How is cultural diversity taken into account in ICT design and implementation?

2) Name of Organisation(s) organizing the session

Confucius Institute at the University of Geneva

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

C8

4) Did your workshop highlight any issues related to COVID-19? If yes, please explain.

No

5) Key achievements, announcements, launches, agreements, and commitments

We will organise a thematic workshop on ICTs and Cultural Diversity every three months. This workshop will be lead by Basile Zimmermann (University of Geneva), Amalia Sabiescu (Loughborough University London), and Yan Zhang (East China University of Science and Technology).

6) Main outcomes highlighting the following:

Please see the summary:

<https://docs.google.com/document/d/1MTvWABZmcJXcWVfuXsdIfgGCccuZ8eQ-FkuflIWRxqs/edit>

I. Debated Issues

- Please capture highlights of the main issues discussed and interactions with audience:
- Please highlight key achievements and challenges shared by the audience and/or panellists:

II. Quotes

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

III. Overall outcomes of the session highlighting

- Main conclusions reached during the discussion:
- The vision for implementation of WSIS Action lines beyond 2015:

7) Main linkages with the Sustainable Development Goals (please specify the SDGs)

SDG 9, SDG 11

8) Emerging Trends related to WSIS Action Lines identified during the meeting

N/A

9) Suggestions for Thematic Aspects that might be included in the WSIS Forum 2021

N/A

Thematic Workshop



ICANN and ITU-D's Capacity Building Activities for Governments - The Internet Corporation for Assigned Names and Numbers

Friday 31 July 2020

12:00 – 13:00

Thematic Workshop



IGF Outreach Event - IGF Secretariat

Monday 3 August 2020

14:00 – 15:00

Thematic Workshop



**15 Years & Beyond: Building the Information Society of the Future -
UNCTAD, UNECA, UNECE, UNESCAP, UNESCWA**

Tuesday 4 August 2020

14:00 – 15:00

Please find in the link below, more information regarding the workshop:

<https://www.itu.int/net4/wsis/forum/2020/Agenda/Session/252>

1) Title of your session

“15 Years & Beyond: Building the Information Society of the Future”

2) Name of Organisation(s) organizing the session

United Nations Conference on Trade and Development (UNCTAD)

United Nations Economic Commission for Africa (UNECA)

United Nations Economic Commission for Europe (UNECE)

United Nations Economic Commission for Latin America and the Caribbean (UNECLAC)

United Nations Economic and Social Commission for Asia and the Pacific (UNESCAP)

United Nations Economic and Social Commission for Western Asia (UNESCWA)

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

C1-C6, C8, C10-C11

4) Did your workshop highlight any issues related to COVID-19? If yes, please explain.

Yes, panelists from various regions argued that COVID-19 has revealed the vulnerability of those who do not have access to the internet or digital technologies.

5) Key achievements, announcements, launches, agreements, and commitments

During the workshop, UNCTAD launched its new report “Fifteen Years Since the World Summit on the Information Society”.

6) Main outcomes highlighting the following:

I. Debated Issues

- Please capture highlights of the main issues discussed and interactions with audience

Panelists from various regions explained the progress and remaining challenges of digital divides including insufficient infrastructure and the audience asked about the ways to close the digital gaps

- Please highlight key achievements and challenges shared by the audience and/or panellists

Key achievements – global internet access now extended to more than 50 per cent of the population; prevalence of mobile internet, digital devices and digital technologies.

Key challenges – persistent digital divides in many dimensions including access, price and quality; governance of online content; cybersecurity; privacy rights; data protection.

II. Quotes

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

“Accelerating technological change will affect everyone but not everyone is participating in setting the pace or the direction of change.” – Ms. Shamika Sirimanne, UNCTAD

“Digitalization is advancing at a pace our institutions find it hard to manage and moving into unmarked territory where impact is concerned.” – Mr. David Souter, ict Development Associates

III. Overall outcomes of the session highlighting

- Main conclusions reached during the discussion:

Panelists emphasized the necessity to step up efforts to address the persistent digital divides as well as the emerging challenges, particularly through multistakeholder engagement

- The vision for implementation of WSIS Action lines beyond 2015:

Panelists argued that in order to achieve the WSIS vision of a “people-centred information society” towards WSIS+20, it is vital that a diversity of stakeholders become actively involved and heard to develop and deploy effective policies and programmes

7) Main linkages with the Sustainable Development Goals (please specify the SDGs)

SDG 9, SDG 17

8) Emerging Trends related to WSIS Action Lines identified during the meeting

The growing role of data, changing ICT business environment particularly the rise of platform companies, the unprecedented pace and unpredictability of change and the growing importance of ICT in achieving sustainable development.

9) Suggestions for Thematic Aspects that might be included in the WSIS Forum 2021

N/A

Thematic Workshop



Co-creating innovative learning - Humanitarian Leadership Academy,
Gamoteca

Friday 7 August 2020

13:00 – 14:00

Thematic Workshop



From Digital Divides to Digital Dividends - Incitare

Monday 10 August 2020

13:00 – 14:00

Please find in the link below, more information regarding the workshop:

<https://www.itu.int/net4/wsis/forum/2020/Agenda/Session/275>

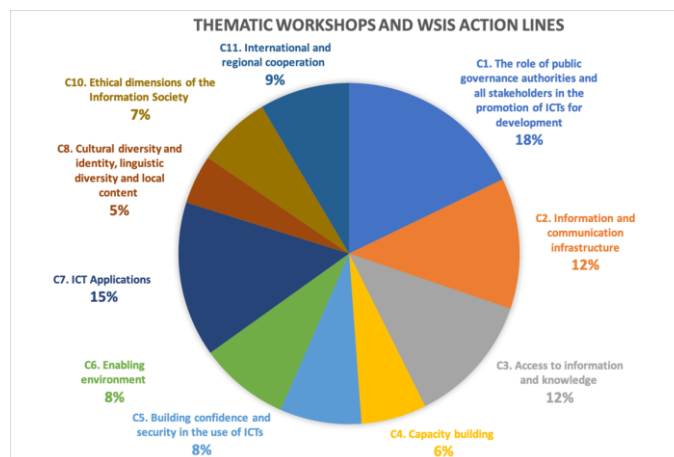
1) TITLE OF YOUR SESSION

FROM DIGITAL DIVIDES TO DIGITAL DIVIDENDS – ACCELERATING ACTION ALONG TRANSFORMATIVE PATHWAYS TO ACHIEVE THE SDGs

2) NAME OF ORGANISATION(S)

INCITARE

3) RELEVANCE WITH THE WSIS ACTION LINES – SPECIFYING ACTION LINES C1 TO C11



- C1: The role of public governance authorities and all stakeholders in the promotion of ICTs for development
- C7: ICT Applications: e-business, e-environment, e-agriculture (with elements of C3 (access to information and knowledge) and C4 (Capacity Building))
- C10: Ethical dimensions of the information society
- C11: International and regional cooperation - multi-stakeholder engagement: roles and responsibilities

4) IF YOUR WORKSHOP HIGHLIGHTED ANY ISSUES RELATED TO COVID-19 PLEASE EXPLAIN.

Participants remarked on the degree to which COVID19 had highlighted digital divides at a number of levels, citing the following:

- a. The cushioning effect for those (individuals, businesses, institutions and organisations) with access to online communication, information, entertainment, shopping, working from home, networking, online conferencing, health and education services etc
- b. The privileging of certain lines of business (eg favouring large supermarket chains and generating increased opportunities in the IT sector when so many other lines of business and socially and culturally important activities have suffered significant economic losses or collapsed entirely).
- c. The readiness of so called “first world” states to commit billions even trillions of dollars to shore up their own economies, reviving “protectionist” and “nationalist” sentiment, undermining commitments to multilateral action (including at regional levels) and foregoing opportunities to incentivize shifts to more sustainable (greener, circular, solidarity) activities.
- d. The devastating effect of COVID19 regimes on the hundreds of millions of already disadvantaged and vulnerable people operating in the informal sector, for example, day labourers, small holder farmers supplying village markets in countries rich and poor.
- e. Welcome reinforcement, given ample demonstration of the vulnerability of and unequal access to global supply chains, of efforts to promote more equitable (redistributive and regenerative) business models, for example, through local food systems and short food chains, improved water and waste management, sustainable energy etc.

5) KEY ACHIEVEMENTS, ANNOUNCEMENTS, LAUNCHES, AGREEMENTS, COMMITMENTS

Our purpose in organizing this session was to call for a sober assessment of the more than two decades of “ICT4D” action, eschewing the manipulation of numbers and preoccupation with “success” defined by “northern” or “western” schools of business management, without disaggregating and placing the cited “improvements” in livelihoods and access to opportunities in a broader socio-economic, cultural and environmental context. At the same time, we hoped to be part of a call to accelerated action along truly transformative pathway, revealing the underlying paternalism of “aid” funded approaches to poverty reduction and half-hearted commitment to “empowerment” of the poor and taking to scale the approaches that promise more equitable distribution of costs and benefits of development globally in “unusual”, innovatively financed and pro-actively supported initiatives at the base of the (economic) pyramid.

In so many international processes, but especially in online conferencing, it is very difficult to gauge whether we have been successful in planting seeds or watering the seeds planted by others, even to know how many people have heard what we had to say; but our impression, at the end of the session was that, among presenters and participants, there was keen interest in

- a) our seeking to promote an SDG purposed “systems approach” to ICT4D that integrated four areas which together hold significant potential for impact
 - knowledge management (AI/Big Data, GIS, Remote Sensing etc)
 - innovative financing to level the playing field (no more trickle down!)
 - fit-for-purpose applications in priority sectors (food and water security for example, early warning, etc) to support sustainable business solutions in local economies; and finally,
 - evaluation methodologies designed to measure and report on/incentivize transformational intent;
- b) in our recommending for sustained attention and greater investment, process issues identified in previous decades of activity as key to success:
 - Strategic Foresight, embracing complexity and uncertainty and planning from preferred futures
 - Redefining “public value” and “Return on Investment” (beyond ESG reporting)

- Recalibration of the associated risk assessment and transforming evaluation frameworks
- Inclusive net-worked business models, agile architecture and lean inter-mediation
- Integrated approaches and digitised, distributed and decentralised solutions
- Innovative fit for purpose financing - end-to-end and edge-to-edge
- Appetite/aptitude for experimentation and flexible design
- Sustained multi-stakeholder partnership brokering
- Shared responsibility and mutual accountability
- Staying power

6) MAIN OUTCOMES HIGHLIGHTING THE FOLLOWING:

- Main Issues discussed/debated in presentations and audience interactions:
- Key achievements and challenges shared by the audience and/or panellists:

I. Debated Issues

As mentioned above, the panelists spoke to four areas which individually, but more importantly, together, offer significant potential to move from “divides” to “dividends” in purposeful engagement in key sectors (beyond “aid”) at the base of the economic pyramid.

- 1) Information and knowledge (SDG purposed AI/big data, deep and machine learning)
- 2) Innovative financing to reinforce the transition to regenerative and redistributive, clean, green and circular and social and solidarity economies
- 3) Re-balancing of investment in ICT4D to prioritise local solutions for transformative impact at the base of the pyramid and reduce profit taking by global corporations that don’t contribute equitably to resource mobilisation for global goals.
- 4) More systematic attention to developmental and transforming evaluative practices to measure and report on and in this way, incentivise paradigmatic and systemic shifts beyond “aid” and “trickle down”

In each of these areas, while there are pockets of excellent or best or promising practices, major shifts are required in thinking to re-frame decision making, policy and practice to achieve the transformation needed for people and planet, local to global. More than intentions will be required to overcome inherent tendencies to divide, as seen recently, in our differing capacities to cope with COVID19.



From Digital Divides to Digital Dividends – Accelerating Action along Transformative Pathways to achieve the SDGs



Daniel Dobos, Founding Board member, gluoNNet celebrated the advances made (eg in AI/big data, mobile banking, increased access to information in various domains, but acknowledged that while some “digital gaps” are closing, new ones are opening up. He was optimistic about humanity’s ability to optimize outcomes and deal with the gaps and recommended pro-active engagement on global issues in IT-enabled education systems.



Christine Bamford, Founder and CEO, Women’s Coin Foundation, spoke to the opportunities presented by the increased involvement of women in FinTech and innovations in the provision of financial services, using blockchain and smart contracts to enable direct investment and philanthropy that supports entrepreneurship, with increased income for women entrepreneurs reflected in education, health and other outcomes, and reducing vulnerability and increasing resilience.



Krzysztof Gorlich, Chief Executive, a-CO and iGPM (Poland) suggested that, while we seek to make sense of complexity globally by identifying patterns and responding appropriately, we tend to over-simplify our approaches when we design SDG purposed initiatives at local levels. Distributed ledger, geo-location and mobile access provide solutions that address the few simple rules that govern complex systems. New forms of financing and new ways of partnering are needed (post COVID19) to take “fractal” work on local systems (eg short food chains) to scale.



Louise Gallagher, University of Geneva spoke about her recent work at the food-energy-water nexus in Cambodia, connecting environment and development in knowledge-to-action roles to explain the challenges of evaluation in complex systems where social and political considerations are critically important but often neglected in the framing of decisions on technical and financial aspects. Evaluative practices that embrace complexity and inclusion are well documented, but rarely commissioned.

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Especially exciting achievements and/or noteworthy challenges included Krzysztof Görlich’s explanation of the challenges faced in resisting the “over simplification” of solutions at the base of the pyramid and in ensuring that the produce design and ownership (eg to support short food chains and job creation in local economies) prioritised local needs and optimised benefits to local stakeholders rather than propagating centralised, profit shifting one size fits all solutions developed by some global IT companies. Software developed in Poland for local food markets and small farms has significant potential, as enagling emergent local systems to replicate globally.

Also of interest were the applications of high end computing capacity to track and report on “protection” issues (trafficking and modern slavery) FINTECH enabled, direct partnerships between women entrepreneurs at the base of the (economic) pyramid and investors and recent developments under the umbrella of the SDG Transformations Forum.

II. QUOTES

- PLEASE PROVIDE TWO IMPORTANT QUOTES FROM THE SESSION AND THE NAMES AND ORGANISATION OF THE PERSON YOU ARE QUOTING:

Contributors to the conversations described below were:

- Akhilar Sivadas, Executive Director at Centre for Advocacy and Research, New Delhi, India
- Chrystiane Roy, Global Affairs, Canada
- Daniel Dobos, Founding Board Member, GluoNnet
- Krzysztof Gorlich, Chief Executive, a-Co and iGPM (Poland)
- Louise Gallagher, University of Geneva



From Digital Divides to Digital Dividends – Accelerating Action along Transformative Pathways to achieve the SDGs



Questions and comments from participants from India and Canada prompted a discussion about digital technology's contribution to "exclusion" instead of "inclusion" – leaving millions without "digital identity" behind.

In response, it was suggested that rather than "tyranny of digital technology", it was a case of "tyranny with". Like almost everything, we can use it for good or bad - but for sure, it will help if we create the right regulatory framework. In all the efforts to address inequality, this "tyranny with technology" could and should be better addressed through more effective regulation.

This led to a question about what the "right regulatory framework" might look like, nationally and internationally?

In reply, our panelist observed that national regulations have not been able to keep up with our use of technology globally and we haven't created an international mechanism that can fill this gap? For the time being, the best we can aim for is to create compatible and collaborative regulations and think about how a fair international regulatory mechanism could work in future.

On the transformation of systems and the need for evaluative practice to incentivize the shift and report on accelerated action, remarks from participants and panelists pointed to the need for greater recognition of the fact that complexity does not diminish global to local, requiring smart solutions at the back end to facilitate authentic community participation and engagement in spaces where power differentials are often ignored.

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Specific Quotations follow:

"In my region 40% of local farms stopped growing food in the last decade leaving space for industrial production, increased food-mileage, reduced number of jobs, increased rural poverty and enhanced migration. Why is it that this market shrinks? We realise that this local system is complex, contrary to many simplistic opinions which believe that allow people to advertise their good products on Internet to increase sale of local food is enough to eliminate intermediaries. It is not enough. Many community schemes, nice-to-have mobile apps and similar attempts hardly achieve scale and have limited viral effect. Eliminating intermediaries requires that one effectively replaces functions provided today at low cost by large-scale, global intermediaries. To equip local farmers (and local consumers too) with tools making local food market competitive is a task which needs sophisticated information management and innovative IT support applied to local distributed networks. Accordingly, we seek ICT solution for the self-organising, self-regulating peer-to-peer network sharing the existing assets and hence a limited need of extra investment." (Krzysztof Görlich)

"We transform data and knowledge into information for decision making in every sector and every level. We decide what's important to measure, create indicators, set targets etc. Progress and impact measures are extremely influential in communicating what's important to us and how we are going to allocate time and other resources. (There has been) a sustainability indicator explosion since 2000s, particularly the question of how to monitor and demonstrate contributions to progress on the Sustainable Development goals. But connecting that to action is hard. It's the human factor that can trip us up. Do we always agree what are the problems and what to do about it? (Louise Gallagher)


"One great challenge is not necessarily scale but how to connect micro-meso effectively. Sometimes the greatest barrier to doing systems evaluation/research and analysis with non-scientists and other technical experts, is the confidence gap we have yet to figure out. How are we going to create the right environments (data and other) to include people so that we do hear new ideas, new voices? It's not capacity, EQ or IQ that's the issue but the confidence to step into those new spaces and contribute." (Akhilar Savadas and Louise Gallagher)

"Evaluating contribution to transformation is hard. But if the problems are systems-problems, and the desired change is systems change, then the evaluation also has to be systems-based. That means an emphasis on acknowledging uncertainty and being able to flip between the bigger picture and the project level, being will to learn, taking people on the evaluative journey, including people and voices who we don't normally hear, (We need) a fundamental, system-wide re-organisation across

technological, economic and social factors, including paradigms, goals and values, promoting social and environmental responsibilities across all sectors” in line with IPBES Global Assessment Report released earlier this year in April 2020.” Louise Gallagher

III. OVERALL OUTCOMES OF THE SESSION HIGHLIGHTING MAIN CONCLUSIONS REACHED AND THE VISION FOR IMPLEMENTATION OF WSIS ACTION LINES BEYOND 2015

The following “personal observations” were largely reinforced by presenters and participants alike but remain the views of the organizer.



Some “personal” observations

1. Information is power but dividends aren’t guaranteed without purpose-driven and equitable access to financial and other resources to assure quality, disaggregated data and analysis on locally relevant issues.
2. Innovative Financing/Fintech has huge but unrealized potential in economies dominated by global corporations and unfair trade, investment and financial practices.
3. Opportunities to transform local economies and assure sustainable livelihoods in the face of global challenges are lost in failure to apply known global systems solutions to local problems. This is not just a matter of equity, it is key to assuring preferred futures for all.
4. Particular attention needs to be paid to the proliferation of expensive intermediation in the non-geographically determined global north, monitoring and reporting on value for money, based on the proportion of funds and other resources available for implementation by or with local partners and transformational impact.
5. Much greater effort is needed to break down sectoral and other silos and develop agile, lean and genuinely multi-stakeholder platforms for action that encourages accelerated action through the replication or scaling up of proven approaches (eg new economy, green/circular and nature-based solutions) rather than increase competition and fragmentation of effort.
6. Between us, we have the capacity to plan from plausible futures, to develop transition strategies, to prototype fit for purpose systems and structures, to equip and maintain support for public-purpose, multi-stakeholder partnerships, to incentivize the paradigm shifts needed through smarter evaluation methodologies, and to insist that those who represent us provide leadership and assure the accountability of powerful stakeholders.
7. Political commitment is needed from all UN Member States if we are serious about “accelerated action and transformative pathways”, but the world is looking to coalitions of leaders from public and private constituencies, where we all have a role to play, to show that it only seems impossible until it’s done. (Nelson Mandela)

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7) Main linkages with the Sustainable Development Goals (please specify the SDGs)

Presenters and participants shared a keen interest in the use of digital technology to support increased investment and faster action to achieve the following goals, believing these to be fundamental to the achievement of all of the Global Goals.



8) Emerging Trends related to WSIS Action Lines identified during the meeting

Although not a topic for discussion during our session, the discussion about global “information society” governance issues indicated a concern that not enough is being done to design and implement improved management and accountability systems local to global.

9) Suggestions for Thematic Aspects that might be included in the WSIS Forum 2021

Our suggestions for 2021 include:

- preparatory, inter-generational conversations at multiple levels to connect ICT4D entrepreneurs with strategic foresight practitioners working on “collider” issues,
- facilitated discussions with “innovative financing” platforms regarding futures-fit and scalable Public Purpose and multi stakeholder Partnerships and
- incorporation in evaluation practice of metrics for transformation.

Thematic Workshop



Heart Failure Through the Aging Lens: Data, Digital Solutions and Patient Empowerment - The Global Coalition on Aging

Monday 10 August 2020

14:00 – 15:00

Please find in the link below, more information regarding the workshop:

<https://www.itu.int/net4/wsis/forum/2020/Agenda/Session/281>

1) Title of your session

ICTs and Older Persons WSIS Track: Heart Failure Through the Aging Lens: Data, Digital Solutions, and Patient Empowerment

2) Name of Organisation(s) organizing the session

Global Coalition on Aging

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

- C1. The role of public governance authorities and all stakeholders in the promotion of ICTs for development
- C2. Information and communication infrastructure
- C3. Access to information and knowledge
- C4. Capacity building
- C5. Building confidence and security in the use of ICTs
- C6. Enabling environment
- C7. ICT Applications
- C8. Cultural diversity and identity, linguistic diversity and local content
- C11. International and regional cooperation

4) Did your workshop highlight any issues related to COVID-19? If yes, please explain.

Yes

The COVID-19 pandemic has proven that telehealth and innovation is necessary and possible in society. New apps and telehealth services have shown to often be cheaper, easier, and more convenient, with cardiovascular diseases being a great target for digital technologies.

5) Key achievements, announcements, launches, agreements, and commitments

The session focused on data, digital solutions and empowerment of people living with heart failure. Heart failure affects at least 26 million people around the world and is the most common diagnosis in hospital patients over 65. According to the World Heart Federation, there are an estimated 11.7

million cases of undiagnosed heart failure globally. A major barrier to detecting, diagnosing, and therefore treating heart failure is the often subtle ageism that assumes symptoms of heart failure—including tiredness, weakness, shortness of breath—to be “normal parts of aging.” This ageism persists from healthcare professionals to families and those who become HF patients themselves. ICTs have great potential for monitoring, education, and predictive analytics, which will lead to earlier diagnosis, optimal treatment and care (including prevention of costly hospital admissions and re-admissions), and cost savings for patients, their families and health systems overall.

6) Main outcomes highlighting the following:

I. Debated Issues

- Please capture highlights of the main issues discussed and interactions with audience:

We highlight five important themes that were presented.

- i. Cardiovascular diseases are a great target for digital health technologies
 - Many vitals like blood pressure, heartbeat, etc. can easily be measured and monitored with existing telehealth tools, making cardiovascular diseases a great target for digital technologies.
 - ii. Connected data bases help diagnose heart failure
 - Shared, accessible data bases that connect providers in primary and secondary care can help detect and diagnose heart failure.
 - Data analytics and machine learning will help medical practitioners flag patients at risk of heart failure, which will be crucial to solve the challenge of the 11.7 million cases of undiagnosed heart failure globally.
 - iii. Connected home-based health systems empower patients and healthcare providers
 - The data collected for people with heart failure via connected devices like scales, wearables, sensors etc.—including vitals like blood pressure, weight, oxygen levels etc.— can be transmitted to healthcare providers via connected home systems.
 - This connected, integrated new model of care is particularly relevant for heart failure, as it allows for more frequent check-ins between patients and medical practitioners and the adoption of treatment plans that are more adapted to the patient’s individual needs, while empowering heart failure patients to self-manage their condition.
 - iv. Data standardization
 - The way medical data is captured needs to be standardized, to make it easier to plug data into data analytics models and to use the data for clinical purposes.
- Please highlight key achievements and challenges shared by the audience and/or panellists:

Panellists agreed that data standardization will be key to make it easier to plug medical data into data analytics tools, and to use the data for clinical purposes. Panellists agreed that diagnosis of heart failure remains a big challenge, and that data analytics and machine learning will help identify people at risk of heart failure moving forward.

II. Quotes

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

Jean-Luc Eiselé, CEO, World Heart Federation: *“Mortality linked to heart failure remains high, with 45-60% of people dying within the five years following a first admission to the hospital. This*

results in increased costs for healthcare systems, and, most importantly, in lower quality of life for patients and huge emotional burdens for families."

Kristine Mullen, North American Market Leader, Population Health Management, Philips:

"The new world of tech, coupled with data analytics, will enable us to reach the right patients at the right time before an event. It's personalized medicine critical for seniors."

Julia Wilkins, Head of Data and Analytics, Imperial College Health Partners: *"We have access to patient-level data that covers 2.3 million people in West London, through which we can see all the interactions that patients have had in primary and secondary care—including outpatient and emergency care, social care and community care. We can follow patients around the system, so if a patient is diagnosed or sadly dies of heart failure, we can go back over time and look at how they got there."*

Michael Hodin, Ph.D, CEO, Global Coalition on Aging: *"...elder caregiving is really at the front lines. The opportunity, particularly with technology, to address heart failure and provide earlier and better monitoring, detection and diagnosis, is an opportunity for families, doctors and professional elder caregivers."*

Dr. Mitchell Psotka, Director of the Infiltrative Cardiomyopathy Center, Inova Heart and Vascular Institute: *"In the case of heart failure, medical therapy requires very frequent reassessment, up to every week or every two weeks. Using telehealth services allows us to conduct those remotely, in a safe environment in light of the COVID-19 pandemic, which is a very important point especially for older adults."*

III. Overall outcomes of the session highlighting

- Main conclusions reached during the discussion:

Society must consider the needs of older adults when building and using these technologies, and combat ageism. People living with heart failure, overwhelmingly older adults, are well-served by home-based connected technologies that can transmit data on vitals like blood pressure, heart rate etc., in real time to healthcare providers. Machine learning and data analytics help build better treatment plans and make heart failure patients feel more empowered over their condition.

- The vision for implementation of WSIS Action lines beyond 2015:
- C1. The role of public governance authorities and all stakeholders in the promotion of ICTs for development: The needs of older adults must be taken into account when developing and promoting technologies.
- C2. Information and communication infrastructure
- C3. Access to information and knowledge
- C4. Capacity building: Older adults must be empowered to use digital technologies. These technologies should be developed in cooperation with the end-users, which are older adults and their caregivers, to ensure that they fit their needs.
- C5. Building confidence and security in the use of ICTs
- C6. Enabling environment: Innovators from all sectors must be supported to create an environment where older adults' needs are integrated in the design of technologies.
- C7. ICT Applications: Innovation from all sectors can make a difference, and especially ICTs can make big changes in the health and social experiences of older adults. Policy makers must make sure that regulations allow these technologies to scale as quick as possible.
- C8. Cultural diversity and identity, linguistic diversity and local content:
- C11. International and regional cooperation: Society at all levels must combat ageism as the World Health Organization/United Nations launches the Decade of Healthy Aging.

7) Main linkages with the Sustainable Development Goals (please specify the SDGs)

- SDG3: With the Decade of Healthy Aging launching this year, 2020, it is crucial that we ensure healthy lives and promote well-being for all *at all ages*. Technologies for health must be developed with the needs of a growing, global aging population in mind.
- SDG 16: Promote just, peaceful and inclusive societies. Society must combat ageism in all its forms.
- SDG 17: Revitalize the global partnership for sustainable development. Innovation from all sectors can make a difference, and especially ICTs can make big changes in the health and social experiences of older adults. Policy makers must make sure that regulations allow these technologies to scale as quick as possible.

8) Emerging Trends related to WSIS Action Lines identified during the meeting

The new ICTs and Older Persons WSIS track is the result of a growing demand around the role and the needs of older adults in our societies, and touches upon multiple WSIS Action Lines as described earlier.

9) Suggestions for Thematic Aspects that might be included in the WSIS Forum 2021

The ICTs and Older Persons WSIS track should continue in 2021.

Thematic Workshop



Fourth session of the Asia-Pacific Information Superhighway (AP-IS)
Steering Committee and WSIS Regional Review - UNESCAP

Tuesday 11 August 2020

4:00 – 11:00

Please find in the link below, more information regarding the workshop:

<https://www.itu.int/net4/wsis/forum/2020/Agenda/Session/393>

Thematic Workshop



WSIS Arab Regional Meeting - WSIS

Tuesday 11 August 2020

13:00 – 14:00

Please find in the link below, more information regarding the workshop:

<https://www.itu.int/net4/wsis/forum/2020/Agenda/Session/283>

1) Title of the Session

Towards a Digital Decade of Action - through Digital Cooperation and Development - in the Arab Region; "Implementation of WSIS in the Arab Region: Ad hoc Multi-stakeholders Partners Consultations on potential consolidation of Arab WSIS with Arab IGF, Arab Digital Cooperation and/or other related Tracks, beyond 2020".

The title had two parts: a standard title and a programmatic sub-title, to cater for both the HLPF theme of a decade of action for mobilizing efforts and vision for this year and beyond as announced by ECOSOC Secretary General on one side, and the notion of digital development cooperation and its requirements for a holistic plan of action on the other side.

2) Name of Organisation(s) organizing the session

The United Nations Economic and Social Commission for Western Asia (ESCWA) and its partners, namely the Global WSIS Forum Secretariat and the International Telecommunication Union – Arab Regional Office (ITU-ARO), organized the workshop via VC on Tuesday 11 August 2020, as part of the 2020 WSIS Forum's Sessions.

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

The following WSIS action lines have been addressed throughout the different workshop sessions:

- C1. The role of governments and all stakeholders in the promotion of ICTs for development
- C2. Information and communication infrastructure
- C3. Access to information and knowledge
- C4. Capacity building
- C5. Building confidence and security in use of ICTs
- C6. Enabling environment
- C7. ICT applications: benefits in all aspects of life — E-government
- C11. International and regional cooperation

4) Did your workshop highlight any issues related to COVID-19? If yes, please explain

- The digital development has demonstrated its importance in the last months in dealing with the covid-19 pandemic crisis in the Arab region.
- Digital cooperation, online navigation, e-learning, and working from home were very important during the covid-19 pandemic.
- New emerging trends like working remotely, working workforce, conducting business online, became a nurtured fact and nurtured reality that cannot be escaped. These trends became permanent mean of behaviour. They will not end with the corona virus but will continue as a mean and a habit.
- It was very important to see how the corona-19 pandemic problem had a great impact on everything in people's life, not only in the medical issues; hence, there is a need to have a better telecommunication and information infrastructure and everything related to it that will give a better standard of living for the people in the Arab region.
- The environment new thematic track has been put in the shadow due to covid-19, but it is still a very important theme that the IGF global secretariat seeks to address, so that it will become ingrained and will be also discussed in the following years.
- One main challenge that had been faced through the years by the Arab IGF is funding, and finding host. which is becoming more and more difficult with the different challenges that the Arab region is facing. So currently, with the good example of running online meetings, the covid-19 pandemic has given such a go through online meetings and to be closer to each other through the internet.
- Covid-19 survival is a good example of the WSIS and ICTD footprint in the 2030 Agenda. The ESCWA's 20-month-intervention Advancing Digital Cooperation and Development – Arab States Action Program (ADCD-ASAP) has taken many considerations to show the WSIS and ICTD impact on the 2030 Agenda, fill the gaps and strengthen the ICTD footprint in the 2030 Agenda, not limiting it to SDGs 9 and 17.
- All existing information society tracks for the last 30 years integrate well and have resonated very well together leading to a successful situation that has materialized through countries smoothly and almost immediately started to utilize the ICT technologies, e-education, e-business, security, etc. without any kind of chaos, particularly during the corona pandemic.

5) Key achievements, announcements, launches, agreements, and commitments

- The workshop illustrated how all WSIS action lines are interlinked to all SDGs of the 2030 Agenda through the Digital Cooperation and Development process, and resulted in an initial consensus among Arab main partners and stakeholders towards a unified approach in 2021 and beyond with regards to advancing Digital Cooperation and Digital Development, and towards consolidation of the readily existing platforms and processes well established in the region such as the Arab IGF (since 2010), and the Arab WSIS (since 2016), and efforts along Arab Digital Cooperation (since 2019) in accordance with ESCWA ADCD-ASAP mechanisms and modalities.
- It concluded with an initial agreement on the envisaged "Unified Arab Digital Agenda and ICT Strategy and Action Plan"; and the ways of creating synergies between the existing information society tracks in the region under the new notion of "Digital Cooperation and Development". The same agreement has been also the subject of an earlier virtual meeting with the League of Arab States (LAS) and various stakeholders, two weeks ago.
- Many announcements have been made calling on all regional partners and stakeholders to join forces and collaborate in joining upcoming WSIS-related events and activities and submitting inputs to flagship reports as relevant.

