0323ITUWSIS1300
(Second webinar)
>> To the challenges of terrain and return on investment.
Not simply a problem of connectivity.
As statistics show, over 90% of the world population is covered
by 3G.
It's more a problem of afford ability.
Having relevant content in the local language, aware of the
benefits and giving them the digital skills to take advantage.
>> Helps the use for monitoring, mitigating and adapting to
climate change and works on addressing the climate change due to
ICTs and through ICTs.
We're leveraging the power of technology in critical areas
ranging from smart cities to natural disaster risk reduction,
e-waste and energy consumption.
We develop international standards that are sustainable.
And we allocate and coordinate the use of the radio frequency
spectrum allowing for satellite observations that play a
significant role in monitoring the oceans, marine life and
terrestrial Eco systems.
When looking at the latest, more has to be done by all of us.
I'm a big proponent of bringing all Stakeholders together.
Public and private to pull our resources.
The pandemic taught us many lessons and excellent example how we
need to apply these lessons.
The WSIS forum serves as a global multi Stakeholder platform to
bring together world leaders, international organizations,

private sector, academia and civil society to discuss shared
experiences.
And this multi Stakeholder approach to collaboration is at the
heart of the WSIS forum.
ITU has been working with all of Stakeholders to strengthen the
alignment of the WSIS process with 2030 agenda for sustainable
development, the WSIS lines are now a key framework for
implementing the SDGs.
Let me thank you all for joining us.
I will hand back to William to pose questions to our excellent
speakers.
I'm sure we will have a very enlightening and fruitful
discussion.
Thank you, William.
>> WILLIAM: Thank you very much for setting out the potential
of ICTs and calling Stakeholders to resources.
For the impact that push the impact for sustainable development.
And to just set us up in terms of setting the context, I shall
now invite the acting chief of digital network and society.
Welcome, Mr. Marco.
>> MARCO O BIS O:
 Thank you.
I wanted to share about how the ITC applications against climate
change could be addressed from the usage of ICTs and information
around digital transformation.
It is becoming increasingly focused of planning.
Countries are seeking to achieve the SDGs as we are seeing all
over the place.
They are actually increasing looking at the digital strategy and
technology to transform themself in a way to do business, to
improve how to operate and to deliver public services and how to
engage Stakeholders and divide solution.
So while we talk about digital transformation, we see these as a
societal and systemic change toward digital empowered and
knowledge economy rather than just the technology one.
It has an impact on the society itself.
So we must see from the digital perspective.
So it is a significant change and any level including within the
government.
So what we're trying to do in the development sector, how we are
refocusing the attention is to see this from the perspective of
the whole of the government approach.
This will enable strengthening investment to create the
economies of scale and enable digital services to be made
available at the end of the day to the citizens.
And taking a whole approach is pragmatic response and challenges
of scaling up to achieve impact.

That is always a question to share the reuseable platform and systems across sectors and department that can scale dramatically in order to be integrated into the society.
And to also integrate services around the needs of the citizens and the business and to deliver digital services in a timely and cost effective manner.
This is what we're trying to do in the development sector with programs, for example, smart villages is one.
We take the overall Eco system into account once we start to define the needs that specific community have in terms of how to integrate technology into service and useful for the didn'ts.
-- citizens.
And linking this about climate change, a clear compelling case of promoting integrated approach is really on climate change.
We see needs for greater use of digital technologies to help monitor, mitigate and adapt to climate change, of course.
This has to be absolutely backed up by the support from countries in the national contributions.
It is something that we are also doing in terms of understanding the impact of technology on climate change and making use of instruments and tools.
In order to approach the mitigation.
And, of course, in this, he was very committed to address the challenges and help countries to use digital technologies.
Another point that was interesting was about e-waste.
It's actually taking up.
We are seeing kind of dramatic increase of generation of e-waste.
And this is linked to the massive dissemination of technologies.
We're actually trying to capture at the level of e-waste.
The level of wasted appliances and devices that are trashed.
And we have reached -- there was a set of data that we consulted.
We have reached something like 53 megatons of e-waste in 2020.
So here, the potential of digital technologies to avoid in a sense ICTs is big to success.
From one side increasing the presence and the usage of devices.
And the other side generating this negative effect of producing e-waste.
So here, what we are doing and what I think is important to do is going to the concept of economy.
Which is really linked to the concept of the horrible government approach and transformation.
This economy is in a sense the key to ensuring that the value in the electronic -- and waste is reduced across the value chain of the material.

So supporting this shift through technical assistance and collection of data.

To conclude since my time is up, we know that the potential transformative to digital we know that.

