WSISPublications

WSIS Stocktaking Success Stories

2022

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working together towards 2025

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WSIS Stocktaking Success Stories 2022

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The WSIS team would like to acknowledge the tremendous contributions from governments, international organizations, the private sector, civil society and other stakeholders in providing information on ongoing projects and initiatives to the WSIS Stocktaking Platform. The WSIS Success Stories 2020 report is based on the contributions provided by 18 WSIS Prize winners (18 success stories).

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Executive Summary

Each year during the WSIS Forum 18 stakeholders are awarded **WSIS Prizes** as a unique mark of global recognition for excellence in the implementation of the WSIS outcomes. To this end, 18 projects are selected as the most successful stories worldwide, under each **WSIS Action Line category**, to serve as best-practice models to be replicated by other stakeholders interested in information and communication technologies (ICTs) for development. These projects brilliantly demonstrate how the **Sustainable Development Goals (SDGs)** can be achieved with concrete actions and inspire other stakeholders all over the world to follow their success.

The WSIS Prizes contest is open to all stakeholders: governments, businesses, civil society, international organizations, academia and others. The contest comprises 18 categories directly linked to the WSIS Action Lines outlined in the Geneva Plan of Action. This year's final list of **360 nominated projects** represented a wide range of stakeholders.

This includes, by region: 186 from the Asia and Pacific region, 35 from the Latin America and the Caribbean region, 27 from the Eastern Europe, 64 from the Western Europe and North America region, and 48 from the Africa region, while 22 nominated projects come from international organizations.

Building on the outcomes of the United Nations General Assembly (UNGA) Overall Review on WSIS, as well as on the 2030 Agenda for Sustainable Development, WSIS Prizes 2020 kept reflecting on the linkages between the projects and the SDGs. ICTs are enablers for sustainable development and the objective of the WSIS Stocktaking process, including the WSIS Prizes, is to report on ICT success stories to best showcase the possible achievement of SDGs through the implementation of projects related to the WSIS Action Lines.

The International Telecommunication Union (ITU) announced the top-90 winning Information and Communication Technology for Development (ICT4D) initiatives from around the world competing in the prestigious WSIS Prizes 2020 contest (more information on the WSIS Prizes champions is available here).

We invite you to learn how ICT projects submitted for WSIS Prizes 2020 are enabling the advancement of the **SDGs**. Moreover, we encourage all stakeholders to submit their outstanding ICT project for the WSIS Prizes 2021 edition, before the 25th of January 2021 - all you have to do is complete the submission form online at www.wsis.org/prizes.

Introduction

Since 2012, WSIS Prizes has been celebrating the remarkable efforts made by entities and organisations that focus on accelerating socio-economic progress of the whole world as a community. The United Nations Economic and Social Council (ECOSOC) resolution 2019/24 and the ECOSOC Resolution 2020/12 reiterate the importance of recognizing excellence in the implementation of the projects and initiatives that further the WSIS Action Lines and encourages all stakeholders to nominate their ICT-related projects for the annual WSIS Prizes contest as an integral part of the WSIS Stocktaking process (www.wsis.org/stocktaking).

The submission phase for the WSIS Prizes 2022 was launched. We received a record number of 807 project submissions, out of which, 360 exceptional projects were shortlisted for the Nomination Phase. Thirty-three submissions were rejected based on Rules and Guidelines.

During the Selection Phase, the Expert Group made an in-depth analysis of the five most voted projects per category and selected one winning project per category, considering the scale and impact of the project with respect to the implementation of the WSIS outcomes and its contribution to sustainable development. The Expert Group then proceeded to select the eighteen winning projects for the nineth edition of the WSIS Prizes contest. The WSIS Prizes 2020 Awards Ceremony took place during the final week of the Forum and the winners were virtually applauded for their success in leveraging the power of ICTs to advance sustainable development (WSIS Prizes 2022 virtual Awards Ceremony). Other sessions were organized throughout the Forum to provide an opportunity for the WSIS Prizes 2020 Winners and Champions to promote their achievements and for participants to meet them and learn more about their innovative projects.

The *WSIS Stocktaking: Success Stories 2022* publication offers an in-depth look at the winning projects of the WSIS Prizes 2022. This report contains information about the winners of each WSIS Action Line Category, providing a description of the project and their activities. It also explores the linkages between the WSIS Action Line the project was awarded for and the SDGs it helped advance. In addition, it provides highlights of the project's partnership activities, the social, economic and environmental impact of the project as well as the challenges they face and future perspectives. It also elucidates on the winner's views on the WSIS Stocktaking and Prizes contest, including its relevance to SDGs.

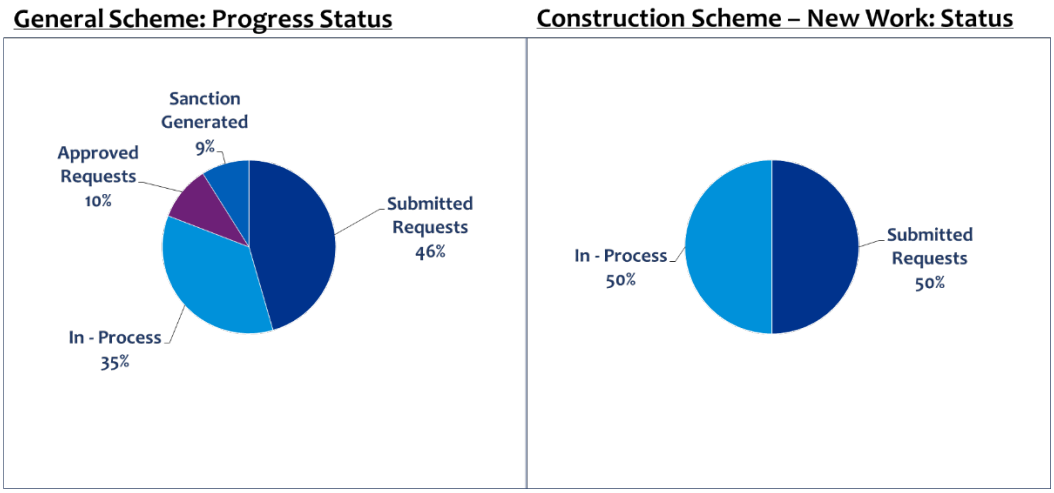
Should you have any questions or want to learn more about the WSIS Prizes contest, please do not hesitate to contact the WSIS Team at wsis-prizes@itu.int.

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

Project name:	MeghEA
Organization:	Planning Department, Government of Meghalaya
Country:	India

Basic information about the winner

Meghalaya, one of the smallest among 28 states in India. The project has been implemented by Planning Department, Government of Meghalaya. Planning Department is entrusted with the dual role of Strategy and Transformation for all 46 departments in the per view of Government of Meghalaya. Planning Department is the nodal department to implement Meghalaya Enterprise Architecture, India's 1st State-wide implementation of National Enterprise Architecture Framework.



Project's description (activity description)

Meghalaya Enterprise Architecture (MeghEA) was taken up by Local (State) Government to realize the vision to make the State among the top 10 states in terms of SDG ranking. MeghEA is a flagship program of the State aimed towards enabling digital service delivery from Government to citizens, businesses and employees by adopting Whole-of-Government approach.

This is first of its kind project which is based on India's National Enterprise Architecture framework. Based on the vision of the State, services of 19 departments were assessed and direct linkage with SDGs was derived. The services contributing directly towards achieving the desired SDGs were identified and prioritized for implementation in digital platform.

The project initiated with deriving a detailed architecture for implementation of 700 services in an agile model. The objective was business process re-engineering using digital technology to deliver services to citizens with maximum ease.