6) Main outcomes highlighting the following

I. Debated Issues

The workshop gave main milestones and major highlights of the journey of WSIS in the Arab region starting 2005 up-to-date with envisaged work for 2020 and beyond till 2025 and even 2030. It presented experts' views on the different information society tracks and the way forward for advancing digital cooperation and development in the Arab region, as well on the activities planned for the next twelve months, including the development of a unified Arab ICT Strategy and Arab Digital Development Agenda and Plan of Action for the region as modular components of the ADCD-ASAP. It focused specifically on the below:

- a) Follow-up on WSIS Track by the Arab Region;
- b) Follow-up on IGF Track by the Arab Region;
- c) Envisaging Digital Cooperation and Development in the next decade - An Arab Perspective.
- d) ESCWA concept for developing a unified Arab Digital Agenda and Strategy jointly with LAS and all relevant international and regional organizations, in synchrony with other national digital agendas, to be developed in parallel in selected Arab countries, also with the support of ESCWA, and all agendas and strategies programmed meticulously as modular components of the ADCD-ASAP.

II. Quotes

The workshop was held over three sessions, including the opening and closing sessions. The second session featured four segments. The following paragraphs summarize the main points of discussion and quotes under each session and segment and the agreed actions as relevant.

A. SESSION 1: OPENING REMARKS AND KEYNOTE INTERVENTION

The opening session included brief organizational remarks on the objective, structure and the design of the workshop and its title, as well as statements by the workshop's organizers. A keynote address was provided on behalf of the Executive Office of ESCWA conveying highlights on WSIS 2020 High-Level Segment of the UN Group on Information Society (UNGIS).

The workshop attempts to reach a consensus on the potential consolidation of existing information society tracks in the Arab region and their convergence into one unified process. It elaborates on how things will be conceived to arrange for the next five-six months and beyond.

a) *Statement by the United Nations Economic and Social Commission for Western Asia (UNESCWA)*

- Acknowledged the process made by the Arab states, the ICT ministries and the civil society in the Arab region by having participated in the WSIS process and by holding this workshop;
- UNESCWA gives a high importance of Advancing the Digital Development Cooperation - Arab States Action Program and its commitment to making this program a success in blending the courses of digital development between all the information society tracks as one of the important components of the 2030 Agenda for Sustainable Development;
- People in some ESCWA member states face restrictions/embargo on the use of digital technology which negatively impact them. Unfortunately, this event could not be attended by some invitees as the zoom platform being used does not accept connections from their countries in all areas.

b) Statement by the International Telecommunication Union Global WSIS secretariat (ITU)

- The WSIS Forum constitutes an important opportunity to review progress made in the implementation of WSIS action lines in the Arab region and to voice the Arab region concerns on related issues;
- The WSIS Forum offers also an opportunity to discuss and present the various processes and roadmap which ESCWA has been developing with the League of Arab States and other partners to guide action at the regional and national levels in the coming years;
- UN agencies and stakeholders from the Arab region have been very active in the implementation of WSIS action lines. This is evident from the strong participation in different elements of WSIS process;
- Every year the Global WSIS Forum receives a very high number of submissions for the WSIS prizes from the Arab region and extremely important projects.

c) Statement by the League of Arab States (LAS)

- Efforts at the regional and national levels are intensifying to define a digital cooperation and development agenda beyond 2020 that will guide action at the regional level over the short to medium-terms;
- There is a need for a better communication and way of cooperation in the near future and a hope to develop it at the regional level;
- The covid-19 pandemic had a great impact on all aspects of people's life not only the medical issues; there is a need to have a better ICTs infrastructure in connection to sectors that will give a better standard of living for the people in the Arab region.
- It is critical that developing countries in the Arab region have a better infrastructure concerning the internet and other related issues, so they can go with international standards and can work from home online, etc.;
- Work on those goals must be complemented by the development of an Arab ICT Strategy and an Arab Digital Development Agenda and Action Plan.

d) Keynote intervention on behalf of the Executive office of ESCWA

- The magnificent information and communication technologies allowed connectivity between people remotely breaking all geographical distances. Currently, virtual meetings are possible because of this technology.
- ICTs and the internet were introduced in the Arab world in early nineties (in Jordan in 1995, in other countries, 1996, 1997). At that time, development people were very much focusing on the digital divide, making sure to have the bridge between people and not such a greater gap. That is why digital divide was created. Digital literacy followed and efforts have been made in ministries of education and higher education to introduce computers to universities. Then, classical government shifted to e-government, e-trade, etc., and companies started ventures, like yahoo, amazon, e-bay, and Alibaba and so on. Mushrooming of these global phenomena has been seen all over the world. This mushrooming was not about countries having or not having these technologies. the United Nations and its affiliated organizations are focusing on bridging the digital divide; therefore, one of the main WSIS process focus is basically to make sure that people are benefiting from this technology and culture.
- At the end of MDGs, the processes helping ICTs for development have not achieved the expected victory in 2015 as expected, a lot more still need to be done not only in spreading the technology but also in regulating it, with new emerging issues like cybercrimes and others. Therefore, the global, regional and national IGF processes started to really look into these serious phenomena and to regulate to make sure people interact and deal with this technology properly.

- Five years after the SDGs, one third of the period passed and there is still one decade ahead, 10 years to go; international organizations as well as governments need to know up front now how they are doing? and how ICTs are in fact affecting the development in all its dimensions, the social, political, educational, cultural, all sort of developments? Specialized people dealing with this and everyone is asking the same question: How to utilize ICTs to induce development in a certain field? In this context, DESA is congratulated for having deployed great efforts to engage country by country, region by region, sometime sub-regions, and the globe, in e-government services, and how this is contributing to economic and social development in all countries. DESA succeeded in migrating this race towards excellence in introducing better government services through technologies.
- The UN Group on Information Society (UNGIS) process, is a very significant process that will guarantee the progress in ICTs and related issues is made, policies are communicated to the global strategies, and at the same time global decision-making will trickle down to countries. Also, the ITU, UN, UNCTAD, UNESCO findings, will go all the way to NY processes.
- The IATT interagency task team on science technology and innovation for SDGs is a new process created about five years ago in NY to gage for the science and technology and innovation part.
- There are several information society tracks. Also, there is a great confidence that all existing processes for the last 30 years integrate very well and they have resonated very well together making a great progress, so the world has been in a success situation during the corona pandemic. This has materialized through countries smoothly and almost immediately started to utilize the ICT technologies, e-education, e-business, security, etc., without any kind of chaos.

B. SESSION 2: FOLLOW-UP ON WSIS AND IGF TRACKS BY THE ARAB REGION AND ENVISAGING DIGITAL COOPERATION AND DEVELOPMENT IN THE NEXT DECADE - AN ARAB PERSPECTIVE

This session included three segments that addressed some of the overarching challenges to ICT in the Arab region followed by a Q&A segment. Participants were briefed on the progress of the WSIS process in the region as well as the global and Arab IGF processes and expected next steps. Perspectives were provided on the envisioned Digital Cooperation and Development in the next decade - An Arab Perspective as a mechanism for promoting an integrated and balanced approach to the different tracks of WSIS at the regional level and providing regional perspectives to the global WSIS and the High-level Political Forum on Sustainable Development.

a) Segment 1- Follow-up on WSIS Track by the Arab Region

This segment illustrated some of the main efforts by main partners in the Arab region to follow-up on the WSIS process, particularly the core track of the 11 Action Lines, through regional plans of action, conferences, studies, profiles, reviews, etc. from 2003 to 2020; with views on plans for the next years till 2025 (end of current mandate of the WSIS) and till 2030 (end of the current mandate of the 2030 Agenda).

Views were presented on how these processes can be brought closer to efforts along the IGF and Digital Cooperation processes, starting 2020 and beyond.

- i. ITU-ARO's views on the World Telecommunication Development Conference (WTDC), Regional Development Forum (RDF) for Arab States (RDF-AR) and the partnership in the Arab High Level Forum on the World summit on Information Society and the 2030 Agenda for Sustainable Development for 2017 (AHLF2017) & AHLF2019 and the Arab Digital Development Report 2019 (ADDR-2019), were presented as follows:

- ITU-ARO and ESCWA have been partners and working together since 2015 to pushing the WISIS process in the Arab region. Since then, ITU-ARO has aligned all its work with the framework of WISIS goals and targets and the SDGs.
 - In 2017, WTDC adopted the Arab region WISIS to implement the regional priorities as outlined by the ITU members in the region. The focus was on five areas that included environment, climate change, cybersecurity, digital finance, digital inclusion, internet of things, smart cities, big data, and innovation and entrepreneurship; in addition to other items that covers wide areas of the WISIS goals and targets throughout the Arab region.
 - In this context, activities on different themes relevant to WSIS goals and targets have been organized by different stakeholders throughout the region; and ITU-ARO has been actively reaching out to UN partners and stakeholders in the region, including ESCWA on digital financial inclusion, UNESCO on smart training and digital inclusion, WHO on digital health, and FAO on digital agriculture, etc. More importantly, ITU-ARO has been actively engaged in leading multi-stakeholders' collaboration throughout the region, including the organization of an Annual Digital Inclusion Week in partnership with UNESCO, and an Emerging Technologies Week in partnership with several stakeholders in the region; and started to engage actively in the new development cooperation framework in the Arab region.
 - At the start of the decade of action and the last mile of the WSIS framework, 2021 poses a big opportunity for ITU-ARO and all other stakeholders representing the ICT sector and beyond to working together to adapt to the new normal and align the strategic priorities with the WISIS goals and outcomes for the coming four to five years, by organizing key global and regional events throughout the region and setting a digital agenda for the Arab region. In this context, The ITU World Telecommunication Standardization Assembly (WTSA) will be held from 23 February to 5 March 2021 in Hyderabad, India; the WTDC from 8 to 19 November 2021 in Ethiopia; the Arab IGF at the beginning of 2021, to which ITU-ARO will participate. UNESCWA jointly with LAS, will be leading the efforts to develop a regional ICT strategy for adoption by the Arab Ministerial Council.
 - The ITU-ARO has participated in 2017 AHLF and partnered with ESCWA in 2019 AHLEF by organizing the RDF, which raised the question whether key activities such as the IGF and WISIS should converge into one big conference and have a new version of AHLEF on WISIS and SDGs that would be an excellent opportunity to leverage that platform, to work together with all key stakeholders, and come out with a concrete output from that platform that stakeholders can all work together on in the coming four to five years, which is an Arab Digital Agenda.
- ii. ESCWA's views on AHLF2019, NDDRs/ADDR2019, touched upon WSIS and the 2030 Agenda and other issues and explained the ecosystem of the ADDR and the move from existing parallel information society tracks to a proposed consolidated regional platform and a unified process for digital development cooperation in the region and the development of a unified Arab ICT Strategy and Arab Digital Development Agenda and Plan of Action for the region.
- A quick walk through the timeline and activities of the different global and regional information society tracks, starting with the birth of the global WSIS in 2003 and the global IGF that spawn from it in 2006, to the design and implementation of the accompanying parallel regional tracks; namely, the Arab WSIS and the Arab IGF processes, with the 5 years from 2010 till 2015 seeing the birth of the Arab IGF 1, 2, 3, 4, and so on; and also WSIS+10, HL segments and many Follow-up activities, to the General Assembly in 2015 coinciding with the 2030 Agenda birth, when ESCWA started looking into ways to consolidating the different existing processes, through the design of a framework of five clusters to cater for the many intersections between the WSIS action lines and the SDGs, and the design of a regional conference to follow-up on the WSIS process and 2030 Agenda at the regional level. At the beginning, national and regional profiles were produced every two years as a follow-up on the regional plan of action that ESCWA had developed as the footprint of the global plan of

action, while at that time, LAS had also the Arab ICT strategy, and each one has its own paradoxes.

ESCWA, in this workshop and through a previous virtual meeting with LAS two weeks before, promised that things will no more go in parallel, but they will be all unified and bundled in a very synergetic way.

- The idea of having a High-Level Forum on WSIS and 2030 Agenda started after 2015 with the 2030 Agenda and was inspired from the WSIS+10 and the STI that are defined and nurtured by CSTD as two existing parallel processes that are here to serve the 2030 Agenda. Similarly, ESCWA started thinking of a High-Level Forum on WSIS and 2030 Agenda that took place after two years of strategizing in 2016. The 1st one was run in 2017, the 2nd in 2019, and a 3rd one is in the pipeline for 2021. It is called simply the Arab WSIS.

AHLF2019 was held from 19 to 21 March 2019. The partners were ESCWA, LAS and ITU and the contributors were DESA, the Arab IGF with AMPAC inside, OGERO and the national activities inside, and the Lebanese Ministry of telecommunication. It was conducted in a structure similar to the WSIS week, where everyone shared one opening ceremony for everything, with ITU running a specific RDF for Arab States. ESCWA moderated panel discussion as well as different segment on clusters of a framework that ESCWA is working on, some are related to culture, others to digital transformation, digital economy and the ICT sector, per se. The AHLF included also other sessions, ministerial and sub-ministerial components, called the Inter-governmental body of ESCWA on Technology for Development, in addition to thematic workshops by partners, ESCWA and ITU and other organizations, and the AMPAC which is the Arab IGF component, with continuation of the ministerial components to get to decisions.

- The level of consolidation of the Arab WSIS was at a certain level in 2017 and at a higher level in 2019 and ESCWA hopes to continue increasing it to reach a large scale Arab WSIS with more consolidation in 2021 with the aim to bring the High-Level with the operational level with different sides, as an attempt to blend the dialogue platform with the decision-making platforms in a sphere that ESCWA could manage, regardless of running it physically or virtually.
- ESCWA produced a foundational study “Arab Horizon 2030: Digital technologies for development” in 2017 and launched it in 2018. This study was a snapshot of the status of the region in 2017. It questioned what if doing business continued as usual till 2030? What would be the current gap looking like? Would it be wider, narrower? And concluded that business cannot continue as usual, or else the gaps would really expand a lot. A prognosis and description for a blueprint was made at the end of the study, which is a prescription for what are the radical changes that are needed for the Arab region. However, there is no follow-up or checks up on this every one or two years.
- ESCWA then moved to produce a flagship report “The Arab Digital Development Report (ADDR) in 2019. The aim was to make the WSIS review more sustainable development friendly and enriched with sustainable development perspectives and concerns. The ADDR-2019 focused on “empowering people and ensuring inclusiveness”, which is the digest of the theme of the ECOSOC 2019. To create the ADDR, the Arab HL Forum on WSIS served as a platform for discussion and dialogue and showcasing.
- The National Digital Development Reports (NDDRs) constituted inputs at the national level from countries, that pooled together into the ADDR. ESCWA manages this process with a lot of details associated with it. Ten countries joined officially with official nominations from ICT policy counterparts and worked on national workshops and data gathering and analysis to present their input (NDDRs), which ESCWA took further into the ADDR.
- The ADDR would summarize the information society and the 2030 Agenda and pull into the WSIS Forum in Geneva, which in turn would take it further through the CSTD. At the same time, it was communicated to the Arab Forum for Sustainable Development (AFSD) and the

Arab Sustainable Development Report (ASDR) which would take it further to the ECOSOC every year in July.

- iii. The United Nations-Department of Economic and Social Affairs (UN-DESA)'s views on the e-Government Development Index (EGDI) Member States Questionnaire (MSQs) Survey and partnership in AHLF-2018 and ADDR-2019 focused on three issues: (a) digital government, (b) partnership on measuring ICT for development, and (c) IGF and digital cooperation.
- The UN-DESA's e-government survey is a flagship publication that has established itself over the last ten issues as a benchmarking piece on e-government. It is accessible on: <https://publicadministration.un.org/en/Research/UN-e-Government-Surveys#home>
 - There was a close cooperation between DESA and all regional commissions, with valuable contribution from ESCWA on chapter 3 on regional development, as well as collaboration in sending out the questionnaire to member states for the preparation of the survey. DESA and ESCWA worked together on Government Electronic and Mobile Services (GEMS) maturity index to integrate it in development index in GEMS. Regional commissions were constantly present in UN-DESA EGM and the online channel was always open for communication.
 - Regional commissions have identified several regional priorities. Open government and digital government, were among the highlighted priorities coming and many cases prompted from the Arab region in the chapter. Global trends are moving higher, and there are positive ICT trends but also there are regional trends and gaps in some African countries
 - DESA has started looking at the municipality and city portals in 2018. The 2018 study focused on local e-Government development in 40 cities across the world. The pilot assessment of local e-government development has been expanded from 40 cities in 2018 to 100 cities in 2020 including cities from the Arab region. This is a pilot study that just started and DESA is open to partnership and local government partners for further improving the road on assessing local government, as generally local governments underperformed as compared to their national progress and most of their portal are still offering very basic features but not serious information cohesion.
 - The Partnership on Measuring ICT for Development is an international, multi-stakeholder initiative that was launched in 2004 to improve the availability and quality of ICT data and indicators, particularly in developing countries. The initiative is a direct response to the request made by WSIS to produce official statistics to monitor the information society. DESA will have a partnership session in ESCWA's annual WSIS forum. This year partnership includes ITU, UNCTAD, DESA and all regional commissions, including ESCWA, the world bank, ILO, OECD, UN as one programme, UNU and UNESCO, DESA invited everyone to join and revitalize the partnership. The latest one taking place on 18 August 2020.
 - The Fifteenth annual meeting of the IGF will be hosted online by the UN under the horizon theme "Internet for human resilience and solidarity". The programme continued to develop around four main thematic tracks: Data, environment, inclusion and trust. It is important that the IGF 2020 reflects the internet governance issues that matter most to the Arab region; so, inputs are needed in that regards from the partners in the Arab region. Also, ESCWA's help is needed as usual for securing higher level participation of ESCWA and the Arab region at the 2020 IGF high-level panel segment to launch it, noting that this year the WSIS forum specifically spread efforts to the collaboration to UN regional agencies, and ESCWA is a potential critical partner in this process to bring specificities and good practices from the Arab region to the IGF.
 - Also, within the context of the High-Level panel on digital cooperation, the SG roadmap was launched including some major events last month and a series of recommendations and next steps for implementation to improve digital cooperation. The core champions

are finalizing the options paper and thanks for their contribution, there will be some recommendations coming from their end and submitted to the right office in the secretariat and to the SG. This should be a bridge for the next section which will talk about the Arab IGF, and the topics and priorities discussed in the IGF 2020, especially inclusion and trust.

b) Segment 2- Follow-up on IGF Track by the Arab Region

This segment illustrated some of the main efforts by main partners in the Arab region to follow-up on the IGF process, particularly through the Arab IGF process jointly conceived by ESCWA & LAS, as well as through regional roadmaps, studies, and national IGFs from 2006-2020; with views on plans for the next years till 2025 (end of current mandate of the IGF) and till 2030 (end of the current mandate of the 2030 Agenda).

Views were presented on how these processes can be brought closer to efforts along the WSIS Action Lines follow-up particularly Digital Development processes, starting 2020 and beyond.

- iv. The Global Internet Governance Forum (IGF)'s views included a quick glimpse on the IGF current state of affairs regarding the evolution and the format of the 2020 IGF, how it will look like? how many weeks? and also this year's news.
 - The IGF is one of the outcomes of the WSIS and the WSIS action lines as well as the SDGs are embedded in the IGF process and activities.
 - The IGF global secretariat had made excellent collaboration with people and organizations in the MENA region, particularly ESCWA, and with countries such as Egypt that have hosted the IGF annual meeting. The Arab IGF AMPAC Chair, the first Arab IGF AMAG Chair and the Arab IGF Technical Secretariat have contributed tremendously to the global IGF and continue to do so globally and regionally.
 - 2020 has been a very interested year for the IGF, not just because of covid-19, but also some processes are coming to an accumulation point and may yield some good changes for the IGF. The IGF global secretariat have had the high-level panel, the UN secretary general roadmap which contains recommendations, and the options paper produced by champions such as the UAE and Germany. The Arab region contributed and consulted on this and there was a very strong participation from the region. The IGF Global Secretariat does intend, with all its stakeholders, to make the IGF stronger and to better serve its stakeholders.
 - The IGF for 2020 will be held virtually in two phases: phase one from 26 October till 6 November that will include the usual day zero activities, the best practice forum, the national and regional IGF initiatives session (NRIs) as well as some other sessions; and phase two will be held from 9 to 17 November to include the main and the High-Level sessions. The regional commissions will be involved in these and the Global IGF Secretariat will contact ESCWA to contribute and work together.
 - The main theme for the IGF 2020 is "Internet for human resilience and solidarity" which is also a reflection of the situation in the Arab region. It is planned to develop around the four main thematic tracks: data, environment, inclusion and trust that are in line with the WSIS action lines and the SDGs. The inclusion and trust themes were included in the Arab IGF as well.
 - The new thematic track on environment is a very important theme that the IGF global secretariat seeks to address, so that it will become ingrained and will be also discussed in the following years. Another very strong track is the youth track. Also, the IGF Global Secretariat plans to follow-up on the parliamentary track, and will reach out to ESCWA to identify names of national parliaments from the Arab region who can contribute to it.
 - For the coming years, the Government of Poland will host the IGF 2021 Annual Meeting. The Governments of Ethiopia and Japan will host the IGF Annual Meetings in 2022 and

2023, respectively. There is no host yet for 2024 and it will be great to have a host from the MENA region.

- IGF Global Secretariat looks forward to continue working together with ESCWA and the regional partners.
- v. The Arab IGF Technical Secretariat's views provided an elaborated walk through about the Arab IGF process, where it came from? how it developed? and where it stands today? what challenges are foreseen and have been experienced throughout the years? so to understand what are the challenges to be addressed when talking about digital cooperation and convergence between the processes.
 - The idea to establish an Arab IGF in the Arab region and to hold a dialogue about it dates back to 2010 and may be earlier but materialized in 2012. At the beginning, the dialogue was chaired in Beirut, and involved all stakeholders from and beyond the region to discuss its establishment, and resulted in a call to the Ministers of ICT which have supported its establishment in February 2012 under the umbrella of LAS and ESCWA. It right away formed out a committee to work on the program, the agenda and the yearly meeting, that was lately named as the program committee, the AMPAC, and has since taken care of the agenda for all the years through the process of the Arab IGF.
 - Also, the national telecom regulatory committee in Egypt has co-formed and worked closely with the secretariat. The most important component of this process was the Arab IGF host across the years that had a generous contribution from all hosts and sponsors and the technical committee who have made this process possible. Accordingly, the Arab IGF has had at the outset four initial meetings and has evolved with the years in terms of themes. The 1st meeting which was hosted by Kuwait in 2012 looked at a better internet for a better Arab world. The theme of the 2nd meeting hosted in 2013 in Algeria was partnering for development. The themes for 2014 and 2015 meetings that were held in Beirut and hosted respectively by UNESCWA and OGERO, were on Arab perspectives for shaping the future of internet, and looking at internet economy and sustainable development goals in 2015.
 - In 2015, there was a call set by the community to review the Arab IGF process, make a stop and look at what has been achieved and how should the Arab IGF move on? So, the Arab IGF 2020 initiative has looked at how to improve the work of the Arab IGF through a committee that did a survey and analysed the achievement, assessed the impact and identified and discussed the challenges and the way forward that came out of the report and the roadmap to ensure how to move on.
 - Some challenges have been faced to look at host, fortunately the fifth Arab IGF meeting was hosted by the Arab Administrative Development Organization (ARADO) and held in early 2020 in Cairo and. The themes relate to the general themes of the global process, with four plenaries that looked at the following pillars (a) contribution to the internet global public policy making, so moving from internet governance to digital cooperation, (b) meaningful access for full inclusion and diversity, (c) digital transformation and internet economy, and (d) cybersecurity, privacy, trust and peace. Also, in this year, there were cross-cutting areas about (a) gender equality and women empowerment, (b) social and human impact, (c) human development / capacity building, and (d) legislative framework.
 - All the challenges identified through the years are being addressed through inputs to the global agenda. These included how to grow interest and the footprint of participation from the different stakeholders in the region, especially from government and how to link to local policy making processes? how to extend to youth, new stakeholders groups, parliamentarians and participants from new sectors such as economists, culture influences and so on? and how to engage the region more in the global processes and use those processes to enhance multi-stakeholders' processes within the region and on the regional level?

- Finally, the Arab IGF looks forward to linking more with the global IGF to evolving through the different processes that are taking place this year.
- vi. The Fifth Arab IGF AMPAC Chair's views conveyed the following business sector's perspectives:
- Similarly to the global IGF, AMPAC is the program committee for the Arab region. It is important to have a place for all different ideas and views in the AMPAC beyond decisions for more tangible outcomes, for the private sector to have a forum for discussion to be able to speak clearly mainly to gear the intergovernmental organizations, UN, UNESCWA, LAS as the umbrella for the region, and all other partners, to have with the government in the region more information, and more clear and tangible outcomes to allow policy makers in general in the Arab region and the world to take the decisions.
 - This was mainly a change in the last 10 years when the private sector started up till now; and it is a unique position, because it is coming from the business sector and also from the bottom-up process which is distinguishing the Arab digital development agenda.

c) Segment 3: Envisaging Digital Cooperation and Development in the next decade - An Arab Perspective

This segment illustrated some of the recent efforts by main partners in the Arab region to get engaged in the global Digital Cooperation process, particularly through convening several consultations on the UNSG's High Level Panel on Digital Cooperation, its Outcome Report of June 2019, and the SG Roadmap of June 2020; these consultations were jointly conceived by ESCWA, LAS, champions and partners from the Arab IG community. It also illustrated ongoing efforts by LAS and ESCWA to conceive a Unified Arab Digital Agenda and Arab ICT Strategy during 2020-2021 to help guide regional action in the region during the next decade.

- vii. The views of the Arab internet governance community on global digital cooperation process highlighted the following:
- Internet has been people connection to the outside world during the lockdown. The corona virus situation made clear the necessity to capitalize on digital transformation. Today, internet governance, the capacity of using the internet and digital means is not just a necessity, an advantage, a tool or a competitive issue, it became an integral part of people life, a life line.
 - Digital cooperation will take a different aspect now and a higher level of importance. It is not about only digital economy, it is also about the wages, the income of the individuals, how to create new opportunities, to promote innovation in a more structured manner, to give opportunities and create jobs and increase the GDP of countries. There are sectors that went down, there are people who lost jobs, and yet there is a need to create new opportunities for the youth, the middle aged, and even above aged who now need to adapt themselves to the new situation.
 - To have an effective global digital cooperation, national priorities and some of the priorities need to be clear. What the digital domain needs to be doing? What digital capacity is needed? On a local and on a national level? And more than that, what common regional interests, issues and concerns need to be addressed? whether that of economic aspect and social benefit for the community, people, individual, and all stakeholders, civil society and governments, as well as the business sector, and moving from there to the global digital cooperation to make sure that all are talking the same language, priorities are addressed, whether they are different from a region to a region, but in an equal and just manner.
 - Countries need to have a large consensus, particularly to support and provide countries in other part of the world, whether in medical supplies or food supplies and businesses, that have stopped because they don't have the material to move-on on the logistics.

- Digital cooperation is no more just a competitive edge to live with, or an advantage, or an intellectual and important topic to talk about for the future. It is today a life line that needs to be addressed and framed in a way that is better for all human, taking into consideration the framework that has been outlined by the UN about digital economy, trust, security, human rights, human development, and so on.
- viii. The views of the Arab internet governance community on global “IGF Plus” focused on the advantages and reasons why “the IGF-plus” would present an opportunity for further discussion during the global process and the upcoming IGF 2020:
- The Middle East is going through several processes with regard to the IG process. The latest one was championed by the IGF secretariat in Egypt who pooled together with LAS and ESCWA to discuss with the Arab community the input to the global process on internet governance mainly to the outcome of the report of the HL panel on digital cooperation. The unanimous point of view of the community that led to creating an IGF-plus resonates with Arab experts’ views.
 - The IGF-plus gathers several countries from the Middle East and put them on the map of the digital policies making at the global level as all are facing challenges to be on the same page with regards to how policy is made on the internet issues. Moreover, under the current crisis of the corona virus pandemic, all are aware of how technologies have contributed to youth and economic development, to digital opportunities as a real world, and how the internet does contribute to improve humanity.
 - The IGF-plus model resonates with the Arab region community and focuses on the four components to set-up (a) an advisory group to identify policy issues and create the forum agenda and the way forward. In this context, the Arab region shifted few years ago from AMAG and already adopted the AMPAC model, (b) a cooperation accelerator to raise synergies across institutions and organizations moving towards specialization in dealing with specific issues, (c) a policy incubator to make sure that representation is equal between key stakeholders, and (d) an observatory called a help desk to assess countries’ digital policies issues. Currently, a discrepancy on being present on the internet global agenda is noticed among Arab countries obviously due to other priorities and a lack of expertise and knowledge in the subject matter. This makes this process more challenging. The proposition to have a help desk resonates with many Arab countries because of the need to manage information and define pros and cons and challenges with countries in the same context.

- ix. The views on an Arab Roadmap on Internet Governance: The Next Decade & ADA2030 gave a digest of the Arab Digital Agenda in its journey to become the twin of the strategy so to bring up together the Arab ICT strategy and digital agenda as one bulk of complementarity, one at the agenda level, one at the strategy level, and a plan of action.
- ESCWA prepared a roadmap on Internet Governance in 2010 and in 2017 that preceded the Arab IGF.
 - Work is in progress to develop a unified Arab digital agenda and ICT strategy and a plan of action, as well as an Arab digital development agenda platform as a launch pad to launch agreements and to launch a single Arab digital market. In this context, ESCWA developed an Arab Digital Agenda and submitted it to LAS two weeks ago to become the twin of the Arab ICT strategy and avoid having two parallel documents in the region as it used to be in the first decade, when there was a regional plan of action co-existing with an arab ICT strategy.
 - This stemmed from within a panoramic agreement that is being forged under the umbrella of LAS in partnership with ESCWA, and ESCWA in partnership with all the regional UN bodies. It is going to be a placeholder for all the tracks and assets of every player in the region. Another placeholder is the national reviews and the Arab digital development report and how these were fit into the Arab Digital Agenda.
 - ESCWA will soon be doing a kind of brainstorming and scoping exercise workshop for the Arab states and is going to call upon all to become also active partners or observers as appropriate.

C. SESSION 3: THE WAY FORWARD AND CLOSING REMARKS
VIEWS ON ADVANCING DIGITAL COOPERATION & DEVELOPMENT IN THE REGION, AND
ACTIVITIES PLANNED FOR THE NEXT 12 MONTHS

In this session, views presented on how the consolidated notions of digital cooperation and development as conceived by ESCWA and defined in its ADCD-ASAP mechanism, that has been launched in 2020, can accelerate a decade of action at the digital level. They focused on the following. Closing remarks followed by the Workshop's partners with highlights presented in the second part of the next section.

- A decade of action required reinventing the approach to implement the WSIS action lines and SDGs. It is an opportunity to bring the digital cooperation notion as devised by the UN Secretary General together with the digital development as devised in ESCWA, as an opportunity to break the structural silos in Tunis Agenda;
- The ESCWA's 20 month-intervention ADCD-ASAP started in April 2020 and will end next year 2021. Many considerations have been taken to fill the gaps and strengthen the footprint of ICTD in the 2030 Agenda not limiting it to Goals 9 and 17; The program aims to have a more actionable and concrete outcome through forging links between the expertise dialogue and discussion on one side and the leadership and decision making bodies on the other side. It features among others, capacity building for parliamentarians and diplomats on digital cooperation and internet governance issues, and the development of a repository and online platform on relevant ICTD issues. In the same context, analytic interview meetings with the national focal points are being undertaken to upgrade the new template feedback questionnaire and framework and help countries finalize their national digital development reviews.
- The proposition for an Arab Digital Development Conference as a new reincarnation of the AHLF on the Arab WSIS, the Arab IGF and the Arab e-government Council, and so on, will be further studied by the ICT community in a consultative manner. This is an opportunity to break the silos, and to bring the sub-areas and action lines all together, synergizing the national with the regional with the global; and have a track of activities that are hybrid in nature as a chain, to blend the knowledge generation that is produced

and take it further to the policy advocacy and complement it with the needed technical cooperation to make things happen on the ground.