Can be powerful tools if deployed with the societal and human-centered driven.

And that's why also we need absolutely to carry on this discussion and bring in the issues as we see as inclusive platform for dialogue not only to share our respective work but to connect people and bring them closer together and this kind of approach WSIS is advocating since the beginning in order to have ICT staying in the political agenda.

With that, Mr. Chairman, I conclude.

Thanks very much for the opportunity.

>> WILLIAM: Thank you, Marco for your comments.

I must admit when numbers come into perspective, the thinking changes.

Talking about 53 megawatts of e-waste.

Megatons, sorry.

That calls us to action.

What are we doing about it?

And thank you for that broad context setting.

I will now go into the panelists and to start us off, Ms. Kay McConney.

Welcome, senator.

I'm interested to hear what are the strategic goals and observetives in achieving sustainable ICT applications and services for citizens?

And at the same time, how will Barbados utilize ICT to improve the delivery of services and provide good governance.

>> KAY McCONNEY: Thank you very much.

I'm going to jump in.

Five minutes goes very quickly.

With regards to the goals of Barbados, we're pursuing several policy and legislative measures aimed at fostering the development and information society.

And five goals really stand out for us.

One is accessible and affordable telecommunications with an understanding that we have to expand what we mean by universal access.

A time when we have persons living in remote areas not necessarily here but in areas where they cannot access communications.

Skills and capacity in Barbados.

What we understand is we have to make human capital development a priority as we move forward and we truly have to invest in terms of building the capacity of our human resources.

A third one of our goals is economic growth and sustainable development through ICTs.

And it is important that we be able to build the kind of industries that will contribute and be resilient regardless of climate change.

The fourth goal is the improvement in the delivery of goods and services.

I will say a little bit more about that with your second question which you ask about how we utilize ICTs to improve the delivery of services and goods.

And our fifth and final goal is that of creation of an enabling environment through not just policy improvements but also legal frameworks.

And I'll share quickly on the legal frameworks.

We have identified the suite of legislation and policies we really need to have in place to enable us to operate effectively and efficiently in the digital world.

We have also passed our identity management act which allows us to support the development of a national digital and mobile ID that will allow us to feed in to the second question you asked about how we were able to deliver services.

We looked at cyber crime legislation.

It is not fully developed.

We have some legislation in place.

We know we have to develop that and electronic transactions and the telecommunications act.

With the convergence of broadcasting and telecommunications, it is a whole new world at this point in time.

And also the need for us to consider for the universal access in different ways.

So when you look at our five goals, those goals then lead us in to your second question as to the services, how Barbados will utilize ICT to provide good governance.

I will tell you that our government sees that we need to lead from the front and that leadership from the top matters.

When you talk about how we have started on this journey, our cabinet, for example, is paperless.

Fully digital.

And we thought that as we settled on the journey of transformation, we had to send a clear message from the top of leadership.

So not just the services to the public but the way we operate as ourselves being clients of government as people who work within government.

As we move towards greater services, there are search principles we have used.

Protection of personal data with individual rights of ownership
assured.
Digital inclusion and digital equity.
And collaboration that goes beyond whole of government but truly
embraces all of country.
And it is against that that we are now implementing a four year
public sector digitaliazation.
We put the citizen first.
And second is enhancing our human resource management in the
public sector.
Understanding if we are not able to build the competencies
within our public sector, we will not be able to deliver at the
level a government can and level of quality and agility we
should be able to.
How we deconstruct the processes across all core services in
government.
And how we make it easy to access.
We are also looking at an e-services platform where we put all
the services of government on the e-services platform and be
able to offer more efficient service to the public.
Equally, we are seeking to -- and I am wrapping up quickly given
that note just now.
Component 2 as I mentioned, looks at how we manage our public
private sector.
And really how we are able to point them in the direction in a
way that's fit for purpose.
And the future of work.
And so that is five minutes on number one, what are our five key
goals and improve delivery of services.
>> WILLIAM: Thank you very much.
I must say looking at legislation and legal framework to enable
these things to move together is really important.
And thank you for that.
I'm going to now move to the next panelist.
This is Ms. Alexandra LEITAO.
And interested to find out considering that we're just coming
out of a pandemic, still continuing but we've learned how to
deal with it.
I'm interested to know this challenges that came with the
pandemic, how have technologies distributed to mitigate them.
And what role do local authorities play in providing
neighborhood public services in the digital era?
And this I'm asking in the context where you look at digital
public services looking highly convenient for people who have
access to ICT and the digital literacy to use them.
But marginalized rural communities often lack the means to use
this.