Finance Department was chosen as the pilot department. In Finance, an approval process of scheme to its final disbursement involved lot of paper trails, in-efficient administration and disparate systems. The blueprint derived a plan for re-architecting 3 key systems to adhere to SOA concept, integrating 7 systems using State Integration Platform and Implementing micro-service architecture based new system.

These systems were implemented within 9 months with 46 departments and 64 directorates onboarded. Currently, scheme approval to fund disbursement is implemented in a seamless manner, this has led to an efficiency gain of 7 times.

208 more services of citizen centric departments are planned to be implemented using features such as state digital ID, content management (citizen document locker), identity and authentication solution and various other features.

Inauguration of MeghEA by hon'ble Minister of Electronics and Information Technology, Shri Ashwini Vaishnaw and hon'ble CM Shri Conrad Sangma

Examples of linkages between the WSIS Action Line your project was awarded for with each of the Sustainable Development Goals it helped to advance

MeghEA has been chosen as a champion project under Action Line - C1. The role of governments and all stakeholders in the promotion of ICTs for development. MeghEA framework is based on SDG, wherein the identified 700 services have been mapped to derive priorities for the State Government. Below examples demonstrate the linkages between MeghEA vision to that of the State's vision and SDG related targets.

- MeghEA has identified 6 pillars – Human Development, Entrepreneurship, Primary Sector, Infrastructure, Governance and Environment as strategic pillars for the Government. The pillars were further mapped to 16 SDGs and 19 departments to derive a vision framework

- Under each of these pillars, services were identified to map to 236 indicators under 16 SDGs. Example: Providing Supplementary Nutrition to Children was mapped to SDG 3: Zero Hunger – Indicator: Percentage of Children under 5 years who are underweight. The state's performance was sub-optimal in the indicator, MeghEA derived a plan to re-engineer the service, integrated system implementation plan and detailed change management procedure to implement the transformation.

- Similar approach followed to derive list of services to meet specified targets of 16 SDGs and 236 indicators. A service prioritization was achieved through this framework.

- Further to this, MeghEA also identified service bottlenecks and derived a blueprint to support delivery of the services in a seamless manner.
- A blueprint of integrating systems to enable boundary less flow of information was derived. These systems would work collaboratively to achieve the SDGs and target values of the indicators.

- A detailed project estimate was subsequently prepared to enable Government arrange funds to implement this. Inn parallel, to showcase benefit of the approach, a pilot implementation was done in Finance Department. eProposal System, that integrates sanction of schemes across 46 departments was implemented. This reduced time and increased efficiency in service delivery, thereby impacting several SDGs

Social, economic, and environmental impact of the project

Meghalaya is a State with difficult geographical terrain, where villages are mostly scattered with no or minimum conveyance facilities. For citizens, the transaction cost of applying for services had been very high. To eliminate the bottlenecks and bring Government closer to the citizens, the State Government intended to deliver services using a seamless manner.

The project would provide a single platform for the residents of State of Meghalaya to seamlessly apply services across departments with multiple channels available including Chatbot, Social Media, Website, Mobile App etc.

With the pilot implementation, a 7 times speed was achieved in sanction of schemes and 120 man years is envisioned to be saved through digital tracking of scheme sanctions.

The project in the long run would help Meghalaya improve the rankings in different indices being monitored by National and International agencies including National SDG Index, eGovernance Index and Ease of Doing Business etc.

Figure 2: Launch of eProposal System by hon'ble CM of Meghalaya Shri Conrad K Sangma

Highlight of the project's partnership activities

MeghEA is based on India Enterprise Architecture, 1st statewide implementation of the framework. MeghEA was drafted by a team of experts from department (acting as business SME), consultants, National experts, Experts from Global Standard bodies (TOGAF), and various experts from industry.

The project included reviews and inputs from national and international experts and was contextualized to the State's requirement to derive a holistic and practical framework.

Challenges and Project's future perspectives

The system developed is based on the Government file processing and scheme sanctioning. The process of file processing and sanctioning of schemes for implementation in the country is mostly similar across states in India which makes the replication of the system much easier. Further, the system has been developed on a low code platform with great flexibility due to which the changes (if any) based on Local Government (State Government) needs across country can be incorporated on the fly. Government of India's is looking towards extending the system to other states in a phase wise manner.

The implemented system has been built on a low code platform, which implies department officers with standard knowledge of information system can develop and modify and subsequently implement new services. Further to this, the architecture of the entire implementation plan has been chalked out, this would provide whole-of-government view of implementation, enabling flexibility in implementation. Government of Meghalaya plans to implement 700 services in the same platform in the near future.

However, there is a significant digital divide in the State, rural parts of the State are not digitally literate to use the platform. To enable people, avail the services, the Government is planning to engage village volunteers who would assist them in availing c platform.

Views on WSIS Stocktaking and WSIS Prizes contest, including its relevance to development

In a world where technology has transformed collaboration massively, it is imperative that an international organization must come forward to enable better sharing of knowledge on how technology is solving pegging issues. There needs to be a forum which leverages the activities of stakeholders working on the implementation of outcomes and share knowledge and experience of projects by replicating successful models designed to achieve the Sustainable Development Goals (SDGs) of the 2030 Agenda for Sustainable Development.

WSIS stocktaking specifically fills the void, it enables exchange of information, sharing of knowledge and most importantly derives an action agenda through its action lines to provide directions to the world to achieve the desired targets.

Such kind of initiatives promotes collaboration and encourages organizations to contribute towards a common goal.

C2: Information and communication infrastructure: An essential foundation for the information society

Project name:	#FreeWifi4All
Organization	Department of Information and Communications Technology (DICT)
Country	Philippines

Basic information about the winner

The Department of Information and Communications Technology (DICT) is the primary policy, planning, coordinating, implementing, and administrative entity of the government of the Republic of the Philippines' that will plan, develop, and promote the national ICT development agenda. DICT Mindanao Cluster 1 is a regional office of the DICT covering Mindanao island provinces of Zamboanga Peninsula, Basilan, Sulu, and Tawi-tawi.

Project's description (activity description)

The Philippines implements #FreeWifi4All program to provide localities with free internet. However, connecting far-flung villages in Basilan, Sulu, and Tawi-tawi (BASULTA) islands with almost 2,000,000 residents pose a challenge due to geographic constraints.

This gap has birthed the Zamboanga-Basilan Broadband Network which maximizes existing systems to connect communities with no access to full-blown ICT infrastructure like Basilan. To establish access points in the island, a backhaul link from its neighboring town Zamboanga City of 14-17 nautical miles distance was installed. Meanwhile, very small aperture terminals were used to connect Tawi- tawi and Sulu.

The Project successfully achieved these:

1. Establish cost-efficient ICT infrastructure. The government spends approximately P200,000.00 (USD$ 4205.05) per Free Wifi site, while in this initiative the per-site cost was only P50,000.00 (USD$ 1040.42).

2. Empower communities with ICT. 100% of villages in BASULTA now enjoy Free internet service from 275 hotspots. Prior to this project, Basilan and Sulu were the last 2 provinces in the country left with no free internet provided by the Government, while Tawi-tawi has only 1 location connected.

3. Encourage the use of ICT. Due to mandated physical distancing, the free internet was utilized for education, crisis communications, hospitals, COVID19 isolation centers, among others.

Examples of linkages between the WSIS Action Line your project was awarded for with each of the Sustainable Development Goals it helps advance

The Free WiFi project directly takes role in the provision of information and communication infrastructure, which the WSIS believes to be an essential foundation for an inclusive information society.

