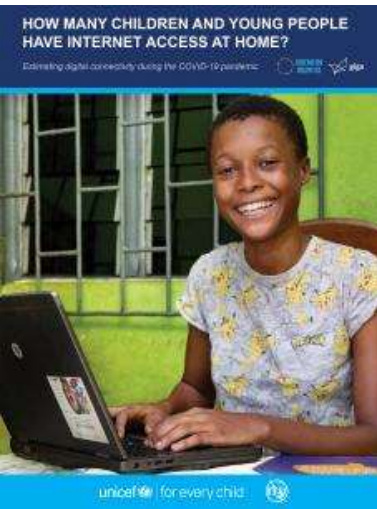




# Regional United Nations Group for Europe and Central Asia on Digital Transformation



## Supporting Digital Transformation in Europe and Central Asia: Accelerating Achievement of Sustainable Development Goals



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## 1. Introduction

Information telecommunication technologies (ICTs) are tools to boost up scale, speed, quality, accuracy while simultaneously reducing the cost of services to a significant extent. They are a means to deliver quality goods and services in the areas of health care, education, finance, commerce, governance and agriculture, among others.

The wide-scale applications of ICTs can foster effective and transparent governance; boost healthcare services; help to reduce poverty; generate employment; make smart cities and create sustainable communities. This unique potential makes ICTs a unique enabler and accelerator for stakeholders to achieve their mandates for Sustainable Development Goals.

However, on a country level, the adoption of the digital technologies does not occur automatically once technologies are available. The potential of ICTs necessitates adequate infrastructure investment, institutional reforms, legislative improvements, capacity building and effective implementation by national policymakers. Against this backdrop, the UN agencies play a significant role in facilitating these essential aspects of enabling environments in their respective areas of operation.

This report was co-created with 14 UN agencies of the Digital Transformation group for Europe and Central Asia. This exercise was facilitated by ITU. The document presents a selection of recent ICT-based projects of the United Nations agencies in two categories: the regional and the country-specific levels, covering a total of 21 countries in the regions. Given that the implementation of initiatives and roll-out of activities is a dynamic process, this document is treated as a living document that can be amended at any point of time depending on the availability of additional information.

By highlighting the good practices and efforts of the UN agencies, this report aims to portray the current intersection between ICTs and the sustainable development agenda in Europe and Central Asia.

## 2. Albania

### 2.1 One Click Away

**Agency:** UNICEF

**Targeted Area:** Child Online Protection

**Link:** <https://www.unicef.org/albania/documents/one-click-away>



One Click Away sheds light on children's experience of Internet use in Albania and presents scientific evidence on how children use the Internet. 1,000 children and 1,000 parents/care givers participated in this research across Albania, and its methodology is aligned with the Global Kids Online framework.

This report showcases what children are learning online, the opportunities and risks they face and what parents know and do not know about their children's virtual reality. By doing so, the report provides a groundwork for understanding the situation regarding child online protection.

### 2.2 National Plan for Broadband Development 2020-2025



**Agency:** ITU

**Targeted SDGs:** 9 & 17

**Link:** <https://www.infrastruktura.gov.al/wp-content/uploads/2020/07/National-Plan-BBAnd-EN.pdf>

“Digital Albania Strategy 2015-2020” is in line with Resolution 71 adopted at the ITU's Plenipotentiary Conference in Dubai 2018. Albania's medium-term aspiration is to achieve integration into the EU single market, which requires the adoption and implementation of the *acquis communautaire* pertaining to all areas of the economy and society, enabled through convergence of the economic,

institutional and administrative levels of Albania with the average of the EU.

Within the framework of Albania's aspirations and following a request from Albania, as captured in ITU Europe Regional Development Forum 2019, ITU Office for Europe provided assistance in the development of the National Plan for Broadband Development 2020-2025 for Albania. Assistance consisted of a series of field missions, workshops, interviews with national stakeholders. The final report was delivered at the end of 2019.



## 2.3 Readiness Assessment to Establish a National Computer Incident Response Team

Agency: ITU

Targeted SDGs: 9 & 16

Link: <https://www.itu.int/en/ITU-D/Cybersecurity/Pages/national-CIRT.aspx>



Effective mechanisms and institutional structures at the national level are necessary to reliably deal with cyber threats and incidents. The absence of such institutions and lack of national capacities poses a genuine problem in adequately and effectively responding to cyber attacks. National Computer Incident Response Teams (CIRT) play an important role in the solution.

The Government of Albania, represented by the National Authority for Electronic Certification and Cyber Security (NAECCS), requested assistance to assess the Albania readiness to implement a national CIRT. With the support of the Government of Albania, ITU conducted a three-day assessment in Tirana, Albania. The findings and outcomes of the assessment exercise, stakeholder interviews, and additional research form the basis of this report.

The primary objective of the report is to assess the current capability, resources, and readiness of Albania to implement national CIRT, based on input from various stakeholders from both the public and private sector.

The main goals of the report include to:

- study and analyse the current cybersecurity status and needs of Albania;
- provide high-level recommendations to improve the national cybersecurity posture;
- provide a project plan to implement a national CIRT.

## 2.4 Support for Innovation against Corruption: Building a Citizen-Centric Delivery Model



**Agency:** UNICEF

**Targeted SDGs:** 1 & 6

**Link:**

<https://open.undp.org/projects/00068697>

**Project Timeline:** 1 January 2012 – 31 December 2020

The project provides direct support to the institution of the Ministry for Innovation and ICT in three areas:

- Better management of the national information society agenda;
- Establishment of the national broadband network;
- Enhancement of the availability and use of e-services.

Under the Innovative Good Governance priority, led by the Minister of State of Innovation and Public Administration (MIPA), the Programme “Innovation against Corruption: Building a Citizen Centric Service Delivery Model in Albania” (ISDA) entails a multi-layered reform that focuses on key administrative central government services to the citizens.

Its key pillars are manifold. It targets the establishment and management of the integrated nationwide model of service delivery, whereby the front office interface with the public is separated from back-office processing. This includes the implementation of the one-stop-shop and in-one-place approach of the Citizen Service Center. In parallel, it aims for service provision standardization, simplification and digitization.

## 2.5 WebFactor

Agency: UNICEF

Targeted Area: Child Online Protection

Link: <https://www.unicef.org/albania/reports/webfactor>



“WebFactor: Assessment of the Legal Framework and Institutional Readiness to address Child Sexual Exploitation and Abuse online in Albania” is a comprehensive national assessment commissioned by UNICEF Albania which aims to provide deep analytical evidence of how the Albanian child protection system tackles the challenges of child online safety.

The assessment sheds light on the existing critical gaps in the national legislative framework and unveils the institutional shortcomings to effectively respond to cases of child sexual exploitation and abuse online.

## 2.6 Country Assessment for the Development of a National Digital Agriculture Strategy



Agency: FAO

Targeted SDGs: 2, 5 & 17

Links:

<http://www.fao.org/europe/news/detail-news/en/c/1370861/>

<https://albania.un.org/en/104824-digital-technologies-key-accelerate-agricultural-development-albania>

Project Timeline: 2020-2021

Albania is moving ahead with the development of its digital agenda and, at the same time, the country is about to update its agricultural strategy, creating momentum for developing a digital agriculture strategy. As Albania is in the process of joining the European Union, adopting European policies related to the digital agenda is a priority. The project assessed the status of digital agriculture, especially for smallholder farmers. It enabled to draft the vision for the future strategy.

## 2.7 Vodafone supports UN75 dialogue in Albania: Connecting for a Better Future



**Agencies:** FAO, IAEA, ILO, IOM, UN Women, UNAIDS, UNCTAD, UNDP, UNECE, UNESCO, UNFPA, UNHCR, UNICEF, UNIDO, UNODC, UNOPS, WHO

**Targeted SDG:** 17

**Link:** <https://albania.un.org/en/53372-vodafone-supports-un75-dialogue-albania-connecting-better-future>

The United Nations is being supported by Vodafone, one of the world's leading technology communications providers, in helping the UN reach millions of people as the organization marks its 75th anniversary at a time of great challenge. As the UN continues its efforts to address the COVID-19 pandemic, it has launched UN75, an ambitious effort to crowdsource priorities and solutions for the future. A one-minute survey sits at the heart of UN75, giving people a chance to make their voices heard. The survey asks people to share their priorities for recovery from the pandemic, and to imagine the future they want. The results will be presented to world leaders in September 2020, at the official commemoration of the UN anniversary. Vodafone Albania is using most of its communication channels to inform customers and Albanians on the importance of sharing their opinion and feedback in the survey, the insights of which will be at the core of the upcoming investment strategies of the United Nations worldwide.

## 2.8 Technical Assistance to Albania on Frequency Planning



**Agency:** ITU

In Albania, ITU is providing technical assistance for frequency planning. The project is aimed at supporting the country in the elaboration of a new frequency plan that would enable interference-free de-allocation of the 700 MHz band from broadcasting to mobile communications. The assistance was initially carried out in the form of twinning with the National Media and Infocommunications authorities over a period of three months. As part of the activity closure, it was agreed with the Ministry of Energy and Infrastructure of Albania to hold a national workshop on 26 March 2021, organized with the support of the ITU Office for Europe. This workshop is aimed at raising awareness at the national level with regards to the importance of coordinated and detailed frequency planning. It will showcase the work undertaken over the past six months to elaborate a frequency plan for Albania aimed at the freeing up of DD2 in line with the Radio Regulations agreed at the World Radiocommunication Conference 2019 (WRC-19). Beyond providing an overview of the plan and its relevance for the country, the workshop will also address the perspective of different stakeholders involved in the elaboration process, including AMA, MIE, and AKEP, which will discuss how the plan will enable progress in the respective areas of competence and mark a step forward from the previous status quo. The workshop will also feature the perspective of the agency supporting the technical assistance project, NMHH of Hungary, which will provide further recommendations in key areas of focus for the future. Finally, participants will benefit from the intervention of the ITU on the wider WRC process and developments affecting frequency planning and coordination. The workshop is targeted at all interested stakeholders at the country level, representatives of industry, and academia, who will have dedicated space to intervene with questions and comments.



## 2.9 Seminar on Radiocommunication Matters for Europe

Agency: ITU

Link: <https://www.itu.int/en/ITU-R/seminars/rrs/2019-Europe/Pages/default.aspx>



The Seminar was jointly organized by the Radiocommunication Bureau (BR), Telecommunication Development Bureau (BDT) and facilitated by the ITU Office for Europe. It was hosted by the Ministry of Infrastructure and Energy of Albania with the support of the Regional Cooperation Council (RCC). The Seminar covered aspects of Spectrum Management, the Master International Frequency Register, Radio Regulations modifications and WRC-19 preparations, as well as hand on training BR tools. The last day was devoted to a forum on “5G Ecosystem: Challenges and Opportunities for Europe”, with the aim of sharing national experiences from the region.” A side meeting of RCC members countries was held with presentations from ITU (BDT and BR) experts. 70 representatives from 12 countries attended this event. The event equipped attendees with knowledge for better preparing their respective country’s or organization’s contribution and position for WRC-19.

## 2.10 Safer Internet Day

**Agencies:** ITU, UNICEF

**Link:**

<https://www.itu.int/en/ITU-D/Regional-Presence/Europe/Pages/Events/2019/SID/Safer-Internet-Day-2019.aspx>



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

further develop awareness of children and the public on the importance of safe navigation on the Internet and to sharing the experiences of "Young Advisers" during the training part of the workshop. The “Sectoral engagement in the field of Online Safety” round table consisted of 2 sessions. The first session addressed the assessment of the current situation in the field of security in the country and the problems of the private sector for the identification of critical and important information infrastructures. The second session addressed the issues of online child safety related to the policies and measures followed by ISPs as well as the possibility of extension across the country of the online child safety campaign.

### 3. Armenia

#### 3.1 Developing a National E-agriculture Strategy

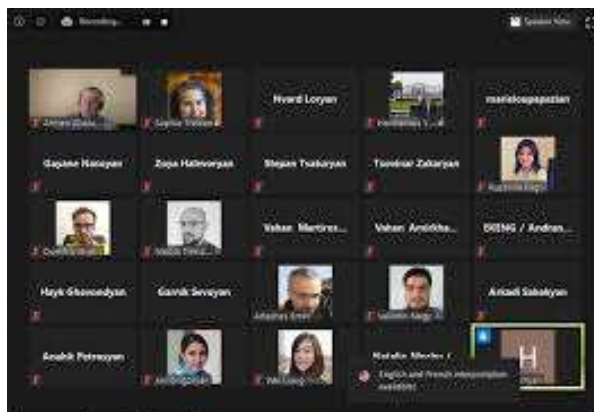


photo credit : Sophie Trainon

**Agency:** FAO

**Targeted SDGs:** 2, 12 & 17

**Link:**

<http://www.fao.org/armenia/news/detail-events/en/c/1274214/>

Back in 2017, the Armenian Ministry of Agriculture requested FAO assistance to develop a national e-agriculture strategy. This was reiterated during the 31st session of FAO's Regional Conference for Europe in May 2018. Accordingly, a FAO workshop on 19

November 2019, in Yerevan, Armenia, provided an opportunity to understand how the country can develop its national e-agriculture strategy. In 2020, the digital agriculture strategy was designed in a participatory way, involving the Ministry of Economy as well as Ministry of High-Tech Industry, Academia, private sector, civil society and other international organizations.

## 3.2 Improving Access to Services and Participation of Persons with Disabilities

**Agency:** UNDP

**Targeted SDGs:** 3 & 10

**Link:** <https://www.am.undp.org/content/armenia/en/home/projects/improving-access-to-services-and-participation-of-persons-with-d.html>

**Project Timeline:** January 2017 – December 2019



Persons with disabilities continue to be the most disadvantaged group in Armenia, though significant progress and improvements in this area have been marked throughout 2014-2017 in a comprehensive package of reforms led by the Ministry of Labor and Social Affairs. In this context, UNICEF and UNDP (with UNIDO and UNFPA participation) have been implementing Phase 1 of the UN Partnership for the Rights of Persons with Disabilities between October 2014 and May 2017.

Moreover, Phase 2 of the Project is implemented by UNDP and UNICEF with participation of WHO. The Project's objective is to enhance a rights-based approach to disability issues, improving access to services and participation of persons with disabilities. To achieve this purpose, the Project supports the Government of Armenia in revising the disability assessment/certification and individual service provision (ISP) planning procedures in line with the principles of UNCRPD and based on the conceptual framework of the WHO International Classification of Functioning, Disability and Health (ICF).

Some ICT-based results so far:

- E-system of disability assessment (e-disability) was developed and tested throughout Armenia with 1,400 applicants. The objective is to connect the e-systems in health, education and social sectors for data exchange and data management.
- Provision of health rehabilitation services and specific assistive devices based on the need of the applicant was discussed and included in the legislation.

### 3.3 Innovative Solutions for SDG Implementation

**Agency:** UNDP

**Targeted SDG:** 9

**Link:** <https://www.am.undp.org/content/armenia/en/home/projects/armenia-national-sdg-innovation-lab.html>

**Project Timeline:** April 2018 – December 2020



Armenia National SDG Innovation Lab was launched in November 2017, in a room full of policy-makers and development practitioners in the Armenian capital of Yerevan. It was the first time that the state in cooperation with the United Nations created an innovation platform to support the SDGs implementation at

the country level and test the SDGs country support platform model foreseen by UNDP's New Strategic Plan 2018-2021.

The objective of the project is to bring experimentation and evidence into policy-making to build a more sustainable growth path of Armenia and beyond. It provides evidence-based recommendations and prototypes scalable development solutions with the use of data and behavioral science. At the heart of the Lab lies its methodology, which is mainly focused on data innovation and behavioral insights.

The Lab works on two main areas of data and statistics: utilization of Big Data sources for evidence-based policy-making, and the development of a real-time platform for measuring and visualizing implementation of the Sustainable Development Goals in Armenia.

It is expected to create several tools and carry out experiments within the Data Analytics output. One of the key projects is the creation of an AI-powered tool, which will help to listen closely to the tourist and based on their sentiments create a more tourist-centered policy.

Other expected projects include supporting RA National Tax Service with tax evasion detection and development of a real-time platform for measuring and visualizing implementation of the Sustainable Development Goals in Armenia.



### 3.4 Kolba Innovations Lab

Agency: UNDP

Targeted SDGs: 3, 4, 9, 10 & 11

Link: <https://www.am.undp.org/content/armenia/en/home/projects/kolba-innovations-lab-.html>



Founded in 2011 as an incubator for citizen-led social innovation, its goal has been to source human-centered solutions from within the local community. Since then, Kolba Lab has generated citizen-led projects in local governance, human rights, the green economy, smart city solutions and many other spheres.

Kolba has organized more than seven crowdsourced idea competitions, mobilizing the knowledge and skillset of diverse range of actors including students, government officials, data scientists, designers and creative thinkers. As a result, 700 ideas were received and 40 start-ups incubated, 14 of which have generated a social impact within government, the civic sector, or the market in Armenia.

Examples include *Smart City*, a local governance e-management system, introduced in Yerevan; *Matcheli*, an online mapping platform that provides user-generated information on Armenia’s disabled access spaces; and *Noomee*, an app that supports the learning process of children with Autism Spectrum Disorder.

One of the biggest projects implemented by the Lab is *Inno4Dev: Innovation for development* which was the initiative of UNDP in Armenia. Currently, Kolba Lab is

implementing a pilot project – Future Skills and Job’s for Armenian Rural Youth.

Furthermore, through user-engagement and a co-design process, UNDP/Kolba Lab will design and put into use crowdsourcing tools for collecting and analyzing citizen feedback on public services at the national and local levels. This will be done for services that are provided to citizens digitally. To bridge citizen engagement with the state sector, Kolba Lab will also provide technical support to national government to analyze the received citizen feedback.

## 4. Austria

### 4.1 Overview of Policies Enabling Digital Health in Austria



#### WPS – Policy and Innovation

Short Technical Paper

Case Study: Overview of Policies Enabling Digital Health in Austria

Main contributor: University of Applied Sciences Technikum Wien

**Agencies:** ITU, WHO

**Targeted SDGs:** 3 & 17

**Link:** <https://mhealth-hub.org/download/wp5-policy-and-innovation-short-technical-paper-case-study-overview-of-policies-enabling-digital-health-in-austria>



Globalization and technological advancements have resulted in an increased deployment of digital health tools and strategies, among which falls the practice of mHealth, the support of medicine and public health through mobile devices. In the Austrian context, the emphasis falls on the policy areas of Data Sharing and Interoperability. In fact, the country is characterized by a complex national health system based on a compulsory social insurance model. In response to this complexity, the MAGDALENA framework, published in 2000, introduced a nation-wide health network through the definition of technical and organizational recommendations to foster the electronic exchange of patients' data. The national health system was further digitalized through the introduction of a social security chip card (e-Card) and the adoption of the Austrian Healthcare Reform Act in 2005.

Additionally, ELGA, the national electronic healthcare record, was implemented after the enactment of the ELGA Act in 2012. Moreover, the federal Health Ministry issued a framework for advancing the development and use of telemonitoring, telerehabilitation, mHealth applications for disease management.

Austria has been proactive in facing the challenges presented by COVID-19 and reducing its impact. However, more sophisticated data collection and data analysis mechanisms are required. This improvement should start from the adoption of a standardized approach concerning a wide range of measures – among which falls contact tracing. Gaps and trends in the Austrian mHealth adoption, with a specific emphasis on the current COVID-19 challenge, have been addressed by the national RDA (Research Data Alliance). In April 2020, the RDA started its COVID-19 Working Group, to develop recommendations on timely and accurate collection, reporting and sharing of COVID-19 related data to be easily assessed by the research community, public health practitioners, clinicians and policymakers.

## 4.2 ITU-EC Forum for Europe “Accessible Europe: ICT for ALL”

**Agency:** ITU (in partnership with the European Commission)

**Links:**

<https://www.itu.int/en/ITU-D/Regional-Presence/Europe/Pages/Events/2018/AE/AccessibleEurope.aspx>

[https://www.itu.int/en/ITU-D/Regional-Presence/Europe/Documents/Events/2018/Accessible%20Europe/AccEur\\_Innovative%20Solutions%20Competition%20REV.pdf](https://www.itu.int/en/ITU-D/Regional-Presence/Europe/Documents/Events/2018/Accessible%20Europe/AccEur_Innovative%20Solutions%20Competition%20REV.pdf)



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

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

## 4.3 ITU Forum: “ICT Accessibility a Requisite Towards an Inclusive Digital Society”

Agency: ITU

Links:

<https://www.itu.int/en/ITU-D/Regional-Presence/Europe/Pages/Events/2018/ZPC/ITU-Forum-ICT-Accessibility-a-Requisite-Towards-an-Inclusive-Digital-Society.aspx> (event’s webpage)

[https://www.itu.int/en/ITU-D/Regional-Presence/Europe/Documents/Events/2018/Zero%20project/REPORT%20ITU%20Forum%20at%20Zero%20conference%202018\\_final.pdf](https://www.itu.int/en/ITU-D/Regional-Presence/Europe/Documents/Events/2018/Zero%20project/REPORT%20ITU%20Forum%20at%20Zero%20conference%202018_final.pdf) (outcome report)



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

The objectives of the ITU Forum were:

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

The Forum attracted more than 50 participants.

## 4.4 ITU Forum on Innovative Digital Solutions for an Accessible Europe - Zero Project



Agency: ITU

Link:

<https://www.itu.int/en/ITU-D/Regional-Presence/Europe/Pages/Events/2019/IF/Innovative-Digital-Solutions-for-an-Accessible-Europe-Fostering-Growth-for-Start-ups.aspx>

Two ITU Regional Initiatives for Europe namely on ICT Accessibility for Persons with Disabilities (PWD) and on ICT Centric Innovation Ecosystems converge to address the concrete implementation of innovative ICT Accessibility solutions to ensure that access and use of ICTs by PwDs are the same as for other citizens in Europe region. This ITU session explored what is needed to build an ecosystem supporting innovative ICT Accessibility solutions. It was designed to act as a combined interactive panel discussion and training session, sharing experiences and providing a deeper understanding of the challenges and opportunities in developing Accessible ICT solutions and the enabling innovation and entrepreneurial environment. The session was facilitated by the ITU Head of Innovation where attendees participated in a power training exercise based on ITU's toolkit for fostering growth for Start-ups and had an overview of the solutions of the winner and runners up of the 2018 Innovative Digital Solutions for an Accessible Europe competition (organized by ITU in collaboration with the European Commission).



## 4.5 ITU Forum on Digital Accessibility – Zero Project Conference

Agency: ITU

Link: <https://www.itu.int/en/ITU-D/Regional-Presence/Europe/Pages/Events/2020/ZeroPR/Vienna.aspx>



ITU organized a Forum on Innovative Digital Solutions for an Accessible Europe: Fostering Growth of Start-ups, in Vienna, Austria, as part of the Zero Project Conference, on 19 February 2020. Last year, during the Accessible Europe 2019, 15 innovative solutions have been selected as the runner-ups of the Accessible Europe competition. As ITU's role is to foster innovation and create an enabling ICT-centric ecosystem for all, ITU, along with its partners, committed to support the runner-ups of Accessible Europe. This includes assisting those start-ups in need to prove their effectiveness and uniqueness, promote their solutions to relevant users, access the ITU community, and offer them the opportunity to present their innovative solutions throughout the year. This is why on the occasion of the Zero Project Conference 2020, as part of its Curation Programme, ITU has invited 5 of the runner-ups to build a session and present their innovative solutions to the community. This interactive panel discussion explored what is needed to build an ecosystem supporting innovative ICT Accessibility solutions, shares experiences, and provide a deeper understanding of the challenges and opportunities faced in developing Accessible ICT solutions.