- The initiative is an aspiration to have an example of a framework for digital cooperation that helps countries in the Arab region implement all together, and to show it as a success story to the rest of the world on how the region consolidates the information society tracks to building up all together;
- Joint efforts and close cooperation between ESCWA, LAS, AICTO, and all concerned Arab and international organizations have been initiated towards putting an Arab Digital Agenda and an Arab ICT strategy and Action Plan, to address the ICTD wide issues, including but not limited to, ICT infrastructure, internet governance, digital economy, ICT and society, ICT and culture, ICT and prizes, etc. A full help from all stakeholders and every expertise are needed and called upon to help the Arab region achieve and advance digital cooperation and development in the next four to five years.

III. Overall outcomes of the session

Main conclusions reached during the discussion:

- Digital technologies are important means and have a critical role in times of crisis and difficulties;
- Digital Cooperation and Development has been highlighted by all stakeholders as a mechanism for promoting an integrated and balanced approach to the different tracks of WSIS at the regional level in the next decade, and for providing regional perspectives to the global WSIS and the High-level Political Forum on Sustainable Development;
- Regional cooperation is not a luxury, it is a must, a necessity at the organization and institutional levels between LAS, ESCWA, ITU-ARO, regional and national IGF, etc.
- The proposal of a unified approach to advancing digital cooperation and development and consolidating the various information society tracks in the Arab region, including through the development of a unified Arab ICT Strategy and Arab Digital Development Agenda and Plan of Action for the Arab region, is a timely well thought and received initiative, for consideration and implementation in the near coming period;
- As an ICT agency, ITU-ARO has a leading role, in partnering with ESCWA and all stakeholders, for pushing the Arab digital cooperation and development forward, working together in the coming months and the year and a half almost, to develop an ambitious Arab Digital Agenda for the first time in the region.

The vision for implementation of WSIS Action lines beyond 2015:

- To follow-up on the WSIS actions lines and the SDGs and simplify the follow-up process, ESCWA moved from following-up on the WSIS 11 action lines in a linear fashion to looking at them from a panoramic view of an overarching holistic approach of five clusters: Cluster 1 on: Strategic Frameworks (WSIS and SDGs); Cluster 2 on: State, Infrastructure, Governance, Legal Environment; Cluster 3 on: Economy, Production, Competitiveness of ICT Sector and Economic Growth; Cluster 4 on: Society, Transformation of Public Administration and Social Inclusion; and Cluster 5 on: Culture and Media, Cultural identity, linguistic diversity, and Media.
- It made some parcelling, interpolation and combination, and came up with action lines intersecting with SDGs in this strategic framework. Some of the actions lines and goals go to the role of government and enabling environment, others to the role of state. The society cluster predominantly has most of the action lines in goal 7⁺⁺⁺, which includes business, government, etc., and some dimensions related to the digital devices, it is more citizen-centric and more of institutional development and e-government oriented, so that goes for social inclusion; and Cluster 3 is for economic growth.
- The idea was based on the digital development notion at large, which includes the digital economy component, digital inclusion, digital transformation paradigm and all what is in it. It was inspired from the ITU matrix of digital development that shows all the SDGs intersecting will all the WSIS action lines in more than 150-200 intersections.
- A consultation on this strategic framework was done in 2018 in Geneva, with the participation of ESCWA, ITU and some very high figures from the Arab region, who all supported this concept.

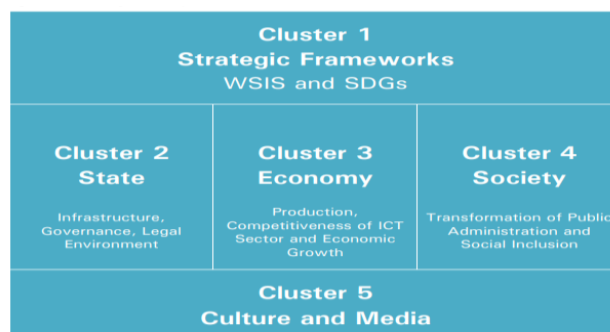
7) Main linkages with the Sustainable Development Goals (please specify the SDGs)

- ESCWA designed a framework of five clusters to cater for the many intersections between the WSIS action lines and the SDGs, and a regional conference to follow-up on the WSIS process and 2030 Agenda at the regional level.
- ESCWA, through the overarching holistic approach of the five clusters, attempted to crystalize more the ICTs footprint in the 2030 Agenda, which was under-represented and abridged in SDGs 9 and 17 only, whereas the ICTs impact extends to SDGs 10, 11, 16, etc. In this context, ESCWA started linking the clusters with the SDGs as follows, SDG11 with Cluster 4, SDGs 8 and 9 with Cluster 3, and so on and so forth, and the media and culture were put in one cluster.
- As indicated before, ESCWA had also produced a foundational study “Arab Horizon 2030: Digital technologies for development” in 2017 that included a blueprint on the radical changes needed for the Arab region, then moved to produce a flagship report “The Arab Digital Development Report (ADDR)” in 2019 with input from countries NDDRs that summarizes the information society and the 2030 Agenda and pulls into the Global and regional WSIS Forum, CSTD, AFSD, ASDR and ECOSOC every year in July.

8) Emerging Trends related to WSIS Action Lines identified during the meeting

- The latest trend related to WSIS Action Lines, is the **approach currently implemented ESCWA towards grouping of the Action Lines into 5 clusters since 2016** as follows:
 - **Cluster-1** on Strategic Frameworks, National Plans, Role of Stakeholders plus International Cooperation (Action Lines 1 and 11)
 - **Cluster-2** on ICT and Legal Infrastructure, Governance, and Enabling Environment (Action Lines 2, 4, 5, 6, and 10)
 - **Cluster-3** on Digital Economy, Production, ICT Firms and e-Businesses, e-Trade, Job creation and Employment (ICT for economic development) (parts of Action Line 7 ++)

- **Cluster-4** on Digital Transformation, e-Citizens, e-Government, e-Health and e-Education (ICT for Institutional Development and Social Inclusion) (Action Lines 3 and parts of Action Line 7)
- **Cluster-5** on Media and Culture (Action Lines 8 and 9)



9) **Suggestions for Thematic Aspects that might be included in the WSIS Forum 2021**

- Digital Cooperation and Development

Thematic Workshop



Universities and digital transformation - Iran University of Science and Technology

Wednesday 12 August 2020

12:00 – 13:00

Please find in the link below, more information regarding the workshop:

<https://www.itu.int/net4/wsis/forum/2020/Agenda/Session/287>

1) Title of your session

Universities and Digital Transformation: Reactions to Covid19 Pandemic and the Future of E-Science Ecosystem

2) Name of Organisation(s) organizing the session

Research Center for ICT Strategic and International Studies (ICT-SIS)
Iran University of Science and Technology

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

C7 – eScience

4) Did your workshop highlight any issues related to COVID-19? If yes, please explain.

The main topic of the workshop was reactions of universities to Covid19 Pandemic and how it changes the future of E-Science ecosystem.

5) Key achievements, announcements, launches, agreements, and commitments

This workshop which was arranged by Iran University of Science and Technology, focused on different issues regarding the digital transformation in universities and reactions of universities to Covid-19 pandemic. The speakers from academia who attended in the workshop were:

- Dr. HadiShahriar Shahhoseini, Iran University of Science and Technology (IUST), Iran.
- Professor Rajkumar Buyya, University of Melbourne, Australia.
- Mr. Martin Rademacher, German Rectors' Conference (HRK), Germany.
- Dr. Vahid Yazdanian, Research Institute for ICT (ITRC), Iran.
- Mr. Leandro Ciuffo, Brazil's National Research and Education Network (RNP), Brazil.

In the opening of the workshop, Dr Shahhoseini, IUST Vice-Chancellor for International Affairs, gave general information about the workshop and introduced panelists.

The first speaker was Professor Buyya, Director of the Cloud Computing and Distributed Systems (CLOUDS) Laboratory University of Melbourne. He delivered his speech entitled “New Frontiers in

Cloud and Edge Computing for Big Data & Internet-of-Things Applications” and covered (a) 21st century vision of computing and identifies various IT paradigms promising to deliver the vision of computing utilities; (b) innovative architecture for creating elastic Clouds integrating edge resources and managed Clouds, (c) Aneka, a Cloud Application Platform, for rapid development of Cloud/Big Data applications and their deployment on private/public Clouds with resource provisioning driven by SLAs, (d) a novel FogBus software framework with Blockchain-based data-integrity management for facilitating end-to-end IoT-Fog/Edge-Cloud integration for execution of sensitive IoT applications, (e) experimental results on deploying Cloud and Big Data/IoT applications in engineering, and health care, satellite image processing, and smart cities on elastic Clouds; and (f) directions for delivering our 21st century vision along with pathways for future research in Cloud and Edge/Fog computing.

The second speaker was Dr Shahhoseini who delivered his speech entitled “Universities’ Reactions to Covid-19 Pandemic: Boosting and Harnessing Digital Transformation”. He defined E-Science as the use of ICT in science development, to enable local and remote communication and collaboration on scientific topics, usually with huge scientific data. He emphasized on collaboration activities in E-Science ecosystem including teaching, research and wider engagement to industry and society. He said these activities affected by the COVID-19 Pandemic. He added while the pandemic situation has made a lot problems in the normal activities in the world, but it has opened some new opportunities too. He reviewed the short-term and long-term reactions of the E-Science ecosystem to the pandemic. As conclusion he highlighted that COVID19 pandemic is a global challenge that made many problems for us, but it has also pushed the digital transformation in E-Science ecosystem, so we can accelerate the transition towards our preset goals such as: Open Science as well as new goals such as virtual student exchange and scientific e-collaboration.

Then Mr Martin Rademacher, Head of Project Hochschulforum Digitalisierung (University Forum Digitalization) in German Rectors' Conference (HRK) presented his talk that entitled: “A Digital Summer Semester : Teaching and Learning at German HEIs during the Corona Crisis”. He said despite concerns about the viability of a sudden shift from traditional to online-exclusive teaching, German higher education institutions have managed this task very well during the 2020 pandemic. He also said far more than 90 percent of all courses have been taught online during this “digital summer semester”. He raised and answered following questions: what are the hurdles of online-only teaching? What digital elements are here to stay after the pandemic? And how do HEIs prepare for the coming semester? He also described some issues we are facing during the pandemic period such as phenomenon of “black zoom walls”: that means teacher speaks to an invisible crowd with disabled cameras. He concluded his presentation with reviewing the outlook in next semester which appears to be implemented in the form of hybrid teaching.

The fourth speaker of the workshop was Dr.Yazdanian, president of Research Institute for ICT (ITRC). His talk entitled “Research and Innovation beyond the Corona Virus Pandemic”. Firstly, he reviewed some statistics and showed the latest insights about the pandemic. Then he highlighted some challenges in the scientific world during past months such as hard situation for research teaming, inadequate infrastructure, the poor usability of popular open data platforms, increasing theoretical research that look like a flash back to the Renaissance. He said many valid processes for the pre-pandemic period cannot be exactly copied and new challenges need new solutions. He concluded that while research ecosystem has not collapse such as economy and travel industry, but it is predicted that the effects of the pandemic will lead to another new crisis in the field of research and innovation.

The last panelist who offered his talk was Mr. Leandro Ciuffo, Associate Director for E-Science and Advanced Cyber Infrastructure Brazil's National Research and Education Network (RNP). The title of his talk was “Challenges and opportunities to support short-tail and long-tail research”. He quoted E-Science definition from E-Science by IEEE E-Science International Conference: “E-Science studies, enacts, and improves the ongoing process of innovation in computationally-intensive or data-intensive research methods; typically this is carried out collaboratively, often using distributed infrastructure. E-Science encompasses all fields of research and addresses all stages of the

research lifecycle, from formulation of the research questions, through large scale simulations and data analytics, scientific discovery, up to long-term sharing, reusing, and reapplying of the results, data as well as the relevant tools, processes and knowledge.” Then he listed and reviewed the new normal of research including open science and research data repositories, test-beds and virtual labs, federated identity management for cyber infrastructures, remote instrumentation, research platforms, and science clouds.

After the presentations, Dr Shahhoseini opened the floor for question and answer, for remote participants of the e-workshop and the questions answered by the panelists. At the end he concluded the workshop by summarizing the most important points that had been raised by speakers during the session; and finally the official clip of the forum was broadcasted by the secretariat.

6) Main outcomes highlighting the following:

I. Debated Issues

- Please capture highlights of the main issues discussed and interactions with audience:
- Please highlight key achievements and challenges shared by the audience and/or panelists:

Following issues were raised by audiences:

- Will e-learning replace the physical learning after the pandemic?
- How can research activities be done remotely?

II. Quotes

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

Please refer to item 5.

III. Overall outcomes of the session highlighting

10. Main conclusions reached during the discussion:

11. The vision for implementation of WSIS Action lines beyond 2015:

Digital transformation, or transformation to adapt to the digital era, has been integral part of almost all services we received in our daily life. In science ecosystem, there are many issues that should be considered in its migration from old to new circumstances including technical infrastructure requirements such as large scale networking, providing processing power and data warehousing as well as service level requirements such as developing new standards and improving digital skills of users and so on. In recent decades the widespread use of ICTs has led to a new paradigm for science ecosystem called E-Science which is emphasized in action line C7.

After Covid-19 pandemic almost all daily activities stopped and only some of them have been run through the web. E-learning was one of this continued e-service that has been used with tremendous growth which seems to be an opportunities for future. In this workshop the panelists discuss whether some of our ideal targets for E-Science ecosystem such as large scale scientific collaborations, open science, life-long learning will be accelerated or not and what will be the future of universities and E-Science ecosystem. In this regard following issues are highlighted by speakers from different points of view:

- New emerged technologies in the field of internet and cloud computing are main drivers for accelerating the digital transformation. They seem to be used more than before due to the needs during the pandemic.
- While many challenges have been appeared in our life due the pandemic, but significant growth in ICTs use can be employed to accelerate the transition towards our preset goals in e-science

ecosystem, as well as focusing on new goals such as virtual student exchange and scientific e-collaboration.

- Despite concerns about the viability of a sudden shift from physical to online-exclusive teaching, higher education institutions have managed this task very well.
- While research ecosystem has not collapse such as economy and travel industry, but it is predicted that the effects of the pandemic will lead to another new crisis in the field of research and innovation.
- New normal has been appeared for research due to the pandemic and seems these are evolved in near future.

7) Main linkages with the Sustainable Development Goals (please specify the SDGs)

N/A

8) Emerging Trends related to WSIS Action Lines identified during the meeting

Cloud and Edge Computing for Big Data & Internet-of-Things, Supercomputing and Data Science.
More affordable and/or open access scientific resources

9) Suggestions for Thematic Aspects that might be included in the WSIS Forum 2021

- E-Science ecosystem evolution and huge crisis
- Future universities in the information and knowledge societies.

Thematic Workshop



Transformational Learning for Sustainable Development: Lessons from the Global Competence Online Project - Fudan University, Shanghai China and University of Nigeria, Nsukka

Thursday 13 August 2020

13:00 – 14:00

Please find in the link below, more information regarding the workshop:

<https://www.itu.int/net4/wsis/forum/2020/Agenda/Session/295>

1) Title of your session

Transforming Teaching and Learning through ICT aided Project Based Learning (PBL)

2) Name of Organisation(s) organizing the session

Fudan University, Shanghai, China and University of Nigeria, Nsukka.

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

The Action lines include: C1; C2; C6; C7 ENVIRONMENT; C7 E-EMPLOYMENT; C7 E-SCIENCE; and C11.

4) Did your workshop highlight any issues related to COVID-19? If yes, please explain.

Yes, the workshop highlighted the finding of United Nations recently published in August of 2020, that

- i. COVID-19 pandemic has created the largest disruption of education systems in history
- ii. Consequences include closed schools and learning spaces
- iii. Over 190 countries and all continents affected
- iv. 1.6 billion learners affected globally. 94 per cent are students
- v. 99 per cent students affected in low and lower-middle income countries
- vi. ICT helped developed countries to caution the impact and reduce consequences by half as it had affected under developed countries.

5) Key achievements, announcements, launches, agreements, and commitments.

- i. Awareness on the impact of COVID19 on the global education and the relevance of ICT in cautioning the effect.

- ii. Relevance of flipped classroom technique Using ICT to solve some of the challenging problems of educations globally.
- iii. Call for participants who would like to join the TeachSDGs initiative to promote significance of using ICT to meeting the UN SDG 2030 goals.

6) Main outcomes highlighting the following:

I. Debated Issues

- Please capture highlights of the main issues discussed and interactions with audience:
 - i. Covid19 had drastically affected global education
 - ii. The consequences and impacts are severe in under-developed countries with less ICT facilities
 - iii. Flopped classroom technique is a very useful tool that can be used to mitigate impact.
- Please highlight key achievements and challenges shared by the audience and/or panellists. Achievements:
 - i. Highlighting the global state of education as it has been affected by Covid19
 - ii. Proffering solution in the flipped classroom model and using Transformational learning as a useful tool for solutions.

Challenges: Access, Time, policy and political will in some countries.

II. Quotes

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

"1.6 billion learners affected globally. 94 per cent are students." UN Policy brief on COVID19, August 2020.

"99 per cent students affected in low and lower-middle income countries."
(United Nations 'UN', August 2020)

III. Overall outcomes of the session highlighting

- Main conclusions reached during the discussion:
 - a) efforts needed to provide access and equipment for greater percentage of the world learners cut off from school by covid19.
- The vision for implementation of WSIS Action lines beyond 2015:

7) Main linkages with the Sustainable Development Goals (please specify the SDGs).

The workshop provides great support to SDG4 - Quality education.

8) Emerging Trends related to WSIS Action Lines identified during the meeting

There is ever increasing acceptance for use of ICT in teaching and learning globally.

9) Suggestions for Thematic Aspects that might be included in the WSIS Forum 2021

Models for effective mainstreaming of ICT usage as a primary teaching tool against times like covid19.

Thematic Workshop



WSIS Prizes 2020 Champion Success Stories of WSIS Action Lines Implementation and SDGs Advancement - WSIS

Friday 14 August 2020

12:00 – 13:00

Please find in the link below, more information regarding the workshop:

<https://www.itu.int/net4/wsis/forum/2020/Agenda/Session/297>

1) Title of your session:

WSIS Prizes 2020 Champion Success Stories of WSIS Action Lines Implementation and SDGs Advancement

2) Name of Organisation(s) organizing the session:

WSIS

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

C4, C5, C7,

4) Did your workshop highlight any issues related to COVID-19? If yes, please explain:

Yes, the difficulties of living in a third country during the pandemic was highlighted briefly. New ways of bringing digital literacy online were discussed as well.

5) Key achievements, announcements, launches, agreements, and commitments

This series will seek to provide useful, replicable, and actionable information to WSIS community and beyond, and invite all to make good and timely use of this data, reach out to our speakers, and promote ICTs as enablers of SDGs.

6) Main outcomes highlighting the following:

I. Debated Issues

The WSIS Prizes, as an integral part of the WSIS Stocktaking, have been serving as a major international repository since 2012 for sharing and promoting good information and communication technology solutions which are advancing development. Since April this year, with the world struck by the Coronavirus pandemic, this online platform started collecting projects

and activities on how ICTs are assisting stakeholders in their everyday life, work, and responding to challenges caused by this extraordinary disease.

II. Quotes

Dr Amir Rashid Ch, Comsats University

Today's the Independence Day of my country and I feel very proud to, you know, be a part of this humanity. You can see the global thing together we can help each other and make this work.

Yosi Moku, Siberkreasi, Indonesia

We can get the access, we can get the puzzle piece because they trust us and and they're there, they're aiming for education.

7) Main linkages with the Sustainable Development Goals (please specify the SDGs)

ALL

8) Emerging Trends related to WSIS Action Lines identified during the meeting

9) Suggestions for Thematic Aspects that might be included in the WSIS Forum 2021

Thematic Workshop



High Data: Data Management Education - The Data Association
Management Italy in collaboration with FIT Academy

Monday 17 August 2020

12:00 – 13:00

Please find in the link below, more information regarding the workshop:

<https://www.itu.int/net4/wsis/forum/2020/Agenda/Session/305>

1) Title of your session

DATA HIGH: Data Management Education

2) Name of Organisation(s) organizing the session

The Data Association Management Italy in collaboration with FIT Academy

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

As presented during our session, the motivations that moved DAMA and FIT Academy to engage in the Data Management education to High Schools, are mapped below against SDG and WSIS Actions Lines.

DATA HIGH MOTIVATION AND ASSUMPTIONS	SUSTAINABLE DEVELOPMENT GOALS	WSIS ACTION LINES
A "GOOD" CULTURE IS THE FUNDAMENT FOR "GOOD" PROFESSIONALS	8. CREATE DECENT WORK AND ECONOMIC GROWTH	3. ACCESS TO INFORMATION AND KNOWLEDGE
CULTURE STARTS FROM EDUCATION AND EDUCATION IS COMPLEX	4. PROVIDE QUALITY EDUCATION	4. CAPACITY BUILDING
AWARENESS IS NEEDED TO FIGHT AGAINST INEQUALITIES AND FEAR		10. ETHICAL DIMENSIONS THE INFORMATION SOCIETY 11. INTERNATIONAL AND REGIONAL COOPERATION
VIRTUAL IS PART OF REALITY		7. ICT APPLICATIONS: BENEFITS IN ALL ASPECTS OF LIFE

A "GOOD" CULTURE IS THE FUNDAMENT FOR "GOOD" PROFESSIONALS

(SDG 8 – WSIS ACTION LINE 3)

Extract from the workshop:

When talking about Data Management (DM), it is important to remember that DM is not only technology as Data Management is mostly a discipline which talks about People and the Process they use, Data Management is ultimately a discipline that speaks about Culture. IF you want to change and improve working behaviors and conditions you have to work on changing the culture!

CULTURE STARTS FROM EDUCATION AND EDUCATION IS COMPLEX

(SDG 4 – WSIS ACTION LINE 4)

Extract from the workshop:

Education is where culture starts to be built, so we, DAMA, must involved from the early stages and early education years. But we need to recognise that education is hard and complex. Teachers' work is difficult because they can't limit to repeat concepts and lessons learnt. Teachers have to attract students and help them to learn using a mix of techniques, soft and hard skills as well as via attempts to understand what it works and what it doesn't for a specific student and environment.

AWARENESS IS NEEDED TO FIGHT AGAINST INEQUALITIES AND FEAR

(WSIS ACTION LINES 10 and 11)

It is known that the lack of knowledge, in whatever field, discipline, part of the world and culture might lead to injustice. Without knowledge, we are left face our fears without the right tools and defense.

VIRTUAL IS PART OF REALITY

(WSIS ACTION LINES 7)

When you think about school and education, you often think that education must focus on "real world". This is true because there is a lot to learn about the real world . At the same time we have to admit that our life as professionals, as teachers, as students happens in a virtual world for at least half of its time. So Virtual and Digital world is today part of our Reality and Data are, in a sense, the atoms of this virtual world. As we talk to our students about atoms, we must talk about data.

4) Did your workshop highlight any issues related to COVID-19? If yes, please explain.

No.

5) Key achievements, announcements, launches, agreements, and commitments

The session explored the new education and certification framework the Data Management Association is developing with the support of its register education partner, FIT Academy.

The framework is designed to Mid and High Schools students, to prepare them to Universities and the Professional world with solid fundamentals of Data and Information Management.

During the session, audience was presented with key principles of the framework, goals and aims, as well as the roadmap from inception to trial, launch, standardisation and international roll-out.

The session was facilitated by DAMA Italy President and EMEA Coordinator, Nino Letteriello, with the Panellists will be able to address present the various aspects of the initiatives and answers to attendees' questions and requests to collaborate.

6) Main outcomes highlighting the following:

I. Debated Issues

- Please capture highlights of the main issues discussed and interactions with audience

Data concept was debated, and the following highlights and agreement recorded:

Data is NOT the new Oil. Data is everywhere, can be shared and reproduced, simultaneously used and reused, aggregated and integrated. Data can be inclusive and sustainably used by all and to the benefit of all; however, to ensure Data is adequately managed and its value fully unleashed and shared with the wider community, a common Data Management framework with clear standards and guiding principles is needed.

- Please highlight key achievements and challenges shared by the audience and/or panellists

Data Management Education and the need for formal and standard Certifications was the point where panelists and audience converged and unanimously agreed.

II. Quotes

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

***"CULTURE STARTS FROM EDUCATION AND EDUCATION IS COMPLEX"* (Michele Valentini – FIT Academy).**

***"DATA MANAGEMENT IS ULTIMATELY A DISCIPLINE THAT SPEAKS ABOUT CULTURE"* (Nino Letteriello – DAMA)**

III. Overall outcomes of the session highlighting

- main conclusions reached during the discussion:
- the vision for implementation of WSIS Action lines beyond 2015:

7) Main linkages with the Sustainable Development Goals (please specify the SDGs)

See points 3 above

8) Emerging Trends related to WSIS Action Lines identified during the meeting

9) Suggestions for Thematic Aspects that might be included in the WSIS Forum 2021

Data Management Education and Certifications seemed to be one of the key points the audience was interested to and asked for future information. In general, there was a sense that WSIS should expand its remit over and above the technology aspect and to collaborate with existing education providers and academies, especially in relation do SDG 4 and Action lines 3 & 4

Thematic Workshop



How institutions and private sectors collaborate to advance digital inclusion in emergin markets - KaiOS technologies

Monday 17 August 2020

13:00 – 14:00

Thematic Workshop



WSIS Americas Regional Meeting - ECLAC/ITU

Monday 17 August 2020

14:00 – 15:00

Please find in the link below, more information regarding the workshop:

<https://www.itu.int/net4/wsis/forum/2020/Agenda/Session/309>

1) Title of your session

WSIS Americas Regional Meeting: Challenges of digitization and its importance for the reinvention of the economy and society

2) Name of Organization(s) organizing the session

ECLAC & ITU

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

C 1. The role of governments and all stakeholders in the promotion of ICTs for development
C 2. Information and communication infrastructure: an essential foundation for an inclusive information society
C11. International and regional cooperation.

4) Did your workshop highlight any issues related to COVID-19? If yes, please explain.

Yes, since digital technologies have been key to address the pandemic in the region. The session discussed how digital technologies help to cope with the crisis and how in the long term these technologies will be key in rebuilding the economy.

5) Key achievements, announcements, launches, agreements, and commitments

The organization of the seventh ministerial meeting for information society in Latin America and the Caribbean in 2020.

6) Main outcomes highlighting the following:

I. Debated Issues

The pandemic highlighted the importance of digital technologies for social and economic resilience. These technologies have been essential tools to alleviate the effects of social distancing, allowing schools and universities to continue their activities online, commerce to function and governments to provide services. However, the pandemic has also revealed the digital exclusion that a good part of the population is exposed to. Faced with this scenario, various challenges are generated, and joint work is required between all actors of

the society to solve the problems of exclusion but also to promote technological innovation, the generation of digital skills and boosting the digital economy. This session discussed these challenges and how the different actors in society can promote initiatives to reduce digital exclusion and reinvigorate the economy and society.

II. Quotes

Sebastián Rovira, ECLAC: “The potential adoption of digital technologies is conditioned by structural aspects in Latin America and the Caribbean”

Christian O’Flaherty, ISOC: “Digital skills don’t mean only how much you know but how able you are to appropriate digital technologies”

III. Overall outcomes of the session highlighting

- main conclusions reached during the discussion
- the vision for implementation of WSIS Action lines beyond 2015
- It is necessary to promote new cooperation mechanisms for the development of infrastructure and connectivity, e.g. community networks
- All actors of the society must be involved in overcoming the digital divide
- Internet helped reduce the impact of the pandemic, but structural aspects still condition the adoption of digital technologies
- It is necessary to speed up digital agenda programs in the region
- Restriction policies on content and Internet IPs, affects Internet quality
- Low cost technologies have facilitated the deployment of infrastructure, but it is still necessary to continue working to reduce other barriers such as training
- An enabling environment is needed to foster connectivity
- Foster regional and international cooperation

7) Main linkages with the Sustainable Development Goals (please specify the SDGs)

1. No poverty
4. Quality of education
8. Decent work and economic growth
9. Industry, innovation and infrastructure

8) Emerging Trends related to WSIS Action Lines identified during the meeting

Importance of following along with innovative cooperation mechanisms to bridge the digital divide.

9) Suggestions for Thematic Aspects that might be included in the WSIS Forum 2021

Not discussed.

Thematic Workshop



Artificial Intelligence - Open Health Network

Tuesday 18 August 2020

12:00 – 13:00

Thematic Workshop



Measurement of Progress towards the SDGs through ICT Indicators -
Partnership on Measuring ICT for Development

Tuesday 18 August 2020

13:00 – 14:00

Please find in the link below, more information regarding the workshop:

<https://www.itu.int/net4/wsis/forum/2020/Agenda/Session/313>

1) Title of your session

Partnership on Measuring ICT for Development: Information and communication technology statistics

2) Name of Organisation(s) organizing the session

ITU, UNCTAD, UNDESA

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

The Partnership on Measuring ICT for Development is an international, multi-stakeholder initiative that was launched in 2004 to improve the availability and quality of ICT data and indicators, particularly in developing countries.

ICT indicators are relevant to all WSIS Action Lines.

4) Did your workshop highlight any issues related to COVID-19? If yes, please explain.

Challenges in data collection after COVID-19. Most of the face-to-face surveys are no more possible.

5) Key achievements, announcements, launches, agreements, and commitments

- Report of the Partnership on Measuring ICT for Development: Information and communication technology statistics E/CN.3/2020/23. 51st session of the UN Statistical Commission, New York, 3 – 6 March 2020
- Presentation of Global E-waste Monitor and globalewaste.org

6) Main outcomes highlighting the following:

I. Debated Issues

- Please capture highlights of the main issues discussed and interactions with audience
 - Please highlight key achievements and challenges shared by the audience and/or panelists
- Need for new sources of data/indicators and use of Big data
 - New ways of data collection during COVID-19
 - Proportion of e-waste treated environmentally sound
 - Challenges in data collection in Africa
 - Lack of indicators related to human rights & data privacy
 - Need to look at new areas of measurement such as on cybersecurity

II. Quotes

III. Overall outcomes of the session highlighting

- Main conclusions reached during the discussion:
 - The vision for implementation of WSIS Action lines beyond 2015:
- Review and comment on the progress made on the availability of ICT statistics.
 - Further improve methodological guidelines to produce ICT statistics;
 - The importance of new data sources such as big data, IoT
 - Data innovation due to lack of resources during COVID-19

7) Main linkages with the Sustainable Development Goals (please specify the SDGs)

ICT indicators could be used to track progress in all SDGs

8) Emerging Trends related to WSIS Action Lines identified during the meeting

- Importance of measuring digital economy by using big data
- Importance of using new data sources/big data to complement/supplement existing data on information society

9) Suggestions for Thematic Aspects that might be included in the WSIS Forum 2021

Suggest keeping it in line with HLPF Forum and other high-level development agendas at the United Nations. The 2021 session of the HLPF will review nine SDGs: 1, 2, 3, 8, 10, 12, 13, 16 and 17. The thematic focus of ECOSOC and HLPF in 2021 will be 'Sustainable and resilient recovery from the COVID-19 pandemic.'

Thematic Workshop



How to microfinance projects using Ignis blockchain crowdfunding platform - Jelurida Swiss SA

Wednesday 19 August 2020

12:00 – 13:00

Thematic Workshop



**Hack the Gaps - Digital solutions for the UN SDGs - WSA - Global.
Digital. Purpose Driven.**

Wednesday 19 August 2020

14:00 – 15:00

Please find in the link below, more information regarding the workshop:

<https://www.itu.int/net4/wsis/forum/2020/Agenda/Session/319>

1) Title of your session

Hack the Gap – Digital Solutions for the UN SDGs

2) Name of Organisation(s) organizing the session

WSA – Global. Digital. Purpose Driven

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

WSA was initiated back in 2003 as Austrian contribution to the World Summit on the Information Society, using the mechanism of a global contest to identify best-practice solutions in eContent and digital innovation along side the WSIS action line C7. The award categories have been slightly adapted in order to reflect the UN SDGs. WSA also lives by the principles of UN WSIS, involving all stake-holders, being inclusive, contributing to a knowledge society and providing each UN member state the same opportunity and platform.

