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WSIS FORUM 2022
POPOV ROOM AFTERNOON

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>> MOIRA PATTERSON: Let's get started. Good afternoon to all attend why is and welcome to those participating remotely. I am Moira Patterson from the IEEE standard association and we are the largest technical professional association with the mission of advancing technology for the benefit of humanity and also work in ICT. This topic today is very dear to our hearts as well.

I am honored to serve as the high-level track facilitator today.

Welcome to session number 5 of the 2022 WSIS Forum entitled High-Level Policy Session 5: ICT Applications and Services this session focuses on how usage and deployment of ICTs should seek to create benefits in all aspects of our life, including government service, healthcare provisions, education and other areas. As Chairman, Minister of Nigeria said, ICTs are a key enabler for all of those areas.

Before we start, I just want to highlight a few points about the session. Each panelist will have 5 minutes to respond to the two questions I will ask them. In the interest of time, please note that we will not read the bios of the speaker, you can refer to the website to see those. If time permit, we would welcome audience interaction, though we are running a little late already! Perhaps that is unlikely today. Analysts are requested to send your statement directly to the WSIS Secretariat, those statements will be published in the WSIS Forum 2022 policy session

outcome document.

Finally, we do have human captioning available in this room and will have interventions in English and French in this session.

Now, let's get started.

My first invite is to Dr. Chaesub Lee, the WSIS action line facilitator to provide some additional context to the discussion.

>> CHAESUB LEE: Thank you very much, Excellencies distinguished colleague, I will continue following the previous sessions.

A very good afternoon, welcome to the WSIS high-level policy session. As we take it, WSIS brings together all communities to discuss global sustainable futures. The Director of TSB, there's a responsibility for ICT technical standard development and during the time we recognize 7, 8 years ago, we recognize two themes, innovation by ICTs, innovation of ICTs. Both sides have benefits from the ICTs, so the ICT, those ICTs are a subject of innovation. Now it is altogether Digital Transformation I think.

ITU standards now support the Digital Transformation, many ideas like energy aspect, mobile, healthcare, finance services, agriculture and the building of Smart Cities in the communities.

Our standards have all sectors to capitalize on the advances on AI and other learnings. So we study innovative applications and services to develop a strong understanding of the technical requirements and the understanding and developing of the ITU standards to meet the digital commerce on a global scale. We look ahead to 2030 and we need increasingly diverse efforts to understand the full implications of new ICT application and services especially different sectors.

Inclusive dialogue is crucial and open to all, in ITU it calls the focus group helping us to define new directions and in the world of the ITU, the Study Groups and the standard development.

We also receive essential support from our collaboration frameworks such as AI For Good, united for smart, sustainable cities, the financial inclusion initiative, the digital global initiative and the AI for all safety initiative. Those initiatives also include everyone. We have an inclusive approach and we each identify specializations needed most and we here by maximize the collective expertise. We aim to ensure that everyone has a voice in the conversation that impacts how Digital Transformation shapes the world and our lives.

I want to highlight two points especially the gender gaps, pandemic, also generation gaps. Gender gap, it is very important, it is in terms of the ICT service and applications, but also generations and let me make an interesting example, I heard of gaps, have you heard of these

gap? Many restaurants, instead of the staff welcoming in the guest, they have a kiosk standing there. The young people, it is no -- young people, it is very good to use this kiosk, the aged people, they are try to-ing to manage.

My friend, having spent 10 minutes successfully ordering a Burger, they're very happy, this couple is happy to have success they ordered by kiosk and they open up the bag after they return home. There is no meat. So they made a mistake choosing one by one and that is a kiosk gap.

I believe that ICT services and application, we have to take into account many, many areas.

So WSIS is such platform to get everyone and working together in WSIS, ITU standard works, we're reinforcing the partnerships and they're essential to the Sustainable Development Goals. I believe this session will help us to reach the goals.

Thank you very much.

>> MOIRA PATTERSON: Thank you for that setting of the stalled and the kiosk, that I will straight in a practical manner how to do a better job in literacy and in designing the tools.

Thank you for that.

Now we will start with the Minister of Communication and Information Technology from Iran. I have two questions that I will go through at the beginning and then you will have 5 minutes to respond.

The first question is, what is your plan to implement a smarter government and secondly although ICTs are essential for socioeconomic development, some concerns on the violation of Rights of users and local entrepreneurs and their privacy exist. Can you share your views on these concerns with us, please?

>> ISA ZARE POUR: Thank you.

Hello, everyone.