## 5. Azerbaijan

### 5.1 Boost Girls' Participation in ICT

**Agency:** UNDP

**Targeted SDG:** 5

**Link:**

<https://www.az.undp.org/content/azerbaijan/en/home/presscenter/pressreleases/2018/UNDP-AZE-Girls-in--ICT-Day.html>



UN estimates show that close to 4 billion people around the world have no access to the internet, and most of them either come from low-income communities, do not have access to quality education or otherwise are rural women and girls. Bridging this digital divide is crucial to ensure equal access to information and

knowledge, as well as to foster innovation, entrepreneurial thinking and stronger partnerships. This was the main highlight of a series of awareness raising events organized in Baku and the Shamakhi region of Azerbaijan, in celebration of the International Day of Girls in ICT.

Marked every year on the fourth Thursday of April, the International Girls in ICT Day is an opportunity for governments, businesses, civil society and local schools to come together in a joint act of supporting more girls and young women to consider studies and careers in the field of information and communication technologies as well as to encourage employers to benefit from greater involvement of women in the workforce in the ICT industry at all levels of the profession.

On 26 April 2019, bringing together over 70 schoolgirls in Shamakhi aspiring to careers as future IT gurus, the awareness raising event held at the Shamakhi City Art Education Centre taught the young hopefuls the importance of information technology, emphasised the crucial role of education in the tech industry and shared insights about a myriad of employment and private entrepreneurship opportunities in the fields of math, engineering, computing, sciences and telecommunications.

## 5.2 Development of an Innovation Ecosystem and Support Infrastructure, Including a Digital Education and Innovation Centre

**Agency:** UNIDO

**Targeted SDGs:** 8 & 9

**Link:** <https://open.unido.org/projects/AZ/projects/190347>

**Project Timeline:** 1 January 2020 – 31 March 2021

The Ministry of Transport, Communications and High Technologies of the Republic of Azerbaijan, in its letter dated 1 August 2019, requested UNIDO's support in acquiring and sharing knowledge and experience, as well as best practices to promote innovation ecosystem building and facilitate competitiveness of innovative enterprises within the framework of the fourth industrial revolution (4IR) for pursuing Inclusive and Sustainable Industrial Development (ISID) in Azerbaijan.



The project will establish a Digital Education and Innovation Centre (DEIC)

for fostering 4IR technological learning and innovation, through the provision of training and raising awareness on the opportunities and challenges of 4IR for innovation, entrepreneurship and competitiveness in middle-income countries.

## 5.3 Innovation Week, Idea to Business (I2B) Competition and the Innovation Camp (InnoCamp)

**Agency:** UNDP

**Targeted SDG:** 9

**Links:**

<https://www.az.undp.org/content/azerbaijan/en/home/presscenter/pressreleases/2018/UNDP-AZE-InnoCamp2019.html>

<http://www.i2b.az/en>



UNDP and the Ministry of Transport, Communications and High Technologies of Azerbaijan continue to strategically invest in innovations as they showcase high-tech solutions and give voice to fresh ideas at the second Innovation Week, the largest innovation event of the year of 2019 taking place in Baku. Starting on 18 October 2019, the event continued until 24 October 2019.

Following the I2B Final, which aims to support the increase of start-up culture in the country and to help youth across the rural communities of Azerbaijan, the second day of the InnoWeek saw various immersive robotics technologies and futuristic displays at the RoboDay.

The second InnoCamp organized jointly by the UNDP and the Ministry of Transport, Communications and High Technologies ended on 1 September 2019, opening new possibilities for business-minded youth and innovators to join forces in solving social, environmental and economic challenges through innovations and start-ups. The Innovation Camp is part of the joint I2B initiative.



## 5.4 Modernisation of Sustainability and Efficiency of ICT Infrastructure and Services

**Agency:** UNDP

**Targeted SDGs:** 9 & 16

**Links:**

**Phase 1** <https://www.az.undp.org/content/azerbaijan/en/home/projects/-closed--modernisation-of-sustainability-and-efficiency-of-ict-i.html>

**Phase 2** <https://www.az.undp.org/content/azerbaijan/en/home/projects/modernisation-of-sustainability-and-efficiency-of-ict-infrac.html>

**Phase 3** <https://www.az.undp.org/content/azerbaijan/en/home/projects/modernisation-of-sustainability-and-efficiency-of-ict-infrac0.html>

**Project Timeline:** July 2013 – December 2021



This three-phase project will contribute to the improvements of the dimensions of ICT environment by supporting the Government in pursuing the following goals:

- Develop a comprehensive national ICT strategy.
- Enhance country-wide ICT infrastructure through expansion and modernization of AzDATACOM network.
- Promote ICT integration in business through establishment of Public Private Partnership Specialist Centre on ICT Use.
- Maximize use of ICTs for greater social and economic impact at the national and regional levels by expanding citizens' opportunities for e-participation.
- Giving access to Open Government Data.
- Initiating Eurasian Connectivity Alliance to bridge the 'digital divide'.



## 5.5 Youth Internet Governance Forum

Agency: UNDP

Targeted SDG: 17

Link:

<https://www.az.undp.org/content/azerbaijan/en/home/presscenter/pressreleases/2018/UNDP-AZE-YouthIGF.html>



UNDP and the Government of Azerbaijan conclude a three-day intensive programme of the first in the country Youth Internet Governance Forum (IGF) on 3 June 2019. Capitalising on greater involvement of young people in policy debates around Internet governance, the inaugural event was organized in partnership with the Azerbaijan Youth Fund and brought together nearly 250 students, representatives

of youth organizations, university faculty, civil society, the public and private sector and beyond.

The first two days of the Forum focused on strengthening theoretical and practical knowledge of the Internet and its broader application for development among the key cohort of 24 participants aged 17-29 from around the world, including Georgia, the Netherlands, Ukraine, Albania, Greece, Moldova, Serbia and Turkey, as well as young students from across the regions of Azerbaijan.

The third and concluding day followed with an engaging simulation game that featured some of the heated policy debates around the future of Internet governance where youth are the centerpiece of important policy-making and decision-making processes. Young delegates presented their policy arguments from the perspective of government officials, civil society representatives, innovators, businesses and other institutions.

## 6. Belarus

### 6.1 The Forum on “Smart Sustainable Cities: Technological Trends, Success Stories and Future Prospects”

**Agencies:** ITU, UN-Habitat, UNDP

**Targeted SDG:** 11

**Link:** [https://www.itu.int/en/ITU-D/Regional-Presence/CIS/Pages/EVENTS/2019/02\\_Minsk/02\\_Minsk.aspx](https://www.itu.int/en/ITU-D/Regional-Presence/CIS/Pages/EVENTS/2019/02_Minsk/02_Minsk.aspx)



On 26 and 27 February 2019, this Forum addressed to representatives of ministries, regulators, municipalities, telecom operators, universities and general education institutions, telecommunication equipment manufacturers, research and development institutes, software developers and other interested stakeholders.

The forum was aimed at discussing the following issues:

- Building smart sustainable cities – from vision to reality and future perspective;
- Security, privacy, trust and identification for smart sustainable cities and Internet of Things;
- Smarter with standards;
- Key Performance Indicators (KPIs) for Smart Sustainable Cities (SSC) to Achieve the SDGs.

## 6.2 Leveraging the Potential of Fourth Industrial Revolution Technologies to Realize Smart Manufacturing in Belarus

**Agency:** UNIDO

**Targeted SDG:** 9

**Link:** <https://open.unido.org/projects/BY/projects/190003>

**Project Timeline:** June 2019 – Dec 2023

The Ministry of Economy of the Republic of Belarus requested UNIDO to develop a project to promote innovation and smart manufacturing through establishing demonstration and innovation centers of 4IR technologies in three regions of the Republic of Belarus: Brest, Vitebsk and Mogilev. In response to the request and in the framework of the preparatory assistance (PA) phase, UNIDO developed a project to establish a pilot 4IR demonstration and innovation center in the Brest region of Belarus. The center will support 4IR technological learning, smart manufacturing and innovation, and provide 4IR capacity-building services for beneficiaries from the Brest region, as well as serve as a demonstration and 4IR technological learning center for the Vitebsk and Mogilev regions and other countries in the Eurasian Economic Union (EAEU). The project seeks to contribute towards ensuring smooth transformation of the Republic of Belarus to 4IR by addressing the following challenges:

- Lack of information on state-of-the-art technological solutions;
- Imperfection of the industrial processes applied by the enterprises;
- Shortage of skilled personnel, particularly in the selected regions;
- Inadequate innovation ecosystem at the level of small and medium enterprises (SMEs);
- Underdeveloped infrastructure base for 4IR.

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

Agency: ITU

Links:

[https://www.itu.int/en/ITU-D/Regional-Presence/CIS/Documents/Events/2019/04\\_Minsk/Conclusions%20Conference%20Minsk%2008-9%20April%202019%20EN.pdf](https://www.itu.int/en/ITU-D/Regional-Presence/CIS/Documents/Events/2019/04_Minsk/Conclusions%20Conference%20Minsk%2008-9%20April%202019%20EN.pdf) (outcome report)

[https://www.itu.int/en/ITU-D/Regional-Presence/CIS/Pages/EVENTS/2019/04\\_Minsk/04\\_Minsk.aspx](https://www.itu.int/en/ITU-D/Regional-Presence/CIS/Pages/EVENTS/2019/04_Minsk/04_Minsk.aspx) (event page)

[https://www.itu.int/en/ITU-D/Regional-Presence/CIS/Documents/Events/2019/04\\_Minsk/Conclusions%20Workshop%20Minsk%2010-11%20April%202019%20EN.pdf](https://www.itu.int/en/ITU-D/Regional-Presence/CIS/Documents/Events/2019/04_Minsk/Conclusions%20Workshop%20Minsk%2010-11%20April%202019%20EN.pdf) (workshop report)



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

- to implement radio technologies that enable development of 5G/IMT-2020, IoT/M2M and ITS, taking into account the need to harmonize spectrum and ensure cross-border coordination;
- to balance interests between ensuring required quality of digital services provided to citizens and economic efficiency;
- to continue to develop methods and criteria of integral assessment of efficiency of spectrum.

The ITU workshop was attended by over 60 participants from communication administrations, regulators, operators, vendors, research and development institutions and private sector from 15 countries.

## 7. Bosnia and Herzegovina

### 7.1 Digital Innovation Profile

Agency: ITU

Targeted SDGs: 9 & 17

Link: [https://www.itu.int/en/ITU-D/Innovation/Documents/Publications/eBAT\\_Brochure-DIP%20BosniaH\\_431106\\_.pdf](https://www.itu.int/en/ITU-D/Innovation/Documents/Publications/eBAT_Brochure-DIP%20BosniaH_431106_.pdf)



Digital innovation profiles offer a rapid and straightforward means of analyzing and optimizing your ICT ecosystem. This analysis then helps navigate through a country's fast-moving ICT/ telecommunication landscape with a view toward building a competitive, sustainable, ICT-enabled economy. Further collaboration with ITU can go on to target specific engagements, including the implementation of appropriate, co-developed, bankable projects that are of high

value in the national context. All digital innovation profiles are developed by experts specially trained to apply the ITU digital innovation framework. This framework features highly structured workshops and facilitated assessments, designed to build national capacity, enhance on-the-ground skills and powerfully accelerate digital transformation. The framework process equips ITU Members States with the tools to assess and monitor their own ICT innovation ecosystems. The analysis and the positions expressed in this initial high-level assessment, reflect opinions and research of the national expert, working within the ITU digital innovation framework process and with guidance from the ITU-D Innovation Division.



## 7.2 IT Girls

**Agencies:** UNICEF, UNDP, UN WOMEN

**Targeted SDGs:** 5 & 9

**Links:**

<https://eca.unwomen.org/en/news/stories/2020/6/from-where-i-stand-zerina-mandzo>  
<http://ba.n1info.com/Video/Ostalo/a473987/IT-Girls-Osjetile-su-se-posljedice-pandemije-ali-IT-sektor-ima-jednu-prednost.html>  
<https://www.sarajevotimes.com/international-day-of-women-and-girls-in-science-and-technology-celebrated-in-sarajevo/>  
<https://www.youtube.com/watch?v=JviX8dur6Ts&t=6s>



IT Girls Initiative is a joint initiative of the UNDP, UNICEF and UN Women that wants to encourage girls to start thinking about education and eventually potential career in the world of information technology, starting from an early age.

The rationale behind the IT Girls initiative lies in the cross-cutting commitment for the participation of women and girls in the labour market and their equal involvement in all career directions outlined in frameworks for protection and promotion of women's rights and national policies and legislation in Bosnia and Herzegovina (BiH).

In 2020, the joint initiative, supported by Sweden, continued creating significant momentum for women in STEM and in the thriving IT industry. IT Girls UN Women component seeks to advance employment and workplace standards in line with GEWE principles, through a focus on advocacy, mentoring, networking and confidence-building for women and girls. 400 girls and women were involved, and more than 106,000 people reached across six campaigns marking Women in Science and Technology Day, International Women's Day, Girls in ICT Day, World's Child Day, EU Robotics Week, and 16 days of activism.

In 2020, IT Girls transferred their work online and organized the following:

1. #PostaniITGirl online training on web development and entrepreneurship:

Twenty girls aged 15-23 years from various cities throughout Bosnia and Herzegovina participated in the online training available through Google Classroom platform.



2. #ITGirlsGoOnline Campaign:

Adapting to the COVID-19 crisis, IT Girls shifted online, organizing free webinars on a range of topics for girls and young women whose regular education has been interrupted by the crisis.



3. IT Girls Mentorship Program: The IT Girls mentoring programme benefited 23 young women, supporting their personal and professional growth in STEM.



## 7.3 Readiness Assessment to Establish a National Computer Incident Response Team

Agency: ITU

Targeted SDGs: 9 & 16



Effective mechanisms and institutional structures at the national level are necessary to reliably deal with cyber threats and incidents. The absence of such institutions and lack of national capacities poses a genuine problem in adequately and effectively responding to cyber attacks. National Computer Incident Response Teams (CIRT) play an important role in the solution.

Following the request by the Government of Bosnia and Herzegovina represented by the Ministry of Security, the Ministry of Communications and Transport, and the Communications Regulatory Agency (CRA), ITU is assisting in the assessment of the Bosnia and Herzegovina readiness to implement a Computer Incident Response Team (CIRT) network. With the support of the Government of Bosnia and Herzegovina, ITU experts conducted an assessment exercise in Sarajevo, Bosnia and Herzegovina.

The findings and outcomes of the assessment exercise, stakeholder interviews, and additional research form the base of this report. The primary objectives of the project were to assess the current capability, resources, and readiness of Bosnia and Herzegovina to implement a CIRT network based on input from various stakeholders from both the public and private sector. The overall objectives were to:

- study and analyze the current cybersecurity status and needs of Bosnia and Herzegovina;
- provide high-level recommendations to improve cybersecurity within government institutions.

## 7.4 Smart City Initiative

Agency: UNDP

Targeted SDG: 11

Link: [https://www.ba.undp.org/content/bosnia\\_and\\_herzegovina/en/home/smart-city-initiative.html](https://www.ba.undp.org/content/bosnia_and_herzegovina/en/home/smart-city-initiative.html)

Project Timeline: December 2018 – March 2020



In March 2019 residents of Sarajevo identified the top three challenges facing the city. More than 1,300 people responded to the on-line survey and stated as the most pressing city issues air pollution, poor public transportation and corruption.

In April 2019, the Project invited the private sector to ideate for smart city projects and partnerships. More than 30 businesses engaged in the design of people-centered smart city ideas in the areas of real-time air pollution measuring, monitoring; smart urban mobility solutions and electric vehicles; smart public transport systems; smart parking and lighting; smart and inclusive theatre.

## 7.5 Developing a National E-Agriculture Strategy for Bosnia and Herzegovina

**Agency:** FAO

**Targeted SDGs:** 2, 9 & 17

**Link:** <https://www.itu.int/en/ITU-D/Regional-Presence/Europe/Documents/Events/2020/Series%20of%20Webinars/Bosnia%20and%20Herzegovina-revised.pdf>

**Project Timeline:** December 2019 – April 2021

The Ministry of Foreign Trade and Economic Relationship of Bosnia and Herzegovina requested FAO's support to build the foundation of a national e-agriculture strategy, assessing the current level of digitalization processes in the field of agriculture, as well as identifying key gaps and priorities for further development.



The analysis covers the institutional framework, the presence of digital agriculture in strategic documents, as well as in legislation, the functionality of information systems and the higher education sector. The results of the analysis are the basis of future strategic guidelines. The strategic framework for the digital transformation of agriculture in the public sector, as well as in relevant legislative documents should be amended in the next planning period in accordance with the European Union's *aquis communautaire*.



## 7.6 European Union Support to Agriculture Competitiveness and Rural Development in Bosnia and Herzegovina (EU4AGRI) Project

Agency: UNDP

Targeted SDGs: 2, 9, 10 & 12

Link: <https://eu4agri.ba/en/>

Project Timeline: 2020 – 2024



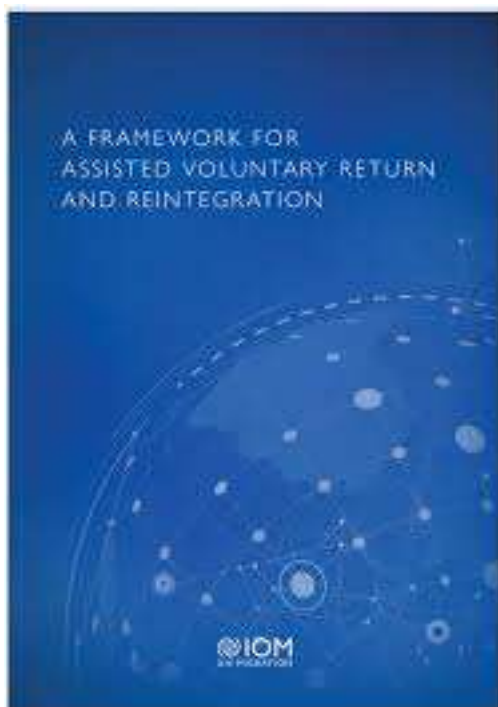
The EU4AGRI project is primarily funded by the European Union (EU) under the Instrument for Pre-Accession Assistance (IPA). Worth EUR 20 million, the project is implemented and co-funded jointly by United Nations Development Programme (UNDP) and Czech Development Agency (CzDA). It is a four-year initiative (2020-2024) that

aims to modernize agri-food sector, create new jobs, as well as retain existing ones, and support recovery from crisis caused by COVID-19 in Bosnia and Herzegovina. The project's contribution to agri-food sector competitiveness is expected through the following results:

- Higher levels of production of safe and quality food based on introduced innovative practices, while preserving the natural resources and the countryside, are sustained; and
- Policy actions are implemented in EU aligned manner, based on sector services and systems improved.

The project follows development directions from the Strategic Plan for Rural Development of BIH (2018-2021) as well as BIH Economic Reform Programme (2019-2021). Also, it covers numerous Sustainable Development Goals.

## 7.7 Assisted Voluntary Return and Reintegration from the Western Balkans



**Agency:** IOM

**Donors:** German Federal Foreign Office (GFFO) and German Ministry of Interior (BMI) - Danish Ministry of Foreign Affairs - Repatriation and Departure Service (DT&V), the Netherlands - IPA II, DG NEAR

**Targeted SDGs:** 8, 9, 11 & 16

**Link:** [https://online-antragsmodul.de/MiRA\\_WB\\_UAT/Default.aspx](https://online-antragsmodul.de/MiRA_WB_UAT/Default.aspx)

IOM WB has emphasized that they need to have a communication channel with the migrants to provide answers and important information to migrants' questions or concerns to keep them aware of different topics (like AVRR related topics or information about COVID-19) and to manage their expectations.

The objective of this project is to create a migrant registration application that will be used by migrants that will register their information (bio information

and contact details). IOM caseworkers will then verify the submitted registration forms and provide the needed information or answers back to the migrants via email, phone or SMS.

The scope of this project is the registering of new migrants and updating of migrants' registration. The platform will provide IOM users to filter and validate the migrant registration forms and to reply to migrants' concerns and questions through different communication channels. The website will provide a public page for migrants to enter their information (bio information and contact details) with the ability to select the AVRR topics or other concerns that they want to be updated on.

After submitting the information, a success message will show the reference number which will allow users to update the registration. This will provide a communication channel for migrants and IOM. This option would benefit the staff and the migrants if all migrants were aware of the platform and had the knowledge and the means to use it. The usage of the platform will keep migrants aware of different AVRR topics and other concerns, create a friendly environment for migrants and staff who would manage the communication and provide the needed information to migrants.

## 7.8 Opportunities to Improve Digital Infrastructure in Education and Foster Digital Learning during COVID-19

**Agency:** UNESCO

**Targeted SDGs:** 3, 4, 8, 9, 10 & 11

**Link:** <https://bosniaherzegovina.un.org/en/97926-crisis-also-offers-different-opportunities-lets-use-momentum-improve-digital-infrastructures>

At the beginning of the COVID-19 pandemic, the Faculty of Political Science of the University of Sarajevo developed an online platform that provided a whole range of communication avenues with students, including video lectures. The platform has been developed virtually without a testing phase, so there have been certain shortcomings during the midterm exams. These shortcomings, thanks to the suggestions and comments of students and teachers, were addressed before the final exams. One group of students did a SWOT analysis of the entire online teaching process and this strategy allowed to achieve multiple improvements in terms of connectivity and outcomes of online learning. The overall initiative highlighted that there is a lack of well-developed digital infrastructure in the entire education system of the country and that there exists a serious digital divide within Bosnia and Herzegovina. This largely affected the possibility for participants to receive as close as adequate substitute for their in-class lectures. On the same level, the crisis caused by the COVID-19 pandemic has also offered different opportunities for change and improvement. One has undoubtedly been represented using the momentum to improve digital infrastructure in education, as well as to develop digital content for formal and informal learning and training. A recognized lack of synergy between science and other sectors has also emerged. This could, if properly addressed, contribute to fostering successful post-crisis recovery.

## 8. Georgia

### 8.1 Hack Outside of the Box

**Agency:** UNICEF

**Target Area:** Child Online Protection

**Link:** <https://www.unicef.org/georgia/press-releases/hack-outside-box-winners-hackathon-child-rights-were-announced>



The main goal of the hackathon was to encourage using digital solutions to solve problems related to child rights issues. The hackathon united young people who had ideas, were interested in technology, and believed that innovative projects can change the lives of children for the better. Hackathon participants worked on the following issues: the use of violent parenting methods; adolescent development; increased blood lead level in children in Georgia.