What's the role of local authorities in providing services?
>> ALEXANDRA LEITAO: Good afternoon.
It's an honor to participate in this event.
Touched important subjects that all are going to address.
Answering the questions that were asked regarding the challenges
brought by the pandemic, especially on the public services.
There is no doubt this was a huge challenge for the public
administration.
The restrictions imposed by the pandemic limited the way that
public services operate.
There were periods when many services were closed or with
limited opening hours.
However, the state must continue to provide citizens with the
necessary services.
Public services have to reinvent themselves and technology plays
a role in this mission.
The Portuguese public administration has a solid infrastructure
of digital services and as a result of that, the -- the result
of the investment in these areas for the last years.
Even so, it is undeniable the pandemic crisis accelerated the
digital transformation and today we can say that digital public
services become increasingly important for the Portuguese.
The pandemic, for example, led to the creation of 195 symplex
measures.
It's a program of the public policy.
Some of these measures would be impossible to implement without
the use of technologies, of course.
For example, we created the confidential SMS line to allow
victims of domestic violence to ask for help discretely since
everyone is inside their house with their abuser sometimes and
it's not easy to make a phone call.
This is a simple measure that became -- it's for us not new but
accelerated as increasingly important.
Our recovery and resilience plan farcies an investment in the
public administration.
Reform of digital public services.
Simple, inclusive and safe for cities and companies and
qualification of the public servants.
This reform aims to strengthen the relationship between the
citizen and the state.
Redesigning, for example, single digital gateway to wide range
of services.
And this is one of our main objectives in reforms of recovery
and resilience plan.
The reform also aims to invest in sustainable electronic
services based on interoperability to increase transparency and
efficiency.

Now, the goal is that digital transition in the public administration in Portugal can be made at the single speed using artificial intelligence in he can -- there is a huge commitment not to leave anyone behind.
This is my answer to the second question to ensure technology did not promote equality or social exclusion.
Even today the public presidency of the European union had a forum of ICT for all.
It addressed precise subject about the inclusion on the digital transition can be inclusive, must be inclusive and accessible for all.
We cannot deny the technologies were decisive to response the state gave now and still give to the citizens and the companies.
We are aware that there is a considerable fringe of the population that does not have access to technologies due to many different factors.
We know customer service face-to-face in proximity are still essential to guarantee access to public services.
And that's why our government has been committed together with local authorities to create what we can call citizens network.
A network now of more than 700 points that are physical spaces that bring together in a single assistance counter.
Different ept its and services both central and local.
And where people are assisted.
A person who goes to one of the citizen spots can access services with a worker trained to help them navigate.
As a result of fruitful legislation, yes, I say it, we have 742 of these parts all over the country.
And provide around 200 public services.
Still regarding this topic and mentioning again our recovery and resilience plan, it also contemplates that face-to-face service of inclusion and we hope the next three years we can open 30 new citizen spots and mobile citizen spots which are small, noble that can go around some areas of the interior of the country.
This can bring public services closer for those who cannot use digital and contribute to stronger coercion.
We are going to use also new communication infrastructures so that we can use phone, email and video calls.
I have to finish so let me just say the technology is an instrument to support implementation of public policies and social inclusion.
And that's why I have no doubt this is the only way we must follow to achieve a more digital but also a more fair world.
Thank you, all, for this invitation and I wish that everyone has a nice and interesting participation.
Thank you very much.
>> William: Thank you for articulating that.

It's interesting to hear what your government is doing to ensure digital inclusion and providing services to the people.
Next is Mr. Marek Zagorski.
So I'm going to ask you two questions.
And this is in the context of what we're discussing.
So seeking for the most important area to support citizens especially in the context of this pandemic, what is the current approach of the republic of Poland?
Looking at the example that you provided in 2018 which was about nationwide educational network.
This is about providing infrastructure to schools, physically connecting the unconnected.
Certainly an important task for the government.
But also the task of policy makers to support youth in taking them out of being connected.
How do you deal with developing digital skills and using your applications and services?
>> MAREK ZAGORSKI: Thank you very much for giving me the floor and good afternoon to everyone.
I'm always pleased to have a discussion on ICTs especially in the difficult times.
Polish government recognize the importance of ICTs and benefits that comes with it.
There is an on-going work to those most affected by the COVID-19 pandemic.
And one that should be highlighted is the education.
The crucial role for the government in the current situation is to secure the access to education for students of all ages.
We have achieved -- expressing importance.
The goal of connecting is still an objective we need to reach first.
Education is crucial concerning the topics foundation and changing the future.
The challenges facing right now.
We are changing the tomorrow.
The pandemic will come to an end.
Approach for digital education and skills will last much longer and will be at most importance to the long-term affects COVID-19 is having on all aspects to personal well being.
Going to your second question, introduce digital education project.
Providing access is first crucial step.
Trying to adapt to the local needs of the specific challenges which may accrue.
Regarding access to the crew and nationwide education network.