These Free WiFi hotspots in the isolated communities of Basilan, Sulu, and Tawi-tawi enhances accessibility to ICT-enabled contents and services abundantly available online. The said free internet now opens the gateway of information technology to the remote and marginalized areas on this side of the country mostly dominated by Yakans and Tausugs, among other ethnic groups.

Economic investment is scarce on this island, but with the internet connectivity now available, the online English teaching jobs started to gain grounds and small businesses especially in the weaving industry will have online as its new and expanded marketplace. Slowly, as more island communities will be given free access to internet, poverty can be addressed through innovative technologies and decent work opportunities.

Communications in times of crisis were also possible as immediately needed with the presence of the infrastructure. In fact, during the height of COVID19, information dissemination and media advisory were communicated online in these far-flung communities.

Social, economic, and environmental impact of the project

The Department of Information and Communications Technology (DICT) envisions equitable, inclusive, and sustainable society and improved quality of life for all through a robust ICT ecosystem that values innovation, sustainability, inclusiveness, and adaptiveness. To achieve digital inclusion, the country

implements its “Internet for all” program dubbed as the Free Wifi For All which enables free broadband internet access across Philippines covering a total of 1,634 localities. However, due to lack of contractors in far-flung islands, attempts to connect these communities are challenging for the government. Basilan and Sulu remained to be the last 2 provinces left without internet infrastructure support from the Government while the island of Tawi-tawi has only one that often goes off signal.

To establish access points in Basilan, a backhaul link from its neighboring town Zamboanga City was installed. DICT mounted a 33-meter guyed-trylon tower inside DICT Basilan Office and Lamitan City and installed an AIR Fiber IP radio facing Zamboanga City. The tower now serves as the Hub that would connect other Free Wifi beneficiaries. Through the Zamboanga – Basilan Broadband Network, a dedicated line now links the island of Basilan enabling villages therein to connect online. The said Broadband Network has enhanced accessibility to unlimited ICT- enabled resources and opportunities empowering users for education, socio- economic, and communications purposes.

DICT also utilized very small aperture terminals (VSAT) to connect hard-to-reach villages in Basilan as well as in Sulu and Tawi-tawi. Through this small-sized ground station, people are able to transmit data, voice, and video signals over a satellite communication network. This technology provides guaranteed bandwidth or frequency. Through VSAT, DICT was able to connect the country’s farthest and remotest towns in Tawi-tawi called Mapun and Turtle islands which are nearer to Malaysia than any other Philippine city. Because of this, their only network was coming from the nearby country for the past years until DICT came to connect them to Philippine-based satellites. Our technical team reached these hidden islands after days of sea transit to provide connectivity and computer packages.

Vice Governor of Basilan Yusop Alano remarked that the project has allowed uses to gain access to necessary information especially in this time of pandemic where real-time news and factual health reports are much needed for better decision and proper adherence to safe protocols and thereby help ease the adverse impacts of the crisis. Online English Teachers and freelancers in the island have also continued their jobs earning dollars from their home villages, without having to leave their families or risk their lives for virus infection, through this technology. The highly reliable internet from this infrastructure system has aided both students and teachers of Basilan to comply with school requirements in the remote teaching and learning setup. Mobin Gampal, provincial administrative personnel of Tawi-Tawi, shared that the implementation of the Free Wi-Fi Project would be an effective tool in battling against the pandemic, while Professor Charisma Ututalum of Sulu State College emphasized the initiative’s utility for students and faculty staff in attending to their online classes and virtual meetings. Prior to this project, these island municipalities were not only isolated geographically but also from government activities that were only happening online since pandemic started. Now that they are connected, they can already attend virtual meetings and webinars. It is also through this free internet program that these islands are able to submit real-time COVID-related reports and vaccination records, which are vital in the nation’s fight against the virus.

This Free WiFi program successfully removed barriers to equitable information as 75,950 users have connected for various activities such as but not limited to e- learning and remote teaching, government services and transactions, online work, eCommerce, and crisis communication in less than a year. Community men and women now have a place to go for ICT needs as 246 Free Wifi hotspots are dispersed in the islands to 53 local government units, 5 National Government Agencies, 5 public schools, 3 state universities and colleges, 7 government hospitals, 15 rural health units, 3 Covid19 facilities, 8 public parks, 4 port terminals, and 9 ICT Hubs.

Of the P202,084.25 per site cost for the 24 Free Internet sites in Basilan or a total of P4,850,021.92 (or USD $ 100862.51), the Project has successfully established the initial 33 Free Wifi sites in Basilan for an estimated total cost of only P1,650,000.00, generating savings approximately amounting to P3,000,000.00 (USD 66548.62) enough to have connected 40 more public facilities and offices involved in responding to COVID 19 cases and operations, albeit not in Basilan.

Furthermore, World Bank study of 120 countries revealed that a 10-percentage point increase in broadband penetration results in a 1.3 percentage point increase in economic growth (World Bank, 2009). With the development of the broadband landscape of the Philippines through this project, an increase in the economic growth will be seen.

Highlights of the project's partnership activities

The project partnered with Philippine Ports Authority to establish the Zamboanga-Basilan Broadband Network which would connect the island of Basilan to the government's broadband infrastructure. It was also challenging geographically and in terms of security to connect far-flung islands such as Sulu

and Tawi-tasi, hence, we partnered with Philippine Coast Guard to transport technical team and resources to establish the needed infrastructure on these islands. To ensure the safety in these isolated villages where reports of insurgencies are prevalent, our team was also accompanied by Mindanao Command - Armed Forces of the Philippines as our security convoy. The partnership with various local government units also made the project a success.

Challenges and project's future perspectives

The initiative was confronted by 3 challenges but with innovation, they have been addressed and solved. Since the network heavily depends on electricity, the prevalent power outage on the island hampered 24/7 operations. Hence, the Office provided generator set to sustain uninterrupted connectivity. Another issue that arose was the cutting of links during storm or heavy rain seasons, which was resolved through the purchase and installation of VSAT satellite broadband enabling access notwithstanding bad weather. The 3rd challenge is that these islands are hard-to-reach since they are located at the edge of the country. It will take days' worth of sea travel to arrive these islands, which are closer to Malaysia. There were also reported insurgencies and threats in the target locations where the free broadband was established. To address these, we partnered with the Philippine Coast Guard to transport our resources and technical team while Western Mindanao Command sent its security personnel to ensure the safety of our team.

Due to the project's gains and success in enabling connection and empowering communities amidst the pandemic, the same model will be applied to boost the presence of broadband in other island communities.

This ICT infrastructure will also create ripples of learning opportunities for citizens such as Basic Digital Literacy programs and ICT Skills Training which will equip them to be globally competitive, ready for new digital demands on the workforce. Once physical distancing constraints are loosened and gatherings will be allowed, more face-to-face training initiatives can resume to bridge the digital gap in the island.

Views on WSIS Stocktaking and WSIS Prizes contest, including its relevance to international development

WSIS Prizes is a worthy competition that celebrates the creativity, passion, and innovation of nations towards achieving the sustainable development goals. Being part of this platform allows our country to discover exemplary projects from other countries which could be emulated, if possible. It also placed our champion and winning projects in the worldwide map for other nations to find inspiration and learning from.

C3: Access to information and knowledge

Project name:	Targeted Poverty Alleviation Project
Organization	China Mobile Information Technology Co.,Ltd
Country	China

Basic information about the winner

China Mobile Information Technology Co.,Ltd: China Mobile Information Technology Co., Ltd is a wholly-owned subsidiary of China Mobile Communication Group Co., Ltd. The establishment of China Mobile Information Technology Co., Ltd. is not only an important symbol of the improvement of China Mobile's IT capability, but also a new starting point for China Mobile to build its IT-core-competitiveness. China Mobile Information Technology Co., Ltd. takes "Dedication to every client's success with IT" as its mission, persists in the core values of "serving customers, innovative development, professional excellence, collaborative efficiency and people-oriented", and is committed to "becoming a world-class IT service provider".