## 8.2 National Child Online Safety Assessment



**Agency:** ITU

**Targeted Area:** Child Online Protection

**Targeted SDGs:** 16 & 17

In line with Resolution 179 from the Plenipotentiary Conference of the International Telecommunication Union and within the framework of the ITU regional initiative in Europe *on enhancing trust and confidence in the use of information and communication technologies that aims to support the deployment of resilient infrastructure and secure services allowing all citizens, especially children, to use ICTs in their daily lives with confidence*, a request for ITU assistance was received from the Government of Georgia to address the following:

- to assess the existing situation, supplemented by existing statistical sources, covering infrastructure, education, organizational activities and child protection legislation, including identifying gaps in legislation;
- to summarize issues with actual online safety provisions together with any specific recommendations;
- to consider the need for a national online safety strategy and action plan. The national online safety strategy would encompass governmental entities, information society (young generation, parents, schools, and teachers), telecommunication operators, and the media.

In this view, on the 29<sup>th</sup> of June 2020, ITU organized a webinar which provided an opportunity to present results of the new study on the Status of Child Online Protection in South Eastern Europe as well as highlight revised Global Guidelines on Child Online Protection for Children, Parents and Educators, Industry and Policy Makers, officially released on the 24<sup>th</sup> of June 2020. The event provided an opportunity for interventions by some of the countries that had been working with the ITU on COP recently as well as those that committed to roll out the COP Guidelines at the national level (Georgia, Lithuania, Poland, Ukraine, and Moldova).



## 8.3 The Future is Equal

**Agency:** UNFPA

**Targeted SDGs:** 5, 10 & 16

**Link:** <https://georgia.unfpa.org/en/news/future-equal-%E2%80%93-modern-technologies-social-change>



A three-day hackathon, The Future is Equal gathered activists, ICT specialists and graphic designers around the important issues such as: gender equality, harmful practices (child/early marriage, gender-biased sex selection) and sexual and reproductive health and reproductive rights. For two days, the participants had an opportunity to work on innovative digital solutions under the mentorship of experienced professionals, and to make their contribution in the elimination of harmful practices caused by gender inequality. The event was organized by ForSet, with the initiative of UNFPA Georgia Country Office, supported by the Georgia's Innovation and Technology Agency. In the final part of the event, 11 groups made appearance in front of judges. Each of them had selected their ways of delivering their message to the audience. The presented prototypes included a multimedia story, a communication campaign, a data visualization, a game and an interactive application on the topic of gender-biased sex selections. A telecommunication company (Silknet) and an E-Book House (Saba) provided gifts for the winning teams at the event.

## 8.4 Digitalization of Agriculture within the Ministry of Environment Protection and Agriculture of Georgia

**Agencies:** FAO/European Union

**Targeted SDGs:** 2, 5, 8, 15 & 17

**Links:**

<http://www.fao.org/3/ca3149en/CA3149EN.pdf> (Market Information System; Data warehouse)

<http://enpard.ge/en/wp-content/uploads/2015/05/FAO-Project-Documents-ENPARD-III.pdf>

<http://www.fao.org/3/ca4228en/ca4228en.pdf>

<http://www.fao.org/3/ca7563en/ca7563en.pdf> (Georgia working with SDGs)

### **Project Timeline: 2013-2022**

The Market Information System of the Ministry of Environment Protection and Agriculture of Georgia (MEPA) consists of agricultural product prices that are collected in 59 municipalities and for over 60 products. Food price monitoring has been carried out since 2015, and it was implemented with the technical guidance of FAO under the ENPARD Programme. It was handed over to the MEPA, which has been fully in charge of the data collection, cleaning, analysis and data distribution since 2016. As defined by the price monitoring methodology, for most of the products, retail and wholesale prices are collected weekly. The full tool was revised and readjusted in 2018, with the lessons learned after three years of continuous data collection, and several improvements in the system were made, including the revision of the list of products used for the data collection, the data collection done electronically using tablets and an improved detection of errors within the data collection purposes. The data is made available on the MEPA webpage.

The Data Warehouse is a very comprehensive repository of the databases produced by the MEPA and its agencies, allowing for the consolidation and analysis of data from different databases as well the creation of semi-automated reports that classify information based on several common parameters (product, region). The databases from MEPA agencies are automatically refreshed daily, and the Data Warehouse also includes information from other external sources (GEOSTAT, FAOSTAT). The Data Warehouse allows for an improved exchange of data within the different MEPA structures as well as provide a very powerful tool for analytics, policy-making and reporting because of the easy and instant access to cross-filtered and checked data of all the MEPA databases. The architecture of the Data Warehouse is complex and requires very strict protocols of maintenance and data entry in the databases created by the MEPA departments or agencies.

Agricultural statistics: FAO/ENPARD supported the data collection and analysis of GEOSTAT, the National Statistical Agency, to improve the current quarterly survey of agricultural holdings. FAO supported GEOSTAT in the launch of the Computer Assisted Personal Interviews (CAPI) data collection methodology within the quarterly survey of agricultural holdings in 2018, as well as the implementation of the first survey on aquaculture holdings. The survey

made it possible to produce official statistics about aquaculture in Georgia, including information about reservoirs, production of raw fish, fish realization and loss, nutrition of water organisms, use of fertilizers and pesticides, and the technical equipment, employment and expenditures in aquaculture holdings. FAO also supported MEPA and GEOSTAT to produce agriculture-related SDG indicators, including implementation and monitoring.

Online library of extension materials: FAO/ENPARD supported the creation of an online library platform that is a repository of most of the extension materials produced by MEPA and other partners (NGOs, donors) that are used to provide advice to Georgian farmers. The project supported the MEPA in the identification, collection and technical revision of the existing materials, that are uploaded in the online extension library and can be now filtered by categories and visited online or downloaded in Georgian and English language. The existing materials include not only reports and documents that can be printed, but also videos and other materials. The domain of the library is <http://elibrary.mepa.gov.ge/>

## 8.5 One-Stop Shop on Gender Data

Agency: UN Women

Targeted SDGs: 5, 16 & 17

Link: <http://gender.geostat.ge/gender/index.php?lang=en>



The aim of Gender Data Portal is to improve access to gender data so that it can inform policy and advocacy, specifically on the gender indicators of the SDGs, but also to consolidate data across different sectors and national data providers of data on thematic areas to measure progress on gender equality and women empowerment. The portal includes more than 120 gender indicators grouped into

12 thematic areas, such as health care, education, agriculture, social security, employment, crime, ICT, etc. In addition, the portal also includes a special section on SDG indicators. For each indicator, sex-disaggregated data can be accessed in the form of table or graph and further disaggregated by age, settlement type or other variables as relevant and available. The existing indicators are updated, and new indicators are being added annually. Besides data tables and graphs, gender data is made available to the users in two ways: GEOSTAT's annual publication "[Women and Men](#)" and thematic infographics. "Women and Men" is a comprehensive statistical publication, which presents time series analysis of gender statistics to track the progress of gender-equality in Georgia. Infographics, on the other hand, are one-pagers that provide a visualized and easy-to-understand snapshot of current gender-equality situation per different thematic areas. The portal also includes information on gender related legislation and glossary of terms used in gender statistics that help the users to interpret the data.

## 8.6 Boosting Georgia's Public Healthcare with Digital Solutions



**Agency:** UNDP

**Targeted SDG:** 3

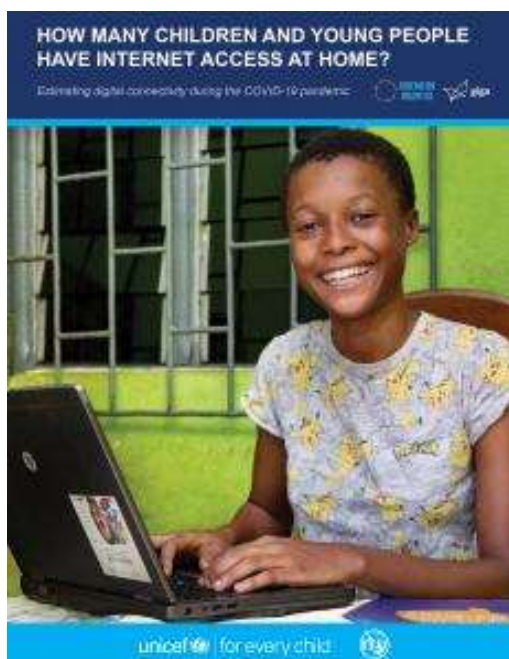
**Link:** <https://georgia.un.org/en/52051-boosting-georgias-public-healthcare-digital-solutions>

Building on a successful response to the first wave of the COVID-19 pandemic, Georgia is taking urgent steps to ensure that its frontline medical personnel are prepared to respond to other future health emergencies. As part of this effort, the United Nations Development

Programme (UNDP) is joining hands with the Government of Sweden to support the National Center for Disease Control and Public Health (NCDC), the lead agency in Georgia's pandemic response, in training 4,000 medical personnel across the country in enhanced infection prevention and control. With Swedish funding, UNDP will assist the NCDC in establishing an e-learning platform to provide doctors, nurses and administrative staff with an opportunity to attend training courses and certification programs, exchange best practices and receive practical advice from NCDC experts. The new initiative covers 37 medical institutions and the NCDC's 60 regional centers across Georgia. 3,000 medical workers from the clinics designated for COVID-19 treatment and 1,000 medical staff from regular healthcare institutions will be trained in health emergency response. The e-learning platform will operate through desktop and mobile applications, with a built-in chatbot and search engine, allowing for real-time consultations and exchange.



## 8.7 How Many Children and Young People Have Internet Access at Home?



**Agencies:** UNICEF, ITU

**Targeted SDG:** 4

**Link:** <https://georgia.un.org/en/103552-15-cent-georgias-school-age-children-have-no-internet-access-home-new-unicef-itu-report-says>

15 per cent of Georgia’s school-age children do not have internet connection in their homes, according to a new joint report from UNICEF and the International Telecommunication Union. The report “How Many Children and Young People Have Internet Access at Home?” notes that globally, two-thirds of school-age children have no internet access at home. There is a similar lack of access among young people aged 15-24 years old, with 759 million or 63 per cent of young people unconnected at home. Around 661,500 children are still affected by

COVID-19 school closures in Georgia, and this has forced students to rely on virtual learning. Even before the pandemic, a growing cohort of young people needed to learn foundational, transferable, digital, job-specific and entrepreneurial skills to compete in the 21st century economy. Last year, UNICEF and ITU launched Giga, a global initiative to connect every school and its surrounding community to the Internet. Working with governments, Giga has now mapped over 800,000 schools in 30 countries. With this data, Giga works with governments, industry, civil sector, and private sector partners to craft compelling investment cases for blended public-private funding to build the connectivity infrastructure needed to deploy digital learning solutions and other services. Building on these efforts and on the importance of youth engagement, all these initiatives aim at fostering digital accessibility and digital inclusion among the youngest generations.

## 8.8 Electronic Marketplace

**Agency:** UNDP

**Link:**

<https://undpgeorgia.medium.com/digital-solutions-transform-georgias-public-sector-432ea638b3d5>

Today, Georgia's public service is shifting to an electronic operation by introducing internal digital platforms that help civil servants do their job. This includes a fully functioning electronic Human Resource Management System, eHRMS, designed to host performance appraisals, manage the professional development of civil servants and generate civil service data through smart reporting. Two additional digital tools will be launched in 2021: a Government-wide Monitoring & Evaluation (M&E) platform for policy-makers and an online e-learning platform for civil servants that will serve as a 'one-stop-shop' access point for training courses. Many of these developments are part of the ongoing Public Administration Reform supported by UNDP and the UK in partnership with the Government Administration, the Digital Governance Agency (DGA), the Civil Service Bureau and the Ministry of Finance.

## 8.9 The Unified Portal of Electronic Services my.gov.ge

Agency: UNDP

Link: <https://undpgeorgia.medium.com/digital-solutions-transform-georgias-public-sector-432ea638b3d5>



To help introduce new electronic services and improve digital service delivery in Georgia, UNDP is working with two state agencies operating under the Ministry of Justice — the Digital Governance Agency that operates [my.gov.ge](https://my.gov.ge), and the Public Service Delivery Agency (PSDA), which has the right to deliver qualified electronic trust services and manage the civil registry.

The Unified Portal of Electronic Services [my.gov.ge](https://my.gov.ge) holds a leading position among Georgian online resources as one of the most visited governmental websites. In 2020 alone, the usage of services available on the website increased by 40 percent while the number of daily visits reached 30,000. The secret of this success is that [my.gov.ge](https://my.gov.ge) provides citizens and businesses with much-needed access to electronic services, covering a range of areas from applying for IDs and passports to registering a new company or a land title.

In March 2020, as Georgia declared a pandemic lockdown that pushed both public and private sectors online, [my.gov.ge](https://my.gov.ge) became a solution for thousands more citizens and businesses. The number of e-services on the website increased from 468 in 2019 to 700 in 2020. 133 of the newly added services, including an innovative way to verify official documents through an [e-Apostille](https://my.gov.ge), were integrated into the portal with support from UNDP. UNDP assistance is part of a broader UK-funded program that helps Georgia to advance Public Administration Reform at all levels of government. During the pandemic, this support focused on promoting electronic service delivery for citizens and civil servants, assisting the public sector in adapting to new realities.

## 8.10 Enhancing Cyber-Security

**Agency:** UNDP

**Link:** <https://undpgeorgia.medium.com/digital-solutions-transform-georgias-public-sector-432ea638b3d5>

Georgia's progress in creating innovative and user-friendly service delivery proves that digital tools can address many challenges faced by citizens, businesses and civil servants, ensuring that services are delivered wherever and whenever they are needed. But expansion of digital tools brings heightened risks to data privacy and personal information. For this reason, cyber-security is an essential part of e-service development.

To help Georgia better protect electronic data, UNDP and the UK assisted the Public Service Delivery Agency (PSDA) to analyze potential cyber threats and make its prevention systems more resilient. The PSDA is also developing data collection and management standards that will be expanded to all public agencies in Georgia.

In addition, with assistance from UNDP, Sweden and the UK, the Digital Governance Agency (DGA) rolled out an educational [website](#), offering civil servants, university teachers and students online training courses in cyber and information security, cyber-hygiene, risk management and information security audit.

## 8.11 Digital Innovation Profile

Agency: ITU

Link: <https://www.itu.int/en/ITU-D/Innovation/Pages/Platform/diprofile.aspx>



Digital Innovation Profiles have been developed to provide an accurate assessment of an ecosystem's capacity and maturity. The assessment is done through a series of events in which stakeholders from the ecosystem come together to analyze the current situation and co-create appropriate solutions via flagship projects, initiatives, and policies designed to close the digital innovation gap.

Assistance in building an ICT-centric innovation ecosystem is currently provided to Georgia, which includes desktop research, the organization of national consultations, engagement of relevant stakeholders, processing a series of interviews, building a comprehensive Digital Innovation Profile to include a series of recommendations and projects. The finalization of the work is planned for Q2/2021. Special focus will be given to the assessment of the innovation ecosystem in the field of Artificial Intelligence. The Digital Innovation Profile will benefit from support provided by Slovenia, International Research Centre On Artificial Intelligence, that had seconded experts to support the component of investigation focusing on AI.



## 9. Italy

### 9.1 mHealth Policies in Italy

**Agencies:** ITU, WHO

**Targeted SDGs:** 3 & 17

**Link:**

The practice of supporting medicine and public health with mobile devices and the application of telecommunications and multimedia technologies for the delivery of healthcare is referred to as mHealth. Numerous mHealth initiatives and applications have proven their efficacy as a means of entering patients' data into the Italian National Health Information System, allowing to identify health needs in a cost-effective manner.

As a response to the new demographical, epidemiological and economic trends, regional governance models for ICT in healthcare were introduced. These models aim to promote innovative solutions to bring a homogeneity of health services and processes within Italian regional boundaries.

COVID-19 has accelerated the transformation of the healthcare system. The use of mHealth technology has played a key role in early detection of cases, allowing for more efficient clinical interventions. A combination of various mHealth technologies can provide an integrated, holistic and end-to-end solution. This solution can help improve screening, risk profiling, early detection, isolation management/quarantine, compliance with social distance measures and more.

The experiences of the Regions of Tuscany, Campania and Piedmont along with the Autonomous Province of Trento provide valuable examples of appropriate use of mHealth to support the Italian National Health Service.

Tuscany has developed an integrated information system to support hospitals, healthcare units, crisis units and the regional Emergency Response Task Force. This system allows for complete, unambiguous and rapid analysis of data, which further helps in the management of emergency phenomena in direct conjunction with the Crisis Unit and the regional Task Force. Campania concentrated on innovation management, responding to the need of health organizations to increase their adoption of innovative solutions. Piedmont emphasized usefulness of the Health Technology Assessment in fostering the adoption of mHealth solutions in various healthcare facilities. In fact, the Health Technology Assessment provides evidence-based inputs to the policy-making processes, ensuring the delivery of evidence-informed policy making at the regional level. The Autonomous Province of Trento established a Center for Digital Health (TS4.0). TS4.0 clearly defines roles of involved stakeholders and implementation guidelines through the introduction of a highly structured regulatory framework.

## 9.2 National Event on Child Online Protection: Awareness Day for Children and Teens

Agency: ITU

Link: <https://www.itu.int/en/ITU-D/Regional-Presence/Europe/Pages/Events/2018/NECOP/default.aspx>



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

This Meeting provided a unique opportunity for 400 plus kids 9-13 years old. During three sessions dedicated to different ages, ITU and partners provided interactive training based on the COP guidelines.

## 10. Kazakhstan

### 10.1 Promotion and Exchange of Good Practices on the Use of Digital Technologies in Agriculture for further Up-scaling

**Agency:** FAO

**Targeted SDGs:** 2, 12 & 17

**Link:** <http://www.fao.org/countryprofiles/index/en/?iso3=KAZ>

**Project Timeline:** 2020 - 2021

The Government of the Republic of Kazakhstan pays significant attention to digitalization as a driver and a mean to achieve Sustainable Development Goals, and for this purpose adopted a five-year national programme “Digital Kazakhstan” (2017). The objective of the Programme is defined as follows: Accelerating the pace of economic development of the republic and improving the quality of life of the population through the use of digital technologies in the medium term, as well as creating conditions for the transition of Kazakhstan’s economy to a fundamentally new development trajectory ensuring the creation of a digital economy of the future in the long term. Access to knowledge and innovative practices in agriculture coming along with digitalization and new technologies is particularly complicated and limited for rural men and women working in agriculture. One possible solution to fill this gap may be to set up a sustainable framework that helps farmers, including rural women working in agriculture, get access to information and knowledge, and share experiences on digital technologies. This will not only establish a trusted platform for the dissemination of good practices among farmers but also help digital agriculture solutions providers to increase their awareness of farmers’ needs.

## 10.2 Generation Unlimited: Innovation for Future

Agency: UNICEF

Targeted SDGs: 3 & 4

Link: <https://www.unicef.org/kazakhstan/en/stories/generation-unlimited-innovation-future>

On 25 October 2019, three students from the Innovation Lab shared their projects on ‘Smart stethoscope’ and ‘Nutrition’ at the Digital Bridge Forum in Astana Hub.

Innovation Lab is a UNICEF-supported platform where young innovators collaborate to design and create new solutions for education, skills, empowerment, and pathways to work. UNICEF provides mentoring and seed funding to inspire teams for taking their ideas to the next level and scale for meaningful impact in their communities.



Project: *Smart Stethoscope*

With the help of the stethoscope, one can record the heartbeat anywhere and anytime. The mobile applications can then automatically analyze for the risk level of having a heart disease. The analysis is based on its systematic machine learning and data collection. Recognizing heart disease as the top three major causes of premature death as well as low awareness from the citizens, Aidar and his friends designed this application for its

compactness, accessibility and convenience. In only 20 seconds, one can be tested accurately, reducing the time for queueing for a check-up or noticing at a rather late stage.

Project: *Nutrition*

Another youngster, Ayan Akkassov, 19, realizing the severity of the child obesity in Kazakhstan, committed to establishing an application which allows parents to easily understand the nutritional value of food before purchasing.

He then developed an application for showing the nutrition level of food based on the developed coloring system. As long as you scan the barcode of a food product, the app will show the user a ‘nutri-score’ of 7 colors, from green being healthiest to red being harmful. Alongside the nutri-score, the app can also show the ingredients within the product, so one can rest assured of what they actually consume.

The labelling of different colours is based on the suggested daily intake for a normal adult from the World Health Organization. It identifies how much sugar, salt and saturated fat one should consume per day. After indicating the health level of the food, the application even suggests a replacement for the harmful product, if possible.

This is not the end of the application. For the second phase of the app, the user can even track their physical activity daily, as a reminder to incorporate exercise into their daily routines.

## 10.3 School Connectivity Initiative



**Agency:** UNICEF, ITU

**Targeted SDG:** 4

**Link:** <https://www.itu.int/en/mediacentre/Pages/PR02-2020-Kazakhstan-leads-global-school-connectivity-in-Central-Asia.aspx>

The Government of Kazakhstan, ITU and UNICEF agreed to collaborate on Giga, a UNICEF-ITU global initiative to connect every school to the Internet and every young person in Kazakhstan to information, opportunity and choice. Launched in 2019, Giga sets the goal of providing connectivity to every school in the world. Some 3.7 billion people in the world do not have access to the Internet, of whom 360 million are young people. A lack of access to the Internet means children and young people are excluded from the wealth of information available online, limiting their resources to learn and to grow, and to fulfill their potential. Closing the digital divide requires global cooperation, leadership, and innovation in finance and technology. Giga has four pillars: map every school in the world, finance a common bid that can aggregate connectivity demand, connect every school to the Internet, and empower young people with digital skills for the future. “The joint UNICEF-ITU global initiative Giga aims to bridge the digital divide between urban and rural education. It is important to note that providing remote villages with broadband Internet access is one of the most central areas of the work of our ministry,” said Askar Zhumagaliyev, Minister of Digital Development, Innovation and Aerospace Industry of the Republic of Kazakhstan.



## 10.4 Digital Support to Rural Women

**Agency:** UN Women

**Targeted SDGs:** 4, 5 & 8

**Links:**

[https://www.inform.kz/ru/30-zhenschin-iz-socuyazvimyh-kategoriy-poluchili-komp-yutery-v-akmolinskoy-oblasti\\_a3729742](https://www.inform.kz/ru/30-zhenschin-iz-socuyazvimyh-kategoriy-poluchili-komp-yutery-v-akmolinskoy-oblasti_a3729742)

<https://mezet.kz/tb-sy/item/10060-tehnikalyk-komek-biliktikiti-arttyruga-zh-msalmak.html>

[https://www.instagram.com/p/CIkMRTmHzmg/?utm\\_source=ig\\_web\\_copy\\_link](https://www.instagram.com/p/CIkMRTmHzmg/?utm_source=ig_web_copy_link)

<https://aqmolanews.kz/ru/2020/12/11/akmolinskim-jenshinam-vruchili-noutbuki-s-gotovymi-biznes-ideyami/>

<https://www.youtube.com/watch?v=fLicVreG9e8>

[https://www.youtube.com/watch?v=eoU\\_mh-ezA4](https://www.youtube.com/watch?v=eoU_mh-ezA4)

<https://www.facebook.com/berekeliaiel/>

<https://www.instagram.com/tv/ClgbbqRnK9D/?igshid=1wfp23oosin2o>

<https://www.instagram.com/p/CIS00EuHcm9/?igshid=10une7dm1vftd>



In line with the ‘leave no one behind principle’, UN Women provided opportunities for connectivity, digitalization and economic empowerment of 68 socially vulnerable rural women (31 women with many children, 28 women from low-income families, 7 single mothers with children with disabilities, 2 women with disabilities) from six villages of the Akmola and Almaty regions. With UN Women

and the Ministry of Foreign Affairs’ support, rural women enhanced their access to social electronic services and improved their business skills to generate more income during the difficult time of the COVID-19 pandemic. UN Women provided these women with laptops, internet routers, and Wi-Fi internet subscription. They also benefited from additional programmes such as “100 Business Ideas”, “Green Economy Coalition”, and a range of programmes for development of women’s entrepreneurship, grants opportunities, and access to the e-government portal for obtaining the regular and COVID-19 related social services provided by the Government. In addition, rural women improved their entrepreneurial potential through participation in two online training sessions in the Kazakh and Russian languages, organized by UN Women.