4) Did your workshop highlight any issues related to COVID-19? If yes, please explain.

The panellists, young entrepreneurs explained how Covid-19 changed their work and challenged their business.

While digitalization got even more important and health solutions could scale, other solutions found new difficulties.

Educational solutions that built on partnerships with schools needed to find new ways to reach their audience and had to involve parents.

As borders have been closed, expanding a business to another country got more challenging.

WSA winner MedShr, a health-tech solution from the UK was able to raise funds and support medical training to doctors in Africa.

5) Key achievements, announcements, launches, agreements, and commitments.

N/A

6) Main outcomes highlighting the following:

I. Debated Issues

- Please capture highlights of the main issues discussed and interactions with audience:
- Please highlight key achievements and challenges shared by the audience and/or panellists. Achievements:
 - Young digital entrepreneurs from Pakistan, Nigeria, Lebanon, USA and the UK shared their experiences and impact solutions before and during Covid-19. Digital solutions prove to be one of the most promising tools to achieve the 2030 agenda.
On one hand Covid-19 proved that digital solutions are key in global crises and that solutions that truly serve society and make a local impact need support. However, as corporate companies have been effected by the crises, fundraising and investment money has been difficult to raise.
 - Raaji, a Pakistani chatbot educating young girls about hygiene and sexual content and Kognikit, an online learning tool from Lebanon shared the same experience that schools were no longer there to reach kids. They needed to adapt during Covid-19 and finding new ways through parents to reach children.
 - Africa-on-the-Rise, a content platform from Africa tries to work against fake news shared via social media and inform people adequately about Covid-19.
 - Leaf Global Fintech, a start-up equips refugees around the world with a digital wallet to access their funds, no matter where they are. They planned to start their business in Africa, but since borders were closed, their schedule changed. From next week on they will start to work in Rwanda, expanding to other African countries.

II. Quotes

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

"It's about the people and their positive attitude to rebuild this country again. Please don't stop talking about Lebanon and our people – that's what we need right now" Patrick Habib, Co-Founder Kognikit, Lebanon

"Refugees are often forgotten during this global pandemic – but they are facing even more challenges right now and need our support." Tori Samples, Co-Founder Leaf Global Fintech, USA

III. Overall outcomes of the session highlighting

- Main conclusions reached during the discussion:
- The vision for implementation of WSIS Action lines beyond 2015:

Young impact driven entrepreneurs need to be listened to by all WSIS stakeholder. They build the future we want. They need to understand policies, data protection rights and deserve our support.

7) Main linkages with the Sustainable Development Goals (please specify the SDGs).

SDG 1,3,4,5,13,17

8) Emerging Trends related to WSIS Action Lines identified during the meeting

N/A

9) Suggestions for Thematic Aspects that might be included in the WSIS Forum 2021

Involvement of young digital entrepreneurs working towards the achievement of the UN SDGs- WSA is committed to support and connect them with the WSIS secretariat.

Thematic Workshop



The use of Decentralized Identities (DIDs) in development projects -
University of Geneva

Thursday 20 August 2020

12:00 – 13:00

Please find in the link below, more information regarding the workshop:

<https://www.itu.int/net4/wsis/forum/2020/Agenda/Session/321>

1) Title of your session

The use of Decentralized Identities (DIDs) in development projects (20.08.2020)

2) Name of Organisation(s) organizing the session

University of Geneva, Geneva Macro Labs, International Association of Trusted Blockchain Applications (INATBA)

3) Relevance with the WSIS Action Lines

This session especially supported the following WSIS Action Lines:

- C1: The role of public governance authorities and all stakeholders in the promotion of ICTs for development
- C2: Information and communication infrastructure
- C5: Building confidence and security in the use of ICTs
- C6: Enabling environment
- C7: ICT Applications (e-government, e-business)
- C10: Ethical dimensions of the Information Society
- C11: International and regional cooperation

The ability to prove who you are is a fundamental and universal human right. Target 9 of the Sustainable Development Goal (SDG) 16 advocates for achieving the benefit of a legal identity for every world citizen by 2030. However, there are still 1.1 billion people who do not have an ID and cannot participate fully in our society. The session looked into the question to which extent DIDs (could) contribute to accomplish an inclusive digital identification system. How does an enabling environment for such look like? And, which ethical dimensions are most critical at the current stage? Most personal data are stored in silos with insufficient protection for privacy. At the same time, the emergence of digital identity systems based on Blockchain and concepts of decentralized and self-sovereign identity, might represent an opportunity for change. Decentralized IDs offer a way to achieve both, identification for everybody and protection of people's privacy. First blockchain use case projects in this matter are undertaken that try, for instance, to provide refugees, stateless people with a self-sovereign identity for digital inclusion.

4) Did your workshop highlight any issues related to COVID-19? If yes, please explain.

Decentralized IDs use a technology that is also the basis for decentralized COVID-19-tracing. The German and Swiss COVID-19 tracing apps are two examples. This technology of decentralization ensures that an abuse of the data is protected by high technological barriers. Data is stored in a highly pseudonymized way in a decentralized manner. Simultaneous access to many smartphones would be necessary to have a chance to abuse the tracing information.

5) Key achievements, announcements, launches, agreements, and commitments

The workshop highlighted the need for digital identification and emphasized the threat to privacy by the possibilities to abuse centralized identification. Industry and standards organizations are committed to foster a standard for decentralized IDs and the EU commission supports DIDs by the European Blockchain Services Infrastructure (EBSI) and the European self-sovereign identity framework (ESSIF).

6) Main outcomes highlighting the following:

i. Debated Issues

How secure is privacy protection of decentralized IDs?

To what extent are decentralized IDs recognized by legal regulation (e.g. eIDAS)?

What about usability of decentralized IDs?

Are there intrinsic conflicts with other (justified or not justified) government targets like anti money laundering (AML) or mass surveillance?

What are the GDPR requirements for decentralized IDs?

ii. Quotes

Virginia Cram-Martos, Triangularity: Who controls your identity and what do others know about it – is it your government, your employer, Facebook ... or you?

Irene Adamski, Jolocom: Increasing the self-sovereignty of users and decentralizing control over data will improve the resilience of digital societies.

Ismael Arribas, INATBA: Identification requires good governance and interoperability. INATBA is uniting actors from all over the world to find the appropriate path to establish both.

Ignacio Nacho Alamillo Domingo, Alastria: DIDs have revolutionised the way we identify people, organisations, objects and processes: will they be used to empower users or to dominate the world?

Pēteris Zilgalvis, EU Commission: We are looking to enable innovative approaches to give citizens more control over their data and digital identities.

Jörn Erbguth & Marianne Schöring, University of Geneva and Geneva Macro Labs: DID is the key to digital inclusion that does not compromise privacy.

iii. Overall outcomes of the session highlighting

Digital IDs are essential for digital inclusion.

Digital IDs can help to reduce the digital divide but are socially and politically complex.

Using decentralized rather than centralized IDs is important to protect the human right of privacy and data protection.

Standards are important for interoperability and acceptance of decentralized IDs.

Government involvement is needed. Many governments approach this subject. The European Union is among the first with its European self-sovereign identity framework (ESSIF) and the European Blockchain Services Infrastructure (EBSI).

7) Main linkages with the Sustainable Development Goals (please specify the SDGs)



Identification for everybody is a key to inclusive societies. At the same time, centralized identification is the biggest single threat to privacy. Those who remain invisible are unable to open a bank account, access healthcare, receive education and are at higher risk to be exploited or trafficked. Therefore, electronic identification is at the heart of sustainable development seeking for inclusion. In contrast to centralized identity, decentralized identity offers not only the best possible privacy protection for electronic identification systems.

- SDG 9: Its implementation allows governments and other players progress towards sustainable industry, innovation and resilient infrastructure which is a goal that can be supported by blockchain technology in general.
- SDG 10: Because decentralized identity gives control to the people that are identified, it can reduce inequalities as it provides opportunities of participation for those who were excluded because of their status, social position, ethnical background etc. (refer to SDG number 10).
- SDG 11: DIDs stop government agencies from accumulating people's private data where it can be hacked; control over when, where and for what purpose the identity is being used remains with the user and citizen [Identity Holding]. Refer to SDG 11 on sustainable cities and governments for which a transparent digital public infrastructure and accessible eGovernment is key.
- SDG 16: "The promotion of peaceful and inclusive societies for sustainable development, the provision of access to justice for all, and building effective, accountable institutions at all levels" plays a significant role in the discussion of DID: it highlights that the way identities are managed from national to global level need to move towards a framework where both, socio-legal necessities for digital identity, and the technical potential to decentralizations, are considered.

8) Emerging Trends related to WSIS Action Lines identified during the meeting

- Regarding C6 on Enabling environment: eIDAS Regulation influences strongly the international regulatory space, thanks to UNCITRAL recent works. eIDAS may be extended to include the recognition of electronic identities for private sector uses, such as AML/CFT, online platforms, etc.
- Regarding C11 on International and regional cooperation: The European Commission is increasing its efforts for the use of Blockchain technology and decentralized identity in the region. The Regulation (EU) N°910/2014 on electronic identification and trust services for electronic transactions in the internal market (eIDAS Regulation), adopted on 23 July 2014, is intended to be revised. Until 2 October 2020 feedback from stakeholders across sectors and countries is collecting feedback on (1) drivers and barriers to the development and uptake of *eID and trust services* in Europe, and (2) on the impacts of the options for delivering an EU decentralized digital identity.

9) Suggestions for Thematic Aspects that might be included in the WSIS Forum 2021

- Privacy and the application of decentralized technology.

Thematic Workshop



E-learning: “Connecting the two worlds through online programs that build a bridge between students in connected and disconnected countries - EduHarbor EduMatters

Thursday 20 August 2020

14:00 – 15:00

Please find in the link below, more information regarding the workshop:

<https://www.itu.int/net4/wsis/forum/2020/Agenda/Session/325>

1) Title of your session

E-learning ‘Connecting the two worlds through online programs that build a bridge between students in connected and disconnected countries.’

2) Name of Organisation(s) organizing the session

EduHarbor EduMatters

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

C7 E-learning

4) Did your workshop highlight any issues related to COVID-19? If yes, please explain.

While we did not focus on COVID-19 specifically, the moderator and one of the speakers, Felix, shared great insights and data on how COVID-19 affected education industry and put more kids out of learning opportunities range, as well as reduced access to food and proper sanitation (at schools).

5) Key achievements, announcements, launches, agreements, and commitments.

E-learning: ‘Connecting the two worlds through online programs that build a bridge between students in connected and disconnected countries’ was a panel discussion workshop that focused on discussing ways to bring quality education to areas that lack infrastructure, technology and teachers. With speakers from China, Malaysia and Ghana, we talked about the programs that they have been running to reach remote areas and change the world for those who do not have access to education online. We also tackled the question of how all of us can contribute to making education accessible to everyone.

6) Main outcomes highlighting the following:

I. Debated Issues

- Please capture highlights of the main issues discussed and interactions with audience

One of the key debated issues among the speakers was access to internet in remote areas. As our speakers came from countries with totally different approaches to connecting remote areas, we saw a drastic difference between opportunities that people, businesses and everyone involved have when they are connected to the world wide web as apposed to when they are not.

- Please highlight key achievements and challenges shared by the audience and/or panellists

One of the key challenges mentioned by our invited speaker Nodumo Dhlamini, Director of IT / ICT Services and Knowledge Management at Association of African Universities, Ghana, was attracting investors and other stakeholders to develop infrastructure needed for internet connectivity in remote areas. Other issues discussed were the digital divide and the gender digital divide specifically.

The key achievement highlighted by our speaker Dike Felix O., Lecturer and Researcher at the University of Nigeria and Fudan University (China) was his work in Transformational Learning and his sharing about how this approach in education can change young learners' lives.



Highlight by Ming Khor, Founder and CEO of Keru, China, were on the great connection of the rural areas to the internet in China and how it made it much easier to shift their work from offline to online during the challenging months of COVID-19.

II. Quotes

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

Nodumo Dhlamini, Director of IT / ICT Services and Knowledge Management at Association of African Universities, Ghana: "We need to remember that the challenge of connectivity in African countries lie with the 'last mile'. Last mile is when the high speed internet reaches the rural areas which are not attractive business-wise to be connected."

Dike Felix O., Lecturer and Researcher at the University of Nigeria and Fudan University (China): "It's important to recognise for all stakeholders in education that there's a need for technological disruption, and then critically reflecting on the disruption and, if there is need, to discuss with others, find a way forward and take action. These are some of the outcomes that can come with Transformational Learning."

III. Overall outcomes of the session highlighting

- Main conclusions reached during the discussion:

We saw first-hand examples of how different opportunities are available to those without internet and those with internet and devices. We acknowledged the need to have proper funding to connected the disconnected areas of the countries and the world. Additionally, we highlighted the need to use Transformational Learning as they bring some of the most important outcomes in learning to students, teachers and every stakeholder in education.

- The vision for implementation of WSIS Action lines beyond 2015:

7) Main linkages with the Sustainable Development Goals (please specify the SDGs)

Thought the workshop we drew connections to SDG 1 (as poverty affects hunger (goal 2, thus health, and education), 2, 3, 4 (without equal education the gender divide and gender digital divide will continue to grow), 5 and 17 (countries should learn from each other and share best practices).

8) Emerging Trends related to WSIS Action Lines identified during the meeting

N/A

9) Suggestions for Thematic Aspects that might be included in the WSIS Forum 2021

N/A

Thematic Workshop



WSIS Prizes 2020 Champion Success Stories of WSIS Action Lines Implementation and SDGs Advancement - WSIS

Friday 21 August 2020

13:00 – 14:00

Please find in the link below, more information regarding the workshop:

<https://www.itu.int/net4/wsis/forum/2020/Agenda/Session/328>

1) Title of your session

WSIS Prizes 2020 Champion Success Stories of WSIS Action Lines Implementation and SDGs Advancement

2) Name of Organisation(s) organizing the session

WSIS

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

The session discussed the various projects submitted by the WSIS Prizes Champions and they were related to Action lines, C3, C5, C6, C10, C7- E-government, C7-E-business.

4) Did your workshop highlight any issues related to COVID-19? If yes, please explain.

Yes the workshop did highlight issues related to COVID-19, Panelists were asked to talk about how ICTs played a role in helping their communities to deal with the pandemic The key highlights were they wouldn't have been able to achieve some of their projects without ICTs and ICTs have also indirectly empowered them by helping them bridge the digital divide, its caused more digital inclusion and provided them with data and the necessary technology mostly on contact tracing to help curb the rate of infections.

5) Key achievements, announcements, launches, agreements, and commitments

The promotion of gender inclusion, providing education, big data to support Covid-19 response. The project ekShop helped to connect E-commerce players in the country on one single platform and thus increased the whole logistical efficiency of the country.

6) Main outcomes highlighting the following:

I. Debated Issues

- Please capture highlights of the main issues discussed and interactions with audience

This session hosted 11 WSIS Prizes Champions who spoke about their projects that are helping to promote Economic, Social, and Environmental impact on the local national and Government level.

- Please highlight key achievements and challenges shared by the audience and/or panelists

II. Quotes

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

“Business wouldn’t have been able to run if it wasn’t for ICTs” Mr. Md Sahariar Hasan a2i, ekShop, Bangladesh.

“Through the application of ICTs, the project has improved the government’s management and the decision-making capabilities. And Promoted China’s efforts in targeted poverty innovation reduce the digital divide between you and other areas”. Meimei Dang, China Academy of information and communication technology, China.

III. Overall outcomes of the session highlighting

- main conclusions reached during the discussion
- the vision for implementation of WSIS Action lines beyond 2015

7) Main linkages with the Sustainable Development Goals (please specify the SDGs)

SDG 1,4,9,10,13,16,17

8) Emerging Trends related to WSIS Action Lines identified during the meeting

9) Suggestions for Thematic Aspects that might be included in the WSIS Forum 2021

Thematic Workshop



Changing men's attitudes to women and technology: A TEQTogether initiative - TEQTogether , UNESCO Chair in ICT4D , COMSATS University Islamabad , Inter Islamic Network on Information Technology

Monday 24 August 2020

13:00 – 14:00

Please find in the link below, more information regarding the workshop:

<https://www.itu.int/net4/wsis/forum/2020/Agenda/Session/333>

1) Title of your session

Changing men's attitudes to women and technology: A TEQTogether initiative
Session 333 , 1300-1400 , Monday 24 August , 2020

2) Name of Organisation(s) organizing the session

Inter Islamic Network on Information Technology, UNESCO Chair in ICT4D, COMSATS University Islamabad, Ministry of IT and Telecommunications, Pakistan

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

C1. The role of public governance authorities and all stakeholders in the promotion of ICTs for development

C3. Access to information and knowledge

C6. Enabling Environment

C7. ICT Applications benefits in all aspects of life

- E-Business
- E-Employment

C8. Cultural diversity and identity, linguistic diversity and local content

C10. Ethical dimensions of the information society

4) Did your workshop highlight any issues related to COVID-19? If yes, please explain.

The session explored through real life accounts of women working in the technology sector and the challenges and barriers associated from the perspective of gender.

Since the session was mainly focused on the case study focusing on Pakistan, COVID-19 implications on working from home and managing a balance in work and personal life from a south Asian cultural perspective were also discussed in detail.

5) Key achievements, announcements, launches, agreements, and commitments

Announcement of further strengthening the existing partnerships and conducting similar research in other OIC countries by INIT and UNESCO Chair in ICT4D.

6) Main outcomes highlighting the following:

I. Debated Issues

- Please capture highlights of the main issues discussed and interactions with audience
 - Live Sign Language support was provided by INIT through Ms. Nasreen Aghai;
 - Need for policy guidance notes to minimize digital gender divide in developing countries;
 - Need of training and support focused on changing attitudes of men in the technology sector;
 - Infrastructure requirements for female employees.
 - Gender digital equality is worsening rather than getting better.
- Please highlight key achievements and challenges shared by the audience and/or panelists
 - SEHAT Kahani a Pakistani woman led technology startup for enabling female doctors to work from home after marriage was showcased a success story;
 - The research carried out by Dr. Akber Gardezi (COMSATS University Islamabad) and Prof. Tim Unwin (UNESCO Chair in ICT4D) in Pakistan and the guidance notes generated in English and URDU were also showcased (<https://teqtogether.org/guidance-notes/>).

II. Quotes

- Prof. Tim Stated “ Digital Gender Gap is worsening day by day despite all the efforts made on women empowerment”
- Dr. Alo stated that “Digital Gender Divide is a big issue for many for many Nigerians, and for many African nations, the cost and where we are economically has been a major factor affecting the adoption of Technology and even more so for women who are less economically empowered”
- Dr. Iffat stated that “Out of from 60 billion US dollar investment that happened globally in the last four years on technology only 1.8 billion US dollar investment was made in startups or companies build by a woman. And if you talk about Pakistan the situation is no different”

III. Overall outcomes of the session highlighting

- Main conclusions reached during the discussion
 - Need for effective technology policies to foster more inclusion of women;
 - Human Resource rules should be developed keeping the cultural barriers in mind for women.
- The vision for implementation of WSIS Action lines beyond 2015

- To achieve inclusion and reduce digital gender divide through C1 (Role public governance policy and all stakeholders in the promotion of ICTs for Development);
- To achieve inclusion and reduce digital gender divide through C7 (Education and Governance)
- To ensure C8 (Cultural diversity and identity , linguistics diversity and local content)

7) Main linkages with the Sustainable Development Goals (please specify the SDGs)

The thematic areas of the workshop focused on:

- SDG 4: Quality Education
- SDG 5: Gender Equality
- SDG 8: Decent work and economic growth

8) Emerging Trends related to WSIS Action Lines identified during the meeting

- There was a focus on ensuring more inclusive work places especially in the technology sector where lack of infrastructure were routinely pointed by panelists and audience for C1;
- C10 was also touched upon the ethical dimensions of the information society.

9) Suggestions for Thematic Aspects that might be included in the WSIS Forum 2021

- i. Technology and inequality exploring the impact of monopolization.

Thematic Workshop



WSIS Prizes 2020 Champion Success Stories of WSIS Action Lines Implementation and SDGs Advancement - WSIS

Wednesday 26 August 2020

12:00 – 13:00

Please find in the link below, more information regarding the workshop:

<https://www.itu.int/net4/wsis/forum/2020/Agenda/Session/339>

1) Title of your session

WSIS Prizes 2020 Champion Success Stories of WSIS Action Lines Implementation and SDGs Advancement

2) Name of Organisation(s) organizing the session

WSIS

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

C1, C2, C4, C-7 E-business, E-agriculture, E-environment, E-science, C8

4) Did your workshop highlight any issues related to COVID-19? If yes, please explain.

Yes, the pandemic was discussed briefly with regards to the impact it has on people's daily lives and everyday work and how they streamlined their projects to address it.

5) Key achievements, announcements, launches, agreements, and commitments

Promotion of gender mainstreaming, job creation, providing inclusive education, environmental protection.

6) Main outcomes highlighting the following:

I. Debated Issues

- Please capture highlights of the main issues discussed and interactions with audience.

The main issues discussed by panelist related to issue son how ICTs are helping to promote or digitalize agriculture, build the capacities of individuals especially women, creation of jobs, ICTs in helping promote cultural diversity, prevents problems associated with diverse languages.

- Please highlight key achievements and challenges shared by the audience and/or panelists

My GOVnet successfully connected a total of 11,344 government officers covering 26 ministries and 305 agencies nationwide.

Empowering girls who have dropped out of school with digital schools to gain employment and become innovative.

II. Quotes

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

“If you have the will, if you have a computer, and if you have the courage to do it. You can potentially learn as many digital skills as you want” Muhammad Bin Masood – SkillsFirst Digital Skills Bootcamp, Pakistan.

“The game has lived a significant impact on users of social media platforms as it being used recorded more than 11 million views which includes for millions on YouTube and several million views on Facebook will then turn that off 30,000 hours of watching. So this is somewhat of our initiative about smart awareness”. Dr Mansoor Alrazooqi – Dubai Police, UAE

III. Overall outcomes of the session highlighting

- main conclusions reached during the discussion
- the vision for implementation of WSIS Action lines beyond 2015

7) Main linkages with the Sustainable Development Goals (please specify the SDGs)

SDG 2,5, 9,8,10,12

8) Emerging Trends related to WSIS Action Lines identified during the meeting

9) Suggestions for Thematic Aspects that might be included in the WSIS Forum 2021

Thematic Workshop



SmartCity: A concrete Guide to drive Citizen's engagement for
Innovation - Open Geneva

Thursday 27 August 2020

12:00 – 13:00

Thematic Workshop



Ideathons for the SDGs towards the 2030 Agenda - Fundación Cibervoluntarios

Friday 28 August 2020

14:00 – 15:00

Please find in the link below, more information regarding the workshop:

<https://www.itu.int/net4/wsis/forum/2020/Agenda/Session/248>

1) Title of your session

Ideathons for the SDGs towards the 2030 Agenda

2) Name of Organization(s) organizing the session

Fundación Cibervoluntarios has participated in 2 sessions and organised 1 virtual Workshop in WSIS 2020. Titles in chronological order:

- **July 6**, 13:00-14:00 CEST – Ms. Ester Maestro, European Projects Coordinator at *Fundación Cibervoluntarios*, participated as a panellist in the session "**Specific services to empower women entrepreneurs, helping them bridge the digital divide**", organized by *Andalucía Empeñe Fundación Pública Andaluza*.
<https://www.itu.int/net4/wsis/forum/2020/Agenda/Session/248>
- **July 24**, 14:00-15:00 CEST-Ms.Yolanda Rueda, President of *Fundación Cibervoluntarios*, participated in the **High-Level Policy Session “Lines of Action of the WSIS and Agenda 2030 / Enabling Environment”**, with the Policy Statement Theme “WSIS action lines and the 2030 agenda: *Digital Transformation to foster Citizen participation and achieve the 2030 Agenda Goals*”. Her speech focused on “*Challenges to achieve the Goals: ¿Why is critical to promote Digital Transformation to engage Civil Society in the 2030 Agenda process and what actions lines have to be implemented by all stakeholders?*”
<https://www.itu.int/net4/wsis/forum/2020/Agenda/Session/179>
- **August 28**, 14:00-15:00 CEST-, Ms. Ester Maestro, European Projects Coordinator at *Fundación Cibervoluntarios*, organised and moderated the virtual workshop "**Ideathons for the SDGs towards the 2030 Agenda. Civic Technology to change the world**" for which she invited four panellists.
<https://www.itu.int/net4/wsis/forum/2020/Agenda/Session/350>
We will focus on the outcomes of this one.

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

Ideathons for the SDGs involve different public and private stakeholders, including NGOS, educational centres, public entities and civil society to address real needs posed by these entities,

through an online platform created and tested to this end (C1). Its access is open, through a free online registration, and everyone is able to contribute by creating a new initiative, or contributing to an already existing one (C2 and C6). All the participants in the Ideathons are previously trained and acquired digital competences of entrepreneurship and innovation (C4). Empodera works on inclusion, equality, and access to ICTs by everyone, and address all global goals (C10). Ideathons for the SDGs work at a local level to achieve global goals, and impact the people and the planet at all levels (C11).

4) Did your workshop highlight any issues related to COVID-19? If yes, please explain.

One of the panellists, Mr. Paul Dziedzic, who is an Editor and Freelance Journalist at the German Newspaper AK Analyse & Kritik explained how misinformation has grown due to the COVID-19 and how responsible production of true information is this is one of the focus of the newspaper.

5) Key achievements, announcements, launches, agreements, and commitments

The workshop reflected on Ideathons as a tool to achieve the SDGs through collective intelligence and social innovation processes, using the open online tool Empodera.org, supported by the UN through UNITAR. The panellists, all from the EmpoderaLIVE ecosystem, presented their projects, each addressed to different SDGs and WSIS action lines, as examples of how civic technology can transform the world, and discussed on how technology has helped them to build such projects.

6) Main outcomes highlighting the following:

I. Debated Issues

- Each panellist presented projects focused on different issues:
 - **Fiza Farhan** – Global Development Advisor, Member UN HLP on Women Economic Empowerment and Member to Chief Minister Punjab’s Task Force for International Donor Relations, from Pakistan, talked about social entrepreneurship and economic empowerment of women.
 - **Joana Moscoso** – co-founder and Director of Native Scientist talked about how to empower students from any country through education on Science, using their native language.
 - **Mauricio Cordova** – Entrepreneur and Founder of Faircap.org, a plastic cup that transforms polluted water into clean water, focused on environment and good health.
 - **Paul Dziedzic** – Editor and Freelance Journalist o the AK Analyse & Kritik newspaper focused on responsible production of true information and the fight of fake news on journalism.

II. Quotes

No quotes to provide

III. Overall outcomes of the session highlighting

Conclusions and vision for implementation of WSIS Action lines beyond 2015:

Civic technology, collective intelligence of different stakeholders and the involvement of Governments are key to implement and achieve both the WSIS action lines and the SDGs of the 2030 Agenda. The empowerment of Citizens is essential, this workshop showed how anyone can be a social entrepreneur and has open and tested technological tools at they reach, like Empodera.org or the Ideathons, to start their own project.

7) Main linkages with the Sustainable Development Goals (please specify the SDGs)

The workshop showed how Ideathons for the SDGs and Empodera.org are addressed to all the different goals, as all the initiatives created have to be based on at least one of the 17 SDGs, so all of them are related. The programme itself is very focused on Goal 17th-“Partnerships for the Goals”, as it involves different stakeholders from all levels in order to create a collaboration space where to create sustainable initiatives, that can be replicated and scaled.

Each project presented by the panellists was addressed at different SDGs, that sometimes intertwine with others in some aspects:

- Social entrepreneurship and economic empowerment of women: 5-Gender equality; 7-Affordable and clean energy; 8-Decent work and economic growth
- Native Scientist project: 4-Quality education; 10-Reduced inequalities
- Faircap.org project: 6-Clean water and sanitation; 3-Good health and well-being
- AK Analyse & Kritik newspaper: 16-Peace, Justice and strong institutions; 17-Partnerships for the goals

8) Emerging Trends related to WSIS Action Lines identified during the meeting

The civic use of technology to, through collective intelligence and social innovation processes, change the world, from local to global, helping to implement and achieve the WSIS action lines and the SDGs of the 2030 Agenda.

9) Suggestions for Thematic Aspects that might be included in the WSIS Forum 2021

Working towards the fourth sector. How technology has blurred the borders between sectors: Administration, Business and the Third Sector.

Thematic Workshop



WSIS Implementation in Africa - ITU/ATU/ECA

Monday 31 August 2020

12:00 – 13:00

Please find in the link below, more information regarding the workshop:

<https://www.itu.int/net4/wsis/forum/2020/Agenda/Session/351>

1) Title of your session

Africa WSIS Implementation Meeting on “COVID-19: A Catalyst to Achieving WSIS Outcomes”

2) Name of Organisation(s) organizing the session

UNECA, ITU, African Union Commission

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

All

4) Did your workshop highlight any issues related to COVID-19? If yes, please explain.

The workshop discussed the best ways on COVID-19: a Catalyst to Achieving WSIS and showcased African initiatives in the COVID-19 battle

5) Key achievements, announcements, launches, agreements, and commitments

- AUC: Adoption of the African Digital Transformation Strategy (2020–2030) as a blueprint and master plan for transforming the continent's economy and societies
- ECA: Launch of the Africa wide COVID-19 Communication Information Platform (ACIP) for Health and Economic Action to support member States to enhance their ability to analyse the situation, implement the necessary responses, and direct resources to mitigate and curb the health and economic impacts of the pandemic
- Launch of the African Medical Supplies Platform (AMSP): is a joint initiative of the African Union's African Centre for Disease Control (CDC), the Economic Commission for Africa (ECA) and the AFREXIMBANK to serve as a consolidated online marketplace to facilitate the provision of COVID-19-related medical products by addressing supply chain issues such as shortages, delays in distributing supplies, accessibility and affordability

- Smart Africa COVID-19 Support Pack which contained specific recommendations focusing on: Broadband Connectivity, Education and Capacity building, Data Protection and Privacy and Cyber Security
- ITU Giga Project: sets the goal of providing connectivity to every school in the world. Some 3.6 billion people in the world do not have access to the Internet,
- Africa Internet Summit Online :14-18 Sept 2020
- ECA& Government of Kenya: Honest Public Service Campaign Platform, allowing citizens to actively participate in #COVID19 issues to ensure transparency and accountability.

6) Main outcomes highlighting the following:

I. Debated Issues

- Please capture highlights of the main issues discussed and interactions with audience

The meeting addressed progress made by African countries in the implementation of the WSIS outcomes to fight COVID-19 in the attainment of the SDGs and Agenda 2063; showcased African initiatives in the COVID-19 battle; assessed the implementation of the Africa Digital Transformation Strategy in line with WSIS; assessed key actions being taken to bridge the digital divide on the continent; discussed Africa's digital infrastructure access; and cyber safety and sensitivity amid COVID-19 and related topics.

- Please highlight key achievements and challenges shared by the audience and/or panellists

Key achievements

Panelists and participants agreed harnessing

digital technologies and innovation to transform Africa's societies and economies was crucial not only to promote Africa's integration but also generate inclusive economic growth, stimulate job creation, erase the widening digital divide and eradicate poverty to secure the benefits of the digital revolution for socio-economic development.