China Mobile Communications Group Liaoning Co., Ltd: China Mobile Communications Group Liaoning Co., Ltd is affiliated to China Mobile Communications Group. It is responsible for the network construction and business operation of China Mobile in Liaoning Province and provides all-round digital services for local society. It is the digital service provider with the largest network scale and the largest number of customers in Liaoning Province.

Project's description (activity description)

Taking "promoting digital and Intelligent transition and achieving high-quality development" as the main line, China Mobile is promoting the deep integration of the new generation of information technology with the economy, society and people's livelihood, and will make new contributions to economic development and social progress. By combining information technology and artificial intelligence technology with poverty alleviation, we will provide support for poor and vulnerable members in the process of development. Relying on the advantages of network and information resources, build a new model of targeted poverty alleviation, and help poverty alleviation areas achieve high-quality sustainable development through digital intelligence ability.

Through in-depth investigation and research on the current mode of Poverty alleviation, China Mobile focuses on the key weaknesses of poverty alleviation work.By combining "policy guidance and information technology" and based on "big data", "artificial intelligence", "GIS" and other technologies, China Mobile innovates a new model of targeted poverty alleviation, and provides scientific decision-making basis for poverty alleviation policies, poverty alleviation work and poverty alleviation projects through massive data fusion.

China Mobile's targeted poverty alleviation management combines the massive telecommunication companies data with the government's living factors data, production factors data and government service data, and uses big data technology to propose the spatial analysis algorithm of poor areas, Identification model of living demand based on the elasticity coefficient, Identification model of production supply based on spatial coverage, so as to accurately identify relatively poor areas and help the government to set poverty alleviation policies scientifically. Through GIS and visual presentation of data, we can accurately locate key poverty alleviation areas, change the poverty alleviation model, help the accurate access of poverty alleviation policies, the careful use of poverty alleviation funds and the accurate implementation of poverty alleviation projects, improve the quality of regional development and improve the income level of the people.

--Targeted poverty alleviation helps the targeted investment of poverty alleviation projects and funds. Through Identifying the living demands of poverty alleviation areas, targeted poverty alleviation helps the targeted distribution of poverty alleviation funds and materials, meets people's living demands and enhances people's happiness; Through identifying the production supply demands of poverty alleviation areas, targeted poverty alleviation focuses on the weak spot of development, accurately plans poverty alleviation projects, realizes the integration of assistance into intelligence, improves the "hematopoietic" ability of poverty alleviation areas, and lays the foundation for long-term development of the region.

--Targeted poverty alleviation helps planning regional industry of poverty alleviation. Targeted poverty alleviation helps the government plan the industrial structure of key poverty alleviation areas, drives the upgrading of industrial structure of poverty alleviation areas and stimulates regional population income by predicting the production supply demands of poverty alleviation areas, outputting the list of industrial demand indexes.

--Targeted poverty alleviation helps regional government services. Through regional big data population analysis, targeted poverty alleviation helps the government grasp the regional population characteristics, establishes a long-term tracking mechanism, changes the working methods of visit and investigation, and improve work efficiency.

Examples of linkages between the WSIS Action Line your project was awarded for with each of the Sustainable Development Goals it helps to advance

China Mobile's targeted poverty alleviation project, relying on the advantageous resources of network and informatization, combines information technology with poverty alleviation, promotes knowledge sharing in poverty alleviation areas through big data and AI, injects digital intelligence into poverty alleviation. Promote regional development and improve the ability of sustainable development through exchanging of information and knowledge.

Social, economic, and environmental impact of the project

- Social impact:

The targeted poverty alleviation project uses information technology to establish a "government-masses-industry" relationship, promote the sustainable development of poverty alleviation areas in China, stimulate the income growth, form a stable source of income, and promote society to common prosperity.

- Economic Impact:

The targeted poverty alleviation project releases the living demands of the people in main poverty alleviation areas through accurate and long-term prediction, promote the improvement of people's income level in the area, improve the overall consumption level of society, and drive economic growth by stimulating domestic demand;

- Environmental Impact:

Through information technology, targeted poverty alleviation projects build a multi-dimensional development ecology of the government, the masses and partners, promote to form an information-based and intelligent social environment.

Highlights of project's partnership activities

Targeted poverty alleviation project is an extension of China Mobile's new "Network Plus" model. Through the combination of information technology and government services, it has realized digital targeted poverty alleviation and played an exemplary role. The main highlights of the project include:

--Realize the integration of telecommunication company's data and government service data, build the connection between the government and the people in need of poverty alleviation, and realize the connection between policies, funds, projects, the living demands and production.

--Build a big data model for living demands and production supply demands, guide the government to provide accurate and practical assistance to people in poverty alleviation areas, promote regional industrial development and help the government make scientific decisions.

--The program has targeted more than 200 villages in Tieling City and is expected to drive the income growth of 40000 people through multi-dimensional targeted poverty alleviation investment and assistance such as capital, industry, education, medical treatment and employment.

Challenges and project's future perspectives

Challenge:

How to achieve regional sustainable and high-quality development is an important challenge for targeted poverty alleviation projects. Targeted poverty alleviation projects need to constantly dynamically capture and update various living and production data in poverty alleviation areas, adjust

and optimize prediction and analysis according to development conditions, and improve production and development efficiency by promoting digital intelligence transformation in poverty alleviation areas.

Targeted poverty alleviation projects need to adapt to the great challenges brought by government responsibility, social environment change and personnel mobility. They need to constantly supplement and update data dimensions, strengthen and optimize intelligent algorithms, explore new models and practices for development and revitalization based on informatization, promote sustainable income growth and move towards common prosperity.

Future perspectives：

In the future, China Mobile will focus on people's needs and continue to promote the improvement of people's living standards in Targeted poverty alleviation areas Sustainably with big data and artificial intelligence technology.

--Develop smart government services in combination with government service functions.

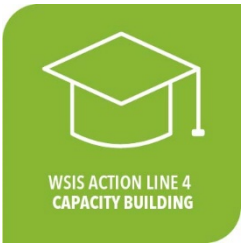
--Continuously plan the development direction for the region after poverty alleviation to prevent poverty return.

--Provide intelligent decision-making for transportation planning and education planning.

--Combined production with Chinese 5G development.

View on WSIS Stocktaking and WSIS Prizes contest, including its relevance to development

Through the selection of projects focusing on people's livelihood, WSIS competition provides an opportunity to exchange ideas for information technology to serve the society and improve people's livelihood. Through the project selection, excellent technology and ideas from various countries are displayed in the world communication window, providing development ideas and practical experience for technology integration into society and serving the people. In the future, China Mobile will introduce and learn more from the excellent practices of countries around the world, based on China's social development, and better integrate information technology into society and production.



C4: Capacity building

Project name:	Tumaris.Tech
Organization	IT Park
Country	Republic of Uzbekistan

Basic information about the Winner

To create favorable conditions for the development of the IT ecosystem, Resolution of the Cabinet of Ministers No. 17 "On measures to create Technology Park of Software and IT" was adopted on January 10, 2019. Based on the Resolution, IT Park was created in the form of a limited liability company, the founder of which is the Ministry for Development of Information Technologies and Communications of the Republic of Uzbekistan.