First of all, I would like to convey my warm thanks to all organizer of this year's WSIS Summit and also this panel.

Regarding to the first question, on our plan to establish smart government, I would like to highlight a few points.

Digital Transformation of the government is among our top priorities as it is an essential prerequisite to a smarter government for providing transparent and efficient governmental services to our nation. Generally our approach for the smarter government is based on the government as a platform or gap and in this model, the government is the enabler rather than the solo service provider, moreover, the government provided data and services API for start-ups creating opportunity for innovative services that can also promote our nation's wellbeing, inclusion, resilience of the governmental services.

As a part of our Gabon government plan, we have established a national government service for GSV which

provides G to G basic service was more than 2 billion service calls in the last year. The first phase of our project is to provide governmental services to start-ups and private companies has been recently launched and will be completed by the end of this year. As said earlier, we aim to provide our nation with user friendly, smart government services, specifically we're planning to give all governmental online services, we're a single window, up to no more than 20 ministries and governmental independent agencies that have integrated all of the services in this national single window.

Governmental agencies should integrate at least 30% of the high priority citizens by the end of this year and all other services by 2023. Regarding the second question, I would like to first highlight a few achievements by our private sector in developing, local, online platforms. Thanks to the efforts of the well educated Iranian youth and opportunities in the Iran's innovation ecosystem we're benefiting from many advanced ICT-based platforms that are comparable to world class platforms and millions of people in Iran are using our own indigenous online platforms such as retailing, writing episodes, services, fintech, insure tech, eE. health, map service, entertainment platforms, so on, developed by the local entrepreneurs and the start-ups.

In developing our own indigenous platforms we have faced some limitations imposed on us by some unilateral measures or UCMs which also violates The Rights and privacy of users and local entrepreneurs.

This is why we do believe in the Rights of nation states to be connected to the Internet while developing their own legislation and regulations on cyberspace with the view of protecting The Rights of the citizens and combating cybercrimes.

We believe that it is imperative to promote the U.N. and ITU's role in the process of cyber governance and policymaking.

This can be achieved through incredible participation of all governments and stakeholders which we believe ITU, including WSIS can play a key role in this area.

Thank you so much.

>> MOIRA PATTERSON: Thank you for the comments and thank you for sharing the experience of your country.

Next, we go to a remote intervention from the Secretary of State technological innovation of the public sector of the chief of cabinet of Minister's office from Argentina. The two questions are from a public policy point of view how can we move forward the creation of social and individual capacities to reduce the impact of the digital divide and second, what kind of policy actions promote the reduction of the digital gender gap in ICTs and which are Argentina's priorities on the matter?

>> MICAELA SANCHEZ MALCOLM:

Welcome. It is a pleasure to take part in this panel at WSIS and to share Argentina's perspective on this relevant matter.

From the national government led by the President we believe that within the framework of the Information Society and ICTs is a fundamental, right. Connectivity is essential to guarantee the wellbeing and full exercise of other rights for all citizens.

That's why in Argentina we carry out policies aimed to access connectivity through the whole national territory. Some of these policies include the expansion and update of the federal optic fiber network through our public solution companies. This network is the biggest in Latin America with more than 34,000 kilometers of optical fiber is deployed. We're in the process of developing our third satellite that will provide high-quality satellite connection to more than 200 rural households and we have announced the construction of the fourth one.

Moreover, the national government has implemented the digital inclusion programme that defines the educational and technological material and the deployment of the connectivity initiatives.

This programme provides computers on one on one basis to all education of students in order to guarantee the access to the digital technologies for young people in Argentina.

Our policies also recognize the urgent need to invest in reducing skills and capacity gaps among our population and considering other economic and gender devices.

This shows the dynamic and multidimensional nature of the issues which further demand actions and a strategy from the government.

Because of this, from the Secretary of The public sector, we design and implement initiatives oriented to the digitalization on the state on all levels allowing for the consolidation of more open and transparent government aligned to the needs of its citizenship.

Additionally, we work with skills and capacity gaps, some of our actions include first our own digital programme with more than 600 spaces throughout the country with Internet connection and technological devices to provide access and to promote digital skills and promote to digital training.

Second, the virtual learning platform through which we offer training and courses in digital skills, citizen rights and other skills and finally, our centre in gender in technology aimed to again rating inclusion policies through our digital gap in the ICT sector through private, public collaboration with some of the most important technological frames worldwide.

All of the policies aim at promoting technologies and are part of a bigger and broader commitment of the national government to guarantee better living conditions and expand

rights for every citizen.