Challenges shared

- Limited ability to deliver education programs via ICT,
- Weak online public service delivery due to Covid19 mitigating measures,
- Use of ICT to manage pandemics and health services delivery,
- Disruption in food supply chains within borders and across regions
- Weakened trade especially for African Small and Medium Enterprise who make up 90% of Africa businesses
- Differential spread of broadband infrastructure, which is currently widening the gap in infrastructure provision between developed countries and Africa, and between urban and rural populations.
- High cost of smartphones,
- Inflation unfavourable policy in terms of infrastructure,
- Inability of various tiers of government to work together,
- Multiple taxation

II. Quotes

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

Jean Paul Adma, Director , ECA

[#ICTs](#) are an important engine for achieving the [#SDGs](#). But widespread digital divide in [#Africa](#) remains a huge problem as very low rate of connectivity prevails. We need to fix this if we are to meet the 2030 targets. [#LeaveNoOneBehind](#) [#ConnectAfrica](#) [#Digitisation](#) @AdamJeanPaul

[#ICTs](#) can play a crucial role in our lives & greatly contribute to the implementation of the [#SDGs](#). They provide new solutions. Where [#infrastructure](#) [#skills](#) & [#services](#) are available, they can incredibly transform [#education](#) [#healthcare](#) & the way we do business. @AdamJeanPaul

André Rugege, Director, ITU Africa Regional Office

Accelerating @ITU's Giga project will bring the power of meaningful connectivity to fast track [#Africa](#)'s young people's access to educational resources & opportunities. 1.3 bn children currently offline. It'll make sure every child is digitally equipped for great future @arugege

Elizabeth Adongo, Technical Advisor, Ministry Public Services, Kenya

[#Kenya](#) showcases [#HudumaHalisi](#), the Honest Public Service Campaign, allowing citizens to actively participate in [#COVID19](#) issues to ensure transparency and accountability. Thank you @ECA_OFFICIAL, says Elizabeth Adongo, [#Kenyans](#) keyed in to ensure quality service delivery. [#WSIS](#)

[#COVID19](#) has shown the practicality of an information society in combating pandemics and crises. Organisations, governments, private sector and even individuals are trying to find ways of using [#ICT](#) to detect, manage and minimize the impact of [#COVID19](#). [#ConnectAfrica](#)@arugege,

III. Overall outcomes of the session highlighting

- Panelists and participants agreed harnessing digital technologies and innovation to transform Africa's societies and economies was crucial not only to promote Africa's integration but also generate inclusive economic growth, stimulate job creation, erase the widening digital divide and eradicate poverty to secure the benefits of the digital revolution for socio-economic development
- African countries are urged to implement the African Union Commission's comprehensive Digital Transformation Strategy for Africa, which was developed in collaboration with the Economic Commission for Africa (ECA), Smart Africa, AUDA-NEPAD, Regional Economic Communities, the African Development Bank, Africa Telecommunications Union, Africa Capacity Building Foundation, International Telecommunication Union and the World Bank.

7) Main linkages with the Sustainable Development Goals (please specify the SDGs)

All

8) Emerging Trends related to WSIS Action Lines identified during the meeting

- Digital Infrastructure (Broadband, IoT, etc.)
- Digital Education
- Privacy and trust
- Personal data protection, security and robustness of network
- Digital Economy
- Access

9) Suggestions for Thematic Aspects that might be included in the WSIS Forum 2021

- Financing and resource mobilization
- Peace and security
- Technology Transfer

Thematic Workshop



5G broadcasting - ITU

Monday 31 August 2020

13:00 – 14:00

Thematic Workshop



WSIS Stocktaking and WSIS Prizes Interactive Session Outcomes of Workshops and Special Tracks - WSIS

Thursday 10 September 2020

12:00 – 13:00

Please find in the link below, more information regarding the workshop:

<https://www.itu.int/net4/wsis/forum/2020/Agenda/Session/372>

1) Title of your session

WSIS Stocktaking and WSIS Prizes Interactive Session Outcomes of Workshops and Special Tracks

2) Name of Organisation(s) organizing the session

WSIS

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

All Action Lines C1-C11

4) Did your workshop highlight any issues related to COVID-19? If yes, please explain

Yes, the workshop highlighted issue related to COVID-19. Some individuals who made submissions to the COVID-19 ICT Case Repository were asked about their projects, what motivated them, the ICT tools they used as well as the outcomes from the various projects they undertook.

5) Key achievements, announcements, launches, agreements, and commitments

The launch of the COVID-19 stocktaking repository.
According to Miss Jean Wang one from the China Academy of information and communications technology, more than 98% of the primary and secondary schools in rural areas are connected to the Internet and enjoy high quality internet and telemedicine services in China

6) Main outcomes highlighting the following:

I. Debated Issues

- Please capture highlights of the main issues discussed and interactions with audience

The first session featured inspirational stories, promoting the power of ICT for reaching global goals and making impact on the ground. The second segment featured ICT activities responding to Coronavirus pandemic and the importance of sharing good practices. The third segment

features talk on the significance of the WSIS Stocktaking and WSIS Prizes in the future Please highlight key achievements and challenges shared by the audience and/or panellists

According to Miss Jean Wang one from the China Academy of information and communications technology, more than 98% of the primary and secondary schools in rural areas are connected to the Internet and enjoy high quality internet and telemedicine services in China.

According to Ms Jocelle with 60 million Filipinos active in social media in May, we thought of starting a Facebook group called the Global barter community to exchange goods and services without the use of cash. Today there are over 170 online border communities in different cities and provinces. With a total of more than a million members around the country and about 20 other groups in different countries started by Filipinos to also help. Other Filipino survived the pandemic away from home or online barter communities have helped hundreds and thousands of Filipino families secure their basic food such as rice.

Our project actual created a nationwide network of digital centers to act as assistant partners, giving rural consumers and producers access to digital marketing. The platform has transformed the lives of more than 6000 entrepreneurs and enable over 1 million rural consumers and producers come to the business domain. Rezwanul Haque Jami, a2i, Bangladesh

II. Quotes

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

"For me, the best part is the everyday gesture of giving more than what is asked. In the Philippines kindness is digital let us all envision a world where kindness is without borders. Ms. Jocelle Batpa-Sigue., Global Barter Communities.

"The world cannot move forward without the participation of women so, we are absolutely committed to pushing forward the participation of girls and women in all the areas of the, the development of technology. We firmly believe that we can make a better future when women are incorporated and considered in every single area of the process." Claudia Calvin - Conectadas (México)

III. Overall outcomes of the session highlighting

- main conclusions reached during the discussion

New call for submissions year-round.

- the vision for implementation of WSIS Action lines beyond 2015

7) Main linkages with the Sustainable Development Goals (please specify the SDGs)

All SDG 1-17

8) Emerging Trends related to WSIS Action Lines identified during the meeting

The New era of Digital Philanthropy as started by the Alibaba Group.

9) Suggestions for Thematic Aspects that might be included in the WSIS Forum 2021

Special Tracks

Thematic Workshops



Thematic Workshop

ICTs and Older Persons



Opening of the ICTs and Older Persons Track GCOA and ITU. Digital Inclusion Across the Generations to Enable the Decade of Healthy Ageing - GCOA/ITU

Monday 22 June 2020

14:00 – 15:00

Please find in the link below, more information regarding the workshop:

<https://www.itu.int/net4/wsis/forum/2020/Agenda/Session/152>

1) Title of your session

Opening of the ICTs and Older Persons Track GCOA and ITU. Digital Inclusion Across the Generations to Enable the Decade of Healthy Ageing

2) Name of Organization(s) organizing the session

Global Coalition on Aging

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

- C1. The role of public governance authorities and all stakeholders in the promotion of ICTs for development
- C3. Access to information and knowledge
- C4. Capacity building
- C6. Enabling environment
- C7. ICT Applications
- C8. Cultural diversity and identity, linguistic diversity and local content
- C11. International and regional cooperation

4) Did your workshop highlight any issues related to COVID-19? If yes, please explain

Yes

The COVID-19 pandemic has proven that innovations in telehealth and telemedicine is necessary and achievable and should be implemented across society. New apps and telehealth services have shown to often be cheaper, easier, and more convenient.

5) Key achievements, announcements, launches, agreements, and commitments

This session launched the first-ever ICTs and Older Adults WSIS Track, of which the Global Coalition on Aging is proud to be the official partner. As the WSIS Forum formally opens and as we anticipate the launch of the WHO/UN Decade of Healthy Ageing, a major focus of this effort will be the role of technology in ensuring the health and well-being of older persons. In this context, technology also plays an important role in keeping older people connected – within their families, with caregivers, and across generations. Strategies for digital inclusion for older adults will be crucial to combat ageism and social isolation and increase engagement and productivity across society.

6) Main outcomes highlighting the following:

I. Debated Issues

Ageism:

- Ageism is extremely common in modern societies. Ageism is defined by the World Health Organization as “the stereotyping, prejudice, and discrimination against people on the basis of their age.” Both younger and older adults associate aging with vulnerability, neediness, and frailty.
- Each individual ages differently and we cannot subject an entire age group to the same retirement policy or assume they all have the same digital capabilities, or lack thereof.
- Innovators need to tune into subgroups and monitor abilities within the older adult population in order to make products that are effective.
- Older adults with negative attitudes toward aging physically decline much more quickly than those who embrace the positive aspects of aging. More effort needs to be made to create a more balanced view of aging.

ICTs:

- Enforced retirement age levels and lower birth rates have led to major labor shortages in aging societies. This void finds an increased role for automation, technology and enhancements through digitalization.
- The COVID-19 pandemic has proven that innovations in telehealth, telemedicine are necessary and possible in society. Older adults are being forced out of their comfort zones by advances that are proving useful and acceptable. It may soon become clear that technology used by older adults during the pandemic will be the start of a new normal moving forward.
- Accessibility across the age spectrum is a major market strategy for all sectors. By making innovation accessible to older adults, companies can tap into a huge market with significant spending power.

Panellists agreed that ageism is a negative factor in our thinking across societies, and that we need to reframe aging around the concept and ideal of healthy aging to enable older people to live productive and fulfilled lives. The Decade of Healthy Ageing, launched by the World Health Organization, is meant to influence the negative impact of this stigma. Today, ageism remains the last acceptable form of discrimination in societies. We should be certain that efforts are being made to ensure digital inclusion across generations through education and design-specific innovations. The COVID-19 crisis has created opportunities for older

adults to become more educated on digital technologies, and political and strategic efforts need to be enhanced to expand the opportunities for healthcare providers to provide services of telehealth and telemedicine. As the global population over 60 will reach 2 billion by mid-century, it is crucial to embrace technology and re-imagine the needs and the contributions of older adults.

II. Quotes

Malcolm Johnson, Deputy Secretary General, ITU: *"ITU is committed to bringing the benefits of ICTs to everyone, including older persons. It is important to note the key challenges that need to be addressed, in particular the accessibility of these technologies and the development of digital skills amongst older persons... **We all need to make a shared commitment to ensure digital inclusion across the generations.**"*

John Beard, Former Director of Ageing and Life Course, WHO: *The first challenge we'll need to address comes from ourselves, the way we think about aging and older people. **We often stereotype older people as being vulnerable and needy, and that limits our thinking...we need to reframe the thinking around healthy aging** to enable older people to be and do the things that they value."*

Yumiko Murakami, Head of Tokyo Centre, OECD: *"There are many interesting things that are happening because we are aging; we need machines and technology to help us. **There are a lot of exciting new technologies that are actually bringing new business models into the economy and country as well**"*

Danielle Duplin, Co-Founder and Global Director, AGENCY: *"Innovators love solving wicked problems with the upside potential to change the world. **When we talk about the numbers of older adults versus younger and the challenges we're facing on a societal level as well as community and families, these are all points where an innovator can create an intervention that could scale and create change.**"*

Danielle Duplin, Co-Founder and Global Director, AGENCY: *"This crisis has allowed people who didn't want to learn technology like Zoom [to start], because if it means you can go to your granddaughter's wedding, bring it on!"*

Yumiko Murakami, Head of Tokyo Centre, OECD: *"It's exciting to be an older adult during this time. Digitization is changing everything about the way we live, work, and everything. **It's a very revolutionary time for human beings and it's creating so many opportunities for older people that didn't exist before and in so many different ways.**"*

Yumiko Murakami, Head of Tokyo Centre, OECD: *"People are different... it's very important to look at each individual's ability to make sure that person is given the opportunity to maximize her or her potential and **that should not be driven by age.**"*

John Beard, Former Director of Ageing and Life Course, WHO: *"What we're talking about is giving older people themselves a future that previous generations never had the opportunity to even imagine...that's what ICTs do."*

Michael Hodin, PhD, CEO, Global Coalition on Aging: *This is not only an opportunity for people around the world, young and old, but it is also a huge opportunity for every single business...to have an aging strategy."*

III. Overall outcomes of the session highlighting

- Main conclusions reached during the discussion:

COVID 19 Pandemic would have been worse without ICTs to connect us professionally, socially, and with our health. Older adults are especially served by ICTs in many ways—from housing to communications and health technologies. Society must take into account the needs of older adults when building and using these technologies, and not exclude them because of ageist preconceptions. When technology is leveraged, we can look to make vast changes in the health and social experiences of aging.

- The vision for implementation of WSIS Action lines beyond 2015:

10) International and regional cooperation: Society at all levels must combat ageism as the World Health Organization, as supported by the tenants of the WHO/UN Decade of Healthy Ageing.

11) ICT Applications: Innovation from all sectors can make a difference, and ICT innovation within these sectors can make big changes in the health and social experiences of older adults. Policy makers must move for regulations that allow these technologies to scale as quick as possible.

12) Enabling environment: Innovators from all sectors must be supported to integrate older person's needs in the design of their technologies.

13) Building confidence and security in the use of ICTs: the COVID-19 crisis has shown that people do trust remote care and other telehealth technologies. This positive consequence of the pandemic should be acknowledged and its impact accelerated.

7) Main linkages with the Sustainable Development Goals (please specify the SDGs)

- SDG3: Ensure healthy lives and promote well-being for all at all ages. With the WHO/UN Decade of Healthy Aging it is crucial that we ensure healthy lives and promote well-being for all *at all ages*. Technologies for health must be developed with the needs of a growing, global aging population in mind.

8) Emerging Trends related to WSIS Action Lines identified during the meeting

The new ICTs and Older Adults WSIS track is the result of a growing demand around understanding the changing roles and the needs of older adults in our societies, and touches upon multiple WSIS Action Lines as described earlier.

9) Suggestions for Thematic Aspects that might be included in the WSIS Forum 2021

The ICTs and Older Adults WSIS track should continue in 2021.

Thematic Workshop

ICTs and Older Persons



ICTs and Older Persons Empower seniors to be e-included - EURAG
Federation of European Associations of Seniors + E-seniors association
(Paris)

Tuesday 23 June 2020

14:00 – 15:00

Please find in the link below, more information regarding the workshop:

<https://www.itu.int/net4/wsis/forum/2020/Agenda/Session/167>

1) Title of your session

ICTs and Older Persons + COVID 19 Empower seniors to be e-included. Enhance intergenerational communication, daily life and care using ICTs

2) Name of Organisation(s) organizing the session

E-SENIORS + EURAG + ILEU + AFEdemy + ISRAA + ITACA + SeniorGroup

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

C1 The role of governments and all stakeholders in the promotion of ICTs for development

C3 Access to information and knowledge

C7 ICT applications: benefits in all aspects of life = e health

4) Did your workshop highlight any issues related to COVID-19? If yes, please explain.

Every panelist talked about some issue related to COVID 19

For myself (Monique EPSTEIN) , I mentioned the importance of the USE of ICT for communication , active ageing during this period but also the fact that “wired” connected seniors will be able, as citizens, to debate against bad representations of seniors that appeared in newspapers, against the categorization of seniors, in particular and the accusation that they were the cause of confinement.

Carmen STADELHOFER spoke about “how new digital methods can empower Seniors communities”, under others by educating them , also helping them to make new

connections/friends ; She insisted on the fact that physical distance doesn't mean social distance!

Javier GANZARAIN

If people should age at their own homes, how to align technological development with the building industry for smart environments in terms of POLICY and FUNDING enhancing a more efficient health care system that may add better quality for less investment

WHY SMART HEALTHY AGE-FRIENDLY ENVIRONMENTS?

The aim of Afedemy (and SHAFE) interventions is to facilitate older people to:

- Stay healthy
- Live independently and continue to participate in society and combat isolation
- Stay active to do (voluntary) work and informal care

Vicente **Traver SALCEDO**

The key needs from stakeholders to be ready for the isolation challenge in the next pandemic wave?

Empowering citizens to face loneliness, being healthy and active

Important stakeholders' comments about confinement:

PUBLICSERVICES:

- Expand acceptance ratios:

Tele-accompaniment, cooked dishes home delivery, homeassistance ,basic food delivery (or home shopping service),psychological guidance service

- Promote neighborhood networks and create new ones

- Identification is a must

- Create a specific line of work for loneliness:

Prevention, how to ac in regularsituationsandprotocolsforemergenciestoguaranteeseniorpeoplebasicneeds

DIGITALSKILLS

- WhatsApp groups made to erase the physical distance

- FreeWiFi in the city:

Digital gap must be reduced

PROVIDE OLDER PEOPLE WITH REMOTE TRAINING

- Through appropriate means.i.e. by TV

- How to meet other participants? i.e. by party lines (traditional phone)

- Main Topics: improving digital skills, howto set a healthy and complete daily routine, motivation and self-esteem

ADHERENCE!

.....

OSCAR ZANUTTO

Is it possible to move care and support online during these Covid19 times?

COVID-19 SITUATION STOPPED by

Group activities

SAPAD

Alzheimer café

From CSD Dementia care center ISRAA

On Facebook's page 4 sessions:

1. Alzheimer café online every week

2. Weekly session about Books with a dementia topic

3. Sessions with tips and tutorial for people with dementia

4. Books, papers and other international publications about the dementia topic for the professionals

Nicolai KOBLIAKOV

No covid casualties in residences

Application "senior coding"

- Assesses the dependency profile every day
- Easy to learn
- The AI predictive module is under development

Operational principles of "covid- protected plan" :

- Specially developed living plans for "senior coding" application
- Grouped internal distancing (only 6 residents and 1 aider in one unit)
- Long shifts of aiders (up to 4-6 days with on-site accommodation,
- Pre-quarantine and express tests of all aiders before start of the shifts,
- Quarantine block for residents and aiders, and regular on-site testing and disinfection
- Fall- an behavior detectors on place

5) Key achievements, announcements, launches, agreements, and commitments

On the agenda I uploaded all the presentations of the panelists
We are disseminating the recording of the session in all our networks.

6) Main outcomes highlighting the following:

I. Debated Issues

- Please capture highlights of the main issues discussed and interactions with audience

The audience wanted to know how to persuade and push seniors to the use of ICT

They were also interested in having statistics about reducing the number of casualties when using an adapted planification for residences for seniors

- Please highlight key achievements and challenges shared by the audience and/or panellists

II. Quotes

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

See presentations

III. Overall outcomes of the session highlighting

- main conclusions reached during the discussion
- the vision for implementation of WSIS Action lines beyond 2015

see before and presentations

7) Main linkages with the Sustainable Development Goals (please specify the SDGs)

Goal 3 Ensure Healthy Lives and promote well-being for all

Goal 4 Ensure inclusive and equitable quality education and promote lifelong learning opportunities for all

Goal 16 Promote just peaceful and inclusive societies

8) Emerging Trends related to WSIS Action Lines identified during the meeting

People over 50 must be empowered by the fact of being taught how to use digital technologies

The basic concept of retirement homes or residences for elderly people with or without medical services must be completely changed.

9) Suggestions for Thematic Aspects that might be included in the WSIS Forum 2021

All the different aspects linked to the subject of ICT and SENIORS, as people over 50 are a big and completely heterogeneous part of the population

Thematic Workshop

ICTs and Older Persons



ICTs and Older Persons: Combining High-Tech and High Touch: How ICTs are Enhancing the Caregiving Space - GCOA

Wednesday 24 June 2020

14:00 – 15:00

Please find in the link below, more information regarding the workshop:

<https://www.itu.int/net4/wsis/forum/2020/Agenda/Session/176>

1) Title of your session

ICTs and Older Persons WSIS Forum 2020 Track: *Combining High-Tech and High Touch: How ICTs are Enhancing the Caregiving Space*

2) Name of Organisation(s) organizing the session

Global Coalition on Aging

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

- C1. The role of public governance authorities and all stakeholders in the promotion of ICTs for development
- C3. Access to information and knowledge
- C4. Capacity building
- C6. Enabling environment
- C7. ICT Applications
- C8. Cultural diversity and identity, linguistic diversity and local content
- C11. International and regional cooperation

4) Did your workshop highlight any issues related to COVID-19? If yes, please explain.

Yes

During the pandemic, the world began to increase the use of technology in healthcare, through telehealth and telemedicine – compressing an adoption time that had been projected to take years to implement. These technologies will become the new standard of treatment moving forward.

5) Key achievements, announcements, launches, agreements, and commitments

With the pressure on family members to provide care for our increased aging populations and a dearth of healthcare professionals trained in geriatrics and gerontology, senior care is increasingly coming into the home. As it has developed, older persons want to stay at home as they age and, as the pandemic has proven, there are distinct advantages to the protection of a private home. Technology plays a critical role in supplementing and enhancing the necessary human component of this care. This session explored the need for a balance of "high-tech" and "high-touch" caregiving solutions to ensure older persons remain healthy and engaged at home.

Both the government and public and private sectors need to work together within a horizontal ecosystem to bring effective and accessible technology to older adults. Panellists agreed that the design of such technologies must take into account the needs of older adults, and explore how they can be best used, including by caregivers

6) Main outcomes highlighting the following:

I. Debated Issues

- Please capture highlights of the main issues discussed and interactions with audience:

Digitalization and Older Adults:

- High touch caregiving can help older adults maximize their existing technology and devices (i.e. more fully accessing the iPad or Fitbit-type technology that is being underused).
- Older adults, clinicians, and caregivers are the primary users of age-related tech and therefore should be at the forefront of aging technology design. Their user experience and needs are the most important and consideration of that is critical to tech's efficiency and efficacy in this space.

Technology in Healthcare:

- Telehealth, telemedicine, and Remote Patient Monitoring are all critical tools that can accumulate small data overtime and spot incremental signs of deterioration. This will keep older adults healthier for longer and reduce healthcare costs associated with this age group.
- Please highlight key achievements and challenges shared by the audience and/or panellists:

Digitalization and Older Adults:

- Caregiving shortages and the rapid pace of growth in global aging populations requires us to scale technology and make it a usable, and accessible, staple for all.

Technology in Healthcare:

- The accumulation of data is incredibly important for building effective AI. This is very costly and requires collaboration across all sectors.
- The scaling of such home-based technologies remains a challenge.

II. Quotes

- Please provide two important quotes from the session and the names & organisation of the person you are quoting:
- **Esko Aho, Former Prime Minister, Finland:** *“Innovation in aging allows for more personalized services.”*
- **Nick Padula, VP of Health and Human Services, Philips:** *“The pandemic has brought to light the importance of the home in the care continuum. Telehealth, telemedicine, and remote patient monitoring allow us to change healthcare and pick up on the subtle deterioration and intervene early on [...] Companies need to focus not only on the tech but also integrating seniors to a platform.”*
- **Richard Marshall, Business Development Director, CareClever Cutii:** *“Globally, caregiver shortages are the number one problem being mentioned. We need to make our technology complimentary to the existing caregiving framework. We have a lot of great tech in existence, but they can’t be properly used without connections and personalized needs. Cutii, a tiny robot, is designed to be a personal companion that removes friction by careful design.”*
- **Chad Brough, VP of Healthcare Transformation, HISC:** *“It is our job to build trust between people and tech so that they can understand the benefits and be educated consumers to reap the benefits of them.”*

III. Overall outcomes of the session highlighting

- Main conclusions reached during the discussion:

Home is part of the care continuum, and technology has a role to play through the life course. Health technologies must be designed with the user(s) in mind. Private and public sectors must work as an ecosystem in order to remove barriers to medical technologies. At the same time, we must all work to build trust between people and technology, so that they can understand the benefits and be educated consumers to reap the benefits of them, including older adults.

- The vision for implementation of WSIS Action lines beyond 2015:
- International and regional cooperation: Both the government and public and private sectors need to work together in a horizontal ecosystem to bring effective and accessible tech to older adults.
- ICT Applications: ICT Applications for health require cooperation across industries and across both public and private sectors to bring effective and accessible tech to older adults and their caregivers.
- Enabling environment: Careful design is key to ensure that technologies for older adults and their caregivers fit their needs. Users need to be part of the design process.
- Building confidence and security in the use of ICTs: Data protection is crucial for health technologies to grow, as large amount of data is needed for these technologies to work.

7) Main linkages with the Sustainable Development Goals (please specify the SDGs)

SDG3: Ensure healthy lives and promote well-being for all at all ages. With the WHO/UN Decade of Healthy Ageing it is crucial that we ensure healthy lives and promote well-being for all *at all ages*. Technologies for health must be developed with the needs of a growing, global aging population in mind.

8) Emerging Trends related to WSIS Action Lines identified during the meeting

The new ICTs and Older Adults WSIS track is the result of a growing demand around understanding the changing roles and the needs of older adults in our societies, and touches upon multiple WSIS Action Lines as described earlier.

9) Suggestions for Thematic Aspects that might be included in the WSIS Forum 2021

The ICTs and Older Adults WSIS track should continue in 2021.

Thematic Workshop

ICTs and Older Persons



ICTs and Older Persons: Responsible use of the cyberspace: tips and hints for Seniors - EC Medici Framework of Cooperation

Thursday 25 June 2020

14:00 – 15:00

Please find in the link below, more information regarding the workshop:

<https://www.itu.int/net4/wsis/forum/2020/Agenda/Session/186>

1) Title of your session

ICTs and Older Persons: Responsible use of the cyberspace: tips and hints for Seniors

2) Name of Organization(s) organizing the session

EC Medici Framework of Cooperation

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

- C1. The role of public governance authorities and all stakeholders in the promotion of ICTs for development
- C2. Information and communication infrastructure
- C3. Access to information and knowledge
- C4. Capacity building
- C5. Building confidence and security in the use of ICTs
- C6. Enabling environment
- C7. ICT Applications: E-government
- C7. ICT Applications: E-health
- C7. ICT Applications: E-environment
- C10. Ethical dimensions of the Information Society
- C11. International and regional cooperation

4) Did your workshop highlight any issues related to COVID-19? If yes, please explain

This workshop highlighted the following issues related to COVID-19:

- The vulnerability of senior citizens to the increased threats in cyberspace due to an uptick in the scams, spams and phishing, especially targeted on older individuals;
- Increase in the financial, emotional and social effects of COVID-19 related cyber threats including activation of ransomware;
- Increase in the instances of cyber criminals preying on older individuals because of their increased vulnerability to the disease by making spurious offers related to their health and wellness or that of their loved ones;
- Older persons are digitally more illiterate therefore cannot access all the e-information as easily as other generations need to find more accessible tools;
- During the Corona crisis cyberattacks have increased. Therefore, cybersecurity is as important as never before.

5) Key achievements, announcements, launches, agreements, and commitments

Agreements across the panellists:

- Recognition of the different seniors' perceptions between "computers" and smart phones/tablets – tablets and smart phones are considered "seniors' friendly";
- The next generation of "seniors" will be more aware about cyber-technologies and their "proper" use;
- Recognition of the cybersecurity issues that are specific to the seniors;
- Elder financial exploitation victimization is associated with mortality, hospitalization, and poor physical and mental health;
- Researchers say: "Without effective primary prevention strategies, the absolute scope of this problem will escalate with the growing population of older adults."
- Increasing socio-economic problems as well as financial problems which result in significant loss of well-being;
- Not a victim-less crime! Elderly people are easily emotionally disturbed and their health affected and medical conditions worsened;
- They may be distressed due to these exploitations and with nowhere to turn to;
- Clearer understanding of the issues affecting the seniors and the significance of attending to them with priority;
- Increasing the awareness and knowledge of cyber issues related to seniors in international platforms;
- Recognition of the fact that the data breach for seniors is typically challenging as they are not always monitoring their data;
- Recognition of the fact that seniors are more vulnerable to fake news, misinformation and basic social engineering, at many times leading to adverse situations for them;
- Acknowledgement of the fact that they have special user experience and interaction needs with digital devices and applications and securing them must be a priority;
- Understanding of the fact that cyberthreats associated with seniors has real financial consequences for the larger economy;
- Recognition of the various cybersecurity threats that are typically targeting seniors:
 - Online and Telephone Phishing Scams
 - Involves Social Engineering
 - Invokes emotional reaction – Fear/Curiosity
 - Asks for sensitive personal information
 - Confidence/Romance Fraud
 - Pretend to have trust-based relationship
 - Establish fake love interest

- Ask for money or laundering money
- Identity Theft
 - Medical Identity Theft
 - Tax Refund Fraud
 - Social Security Administration Fraud
- Specific avenues that seniors are targeted through by cyber criminals:
 - Purchase Tricking: Enticing seniors into purchasing unwarranted products or services
 - Fraudulent Charging: Fraudulently using elderly victims' healthcare or benefits information
 - Coercing PII: Opening new accounts by Forcing seniors for personally identifying information (PII)
 - Proxy Accounts: Family members taking money from victims' accounts or opening credit cards in their names.
 - False Offers: Promoting false offers of material nature like reverse mortgage or personal loans
 - Unscrupulous Service Providers: Unscrupulous service providers charge upfront money and do incomplete jobs.
 - Pyramid Scams: Enticing seniors to send small money in order to receive a big win
- **Commitments from the session**
 - Work on increasing awareness in the cyber security community on the specific needs of cybersecurity challenges threatening the seniors;
 - Work on increasing the awareness of cyber security threats within the seniors so that they can protect themselves;
 - Work on advancing the cyber protection mechanisms for seniors through technology;
 - In general - More awareness for cybersecurity especially for seniors is required.

Recommendations for older persons, for ICT engineers and for policy-makers

General for all sectors:

- Create documents/training with specific Tips & Hints for Seniors and their Typologies
- Long life Education and specific training and claims for improvement for all for better understanding of needs (from seniors, to innovators, business, policies)
ex EU Interreg project ASTAHG in Alps and valley, Tourism, OECD report

For engineers and innovators of ICT and cyber-solutions:

- Different preferences and digital literacy levels = instructions and disclaimers must be tested with all typologies of Seniors and very old (ex Centenarians in Japan model)
- Transgenerational support and help online: family & community empowerment
- Auto-discrimination and exclusion «the Digital Ageing Homeless» must be addressed to fill the generation gap in all R&D, ICT, IoT and AI development and entry to the market (see EU programme AAL Assisted Ambient Living <http://www.aal-europe.eu/about/>)

Policy Level and policy-makers around the globe (local and regional)

- Policies need to create and monitor and “Office of cyber-surveillance for Seniors” implementing senior-specific measures to protect, prevent and intervene to ensure the safety of its ageing citizens, especially the most vulnerable with cognitive decline or with lack of know-how with ICT society.
- All sectors of cybersecurity need to be trained to protect older persons with frailty or mentally affected (i.e. fluctuating cognition, memory, Alzheimer) – The model of Bank of America was presented at the launch of the WHO Global plan on fighting Dementia in Geneva supported by the Swiss government.
- Age-friendly environment and governance – e.g. Hubs for Seniors training for age specific health care, IoT = ex age-friendly cities, “Cité Senior” a city governance model for ICT-Seniors in Geneva Switzerland

6) Main outcomes highlighting the following:

I. Debated Issues

- Highlights of the main issues debated and interactions with audience:
- Highlight key achievements and challenges shared by the audience and/ or panelists:

Alfredo M. Ronchi - ICT is stimulating changes in the way most people earn their incomes, varying the balance between our roles as consumers and producers, changing the way we educate succeeding generations and train ourselves, changing the fruition of the world's cultural heritage, transforming the delivery of health care, altering the way we govern ourselves, changing the way we form communities, varying the way we obtain and communicate information, contributing to bridge some cultural or physical gaps, modifying patterns of activity among the elderly and perhaps contributing to a greener world.

This workshop aims to provide seniors with a general framework of reference regarding the benefits and risks associated with the use of new technologies and in particular the Internet. Thanks to the panel of distinguished speakers we explored different key topics ranging between cybersecurity, privacy and ethics. The key aspect debated by different contributors concerned security issues related to cheaters and typical scams. Privacy infringements and hybrid-scams were discussed within the same framework with the relevant contributions of legal aspects at international level. Ethical aspects and the need for specific interaction models ad hoc designed was outlined several times dealing with specific problems and solutions. To conclude a detailed list of appropriate behaviours and key suggestions was integral part of the debate. A final remark, panellists carefully suggested to replicate and improve this initiative on the occasion of the future WSIS Forums.

Dr. Astrid Stueckelberger - Seniors are not comparable to other generations, therefore standardizing cybersecurity for adults to all age will be at high risk of strong discrimination and new cyber-insecurities!