IT park creates world class state-of art environment for the development on innovation and competitive products and services in the field of informational technologies, their promotion both for domestic and global market. It provides the innovation culture and entrepreneurial atmosphere for the youth in Uzbekistan. Mission of IT park is to create an eco-system for supporting IT innovations and techno entrepreneurship across Uzbekistan, resulting in wealth and employment creation through successful project.

Since the beginning of the IT Park operation, 201 IT centers have been opened throughout the Republic, in which more than 70,000 people have completed training.

Residents of IT Park are provided with wide benefits and preferences for the development of both newly created and startup companies and already operating organizations in the IT field that intend to scale up and go beyond Uzbekistan. Residents of IT Park are exempt from paying all types of taxes and mandatory contributions to state trust funds, as well as the single social payment. Currently, 612 IT companies have received the status of a resident of IT Park.

Also, to provide comprehensive support for the development of entrepreneurship in the IT field, IT Park conducts incubation and acceleration programs for startup projects. It should be noted that with the support of IT Park, some startup projects became winners in international competitions such as Fintech Abu Dhabi & TIP Summit (UAE) and Seedstars Summit CEE (Kazakhstan).

Thus, IT-Park specializes in:

- Incubation and acceleration programs for IT startups
- Development of venture financing
- IT Academies of international standard
- Modern, comfortable workspaces and IT zones
- Legal, accounting and marketing support for startups and IT companies
- Development of IT centers to improve digital literacy and IT skills in all regions of the Republic of Uzbekistan.

Project description (activity description)

Tumaris.Tech is a project to support women's entrepreneurial initiatives.

The previous stage of the project consisted of 3 components and was aimed at increasing the involvement of women in the IT ecosystem: from the development of BPO (Business Process Outsourcing) by providing education for women who want to work as freelancers, to the development of start-ups and investment training.

In the frame of first component girls are given an opportunity to study 5 different subjects in Uzbek language:

1. SMM and copywriting;
2. Graphic design;
3. Web development;
4. Mobile development;
5. Basic computer literacy.

Statistics:

- 2 waves of training
- more than 3500 registrations
- 200+ girls received training
- 50+ girls are internships or employed

The second component involved supporting women's startup projects by training teams in incubation and acceleration programs with the necessary skills for successful business development.

After 3 months of online training, founders of the projects improved their skills in the areas of management, negotiation, marketing, sales and leadership; built networking with successful entrepreneurs and other project participants; and the most successful ideas founders gained access to the investment platform.

Statistics:

- 2 waves of incubation/acceleration programs;
- more than 450 applications;
- 30 projects successfully completed training;
- conducted 50 classes or 90 hours of training;
- 25 local experts in various fields delivered lectures in the classroom;
- 5 international experts shared their knowledge with start-up projects;
- 270 hours of tracking done.

In the process of implementing this component, a school of business angels was opened, aimed at developing the investment climate in the Republic. A series of events made it possible to create a base of potential investors and business angels.

Within the framework of the three-day intensive courses, the topics of venture capital, legal aspects of venture investment, business angelism, etc. were raised, as well as business cases on investments by local and foreign specialists were considered.

Statistics:

- more than 250 registrations;
- 70+ people actively participated in the webinar series;
- contact was made with 10 potential investors.

On December 3, 2020, the Tumaris.Tech project became one of the finalists of the international competition "WomenTech Global Awards 2020" and took third place among the finalists in the category "Upskill and Reskill program of the Year" for the contribution that was made to the development of women's entrepreneurship in Uzbekistan.

On April 17, 2021, more than 40 startup projects from all over the country took part in the startup exhibition "Tumaris.Tech Expo". This exhibition was visited by more than 300 guests, these were representatives of private and public sectors, potential investors, partners and customers.

Examples of linkages between the WSIS Action Line your project was awarded for with each of the Sustainable Development Goals it helps advance

The project aims to provide quality education in the field of IT for girls throughout the country, that is, in the regions. The project also supports gender equality and provides girls with assistance in development in the field of IT. Under the first component, girls were given the opportunity to learn a new profession and find a job, which improves economic growth. Also, the second component was aimed at the development of innovations by girls, as startup projects were created and implemented. For the most part, the projects were implemented in the following areas: FinTech, Lifestyle services, EdTech, Tourism, E-commerce, HR Tech, SocialTech, AutoTech, MedTech, TechNet. In turn, the development of new projects affects the sustainability of cities and towns.

Social, Economic, and Environmental Impact to Development

The main problem of society is the restriction of women in the framework of self-realization. The countries of the Central Asian region are particularly faced with this problem. It can be noted that there is a small proportion of women entrepreneurs in the market, especially in the IT sector. Since initially, professions in the IT field are considered unacceptable in the market due to established traditions. The fear of opening a business and the lack of comprehensive support is also noted.

The project is of great importance for the country and affects social and economic development. As part of the project, 30 new startup projects were created that operate on the market. These projects have created new jobs. The projects are also aimed at innovative development. Project supports women to master the IT field. At the end of IT training, the girls received new skills and were employed, not only in the capital, but also in the regions. The training of business angels made it possible to create new opportunities for the development of the investment climate in the country.

Now we are planning to bring 80 new startup projects to the Central Asian market, to provide 20 people with education in the field of project tracking in order to further independent additional earnings.

Highlights of the project's partnership activities

In 2020, the project was launched in Uzbekistan with the support of USAID's Future Growth Initiative, the Ministry for Development of Information Technologies and Communications of the Republic of Uzbekistan and "Sharq Ayoli" International Women's Public Foundation.

In 2022, scaling up this project in the countries of Central Asia, cooperation was established with some international organizations that support the project in their countries:

- MOST Business Incubator – the first private business incubator in Kazakhstan and Central Asia.
- Ololo – a creative hub and future city for digital nomads in Kyrgyzstan.
- Accelerate Prosperity – a new global initiative providing technical expertise, creative finance and market connections to small and medium businesses in Kyrgyzstan.
- Ilmxona – a skills accelerator that trains and employs people in the field of technology and design in Tajikistan.
- StartUp Academy – a program for "pumping" a business or a business idea, as well as an effective way to find an investor for rapid growth and development in Turkmenistan.
- Harman consulting – a consulting center for the provision of services to small businesses in Turkmenistan with high qualifications in the field of outsourcing services.

In addition, women brand ambassadors with a successful reputation in society from each country were involved to disseminate timely information among the female population about the activities of the project and to support start-up projects in Central Asia.

Challenges and project's future perspectives

The problem of non-involvement of women in the IT sphere, the fear of girls learning new promising professions, the development of their own women's projects remains at the present time. Our project was able to cover part of the problem. But this area requires constant support and development of new projects. We do not rest on our laurels: we support girls who have completed the project, but we also plan its further development.

We plan to scale the entrepreneurial opportunities of young women in Central Asia (Uzbekistan, Kazakhstan, Kyrgyzstan, Tajikistan, and Turkmenistan) by supporting their innovative business ideas and providing free education, as well as creating a female startup community in the Central Asian region for the possibility of common development, mutual support and implementation of joint projects.

The first component is the opening of a tracker school, which will train about 20 specialists who will be invited to work with startup projects from the second component in the future.

The second component of this project supports women's startup projects by training teams in incubation and acceleration programs on the basics of entrepreneurship and effective business management. The second component includes many activities and events, such as courses on financial literacy, workshops on time management and public speaking, hackathons, educational webinars, and an international exhibition of start-up projects.

Views on WSIS Stocktaking and WSIS Prizes contest, including its relevance to international development

The victory in WSIS Prizes 2022 competition with Tumaris. Tech project in Capacity building direction shows the result of our work. This project takes place not only in Uzbekistan but also far beyond its borders. We express our great gratitude to the organizers, who appreciate the efforts and work of such projects from developing countries. This award served as an inspiration for further intensive work in the field of women's entrepreneurship in the countries of Central Asia.