One of UN Women’s key partners, the CSO “Fund of Local Communities of the Enbekshikazakh District”, proposed a project implementation plan in partnership with other local CSOs, thus boosting their capacities and promoting coalition building. The Fund conducted a rapid assessment of the social status of vulnerable women and girls in rural areas in Almaty and Akmola regions. It coordinated the selection of rural women with local administrations

and public councils, training them to increase their professional development and internet literacy. It also provided rural women with the resources to continue self-development and professional growth with a focus on entrepreneurial skills.

## 11. Kyrgyzstan

### 11.1 Capacity Development and Technology Transfer to Improve the Generation and Use of Data and Information in Support of Monitoring the Environment in Central Asia

**Agency:** UNEP

**Targeted SDGs:** 13, 14, 15 & 17

**Link:** <https://www.unenvironment.org/regions/europe/our-projects/powering-eye-environment-central-asia>

**Project Timeline:** 2019 – 2022

The project aims to provide Tajikistan, Kyrgyzstan and Uzbekistan with access to full data on land cover, land use categorization and mapping of their respective territories. To do so, UNEP will work with partners in Central Asia and draw from the expertise of several key institutions and organizations in the Russian Federation, including the Institute of Geography, the Russian Space Agency and the Federal Service for Hydrometeorology and Environmental Monitoring.

Countries will be equipped with state-of-the-art IT systems in order to increase their access to near real-time environmental information. Each country will be able to analyse and assess environmental change in the key domains of water, land, and biodiversity. Also, they will be able to produce data flows, develop indicators or generate statistics. As a result, sustainable management practices will be enhanced, and reporting processes will be put in place.

A key outcome of the project will be an online digital Environmental Atlas for each country. Institutional and human capacity will be built to operate and maintain these tools through dedicated training programmes and manuals. Science-policy dialogues at national level and periodic workshops will also be organized to foster regional cooperation.

## 11.2 Assessment for the Development of a National Strategy on Digital Agriculture and Food System

**Agencies:** FAO, IFAD

**Targeted SDGs:** 2 & 17

**Link:** <https://kyrgyzstan.un.org/en/105279-fao-and-ifad-join-forces-develop-e-agriculture-kyrgyzstan>

The FAO and IFAD work together on the development of a National Strategy on Digital Agriculture and Food System under the leadership of the Ministry of Agriculture, Food Industry and Melioration of the Kyrgyz Republic. Guided by the Kyrgyz Government, it will involve strategic development partners towards an inclusive strategy to accompany the agricultural sector and rural transformation in the country, supported by the new Information and Communication Technologies, which already proved successful in the country as well as the sub-region.

## 11.3 Development and Implementation of an Animal Identification and Traceability System in Kyrgyz Republic

**Agency:** FAO

**Targeted SDGs:**

**Link:** <http://www.fao.org/3/a-br254e.pdf>

**Publishing year:** 2016

Under the Animal Identification and Traceability System project, the Ministry of Agriculture of the Kyrgyz Republic was supported to develop a national strategy and action plan for e-based animal identification and traceability (AI&T) system. Within the project's activities a French company called 'Adventiel' has designed the system required and developed the necessary software for animal data collection, storage and exchange.

## 11.4 Support to National Statistics Committee to Shift from Paper-based Price Data Collection to E-based Data Collection

**Agency:** FAO

**Targeted SDGs:**

**Links:**

<http://www.fao.org/3/a-br254e.pdf>

<https://knews.kg/2013/07/16/natsstatkom-capitalizatsiya-pri-podderjke-fao/>

[https://www.vb.kg/doc/236258\\_evrosouz\\_kypil\\_nacstatkomy\\_21\\_smartfon.html](https://www.vb.kg/doc/236258_evrosouz_kypil_nacstatkomy_21_smartfon.html)

**Publishing year:** 2016

Under the ‘Strengthening of the National Food Security Information System in the Kyrgyz Republic’, the National Statistics Committee was assisted to develop a Computer Assisted Personal Interviewing (CAPI) application built on an Android-based opensource platform and toolkits. The project equipped 21 data collectors with tablets connected to the central server. To improve the reporting of current agricultural statistics, the project contributed to the development of a user-friendly software application running under SQL Server 2007 to facilitate data input into a centralized server located at the NSC office in Bishkek.

## 11.5 Implementation of FAO Web-based Food Price Monitoring and Analysis (FPMA) Tool

**Agency:** FAO

**Targeted SDGs:** 2, 13 & 15

**Link:** <http://www.stat.kg/ru/news/v-bishkeke-sostoyalas-prezentaciya-pervogo-onlajn-instrumenta-fpma-tool/>

**Publishing year:** 2017

FAO’s Web-based Food Price Monitoring and Analysis (FPMA) Tool is implemented in the National Statistics Committee of the Kyrgyz Republic. This tool gives access to the National Statistics Committee’s full database of price data for 56 consumer goods in 19 cities throughout the Kyrgyz Republic. It provides easy visualization of time series data as well as basic analysis and reporting features.



## 11.6 Digitalization of Land Resources in Kyrgyzstan

**Agency:** FAO

**Targeted SDGs:** 2, 13 & 15

**Link:** <https://economist.kg/2020/12/16/fao-peredala-kyrgyzstanu-oborudovanie-dlya-ocifrovki-zemelnyh-resursov/>

**Publishing year:** 2020

Within FAO-GEF CACILM-2 project, the State Institute on Land Development “Kyrgyzgiprozem” Institute was supported in digitalization of land maps in the country. A database and software for digitizing maps using satellite data have been developed. Work was carried out on the database management, installation and configuration of the software. A series of practical trainings were conducted for the staff of the institute involved in the digitization of maps on the use of the database and software. The project also purchased consumables, spare parts for digitizing equipment and high-performance 10 sets of computer equipment for GIS specialists of "Kyrgyzgiprozem" for digitizing maps. Thus, in the digital version, it will be possible to make changes in land use, mark drought zones and make adjustments using the latest satellite technologies.

## 11.7 Development of Electronic Prescriptions for Improving Access to Contraceptives

**Agency:** UNFPA

**Targeted SDGs:** 3 & 5

**Link:** <http://foms.kg/news/794>

The UNFPA country office in Kyrgyzstan, in collaboration with the Ministry of Health and Mandatory Health Insurance Fund (MHIF), is working on improving access to contraceptives for women of the country. The UNFPA and MHIF introduced and piloted electronic prescriptions for contraceptives under Additional Drug Package (ADP) of the State Guaranteed Benefit Package (SGBP) at the primary healthcare level. UNFPA country office supported the development of a special interface of the SimBase software platform that provides easy and immediate access to prescriptions of medicines, including contraceptives within the (ADP). This special interface can be accessed from any mobile devices both at healthcare facilities and pharmacies, eliminates paperwork, improves targeting and facilitates timely purchasing of contraceptives by women. The application was tested in Osh and Issykkul regions and further integrated in all healthcare facilities of all regions in 2019. The UNFPA country office will continue supporting MHIF and increase the issuance of e-prescriptions of contraceptives for women.

## 12. Moldova

### 12.1 Career Guidance for Youth with a New Mobile Application

**Agency:** ILO

**Targeted SDG:** 8

**Link:** <https://moldova.un.org/en/15724-career-guidance-youth-new-mobile-application-ilo-trains-national-employment-agency-moldova>

The ILO guide “Surfing the Labour Market: Job search skills for young people” is a tool used in various countries worldwide. The guide has been adapted to the context of the Republic of Moldova by the representatives of Career Guidance Centres and the NEA, with the support of the ILO Project “Promotion of Youth Employment. Subsequently, it was converted into an interactive mobile application, which will be launched to assist youngsters.

As Ms. Violeta Vrabie, the ILO project coordinator, explained: “The project aims to generate employment opportunities for youth, by offering assistance in matching their aspirations and competences with the existent opportunities and needs on the labour market. Targeted job search methods can help young people find employment in today’s increasingly competitive and asymmetric labour market. Acquiring the skills and techniques needed to plan and navigate the job search period can help during school to work transition, which is difficult for every student. They make big decisions which will have an impact on their entire lives. They need to be well-informed”.

## 12.2 Empowering Women with ICT Skills

**Agency:** UN WOMEN

**Targeted SDGs:** 5 & 8

**Links:**

<https://moldova.unwomen.org/en/noutati-si-evenimente/noutati/2019/01/viitorul-it-va-fi-declinat-la-feminin>

<https://www.unwomen.org/en/news/stories/2019/2/feature-story-tech-careers-for-women-in-moldova>

<https://moldova.unwomen.org/en/noutati-si-evenimente/noutati/2019/03/women-in-it-story>

<https://www.youtube.com/watch?v=oDV0gCbtIXs&feature=youtu.be>

<https://www.facebook.com/TechWomenMoldova/photos/3441310029325413>

<https://techwomen.md/>

**Launched:** June 2018



The main objective of the *Empowering Women with ICT Skills* project is to promote gender equality through ICT and to raise awareness that technologies are tools that allow to create a society where women and men can contribute and participate substantially and equally. The actions taken under the project are meant to support girls and women from Moldova to make full use of their potential and vocation and

to assert themselves as professionals, leaders or entrepreneurs. Within the framework of this project, a National IT Training program was implemented to include 1,032 women and girls from Moldova of all ages, by the Moldovan Association of Information and Communication Technology Companies, with the support of UN Women and the funding of Sweden. The participants in the training program benefited from online and offline sessions from October 2018 to December 2020. During these six months they have the task of studying online for at least 15 minutes per day to accumulate 8,000 points at the four specialty courses: HTML, CSS, Javascript, VueJS+ES 6.

## 12.3 Without Sexism, Hate Speech and Violence Against Women

Agency: UN WOMEN



144 cases of sexism, sexist remarks and violence against women in elections were reported for two months during the electoral campaign for the presidential elections (October-November 2020). Of them, 65 cases related to VAW, 61 cases related to sexist speech and 18 cases related to sexist and discriminatory speech in the public space were reported outside the electoral campaign.

Based on identified cases of sexism during elections, three complaints were submitted to the Equality Council. The presidential electoral campaign was monitored in terms of the use of sexism, hate speech, and violence against women. UN Women, in partnership with Platform for Gender Equality, supported the upgrading of the existing online platform dedicated to reporting of various types of misconduct by adding rubric <https://gender.monitor.md/>- an online platform to report gender-based discrimination, gender-based violence, sexist speech and violence against women in elections. The platform was launched on 8 October, by organizing a public training session with participation of around 50 people (CSOs, members of Gender Equality Platform, members of Women's Political Clubs, representatives of the Center for Continuing Education in the Electoral Field, development partners, media), where organizers presented the platform, its goal and how it functions. The event was broadcast live on Realitatea.md: <https://realitatealive.md/lansarea-platformei-online-de-denun-are-azurilor-de-discriminare-de-gen-mesajelor-sexiste-i-vifa---115661.html>

The initiative was developed with the support of UN Women and financed by Sweden.

## 12.4 MedMon App

**Agency:** WHO

**Targeted SDG:** 3

**Link:** <http://www.euro.who.int/en/health-topics/Health-systems/health-technologies-and-medicines/news/news/2019/12/improving-access-to-medicines-in-the-republic-of-moldova>

Moldova is among the first countries in the WHO European Region to pilot MedMon to help countries monitor the availability and price of medicine for reporting on SDG3.

The mobile app, developed by WHO, helps countries collect and analyze data on medicine prices and availability, aiding policy-makers. The data is used to help inform strategies which improve the availability and reduce the price of medication, while also assessing the impact of health reforms.

Previously, paper-based data collection was a cumbersome process. The new MedMon app makes data collection and analysis easier, faster and significantly less expensive. In the Republic of Moldova, it has reduced data collection time by up to 1.5 hours per pharmacy, reduced the number of data collectors from 20 to four and allowed for access to the data in real time, improving the data validation process.



## 12.5 The Rights@Work4Youth Hackathon to Generate Innovative Digital Solutions to Promote Labour Rights Among Young People

Agency: ILO

Targeted SDG: 8

Link: <https://moldova.un.org/en/23903-first-rightswork4youth-hackathon-moldova-generated-innovative-digital-solutions-promote>



After 3 days of intense work between 1 and 3 November 2019, 20 young people passionate about law and ICTs came up with four concepts for a mobile application to promote the rights of young people in the workplace. The first Rights@Work4Youth Hackathon in the Republic of Moldova was held during 1-3 November in Chisinau. The event was organized by National Youth Council of

Moldova (CNTM), with the support of the ILO, within the project "Promotion of youth employment".

The participants came from different localities of Moldova after being selected within the context of a public competition. The hackathon started with a training session on labor law and techniques of mobile application development. Then, guided by mentors in the fields of IT and labour law, participants worked on developing an educational game concept in teams of five people. The Rights@Work4Youth Hackathon culminated when the teams presented their game concepts in front of a jury consisting of experts in the corresponding fields.

"The law regulating rights of people is a guarantee for their inclusion, also in the labor market. Age, disability, ethnicity, religion or language cannot establish any ground for discrimination. However, many young people, especially from vulnerable groups and rural areas, often lack the knowledge of labour law and the understanding how it relates to their working experience. Therefore, they often fall victim of violations," said Mr. Roman Banari, deputy chief of CNTM.

The basis of the concepts developed within the hackathon were the information and case studies laid down in the ILO guide "Rights@Work4Youth". Equality and non-discrimination in employment, work contracts, working conditions, safety and health at work, authorities and bodies protecting employees were all tackled by the guidebook and at the hackathon.

"The developed concepts will be used to develop an innovative digital tool - a mobile application game - to better inform and empower the Moldovan youth about their rights in the world of work and consequently allow them to increase their presence in the labour market," added Ms. Violeta Vrabie, ILO project coordinator.

## 12.6 The Studii.md Platform Provides the Tools for Distance Learning

**Agency:** UNDP

**Targeted SDGs:** 3 & 4

**Link:** <https://moldova.un.org/en/39065-studiimd-platform-created-undp-support-provides-all-tools-needed-distance-learning>

Distance learning allows students to continue the study process, considering that classes have been ceased due to the COVID-19 epidemic. The [Studii.md](#) platform, developed in 2019 by the company Simpals, with the support and involvement of the UNDP and TEKWILL to digitize the educational process, is now being used for testing virtual lessons.

25 schools are already using the electronic platform [Studii.md](#), and another 88 educational institutions have requested to be connected. In 40 schools, the registration of students and the collection of necessary data has started. All in all, 31,844 users are registered in the system, of which 13,771 are students, 16,873 are parents and 1,128 are teachers.

Teachers already have the opportunity to upload video lessons from their computer or mobile phone, attach teaching materials relevant for homework, and leave comments with explanations and observations. The attached data, including the video materials, can be viewed by all the students in the class on the page with that respective lesson. Students have access to the comment writing function. Also, here they can ask questions and attach files with completed tasks to be checked by their teacher.

## 12.7 Assessing Digital Agriculture in Moldova

**Agency:** FAO

**Targeted SDGs:** 2, 8, 9 & 17

At the request of the Ministry of Agriculture, Regional Development and Environment, FAO has undertaken an assessment on Digital Agriculture in the Republic of Moldova. Some of the most desirable digital solutions can already be found in Moldova, but still need to meet international standards. The ICT infrastructure to support the implementation of the digital solutions is in place, such as e-Governance vital services, governmental cloud infrastructure, connectivity and interoperability prerequisites are ensured as well. The study serves as a baseline and reveals the gaps and problems alongside the strengths and opportunities in the country. Currently there is no e-Agriculture strategy or action plan for Moldova.

## 12.8 Distance Learning Advancements to Tackle COVID-19 related Issues

**Agency:** UNDP

**Targeted SDGs:** 4 & 10

**Link:** <https://moldova.un.org/en/47978-middle-covid-pandemic-class-act-moldova>

In 2019, UNDP Moldova helped create an e-learning platform, [Studii.md](https://studii.md), in partnership with Tekwill and Simpals. At the time, UNDP's goal was to set up a system that helped parents track the performance of their children through a centralized platform. The platform had all the standard functions - displaying grades, homework, comments by teachers - and could hold the online schedule for up to a year. It also provided statistics on the progress and absences of each student for any period of time. Teachers could use the data to generate statistical and graphic reports on the students. Shortly after the spread of COVID-19 pandemic, Studii.md added new functionalities:

- The ability for teachers to upload videos on the lesson page and attach files and links to homework.
- The opportunity for students to send homework for review in electronic format.
- A video conferencing feature that allows for conducting lessons in real time.
- A library with electronic textbooks for grades 1 – 12 in all languages of instruction, as well as a section with school courses in various subjects.
- A simplified registration process for students and parents, allowing teachers to connect students via links.
- Automatic calculations of average scores and absences, saving teachers' time. During the quarantine period, users could also fill out a mandatory health report, which was automatically displayed in the classroom's journal.
- Progress monitoring for parents by accessing their student's profile, with information on grades, absences and mentors' comments.

As of May 2020, 55 schools from all over the country were connected to Studii.md. 68,375 user accounts were registered, which included around 33,860 parents, 32,000 students and 2,500 teachers. The platform was added to the list of recommended distance learning tools by the Ministry of Education, Culture and Research of Moldova.

## 12.9 E-learning Platform for Sectoral Skills Committees for Vocational Training

**Agency:** ILO

**Targeted SDGs:** 4 & 8

**Link:** <https://moldova.un.org/en/50824-e-learning-platform-sectoral-committees-vocational-training-incorporates-new-functionalities>

In the midst of the COVID-19 pandemic, an e-learning platform designed by the International Labour Organization (ILO) has proven to be a valuable tool for developing the Sectoral Skills Committees (SSCs) in Moldova. Launched in February 2020, this online non-formal learning platform is an innovative tool that combines e-learning courses with labour market developments. It is directed at representatives of the Sectoral Skills Committees for Vocational Training, central public authorities and other actors involved in the development of the VET sector. The platform aims at strengthening the capacities of SSC members and related actors to align vocational training with labour market needs and workforce developments. It contains four basic modules that deal with the mission, functions and duties of the SSCs for Vocational Training, with labour market analysis tools and relevant indicators for identifying the professional skills needed within each economic sector. Participants registered on the e-learning platform can also strengthen their skills in the development and implementation of projects.

## 12.10 A Pilot Project to Foster Online Learning



**Agency:** UNDP

**Targeted SDGs:** 4 & 10

**Link:** <https://moldova.un.org/en/109157-47-schools-atu-gagauzia-will-benefit-better-education>

Teachers, boys and girls studying in 47 schools in ATU Gagauzia, as well as their parents, will benefit from better education as a result of a pilot project aimed at improving the quality of online learning. The pilot is financed and implemented by UNDP and the Executive Committee of ATU Gagauzia. The budget of the project, which will be implemented by 2022, is USD 200,000. The primary goal of the initiative is to facilitate the transition to a smooth and efficient education process through the implementation of an e-learning approach in ATU Gagauzia. This will occur by ensuring the presence of basic (hard and soft) ICT infrastructure and connectivity, as well as by enhancing the learning content and teaching methodologies across the 47 selected schools of the region.

## 12.11 ITU National Assessment of Child Online Protection

**Agency:** ITU

**Targeted Area:** Child Online Protection

**Targeted SDGs:** 16 & 17

**Links:**

<https://www.itu.int/en/ITU-D/Regional-Presence/Europe/Pages/Projects/NCOPGUIDELINES/Default.aspx>  
[Child Online Protection | ITU COP Guidelines \(itu-cop-guidelines.com\)](https://www.itu.int/en/ITU-D/Regional-Presence/Europe/Pages/Projects/NCOPGUIDELINES/Default.aspx)

ITU firstly developed the Guidelines for Child Online Protection (COP) in 2009. Upon the request of the Member States, the COP Guidelines have been updated and launched officially in June 2020 in all six UN Official languages (Arabic, Chinese, English, French, Russian and Spanish). With the aim of facilitating the roll-out of the COP Guidelines at the national level, significant efforts have been dedicated in order to release materials in non-UN official languages.

Within this framework, ITU is providing technical assistance to Moldova through conducting a strategic review of the report authored and published by La Strada Moldova, “SIGURANȚA COPIILOR ONLINE, Analiză de politici publice” (SAFETY CHILDREN ONLINE, Public policy analysis). This review was conducted upon the request of the Ministry of Economy and Infrastructure of Moldova and was developed under the umbrella of the ITU regional initiatives for Europe on *Enhancing Trust and Confidence in the use of Information and Communication Technologies (ICTs)*. The proposals, suggestions and recommendations are based on best practices, in order to set the basis for future measures and policies, in alignment of the current framework with the National Checklist.

The COP Guidelines for policymakers aim at supporting the creation of a safe and empowering online environment for children. Policymakers play a key role in ensuring children’s safety and well-being online and offline. Child online protection is a global challenge and requires a global approach based on harmonized and inclusive national strategies. The Guidelines for policymakers propose concrete recommendations on how to develop an inclusive, multi-stakeholder national strategy.

To supplement Moldovan review of the initiative, contextual interviews were conducted with Robert Ford (Director) and Tatiana Popa (Head of Global Education), both from HERITAGE International School, Moldova, as well as with Lupu Veronica who works to combat trafficking and protecting children and vulnerable people in Moldova.



## 12.12 Moldova Cyber Week 2020 “Building a Strong Cybersecurity Infrastructure in the New Normal”

Agency: ITU

Link: <https://www.itu.int/en/ITU-D/Regional-Presence/Europe/Pages/Events/2020/CYBW/Default.aspx>



The Moldova Cyber Week 2020 “Building a strong cybersecurity infrastructure in the New Normal” was held remotely on the 25, 26 and 27th of November and was organized by the Information Technology and Cyber Security Service and Technical University of Moldova under the patronage of the Government of the Republic of Moldova, with the

support of the European Union. The event was co-organized by the International Telecommunication Union. It built upon the following four pillars:

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

Covid-19 has accelerated organizations and households across the world to embrace the use of technologies which, while creating opportunities, has created a fertile ground for cyber threats and crimes. Therefore, the conference provided an opportunity for the international community, governments, industries and academics to exchange experiences, ideas and good practices, in an effort to improve the state of cyber security on both national and international level. Within the framework of the event, ITU organized a special session on critical infrastructure.