Cybersecurity experts need to take a more "human ageing-centric approach". For that, they must understand what are the gaps in connecting: for example, fluctuation of the memory due to poly-medication or poly-morbidity, frailty and slowness in responding to a cyber-system thus they are at high risk of abuse from Identity to finance or data privacy issues through cyber systems.

The European Union has implemented the best data protection for its citizens (GDPR – General Data Protection Regulation and Oviedo Convention) which serves the seniors but is not enough as it does not address the specificities of cyber vulnerabilities to address. That is what is needed for the future of WSIS.

Dr. Pavan Duggal debated on the legal, policy and regulatory issues pertaining to the use of cyberspace by seniors. He highlighted the need for incorporation of cyber security as basic human right for seniors and elder people. He highlighted the lack of legal frameworks at global level to deal with this very important issue. He finally stressed upon the need for more senior citizens friendly approach by governments, policy makers as they come up with legal frameworks in this regard.

Hans-Wilhelm Dünn - More awareness for cybersecurity especially for seniors is required. All stakeholders from politics, society and economy should pull more resources on the topics. More awareness for cybersecurity especially for seniors is required. All stakeholders from politics, society and economy should pull more resources on the topics.

II. Quotes

"ICTs and particularly audio/video connections based on smart phones and tablets were the key solution to alleviate the sense of loneliness and segregation that affected COVID-19 hospitalised seniors"

"It is essential to avoid the "Bad ambassador" effect when providing new technological solutions to seniors; it may cause a psychological barrier toward that solution or similar technologies"

" A relevant number of tools and solutions addressing the needs of seniors are based on cyber-technologies, we must pose specific care in developing seamless interaction models to lower or better cancel barriers that slowdown the full take up of similar solutions"

-Alfredo M. Ronchi – Head S2D2 JRC – Politecnico di Milano – Italy

"The Paradox of Old Age and Technology is that the more you age, the more you need technology and ICT to maintain and improve your conditions and quality of life. Therefore, ICT and cybersecurity is not for merely an issue of younger generation, but at the center of the ageing process and the older generations longevity!" (in Stuckelberger, in press 2021)

"We forget that the UN slogan of the MIPAA 2002 is "A Society for All Ages", a society of more than 4 generations of which 2 or more are of Seniors with very different digital literacy levels. The older generations include the most "digital homeless" of all society, let us not forget and exclude them!"

"Ethical conditions and data protection/e-privacy regulations are an imperative in today's Cyberworld Society 5.0., the UN and businesses have a duty to protect their citizens/clients by ensuring protection of data and identity, as well as a clear transparent procedure of information and communication throughout the development chain of innovation until its technological readiness level and beyond its entry to the market!"

-Dr. Astrid Stuckelberger, Scientist, Research and Teacher, Geneva – Switzerland

"Right to safe and secure Internet and the right to cyber security for elderly people today is part of their fundamental human right. It is time for governments and policymakers to expand the horizon of their legislative frameworks to incorporate adequate protection on safeguards of elder people, who access the internet and to prevent them from becoming victim of cybercrime and cyber security breaches. Appropriate legal and policy frameworks need to be specifically created to protect and preserve cyber wellness and the right to securely and safely access the cyberspace by elder people."

-Dr. Pavan Duggal, President & Founder ICC, Advocate at the Supreme Court - India

"Cybersecurity is a very important topic for everyone, also for seniors. All stakeholders in politics, society and economy should concentrate their resources to enhance the awareness for the topic cybersecurity."

"During the current corona crisis we see an increasement of cyberattacks. Therefore, everyone and especially older people should raise their awareness for such attacks"

-Hans-Wilhelm Dünn, President, Cyber-Security Council Germany e.V.

"senior citizens have unique needs of cyber security when it comes to their digital experience, and needs to be addressed with priority."

"Digital technology innovators should give special attention to how cyber security solutions can be easily used by the seniors, with little or non-technical knowledge"

-Valmiki Mukherjee, Chair & Founder Cyber Future Foundation - US

III. Overall outcomes of the session highlighting

- Main conclusions reached during the discussion:

Recommendations for seniors to follow secure practices for keeping themselves safe in an increasingly threatful cyberspace:

- Beware of Strangers and also those closest to you
- Do not Isolate yourself: Stay involved in community and learning from others

- Say no to Solicitors – ask in writing, that could delay and give time to think and assess Shred receipts with any PII and other sensitive information like Credit Card Account numbers
- Enroll and Report numbers to Do Not Call lists where available
- Use Direct Deposit and secure online banking
- Never give any personal information unless the transaction is initiated by you
- Be a sceptic for unsolicited offers - as always - Anything that is too good to be true probably is

Which cybersecurity tools and technologies to use:

- a. Password Protect your digital devices
 - i. Use complex passwords
 - ii. Use password vaults
 - iii. Do not repeat passwords
 - iv. Use multi/2- factor authentication
- b. Install Tools to Protect your Devices
 - i. Firewall – Provides first layer of protection
 - ii. Anti virus – Install and update regularly
 - iii. Ad-blockers – suppress suspicious ads
- c. Learn to Recognize Fair v. Fake
 - i. Recognize the Green padlock – Legitimate sites
 - ii. Make safe purchases by reputation and reviews
 - iii. Use sites that promote/provide safer practices

Specific and holistic action to protect seniors in cyberspace

- d. Support with some serious innovation - Cybersecurity is not simple, it is complicated and confusing for the elderly
- e. Support research for sources and methods of elder abuse in cyberspace through funding of elder abuse forensic centre.
- f. Raise awareness amongst care givers and law enforcement of the various issues related to cyberthreats against the elderly
- g. Consider special use cases, tools, technologies and solutions for a growing elderly population using the internet
- h. Encourage elderly persons to not overshare their personal information, there should be technology helping them identifying potential risky scenarios of sharing

- The vision for implementation of WSIS Action lines beyond 2015:

- Increase the investment in cyber security innovation and technologies that improve the cybersecurity experience of seniors and protect them
- Increase the awareness of cybersecurity within seniors so that they can better protect themselves
- Increase the visibility of cyber security issues for seniors within international agencies and communities, and commit to protection measures at the global level

One of the conclusion was the need for sensitizing all governments and policymakers to have elderly people friendly approach while drafting the legal provisions to deal with their access to internet. We today have fundamental duty to protect and preserve the elder generation from the growing menace of cybercrimes and cyber security breaches.

Not enough is done in Cyber-protecting the older generations! We cannot standardize younger adults protective and informative measures. It simply does not fit. We need a human ageing-

cantered perspectives in order to personalize security and safety addressing clear ageing typologies related to their digital illiteracy and to their degenerative physiological/mental decline processes with ageing experts who know what are the situations of old age who are the most at risk of abuse and cyber-criminality.

The Geneva International Network on Ageing (GINA – www.gina.group) is co-leading a European Research on Active and Healthy Ageing in the Alpine Space region- called EU Interreg ASTAHG project - with 5 countries (Italy, Austria, Slovenia, France and Switzerland) and are engaged to map the ICT gaps and solutions/best practices for Seniors <https://www.alpine-space.eu/projects/astahg/en/home>

see also recommendations above

7) Main linkages with the Sustainable Development Goals (please specify the SDGs)

SDG3, SDG4, SDG5, SDG8, SDG9, SDG11, SDG16, SDG17

- Goal 3: Ensure healthy lives and promote well-being for all
- Goal 4: Ensure inclusive and equitable quality education and promote lifelong learning opportunities for all
- Goal 5: Achieve gender equality and empower all women and girls
- Goal 8: Promote inclusive and sustainable economic growth, employment and decent work for all
- Goal 9: Build resilient infrastructure, promote sustainable industrialization and foster innovation
- Goal 11: Make cities inclusive, safe, resilient and sustainable
- Goal 16: Promote just, peaceful and inclusive societies
- Goal 17: Revitalize the global partnership for sustainable development

8) Emerging Trends related to WSIS Action Lines identified during the meeting

- Increasing cyber threats and risk associated with increasing access to digital devices and connectivity among senior
- Increasing number of seniors actually falling pray to they cyber criminals

see also recommendations above

9) Suggestions for Thematic Aspects that might be included in the WSIS Forum 2021

- Offer a similar workshop devoted to Kids and Juniors to foster a conscious use of cyber technologies
- Ethical and Juridical aspects concerning the extended use of artificial intelligence both proper and criminal
- Identification of key drivers for cyber-criminality, how to counteract
- Cybersecurity as holistic approach
- Opportunities to encourage innovation in cybersecurity applications for seniors, potentially through a global competition
- Policies to encourage cybersecurity hygiene in seniors and raise the awareness

- Cybersecurity talent vs. automation as the world gets more connected and impact on employment and economics
- Human-aging centric approach to ICT4D, to a Society for All Ages, to All Generations
Ageing Abuse and Discrimination in the Society 5.0
Ageing 5.0 in the Society 5.0
Data Privacy, e-Privacy in the Cyberworld facing Frailty of the Mind and Senses:
What Regulations, what Human Rights and what Ethics Framework?
Cyber-hacking the ageing brain and illiteracy: how to address cybersecurity in WSIS Action Lines?
- How can we address the 5-6 Generations ? Digital Homeless?

Thematic Workshop

ICTs and Older Persons



ICTs and Older Persons: ICT Literacy to Empower and Include Older Persons
- Centre for Socio-Eco-Nomic Development

Friday 26 June 2020

14:00 – 15:00

Please find in the link below, more information regarding the workshop:

<https://www.itu.int/net4/wsis/forum/2020/Agenda/Session/191>

1) Title of your session

ICTs and Older Persons: ICT Literacy to Empower and Include Older Persons

2) Name of Organisation(s) organizing the session

Centre for Socio-Eco-Nomic Development (CSEND)

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

- C2: Encourage the design and production of ICT equipment and services so that everyone has easy and affordable access to them including older people, and promote the development of technologies, applications, and content suited to their needs, guided by the Universal Design Principle and further enhanced by the use of assistive technologies.
- C3: Promote universal rights to access online information and knowledge and to ensure digital literacy for all, including disadvantaged, marginalized and vulnerable groups, such as older people.
- C5: Building confidence and security amongst older persons in the use of ICTs through age-appropriate APPs and ICT tools.
- C7: Age inclusive ICT applications especially in the areas of e-health, e-employment and to the “young-old” group, e-business.
- C10: ethical dimensions of the information society

4) Did your workshop highlight any issues related to COVID-19? If yes, please explain.

The session addressed briefly the ageism visible in the media when it comes to the reporting of infected population and related death. The tendency is to mention the percentage of the older persons affected (65+years old), when in fact there is also an equally large percentage of the

population below 65 years old who are also affected. Ageism during the COVID-19 pandemic could potentially intensify the underlining intergenerational tension.

Speakers also addressed the movement of the older persons during the lock down which has been more restrictive than for other age groups. Older persons benefited from ICTs to receive information and support services and maintain contact with families and friends to minimize social isolation. But many older persons around the world could not benefit as they have less access or no access at all to ICTs. Or sometimes they do have access but they may not have opportunities to develop the skills to use ICT effectively. ICT is an assistive technology, including artificial intelligence and robotics, should be available, accessible, and acceptable without any discrimination or stigmatization. Innovation without access or digital literacy is useless! Digital literacy skills go beyond the basic capacities of operating the smartphones or the computer or tablets or other devices. Digital Literacy should improve media literacy, critical thinking and the ability to identify reliable online information, prevent abuse and scams or combat ageism hoax in social media that one have witnessed in an increasing manner during the COVID-19 pandemic.

5) Key achievements, announcements, launches, agreements, and commitments

The panelists together scope the contour of the relevance and potential contribution of ICT and related technologies to the health and ageing process of the older adults. This contour will be very helpful for the future programming for the track of ICT Technology and Older Persons.

As said by one of the panelists, the ICT transformation for the social protection industry and social benefits agencies are with tsunami speed. There is a general lack of both hard and soft infrastructures and the enabling mechanisms to safeguard the non-exclusionary effect of the technology.

While digital literacy and access are the necessary conditions for promoting the basic rights of the older persons. A meta level assurance needs to be established to prevent built in biases against or ignore the needs and interest of older persons at the algorithm level of the design process. To root out this systemic level of discrimination will not be easy once the programming architecture is put in place. Therefore, a social ICT compact should be established with the major players of the industry to raise the awareness, managing such risks and promote self-regulation regarding inclusive digital society.

6) Main outcomes highlighting the following:

I. Debated Issues

- Ageism during the COVID-19 pandemic in media and publications.
- ICT as enablers for older persons to remain active in the labour market and in maintaining both functional mobility and personal development through lifelong learning.
- Use of ICT helps maintain the cognitive health, especially among older man.

II. Quotes

“There is a huge variability regarding ageing. Older adults are not equal.”

“Ageing actually starts very early. It is a mistake to think of ageing starting after 65. Cognitive decline, such as speed of processing, working memory, long-term memory and world knowledge, starts earlier than that. Ageing needs to be understood from a life course perspective.”

“**Use it or lose it!** We need to train and empower older persons to use ICT for health issue. Proper use of ICT is already helpful to maintain their cognitive functioning and in turn enable them to achieve healthy ageing and active participation in life!” (Prof Matthias Kliegel, University of Geneva)

“New technology can contribute and have contributed to advancing human rights worldwide! Digital technology, such as AI and Robotics, relates a lot to the issue of functional mobility and health for the older persons and have the potential of transforming the lives of the older persons for the better as long as these technologies enable older persons to maintain autonomy and independence to fully participate in society, have access to services and if people can opt in or out and have the possibility take informed decisions regarding what technology suits them! However, older persons find themselves often excluded from participating in the design, training and use of new technologies. A human rights-based approach should ensure that technologies are means for inclusion, rather than a tool for further segregation and exclusion. And this is suddenly the case for many!” “We need to fight the exclusion and the discrimination that older persons suffered in all fronts. We need to raise awareness that **ICT and other assistive technologies are not a luxury but a fundamental tool to enable the full enjoyment of human rights!**” (Silvia Perel-Levin, Chair of the NGO Committee on Ageing at the United Nations (UN) in Geneva; Representative of International Network for the Prevention of Elder Abuse (INPEA))

“The Tsunami of digitalization came very rapidly! People in social security institutions and social protection industries all around the world were faced with digital obstacles which constitute potential exclusion for all (vulnerable groups). There has to be a public private partnerships (to solve this problem), so that the people who are designing the new digital new systems have GPS and radar systems that reach also vulnerable groups including older people. Not including the older people would be a mistake because the world is ageing. Older people are 100% voters. Most of them have been taxpayers for many years and represent a growing part of the demand of the economy. By 2050, older people will be more than 30% of the world’s population and 30% of the voting population. ICT literacy is necessary but not sufficient. In the same way that gender, racial and climate issues should be deliberately addressed in different, inclusive, and sustainable manner. **Digitalisation should not be race blind, gender blind, planet blind, or age blind.**” (Alejandro Bonilla Garcia, President of Greycells)

Digital participation has become more and more present in the all policy agendas addressing the potential of living longer. Of the Active Ageing Index that UNECE developed, four out of the 20 indicators were linked to digital technologies and participation such as independent and autonomous living, lifelong learning, ICT use and social connectedness and education attainment. A new policy initiative is about digital participation and e-governance. A new policy brief that UNECE will be publishing will focus on empowering older people to use digital means but also to cope with e-government which forces older persons to choose without leaving them **the right to choose or reject. This is a fundamental dilemma.**” (Vitalija Gaucaite Wittich, Chief, Population Unit, UNECE)

The needs of older persons were not well understood nor addressed in the past by the clinical staff of health care centers such as primary health care facilities and psychologist were asked to provide counselling for older persons. A similar lack of understanding of the needs of older people existed in the United Nations organisations in the past. It was also suggested **a better inclusion of older persons needs in the UN programmes**, especially regarding providing access to ICT training for older women, suggested by Anne Lindsay (World Forum of Mental Health in Geneva; and member of Geneva Committee on the Status of Women).

Intergenerational team works have to be promoted more visibly as part of the programming of the UN Decade for Healthy Ageing. The transfer of knowledge and experiences to the younger generation through structured activities contribute to the wellbeing of both generation and to the post-COVID 19 resilience, implied in the comments made by René Kirsbaum (Member of the Executive Committee, Greycells).

III. Overall outcomes of the session highlighting

14) main conclusions reached during the discussion

15) the vision for implementation of WSIS Action lines beyond 2015

7) Main linkages with the Sustainable Development Goals (please specify the SDGs)

- SDG3: Health and wellbeing for all, including the older persons.
- SDG4: Lifelong learning for all through the access and digital literacy.
- SDG10: reducing inequality due to ageing.

8) Emerging Trends related to WSIS Action Lines identified during the meeting

There is a need to more proactively address the needs of the older persons concerning societal digitalization. Gender could also emerge as a critical issue since there are differences regarding the cognitive functionality, learning opportunity and motivation.

9) Suggestions for Thematic Aspects that might be included in the WSIS Forum 2021

Support older workforce to be inter-generationally integrated and competent in digital work tools and methods

Thematic Workshop

ICTs and Older Persons



ICTs and Older Persons: Artificial Intelligence and Voice Enabled Devices to Assist Dementia Patients in Indian sub continent - Jain Institute of Technology, INDIA

Monday 29 June 2020

14:00 – 15:00

Please find in the link below, more information regarding the workshop:

<https://www.itu.int/net4/wsis/forum/2020/Agenda/Session/195>

1) Title of your session

ICTs and Older Persons: Artificial Intelligence and Voice Enabled Devices to Assist Dementia Patients in Indian sub continent

2) Name of Organization(s) organizing the session

Jain Institute of Technology, INDIA

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

- C1: The role of governments and all stakeholders in the promotion of ICTs for development
- C3. Information and communication infrastructure: an essential foundation for an inclusive information society

4) Did your workshop highlight any issues related to COVID-19? If yes, please explain

Dementia does not increase risk for COVID-19, the respiratory illness caused by the corona virus, just like dementia does not increase risk for flu. However, dementia-related behaviors, increased age and common health conditions that often accompany dementia may increase risk. For example, people with Alzheimer's disease and all other dementia may forget to wash their hands or take other recommended precautions to prevent illness. In addition, diseases like COVID-19 and the flu may worsen cognitive impairment due to dementia.

5) Key achievements, announcements, launches, agreements, and commitments

Our Commitment is to develop a low cost customized digital assistant that is always available, can assist in multiple tasks and high interaction, hands-free, record conversation, memory lane connecting users to the past and available to all dementia Patients in Indian Sub continent.

6) Main outcomes highlighting the following:

I. Debated Issues

- Dementia: Progressive mental deterioration
- Dementia Patients Classical Examples
- Assistive Artificial Intelligence (AAI) Cope with Memory Loss
- How Artificial Intelligence Improves Voice Control
- Highlights of the main issues debated and interactions with audience:
 - Technology behind Voice enabled devices
 - Artificial Intelligence in capturing Elderly patient's routine and repetitive tasks.
 - Gartner Survey: Voice Interface having the edge
 - Population Ageing Universal Global phenomenon It will have profound impact on social, economical and political context
- Highlight key achievements and challenges shared by the audience and/ or panelists:
 - Intelligent assistive technology can help address caregivers gap
 - Caregiver burden is an important, but it's often over looked
 - Caregivers often experience mental, physical, emotional or even financial strain over the course of caring for others
 - Strain on health care and social care systems

II. Quotes

"Artificial Intelligence is indispensable part of our life, It will Improve health care extensively"
- Ms.Shilpa H Y L- Founder Director & CEO, ADA Lovelace Software Private Limited, INDIA
"Dementia in Migrants and elderly workers are to be considered sensibly"
-Mr. Kelvin Sergeant- Specialist Sustainable Enterprise Development and Job Creation, International Labour organization (ILO), South Asia.
"Voice Technology and various platforms will dominate market place in all spheres by 2025"
- Dr.Rakesh Lingappa- Professor & Head of Research Centre, Department of Computer Science and Engineering, Jain Institute of Technology, INDIA

III. Overall outcomes of the session highlighting

- Main conclusions reached during the discussion:
 - The ability to plan in the early stages of the disease is essential for providing support systems to improve patient's everyday function and quality of life.
 - Voice enabled devices significantly improve quality of life for older adult with dementia.
 - It's like an intelligent companion and helper that never gets tired, bored, or frustrated.
 - Voice enabled device promote independence and autonomy, manage safety risks, reduce stress and enhance quality of life for the caregiver and affected individual.
- The vision for implementation of WSIS Action lines beyond 2015:
 - We recognize, complement of conventional Dementia treatment is essential for well being of the patients. With Artificial Intelligence techniques and Voice Technology to

achieve Sustainable Development goal to ensure healthy lives and promotes well-being.

- The main emphasis on Artificial Intelligence for health care application their by keeping in pace with the action lines, Information and communication infrastructure. These are all modern and rational way to achieve SDGS.

7) Main linkages with the Sustainable Development Goals (please specify the SDGs)

- GOAL 1: End poverty in all its forms everywhere
- GOAL 3: Ensure healthy lives and promote well-being for all
- GOAL 16: Promote just, peaceful and inclusive societies

8) Emerging Trends related to WSIS Action Lines identified during the meeting

- 5G to Improve Information and communication Infrastructure
- Inclusion of Dementia in State government list in India and providing subsidies to buy devices reflection on action line C1

9) Suggestions for Thematic Aspects that might be included in the WSIS Forum 2021

- Smart women Empowered Village
- Cyber Security to children, women & Elderly
- E-waste and smart collection points
- Infectious waste and disposal from Hospitals

Thematic Workshop

ICTs and Older Persons



ICTs and Older Persons: Universal Design, Standards, ICT and Older Persons in Support of UN Decade of Healthy Ageing - CSEND

Tuesday 30 June 2020

14:00 – 15:00

Please find in the link below, more information regarding the workshop:

<https://www.itu.int/net4/wsis/forum/2020/Agenda/Session/200>

1) Title of your session

ICTs and Older Persons: Universal Design, Standards, ICT and Older Persons in Support of the UN Decade of Healthy Ageing

2) Name of Organisation(s) organizing the session

Centre for Socio-Eco-Nomic Development (CSEND)

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

Our session contributed to the operationalization of the following WSIS Action Lines:

- C2: Encourage the design and production of ICT equipment and services so that everyone has easy and affordable access to them including older people, and promote the development of technologies, applications, and content suited to the older person's needs, guided by the Universal Design Principle and further enhanced by the use of assistive technologies. This will contribute to the UN Decade of Healthy Ageing as well.
- C6: Promote inclusion of the older persons in the definition and design of online security, protection of university human rights and dignity in social media, e-commerce.
- C7: e-health, e-employment, e-education, social participation and digitalised elderly care to complement the care provision by caregivers and to create benefits in all aspects of older person's life.
- C10: Standards are one of the instruments important to ensure proper use of ICT and ethical behaviour.

4) Did your workshop highlight any issues related to COVID-19? If yes, please explain.

No

5) Key achievements, announcements, launches, agreements, and commitments

The panelists agreed that digitalization has penetrated all aspects of life due to the COVID-19 pandemic worldwide. In order to prevent possible exclusionary effects on older persons especially the ones who are not well endowed, standards need to be set up to ensure universal access and fair benefit sharing resulting from technological advancement. New standards dealing with ageing workforce, ageing care services, e-diagnosis and employment platforms are been developed and applied. The panelists felt there is a greater need to exchange information and to share good practices concerning the use of standards in promoting the adoption of ICT and in enabling healthy ageing.

6) Main outcomes highlighting the following:

I. Debated Issues

- Standards provide predictability but need to remain open for all. They should not be owned by any one group or organisation in order to make the system more efficient and effective. Standards can also ensure inclusivity and diversity.
- Active ageing is about self-help, self-responsibility and solidarity. Standard can cover a whole range of products and services from social care, to workplace practices, from assistive technology to volunteering services. Standardisation ensures protection of individual rights and helps avoid unintentional abuse. It is also important that through the use of technology, people are supported to enter their later stage of life in a dignified manner.
- Universal Principles are often not fully complied with. Therefore there is a need for stronger instruments, such as verifiable standards, to safeguard the values embedded in these principles.
- Technology aligned to the needs of the older persons will improve their quality of life and sustain health and care systems.
- Use of technology in humanitarian crisis has not been addressed sufficiently. Application of technology in this context is not only about making sure humanitarian assistance can reach the needy but also provide additional opportunities for the refugees, migrants or displaced people to mobilise resources to survive.

II. Quotes

- “Integrated systems for personal health data will allow an integrated response to the health and care needs of the older people, especially in China, with its huge population. Therefore, data standards, product standards and service standards must be integrated as the first priority.” (Prof Yifan Yang, NIIA, Chengdu, China).
- “Technology needs to be adapted to fit the purpose. The purpose of technology is to provide support for older people to maintain independence and dignity.” (Klaus Niederländer, AAL, Brussels)
- “Standards can build trust and recognition.” (Sabrina Pit, ISO TC 314 on Ageing Societies, Convenor of WG1 on inclusive workforce, Sidney)
- “One sees often images of older women, but not so much about older man”. (Margaret Chilcott, Real Capacity Services).

III. Overall outcomes of the session highlighting

The session affirmed:

- The importance of standards in ensuring efficient use of resources, effective attainment of service objectives and predictability in supporting the older persons for their health and wellbeing.
- ICT technology will be even more important in the future when the age 65 or older persons will reach 16% of the world population by 2050. 80% of older people will be living in low- and middle-income countries. Service provision and other transactions will be exchanged through ICT infrastructure. Standards will be critical to ensure inclusiveness, free of abuse and respect for human dignity.
- As ageing is a relatively new phenomenon. Social norms and practices have not been fully adapted to this reality. Standards related to an ageing workplace, ageing care, volunteering, philanthropic initiatives and assistive technologies will be used to steer the changing attitude and behavior in order to support healthy and active ageing.
- Caring for the older persons need to be person centered and be integrative. ICT will enable the interconnectivity amongst different service providers to share information and to jointly undertake preventive measures for the benefits of the older persons and younger generations.

7) Main linkages with the Sustainable Development Goals (please specify the SDGs)

This session is linked to the following:

- SDG 3: The use of ICT will promote health and wellbeing for all, including older persons
- SDG 8: The use of assistive technology and promotion of age friendly working conditions will support the productive work of the older workers
- SDG 10: Standards, especially the design and management related standards, will promote social, economic and political inclusion of all people, irrespective of age or capability, thereby reducing inequalities within countries.
- SDG 17: To achieve healthy ageing will require cross-sectoral partnerships and technological innovations. For the accelerated demands of the ageing population, investment, scientific collaboration and data will be essential. Standards in this context may ensure “equity”, “access” and “coverage” for all.

8) Emerging Trends related to WSIS Action Lines identified during the meeting

The ageing world population will increase the need to accessible ICTS and new technological solutions for the empowerment, inclusion and wellbeing of older persons. Standards will be part of the governance arrangements to ensure adherence.

9) Suggestions for Thematic Aspects that might be included in the WSIS Forum 2021

ICT and Older Persons: Standards and Tools for Protect, Respect, Remedy

Thematic Workshop

ICTs and Older Persons



ICTs and Older Persons: Value of the Older Workforce: Emergence of Senior Entrepreneurship and Multi-Generational Workplace - GCOA

Wednesday 12 August 2020

14:00 – 15:00

Please find in the link below, more information regarding the workshop:

<https://www.itu.int/net4/wsis/forum/2020/Agenda/Session/291>

1) Title of your session

ICTs and Older Persons WSIS Track Value of the Older Workforce: The Emergence of Senior Entrepreneurship and the Multi-Generational Workplace

2) Name of Organisation(s) organizing the session

Global Coalition on Aging

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

- C1. The role of public governance authorities and all stakeholders in the promotion of ICTs for development
- C2. Information and communication infrastructure
- C3. Access to information and knowledge
- C4. Capacity building
- C5. Building confidence and security in the use of ICTs
- C6. Enabling environment
- C7. E-Learning and E-Employment
- C8. Cultural diversity and identity, linguistic diversity and local content
- C11. International and regional cooperation

4) Did your workshop highlight any issues related to COVID-19? If yes, please explain.

No

5) Key achievements, announcements, launches, agreements, and commitments

For the first time in history, today's workplaces are now a meeting place for up to four generations. Remarkably, these multi-generational teams are proving more productive than single-generation

teams. Even so, older workers continue to face age discrimination in the workplace, and the conventional 19th century concept and mindset of retirement, remains largely unchanged.

6) Main outcomes highlighting the following:

I. Debated Issues

- Please capture highlights of the main issues discussed and interactions with audience:

We highlight five important themes that were presented.

Multi-generational workforce:

- Age discrimination is a major set-back for older adults in today's workforce. We can combat ageism by being more careful about the language and assumptions we associate with aging and by encouraging multi-generational teams in the office.
- Older adults can take on unique roles in the workforce, including mentoring and bi-directional mentoring.

Reimagine retirement:

- The 100-year life has required society to reframe retirement. Research shows that a majority of older adults prefer phased retirement.
- Aegon's Silver Starters program offers retired older adults an opportunity to launch a startup, often the best option for older adults choosing to continue to work but facing difficulties getting hired.
- Employers have a major role in making retirement work for older employees.

Obsolete assumptions:

- Research shows that societal assumptions about older adults in the workforce are incorrect. Older adults are interested in and knowledgeable about technology and entrepreneurship.
- Research also shows that startups founded by people over 50 are more successful and profitable than those started by younger people. These senior entrepreneurs also are more interested and successful in addressing social problems through entrepreneurship.
- Please highlight key achievements and challenges shared by the audience and/or panellists

Panellists agreed that age discrimination is a major set-back for older adults in today's workforce, and that there is a need to reimagine retirement.

II. Quotes

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

Jeff Schwartz, Principal, Deloitte Consulting LLP: *"The future doesn't fit well into the containers of the past. This may especially be true of entrepreneurship and how we think of the role of innovation in our lives as we get older, **there is a misconception that innovation is a young person's game.**"*

Mary Cronin, Ph.D, Research Professor, Carroll School of Management, Boston College and President of 4Q Catalyst, LLC : *"Research shows clearly that **the most successful startups are the ones that are started by people in midlife and after...** These are successful in being high growth companies and indeed profitable, which many VC funded companies started by youngsters are not."*

Mike Mansfield, Program Director, Aegon Center for Longevity and Retirement: *"57% of the people in this year's survey [by Aegon] said that **they envision a phased transition to***

retirement, where they'll continue to work in some capacity and transition into retirement, and maybe stop at some point in the future."

Han van Doorn, Founder, *Are You Okay Today*: "Now, looking back at my experience [in] senior entrepreneurship, I was thinking, what were my advantages? **One of my advantages is my age...** I have a unique selling point my age together with my vitality and my innovative project works fantastic."

Mary Cronin, Ph.D, Research Professor, Carroll School of Management, Boston College and President of 4Q Catalyst, LLC: "I am a huge supporter and advocate for the multi-generational workforce... **I think corporate and all organizational employers need to do more to deliberately create projects which are multi-generational within the organization.** There are natural roles for older workers to be mentors, but there's also bi-directional mentoring that I think we can do much more with."

- Main conclusions reached during the discussion:

A multi-generational workforce has the benefit of bringing the perspectives of different generations together, where older adults can bring valued experience. Older entrepreneurs use technologies and are more successful than younger ones, however the challenge remains that society gives them little confidence and support.

- The vision for implementation of WSIS Action lines beyond 2015:
- C1. The role of public governance authorities and all stakeholders in the promotion of ICTs for development: The needs of older adults must be taken into account when developing and promoting technologies.
- C2. Information and communication infrastructure
- C3. Access to information and knowledge
- C4. Capacity building: Older adults must be empowered to use digital technologies. These technologies should be developed in cooperation with the end-users, which are older adults and their caregivers, to ensure that they fit their needs.
- C5. Building confidence and security in the use of ICTs
- C6. Enabling environment: Innovators from all sectors must be supported to create an environment where older adults' needs are integrated in the design of technologies.
- C7. ICT Applications: Innovation from all sectors can make a difference, and especially ICTs can make big changes in the health and social experiences of older adults. Policy makers must make sure that regulations allow these technologies to scale as quick as possible.
- C8. Cultural diversity and identity, linguistic diversity and local content:
- C11. International and regional cooperation: Society at all levels must combat ageism in accordance with the ideals of the World Health Organization/United Nations Decade of Healthy Ageing.