This project some of you already know is all about safe, free access to the primary and secondary schools in Poland by internal network.
Dedicated to schools.
As of now, we can say all schools in Poland are connected to the internet.
Not only given access to the knowledge but some challenges and treats in 2019.
We launched the campaign don't lose online.
A campaign strong related.
Main goal is to help parents effective.
We have been advising parents how to shoulder to shoulder.
I would like to appreciate on the protection and the new guidelines that has been -- in the process of translation.
Everything that the international union provide.
I'm convinced that our approach feeds very well within the scope.
We need to recognize the potential for ICTs when it comes to learning and opportunity that gives the children.
By the efforts, undertaking now how we may come out of this situation stronger.
And all interested Stakeholders.
We believe especially now we cannot share global challenges without working together.
So from this reason also, all I mentioned in our efforts were appreciated by so many.
I'm pleased united nation accepted Poland as the host country of the United Nations internet government forum in 2021.
It is one of the biggest and most important events serving as a platform for discussions and making recommendations regarding such a wide range of topics on the internet.
Please make a good note of IGF 2021 taking place in December in Poland.
Thank you, again, for giving me floor.
Thank you very much.
>> WILLIAM: Thank you very much for articulating that.
And it's impress I have been to learn that all schools in Poland are connected to a dedicated network which brings everybody to the same level in accessing online material.
At the same time, the online protection agenda.
Thank you very much for that.
Our next speaker is his excellency, Newin Chochaiyathip.
We're interested to hear what policy is on the promotion of ICT applications.
And at the same time, just try to understand how does Thailand manage the COVID-19 crisis with ICT applications and services.
>> Okay.

Thank you.

Delegates, ladies and gentlemen, good evening from Bangkok.

I'm honored to be joining in this session with the ITU WSIS forum 2021.

Thailand has launched 20 years strategy to ensure that the country achieve the region of becoming a developed country with security, prosperity and sustainability in accordance with sufficiency, philosophy.

Share the common will with other members.

The role of digital technologies will be a key catalyst for driving the implementation.

I would like to introduce additional master plan I'll call digital Thailand.

To take advantage of digital technology and potential to harness infrastructure, innovation data, human capital and other resources to drive national social economic development.

The strategy to drive the economy with the technology to the application of digital technology enabling the business sector to reduce producing costs of goods and services.

Increase operation efficiency and laying foundation for new businesses.

The government put in place to promote utilization.

For example, digital transformation fund to promote business transformation.

To promote the business including SME and individuals.

Digital event and marketing fund to promote awareness for development of digital industry and innovations such as matching and contest for start ups.

There have been many initiative that implemented to services.

Provides the system to be used.

This initiative can save funds for development and increase efficiency for providing digital services to Thai people.

The government big data to analyze and support big data policy as well as to provide consultants in data analytics and management to analyze data utilization including the skill and specialization of government officers.

Distinguished participants, as the world now is recovering from the Covid pandemics, ICT are considering a management tools for responding and mitigating the global crisis.

Please allow me to draw your attention to briefing our digital application and services to respond to COVID-19.

This application offers solution that enables smart phone device to perform self assessment and the risk level of COVID-19 infection based on exposure and hiss treatment it is designed to identify individuals who have come into close contact with confirmed COVID-19.

And users will be only asked to share this record when contact by the authorities.
According to privacy and data protection law, we ensure that the data will be deleted immediately after COVID-19 crisis ends.
We launch another mobile application called Thailand plus.
This app is the evolution of -- the information of entry certification from the ministry of foreign affair.
Distinguished participant is in line with the action line.
Therefore, ITU and member should continue to work together to harness the benefit of emerging technologies to achieve the sustainable development goals.
The collaborative includes providing platform to promote international or regional partnerships.
Developing policies and guidelines technical assistance and sharing best practices.
Ultimately, this will bridge the digital innovative gap between developing and developed countries.
In closing, I would like to congratulate ITU for another year of successful organizing the online forum and thanks the ITU for serving mechanism to assist all members across the world to share valuable experiences and best practices in the session.
Thank you.
>> WILLIAM: Thank you very much for articulating Thailand's policy as well as talking to us about how Thailand has approached the COVID-19 crisis.
That's quite some impressive.
Our next speaker is Mr. PedroLopes.
And this is from the republic of Cabo Verde.
I would like to understand what is the strategy to be a reference in west Africa for ICT.
And at the same time, into the top 100 of international rankings for the first time.
And the ranking is global innovation index and Eco system ranking.
What contributed to be entered in this top 100?
>> PEDRO LOPES: Good afternoon.
I hope everyone can hear me.
Distinguished panelists, colleagues of governments around the world also people that will participate that belong to NGOs and private sector.
It's a pleasure to be part of this discussion.
I would like to as well to thank you to include small island states like Cabo V, recollection de in this discussion.
We are a small country close to Senegal in west Africa.
We are small but big goals.
And in order to achieve those big goals, we are investing on infrastructure.