## 13. Montenegro

### 13.1 Digital Innovation Profile



**Agency:** ITU

**Targeted SDGs:** 9 & 17

The key to a winning future for Montenegro is for the country leverage the potential of innovative ICTs to drive economic growth across other sectors. Montenegro’s economy is driven by tourism and other service sectors. However, taking into consideration disruption arising from technological advancements, Montenegro needs to ensure that it has an enabling digital ecosystem working to support all sectors. Montenegro has recognized the potential of entrepreneurship and innovation, especially in the ICT sector. In 2016, the government adopted the Strategy of Innovative Activity 2016-2020, its first national innovation strategy, and subsequently the Strategy for the Information Society

Development 2020. There are many stakeholders from both the public and private sectors who are working to leverage the potential of digital disruption. Building robust innovation ecosystems is a key component of national development, as innovation— especially in ICTs— is a driver of economic competitiveness and growth in modern economies. This report provides information on Montenegro’s current state when it comes to digital innovation capabilities and will allow stakeholders to understand the real challenges as well as opportunities to help the country navigate technological change. It recommends strengthening three key areas — guiding innovation dynamics, building innovation capacity, and integrating ICT into key sectors — which will help create a competitive digital innovation environment to accelerate the positive transformation of society.

## 13.2 E-Social Card

**Agency:** UNDP

**Targeted SDG:** 1

**Link:** <https://www.me.undp.org/content/montenegro/en/home/projects/E-SocialCard.html>

**Project Timeline:** August 2017 – December 2023

E-Social Card is the continuation of the Integrated Social Welfare Information System (ISWIS), which is a complex electronic Information system for processing, approval, record-keeping, payments, audit and monitoring.

With these qualities, this project forms the backbone of the national social protection system reform. The project supports the development of new legislative framework, institutional/organizational and human capacities, along with ICT infrastructure and ISWIS itself that ensured the implementation.

## 13.3 ICT for Development: E-governance

**Agency:** UNDP

**Targeted SDGs:** 1, 16 & 17

**Link:** <https://www.me.undp.org/content/montenegro/en/home/projects/Egovernance.html>

**Project Timeline:** September 2015 – December 2020

The aim of this project is to support the creation of an efficient and service-oriented state administration through establishing a Platform for the electronic exchange of administrative data among the state institutions. The Platform engages a set of horizontal IT systems that support the provision of public services to institutions, citizens, and businesses.

By achieving this goal, the project will facilitate:

- Establishment of a single information system for the electronic exchange of information among the state authorities and state administration bodies;
- Support to design of the specific e-services for citizens and business;
- Producing new National Human Development Report on digital transformation.

## 13.4 Improving the Efficiency of the Justice System through ICTs

**Agency:** UNDP

**Targeted SDG:** 16

**Link:** <https://www.me.undp.org/content/montenegro/en/home/projects/Judiciary.html>

**Project Timeline:** August 2018 – December 2021

The project is designed to ensure continuity and extend the scope of application of the ICTs, through establishment of a user-friendly integrated judicial information system. This will further boost administrative capacities of the justice system, increasing its efficiency in providing data and services to the institutions and citizens. Ultimately, it will ensure more efficient cooperation with other justice systems, the EU institutions, the institutions of EU Member States and other international organizations.

## 13.5 Enhancing Farm Accounting Data Network Technical Capacities

**Agency:** FAO

**Targeted SDGs:** 8, 9 & 17

**Project Timeline:** 2019-2021

The project is designed to support the Ministry of Agriculture and Rural Development of Montenegro to establish a farm income and farm performance monitoring system (FADN) that enables to better understand the impact of the measures taken by the Government to support different types of agricultural holdings. Due to a lack of experience and the knowledge on how to apply the FADN system, further assistance from FAO was requested. With staff assigned, there is no national funding allocated to support nation-wide establishment of the system, including provision of the appropriate IT infrastructure.

## 13.6 Supporting the Education System to Cope with COVID-19

**Agencies:** UNDP, UNICEF

**Targeted SDG:** 4

**Link:** <https://montenegro.un.org/en/46007-supporting-education-system-cope-covid-19>



In cooperation with the Ministry of Education and the Ministry of Public Administration, through funding from the European Union, UNDP created a new electronic service to allow parents to enrol children in primary school and kindergarten in a safe and timely manner. This long-lasting digital solution will simplify enrolment procedures for both parents and school administrations and, even if created to be in line with the

requirements of the epidemiological situation, due to its great functionality, will continue being deployed also in the upcoming years.



## 13.7 Technical Assistance to Montenegro on IPv6

**Agency:** ITU

The technical assistance to Montenegro on IPv6 will focus on equipping the country with the necessary technical knowledge and strategic approach to IPv6, thereby enabling the transition from IPv4 to IPv6. The assistance will be composed of two main pillars, a national workshop for policymakers to be held on 20-21<sup>st</sup> of April 2021 and a training of national experts to be held on the week commencing the 10<sup>th</sup> of May 2021.

The National Workshop is aimed at raising awareness at the national level with regards to the transition from IPv4 to IPv6. Beyond providing an overview of IPv6 and its relevance for the country, the workshop will also address the main technical challenges foreseen for a successful implementation of IPv6 at the national level and elaborate on the strategic approach needed among key players. The workshop will also present the steps ITU and the Agency for Electronic Communications and Postal Services (EKIP) are taking to initiate the transition to IPv6 and will present the forthcoming training of experts that will be held in the month of May. It is targeted at all main policymakers at the country level, but also at representatives of industry and academia, who will have dedicated space to intervene with questions and comments.

The Training of Experts aims at training around 20-25 experts in Montenegro with the in-country support of EKIP. This will entail 5 days of training with 2-3 hours of practical training per day. The training will also be delivered with the support of MUST University of Malaysia, building upon previous technical assistances delivered by the ITU.

## 13.8 ITU-EKIP Regional Regulatory Forum for Europe on "Evolving Regulatory Frameworks for Digital Future"

Agency: ITU

Link: <https://www.itu.int/en/ITU-D/Regional-Presence/Europe/Pages/Events/2018/RF/default.aspx>



The Regulatory Forum for Europe on “Evolving Regulatory Frameworks for Digital Future” was held from 1 to 2 October 2018 in Budva, Montenegro, within the framework of the Festival of ICT Achievements–INFOFEST 2018.

The Conference was organized by the Telecommunication

Development Bureau (BDT) of the International Telecommunication Union (ITU) and the Agency for Electronic Communications and Postal Services of Montenegro (EKIP).

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

More than 100 representatives of European Regulatory Agencies, Ministries, Operators of electronic communications, Academia as well as representatives and experts of international organizations and institutions in charge of the regulation and development policy of electronic communications took part in the Conference.

## 13.9 Regional Regulatory Forum for Europe on “Future Regulation for Inclusive Connectivity”



**Agency:** ITU

**Link:** <https://www.itu.int/en/ITU-D/Regional-Presence/Europe/Pages/Events/2019/RF/Future-Regulation-for-inclusive-connectivity.aspx>

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

## 13.10 ITU Regional Regulatory Forum for Europe on Regulation Supporting Digital Transformation

Agency: ITU

Link: <https://www.itu.int/en/ITU-D/Regional-Presence/Europe/Pages/Events/2020/RRF/Remote.aspx>



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

Global Symposium for Regulators 2020 (GSR-20) and the GSR-20 Best Practice Guidelines, this event provided a unique opportunity for high-level dialogue between stakeholders on strategies and policies directed towards collaborative generation five regulation (G5 regulation) to foster the deployment of high-speed networks sustaining the digital transformation. Particular focus was given to:

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

The Regional Regulatory Forum for Europe brought together more than 160 attendees, including European policymakers, government officials, international organizations, business leaders, industry experts and academia

## 13.11 ITU-DCAF Workshop for Western Balkan CIRTs



**Agency:** ITU

**Link:**

<https://www.itu.int/en/ITU-D/Regional-Presence/Europe/Pages/Events/2019/WBCIRTs/ITU-DCAF-Workshop-for-Western-Balkan-CIRTs.aspx>

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



## 14. North Macedonia

### 14.1 Increasing Urban Resilience by Use of ICT for Mainstreaming Disaster and Climate Risk Reduction

**Agency:** UNDP

**Targeted SDGs:** 11 & 13

**Link:** <https://www.mk.undp.org/content/north-macedonia/en/home/projects/ICT-for-Urban-Resilience.html>

**Project Timeline:** December 2014 – December 2019



The main objective of this project was to help build greater disaster and climate resilience in Skopje by increasing institutional capacity, mobilizing knowledge and transferring appropriate best-practice innovation technologies.

Main outputs of the project were:

- The development of the Smart City approach for rapid urbanization and climate change challenges;
- Improved availability of information and increased public awareness on disaster and climate risk in urban areas through the implementation of ICT solutions/mobile applications.
- Introduction of a new approach for the awareness campaign through the Social Innovation Challenge for urban resilience, targeting youth.

## 14.2 Partnership with Foundation TELEKOM for Macedonia

Agency: UNICEF

Targeted SDGs: 3 & 10

Link: <https://www.unicef.org/northmacedonia/press-releases/foundation-telekom-macedonia-partner-unicef-0>



On 18 June 2019, UNICEF and TELEKOM for Macedonia announced a new partnership to expand opportunities for children and young people with disabilities through digital innovation. The initiative will bring partners together to co-create innovative digital solutions to improve access to education and participation in community life.

The partnership aims to develop a digital accessibility map, called *Without Barriers*,

where people can learn and pin barriers and positive examples of accessibility in the areas of: accessible buildings, pedestrian paths and crossing, accessible public transport, parking, playgrounds and toilets, accessibility for hearing impaired and equal treatment.

Through the partnership, it will be further developed as a web-based platform with digital accessibility. The goal is to provide easier mobility and accessibility through this digital tool, which is one of the basics for equal treatment of these individuals. Over time, the platform will be developed in cooperation with competent institutions, local organizations and parent associations.

## 14.3 Special Policy Paper on the ICT Infrastructure Development and Investment

**Agency:** ITU

**Targeted SDGs:** 9 & 17

**Link:** [https://www.itu.int/en/ITU-D/Regional-Presence/Europe/Documents/Publications/predlog%20Presentacija%20za%20ITU%20Budimpesta%206.9.2019\\_7.pdf](https://www.itu.int/en/ITU-D/Regional-Presence/Europe/Documents/Publications/predlog%20Presentacija%20za%20ITU%20Budimpesta%206.9.2019_7.pdf)



Upon the request of North Macedonia, as captured in ITU Europe Regional Development Forum 2019, ITU Office for Europe deployed an expert to undertake a study on the ICT Infrastructure and investment in North Macedonia. Assistance consists of desktop research, field missions, workshop, interviews with national stakeholders.

A brochure, in the link above, on investing in North Macedonia has been completed in this context. The final report is at publishing stage to be completed in 2021.

## 14.4 Youth Challenge – Digital Inclusion

Agency: UNICEF

Targeted SDG: 10

Link: <https://www.unicef.org/northmacedonia/press-releases/call-young-innovators-develop-digital-solutions-inclusion-children-and-young-people>



On 10 October 2019, UNICEF together with Telekom Foundation for Macedonia issued an open call inviting young innovators to submit ideas for digital solutions to remove barriers that children and young people with disabilities face in education and community life.

The national call for applications was part of the Generation

Unlimited Youth Challenge 2019/20 taking place in over 40 countries worldwide. The best ten teams - which should include at least one person with a disability - were invited to a design-thinking workshop to develop their ideas further in December 2019.

In June 2020, the final two most promising solutions from the country will be submitted to a global judging process. These projects will have the chance to receive further funding of up to \$20,000, along with a tailored global incubation programme from Generation Unlimited partners to support them to scale.

## 14.5 Agro-ecological atlas of the Republic of North Macedonia

**Agency:** FAO

**Targeted SDGs:** 2 & 15

**Links:**

<http://www.fao.org/geospatial/resources/detail/en/c/1258543/> (publication)

<http://www.fao.org/3/i7991e/I7991E.pdf> (assessment of agriculture production through NAEZ and LRIMS and scenario development in the Republic of North Macedonia)

**Project timeline:** 2017-2020

With the support of FAO's Technical Cooperation Programme project on the assessment of agriculture production, and through the national agro-ecological zones and Land Resources Information Management Systems, the Ministry of Agriculture, Forestry and Water Economy initiated activities to adapt FAO's agro-ecological zones methodology to local needs through a collaborative process, leading to the development of participatory national agro-ecological zones in the country. The effort was undertaken by forming a wide technical working group with representatives from academia, the Hydro Meteorological Service, State Statistics Office, and the Ministry of Environment and Spatial Planning, which led to the creation of a broad agro-environmental database.

## 14.6 UNFPA Pioneers Digital Solutions to Sexuality Education

**Agency:** UNFPA

**Targeted SDGs:** 3 & 4

**Link:** <https://northmacedonia.un.org/en/98743-unfpa-pioneers-digital-solutions-sexuality-education-classes-move-online-amid-covid-19>

Digital tools for every type of education, including sexuality education, have become particularly crucial for all young people since the new coronavirus disease (COVID-19) began spreading around the world. In March 2020, all schools and universities in North Macedonia switched to online learning in order to keep students' education on track while classrooms remained closed as a public-health measure. The new digital platform developed by UNFPA in North Macedonia allows young people with ASD to access accurate, age-appropriate sexuality education information at their own pace and in a safe environment. According to a recent survey conducted by UNFPA North Macedonia, parents, teachers and other professionals working with children with ASD highly value the usefulness of digital tools in comprehensive sexuality education. Parents and teachers also say they are using online platforms to help children with ASD engage socially, such as by listening to music or playing games, as well as for other school-related educational purposes.



## 15. Portugal

### 15.1 Overview of mHealth Policies in Portugal



**Agencies:** ITU – WHO

**Targeted SDGs:** 3 & 17

**Link:** <https://mhealth-hub.org/download/wp5-policy-and-innovation-short-technical-paper-case-study-overview-of-mhealth-policies-in-portugal>

Globalization and technological advancements have resulted in an increased deployment of digital health tools and strategies, among which falls the practice of mHealth,

the support of medicine and public health through mobile devices. Portugal started to work in the field of mobile health, providing patients with greater control over their well-being data, while guaranteeing privacy and security through the implementation of a national eHealth policy. Over the years, the Ministry of Health in Portugal supported development of digital tools that seek to maximize health gains for citizens, create effective savings for the National Health Service (NHS), promote a simplification of processes and procedures and increase proximity of the NHS to citizens.

On October 17, 2016, the Portugal Council of Ministers approved the National Strategy for the Health Information Ecosystem 2020 (ENESIS 2020). Following the principles of ENESIS 2020, the National Strategy for the Health Information Ecosystem 2022 (ENESIS 2022), designed for the three-year period 2020-2022, was developed. This aims at promoting the digital transformation of the health sector in Portugal, creating indispensable conditions for the evolution of the national Health Information Ecosystem (eSIS). The Portuguese National Strategy on mHealth Interoperability (IOP) falls into the context of the highlighted eSIS and focuses on the provision of a set of Application Programming Interfaces (APIs) built according to international standards of IOP and semantics applied to health contents.

## 15.2 Accessible Europe 2021

**Agency:** ITU

**Link:** <https://www.itu.int/en/ITU-D/Regional-Presence/Europe/Pages/Events/2020/AE21/default.aspx>



The Regional Forum for Europe on “Accessible Europe: ICTs 4 ALL” will take place virtually from 23 to 25 March 2021. This regional event for Europe is being jointly organized by the Telecommunication Development Bureau (BDT) of the International Telecommunication Union (ITU) and European Commission (EC). The organisation of this event is supported by the Government of Portugal and is conducted

as part of the Portuguese Presidency of the Council of the European Union.

The Forum will focus on further promoting the development of accessibility in countries and institutions, through the collective effort and cooperation of stakeholders and through sharing of successful outcomes of projects and initiatives implemented, in order to interchange resources and solutions and make the European region a more inclusive society. Telecommunications and Information and Communication Technologies (ICTs) are of vital importance for people's empowerment and in promoting accessibility policies.

The event highlights the relevance of joining efforts to remove barriers and enable human development and social inclusion of persons with disabilities and other groups of people with specific needs, through cooperation, programmes and projects development, generating partnerships, and training. Accessible Europe is an important milestone of joint collaboration between ITU Office for Europe with partner organizations to foster enabling environment and inclusive digital society in the region.

This joint effort to promote ICTs accessibility consists of the following tracks:

- Annual ITU-EC Forum on Accessible Europe: ICT for All;
- Towards Digitally Accessible Europe (in celebration of the International Day of Persons with Disability);
- Regional Competition for Innovative Digital Solutions for an Accessible Europe;
- Regional Assessment of Enabling Environments Ensuring Accessible Information and Communication Technologies (ICT) for Persons with Disabilities in the Europe Region;
- Technical Assistance in Enhancing ICTs Accessibility.

## 16. Russia

### 16.1 UNIDO as a Platform to Promote Women's Economic Empowerment and Entrepreneurship

**Agency:** UNIDO

**Targeted SDGs:** 5 & 9

**Link:** <https://www.unido.org/unido-platform-promote-womens-economic-empowerment-entrepreneurship-and-leadership>

**Project Timeline:** 1 March 2018 – 31 May 2021



UNIDO, with financial support provided by the Government of the Russian Federation, has, since 2018, been implementing a project aiming to upscale and raise awareness on the advancement of the women's economic empowerment agenda in the region of Europe and Central Asia, as well as globally. The project has been focusing on the following key service dimensions: sharing

knowledge and expertise; forging partnerships and networking; and developing competencies and capacity building.

The project facilitated the creation of a robust inter-regional network of stakeholders representing governments, the private sector and civil society organizations that are engaged in the promotion of women's economic empowerment, entrepreneurship and leadership. Project activities thus helped foster global knowledge sharing by inviting prominent women's economic empowerment advocates from all over the world to share their expertise at such prestigious global forum events as the Second Eurasian Women's Forum in 2018, the Saint Petersburg International Economic Forum in 2017, 2018 and 2019, and the Second Global Manufacturing and Industrialisation Summit in 2019.

In 2019, UNIDO kicked off the development of an e-learning training course – as a capacity-building component of the project – aiming to upgrade the business management skills of women entrepreneurs when it comes to widespread digitalization and development of innovative approaches, allowing for increased efficiency and productivity of business activities. The training course, titled "Digital Business Innovations for Women Entrepreneurs and Managers", will be launched in the second half of 2021. It will be accessible free-of-charge in English and Russian through the UNIDO e-learning platform.

## 17. Serbia

### 17.1 Climate Smart Urban Development

**Agency:** UNDP

**Targeted SDG:** 11

**Link:** <https://www.rs.undp.org/content/serbia/en/home/projects/climate-smart-urban-development-project.html>

**Project Timeline:** December 2016 – December 2021

The objective of the project is to promote climate-smart urban development. Through a challenge prize approach, it seeks to actively engage civil society, public and business communities to come up with new and innovative ideas on how to contribute to this in practice and to jointly develop, finance and implement these ideas further.

Within this framework, two challenges, namely *Innovation Challenge* and *Open Data Challenge* are planned in order to broaden the use of ICTs to spearhead innovation.

*Innovation Challenge* aims:

- To identify innovative and cost-effective ideas for reduction of GHG emission created by public services and facilities, while simultaneously providing social, economic and environmental benefits for the community and its citizens;
- To provide expert guidance for implementation of selected ideas and concepts in practice, including co-funding for further project development;
- To support establishment of network of climate resilient development-focused partnerships.

*Open Data Challenge* aims:

- To identify innovative and cost-effective ideas and solutions for simple and user-friendly public access to local climate change-related data, and for improving the management of this data;
- To support the development and establishment of comprehensive local, climate change-related information management systems and data collection procedures in sectors such as energy, transport, construction, urban planning, water and waste management;
- To put in place digital inventories and software to gather data and monitor actions, making this information easily accessible to the public, for the achievement of economic benefits and social good.

## 17.2 Digital Innovation Profile

**Agency:** ITU

**Targeted SDGs:** 9 & 17

**Link:** [https://www.itu.int/en/ITU-D/Innovation/Documents/Publications/eBAT\\_Brochure%E2%80%93DIP%20Serbia\\_432746 .pdf](https://www.itu.int/en/ITU-D/Innovation/Documents/Publications/eBAT_Brochure%E2%80%93DIP%20Serbia_432746.pdf)



Digital innovation profiles offer a rapid and straightforward means of analyzing and optimizing your ICT ecosystem. This analysis then helps navigate through a country's fast-moving ICT/ telecommunication landscape with a view to building a competitive, sustainable, ICT-enabled economy. Further collaboration with ITU can go on to target specific engagements, including the implementation of appropriate, co-developed, bankable

projects that are of high value in the national context.

All digital innovation profiles are developed by experts specially trained to apply the ITU digital innovation framework. This framework features highly structured workshops and facilitated assessments, designed to build national capacity, enhance on-the-ground skills and powerfully accelerate digital transformation. The framework process equips ITU Members States with the tools to assess and monitor their own ICT innovation ecosystems.

The analysis and the positions expressed in this initial high-level assessment, reflect opinions and research of national experts, working within the ITU digital innovation framework process and with guidance from the ITU-D Innovation Division.



## 17.3 Improving Information Management and Planning Capacities of Serbian Commissariat for Refugees and Migration

**Agency:** IOM

**Targeted SDG:** 16

**Link:** <https://serbia.iom.int/node/672>

**Project Timeline:** 01 September 2019 – 28 February 2020

Once migration crisis response measures by the Government of Serbia were established in 2017, further support was needed to strengthen the capacity of the Serbian Commissariat for Refugees and Migration. To date, several tools have been developed and integrated into a comprehensive SCRM Information Management Software (SCRM IMS), intended to be used in the everyday work in all central and field locations.

Specific objectives of the project:

- Ensure the continuation of the activities of the SCRM system for monitoring, coordination and planning, both at the central and the local level;
- Provide further upgrade and adjustments of the Software for Management and Reporting (SMART) for regular monitoring and planning of the needs in the asylum and reception centres;
- Prepare the integration with the Beneficiaries' Database within the SCRM software.

## 17.4 International Open Data Day

Agency: UNDP

Targeted SDG: 16

Link:

[https://www.rs.undp.org/content/serbia/en/home/presscenter/articles/2020/me\\_unarodni-dan-otvorenih-podataka-obeleen-u-srbiji.html](https://www.rs.undp.org/content/serbia/en/home/presscenter/articles/2020/me_unarodni-dan-otvorenih-podataka-obeleen-u-srbiji.html)

Open Data Day 2020 is celebrated on 7th March and in the anticipation of this day, Prime Minister Ana Brnabić opened the conference “Data and e-Governance: the spark for the future”, which was organized in the scope of the open data and digital transformation projects implemented by UNDP in cooperation with the Office for IT and eGovernment of the Republic of Serbia.

On this occasion, the Prime Minister awarded six open data champions who have contributed to the open data initiative in Serbia during the past year - in the categories of *National open data champion*, *Local open data champion*, *Spark for open data future*, *Open data citizen initiative*, *National open data project*, and *Open data for the environment*.



*National open data champion*, *Local open data champion*, *Spark for open data future*, *Open data citizen initiative*, *National open data project*, and *Open data for the environment*.

In the context of the open data initiative in Serbia, one of the first significant steps was the development of the new national Open Data Portal in 2017. That year, the portal had only around 20 open datasets by a few government institutions. Two and a half years later, the Portal has been used by more than 50 institutions and organizations to open almost 2000 datasets.

The Portal now includes data about public transportation, medications, air pollution, cultural institutions, pollen concentrations, local budgets, traffic accidents, as well as other geospatial data.