7) Main linkages with the Sustainable Development Goals (please specify the SDGs)

- SDG3: Ensure healthy lives and promote well-being for all at all ages. With the Decade of Healthy Aging launching this year, 2020, it is crucial that we ensure healthy lives and promote well-being for all, *at all ages*. Technologies for health must be developed with the needs of a growing, global aging population in mind.
- SDG 16: Promote just, peaceful and inclusive societies. Society must combat ageism in all its forms.

- SDG 17: Revitalize the global partnership for sustainable development. Innovation from all sectors can make a difference, and especially ICTs can make big changes in the health and social experiences of older adults. Policy makers must make sure that regulations allow these technologies to scale as quick as possible.

8) Emerging Trends related to WSIS Action Lines identified during the meeting

The new ICTs and Older Persons WSIS track is the result of a growing demand around the role and the needs of older adults in our societies, and touches upon multiple WSIS Action Lines as described earlier.

9) Suggestions for Thematic Aspects that might be included in the WSIS Forum 2021

The ICTs and Older Adults WSIS track should continue in 2021.

Thematic Workshop

ICTs and Older Persons



ICTs and Older Persons: Health Systems Change for Healthy Aging: The Role of Remote Care & AI - GCOA

Thursday 13 August 2020

14:00 – 15:00

Please find in the link below, more information regarding the workshop:

<https://www.itu.int/net4/wsis/forum/2020/Agenda/Session/296>

1) Title of your session

ICTs and Older Persons: Health Systems Change for Healthy Aging: The Role of Remote Care & AI

2) Name of Organisation(s) organizing the session

Global Coalition on Aging

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

- C1. The role of public governance authorities and all stakeholders in the promotion of ICTs for development
- C3. Access to information and knowledge
- C4. Capacity building
- C6. Enabling environment
- C7. ICT Applications
- C8. Cultural diversity and identity, linguistic diversity and local content
- C11. International and regional cooperation

4) Did your workshop highlight any issues related to COVID-19? If yes, please explain.

Yes

The COVID-19 pandemic has proven that telehealth and innovation is possible and necessary in society. New apps and telehealth services, especially those involved in remote care, have been shown to often be less expensive, easier, and more convenient.

5) Key achievements, announcements, launches, agreements, and commitments

We highlight five important themes that were presented.

- i. Learning from the end users
 - It is critical to learn from, and work with, older adults, and their communities, directly to ensure that the technologies we develop are applicable for their needs.
 - ii. Making technologies accessible
 - Once technology is available, we must ensure access to that technology. Educating the end users, including older adults and their caregivers, is key for the scaling of remote care, and other AI-enabled, technologies.
 - iii. Machine learning to predict serious health events
 - Remote care technologies, combined with machine learning, can help predict and avoid serious health events. This has the advantage of avoiding hospitalizations, and of increasing the chance of better health outcomes for individuals.
 - iv. Cost savings
 - These remote care technologies have a huge potential for cost savings and should not be seen as an additional step inside the care journey but rather as a way to deliver better care at a lower cost.
 - v. Ecosystem for technologies directed at older adults still missing
 - Today, we are still missing a marketplace and larger ecosystem for the rapid uptake and adoption of products that will empower older people and improve our lives in old age.

6) Main outcomes highlighting the following:

I. Debated Issues

- Please capture highlights of the main issues discussed and interactions with audience:

Healthy aging, in our era of longevity, must be centered on prevention and wellness—with a focus on maintaining functional ability rather than singularly on treatment of disease. Remote care delivery, telehealth and telemedicine, including videoconferencing with healthcare providers, tablet-based patient education, and devices that can monitor, prompt and track diet, exercise, and medication usage, have been proven to create benefits across the health care system leading to reduced costs and improved outcomes for patients. Properly combining technology and healthcare, especially monitoring in the home, has incredible potential to engage patients in their own health management, detect and diagnose chronic conditions earlier, and therefore enable a more healthy and active aging.

- Please highlight key achievements and challenges shared by the audience and/or panellists

Panellists agreed that technologies must be developed in cooperation with end users to ensure that they fit the needs of older adults, their caregivers and healthcare providers. They agreed that educating the end users will ensure that technologies can scale. Today, we are still missing a larger ecosystem to develop and scale technologies targeting older adults.

II. Quotes

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

Ian Philp, CEO, Age Care Technologies: *“I haven’t seen old age per se being a barrier to the uptake of technologies within aging populations. What I have seen is a misalignment of products*

against the things that really matter to older people. Older people's concerns are often underreported."

Ian Philp, CEO, Age Care Technologies: *"Technologies that support remote care come from a control and safety point of view, rather than an empowerment and communications point of view. We must raise awareness about the opportunity of technology to enhance communications of older people with their families, with other people and with service providers."*

Dr. Angeli Möller, Vice President Head of Global Data Assets, Pharma Digital Transformation & IT, Bayer Pharmaceuticals: *"Remote collection of data is critical to develop the technologies that will help predict and avoid serious health events like strokes and cardiac arrests by finding patterns in huge amounts of data. We must make sure that those technologies which remotely collect data are suitable for an aging population."*

Dave Ryan, General Manager, Health and Life Sciences Business, Intel Corporation: *"...telehealth and synchronous video engagements (with doctors) are exploding, but the actual monitoring remotely, the more continuous remote monitoring type of technology, engaged at the individual's daily life, is having nowhere near as much uptake. There's a ramp, in that it's happening, but not as much as tele-engagement or video synchronous doctor's visits."*

Dr. Angeli Möller, Vice President Head of Global Data Assets, Pharma Digital Transformation & IT, Bayer Pharmaceuticals: *"Co-creation of the user interface is key to ensure that the end users, here the patients and healthcare providers, understand the data and can use it easily."*

Sara Smolley, Co-Founder, COO, Voiceitt: *"In a world with more and more technologies activated by voice, it is crucial that non- standard speech patterns, including those of older adults and more generally people with speech disability, are integrated when developing this kind of technology. For older adults, being able to control home-integrated technologies makes them more independent and empowered, as they might have motor control impairments—that's what Voiceitt has been exploring."*

III. Overall outcomes of the session highlighting

- Main conclusions reached during the discussion:
- The vision for implementation of WSIS Action lines beyond 2015:

7) Main linkages with the Sustainable Development Goals (please specify the SDGs)

- SDG3: Ensure healthy lives and promote well-being for all at all ages. With the Decade of Healthy Aging launching this year, 2020, it is crucial that we ensure healthy lives and promote well-being for all *at all ages*. Technologies for health must be developed with the needs of a growing, global aging population in mind.
- SDG 16: Promote just, peaceful and inclusive societies. Society must combat ageism in all its forms.
- SDG 17: Revitalize the global partnership for sustainable development. Innovation from all sectors can make a difference, and especially ICTs can make big changes in the health and social experiences of older adults. Policy makers must make sure that regulations allow these technologies to scale as quick as possible.

8) Emerging Trends related to WSIS Action Lines identified during the meeting

The new ICTs and Older Adults WSIS track is the result of a growing demand around the role and the needs of older adults in our societies, and touches upon multiple WSIS Action Lines as described earlier.

9) Suggestions for Thematic Aspects that might be included in the WSIS Forum 2021

The ICTs and Older Adults WSIS track should continue in 2021.

Thematic Workshop

ICTs and Older Persons



Closing of ICTs and Older Persons track: Scaling Technology for Health and Economic Value for Healthy Ageing - GCOA

Friday 14 August 2020

14:00 – 15:00

Please find in the link below, more information regarding the workshop:

<https://www.itu.int/net4/wsis/forum/2020/Agenda/Session/300>

1) Title of your session

ICTs and Older Persons WSIS Track: Closing of ICTs and Older Persons Track: Scaling Technology for Health and Economic Value for Healthy Ageing

2) Name of Organisation(s) organizing the session

Global Coalition on Aging

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

- C1. The role of public governance authorities and all stakeholders in the promotion of ICTs for development
- C2. Information and communication infrastructure
- C3. Access to information and knowledge
- C4. Capacity building
- C5. Building confidence and security in the use of ICTs
- C6. Enabling environment
- C7. E-Learning, E-Health and E-Employment
- C8. Cultural diversity and identity, linguistic diversity and local content
- C11. International and regional cooperation

4) Did your workshop highlight any issues related to COVID-19? If yes, please explain.

Yes

The COVID-19 pandemic has revealed that older adults are indeed users of technologies, and do so to communicate with their loved ones, attend medical appointments, order consumer products and for banking functions.

5) Key achievements, announcements, launches, agreements, and commitments

Globally, we are well established within the trend of longer life spans and shrinking birth rates. As the proportion of young to old decreases as societies modernize and the advancements in medicines and diagnostics assist us to live longer and healthier lives, this new demographic mix is now an accepted reality. With this new reality, however, is the necessity to support and maintain the active, independent and respected lives of older people so as to reduce the health care burdens on societies and on ever smaller family groups. Technology can and does play a powerful role in mitigating those impacts, and the recognition of its benefits and its challenges can set the path for advancing the positive aging experience. The recognition of the opportunities for businesses to employ and integrate technology in inclusive, well-designed and acceptable products and services can be the tipping point in their success in this new post-Covid19 worldwide marketplace. A well-aging society approach is needed to tackle all the aspects that older adults care about, from maintaining an active lifestyle to continue working, communicating with their loved ones, and more generally staying active in society.

6) Main outcomes highlighting the following:

I. Debated Issues

- Please capture highlights of the main issues discussed and interactions with audience:

Technology and Aging:

- Purposefulness is a critical component of healthy aging and longevity, and technology can give older adults purpose/agency in all areas of life from their career to their social network.
- In aging societies, technology can help bridge the employment and caregiver shortages that exist. We can also use technology to address problems on an individual scale, including loneliness in the home among older adults.

Scaling Technology:

- In many ways, all the technology we need has already been invented. Instead of investing in new AI and solutions we should focus on scaling the solutions we already have and making them accessible to all.
- Government policies often present hurdles to scaling technology, even when the new solutions could reduce government spending in the long run.

Cross-sector Aging Strategies:

- It is the “story of old age” that keeps businesses away from the older adult market that is hiding in plain sight. Companies assume that older adults do not like new things/technology.
- The COVID-19 pandemic may begin to correct these misconceptions as older adults continue to adopt and use technology solutions that they never have before.
- We cannot have a “one size fits all” approach to technology for the older adult market because there is so much diversity within the age group. There is a big market for subgroup innovation, and with that there is a need for older adult employees on marketing and innovation teams across the world.

- Please highlight key achievements and challenges shared by the audience and/or panellists:

Panelists agreed that technology is a way to empower older adults, and that their growing population should lead companies to develop products targeted at older adults. Panelists agreed that we need to create a well-aging society.

II. Quotes

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

Dave Ryan, General Manager, Health & Science Business, Intel Corporation: “***The older population is an economic resource, it's a market segment for industry, a large one and growing.*** For countries, [older adults] are a societal resource. Think about the role that seniors play in education and mentoring and supporting families and childcare.”

Joseph F. Coughlin, Ph.D, Founder and Director, MIT AgeLab: “***We need to redefine aging as an issue of equity and inclusion, not simply usability and affordability.*** We must start using the ‘we’ rather than the ‘them’, we must start thinking about how we can make [technology] available for all.”

Esther Dyson, Executive Founder, Wellville: “***It's very important to think about the powers that technology gives to older adults. Beyond ‘oh, it keeps them alive’ It's ‘hey, it gives them agency, they can still do useful things they can feel wanted’.***”

Kazumi Nishikawa, Director, IT Industry Division, Commerce and Information Policy Bureau, Ministry of Economy and Trade Industry (METI) of Japan: “***Japan is a super aging society...our challenge is to create a better well aging society by changing our lifestyle, working style, government regulation, and everything.***”

Joseph F. Coughlin, Ph.D, Founder and Director, MIT AgeLab: “***Yes, there is this marriage, if you will, between healthy aging and technology. I don't want to break that marriage, but I think we should have a few affairs, I think that it might also be good to talk about how can we use technology to keep us educated for a lifetime, how we can keep ourselves working, maintaining our homes, and I dare I say it, have fun.***”

Kazumi Nishikawa, Director, IT Industry Division, Commerce and Information Policy Bureau, Ministry of Economy and Trade Industry (METI) of Japan: “***We have to be very careful about the relationships between new technologies a big new solutions and existing technologies and easy individual solutions. That's what we're thinking in Japan.***”

Michael W. Hodin, Ph.D, CEO, Global Coalition on Aging: “***...traditional health care is about the absence of disease...as we look at it through the aging lens, it's functional ability.*** What do I want (from ICT's) to be able to be active, engaged, happy and to have purpose?”

Dave Ryan, General Manager, Health & Science Business, Intel Corporation: “***All the tools and technologies and capabilities are there, the only barriers are access, social norms, economic workflow, workforce policy, etc. We see success when new solutions are deployed at a very large scale.***”

III. Overall outcomes of the session highlighting

- Main conclusions reached during the discussion:

Technology can support a healthy and active aging society, but barriers remain such as ageism, workforce policy, regulations that are not adapted for this change. Technology will not be adopted, and therefore not succeed, if it does not reflect the needs, design or attitudes of older people. Technology can and does have a positive impact on life spans and life course which will only grow over time.

- The vision for implementation of WSIS Action lines beyond 2015:

- C1. The role of public governance authorities and all stakeholders in the promotion of ICTs for development: The needs of older adults must be taken into account when developing and promoting technologies.
- C2. Information and communication infrastructure
- C3. Access to information and knowledge
- C4. Capacity building: Older adults must be empowered to use digital technologies. These technologies should be developed in cooperation with the end-users, which are older adults and their caregivers, to ensure that they fit their needs.
- C5. Building confidence and security in the use of ICTs
- C6. Enabling environment: Innovators from all sectors must be supported to create an environment where older adults' needs are integrated in the design of technologies.
- C7. ICT Applications: Innovation from all sectors can make a difference, and especially ICTs can make big changes in the health and social experiences of older adults. Policy makers must make sure that regulations allow these technologies to scale as quick as possible.
- C8. Cultural diversity and identity, linguistic diversity and local content:
- C11. International and regional cooperation: Society at all levels must combat ageism as the World Health Organization/United Nations launches the Decade of Healthy Aging.

7) Main linkages with the Sustainable Development Goals (please specify the SDGs)

- SDG3: Ensure healthy lives and promote well-being for all at all ages. With the Decade of Healthy Aging launching this year, 2020, it is crucial that we ensure healthy lives and promote well-being for all, *at all ages*. Technologies for health must be developed with the needs of a growing, global aging population in mind.
- SDG 16: Promote just, peaceful and inclusive societies. Society must combat ageism in all its forms.
- SDG 17: Revitalize the global partnership for sustainable development. Innovation from all sectors can make a difference, and especially ICTs can make big changes in the health and social experiences of older adults. Policy makers must make sure that regulations allow these technologies to scale as quick as possible.

8) Emerging Trends related to WSIS Action Lines identified during the meeting

The new ICTs and Older Persons WSIS track is the result of a growing demand around the role and the needs of older adults in our societies, and touches upon multiple WSIS Action Lines as described earlier.

9) Suggestions for Thematic Aspects that might be included in the WSIS Forum 2021

The ICTs and Older Persons WSIS track should continue in 2021.

Thematic Workshop ICTs and Gender Mainstreaming



Opening of ICTs and Gender Mainstreaming track - WSIS Gender Group

Wednesday 1 July 2020

14:00 – 15:00

Thematic Workshop

ICTs and Gender

Mainstreaming



EQUALS in Tech - empowering women entrepreneurs through e-commerce -
EQUALS, ITC, ITU, UNCTAD

Thursday 2 July 2020

13:00 – 14:00

Thematic Workshop ICTs and Gender Mainstreaming



The Innovative Edge: Why Role Models are Key to Close the Digital Gender Gap Globally - Empowermen Lab

Friday 3 July 2020

13:00 – 14:00

Thematic Workshop

ICTs and Gender

Mainstreaming



Specific services to empower women entrepreneurs, helping them bridge the digital divide - Andalucía Emprende Fundación Pública Andaluza

Monday 6 July 2020

13:00 – 14:00

Please find in the link below, more information regarding the workshop:

<https://www.itu.int/net4/wsis/forum/2020/Agenda/Session/248>

1) Title of your session

Specific services to empower women entrepreneurs, helping them bridge the digital divide.

2) Name of Organization(s) organizing the session

Andalusia Emprende, foundation sponsored by the Council for Employment of the Andalusian Administration

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

- C7. ICT applications: benefits in all aspects of life - E-business.
- C7. ICT applications: benefits in all aspects of life - E-employment.
- C4. Capacity building – Gender. Training ICT professionals.

4) Did your workshop highlight any issues related to COVID-19? If yes, please explain

No.

5) Key achievements, announcements, launches, agreements, and commitments

- Diversity is essential to innovation and technology. For that reason, businesses need women to be a part of their discussions, of their reflective processes.
- Technology is a safe place where you may find inspiring female role models you can identify with, opportunities to network with other people and establish new relationships, where you can find also possible mentors.
- We must look at everything through a transversal gender glass.
- To become economy leaders, women should be proactive in their learning process, that is to say, they must learn how to learn.
- Women, as natural problem solvers, can bring to bear that skill in favour of innovation, because innovation is, plain and simple, just facing new challenges.
- Women entrepreneurs and businesswomen need recognizable, inspiring role models, taken from their own environment, women undertaking ICT projects that they feel they can emulate.

6) Main outcomes highlighting the following:

- The webinar was conducted by Rosa Siles, Managing Director of Andalusia Emprende, Public Foundation, with Olga San Jacinto, Ana María Salazar and Ester Maestro taking part as guest panellists.
- Olga San Jacinto, one of the founders of Google outside USA since the early stages of the company, has managed product and business there for 15 years as part of the world leadership team with worldwide responsibilities. Coach for executive and entrepreneurs as well as Business Angel investor and independent Board Member in Europe and America of Traded and Non Traded companies.
- Ana María Salazar, Member of Private Sector Advisory Group for SGDs of United Nations. Mentor for women and coach. Ph.D. Cum Laude in Social and Political Sciences at the Complutense University of Madrid. Mentor for women and coach.
- Ester Maestro, European Projects Coordinator at Cibervoluntarios Foundation, where she has been working for more than 20 years in female entrepreneurship.
- 104 attendees were registered, which represents a 59% of a total of 177 registrations, from 26 different countries and geographical areas (Europe, Asia, Africa, North and Latin America).
- The audience, which came from the private sector, but also from Academia and other civil bodies, submitted 23 questions on the chat.
- The webinar was structured in three parts: an introduction, where Ms San Jacinto shared her view about the gender divide in the digital environment; the core section, where the

panellists debated about three challenges, and a final part, where questions by the public were listened to and duly replied and the panellists' closing remarks noted.

I. Debated Issues

Ms. San Jacinto described the current situation as regards the gender divide in the digital environment, underscoring the restrictions affecting women in that field:

- Digitalization keeps on moving forward, both in relation to technology development and also its implementation in everyday life.
- Many of today's jobs will be covered in the future by robots and many of them will be related to tasks usually carried out by women.
- Technological breakthrough is not evenly distributed: there are significant differences amongst developed and developing countries.

Gender prejudice does exist in the digital world and it shows, for instance, in:

- The digital divide in relation to internet access.
- An insufficient education in STEM and ICT.
- An underrepresentation in executive and ICT posts.
- Sociocultural restraints (family, education levels, safety...)
- The 'Green Ceiling', that is, the bias in relation to the access to financing
- According to the World Economic Forum, in two years'time the ICT will bear an influence on jobs, insofar as:
 - they will require greater digital skills
 - 27% of jobs are yet to be created.

After the webinar's introduction, three challenges were debated in order to provide the attendees with a view about the situation of female entrepreneurs in the digital environment and also with some clues about how to find the best way to improve the aforesaid status.

1st Daunting Challenge. Barriers, opportunities, needs and demands of women entrepreneurs. especially those related to the digital divide:

- There is a need of a real co-responsibility at home.
- More businesswomen are needed, especially among the decision-making ranks.
- Digital jobs ease the conciliation of personal and labour life.
- A need to intensify women's training and networking activities and also enlarge the list of female role models.

- A need of empowerment to achieve economic independence, which will let women devise strategies to make headway, from the recognition of their competence, their drive to succeed (passion).
- An urgency to make progress towards gender transversality and effective equality. To wit, that women reach a point where they won't ever need to work harder to become equal to men.
- The empowerment of women through technology requires listening to their various different demands and needs, so a tailor-made solution for every case can be worked out. Thus, we could talk about different types of empowerment, to which different ICT tools might be applicable.

2nd Daunting Challenge. Competences for management and development of entrepreneurial projects.

- To properly lead, women entrepreneurs need to have a command of general, communication and digital skills, be competent in computer knowledge, fluent in a second language -technology- and making analytically adept, as well.
- To tackle the digital skills divide, the key lies in mastering the STEM.
- In technology-related businesses, between skills and gender, it is the former that have the upper hand. CEOs of corporations both in Latin America and Europe are professionals with business expertise, whereas in the States it's the ones with technological proficiency who land the desired job.
- Digital ventures do not centre around products, but on the ability to add value to the consumer, not forgetting that employees deserve pivotal attention too.
- Women must (continuously) focus on solving problems. Every research points to this fact. Innovation involves facing new challenges, so the bottom line is that such issues can be resolved in a digital setting.
- In addition, women should develop their leadership skills and motivate their teams and colleagues.
- Women are not a part of the decision-making echelons. Nevertheless, it is necessary to disaggregate statistics data, general data, and data classified by gender criteria, to elicit information though obvious to the trained eye, must be validated by hard evidence to work as a solid ground for whatever measures the Administration may consider to adopt.

3rd Daunting Challenge: Communities, networks and connections among women entrepreneurs in ITC

- Women are agents of change, in family, in business, in communities, in countries, in organizations.

- More than ever, the current technological revolution is bringing along changes, and we need to gauge how fast they take root among us. At present, as we are analog and digital people living (and working) together, no one should be left behind.
- Women's main concern is taking care of others, not taking care of themselves.
- We must be proactive and share our views, prove our mettle and try to help in whatever possible way inside the various women's communities and networks the world over.

II. Quotes

"As women, In the digital economy we have many opportunities: we can enjoy from flexibility, work remotely, add diversity in an innovation environment or even gain access to newfangled jobs. However, if we do not want the gender gap to get wider, we need to demand with one single voice, the support of public institutions, companies and society as a whole, We can even help one another. We also need to help future generations with clear and measured actions. We are empowered to conquer the future of equality we deserve." Olga San Jacinto.

"Building networks among women entrepreneurs all over the world can foster an exchange of knowledge, expertise, skills and ways of working that can be incredibly powerful for women's economic empowerment: relieving them from trying to solve the problems alone and learning from each other. In this sense, international organizations have already brought to bear (set in motion) these type of networks, which have proven to be very beneficial. The UN South-South Cooperation, which foster technical cooperation exchanges among developing countries in the Global South is becoming instrumental in achievement of Sustainable Development Goals is a case in point." Ana María Salazar.

III. Overall outcomes of the session highlighting

- Main conclusions reached during the discussion:
 - Thanks to technology, women have today the tools to break the roles and stereotypes of yesterday, and lead all the changes in their lives"
 - "We are the CEOs of our lives. We are not just the managers of our circumstances".
 - In the digital environment, to be an entrepreneur turns out to be easier than ever before.
 - Rural women must face many barriers.
 - Our world is riddled with a new type of poverty. Although at first sight It may not look like one, it definitely is. It can be seen in the cities and it has to do with all the extra work a woman must do to be considered as an equal.
 - When it comes to internet access, the world appears neatly divided in two: one half has access, the other does not. It is, actually, not only a specific gender dichotomy. It also a sign of a cultural divide: if girls are not allowed to access internet, then the gap gets wider.
 - The Administration and businesses should favour women's access to technological devices.

- It is necessary to break down the available statistical, general, by gender data, so whatever turns out to be clear and obvious to the observer, may be corroborated with hard facts, not guesses, and decisions can be made by the Administration.
 - Networks are essential. Women not only should socialize, but also share their views with one another.
 - It is more important to master the technological skills and know what you can really do with them, than actually have the devices or tools, because there is always some place, such as libraries or community centres, where you can have them at your disposal.
- The vision for implementation of WSIS Action lines beyond 2015:
N/A

7) Main linkages with the Sustainable Development Goals (please specify the SDGs)

- Goal 5: Achieve gender equality and empower all women and girls.
- Goal 17: Strengthen the means of implementation and revitalize the global partnership for sustainable development

8) Emerging Trends related to WSIS Action Lines identified during the meeting

- Support the development of STEAM-focused programmes for the promotion of entrepreneurial culture within the education systems
- Foster women's communities and networks aimed at spreading digital culture
- Promote institutional campaigns to raise awareness about real equality and domestic co-responsibility in all areas of society

9) Suggestions for Thematic Aspects that might be included in the WSIS Forum 2021

Showcase real benchmark cases and replicable models of women entrepreneurs in the ICT field or those incorporating ICT in traditional sectors.

Thematic Workshop

ICTs and Gender

Mainstreaming



Women engineers and technicians contributing to ICTs related SDGs and WSIS objectives - Womenvai, Women in Tech, Coalition Digitale, Swiss Engineering Geneva, WFEO, EPF

Tuesday 7 July 2020

13:00 – 14:00

Please find in the link below, more information regarding the workshop:

<https://www.itu.int/net4/wsis/forum/2020/Agenda/Session/261>

1) Title of your session

Women engineers and technicians contributing to ICTs related SDGs and WSIS objectives

2) Name of Organization(s) organizing the session

WOMENVAI

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

Women and men, engineers and scientists, together lead technological programmes and projects around the world. Innovation, strategic planning, cooperation and modernization of the infrastructure are key success factors for achieving SDGs and WSIS action lines.

We have been present all along these weeks to help enrich the debate and bring concrete examples shown on the international scene, so to share practices and experiences.

4) Did your workshop highlight any issues related to COVID-19? If yes, please explain

Not really and directly but we could never have been so present if we did not have that special virtual format.

5) Key achievements, announcements, launches, agreements, and commitments

We would like to emphasize on the outcomes of the WSIS process from our perspective and give our conclusions by:

- Raising visibility of Women all along the WSIS process, proving we have great competencies in STEM, leadership and management,
- Demonstrating the importance of the use of all modern technologies, in particular ICT, to promote women's empowerment
- Working on Artificial Intelligence regulation for a better gender equality AI tools and systems that will contribute further to a more sustainable and inclusive growth
- Offering young generations opportunities to innovate and start-off their ICTs based SMEs, especially our women entrepreneurs working in and with STEM
- Increasing possibilities for international cooperation among organisations for women in STEM
- We, engineers, technicians and scientists in ICTs, women and men, together, declare that the WSIS 2020 has helped develop active collaboration across our global platform and provide expertise, for a more efficient sustainable development.

6) Main outcomes highlighting the following:

I. Debated Issues

II. Quotes

III. Overall outcomes of the session highlighting

7) Main linkages with the Sustainable Development Goals (please specify the SDGs)

8) Emerging Trends related to WSIS Action Lines identified during the meeting

N/A

9) Suggestions for Thematic Aspects that might be included in the WSIS Forum 2021

We shall not stop here of course, as we wish to call on governments and policymakers to implement gender mainstreaming in ICTs and Environment, and we, WOMENVAI and Swiss Engineering are ready to partner with you in two key strategic areas:

- Industry 4.0 and digital transformation of our societies through innovation
- Role of women & men engineers and scientists in the XX1st century

Thematic Workshop

ICTs and Gender

Mainstreaming



African Women in ICT - Digital Coalition

Thursday 9 July 2020

13:00 – 14:00

Please find in the link below, more information regarding the workshop:

<https://www.itu.int/net4/wsis/forum/2020/Agenda/Session/278>

1) Title of your session

African Women in ICT-Overview of the change makers (eWomen) in the continent

2) Name of Organization(s) organizing the session

Digital Coalition

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

- **C1. The role of governments and all stakeholders in the promotion of ICTs for development** - The development is only possible if it is inclusive of half of the population (Women)
- **C2. Information and communication infrastructure:** as an essential foundation for an inclusive information society, Internet has to be affordable and accessible for girls and women
- **C3. Access to information and knowledge**— scientific knowledge and culture of the science have to be disseminated within Africa society
- **C5. Building confidence and security in use of ICTs** – e-learning could leverage Digital identity in a secured and trusted environment to provide quality education to remote communities
- **C7. ICT applications: benefits in all aspects of life** — Affordable access to Internet will empower girls and women in Africa

- C8. **Cultural diversity and identity, linguistic diversity and local content** – What does it take to attract, retain and maintain women in STEM (role model, ...)
- C11. **International and regional cooperation** – The importance of combining all efforts to achieve a sustainable and meaningful impact for Women in STEM in Africa

4) Did your workshop highlight any issues related to COVID-19? If yes, please explain

The presentation highlighted the fact that the numbers of out-of-school girls have increased since the advent of COVID19

5) Key achievements, announcements, launches, agreements, and commitments

Key Achievements:

- AU Agenda2063-We aspire that by 2063,well-educated and skilled citizens, underpinned by Science & Technology and Innovation for a knowledge society and no child misses school due to poverty or any form of discrimination
- Science, Technology and Innovation Strategy for Africa (STISA 2024) recognize that women are the drivers for the development of Africa
- AU/CIEFFA Strategic Plan Strategic axis STEM focused TVET

AU/CIEFFA initiative: Regular capacity building workshops for young women and men in the 55 AU MS in the areas of STEM, Entrepreneurship, digital & financial literacy

- Affordability Report :
 - Measures policy progress toward affordable internet annually
 - Looks at policy frameworks in place across 61 low and middle income countries
 - What have countries done to drive prices down and expand access?

Because over 60% of countries have unaffordable internet, 1GB of data costs over 5% of average monthly income; this price skyrockets to around and upwards of 20% of average income in a handful of countries

Just 4 African countries have affordable internet (Egypt, Mauritius, Tunisia, Nigeria)

- Reine Ntone Sike role in launching an education satellite at NASA. Reine Ntone Johansen is an aerospace systems engineer employed by Millennium Engineering and Integration. Reine is currently a contractor at NASA Ames Research Center, where she supports the Technology Education Satellite team in the development, testing and implementing of an exo-atmospheric passive deorbiting system called Exobrake in three CubeSats (TechEdSatellite 7,8, and 10).
- WoMenTor Initiative that will go to an full online version, has been launched in 2017 and since help to attract, maintain and retain girls in STEM. This program aims to enroll 100 000 Girls by 2025

Outcomes

- Education policies which ensures free and compulsory education for ALL children (at least 10 years of leaning) Enforcement by law

- Stamping out gender stereotyping by training and consistently engaging the teachers on best practice.
- Provide visible female STEM Role models for and mentors through school visits and various other engagements
- AU/CIEFFA Ambassadors/Advocates to ensure girls and women's rights to access, stay and complete schooling
- Promote STEM through dialogues to boost their interest and self confidence

Call to actions

- Prioritize gender equality issues at the highest levels of policy making including in the ICT sector;
- Link ICT policies to existing gender and development policies (including related to education
- Breaking silos through gender responsive policymaking
- A cooperation between WSIS Forum WIE of FAEO and Digital Coalition
- Globalization of WoMenTor program as to pair Mentor with aspirant girls during the girls in ICT day leveraging online mentoring program
- Global coalition for digital and gender related issues

6) Main outcomes highlighting the following:

I. Debated Issues

Statistics and root causes of missing Girls in STEM

Research and Development Sponsorship of Gender Disaggregated studies to identify, enumerate reasons, with a view to understanding and proffering solutions to gender gap in STEM at all levels(Private and Govt guides policy)

Sponsorship of research aimed at finding out the causes , numbers for the reduction of women in education and STEM across Africa .ie disaggregated gender studies . The documented results of the study will highlight the issues more clearly and guide the formulation of relevant policies .

Some improvement of increased enrolment of girls in schools occurs BUT gender imbalance and disparity become more apparent as they progress along the education ladder.

Sub Saharan Africa(SSA) has the highest rates of education exclusion in the world ,with 9 million girls of ages 6 and 11 never going to school at all, compared to 6 million boys, according to UIS data. That is 23% of girls are out of primary school compared to 19% of boys. By adolescence, the exclusion rate for girls is 36% compared to 32% for boys.

Alarmingly, UNESCO reports inform that "Just 30% of the world's researchers are women many opt out at the highest levels required for a research career."