>> MOIRA PATTERSON: Thank you to the Argentina secretary for sharing those experiences.

With that, we return to the room here and I would address the Secretary-General of telecommunications and posts and Ministry of Digital governance of Greece.

Which major policy in Greece proved to be a benefit to the Greek citizens and their wellbeing.

>> ATHANASIOS STAVERIS-POLYKLALAS: Thank you for giving me the floor.

Your Excellencies, participants, ladies and gentlemen, good evening. It is my honor to participate in this panel today the high-level policy session for ICT applications and services. The WSIS Forum is an efficient Forum for the coordination of activities, information exchange, creation of knowledge and sharing of best practices.

The work of ITU is essential to the global community in Greece as a foundering member of ITU and the elected member of the Council the last three consecutive periods, supports this initiatives not only at national level and the international level. In this respect, I'm pleased to be part of the dialogue by sharing with your experiences the field of ICT applications and services that's brought many opportunities in Greece especially to the areas of innovation, governance, education, economic growth.

Going to the first question, Greece is a country with a transformed service in the last years, the Greek government signed a Berlin declaration on the digital government and framed the commitment with other E.U. Member States to Transform the digital innovation and this is due to the endorsements and the digital transformation is renext of the strategy which is a record of the interventions planned in the revised national digital strategy of 2020 to 2025. The main focus is the technological infrastructure of the state, education and training of the population for the digital skills and the utilizing of the digital technology in all sectors of the economy and public administration. It outlines the basic principles, framework, governance model and guiding principles for the Digital Transformation of the country which is elaborated in 6 strategic axes, connectivity, digital skills, government, digital business, digital innovation and integration of technology in every sector of the economy and in 70 areas in vertical interventions and 450 specific projects in addition it an expected carry out of the national digital strategy.

Safe, fast, reliable access to Internet fraud, digital state offering better tools in all life aspect, development of the digital skills for all citizens, facilitations of the digital transportation of enterprises, support of the digital innovation, making productive use of administration data and the digital cooperations and the economic sectors, additionally, in 2018, the Greek technology skilled jobs was

established seeking to promote the dimming stall skills in the Greek society. The objectives of the national coalitions are to facilitate the cooperation between all with the aim of enhancing the digital skills and addressing the digital gap I have in every sector of the economy and society.

Groups have been established, education, communication, technology professionals and finally, the citizens.

To answer the second question now, during the COVID-19 pandemic, the policy in Greece that proved to be a benefit was a strategy for eGovernment. The pandemic was good for the transition of the country that were established, removing the administrative barriers, an investment friendly environment and enhancing the governance, the main vision of the strategy, it was to promote the use of ICTs as a catalyst for the development of multigovernment tools and the strategy has the following objective, modernization of the state and public administration, reconnection of the citizens with the state and puck like administration, coordination of the policy in public administration.

Additionally, Greece has participated in open governance partnerships since 2012. In this context, the Action Plan has the implementation of the national policy consisting of all public service institutions, open access in the use of public documents and information and data.

Data management is a priority. The commitment undertaken in the Action Plan is structured in three main direction, public participation, open data, integrity and the significance of this is for the reforms with the technologies such as the national strategy for AI, however, as the need for digital services was observed to have a need in the pandemic, the Greek citizens were told to harness the benefits and working software by the modern digital technologies that in a very short time improved their wellbeing. Concluding today I would like to thank you for the attention and thank the speakers and the organizing team of ITU for the excellent work in organizing this Forum.

Thank you very much.

Thank you for sharing the examples of those policy changes and the positive impact that they have had on the population. Thank you.

Next, we will hear from the President of the Council of post and electronic communications regulatory and the Chairman of the Arab network for telecommunication regulatory authorities from Algeria.

I'll pose the questions in French.

I have two questions for you, the first question, how are ICTs used for the Ben sit of society as a whole?

>> ZINEDDINE BELATTAR: Thank you for giving us this opportunity to make a contribution to the Forum. Today ICTs are very important in our country in terms of income and this industry cannot be considered as an end in itself. It is the use of the technologies knowledges that's of interest to us.

Indeed, the impact is not always felt by all of the population. For the pandemic, the last two years, we believe that ICT infrastructures have been able to overcome the challenges and the difficulties related to healthcare, financial, transactions, others which again indicates a potential for a preparation of ICTs, the role in supporting the objectives of the Sustainable Development is not to be underestimated. The telecommunication infrastructure, the subscribers to the service, access to services and the use of Internet, they're indicators to help with the decision making and thereby the citizens wellbeing which are regularly informed have made giant strides in the development of the communication infrastructure across the vast territory, an asset for the Information Society and for the strengthening of the resilience of the networks. The last few years we have had an increase in the transmission capacity, migration to new technologies and increase in international bandwidth, the assignment of new frequencies and the optimization of the radio strength point to care for the growing conception of data in the context of the COVID-19 crisis. (Reading too quickly for transcription).