## 17.5 Open Data – Open Opportunities

**Agency:** UNDP

**Targeted SDG:** 16

**Link:** <https://www.rs.undp.org/content/serbia/en/home/projects/opendata.html>

**Estimated end date:** March 2020

The project supports the development of an open data ecosystem in Serbia that will catalyze improved government delivery to citizens and generate economic growth.

It follows the recommendations of the Open Data Action Plan set out in the Open Data Readiness Assessment (ODRA, conducted by UNDP and World Bank in 2015), which is in line with Serbia's Action Plan for the Development of E-Government. On a wider scale, the project will contribute to the implementation of the E-Government Development Strategy as well as the Public Administration Reform Strategy, considerably bridging the gap to European and global best practices in governance.

Working on all three levels of the Open Data ecosystem (policy regulation/top-down, support to individual agencies and generation of champions/middle-out, and demand for open data and innovative reuse/bottom-up), the project creates new and firm linkages between all actors vital for ensuring sustainability.

**Open data** refers to digital data that is available online, for free or at a marginal cost, for anyone to use and republish for any purpose, and in a format that can be readily processed and analyzed by computers

## 17.6 Serbia at Your Fingerprints – Digital Transformation for Development

**Agency:** UNDP

**Targeted SDG:** 16

**Link:** <https://www.rs.undp.org/content/serbia/en/home/projects/digital-transformation.html>

**Project Timeline:** October 2017 – December 2021

Serbia, as an EU candidate-country, has a key goal of joining the EU and its single digital market. To achieve this vision, it is necessary to strengthen the capacities of the Serbian economy and administration. The goal of the project is to prepare and support the Serbian public administration and economy for digital transformation, enabling the Government of Serbia to provide by 2020 more transparency and accountable digital services that meet the expectations of citizens and the needs of the economy.

The focus of the project:

- Effective coordination and implementation of the government’s digital strategy by strengthened Office for IT and e-Government;
- Establishing ICT platforms for the provision of user-focused, accessible and inclusive e-services;
- Improving the e-services based on user feedback and engagement with key stakeholders;
- Supporting the growth of the IT, innovative and creative industries in line with government agendas;
- Providing support to the large-scale infrastructural projects in the area of e-government of the Government Data Centre/Disaster Recovery Facility.

## 17.7 FAO/EBRD Digital Technologies for Agriculture Review in Serbia

**Agency:** FAO, EU, World Bank

**Targeted SDGs:** 1, 2, 8, 9 & 17

**Link:** <http://www.eastagri.org/meetings/index.php?id=144>

**Project Timeline:** Ongoing

The FAO/EBRD digital agricultural review is looking at the “digital dimension” of the European Bank for Rural Development portfolio in Serbia’s horticulture. In doing that, the review will:

- (i) Enhance the additionality and/or complementarity of digital technologies by building on previous analytical work and policy dialogue; thus
- (ii) Increase the chances of technology adoption given the larger pool of informed beneficiaries and the fact that “business-as-usual” technical and policy constraints have been addressed.

## 17.8 Promoting Smart Manufacturing through Innovation System Building in Serbia

**Agency:** UNIDO

**Targeted SDG:** 9

**Project Timeline:** TBC, 18 months

The Ministry of Innovation and Technological Development of the Government of Serbia requested UNIDO to explore the opportunities and modalities of cooperation to accelerate the digital transformation of Serbian society through innovation and technological development. The Slovenian Government expressed its interest to fund this technical cooperation project.

The project objective is fostering smart manufacturing in Serbia through building innovation and business ecosystems for uptake (adopt, adapt and diffuse) of advanced digital technologies and materials, and for enhancing manufacturing competitiveness.

The project will establish a pilot Smart Manufacturing Innovation Centre (SMIC). The pilot SMIC will raise awareness on the opportunities and challenges of the fourth industrial revolution (4IR) technologies for Serbian small- and medium-sized enterprises (SMEs), and will serve as an innovation hub and a centre of competence for advanced 4IR technologies in manufacturing. The SMIC will provide demonstration facilities on advanced digital technologies and new materials; tools for the assessment of readiness for digitalization in manufacturing and skill-building; technical services and shop floor assistance on Lean Management and Lean 4.0 Management for process optimization; and training packages on digitalization and automation in specific industrial sectors as well as on business environment for StartUps and ScaleUps in innovative digital technologies and smart materials.



## 17.9 International Women's Day 2019: Putting the Spotlight on Public Services, Safe Spaces and Technology to Advance Progress for Women and Girls

**Agencies:** FAO, ILO, UN Women, UNDP, UNFPA, UNHCR, UNICEF, UNODC, UNOPS, UNV, WHO

**Targeted SDGs:** 5, 10 & 16

**Link:** <https://serbia.un.org/en/11773-international-womens-day-2019-putting-spotlight-public-services-safe-spaces-and-technology>

It is estimated that 9-15% of women are currently employed in the IT sector in Serbia. In order to contribute to the digital transformation and foster gender balance among IT specialists, UNCT Serbia assisted the Government to train 733 individuals as junior programmers through a re-qualification program implemented in eight cities across the country. In 2018, out of the total number of program participants, 28% were women. On International Women's Day, UNCT reaffirms its commitment to redouble its efforts in promoting women's rights, dignity and leadership. Only by including women decision-makers in areas like public services, technology, and urban design, access to ICT-based tools and digital knowledge can outcomes be improved, violence be prevented and female competitiveness and leadership in all economic sectors be fostered.

## 17.10 Technical Assistance on ICT Accessibility Policy Review of the Republic of Serbia

Agency: ITU

Link:



The lack of accessibility in any forms of digital technology prevents persons with disabilities from accessing critical information affecting their health, security, and social protection as well as social and economic activities. The trend becomes worse when the COVID-19 pandemic has created a new working and educational and socializing culture whereby people utilize online conference tools, and many online platforms remain inaccessible for persons with disabilities, including those who need accurate real time captioning, such as persons who are deaf or hard of hearing. Ensuring accessibility benefits not only persons with disabilities but also older persons who might not be adept at utilizing ICT, and those whose native language are not language used in the country and areas they live in. The design approach supporting this idea is universal design. Therefore, the COVID-19 pandemic made it all the more evident that the ICT must be accessible and, to achieve this goal, Governments shall include ICT accessibility considerations in their laws, policies, regulations, strategies, and standards as the key enabler to guarantee equal and equitable access to public information and services. In this context ITU provided technical assistance on ICT Accessibility Policy Review of the Republic of Serbia. Assistance consisted of several phases, including desktop research, series of interviews with key national stakeholders, a series of consultations and legal reviews. National workshop presenting results of review will conclude the exercise paving the way for the development of the national strategy and plan of action. Final report will be officially handed over to the Prime Minister Office of Republic of Serbia in March 2021.

## 18. Tajikistan

### 18.1 Assistive Technology in Tajikistan: Situational Analysis

Agency: WHO

Targeted SDGs: 3 & 10

Link: <https://apps.who.int/iris/handle/10665/312313>

Publishing year: 2019



This publication summarizes the current gaps, needs and opportunities for intervention in the field of assistive technology in Tajikistan. The situational analysis was conducted under the leadership of the Ministry of Health and Social Protection, Republic of Tajikistan and with technical support from the WHO Country Office, Tajikistan.

It was undertaken in collaboration with different Government ministries and State agencies, development partners, United Nations agencies, nongovernmental organizations, disabled people's organizations and users of assistive products. It adopted a realist synthesis approach, responsive to the unique social, cultural, economic and political circumstances in the country. The evaluation focuses on assistive technology policy and governance, service provision and the impact of assistive technology on the health and well-being of individual users and their families, with the aim of improving access to high-quality, affordable assistive products in Tajikistan.

## 19. Turkey

### 19.1 Digital Transformation Centres

Agency: UNDP

Targeted SDG: 9

Link: <https://www.tr.undp.org/content/turkey/en/home/library/corporatereports/Annual-report-2020.html>

In 2019, Digital Transformation Centres for SMEs with a specific attention to Turkish and Syrian owned companies whose business model was developed by UNDP were included in the President's first and second 100 Days Programme.

The digital transformation service line in Ankara also progressed, which will help companies implement their own transformation scenarios. Operationalization of new centres will help Turkish and Syrian SMEs address their productivity issues and support them in maintaining their ability to create jobs for both the host community and refugees and become resilient to shocks and crises.

## 19.2 Support to the Development of National e-Agriculture Strategy

**Agency:** FAO

**Targeted SDGs:** 2, 9 & 17

**Link:** <http://www.fao.org/turkey/programmes-and-projects/project-list/en/>

**Project Timeline:** 2019-2020

The project 'Support to the development of a national e-agriculture strategy' aims to determine the current usage of ICTs in agriculture, helping set up an e-agriculture strategy and enhancing awareness and capacities of the Ministry of Agriculture and Forestry on e-agriculture. Considering that e-agriculture in Turkey is in the planning and pre-investment period, a thorough understanding of the current situation is critical in order for government institutions and other relevant stakeholders to identify their digital strategies and develop a road map for digital transformation. Thus, the proposed project aims to fill this gap by determining current usage of ICTs in agriculture, helping set up an e-agriculture strategy and enhancing awareness and capacities of the MAF on e-agriculture with special attention to the 11th National Development Plan (2019-2023) and the Ministerial Strategic Plan (2019-2023). A policy document in the form of a national e-agriculture strategy will be prepared with the support of FAO. The support will include the development of a methodology to gather data at the provincial level, to evaluate and visualize the collected data at the farm level in order for the MAF to update the strategy every five years.

## 19.3 Digital Technologies for Agriculture Review in Turkey

**Agency:** FAO

**Targeted SDGs:** 2, 9 & 17

**Link:**

**Project Timeline:** ongoing

The FAO/EBRD study on Digital technologies in the agricultural sector in Turkey aims to provide an overview on the current use of digital technologies in the agri-food system including the main use cases, technology providers and users. The focus is on technology developers and users in the private sector. The study will also identify potential entry points for EBRD and other development partners and identify priority issues for the government to improve the quality and availability of services to farmers and other value chain stakeholders. The latter will take into account the main outcome of the e-agriculture strategy development process and related stakeholder feedback and government priorities. More than 40 stakeholders have been interviewed so far including technology providers, agribusiness companies, financial institutions, research institutions, government entities. Following the broad market and technology assessment, the study will conduct a deep dive into select technologies to understand the most promising use cases in practice, including experiences and views from farmers and agribusiness companies. This assessment a better understanding of key enablers and constraints, prospects for increased uptake, and opportunities for improving current services. The focus will be on decision support systems for farmers and agribusiness, and automated loan appraisal systems for agricultural lenders. This in-depth assessment is scheduled to be completed during the first six months of 2021. The study will be completed during the second half of 2021.



## 19.4 The Resilience Innovation Facility

**Agency:** IOM

**Targeted SDGs:** 8, 9 & 11

**Link:** [InnoCampus Presentation On How FabLabs Are Growing In Turkey - Fab Lab Connect](#)

The objective of the proposed project is to empower young people in the area of digital development to address the challenges they face and access new opportunities. In cooperation with the University of Gaziantep, which has over 3,000 foreign students from Syria alone, a hybrid digital training, entrepreneurship and innovation facility, referred to as Resilience Innovation Facility (RIF), will be established on the Gaziantep university campus to provide migrants, refugees and the local community with varied training programs and access to computer-assisted equipment such as 3D printers and laser cutters.

The aim is to build a part-funded and part-commercial services model as the facility advances to offer competitive services to businesses and other organizations active in the municipality, nationally and internationally. The facility will protect and preserve space for the most vulnerable young people with varying educational levels to come and access courses, equipment, and mentoring opportunities.

Planned outputs and activities include:

1. Establishing a digital training facility for prototyping, invention, innovation, and learning;
2. Skills development through certified training for youth with a focus on gender mainstreaming and gender awareness;
3. Creating a platform for private sector companies and humanitarian agencies to adapt existing technologies to humanitarian challenges.

The establishment of a hybrid digital training and innovation facility in Gaziantep will provide digital skills and fabrication training to vulnerable youth. The Resilience Innovation Facility (RIF) will be implemented in cooperation with the University of Gaziantep and IOM Turkey and will provide a place to prototype, create, mentor, and invent: a place for learning and innovation. Fab Lab is an abbreviation for Digital Fabrication Laboratory, spaces offering off-the-shelf, industrial-grade fabrication and electronics tools, operated in a learning environment that offers open-source software and programs and knowledge-sharing among the Fab Lab community.

Specifically, the activities under this project will target one province in South-East Turkey – Gaziantep hosting more than 400,000 registered Syrian refugees. With most Syrian refugees expected to stay in Turkey for the foreseeable future, some of the challenges faced by youths from both communities (Turkish and refugees) are related to employment and participation in decision-making in civic spaces.

## 19.5 UN Women is Digitally Empowering Turkish and Syrian Women to Build Back Better after COVID-19

**Agency:** UN Women

**Targeted SDGs:** 3, 5, 10 & 17

**Link:** <https://turkey.un.org/en/48756-combat-covid-19-un-women-digitally-empowering-turkish-and-syrian-women>

Turkey has taken lockdown measures to slow down the spread of the COVID-19 pandemic. During confinement, digital skills have become essential to reach services and information, communicate with people, learn and work. Together with Habitat Association, UN Women Turkey has provided trainings to improve the digital literacy of Turkish and Syrian women. Because women are among the most affected by the socio-economic impact of COVID-19, UN Women and Habitat Association have partnered up to support and help host and refugee women build their economic resilience to this and future crises. Together, they have set out to provide online trainings to 2,000 young Syrian and Turkish women and men until the lockdown measures are eased. This partnership is supported through the regional program “Strengthening the Resilience of Syrian Women and Girls and Host Communities in Iraq, Jordan and Turkey,” funded by the European Union, the EU Regional Trust Fund in response to the Syrian Crisis and the Government of Japan. By bringing Syrian and Turkish women together, the online trainings also enhanced social cohesion in their communities. Through workshops on prejudices and stereotypes, Syrian and Turkish young people discussed together the challenges facing them and brainstormed ways to effectively overcome them.

## 19.6 Cyber Shield 2019



**Agency:** ITU

**Link:** <https://www.itu.int/en/ITU-D/Regional-Presence/Europe/Pages/Events/2019/CyberShield/Cyber-Shield-2019.aspx>

Cyber Shield 2019 was an international cyber security exercise being co-organized by the Ministry of Transport and Infrastructure, and Information and Communications Technologies Authority of Turkey (ICTA), from 19 to 20 December 2019 in Ankara/Turkey. Cyber Shield 2019 was supported by International Telecommunication Union within the framework of the ITU Regional Initiative for Europe on Enhancing Trust and Confidence in the use of ICTs, adopted by the ITU World Telecommunication Development Conference 2017, Buenos Aires. The event offered a unique opportunity to participate in numerous technical activities in cyber security. 19 teams from 17 countries joined the exercise with the following main objectives:

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

## 20. Turkmenistan

### 20.1 Supporting Digital Transformation in Banking

**Agency:** UNDP

**Targeted SDG:** 17

**Link:** <https://www.tm.undp.org/content/turkmenistan/en/home/projects/Supporting-Digital-Transformation-in-Banking.html>

**Project Timeline:** October 2019 – December 2020

The State Bank for Foreign Economic Affairs of Turkmenistan (TFEB) and UNDP engaged in the project to continue cooperation in developing an innovative business model and digitalization of TFEB under the joint project “Support in expanding access to International Development Finance”. The project identifies the following areas for cooperation:

- Improving alignment with the international financial reporting standards;
- Building foundation for digital transformation;
- Developing capacity and capabilities of TFEB staff.

### 20.2 Population Data Use for National Evidence-based Policies and Sustainable Development Plans

**Agency:** UNFPA

**Targeted SDG:** 17

**Link:** NA

**Project Timeline:** January 2016 – December 2020

The focus of the project was on advancing institutional potential in the area of statistics and demographic data analysis and data processing on the basis of modern methodologies and ICTs. The students of the Academy of State Service under the President of Turkmenistan benefited from a course on the demographic projections and short-term socio-economic forecasts to be made based on a special software. The importance and strategic input of the activity is that it provided the students, who are involved in the development of socio-economic strategies and plans in their base agencies, with practical skills in the use of the software and generating quality forecasts based on population data. To make the initiative a self-sustaining one, faculty members of the Academy will be provided with a methodological tutorial for the course on development of practical skills in the use software for conducting demographic projections and short-term socio-economic forecasts. This is also made it possible to provide the course on a regular basis as part of the Academy’s curricula.

## 20.3 Disaggregated Data for National Sustainable Development

**Agency:** UNFPA

**Targeted SDG:** 17

**Link:** NA

**Project Timeline:** January 2016 – December 2020

The project provided technical assistance to the State Statistics Committee of Turkmenistan in the advancement of institutional capacity in the area of statistics and demographic data analysis and data processing through the means of digitalization. To strengthen the technical base of the SSC, relevant equipment was procured to be used for processing and presenting statistical data. The State Statistics Committee was also supported in monitoring of Sustainable Development Goals in the area of statistics with a focus on gender equality, reproductive health and youth issues. For this reason, the SSC was supplied with a data base to enter and process SDG data.

## 21. Ukraine

### 21.1 Online Counter-Trafficking Course

**Agency:** IOM

**Targeted SDG:** 16

**Link:** <https://www.iom.int/news/iom-launches-online-counter-trafficking-course-ukraine>

IOM and the Ministry of Social Policy of Ukraine developed a counter-trafficking e-course for government officials and NGO practitioners. The course, funded by USAID and Global Affairs Canada, was officially presented in Ukraine's capital Kyiv on 20 November 2018.



## 21.2 National Child Online Safety Assessment

**Agency:** ITU

**Targeted Area:** Child Online Protection

**Targeted SDGs:** 16 & 17



In line with the resolution 179 (Rev. Dubai 2018) from the Plenipotentiary Conference of the Initiative on Europe on **Enhancing trust and confidence in the use of information and communication technologies** that aims *'to support the deployment of resilient infrastructure and secure services allowing all citizens, especially children, to use ICTs in their daily lives with confidence'*, a request for ITU assistance was received from the Government of Ukraine to conduct a National Child Online Protection Assessment, which would lead towards the development of the national strategy and multi-year plan for action.

Technical assistance was requested to ensure the future approach is in line with International good practices and ITU guidelines. The assistance culminates in the submission of a National Child Online Protection Assessment report that will include recommendations and suggestions to form the basis of a national Strategy on child protection in digital environment (2020-2026). The National Child Online Protection will highlight:

- State Assessment of the existing situation, supplemented by existing statistical sources, covering infrastructure, education, organizational activities and child protection legislation;
- Summary of current issues with associated online safety provision together with any specific recommendations;
- Suggested areas for a national online safety strategy and action plan to consider and cover. The national online safety strategy would encompass Governmental entities, Information Society (young generation, parents, schools and teachers), Telecom operators, Media and other relevant entities identified by Ukraine focal point and ITU experts.

## 21.3 Students Exploring the Potential of Blockchain Technology to Address Challenges in Their Community

**Agency:** UNICEF

**Targeted SDG:** 9

**Link:** <https://www.unicef.org/innovation/stories/students-exploring-potential-blockchain-technology-address-challenges-their-community>



On 16 September 2019, a team of students, who plan to make waiting lists for student dormitories publicly available for the first time, have won first prize at Blockchain Impact for Good Hackathon, organized by the UNICEF in Lviv, Ukraine. The idea came to the team from their own experiences of struggling to gain places in dormitories and eventually settling in hostels.

“Often, students cannot move into a university dormitory because the number

of available rooms is hidden,” says Viktoria Melnychuk, who devised the team’s idea. “It creates space for corruption schemes, where rooms are for sale and not even necessarily for students. We want student placement in dormitories to be open and transparent.”

The team were taking part in a ‘hackathon’ event, where youngsters brainstormed ideas for social good. Second prize was awarded to a team from Odesa, who aimed to streamline emergency care provision to patients, from ambulance to hospital admission.

Their so called ‘Save Oleh’ project is also derived from personal experience. Oleh, one of the team members, sustained a serious head injury after being involved in a motorcycle accident. “The ambulance quickly brought Oleh to a hospital, where he was first forced to wait for a doctor, then go to MRI room by himself – with a head injury – and buy the necessary medicines,” recalls fellow team member Serhii Shkrabak. “As a result, our friend had to wait forty minutes for care. If his injury were more serious, he might already have missed care.”

The team’s project aims to optimize the way in which doctors are found for emergency patients on arrival. “We don’t want people to die in line,” Serhii adds.

## 21.4 Addressing Urgent Humanitarian and Socio-Economic Needs of IDPs and Conflict-Affected Populations Along the Line of Contact in Eastern Regions of Ukraine

Agency: IOM

Targeted SDGs: 5, 8 & 16

Link: <https://quest.stoptrafficking.org/start>

IOM plans to develop the educational online quest on safe employment and counter-trafficking to raise the awareness of the vulnerable population on safe migration within the project “Addressing Urgent Humanitarian and Socio-Economic Needs of IDPs and Conflict-Affected Populations Along the Line of Contact in Eastern Regions of Ukraine” funded by the Government of Japan. This online quest is developed as an interactive online tool that will be used in targeted prevention work among the vulnerable population by the staff of employment centers, probation departments, non-governmental organizations and students of vocational-technical schools.

The objective is to develop an interactive educational tool, namely the educational online quest, on safe employment and counter-trafficking, based on the scenarios provided by IOM.

The main goal of this online tool is:

- To raise the awareness of the population on safe migration and employment;
- To develop the skills on critical thinking in real-life situations;
- To educate the users on how to identify the risky proposals which could lead to human trafficking.

## 21.5 Europe and Central Asia Call for More Sustainable and Innovative Agriculture

**Agency:** FAO

**Targeted SDGs:** 2, 11, 15 & 17

**Link:** <https://ukraine.un.org/en/110166-europe-and-central-asia-call-more-sustainable-and-innovative-agriculture>

On the final day of the 32nd Session of the Regional Conference for Europe held on 2-4 November 2020, FAO Members from Europe and Central Asia reinforced their commitment to transforming agri-food systems through innovation, digital technologies and sustainable practices, as well as to creating inclusive growth in rural areas, taking into account the impacts of the COVID-19 pandemic on food and agriculture. During three days of virtual Conference hosted by Uzbekistan, 31 ministers and vice-ministers from 51 countries actively participated in the discussions, in addition to other 270 delegates and 50 observers from governments, International Organizations, other UN agencies and various partners. 14 delegates from Ukraine attended the conference, including Taras Kachka, Deputy Minister of Economic Development, Trade and Agriculture, and Iryna Stavchuk, Deputy Minister of Environmental Protection and Natural Resources. Innovation, research and well-functioning agricultural extension services have been identified as prerequisites to ensure that farmers and small enterprises can access knowledge and technology, as well as take advantage of the new opportunities offered by digitalization to improve productivity and sustainability of food systems as well as their overall transparency for consumers.