"And at the transition from master's to PhD level a number of women are 'lost' to science due to family reasons or career change more often than men."

Meanwhile, the world, and especially Africa, needs a massive supply of STEM graduates with great skills and talents

Attracting girls to STEM Education

A country's development capacity is proportional to its engineering capacity, therefore STEM education, technology and innovation must be pursued to reduce poverty and inequality in Africa.

Only 1 girl out of 5 complete secondary education in our continent. In that percentage, how many girls and women access to university? And how many of those girls and women access in STEM? There is a lot of work on having more women in STEM area.

Generally, student attrition which translates to a gender gap is complicated and very difficult to measure for three major reasons: Cultural, Social and Academic depending on what stage of the academic career. In the workplace, it becomes even more complicated

The role of Government Scholarships for less fortunate but talented kids

We need an Inclusive work environment and to change the narrative in job description [M/W]

Building ecosystems

AU CIEFFA organizes Regular capacity-building workshops for young women and men in the 55 AU MS in the areas of STEM, Entrepreneurship, digital and financial literacy. The objective is to promote STEM through dialogues to boost their interest and self-confidence.

Gender and Access to Internet

Over 60% of countries have unaffordable internet and just 4 African countries have affordable internet ender and Internet Access. Affordability constitutes a real factor that contributes to the Digital gap factor. There is a real need to make gender-responsive policies. If we want to close digital gender gap, we have to R.E.A.C.T (Rights-Education-Access-Content-Targets).

Key achievements and challenges shared by the audience and/or panelists

Why do (ICT) Policies need to be gender responsive?

“Allowing for gender perspectives in policy means to fully understand how women and men have been socialized differently and, consequently, understand the disparate impacts of policy on the different genders.”

Women are not a homogenous group policy should consider the experience of women from different socio-economic groups, ethnicity, age, etc.

Women have differential access to the internet due to factors such as income, education level, social norms which need to be taken into account when developing inclusive policies.

Role Models

Training girls and women to be Ambassadors/Advocates to ensure girls and women's rights to access stay and complete schooling.

Existing Frameworks

There are several frameworks and initiatives on empowering girls and women like:

- The Agenda 2063 from African Union
- The Continental Education Strategy for Africa (CESA-SO7) 201-2025
- The Science, Technology and Innovation Strategy for Africa (STISA-2024) recognize that women are the drivers for the development of Africa
- AU/CIEFFA Strategic Plan –Strategic axis – STEM focused TVET

- African Digital divide- bridging the digital divide- more access, reduced costs and will drill down to increased education and literacy rates, increased equalities, further outreaches (most vulnerable) and increased retention
- Technological innovation- Deliberate and Intentional Increase budgets and investments by African countries on technological innovation and education to increase access to resources and quality of learning
- Research and Development – Sponsorship of Gender Disaggregated studies to identify, enumerate reasons, with a view to understanding and proffering solutions to gender gap in STEM at all levels(Private and Govt)-guides policy

II. Quotes

- Reine Essobmadje, Co-founder of Digital Coalition: Achieving more girls in STEM is only possible if we manage to Attract – Retain and Maintain them in this field
- Yetunde Holloway , Vice President WFEO “Any deterrents to educational progression of the girl child is the overwhelming restraint to the development of Africa”
- Dr Rita Bissoonauth, Head of AU CIEFFA “I think one of the biggest problem that we have in STEM area with women it’s having a self-confident”
- Onica Makwakwa, Head of Africa Region at A4AI “It’s very important that we begin to adopt policies that are gender responsive to ensure that we are reducing disparities”
- Reine Ntone Johansen, NASA Engineer “Young girls should know how to approach failure and not they discourage because it’s just part of their will”

III. Overall outcomes of the session highlighting

Main conclusions reached during the discussion:

Make gender-responsive policies to close the gap

- Prioritize gender equality issues at the highest levels of policy-making including in the ICT sector;
- Link ICT policies to existing gender and development policies (including related to education)
- Breaking silos through gender-responsive policymaking

Meeting development goals

- A country’s development capacity is proportional to its engineering capacity, therefore STEM education, technology and innovation must be pursued to reduce poverty and inequality in Africa.
- This development is only possible if the female gender acquire an education by reversing girl education attrition in Africa.

Mentoring Initiative

WoMenTor Initiative that will go to an full online version, has been launched in 2017 and since help to attract, maintain and retain girls in STEM. This program aims to enroll 100 000 Girls by 2025.

7) Main linkages with the Sustainable Development Goals (please specify the SDGs)

- Goal 4: Ensure inclusive and equitable quality education and promote lifelong learning opportunities for all-Girls and women education guarantees their inclusion and reduces the Digital gap gender.
- Goal 5: Achieve gender equality and empower all women and girls– Promotion of gender-responsive policies for a real empowerment of girls and women in Africa. It is also essential to increase the number of girls in STEM
- Goal 8: Promote inclusive and sustainable economic growth, employment and decent work for all – Girls education is key to the social economic development of the continent. It will also facilitate a better match between skills and job
- Goal 11: Make cities inclusive, safe, resilient and sustainable – a massive supply of STEM will provide well educated and skilled citizens
- Goal 16: Promote just, peaceful and inclusive societies – End of discrimination in girls and women education for a real inclusive society
- Goal 17: Revitalize the global partnership for sustainable development – Coordination of governments and other stakeholders towards girls and women empowerment

8) Emerging Trends related to WSIS Action Lines identified during the meeting

N/A

9) Suggestions for Thematic Aspects that might be included in the WSIS Forum 2021

A task force and advocates for gender responsive policies to involve more gender related issues women concerns in STEM.

Thematic Workshop ICTs and Gender Mainstreaming



Speak UP, Stand UP, for cyber safety!! - United Nations Entity for Gender Equality and the Empowerment of Women

Friday 10 July 2020

13:00 – 14:00

Thematic Workshop

ICTs and Youth



ICTs and Youth: The Role of Youth Leadership in times of Global Crisis -
AIESEC in Switzerland

Thursday 2 July 2020

12:00 – 13:00

Please find in the link below, more information regarding the workshop:

<https://www.itu.int/net4/wsis/forum/2020/Agenda/Session/217>

1) Title of your session:

ICTs and Youth: The Role of Youth Leadership in times of Global Crisis

2) Name of Organisation(s) organizing the session:

AIESEC in Switzerland

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

C.4 Capacity Building

C.3 Access to information

C.11 International and regional cooperation

4) Did your workshop highlight any issues related to COVID-19?

No

5) Key achievements, announcements, launches, agreements, and commitments

6) Main outcomes highlighting the following:

I. Debated Issues

- Understanding the current context of Youth and their engagement in achieving the SDGs through ICTs.
- Sense future youth support for ICTs
- Understanding current challenges in youth engagement and involvement

II. Quotes

- “WSIS forum is a very welcoming space where everyone is able to share their thoughts about how ICTs should be used. We need to learn from each other.”
Vladimir Stankovic
- “The youth are the people who are the more skillful and the more related to ICTs and they need to take this advantage to help achieve the SDGs.”
Luis Ahumada

III. Overall outcomes of the session highlighting

- One of the goals of the session was to understand the current context of Youth and their engagement in achieving the SDGs through ICTs. To do so it was important to have a sensing from the audience. The main outcomes were:
 - i. 73% of the participants were thinking that the society will be in a better state by 2030.
 - ii. The participants were thinking that youth can contribute mostly to following action lines: C.4 Capacity building, C.3 Access to information and knowledge and C.11 International and regional cooperation
- The growing ecosystem of start-ups worldwide has significantly contributed to the achievement of the United Nations Sustainable Development Goals. Many of these solutions rely on the use of ICTs as a central, or supporting, part of their framework. And that’s where youth can support.

7) Main linkages with the Sustainable Development Goals (please specify the SDGs):

The main discussion of the session was to highlight how the youth can contribute to achieve the SDGs by 2030 while using the ICTs.

8) Emerging Trends related to WSIS Action Lines identified during the meeting:

C.4 Capacity Building

C.3 Access to information

C.11 International and regional cooperation

Thematic Workshop

ICTs and Youth



ICTs and Youth: Youth Track Power Talks - WSIS

Monday 3 August 2020

13:00 – 14:00

Thematic Workshop

ICTs and Youth



ICTs and Youth: ICTs and development/SDGs from their diversified perspectives - AIESEC

Tuesday 4 August 2020

13:00 – 14:00

Please find in the link below, more information regarding the workshop:

<https://www.itu.int/net4/wsis/forum/2020/Agenda/Session/250>

1) Title of your session:

ICTs and Youth: ICTs and development/SDGs from their diversified perspectives

2) Name of Organisation(s) organizing the session:

AIESEC in Switzerland

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

C.2 Information and communication infrastructures: an essential foundation for an inclusive information society.

C.4 Capacity building

C.8 Cultural diversity and identity, linguistic diversity and local content

C.11 International and regional cooperation

4) Did your workshop highlight any issues related to COVID-19?

Yes, we discuss how ICTs are more important than ever to achieve the SDGs especially during the crisis we are facing when physical contact is not always feasible.

5) Key achievements, announcements, launches, agreements, and commitments

6) Main outcomes highlighting the following:

I. Debated Issues

- How different youth group work to achieve the SDGs by 2030 and what role play the ICTs
- How ICTs are used to collaborate with the internal and external stakeholders?
- How the different organizations adapt during crisis by using ICTs

Quotes

- “With the arrival of Covid 19, we understood that the digital presence was more important than ever. ICTs have given us the opportunity to reach more people to involve more stakeholders and to have more reach in our mission. We were able to make our events more inclusive”
- Yassime Idriss
- “To make a real impact we need more people onboard who have an impact on the public sphere. In order to do that we need to use ICTs to reach as many people as possible.”
- Joanna Ruan

Overall outcomes of the session highlighting

- During the current crisis, ICTs made most of the events more inclusive.
- Most of the events have been switched to online and ICTs made that possible.
- The current crisis is a challenge that gives opportunities as well. As youth, we were able to adapt quickly and take the most out of it.
- In the current context where physical touchpoints are not always possible, ICTs will play a major role if we want to achieve the SDGs by 2030.

7) Main linkages with the Sustainable Development Goals (please specify the SDGs):

All the organizations that were present are striving for SDGs. The main discussion was how to use ICTs in the current context to still have an impact.

8) Emerging Trends related to WSIS Action Lines identified during the meeting

Thematic Workshop

ICTs and Youth



ICTs, WSIS and UN for AIESEC communities - AIESEC

Wednesday 5 August 2020

13:00 – 14:00

Please find in the link below, more information regarding the workshop:

<https://www.itu.int/net4/wsis/forum/2020/Agenda/Session/257>

1) Title of your session:

ICTs, WSIS and UN for AIESEC communities

2) Name of Organisation(s) organizing the session:

AIESEC in Switzerland

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

C.2 Information and communication infrastructure: an essential foundation for an inclusive information society

C.3 Access to information and knowledge

C.5 Capacity building

3

4) Did your workshop highlight any issues related to COVID-19? If yes, please explain.

In the session, we focused on we can adapt regarding our current situation and make sure that we still make an impact on society using ICTs.

5) Key achievements, announcements, launches, agreements, and commitments

6) Main outcomes highlighting the following:

Debated Issues

- How does AIESEC adapt during the current situation and use ICTs to continue having an impact on the society?
- How can we use technology to be as accessible as possible?

Quotes

- “We were able to engage ten times more people in our conference online that we used to do in the physical ones. That shows you the impact that ICTs can have and how we can become more inclusive.”

Susan Stojkovic

- “In the current situation, soft skills are needed. What is important is to have the right approach because technology has never been that accessible.”

Susan Stojkovic

Overall outcomes of the session highlighting

- As an organization that is striving for impact, we need to make sure that we are accessible for everyone everywhere and ICTs are the only way to do so.
- Technology has been more accessible than ever before. So, the question is how we can use technology to improve the operation of our organization.
- We shared how we managed to host our biggest international conference online.

7) Main linkages with the Sustainable Development Goals (please specify the SDGs)

AIESEC is striving for the SDGs. We discussed how we can adapt during the current crisis to make sure we still have an impact.

8) Emerging Trends related to WSIS Action Lines identified during the meeting

Thematic Workshop

ICTs and Accessibility



ICTs and Accessibility: Safe Listening - ITU and WHO

Monday 13 July 2020

13:00 – 14:00

Please find in the link below, more information regarding the workshop:

<https://www.itu.int/net4/wsis/forum/2020/Agenda/Session/124>

1) Title of your session

Make Listening Safe

2) Name of Organisation(s) organizing the session

ITU/WHO

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

- C1. The role of governments and all stakeholders in the promotion of ICTs for development
- C3. Access to information and knowledge
- C7. ICT applications: benefits in all aspects of life — E-health

4) Did your workshop highlight any issues related to COVID-19? If yes, please explain.

No

5) Key achievements, announcements, launches, agreements, and commitments

The session explored the role of policy makers, manufacturers and apps developers towards a common goal of creating a world where nobody's hearing is in danger due to unsafe listening practices by implementing ITU - WHO recommendation H.870.

We presented the commitment of Making Listening Safe Workgroup, part of a World Hearing Forum at WHO. The session provided a platform to launch an ITU recommendation H.871 addressing safety of personal sound amplifiers and sound amplification apps.

6) Main outcomes highlighting the following:

I. Debated Issues

- Please capture highlights of the main issues discussed and interactions with audience:

The panelists highlighted high prevalence of hearing loss which is growing issue. Implementing ITU standards help changing young people behaviors. In addition, a new ITU recommendation was introduced, which tackles exposure to loud sounds when using personal sound amplifies.

- Please highlight key achievements and challenges shared by the audience and/or panellists:

II. Quotes

- Please provide two important quotes from the session and the names & organisation of the person you are quoting:
 - *"WHO estimates is that over a billion young people are at risk of hearing loss simply because of the way that they're using their headphones and ear phones and listening to music over their personal audio devices or experiencing music when they go out to a bar, a concert"* - Shelly Chadha- WHO
 - *"The standard H870 has very important guidance on how to communicate with the users of personal audio devices, how to keep record of usage information, providing personalized recommendations and queue, general information, how to listen safely, risk awareness, general usage reporting, each level, how much listening in a day, a week, types of warnings when user reaches 100% of weekly allowance, and it gives further guidance like ambient noise control"* -Masahito Kawamori- ITU
 - *"The cooperation I have seen between ITU, WHO, all of the stakeholders involved have been extra ordinary, we have seen so many motivated people doing so much about the importance of safe listening"* -Mark Laureyns- AEA

III. Overall outcomes of the session highlighting

- Main conclusions reached during the discussion:
- The vision for implementation of WSIS Action lines beyond 2015:

Smartphone manufactures implementing ITU standard H.870 and beyond that manufacturers of personal sound amplifiers introducing safety measures specified in H.871

7) Main linkages with the Sustainable Development Goals (please specify the SDGs)

- Goal 3: Ensure healthy lives and promote well-being for all
- Goal 11: Make cities inclusive, safe, resilient and sustainable

Both goal 3 and 11 are linked with enabling users of devices to make informed choices which in turn promote healthy hearing and personal wellbeing. Cities can be made more inclusive when they implement max sound levels in their environmental health strategies and as part of promoting wellbeing.

8) Emerging Trends related to WSIS Action Lines identified during the meeting

N/A

9) Suggestions for Thematic Aspects that might be included in the WSIS Forum 2021

N/A

Thematic Workshop

ICTs and Accessibility



ICTs and Accessibility: Universal Design as a Mechanism for Sustainable Development - OSLO Metropolitan University

Tuesday 14 July 2020

13:00 – 14:00

Thematic Workshop

ICTs and Accessibility



ICTs and Accessibility: Universal Design as a Mechanism for Sustainable Development - OSLO Metropolitan University

Tuesday 14 July 2020

13:00 – 14:00

Thematic Workshop

ICTs and Accessibility



ICTs and Accessibility: How to engage the whole audience: innovation in media accessibility - ITU Intersector Rapporteur Group Audiovisual Media Accessibility

Wednesday 15 July 2020

13:00 – 14:00

Thematic Workshop

ICTs and Accessibility



ICTs and Accessibility: UN Collaborative efforts towards SDGs, CRPD and UNDIS implementation in Digital Accessibility - ITU and Partners

Thursday 16 July 2020

13:00 – 14:00

Please find in the link below, more information regarding the workshop:

<https://www.itu.int/net4/wsis/forum/2020/Agenda/Session/137>

1) Title of your session

UN collaborative efforts towards SDGs, CRPD and UNDIS implementation in Digital Accessibility to ensure that no one is left behind in the digital age

2) Name of Organisation(s) organizing the session

International Telecommunication Union (ITU)

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

C1, C3, C6, C10, C11

4) Did your workshop highlight any issues related to COVID-19? If yes, please explain.

Yes. The session highlighted the major role that ICTs played in the global COVID-19 pandemic. In the context of COVID-19 response and recovery plan the panellists addressed the need that digital information products, services be inclusive and accessible for all persons, including persons with disabilities.

5) Key achievements, announcements, launches, agreements, and commitments

- WIPO is currently developing and will soon launch the WITT (WIPO Technology Trends) report which is identifying how artificial intelligence AI and new assistive technologies AT support the independent life and social and economic participation of persons with disabilities in the society.
- The Executive Office of the Secretary General (EOSG) which coordinates UNDIS established a timebound working group on Persons with disabilities and COVID-19 which has been focusing on the three elements of the UN response (health, humanitarian and

socio-economic) as well as focusing on promoting disability inclusion in the funding. This WG produced the following documents: Disability-inclusive COVID-19 response and recovery: Key Messages; Disability Inclusion in COVID-19 Funding: Checklist; and Checklist for Planning a Disability Inclusive COVID-19: Socio-Economic Response and Recovery, and similar documents related to COVID19 Health are in progress.

6) Main outcomes highlighting the following:

I. Debated Issues

- Which was the role of ICTs in ensuring disability inclusion and empowerment of persons with disabilities during the current crisis and recovery process?
- How can we ensure that digital information products and service are equally and equitably available to everyone, including persons with disabilities?
- What should be done to ensure that persons with disabilities can also be informed and can benefit from the same products and services like any other person without disability.
- Which are the assessment results of the COVID 19 impact on the life and health of persons with disabilities? And
- Which are the priority actions to be considered within the COVID 19 response and recovery period at global level?
- What actions have been taken at UN level in response to the impact of Covid19 on the persons with disabilities
- Which are the current UN collaborative efforts to leverage digital accessibility and how have different agencies responded to this challenge.

II. Quotes

- *“ITU had an important and very specific role to play to advance disability-inclusion and the implementation of the UNDIS, since accessibility of ICTs (including websites) has always been one of the key demands from the disability movement, particularly in the current context”.* **Catalina Devandas-Aguilar, UN Special Rapporteur on the rights of persons with disabilities**
- *“Accessibility does not cost more, event if it costs more. If you have to invest 1% more to include 15% of the population (PwD) that’s a smart investment, that’s a no brainer! But what we have also seen is that accessibility, and particularly digital accessibility, if we do not consider it from the design and planning stage we are set for failure”.* **Gopal Mitra, Senior Social Affair Officer Disability Team, Executive Office of the UN Secretary General.**
- *“Access to information and tools is important, not just for those who are living with disability but also for those who are at risk of it”.* **Shelly CHADHA, Technical Officer Prevention of Deafness and Hearing Loss, World Health Organization (WHO).**
- *“It was very clear to us that, when thinking about how to ensure that the future of the labour market is more inclusive of persons with disabilities, that digital elements would play a key role in that. Covid 19 came and has not changed but shown that this diagnosis from November last year is even more relevant”.* **Esteban Tromel, Senior Disability Specialist from the International Labour Organization (ILO).**
- *“UN has a crucial role in advising and supporting Member States in their efforts to build inclusive environments for all people, including those with disabilities, in their countries and regions. We have to mainstream and implement digital/ICT accessibility through policies, regulations, and strategies (including those related to education, employment and health) as a fundamental requirement to achieve socio-economic development of all people and ensure that everyone has the same rights and opportunities in the digital*

world ” concluded the moderator of the session **Roxana Widmer-Iliescu , Senior Coordinator (Digital Inclusion (ITU)**

III. Overall outcomes of the session highlighting

- There is no doubt that ICTs have played a major role in the global COVID-19 pandemic, which has shown the need to intensify all efforts to ensure that information, services and products delivered globally are accessible to all people, including those with disabilities.
- Disability inclusion cannot be approached as a standalone, it needs to be promoted across all policies and programmes of the UN family. UNDIS is an opportunity for entities to come together to support innovative approaches, to learn from best practices and lessons learned.
- Global awareness-raising and engagement is key to prioritize ICT accessibility and to ensure that everyone's right to communicate and be part of the digital world is fulfilled.
- Digital Accessibility should be mainstreamed through the policies, regulations, and communication strategy implementation (including education, employment, and health) for the socio-economic development of all people, including persons with disabilities.
- **UNDIS is an opportunity for all UN entities** to come together to jointly support innovative approaches, build the required guidelines and products, join resources, share best practices and lessons learned **to maximize our end results on global impact.**

7) Main linkages with the Sustainable Development Goals (please specify the SDGs)

Disability is included in the following goals, where ICTs can play a crucial role in facilitating these advances:

- SDG 4: Guaranteeing equal and accessible education by building inclusive learning environments and providing the needed assistance for persons with disabilities
- SDG 8: Promoting inclusive economic growth, full and productive employment allowing persons with disabilities to fully access the job market
- SDG 9: Ensuring availability, affordability, and accessibility of ICTs for PwD.
- SDG 11: Creating accessible cities and water resources, affordable, accessible, and sustainable transport systems, providing universal access to safe, inclusive, accessible and green public spaces

8) Emerging Trends related to WSIS Action Lines identified during the meeting

IoT in relation to self-care. Artificial Intelligence, Advance Sensor, Human-Computer Interaction (HCI) and Brain-Computer Interface (BCI) and their application on assistive technologies.

9) Suggestions for Thematic Aspects that might be included in the WSIS Forum 2021

- Accessibility of ICTs and employment: ICT accessibility to facilitate online job application systems/teleworking, and thus enable equal access to employment opportunities
- Accessibility of mobile health applications and telehealth services to ensure that these are made available for all people including those with disabilities

Thematic Workshop

ICTs and Accessibility



ICTs and Accessibility: Leaving Nobody Behind in the age of Smart Cities and Advances in Technology - ITU Joint Coordinating Activity on Accessibility and Human Factors

Friday 17 July 2020

13:00 – 14:00

Thematic Workshop

ICTs and Sports



ICTs and Sports: Game for Good: Gaming industry for positive social impact - Europe China Foundation

Monday 3 August 2020

12:00 – 13:00

Thematic Workshop

ICTs and Sports



ICTs and Sports: Use of Sport and ICTs with Refugees - ITU

Tuesday 4 August 2020

12:00 – 13:00

Please find in the link below, more information regarding the workshop:

<https://www.itu.int/net4/wsis/forum/2020/Agenda/Session/247>

1) Title of your session

ICTs and Sport: Use of Sport and ICTs with Refugees

2) Name of Organisation(s) organizing the session

International Telecommunication Union

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

- C1: The role of governments and all stakeholders in the promotion of ICTs for development
- C3: Access to information and knowledge
- C4: Capacity building
- C7: ICT applications: benefits in all aspects of life (E-health)
- C8: Cultural diversity and identity, linguistic diversity, and local content
- C11: International and regional cooperation

4) Did your workshop highlight any issues related to COVID-19? If yes, please explain.

Yes. The panellists reflected upon the Covid-19 pandemic and the role of sport to help forcibly displaced young people during this time. Panellists also shared how each of their work and initiatives on sport for development have adapted to the Covid-19 pandemic.

5) Key achievements, announcements, launches, agreements, and commitments

N/A

6) Main outcomes highlighting the following:

I. Debated Issues

- How can the global community collaborate to maximize the potential of sport and ICTs and to play a part in concretizing the role of sport as a fundamental tool for humanitarian response and the achievement of the objectives of the Global Compact on Refugees.
- How sport can act as a driver of sustainable development, and the ways that information and communication technologies (ICTs) can advance sport for development
- How have organizations that focus on sport for development and peace reacted and adapted to the global crisis. And what role has technology played in allowing them to continue their work.

II. Quotes

- “Of the 7.1 refugees globally, roughly half of them are out of formal education. And so then sport plays a very important role in in filling gaps: in personal development, in education opportunities, and learning how to engage with communities, to engage with each other....engaging in organized and constructive sports activities provides a platform for learning and engagement that young people wouldn't otherwise have.... it is almost impossible for us to do our work without technology.... technology provides an opportunity for us to communicate with organizations who are who are working on support with refugees.” **Nick Sore, Senior Refugee Sports Coordinator, UNHCR.**
- “One of our most successful initiatives has been the digitalization of the Peace and Sport methodology and partnership mycoach.... The goal of the Peace and Sport and mycoach application is to enable educators to transmit our methodology to local populations all around the world.” **Marlene Harnois, Taekwondo Olympic Medalist and Champion for Peace, Peace and Sport.**
- “...sport offers unparalleled opportunities for community development, youth empowerment and is proven to help foster peace and understanding.... In recent years the role of ICTs in advancing sport development has been very prominent... Today many organizations have understood the important role that sport can play in building a better world for young people. There are already many initiatives providing organized sport and recreation for young refugees around the world.” **Sylvia Poll, Head of the Digital Society Division, ITU.**
- “...our biggest challenge that we see, and I think it's extremely important to address, it the child and data protection...what's really important to us, and specially for all the e-learning courses that are happening, is that we take child protection even more serious, and that the coaches we educate are aware of it.” **Marc-André Buchwalder, Chief Executive, the Scort Foundation – the Football Club Social Alliance**
- “For the first time, the UEFA Foundation for Children has organized an eSports tournament at the Zaatari refugee camp in Jordan. We believe that digital football matches can strengthen communities, build resilience, and promote social cohesion. It very important for the foundation to give the opportunity to kids to also have access to e-sport but also to integrate children with disabilities.” **Carine N'koué, Project specialist Monitoring & Evaluation at UEFA Foundation for children**

III. Overall outcomes of the session highlighting

- Sport is a platform and a catalyst for sustainable development. It offers an important contribution to the United Nations Sustainable Development Goals (SDGs), especially on empowerment of women, youth and children, in areas such as health, education and social inclusion.

- Sport can be used as a tool for addressing some of the challenges that arise from humanitarian crises and in conflict and post-conflict settings, and it has become increasingly an important part of humanitarian and development work.
- Information and communication technologies (ICT) offer innovative ways to ensure effectiveness and efficiency of sports for development programmes. The further use of ICT has opened up many doors of opportunities to make efforts in this area more impactful.
- ICTs have also been key in providing organizations who lead sports for development programmes and initiatives with a way to continue their work in the midst of the global health crisis, by adapting their tools and methods with the support of technology.

7) Main linkages with the Sustainable Development Goals (please specify the SDGs)

SDGs 1 to 17. See the following link for further information:

https://www.un.org/sport/sites/www.un.org.sport/files/ckfiles/files/Sport_for_SDGs_finalversion9.pdf

8) Emerging Trends related to WSIS Action Lines identified during the meeting

- Digitalization of sports for development methodologies, by incorporating the use of mobile applications
- Use of ICTS for monitoring and evaluation of sports for development programmes

9) Suggestions for Thematic Aspects that might be included in the WSIS Forum 2021

Safeguarding and child online protection in the use of ICT for Sport

Thematic Workshop

ICTs and Sports



ICTs and Sports: The Art of Esport - International Game Developers Association Japan Chapter/groovesync,inc.

Wednesday 5 August 2020

12:00 – 13:00

Thematic Workshop

ICTs and Sports



ICTs and Sports: How Technology democratized virtual world creation?
- Virtuals.co

Thursday 6 August 2020

12:00 – 13:00

Thematic Workshop

ICTs and Sports

ICTs and Sports: Education and Gaming - Mokuni LLC



Friday 7 August 2020

12:00 – 13:00

Thematic Workshop

ICTs and Sports



Video Game Without Borders - Video Game Without Borders

Thursday 27 August 2020

14:00 – 15:00

Thematic Workshop

ICTs and Sports



Responsible Esports - Interactive Software Federation of Europe

Monday 31 August 2020

14:00 – 15:00

Exhibition

WSIS Forum 2020 Exhibition Inauguration

Tuesday 7 July 2020

11:30 – 12:00

WSIS Forum 2020 gathered more than 130 exhibitors from Civil Society, Academia, International Organizations, Private Sector, and Governments. The virtual exhibition set the stage that encouraged all stakeholders to share their initiatives for a more effective Information Society. Exhibitors prepared a number of ground-breaking and innovative projects as potential solutions to specific issues that will advance the achievement of the SDGs.

Moreover, the photos of winners and champions of the WSIS Photo Contest 2020 were displayed during the virtual exhibition, showing the results of contributing to the SDGs within the international community, as well as bringing more art and beauty into the space. At 11:30 AM, July 7th, 2020, the exhibition inauguration was honoured by Mr. Houlin Zhao, the Secretary General of ITU. The exhibition of WSIS Forum 2020 was also privileged to host such an interestingly diverse range of other exhibitors from Civil Society, Academia, International Organizations, Private Sector, and Governments, all with a common goal to use ICTs for development. The thematic topics were as multidisciplinary as they were groundbreaking and focused on the following categories:

- WSIS Action Lines and SDGs
- E-Business
- E-agriculture
- Environment
- Education
- ICTs and health
- Esports & Gaming
- Information Accessibility
- Social network and entrepreneurship
- Internet of Things (IoT) for development
- Emerging legal principles in the regulation of cyber security.

More details on our virtual exhibition is available at:

<https://wsisforum2020.pathable.co/exhibitors-partners>

WSIS FORUM PARTNERS 2020

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The Institute of Electrical and Electronics Engineers (IEEE)

Swiss Federal Office of Communications (OFCOM) / Swiss Confederation

Contributing Partners

The Internet Corporation for Assigned Names and Numbers (ICANN)

Internet Society (ISOC)

Rwanda Utilities Regulatory Authority (RURA)

Supporting Partners

International Federation for Information Processing (IFIP)

University of Geneva (GTI-Tsinghua Initiative) JWL

Global Coalition on Aging

Closing Ceremony

Thursday 10 September 2020

14:00 – 15:00

Please find in the link below, more information regarding the workshop:

<https://www.itu.int/net4/wsis/forum/2020/Agenda/Session/375>

Quick Links

- **WSIS Forum 2020 Official Website:**
<https://www.itu.int/net4/wsis/forum/2020/>
- **Open Consultation Process:**
<https://www.itu.int/net4/wsis/forum/2020/Home/Consultations>
- **Agenda:**
<https://www.itu.int/net4/wsis/forum/2020/Agenda>
- **Facebook WSIS Process:**
<https://www.facebook.com/WSISprocess>
- **WSIS Flash:**
<http://groups.itu.int/stocktaking/WSISFlash.aspx>
- **Twitter WSIS Process #WSIS:**
<https://twitter.com/wsisprocess>
- **WSIS on YouTube:**
<http://www.youtube.com/wsisprocess>
- **WSIS Stocktaking:**
www.itu.int/net4/wsis/stocktakingp/en
- **United Nations Group on the Information Society:** www.ungis.org
- **Partnership for Measuring ICT for Development:** <http://www.itu.int/ITU-D/ict/partnership/>

For further information please write to the WSIS Secretariat at: wsis-info@itu.int

Documentation

Video Highlights and Interviews:

<https://www.youtube.com/user/WSISProcess>

Photographs:

<https://www.flickr.com/photos/itupictures/albums/72157715284210932>

Invitation for WSIS Forum 2021

The World Summit on the Information Society Forum 2021 represents the world's largest annual gathering of the 'ICT for development' community. The WSIS Forum, co-organized by ITU, UNESCO, UNDP and UNCTAD, in close collaboration with all WSIS Action Line Facilitators/Co-Facilitators, has proven to be an efficient mechanism for coordination of multi-stakeholder implementation activities, information exchange, creation of knowledge, sharing of best practices and continues to provide assistance in developing multi-stakeholder and public/private partnerships to advance development goals. This Forum will provide structured opportunities to network, learn and participate in multi-stakeholder discussions and consultations on WSIS implementation. The Agenda and Programme of the Forum will be built on the basis of the submissions received during the Open Consultation Process.

Additional information about the WSIS Forum 2021 will be made available soon.