-- national and international levels.

In this context, techniques for optimizing and securing links have been adopted by electronic telecommunication operators in order to guarantee the continuity and the resilience of the networks. In a large country such as our own, it is hard to generalize the connectivity for users, particularly in the sparsely populated areas through the launch of universal service programmes for electronic duplications and encouragement of the sharing of the infrastructure between operators within the framework of partnership for connectivity.

In the context of the strengthening confidence, we have implemented the three authorities in the area of certification and the economic certifying what we're doing is with the international standards.

Today we're talking the ICT applications and services. This allows us to discuss the project and application to measure the Internet services offered by mobile operators for the benefit of users and which will allow the regulator to assist with the customer experience and the application and the question, it is downloaded from the Internet. Downloadable rather and is designed as an internal project with the developers in the regulatory authority as included in the interest of the workshops of the network of the Arab telecommunication and information technology regulators.

This move by the regulator, it is aimed at moving toward new methods of regulation through crowdsourcing based on information and user experience in order to better subscribe the decision making by the regulator.

Finally, the regulatory authority strongly encourages the storage of data in the cloud and is open to sharing

information with the general public in order to identify most appropriate uses that tend to create benefits in all aspects of the daily life for the wellbeing of society. We have come to the end of our speech and I thank you very much for your attention.

>> MOIRA PATTERSON: Thank you very much for having shared the experience of Algeria with us. We'll hear from the President of the information and communication technologies authority of Turkey.

The first question is, how do you assess the overall progress of information communication technologies in your country and their impacts on society. Second, it can take considerable time before the use of digital technologies -- (audio distortion).

>> OMER ABDULLAH KARAGOZOGLU: Thank you. Good afternoon to everyone.

I wish I could have joined you there, but this time it was not possible. Thank you to the organizers for making it possible to remotely participate in this important session.

We wish everybody a fruitful event (audio distortion).

-- have significant potential in terms of development in many sectors. In Turkey, we have a very dynamic, competitive ICT sector. We have 88.2 million broadband Internet subscribers with approximately 102% transmission rate. Investments continue without interruptions even in the pandemic (poor audio quality).

our goal is always to bring new technologies and services to our people. We have now 5G in our agenda and we are working with all of state holders for timely planning and implementation of 5G services in Turkey. Satellite services are also on our main pillars for the provision of ICT services. Turkey with the satellites became one of the countries that can produce its satellite locally.

Our deployment, they also continue as a crucial service.

Apart from those, as we would like to bring ICT services to every part of the country we have accelerated the universal service project this year. In this context, the new universal service project has been launched to bring ICT services to approximately 1,000 rural areas. The ultimate goal is to connect the unconnected as we all say and I believe that public policies and regulations are one of the most important facilitators for everyone's access to ICT services in the country.

We deem this is a prerequisite for sustainable deployment, development in every field. This WSIS Forum provide as important platform for achieving this aim universally.

Coming to your second question, as we all know, that the pandemic underlined the importance of ICT services for every part of our lives, our main considerations during that period were to keep the physical contact at a minimum level and to provide all services without infrastructure -- (poor audio

quality).

-- to take various measures for keeping physical contact.

In this respect, we have issued regulations with the verification of identity through online means in order to apply for different services throughout the home without going to the offices of the service provider. So the various ICT services, when reporting interrupt service, provider change, request for certificate and registered email and sim change application, they're some examples of services put into online environments.

Apart from convenience and speed for user, it environment friendly since they're all paperless applications.

This is an example for services where consumers have a contact elimination request through Internet in a safe, one stop shop process of electronically without going to the operators offices and without paperwork. With this, subscribers can apply for determination through eGovernment Forum by logging on the portal through various kill means of authentication like EID card together with the chip in the future and E. significant or banking account session. After application and online check, the rest of the process is handled by the operator and when the contract is terminated operator informs the user accordingly.

This service can be used by all citizens, including elderly people, People with Disabilities, immigrants, refugees, ex pats, et cetera, tourists who have foreign id in Turkey can also use this service. By terminating the service, consumers may seek for a better competitor and subscribe to a better operator. This facilitates the operator switching, promotes competition and protects the consumers. I would proudly note that eContract termination services were nominated effort WSIS prize this year at the eGovernment category and selected as a champion among 966 projects competing.