## 21.6 Workshop for Europe and CIS “ICT Infrastructure as a Basis for Digital Economy”

Agency: ITU

Links:

[https://www.itu.int/en/ITU-D/Regional-Presence/Europe/Documents/Events/2019/Workshop%20Kyiv/0719\\_ITU%20Outcome%20Report%20Ukraine\\_finalweb.pdf](https://www.itu.int/en/ITU-D/Regional-Presence/Europe/Documents/Events/2019/Workshop%20Kyiv/0719_ITU%20Outcome%20Report%20Ukraine_finalweb.pdf) (outcome report)

<https://www.itu.int/en/ITU-D/Regional-Presence/Europe/Pages/Events/2019/WK/ICT-Infrastructure-as-a-Basis-for-Digital-Economy.aspx> (event webpage)



The workshop was hosted by the State University of Telecommunications of the Ministry of Education and Science of Ukraine. 27 presentations were delivered in the workshop which was attended by 120 participants from 7 countries. The workshop focused on the following issues: ICT infrastructure as a basis for digital transformation; national strategies for 5G implementation; spectrum requirements and case studies on 5G pilot projects; application technologies of the near future (Internet of Things, machine learning, intelligent transport networks, robotics, blockchain) and Cybersecurity challenges.

## 21.7 Regional Economic Dialogue on ICTs for Europe and CIS (RED-2019)



Agency: ITU

Link: <https://www.itu.int/en/ITU-D/Regional-Presence/Europe/Pages/Events/2019/RED/RED-2019.aspx>

RED 2019 was hosted by A.S. Popov Odessa National Academy of Telecommunications (ONAT) of the Ministry of Education and Science of Ukraine. The event focused on economic implications of future technologies and their applications to attain the Sustainable Development Goals (SDGs) and the advances of regulatory costing and pricing strategies and business models in the digital economy. RED-2019 benefited from the presence of international experts involved in the work of Question 4/1 of ITU-D Study Group 1 (Economic policies and methods of determining the costs of services related to national telecommunication/ICT networks) and of ITU-T Study Group 3 (Tariff and accounting principles) including related telecommunication economic and policy issues.



## 21.8 Workshop for Europe and CIS on Using ICT for Saving Lives

Agency: ITU

Link: <https://www.itu.int/en/ITU-D/Regional-Presence/Europe/Pages/Events/2019/WO/Using-ICT-to-save-lives.aspx>



Hosted by A.S. Popov Odessa National Academy of Telecommunications (ONAT) of the Ministry of Education and Science of Ukraine, this joint ITU Europe and CIS region workshop provided a platform to share cross regional experiences and expertise. The following aspects were extensively discussed: strategic aspects and international cooperation on emergency telecommunications and

disaster response; best practices of using information and communication technologies (ICT) to save lives; ICT-based solutions used in emergency situations; technical, legal and organizational aspects of telemedicine; and the use of ICT to prevent climate change. The 39 participants from 10 countries had the opportunity to listen to 21 presentations. An outcome report is available on the [event webpage](#) and on ITU Europe Office's publication page.

The report conclusions highlighted, amongst other:

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

## 21.9 ITU Regional Workshop for Europe and CIS «Complex Aspects of eHealth Development»

**Agency:** ITU

**Link:** [https://www.itu.int/en/ITU-D/Regional-Presence/CIS/Pages/EVENTS/2018/10\\_Odessa/10\\_Odessa.aspx](https://www.itu.int/en/ITU-D/Regional-Presence/CIS/Pages/EVENTS/2018/10_Odessa/10_Odessa.aspx)

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

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

The event was attended by 40 delegates from 12 countries.

## 21.10 Regional Workshop for Europe and CIS on Cybersecurity and Child Online Protection

Agency: ITU

Links:

[https://www.itu.int/en/ITU-D/Regional-Presence/CIS/Pages/EVENTS/2018/04\\_Odessa/04\\_Odessa.aspx](https://www.itu.int/en/ITU-D/Regional-Presence/CIS/Pages/EVENTS/2018/04_Odessa/04_Odessa.aspx) (event website)

[https://www.itu.int/en/ITU-D/Regional-Presence/CIS/Documents/Events/2018/04\\_Odessa/Report\\_Odessa\\_Apr\\_2018\\_EN.pdf](https://www.itu.int/en/ITU-D/Regional-Presence/CIS/Documents/Events/2018/04_Odessa/Report_Odessa_Apr_2018_EN.pdf)  
(outcome report)



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

The Workshop was aimed at discussing the following questions:

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

The workshop was attended by more than 50 stakeholders.

## 21.11 ITU Forum for Europe on Child Online Protection

**Agency:** ITU

**Link:** [https://www.itu.int/en/ITU-D/Regional-Presence/Europe/Pages/Events/2020/EUR\\_COP/Remote.aspx](https://www.itu.int/en/ITU-D/Regional-Presence/Europe/Pages/Events/2020/EUR_COP/Remote.aspx)



ITU Forum for Europe on Child Online Protection was held from 26 to 27 November 2020. This forum was organized by ITU, in close collaboration with A.S. Popov Odessa National Academy of Telecommunications (ONAT, Ukraine). Upon the request of the Member States, the Child Online Protection Guidelines, firstly developed in 2009, have been updated and launched officially in June

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

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

On the first day, stakeholders were invited to join a special training session targeting youth, educators and parents, organized by ONAT. It was an opportunity to assist to a practical example of trainings that might be delivered across the region based on the COP Guidelines. This forum was therefore addressed to representatives of ministries, regulators, cyber authorities, telecom operators, universities and general education institutions, telecommunication equipment manufacturers, research and design institutes, software developers and other interested stakeholders of the ITU Member States, Sector Members and Associates from Europe.

## 21.12 Regional Seminar for Europe and CIS on Digital Future Powered by 4G/5G

Agency: ITU

Link: [https://www.itu.int/en/ITU-D/Regional-Presence/CIS/Pages/EVENTS/2018/05\\_Kiev/05\\_Kiev.aspx](https://www.itu.int/en/ITU-D/Regional-Presence/CIS/Pages/EVENTS/2018/05_Kiev/05_Kiev.aspx)



This Seminar, held in 2018, was addressed to representatives of ministries, regulators, telecom operators, universities and general education institutions, telecommunication equipment manufacturers, research and design institutes, software developers and other interested stakeholders of the ITU Member States, Sector Members and Associates from Europe and CIS.

The Conference discussed the following questions:

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

The workshop was attended by more than 100 representatives of international organizations, ministries and departments, law enforcement authorities, telecom operators, higher educational institutions, R&D establishments, service providers and other organizations from the ITU Member States.

## 22. Uzbekistan

### 22.1 Public Administration Reforms and Digital Transformation

**Agency:** UNDP

**Targeted SDG:** 16

**Link:** <https://www.uz.undp.org/content/uzbekistan/en/home/projects/public-administration-reforms-and-digital-transformation.html>

**Project Timeline:** October 2017 – December 2020



The project is jointly conducted by the Ministry for Development of Information Technologies and Communications of the Republic of Uzbekistan (Mininfocom) and the United Nations Development Programme (UNDP). The overall goal of the project is to provide support to the Government in implementation of its national development agenda on PAR and Digital Transformation with the aim to deliver public services with greater accountability,

transparency and responsiveness to citizen's needs and ensure better access to legal information. In parallel, the project will assist the Government in its strategy to increase the IT outsourcing capacity with the aim of creating more job opportunities and increasing the quality of life and living standards of the population of Uzbekistan.



## 23. Regional Level Projects

### 23.1 Capacity Development and Technology Transfer to Improve the Generation and Use of Data and Information in Support of Monitoring the Environment in Central Asia

**Agency:** UNEP

**Targeted SDGs:** 13, 14, 15 & 17

**Link:** <https://www.unenvironment.org/regions/europe/our-projects/powering-eye-environment-central-asia>

**Project Timeline:** 2019 – 2022

The project aims to provide Tajikistan, Kyrgyzstan and Uzbekistan with access to full data on land cover, land use categorization and mapping of their respective territories. To do so, UNEP will work with partners in Central Asia and draw from the expertise of several key institutions and organizations in the Russian Federation, including the Institute of Geography, the Russian Space Agency and the Federal Service for Hydrometeorology and Environmental Monitoring.

Countries will be equipped with state-of-the-art IT systems in order to increase their access to near real-time environmental information. Each country will be able to analyse and assess environmental change in the key domains of water, land, and biodiversity. Also, they will be able to produce data flows, develop indicators or generate statistics. As a result, sustainable management practices will be enhanced, and reporting processes will be put in place.

A key outcome of the project will be an online digital Environmental Atlas for each country. Institutional and human capacity will be built to operate and maintain these tools through dedicated training programmes and manuals. Science-policy dialogues at national level and periodic workshops will also be organized to foster regional cooperation.

## 23.2 Developing Digital Agriculture Strategy in Europe and Central Asia – Fostering Digital Agriculture

**Agencies:** FAO, ITU

**Targeted SDGs:** 12 & 17

**Links:**

<http://www.fao.org/e-agriculture/news/developing-digital-agriculture-strategy-europe-and-central-asia-fostering-digital-agriculture>

<https://www.itu.int/en/ITU-D/Regional-Presence/Europe/Pages/Events/2019/TC/ITU-Regional-Initiatives-for-Europe-at-ITU-TELECOM-WORLD.aspx>

This event, on 11 September 2019, was held within the framework of the ITU Regional Initiative for Europe on ICT-centric innovation ecosystems that aims to establish a sustainable culture of innovation through concrete strategic actions using ICT as an enabler.



By bringing together high-level stakeholders such as Ministries and Regulators from ICT and agricultural sectors, it provided a platform to share best practices and highlight gaps, and to identify sustainable funding models to support e-agriculture and focus on e-agriculture strategies and regulations for strengthening national, international and cross-sectorial cooperation.

## 23.3 E-Agriculture in Central and Eastern Europe and Central Asia


Agencies: FAO, ITU

Targeted SDGs: 2, 12 & 17

The FAO and ITU have jointly prepared a *National e-Agriculture Strategy Guide* which aims to help countries mainstream ICTs into agriculture and develop or revitalize e-agriculture strategies in line with agricultural goals and priorities.

<p>E-Agriculture Strategy Guide: Piloted in Asia-Pacific Countries</p>  <p><b>Year of publication:</b> 2016  <b>Publisher:</b> FAO  <b>Pages:</b> #222 p.  <b>ISBN:</b> 978-92-5-109186-9  <b>Job Number:</b> I5564  <b>Agrovoc:</b> Information and Communication Technologies (icts); agricultural sector; information  <b>Classification:</b> sustainable livelihoods; Asia; Pacific Ocean</p> <p><b>Abstract:</b>                  The E-agriculture strategy guide is an attempt to provide countries with a framework to develop their national e-agriculture strategies. E-agriculture strategies will help to rationalize both financial and human resources, and address ICT opportunities for the agricultural sector in a more holistic and efficient manner. This will help improve the livelihoods of rural communities and stakeholders involved in agriculture and rural development.</p>	
<p><b>Year of the guide and link:</b> 2016  <a href="https://www.itu.int/en/ITU-D/ICT-Applications/Pages/e-agriculture-strategies.aspx">https://www.itu.int/en/ITU-D/ICT-Applications/Pages/e-agriculture-strategies.aspx</a></p>	<p>In English: <a href="http://www.fao.org/3/a-i5564e.pdf">www.fao.org/3/a-i5564e.pdf</a>                  In Russian: <a href="http://www.fao.org/3/I9515RU/i9515ru.pdf">www.fao.org/3/I9515RU/i9515ru.pdf</a></p>
<p><b>РУКОВОДСТВО ПО СТРАТЕГИИ ЭЛЕКТРОННОГО СЕЛЬСКОГО ХОЗЯЙСТВА</b></p> <p>Реализовано в некоторых странах Абхазии-Тбилисского региона, Европы и Центральной Азии</p>  <p><b>Год издания:</b> 2016  <b>Издательство:</b> FAO  <b>Место публикации:</b> Будапешт, Венгрия  <b>Страницы:</b> 4038  <b>ISBN:</b> 978-92-5-130552-2  <b>Номер работы:</b> I55138/2  <b>Авторы:</b> Gerard Dunster, Bert Dorcas  <b>АГРОВОК:</b> Фикс. рынок; средние бизнес; Information and Communication Technologies (icts); сельское хозяйство; инновации.  <b>SDG:</b> 02: End hunger, achieve food security and improved nutrition and promote sustainable agriculture</p> <p><b>Важные:</b>                  Несмотря на то, что сельскохозяйственный сектор в отношении ВВП в различных странах Европы и Центральной Азии сильно различается и наблюдается тенденция к снижению, сектор имеет всевозможную роль в улучшении условий жизни сельского населения и предоставлении методов выживания в городах, особенно в городах. Стратегия электронного сельского хозяйства может выдать дорожку для мирной политики, чтобы преодолеть проблемы с рынком в сельской местности и обеспечить равномерное экономическое развитие для мелких ферм, как правило, так и фермы, фермы и страны, и доступу к ИКТ, управлению почвы, инновациям, повышению доходов и экономическим работам. Сельскохозяйственные исследования, обучение и повышение квалификации также могут играть важную роль в стратегии электронного сельского хозяйства, позволяющая создать условия для открытой экономики и совместности, так как также обеспечивается поддержку результатов исследований и инноваций и совместный обмен знаниями. Частный сектор, как например, разработчики программного обеспечения, операторы мобильных сетей и агро-прикладной сектор, могут играть важную роль в увеличении объема инвестиций, предоставлении лучшей разработкой, специализированной поддержке. Создание такой стратегии поможет повысить эффективность и наладит работу страны на пути электронного сельского хозяйства. В то же время, разработка национальной стратегии электронного сельского хозяйства будет полезной и для тех стран, которые уже инвестировали в электронное сельское хозяйство и уже стремятся увеличить масштабы.</p>	

	<p><b>Status of Digital Agriculture in 18 countries of Europe and Central Asia -</b>  <a href="http://www.fao.org/3/ca9578en/CA9578EN.pdf">www.fao.org/3/ca9578en/CA9578EN.pdf</a>                  Year of publication: 2020                  Place of publication: Geneva, Switzerland                  Pages: #102 p.                  Author: International Telecommunication Union (ITU) and Food and Agriculture Organization of the United Nations (FAO)                  By Country/Territory: Europe; Central Asia                  Publisher: FAO and ITU</p>
	<p><b>National e-agriculture strategy leaflet</b>  <a href="http://www.fao.org/3/i8133en/i8133EN.pdf">www.fao.org/3/i8133en/i8133EN.pdf</a> (in English) -  <a href="http://www.fao.org/3/i8133ru/i8133RU.pdf">www.fao.org/3/i8133ru/i8133RU.pdf</a> (in Russian)</p>

 <p>Food and Agriculture Organization of the United Nations</p> <p>Status of Implementation of E-agriculture in Central and Eastern Europe and Central Asia</p> <p>Insights from selected countries in Europe and Central Asia</p>	<p><b>Status of E-Agriculture Implementation in Central/Eastern Europe and Central Asia - <a href="http://www.fao.org/3/i8303en/I8303EN.pdf">www.fao.org/3/i8303en/I8303EN.pdf</a></b></p> <p><b>Year of the publication and link:</b> 2018 <a href="http://www.fao.org/documents/card/en/c/I8303EN">http://www.fao.org/documents/card/en/c/I8303EN</a></p> <p>FAO has been promoting the use of ICTs in agriculture and has focused on ICT innovation in improving agricultural production and value chains. However, innovation is an elusive combination of people, processes and technologies. Many projects put technology alone at the core of proposed solutions intended to address emerging and existing challenges, but this is not a sustainable solution in many cases. This paper is intended to assist policy-makers and stakeholders of e-agriculture in transition economies to map the policy and technological environment in their countries, would show case e-agriculture initiatives in Central and Eastern Europe and Central Asia and provide with recommendations on formulation of e-agriculture strategies.</p>
 <p>Food and Agriculture Organization of the United Nations</p> <p><b>GENDER AND ICTs</b></p> <p>MAINSTREAMING GENDER IN THE USE OF INFORMATION AND COMMUNICATION TECHNOLOGIES (ICTs) FOR AGRICULTURE AND RURAL DEVELOPMENT</p>	<p><b>Gender and Information and Communication Technologies</b></p> <p><b>Year of publication :</b> 2018 - <a href="http://www.fao.org/3/i8670en/I8670EN.pdf">www.fao.org/3/i8670en/I8670EN.pdf</a></p> <p>While the digital revolution is reaching rural areas in many developing countries, the rural digital divide continues to present considerable challenges. The problem is even more acute for women, who face a triple divide: digital, rural and gender. This publication looks at the benefits of Information and Communication Technologies (ICTs) when placed in the hands of men and women working in agriculture and in rural areas. It examines the challenges to be overcome and makes recommendations so that rural communities can take full and equal advantage of the technologies. FAO's E-agriculture 10 Year Review Report on</p>

	<p>implementation of the World Summit on the Information Society (WSIS) of the Action Line C7. ICT Applications: e-agriculture concludes that while substantial progress has been made in making ICTs available and accessible for rural communities, challenges remain with respect to the following seven critical factors for success: content, capacity development, gender and diversity, access and participation, partnerships, technologies, and finally, economic, social, and environmental sustainability. This publication analyses with the gender lens the seven factors of success, followed by an overview of the general existing barriers to women’s access to, control and use of ICTs. Finally, it offers a series of recommendations for better integration of gender in ICT initiatives, based on gender mainstreaming throughout the seven critical factors of success, illustrated with concrete examples.</p>
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## 23.4 The EU mHealth Innovation and Knowledge Hub

**Agencies:** WHO, ITU

**Targeted SDGs:** 3 & 17

**Link:** <https://www.who.int/ncds/prevention/be-healthy-be-mobile/hubs/en/>



ITU, in partnership with the WHO, the European Commission and the Ministry of Health of Andalusia, Spain, has proposed the creation of a joint Mobile Health (mHealth) Innovation and Knowledge Hub for Europe to support the

integration of mHealth services into the national health systems of European countries.

The project builds on the success of the “Be He@lthy Be Mobile” joint initiative between WHO and ITU in scaling up evidence-based digital health solutions in the areas of non-communicable diseases (NCDs). The Hub project is funded by the European Commission under the Horizon 2020 program and is backed by a powerful and skillful consortium of 18 public and private partners from 12 European countries and led by the Andalusian Public Health System.

At a high level, the proposed mHealth Hub will provide services aligned to the core functions of operational research, training and education, identifying standards, regulatory and policy goals, implementation support and consulting. It will have a dual focus on knowledge management & innovation, and on practical implementation (supporting EU member states to launch large-scale mHealth interventions).

This dual focus is particularly important for mHealth given that one of the biggest barriers facing the broader adoption of mHealth is scaling up from pilot programs. This barrier can only be overcome with targeted implementation support and development of mHealth evidence at scale. Accordingly, these are the core functions being provided by the WHO and ITU under their joint initiative Be He@lthy, Be Mobile and are subsequently those proposed for the Hub.

The main objectives of the project are the following:

- To establish a ‘Knowledge and Innovations Hub for mHealth’ to enable and monitor mHealth innovation and adoption in Europe.
- To support the development of national mHealth interventions in selected EU member states to champion the uptake of mHealth at scale.

Within the first objective of the project, WHO and ITU have to select a reputed and established non-commercial Institution located in Europe as a Host for the establishment of the EU mHealth Hub.

With the support of the WHO-ITU partnership, national implementations will create precedence for mHealth at scale in Europe, pave the way for other Member States to follow suit and serve as a transfer of knowledge and experience from the global WHO-ITU Be He@lthy, Be Mobile initiative to the mHealth Hub in Europe. Over the longer term, the mHealth Hub will serve as a resource for Horizon 2020 eligible countries to support them in deploying and regulating mHealth in their national health services.

It is expected that the Hub will become a strategic resource for the development of safe, effective and accessible mHealth solutions.

The Hub will offer:

- Knowledge library of success factors, initiatives, solutions and evaluation evidence
- Networking resources
- Expertise resources in the form of personalized advice and consultancy
- Recommendations and assessments on key mHealth aspects or training courses offered by Hub experts
- Catalogues of health solution suppliers, testimonies, B2B and B2C connections

## 23.5 Towards a Digital Health Roadmap for the WHO European Region

**Agency:** WHO

**Targeted SDGs:** 3 & 17

**Link:** <http://www.euro.who.int/en/health-topics/Health-systems/pages/news/news/2019/2/towards-a-digital-health-roadmap-for-the-who-european-region>



More than 300 decision-makers, policy experts and researchers from 50 countries gathered at the WHO Symposium on the Future of Digital Health Systems on 6–8 February 2019 in Copenhagen, Denmark, to discuss the way forward. Over the three days, the event featured an array of high-level speakers and

panelists, including several ministers of health from European countries. It offered more than 25 parallel sessions on topics ranging from artificial intelligence and interoperability to governance and ethics. The symposium serves as an opportunity for participants to explore, identify and understand:

- Digital health and emerging innovations being used to strengthen national health systems, and WHO’s role in supporting countries to achieve success in digital health;
- Key activities in digital health that countries in the Region are actively working on;
- Digital technologies empowering individuals, supporting health-care workers and contributing to key national health policy objectives.

## 23.6 United for Sustainable Smart Cities

**Agencies:** UNECE, ITU

**Targeted SDG:** 11

**Link:** <https://www.unece.org/info/media/presscurrent-press-h/housing-and-land-management/2016/shaping-smarter-and-more-sustainable-cities-unece-and-itu-launch-the-united-for-smart-sustainable-cities-global-initiative/doc.html>



Open to all UN agencies and other relevant stakeholders, United for Sustainable Smart Cities (U4SSC) will advocate for public policy to encourage the use of ICTs to facilitate and ease the transition to smart sustainable cities. It will also aim at generating basic guidelines for the integration of ICTs in urban operations based on existing international standards and key performance indicators (KPIs). The U4SSC was launched at the ITU-UNECE Forum “Shaping smarter and more sustainable cities: striving for sustainable development goals”, which took place in Rome from 18 to 19 May

2016. It is an initiative coordinated by ITU, UNECE and UN-Habitat.

U4SSC is working created the following Thematic Groups in order to come-up with policy action and recommendations paper by the year 2021.

- City Platforms
- Economic recovery in cities and urban resilience building in the time of COVID-19
- Innovative Financing Instruments for Smart Sustainable Cities
- Guiding principles for artificial intelligence in cities
- Simple ways to be smart
- Procurement Guidelines for Smart Sustainable Cities

The U4SSC initiative gathered experts from around the world from different international organizations to private sectors partners as well. Results from these papers are expected in 2021- Q3.

## 23.7 WMO Digital Transformation Initiatives

### WMO Community Platform

Targeted SDGs: 9, 16, 17 & 5

Link: <https://community.wmo.int>

The up-to-date digital solutions implemented in the Platform make bureaucratic procedures more efficient so WMO experts and staff can concentrate on delivering on their core tasks for the Organization. Barriers to international communication and collaboration are reduced. Transparent access to ongoing work enables new contributors to join discussions. This opens up a new source of expertise for WMO from academia, whose experts rarely participate in international intergovernmental conferences.

### WMO Global Campus

Targeted SDGs: 4, 5, 16 & 17

Link: <https://public.wmo.int/en/resources/meteoworld/wmo-global-campus>

Approved by WMO Congress 18 with Resolution 72, the Global Campus is based on the WMO Regional Training Centres and other WMO-designated centres engaged in learning activities, but embraces all institutions contributing to the learning needs of WMO Members. It is not strictly a technology solution, but a collaborative network of institutions that share education and training materials, staff and technical expertise, and provide cost-effective education and training services for meteorology, hydrology, and climate services.