We are building tech park that will be ready this year in partnership with African development bank.
We reviewed the connectivity of our country investing a lot of money on the L link that will -- that will improve our connectivity.
It's already good enough.
We have 80 access of internet per 100 citizens.
That's quite remarkable for a country without natural resources.
We met everything on our people and we believe ICT and the digital are important for the development of the country.
Besides that, we are betting on human capital.
That's what we always did and what we wanted to continue to do.
All the secondary schools are equipped with, we call it a web lab.
It's a project with both containers.
A bit higher than normal where kids can learn robotics and also can learn how to code.
Our goal is to teach coding as a foreign language.
We are already training 12,000 kids in the last two years to achieve that.
Doesn't seem much but we are just 500,000 people in Cabo Verde.
We were a reference in terms of government.
We decided to bet a lot on private sector.
So we are facing this new wave of young people that want to use technology to improve their country and to improve their lives.
So we are supporting start ups.
We created a program called Cabo Verde digital.
We don't have a lot of business Angels.
So we decided to sponsor a scholarship for 100 entrepreneurs per year where they can create start ups and we give them in the first six months three times the minimal wage that will given them the opportunity to start their business.
Also, we are reconverting unemployed people into coders.
We are bringing coda academy and all the international schools to Cabo Verde to train our kids.
We relied on the tourism sector.
We have to -- it's not just coding, cloud computer, virtual reality, we are facing it as well of teaching and training.
So that's important for small countries without a lot of resources.
And that is something that is quite unique.
We have to look at the opportunities of that COVID-19 brought to Cabo Verde as well to other small states.
Also, we started with remote working and we are receiving many people from other countries in the world that want to work.
We are very open to the world.

People will not be chased by the color of skin, religion or
sexuality.
I think that's very important.
It's a bit sad to say that in 2021.
That's a global issue.
And here, people are free to explore their creativity.
It's a place wherein ovation can be developed.
And what we want to do is be a safety entry path to the
continent of the future.
We believe it will be Africa.
There are a lot of talent being wasted in our continent
unfortunately for political reasons.
We believe we can locate the talents.
And we used to be a marketplace for slaves.
We want to rebrand that history.
We want to change that with inovation.
We want to tell a new story to the world.
Where Africa is built with technology, with inovation and with
the strength of young people.
Think when we talk about inclusion, this innovation and
technology is a tool used by young people to tell a new history.
A history that is not from the past.
So everyone is ready to build a new world.
And I think that's fantastic.
And that's why I want to address the second question regarding
the enter for the first time in international rankings.
That's due to the support of the government and policies that we
developed.
But I give all the credit to start ups and to young people.
People that really want to change the world.
I always say that start ups are ahead of policy makers.
And that's a reality, I think.
We need to step up.
It's not as easy as they do.
Because they just develop and they just start.
Have to deal with bureaucracy.
That is also important to avoid corruption.
And Cabo Verde is a country with zero corruption.
For us, it's really important.
That's one of the good things.
If you look at our rate of literacy is really high.
Our index of democracy is really high.
That's important for us.
We believe that if we continue to bet on young people, if we
continue to train young people for the challenge of the future,
it will be a place where from here, we can develop ideas for the
world.

And I was listening to my colleagues and all of them said
something to me that is very important.
We don't have more, just local problems.
COVID-19 show us that I think even before.
We were a bit with our eyes closed.
More and more, the problems will be global.
They will be affecting everyone.
So we have to be together, use technology, use different
resources from different countries.
Use ideas from small island states.
Use ideas from big states and gather as humanity.
That's how we can go forward.
So thank you, everyone, for this opportunity.
We are open to partner with other countries with other
organizations.
I always say here is a place where people can experiment things
if they don't harm the people or the environment.
Let's do it and try to find new solutions for the world.
Thank you very much.
>> WILLIAM: Thank you very much.
That was very well put.
And yeah, it's quite informative to learn about the
opportunities they are taking.
Just to remind everyone if you have any questions, feel free to
put them in the Q and A area within the application.
And we shall address those at the end of this discussion.