Thank you very much.

>> MOIRA PATTERSON: Thank you for your comments and congratulations on that recognition and thank you also for highlighting how the pandemic has helped accelerate the digitalization of services and helped and those have helped support society.

Next we hear from the acting chief information officer of the information sector Director of health information system, ex mirates health services from the United Arab Emirates.

The first question is, how did U.A.E. HS, the health services use technology to manage the spread of the pan during COVID-19 and second how has technology helped in better clinical outcomes and patient experience for EHS?

>> MUBARAKA IBRAHIM: Thank you very much.

Thank you for giving us the chance to talk today about

how the United Arab Emirates has maintained and COVID-19 and -- has contained COVID to stop the spread of the pandemic.

Definitely for any Digital Transformation to happen, it starts by the decision of leader, I'm proud to say our leaders have had the Digital Transformation, it is always linked with the advancement of the country.

So the first thing that the United Arab Emirates has done --

>> The meeting, it is ongoing.

Please be quiet. The panelists can bring all of their views. Thank you for your understanding.

Thank you for your cooperation.

Madam, continue.

>> MUBARAKA IBRAHIM: Thank you.

So United Arab Emirates has established prior to the pandemic a national emergency crisis and disaster management authority which when the pandemic happened, with all of the authorities, they worked with how to contain the COVID-19. Coming back to the question of how the use of Digital Transformation to contain the pandemic actually in the U.A.E., our immediate response to the COVID-19 is to utilize our current implemented digital health technologies. We have our public health solution, the health exchange and it has managed to have the sharing of information between all of the U.A.E. seamlessly and we worked in our EMR and are proud to say that 100% of our facilities are all having electronic medical records and we're actually working in our AI enabled solutions and in addition to that, we deployed the new digital health tools like the telehealth, the virtual clinic, we utilized the chapels and we have had centres and also have added features to help us with the contract tracing and the monitoring of the cases and also quarantining patients.

This has helped us to reach the patients remotely and to reduce the need to travel to the hospitals or the clinic and this increased the patient safety and also the accessibility of the hospitals.

We realized that the digital health shift contained in 419, COVID-19 by implementing the virtual platforms which we have within two weeks of the pandemic and we have actually successfully reached 60% of the customers that were actually utilizing the virtual systems.

This actually helped us to reach the virtual technology and equality and the interventions proficiency for providing the services to the customers.

EHS worked collaboratively with major stakeholders to streamline the process and across the entire continuum of care and thus we have achieved by actually having the interoperability, the terminology, the privacy, the security, the operational standards to be unified across the country.

With the legislative frameworks that we have had, addressed actually the confidentiality and the privacy

concern as well as the technological framework to provide a high quality virtual and care during the pandemic.

As a result of this collaboration, the United Arab Emirates were able to provide the first in person, it has all of the population of the United Arab Emirates registered and that will help us to monitor and control the COVID-19 cases based on the vaccination monitoring.

Saying we have managed the COVID-19, achieving 24.8 million vaccination doses, more than 9.7 million fully vaccinated which is 98% of the population vaccinated and that's all checked by our digital assistance.

For the ability and the agility that happens during the COVID-19, the healthcare spend churr has increased from 21.3 billion to the end of 2021 compared to the 17 million in 2017 and that is to manage the care and the health of the population.

We are the first in the world to have the COVID-19 vaccination in the Arab world to have it manufactured within the U.A.E. and we have actually adopted our virtual services which is between 60 to 70% on the level of the U.A.E. and also the residents and the government, they're embracing a telemedicine which is 500% increased in the use of telehealth app between March and September of 2022.

Coming back to the second question, how technology has helped us, better clinical outcomes and patient experience in the UHS, I'm glad to say that we have our centennial strategy for the United Arab Emirates which is actually one of the major pillar, a happy, a cohesive society and it embraces the happiness of a positive lifestyle and high quality of life. With this, it actually made us design our Digital Transformation and our roadmap to be integrated as part of the modern system of health to improve the patient experience and the clinical outcomes which are the key factors for any society's happiness.

Another one, we have the national elevation strategy for 2025 for the United Arab Emirates which stated that U.A.E. is committed to improve the quality of life seeking world class healthcare system, the digital health is considered one of the main driving forces towards building personal medicine, clinical factory, care plan, implementation compartment.S through patient engagement.

(End of captioning time).