C5: Building confidence and security in the use of ICTs

Project name:	SafeSpace
Organization	Ministry of Communications and Information Technology
Country	Qatar

Basic information about the Winner

Article 17 of the Emiri Decree no (57) for the Year 2021 setting the mandate of Ministry of Communications and Information Technology (hereinafter referred to as "MCIT") provides that MCIT has the authority to supervise, regulate and develop the sectors of Communications and Information Technology (hereinafter "ICT") in the State of Qatar in a manner consistent with the requirements of national development goals, with the objectives to create an environment suitable for fair competition, support the development and stimulate investment in these sectors; to secure and raise efficiency of information and technological infrastructure; to implement and supervise e-government programs; and to promote community awareness of the importance of ICT to improve individual's life and community and build knowledge-based society and digital economy.

Project's description (activity's description)

The program in its current format is where we build the trust pillar, through different activities to ensure the delivery of the Cyber safety messages and techniques together to raise the awareness of the public. The program focuses on delivering awareness campaigns and education content for children, teens, parents, and teachers to help the young generation navigate the online world more safely.

The program's core platform is the "SafeSpace" website which provides articles, interactive games, surveys, and animated videos which is focused with fostering a digital safety culture and disseminating best practices.

The platform incorporates mainly 11 themes under the umbrella of Cyber Safety including Digital Identity, Online Practices, New Media, Connected World, Digital Rights, Values and Responsibilities, etc.

The program includes several sub-initiatives and campaigns such as:

- "Akhlaqi Qatar", an initiative that aimed at increasing ethical responsibility in digital world among students by leveraging influencers and producing content and workshop supporting this goal
- The Digital Parenting Campaign, to educate parents on how to make their kids safer online
- "Amen Taslam Campaign" , Promotes cybersecurity awareness through social media platforms such as Facebook, Twitter, and Instagram. The campaign targets children, youth, educators, teachers, and all members of society.
- "Haseen platform" found at haseen.safespace.qa/en, a free online digital content portal targeting school classes (1st to 12th grade students).
- Cyber safety workshops that are conducted through program' s partners

Examples of linkages between the WSIS Action Line your project was awarded for with each of the Sustainable Development Goals it helps to advance.

The project focuses on educating the society as a whole to take action and protect themselves, families and guide the community of Qatar and Arab region towards a safer and more responsible use of Information and Communication Technologies.

Some of the Sustainable Development Goals in the WSIS Action Line have been realized in the project, examples are described as follow:

C5. Building confidence and security in the use of ICTs

While all societies are rapidly moving forward towards the digital era and the acceleration of digital transformation, safespace.qa aimed through the information and content created to empower people to use internet in much safer way. and to be confident that they will be safe if they avoided certain actions or activities, to enable better and more productive and efficient internet utilization.

And to maximize the benefits chances and to satisfy the different tastes for the public, the content was built in different types and shapes such as quizzes to challenge the visitors and to let them challenge their friends, videos to make it easier to watch something useful while you are commuting or setting at home, articles to those who are prefer reading and taking notes, and even as interactive scenarios for those who prefer to play to learn and much more.

As well as the mentioned main action line, the program is also covering SDGs as mentioned below:

SDG Good health and well-being:

In the digital world, the cyber challenges and risks can be more harmful to people more than the incidents in the real life, today we are using digital service for shopping, for learning, for communication, for entertaining and even for playing games, and the only way to keep safe in the digital era is through learning about the digital challenges and the digital risks and how to

deal with it, educate our communities and social circles, understand how to support others and how to avoid falling for these risks. This to be able to accomplish the life balance for our health and wellbeing in the current age.

SDG Partnerships for the goals:

The partnership model followed in this program has shown how high impact can be created and sustained, the collaboration between the partners has widened the influence of the program to achieve the goal of raising the community awareness

Aside of the above, the program is also marking more action lines where it has an impact as following:

C1. The role of governments and all stakeholders in the promotion of ICTs for development:
The program was designed to build on the collaboration between the government entities and institutions to deliver the maximum impact withing the targeted audience, while the Ministry of communication and information technology is developing the portal and the technical content and promoting it publicly in ground such as malls and events, as well as social media accounts and activities, the ministry of education is circulating the content through the official channels for teachers students and parents, as well as ministry of social development and family affairs publicize the content through its channels between social media and the social places for parents to ensure the awareness messages are reaching everyone.

C3. Access to information and knowledge
SafeSpace.qa has been built to be the free and public one-stop-shop to find the authenticated information related to the Cybersafety best practices and advises. It contains lots of information that are accessible to everyone inside and outside Qatar, as well as the content had been created in both Arabic and English to ensure the maximum benefits for the visitors.

C7. ICT applications: benefits in all aspects of life; E-Health
The content was made from real life scenarios to give an understanding for youth and young people of how to react for certain digital challenges, how to digitally support, emphasize, learn, and interact while being safe, and as the digital risks might have a big impact in the mental health, different topics to support stopping the cyber bullying was created and promoted.

C8. Cultural diversity and identity, linguistic
The website provides local content and emphasize in Qatari Identity, this can be noticed through many videos, cartoon series, and infographics, although the content is being provided in both Arabic and English to support delivering the same message for everyone equality.

C10. Ethical dimensions of the Information Society
Ministry of communications and information technology has developed the code of ethics guidelines, that teach users the values that we raise like honesty, Responsibility, Modesty, as well as series of cartoon for children under the name of Akhlaqi Qatar to deliver the 9 values for youth, as well as delivered more than 18 workshops by Qatari public figures to children and youth to deliver the same values.

Social, economic and environmental impact of the project

The child population worldwide is growing many children are coming online for the first time with Covid the world has become more digitally connected and its impact on accelerating digital transformation people have become more internet dependence which made them more vulnerable to cyber threats

Cyber threats and risks are dynamic and can quickly change, these risks can include Digital social engineering, Electronic GPS spoofing and Phishing scams; this project helps the society to understand the challenges of the digital world and how to prevent these risks before it happens.

Through raising awareness, we reduce and eliminate fraud cases and cyber-attacks kids will become more familiar with how they should behave if they are exposed to any, our analysis states that raising awareness is the only way to overcome the challenges, we have almost 100,000 users interacting on the website, and we are planning to increase this number in the coming years.

Highlights of the project's partnership activities

The cooperative activities of the project have the following highlights:

The Ministry of communication and information technology is developing the portal and the technical content and promoting it publicly in ground such as malls and events, as well as social media accounts and activities,

The Ministry of education is circulating the content through the official channels for teachers' students and parents, as well as ministry of social development and family affairs publicize the content through its channels between social media and the social places for parents to ensure the awareness messages are reaching everyone.

Challenges And Project's Future Perspectives

COVID has accelerated global digital transformation agendas and forced people to transition from using the ordinary methods to virtual and online activities such transition created internet dependency which increased the existing security risks so to overcome these challenges we must ensure that our knowledge base and workshop topics align and keep up to date with the future possible risks

We aim to upscale the project to a higher level by studying the latest trends in the field and develop advanced learning content for tech savvy people to advance their knowledge in cybersecurity plus promoting different workshops to meet different audience interest.

Views on WSIS Stocktaking and WSIS Prizes contest, including its relevance to development

WSIS Stocktaking for the last 10 years showcased and introduced efforts, ICT projects, and services that deserve global recognition. This motivated and created best practices exchange and learning from the leaders' experiences and success stories.

