

### Title of Workshops:

- ICTs for Inclusive, Resilient and Sustainable Societies and Economies (WSIS Action Lines for achieving the Sustainable Development Goals) – Europe Region
- Implementation of WSIS Action Lines at the Regional Level – Digital transformation in Europe and Central Asia

### Organisers:

- ITU Office for Europe
- UN Digital Transformation Group for Europe and Central Asia (UNDTG4ECA)

## Emerging Trends due to COVID

- **Increased demand** for connectivity, skills, safety and confidence and inclusive digital services;
- Visible risk of **digital exclusion** (persons with disabilities, elderly, women, youth others);
- Higher **innovation dynamics** in the ICT sector;
- Accelerated adoption of **digital services** by the end users;
- Strengthened multistakeholder and multi-agency approach to **boost digital transformation** (for UN strengthened one UN approach).

## Concrete Actionable Items Identified

- Support to the countries in **mapping of broadband infrastructure and services**, and **identification of white spaces** requiring public sector support;
- Facilitation of **digital transformation** through implementation of newest technologies;
- Strengthened focus on **digital skills and literacy** (need for **review of school curricula**);
- Reducing inequalities in digital space in particular targeting at **women and girls**, creating new job opportunities through reskilling and upskilling;
- National assessment of ICT accessibility and digital inclusion framework leading to Implementation of **universally accessible ICT-based solutions**;
- Accelerating digitalization of governmental services (e.g. **GovStack initiative**).

## Challenges

- Lack of **broadband coverage** and **meaningful connectivity**;
- Existing **triple divide** (**digital, gender based, rural-urban**);
- Limited **accessibility** of **digital tools** and **ICT-based platforms** for vulnerable groups (e.g., persons with disabilities, migrants);
- Children and young people increasingly exposed to the **risks** associated with **internet usage** (**cyberbullying, online violence**);
- Limited integration of **digital component** across sectors (agriculture, health, trade, environment, industry)
- **Poor investments** in **ICTs** and **innovation**.