### WMO E-learning Platform

Targeted SDGs: 4, 9 & 17

Link: <https://etrp.wmo.int>

WMO Education and Training Office contributed to the development of the [CALMet Moodle Course](#), a self-directed course to develop Moodle skills. The courses are host on the WMO Moodle site, thanks to donated services from the UK Met Office. WMO has made available a new set of [CAP E-learning resources](#) and courses offered on the Moodle platform. These resources enable Member States to develop their skills for the implementation of the Common Alert Protocol (CAP) standard in an easy and cost-effective manner, which is especially important during the COVID-19 time.

### WMO E-library

Targeted SDGs: 4 & 9

Link: <https://library.wmo.int>

Since 2010, the WMO has undertaken a massive restructuring of its activities with the aim of monitoring online resources, feeding the library database with more selective resources, with a particular focus on WMO publications, and developing digital services for professionals and WMO Member States.

## Observing Systems Capability Analysis Review (OSCAR) Tool

**Targeted SDGs:** 9, 10, 11, 13 & 17

**Link:** <https://oscar.wmo.int/surface//index.html#/about>

OSCAR is a resource developed by WMO in collaboration with Meteoswiss to support Earth Observation applications, studies and global coordination. It contains quantitative user-defined requirements for observation of physical variables in application areas of WMO (i.e., related to weather, water and climate).

## WMO Data Management

**Targeted SDGs:** 9, 10, 11, 13 & 17

**Link:** [https://library.wmo.int/doc\\_num.php?explnum\\_id=7867](https://library.wmo.int/doc_num.php?explnum_id=7867)

The recovery of climate records from paper and obsolete electronic media is an important and ongoing task for WMO, national meteorological and hydrological services and other institutions. Those observations bolster the climate record and allow a better understanding of climate variability and change.

## WMO Information System 2.0 Project

**Targeted SDGs:** 1, 2, 3, 6, 7, 8, 9, 10, 11, 12, 13, 14, 15, 16 & 17

**Link:** [https://library.wmo.int/doc\\_num.php?explnum\\_id=4620](https://library.wmo.int/doc_num.php?explnum_id=4620)

It is anticipated that WIS 2.0 users will combine mobile, cloud computing and social technologies to access a much wider range of information sources and to collaborate in new and different ways. In the current design, National Meteorological and Hydrological Services are, in general, pushing predefined static sets of information to the end-user communities. In WIS 2.0, this will evolve into a model where end users are pulling selected information into environments and collaboration areas of their choice.

## Global Framework for Climate Services (GFCS) HelpDesk

**Targeted SDGs:** 1, 2, 3, 4, 6, 7, 8, 9, 13, 14, 15 & 17

**Link:** <https://gfcs.wmo.int>

The GFCS HelpDesk is an online website where users and providers of climate services can access resources, tools, and request technical support. The main objective is to accelerate learning across the different climate service initiatives.

## Integrated Flood Management HelpDesk

**Targeted SDGs:** 1, 2, 3, 4, 6, 9, 11, 12, 13, 14 & 17

**Link:** <https://www.floodmanagement.info/ifm-helpdesk-requests-assisted/>

**Partners:** Global Water Partnership, in cooperation with 30 + support based partners

The Integrated Flood Management HelpDesk is a facility that provides guidance on flood management policy, strategy, and institutional development related to flood issues for countries that want to adopt the Integrated Flood Management concept, in close partnership and tailored to the needs of the particular partner.



## WMO Global Multi-Hazard Alert System - GMAS application to South-East Europe (SEE-MHEWS)

Targeted SDGs: 1, 2, 3, 4, 5, 6, 8, 9, 10, 11, 12, 13, 14, 15, 16 & 17

Link: <https://public.wmo.int/en/projects/see-mhews-a>

The South-East European Multi-Hazard Early Warning Advisory System (SEE-MHEWS-A) will be a cloud-based platform for the National Meteorological and Hydrological Services from the South-East Europe providing effective and tested tools for forecasting hazardous weather events for use by the operational forecasters.

## METEOALARM

Targeted SDGs: 1, 2, 3, 4, 5, 6, 8, 9, 10, 11, 12, 13, 14, 15, 16 & 17

Link: <https://www.meteoalarm.eu/>

Partner: EUMETNET

METEOALARM is a web-based platform, developed for EUMETNET, the Network of European Meteorological Services. The initiative is strongly supported by the World Meteorological Organization. It integrates all important severe weather information originating from the official National Public Weather Services across many European States.

## Virtual Climate Change Centers

Targeted SDGs: 1, 2, 3, 4, 6, 7, 8, 9, 13, 14, 15 & 17

Link: <http://www.seevccc.rs/?p=1199>

The portal for [WMO RA VI RCC Network](#), provides access to relevant products. The [Climate Data Center](#) provides free access to climate observation data of the German Weather Service. [SEE Virtual Climate Change Centre](#) is the institution, hosted by Republic Hydrometeorological Service of Serbia, which brings together scientists from different areas of research to work together.

## 23.8 ITU Regional Level Projects

### Accessible Europe 2019

Targeted SDGs: 9, 10 & 17

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



The second edition of “Accessible Europe: ICT 4 All” was held from 4 to 6 December 2019 in St. Julian’s, Malta. It was jointly organised by the International Telecommunication Union (ITU) and the European Commission (EC). The conference was hosted by the Parliamentary Secretariat for Persons with Disability & Active Ageing (PSDAA) of Malta in continuation of the successful work of the

2018 edition held in Vienna, Austria.

The Forum targeted all stakeholders involved in the development ICT accessibility in Europe and outside Europe. These stakeholders included ICT policy makers, National Regulatory Authorities (NRAs), broadcasting authorities, NGOs, European disability associations, industry, research institutions and academia, representing both ITU Members and non-Members. Over 45 eminent speakers presented and discussed in the session. Details of the agenda and speakers are available [here](#).

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

The Forum was conducted by the ITU Office for Europe, within the context of the European Regional Initiative approved by WTDC-17 on "Accessibility, affordability and skills development for all to ensure digital inclusion and sustainable development", that supports regional cooperation and engagement of all relevant stakeholders in the development of ICT accessibility, raising awareness and promoting relevant guidelines, including exchanging knowledge and sharing good practices on ICT accessibility products and services for persons with disabilities and specific needs.



The event provided an opportunity to address the key challenges in the ICT accessibility landscape in Europe with relevant European and International stakeholders, covering regulatory and policy frameworks as well as emerging trends in a variety of ICT accessibility related fields including Artificial Intelligence, Universal Design, Procurement & Standards, Audiovisual Media Services.

Key topics covered by the Forum included:

Session 1: International, Europe region and European Union vision. Targets, actions and key resources to support in ICT Accessibility ;

Session 2: Enabling environment for Accessible Europe. Concrete role of Regulation and its enforcement;

Session 3: Artificial Intelligence for Accessibility;

Session 4: Fostering European digital innovation ecosystem for assistive technologies;

Session 5: Accessibility in Education;

Session 6: Advancing Implementation of Web Accessibility Across Europe;

Session 7: Future of Accessible Audiovisual media services, TV and video programming;

Session 8: Universal Design, Procurement and Standards;

Session 9: Telecom relay services: Practical experiences, challenges and opportunities in Europe;

Session 10: Knowledge Development for ICT Accessibility;

Session 11: Partnership for Accessible Europe.

The 2020 edition of Accessible Europe is planned to take place between 9 and 11 December in Portugal.

## Centres of Excellence: ITU Academy

Targeted SDGs: 9, 16 & 17

Link: <https://www.itu.int/en/ITU-D/Regional-Presence/Europe/Pages/CentresOfExcellence/CentresOfExcellence.aspx>



The Centres of Excellence (CoE) programme was launched by ITU at the turn of the millennium, with the aim to support capacity development in the field of ICTs by offering continuous education to ICT professionals and executives in the public and private spheres through face-to-face, online or blended learning.

The CoE initiative evolved over the years to become one of the ITU's key training delivery mechanisms. The Centres serve as regional focal points for professional development, research, and knowledge sharing, as well as provide specialist training services to external clients.

With the support from multilateral and regional organizations, CoE networks have been established in all ITU regions. Under the umbrella of the ITU Academy, these regional networks are brought together into a single global network sharing expertise, resources and capacity-building know-how in telecommunications and ICT training/education.

The current network is composed of 29 Centres across the globe, including six in Europe. In 2020, the ITU Centres of Excellence for Europe offered 25 trainings. All trainings conclude with testing component. A certificate of achievement is awarded to candidates who successfully complete the end-of-course assessments.

Some of the key issues covered are the following: Cyber security, broadband services, internet governance, Internet of Things, 5G technologies and future services within the framework of legal, regulatory, technical and business aspects.

## Digitally Empowered Generation Equality

**Targeted SDG:** 5

**Publication Date:** It will be published in 2021.

This study aims to identify key factors and trends in the participation of women in the digital sector in education, career and entrepreneurship in eight European countries: Albania, Bosnia and Herzegovina, Montenegro, the Republic of North Macedonia, Serbia, Ukraine, Moldova and Georgia. The main objective of the analysis trends in participation of girls and women in ICT in selected countries and its dynamics, while analyzing women's participation in the digital world. The objective of this mapping is to provide updated evidence to drive informed decisions and actions to be taken at the policymaking level in advancing the area of women in ICT in eight European countries. This methodology uses secondary, desk research, combining qualitative and quantitative techniques to gather evidence in support of the main objectives of the study. The qualitative analysis is based on desk research conducted using different sources of information from the industry, governmental and public bodies, international and national organizations. The quantitative analysis is based on the databases provided by national bodies and international organizations. The following is the summary of the main evidence and findings per country made in the areas of:

- Gender equality in ICT access—access to computer, internet, mobile phone (basic access);
- Gender equality in digital skills—i.e., women's access to equitable education and relevant training;
- Women participation and leadership in ICT industry, i.e., their engagement in digital entrepreneurship and the current context for women in ICT leadership;
- The Dark side of ICT access, skills and leadership, i.e., sexual harassment in educational and employment settings.

## Status of National Child Online Protection (COP) Ecosystems in South Eastern Europe

**Targeted Area:** Child Online Protection

**Targeted SDGs:** 16 & 17

The explosion of ICTs has created unprecedented opportunities for children and young people to communicate, connect, share, learn, access information and express their opinions on matters that affect their lives and their communities. Nevertheless, wider and more easily available access to the Internet and mobile technology also poses significant challenges to children's safety – both online and offline.

To reduce the risks of the digital revolution while enabling more children and young people to reap its benefits, governments, civil society, local communities, international organizations, and the private sector must come together in common purpose. At the national level, COP is a shared responsibility that requires coordinated action for prevention of risks and response to them, on the part of government authorities, the private sector, and civil society.

A comprehensive framework of law is an essential tool for promoting a supportive and safer online environment for children and young people. Furthermore, a national strategy must be developed, implemented, and executed with a multi-stakeholder approach. While many countries have such a framework or strategy in place, many others do not.

ITU has addressed COP as a global concern for many years with sustained cooperation through a network of partners. ITU is fully committed to putting forward tools and mechanisms to further enhance collaboration and implement actions at the regional and national levels.

High level and coordinated activities for child online protection have great value in the complex space of Child Online Protection. A multi-stakeholder approach has been widely implemented as the best method to tackle these issues.

To elaborate this high-level status report, preparatory desktop research and an online survey on the countries of Albania, Bosnia and Herzegovina, Serbia, North Macedonia, Moldova, Georgia and Ukraine were organized in cooperation with relevant stakeholders.



## The EU mHealth Innovation and Knowledge Hub

**Agencies:** ITU, Estonia, Germany, DIAL

**Targeted SDGs:** SDG 16 & 17

**Link:** <https://www.itu.int/en/ITU-D/ICT-Applications/Pages/digital-government-model-platform.aspx>



The International Telecommunication Union (ITU), together with the Ministry of Foreign Affairs of the Republic of Estonia (MFA Estonia), The Federal Ministry of Economic Cooperation and Development of the Federal Republic of Germany (BMZ), and the Digital Impact Alliance (DIAL) at the UN Foundation are collaborating to accelerate digital

transformation and digitalization of government services for the achievement of Sustainable Development Goals (SDGs) particularly in low-resource settings. The collaboration will establish a global high-level framework for digital government cooperation to assist countries in learning and implementing scalable digital services and applications in a cost efficient, accelerated and integrated manner and that are built applying best software development principles and best countries' experiences and practices.

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

Project kicked off in January 2021 and will target non-EU countries of Europe Region and beyond.

## ITU Regional Cybersecurity Forum for Europe and CIS

Link: <https://www.itu.int/en/ITU-D/Regional-Presence/Europe/Pages/Events/2020/CSF/SofiaBG.aspx>



The ITU Regional Cybersecurity Forum for Europe and CIS regions co-organized by the International Telecommunication Union (ITU) with the Ministry of Transport, Information Technology and Communication of the Republic of Bulgaria and the State e-government Agency of the Republic of Bulgaria, was held on 27-28 February 2020 at the Grand

Hotel Sofia, Bulgaria. This Forum was organized within the framework of the ITU Regional Initiative for Europe on Enhancing Trust and Confidence in the use of ICTs, and ITU Regional Initiative for CIS on the Development and Regulation of Info Communication Infrastructure to make Cities and Human Settlements Inclusive, Safe, and Resilient, adopted by the ITU World Telecommunication Development Conference 2017 (WTDC-17). The event brought together national and international stakeholders in cybersecurity for information exchange on trust and confidence building, enhancing awareness of the risks and constructing dialogues around the cyber-threat landscape and current safety practices. National policy and decision makers, legislators, regulators, service providers, academia, civil society and other relevant cybersecurity professionals, from European and CIS region countries were encouraged to actively participate and present their country cases. Given the direct relevance of this activity, fellowships for up to 2 representatives from each Western Balkans economy were provided by the Regional Cooperation Council (RCC) Secretariat.

## ITU Forum "Smart Sustainable Cities: from Concept to Implementation"

Link: [https://www.itu.int/en/ITU-D/Regional-Presence/CIS/Pages/Events/2020/03\\_Minsk/03\\_Minsk.aspx](https://www.itu.int/en/ITU-D/Regional-Presence/CIS/Pages/Events/2020/03_Minsk/03_Minsk.aspx)



This Forum, held on the 3-5 March 2020, was addressed to representatives of ministries, regulators, municipalities, telecom operators, universities and general education institutions, telecommunication equipment manufacturers, research and development institutes, software developers and other interested stakeholders.

The Forum was aimed at discussing the following questions:

- Trends and perspectives of smart sustainable cities development
- Developing concepts and roadmaps of smart sustainable cities implementation
- Standardization of requirements to public services
- Smart urban technologies and innovative ways of public administration
- Key performance indicators for smart sustainable cities

This event was held back to back with the meeting of ITU-T Study Group 3 and ITU-T Study Group 20 Regional Groups for Eastern Europe, Central Asia and Transcaucasia (SG3RG-EECAT and SG20RG-EECAT) taking place on 4-5 March in the same venue.

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

Link: [https://www.itu.int/en/ITU-D/Regional-Presence/Europe/Pages/Events/2020/Fostering\\_Digital\\_Agriculture/Webinar.aspx](https://www.itu.int/en/ITU-D/Regional-Presence/Europe/Pages/Events/2020/Fostering_Digital_Agriculture/Webinar.aspx)



This webinar was organized within the framework of the ITU Regional Initiative for Europe and CIS on a “Citizen-centric approach to building services for national administrations” and on “Fostering innovative solutions and partnership for the implementation of Internet of Things technologies and their interaction in telecommunication

networks, including 4G, IMT-2020 and next-generation networks, in the interests of sustainable development”, adopted by WTDC-17 and aiming at creating an experience- and knowledge-exchange platform between countries. Jointly conducted with the Food and Agriculture Organization of the United Nations (FAO), the webinar provided an opportunity to present results of the new ITU-FAO study on the Status of Digital Agriculture in 18 countries of Europe and Central Asia. It also provided an opportunity for some countries to highlight their national best practices and present the work jointly done with ITU and FAO. It also aimed at engaging new stakeholders from public and private sector in the activities on digital agriculture across the region.

## ITU Seminar for Europe and CIS on Spectrum Management and Broadcasting

Link: [https://www.itu.int/en/ITU-D/Regional-Presence/Europe/Pages/Events/2020/Spectrum\\_EUR\\_CIS/Remote.aspx](https://www.itu.int/en/ITU-D/Regional-Presence/Europe/Pages/Events/2020/Spectrum_EUR_CIS/Remote.aspx)



The International Telecommunication Union (ITU) organized the Regional Seminar on Spectrum Management and Broadcasting for Europe and CIS with the support of the National Media and Infocommunications Authority of Hungary (NMHH). The meeting was held remotely from 1 to 2 July 2020. This Seminar was organized within the framework of the ITU Regional Initiative for Europe on Broadband

Infrastructure, Broadcasting and Spectrum Management and the ITU Regional Initiative for CIS on Fostering innovative solutions and partnership for the implementation of Internet of things technologies and their interaction in telecommunication networks, including 4G, IMT-2020 and next-generation networks, in the interests of sustainable development adopted by the WTDC-17. The Seminar considered the future challenges to be addressed in broadcasting and in spectrum management to ensure that Europe and CIS regions were equipped with relevant measures and effective tools. Particularly, topics of discussion were:

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



## GSR-20 Regional Regulatory Roundtable Discussion for Europe and CIS

Link: <https://www.itu.int/en/ITU-D/Conferences/GSR/2020/Pages/GSR-2020-Regional-Regulatory-Roundtable-Discussion-for-Europe-and-CIS.aspx>



The GSR-20 Regional Regulatory Roundtable Discussion for Europe and CIS: The Regulatory Wheel of Change: Regulation for Digital Transformation, was held on 7 July 2020 from 10.00 to 11.30 CEST. This webinar was organized within the framework of GSR-20 AND aimed at engaging representatives of the National Regulatory Authorities

from Europe and CIS countries, as well as other stakeholders to advance discussions on regulation for digital transformation post-COVID-19. Great focus was dedicated to the role of NRAs in shaping an enabling environment for the development of resilient and secure digital connectivity for all. The COVID-19 crisis has emphasized, as perhaps nothing else could have, the vital importance of connectivity and of extending affordable access to as many people as possible, as fast as possible. Among many other topics were touched upon collaborative regulation, spectrum management, digital safety and digital inclusiveness. The Meeting also provided a unique opportunity for presenting the process leading towards the elaboration of the GSR Best Practice Guidelines, being an outcome document of the Global Symposium for Regulators.



## CyberDrill 2020: CIS Regional Dialogue

Link: <https://www.itu.int/en/ITU-D/Cybersecurity/Pages/CyberDrill-2020-CIS-Regional-Dialogue.aspx>



The International Telecommunication Union (ITU) improves cybersecurity readiness, protection, and incident response capabilities of Member States by conducting CyberDrills at the regional and international levels. A CyberDrill is an annual event during which cyber-attacks, information security incidents, or other types of disruptions are simulated in order to test an organization's cyber capabilities,

from being able to detect a security incident to the ability to respond appropriately and minimize any related impact. Through a CyberDrill, participants are able to validate policies, plans, procedures, processes, and capabilities that enable preparation, prevention, response, recovery, and continuity of operations. To date, the ITU has organized more than 29 CyberDrill events around the world to enhance cybersecurity capacity and capabilities through regional collaboration and cooperation.

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

## ITU - UNESCO IITE Forum on Child Online Protection for the CIS Region

Link: [https://www.itu.int/en/ITU-D/Regional-Presence/CIS/Pages/Events/2020/09\\_Online/09\\_Online.aspx](https://www.itu.int/en/ITU-D/Regional-Presence/CIS/Pages/Events/2020/09_Online/09_Online.aspx)



On October 27, 2020 ITU with UNESCO IITE held Forum on Child Online Protection for the CIS Region. The Forum was addressed to representatives of ministries, regulators, telecommunications operators, telecommunication equipment manufacturers, software developers, universities and general education institutions,

research and development institutes, organizations of UN System, and other stakeholders from ITU Member States, Sector Members, and Associates. The Forum aimed at a wide presentation to the CIS Region and discussion with ITU Members of new Guidelines on Child Online Protection for policy makers, industry, parents and educators, as well as for children, which were launched by the International Telecommunication Union on 23 June 2020. The online dialogue within the framework of the Forum focused on the actual usage and implementation of the COP Guidelines at the national and regional contexts and provided opportunity for deep dive analysis and discussion on approaches and policies on child online protection. During the 3 session, which focused on ITU COP Guidelines for Parents and Educators, an updated version of Online Safety Course developed by the ITU Regional Office for CIS jointly with the A.S.Popov Odessa National Academy of Telecommunications as part of the Regional Initiative 2 for the CIS was presented.

## ITU Workshop “Regional Cooperation of Startup Ecosystems as a Key Driver of Innovation - Startup Central Eurasia Platform”

Link: [https://www.itu.int/en/ITU-D/Regional-Presence/CIS/Pages/Events/2020/09\\_Bishkek/09\\_Bishkek.aspx](https://www.itu.int/en/ITU-D/Regional-Presence/CIS/Pages/Events/2020/09_Bishkek/09_Bishkek.aspx)



The Workshop was addressed to the executives and experts from ministries, high-tech parks, startups and SMEs, venture investors, regulators, universities and general education institutions, research and design institutes, software developers and other interested stakeholders from ITU Member States. During these two days the discussion was focused on cooperation of startup

ecosystems, digital transformation, startup development, fundraising, meeting new partners and helping startups to enter markets of neighboring countries. At the Workshop ITU presented the first edition of ITU Guide on Startup Ecosystems of the Central Eurasia Region, which would help innovative companies to quickly and efficiently expand to neighboring counties, recruit staff, understand taxation system, how to create a company etc.

This hands-on event gave an opportunity to:

- Get information on best practices of digital transformation of governments and companies of the region
- Governments to work with startups in Ideathon format (creative way to generate ideas) to find new ways to address existing challenges through innovation
- Get advice from country officials on concrete questions related to startups
- Learn from world-class speakers on how to develop a startup and make it global
- Hear startup success stories from the region
- Assess startup pitches and arrange a meeting with them to discuss future cooperation
- Meet with investors, potential partners and mentors in a bilateral format

## ITU Regional Development Forum for CIS Region

Link: <https://www.itu.int/en/ITU-D/Regional-Presence/CIS/Pages/Events/2020/RDF/default.aspx>



Regional Development Forum is a platform for regional dialogue between ITU and its Member States, Sector Members, Academia and other interested stakeholders aimed at strengthening cooperation and partnerships to promote the activities carried out at the regional level. RDF-CIS was intended to assist ITU Member

States in preparing contributions to the World Telecommunication Development Conference 2021 (WTDC-21), Operational Plan of the ITU Telecommunication Development Bureau and contributed to the ITU WTDC-21 Regional Preparatory Meeting for CIS Region (RPM-CIS) scheduled for April 2021. To achieve this objective RDF-CIS included presentation and assessment of progress on the World Telecommunication Development Conference 2017 (WTDC-17) Regional Initiatives implementation and considered implementation and funding mechanisms available for the ITU projects. Forum also featured presentations of studies on five major areas of ITU activities in the region: ICT Infrastructure; Cybersecurity; Digital Transformation, Digital Skills; Smart Sustainable Cities. During the RDF-CIS, ITU membership presented ongoing projects being implemented within WTDC-17 Regional Initiatives framework. ITU Member States also shared their national priorities on telecommunications/ICT development, as well we to made proposals on ITU activities in the CIS Region.