Collaborative working and sharing knowledge is how we achieve more. hence this event is a great opportunity to think together alongside regional and international partners form public and private sectors, building this momentum from learning about what other countries are doing will accelerate innovation by building partnerships and thinktanks to accomplish global goals.

C6: Enabling environment

Project name:	The 2030 Digital Agenda
Organization	Ministry of Presidency
Country	Dominican Republic

Brief information of the winner

Ministry of Presidency is in charge of assisting the President of the Nation in all the matters that he delegates, in the achievement of the government program and the implementation of prioritized public policies, through the exercise of the Technical Secretariat of the Council of Ministers and coordination with the different levels of the State, to guarantee the transparent, effective and efficient exercise of the Public Administration, as the foundation of the Social and Democratic State of Law.

In addition, the Ministry of the Presidency acts as general coordinator of the Digital Transformation Cabinet, which is responsible for preparing, updating and monitoring the implementation of the 2030 Digital Agenda.

Project's description (activity's description)

After two decades of executing short-term strategies that did not achieve the expected results and under the effects of a pandemic that posed new challenges, the Dominican Republic set about

formulating a national digital transformation strategy that was long-term and built with the active participation of society, including community organizations from the different regions of the country, using a collaborative platform donated by the IDB. During the process of construction and consensus of the 2030 Digital Agenda (#AD2030), more than 200 public and private organizations participated, as well as 1,015 people in person and virtually from different parts of the country.

It is in this context that the Dominican Republic updated its Digital Agenda, based on the premise that it should be better articulated with all the social actors involved and international organizations willing to collaborate, in such a way as to guarantee its continuity and sustainability over time and achieve an effective economic recovery, aiming at long-term goals that contribute and converge with the Sustainable Development Goals (SDG) and the National Development Strategy (END) to 2030, as well as other related regional strategies.

Examples of linkages between the WSIS Action Line the project was awarded for with each of the Sustainable Development Goals it helps advance

Goal 1: Increase the proportion of low-income inhabitants with basic and medium digital skills and their financial inclusion, so that they can improve their income, get better jobs or start a business (Action Lines 4.1.2 and 5.3.4 of #AD2030)

Goal 3: Promote the digital transformation of the national health system, creating a national e-health strategy, to improve its quality and expand its coverage (Action Line 3.2.1 of #AD2030)

Goal 4: Incorporate digital technologies into educational policy at its different levels (Action Lines 4.2.1 and 4.3.1 of #AD2030)

Goal 5: Inclusion of digital policies in the national equity policy and gender equality and redesign of the educational curriculum incorporating digital skills and a gender approach (Action Lines 1.1.6 and 4.2.3 of #AD2030)

Goal 8: Digital transformation of SMEs and promotion of e-commerce to increase their productivity, expand their market and generate new jobs (Action Lines 5.2.1 and 5.2.2 of #AD2030)

Goal 9: Redistribution of the radio spectrum to expand telecommunications coverage and services; update of the National Cybersecurity Strategy, strengthening the capacities of all related actors, to enjoy a safer cyberspace; and promotion of business digital innovation (Action Lines 2.1.1, 2.1.2, 6.1.1, 6.2.2 and 7.1.1 of #AD2030)

Goal 10: Deployment of community networks in rural and remote areas, as well as promoting initiatives to subsidy the demand for telecommunications services in favor of the population in conditions of poverty and vulnerability (Action Lines 2.1.4 and 2.2.3 of #AD2030)

Goal 16: Promote e-government to improve the efficiency, transparency and accountability of the public sector, bringing it closer to the citizen and encouraging their participation (Action Lines 3.1.1-3.1.7 of #AD2030)

Goal 17: Ensure the collection and dissemination of data and statistical and geospatial information periodically, which allow knowing the situation and progress of the country in digital transformation, as well as promoting cooperation with national and international organizations through agreements and alliances for the promotion and development of the transformation digital (Action Lines 1.1.2 and 1.2.4 of #AD2030)

Social, economic, and environmental impact of the project

The 2030 Digital Agenda took into account the urgent need to close the existing digital gap between the different economic and social sectors, so that the digital transformation leaves no one behind. That is why it has several objectives and lines of action dedicated to developing digital skills in the population, mainly in the most vulnerable, so that they can improve their income, get better jobs or start a business.

In addition, the implementation of #AD2030 will speed up economic recovery from the effects of the Covid-19 pandemic, which impacted all sectors of society, especially those with lower incomes.

It also seeks to promote digital transformation in small companies, currently immersed most in informality, so that they expand their market and businesses. In addition, #AD2030 contemplates the use of technology to face natural disasters and reduce the demand for paper through the digitization of public services.

Highlights of the project's partnership activities

The 2030 Digital Agenda was formulated through an open and participatory dialogue with the whole of society so that the national digital transformation strategy was as inclusive and comprehensive as possible. Thematic or sectoral tables were established focused on ensuring the pillars, lines of action and initiatives of the strategy, with the active participation of representatives of the private sector, academia and civil society, considering the approaches of human rights, gender, inclusion, equality, environmental sustainability and risk management, territorial cohesion, social participation and accountability, in accordance with the provisions of the National Development Strategy (END) and the Sustainable Development Goals (SDG).

Several of the projects that make up the #AD2030 have significant financial contributions from the private sector, such as the development of Single Windows (Zero Bureaucracy Program), increased coverage of the wireless network in remote areas, scholarship programs for technology training, among others.

Challenges and project's future perspectives

Although, thanks to the political will of public and private actors, the #AD2030 could be built in a few months, the great challenge will consist of achieving the same level of synergy in its implementation process, especially due to the fact that, being a long-term strategy will have to be executed by several administrations. The active participation in its formulation of the private sector, civil society and academia ensures its continuity over time, since it has become a commitment of the country.

Another important challenge is related to the identification of financing sources for the multiple projects of the #AD2030, which requires the forging of alliances with the private sector, friendly countries and international organizations, so that the achievement of short, medium and long term objectives can be ensured.

In addition, the consensus process identified Governance as the fundamental component of #AD2030 to accelerate the digital transformation of the Dominican Republic, due to the urgent need to reform the regulatory and institutional framework that allows the development of a digital ecosystem. That is why in this first stage efforts are being focused on this aspect.

Views on WSIS Stocktaking and Prizes contest, including its relevance to SDGs

WSIS Stocktaking is highly relevant because it allows access to a bank of good practices that is quite useful for implementing projects that have proven to be effective in other countries, as well as comparing the different initiatives and their results.

In the case of the WSIS Prizes contest, its importance lies in the fact that it stimulates healthy competition that allows each of the countries to get the best out of themselves while we manage to give visibility to the great efforts that are being made in different latitudes, regardless of how big or small the applicant country is.

Both promote the development of digital transformation initiatives and the same opportunities for each nation on the globe to contribute to the construction of the Information Society within the framework of collaboration.

C7: ICT Applications: e-government

Project name:	Digital Land Tax
Organization	Ministry of Land (MinLand)
Country	Republic of Bangladesh

Brief information of the winner

Ministry of Land (MinLand) envisions implementing an efficient, transparent and citizen- friendly land management system. Its strategic objectives emphasize on transparent and efficient land revenue administration; rehabilitation and improvement of the socio-economic conditions of the landless ultra-poor and low-income people and modernisation of land management.]

MinLand has recently advanced in converting digital land services to eradicate citizens' harassment. To date, around 5.7 million applications have been disposed of out of about 6.5 million applications since the launching of e-mutation in July 2020. In recognition of this success, Ministry of Land was awarded the most prestigious United Nations Public Service Award 2020.

People can now see the record of rights from the online virtual record room free of cost from anywhere anytime. 60 million records of right have already been uploaded online. Anyone in Bangladesh can avail of land service by calling 16122, whereas expatriate Bangladeshi can avail same service by calling its long-code +880 9612-316122. Proper management of all government- owned property is now possible through Land Data Bank.

Project's description (activity's description)

Digital land tax initiative drew inspiration from the idea of paying fees through mobile phones. Since the land management system in Bangladesh is a quite complex matter, the initiative's main objective is to simplify the payment process of land tax in order to reduce the harassments of the landowners.

Digital land tax was implemented in different stages over time. Firstly, MinLand conducted a research in July 2017 to understand how the land tax is being paid by citizens, how land officials behave with the landowners, why government exchequer is receiving not sufficient revenues from land tax etc. The focus of the study was to find out the pitfalls of the conventional payment of land tax and the potential of the digital land tax service. After this study, the ministry had undergone a pilot project in January 2018 in two sub-districts and found that the project was running smoothly. Later on, it was scaled up to 11 sub-districts. After the second layer of piloting, the Ministry of Land issued an order to introduce digital land tax service across the country from September, 2021.

The digital land tax initiative entangles hotline service to get connected with citizens, who can simply call 16122 to register in the system or pay land tax through the help of call center agents.

Examples of linkages between the WSIS Action Line your project was awarded for with each of the Sustainable Development Goals it helps advance

Digital land tax initiative supports WSIS Action Line 7: ICT applications – benefits in all aspects of life, i.e. E-government. It also goes in line with 2030 agenda for sustainable development targets and indicators under SDG 16: Peace, Justice and Strong Institutions. Digital land tax initiative saves time, cost and visits of citizens who want to pay land tax. It also mitigates corruption and bribery by eliminating physical interactions between citizens and land officials and thus ensures transparency which meets SDG target 16.5.

This digital initiative has also created a citizen-friendly environment. For example, corrupt land officials have become vulnerable to punishment. Several types of watchdogs including media are also active to monitor citizen's grievances. Furthermore, land officials have been brought under performance-based evaluation - their annual confidential reports include their digital performance in land tax

collection and updating back-end registers for perfectly calculating tax. Previously, land officials applied their discretion for determining taxes. Now land taxes are automatically determined by the system. Landowners also have the option to place objection to the amount of tax claimed. Thus, discretionary powers of land officials are reduced and land offices are becoming effective, accountable and transparent institutions which are linked with SDG target 16.6.

Social, economic, and environmental impact of the project

Digital land tax initiative has addressed a significant shortfall in governance in the context of Bangladesh through introduction of harassment-free, time-cost-visit-saving public service delivery mechanism. From the time immemorial, landowners have been used to pay land tax by being physically present at the land offices. It costs them additional time and expenditure for journey. Furthermore, most of the land officials collect undue money from them or harass them by applying their discretionary powers. Additionally, service-seekers return back home without paying tax, if the land officials are unavailable in the office. Such officials often misappropriate collected land tax or make abnormal delays in depositing money to government exchequer. These are all common practices in land offices.

This initiative is serving underserved people consisting of socially and economically disadvantaged, women and elderly, persons with disabilities etc.

Till now almost 38 million beneficiaries have already registered to pay land tax without any additional costs. About 30 million land holding data have already been transformed from manual to digital. Around 70 per cent citizens have paid their land tax transparently. At least 50 per cent citizens' harassment has been reduced. Over 10,000 land officials have been trained on citizen charter and

digital land tax. More than 10 million US dollars has been transferred to government treasury. Resultantly, government revenue increased remarkably than previous years.

Digital land tax initiative addresses gender inequality in Bangladesh. Before this initiative women were hardly seen to pay land tax because it was time-consuming to visit land offices for this purpose. Furthermore, the mediator/broker-led system kept women away from visiting land offices. Now the system is free from gender-bias because of anytime, anyplace approach. While staying home, women can pay land tax. Furthermore, disabled people who are almost 5% -10% of the total users of digital land tax service, feel comfortable to pay tax digitally. Simultaneously, around 3000 land office female staff is also confident in using the system.

The target groups of the initiative are the underserved population e.g. widow, poor women, especially the people living in root-level areas with low literacy-rate. Actually, Bangladesh is a country where 90 percent population lives the rural areas. Since the initiative requires less time, less money, less visit and no harassments while offering better quality services, it improved the outcomes for these target groups. Although previously they had to visit 3-5 times to pay land tax, now after implementation of digital land tax service, they do not need to visit land office. It has facilitated their enhanced invisible benefits, such as income, extra time for family etc. Therefore, people are more interested and accustomed to pay land tax digitally. This initiative is also environmentally friendly as it has ensured paperless office.

Highlights of the project's partnership activities

In the designing phase, first survey was made with the users of the system in the rural and urban areas. User's feedback was taken at every stage of the system design. Furthermore, in designing phase, the relevant stakeholders including Cabinet Division, Land Reforms Board worked in collaboration through several workshops, meetings and seminars. The initiative was then replicated in 485 sub-districts in 61 districts of Bangladesh, after successful piloting.

Digital land tax has revolutionized the conventional practices of land tax. Any person can pay it from anywhere, anytime Online by using their mobile devices. Citizens instantly receive the Challan

(receipts), which is auto-generated from the system developed by Finance Division, which Ministry of Land has partnered with. Most interestingly, digital land tax service engages key stakeholders from private companies which are directly associated with other digital innovations. For example, all leading and popular mobile financial services (MFSs) are now the close partners of land services. Furthermore, a memorandum of understanding is also signed with private banks to settle funds, which receive funds from MFSs and transfer to government exchequer. Thus this service is a good example of collaboration and partnership.

Challenges and project's future perspectives

The initial challenge the system encountered was the changing mentality of citizens and land staff. Their techno-phobia often incurs huge invisible costs. Because of the lack of education and trust in the government offices, citizens were reluctant to use the system in the first place. Furthermore, manpower crises in land offices are severe. Rare recruitment of competent staff often hampers the performance of union land offices where landowners pay their tax. Brokers often take their place with illicit money. Additionally, the lack of logistic support and internet connectivity were major setback.

This initiative underlines three key areas to intervene in the upcoming days: First, educating citizens through providing them sufficient digital land service literacy in order to prepare them ready for accessing to any land service; Second, boosting up all land office staff to configure for best quality land

services to citizens; and engaging other relevant stakeholders as a bridge between citizens and land officials in order to remove the information and communication barriers.

Views on WSIS Stocktaking and WSIS Prizes contest, including its relevance to international development

WSIS prize is a prestigious achievement of our nation under the leadership of Honorable Prime Minister Sheikh Hasina. The Digital Land Tax system is essentially an outcome of the master plan of Digital Bangladesh adopted by our government in 2009. Our citizens are now paying their land taxes without physically going to land offices. As a result, they are now able to save their valuable 'Time' and 'Visit Expenses' - that leads to higher citizen satisfaction with land services. WSIS Prize 2022 gives us the impetus to carry on the land service digitization initiatives. Thanks to the World Summit on the Information Society Forum 2022 for giving us an opportunity to celebrate.

C7: ICT Applications: e-business

Project name:	D17
Organization	La Poste Tunisienne
Country	The Republic of Tunisia

Brief information of the winner

La Poste Tunisienne is the national postal operator in Tunisia, in addition to this main role it's the first financial institution serving more than 4 million customers and offering them a wide range of financial services from saving account, money transfer, cards and payments services…

With a network of more than 1200 postal office and more than 300 ATM there are more than 200 000 citizens who are being served daily.

La Poste Tunisienne was established from 1947 and joined the UPU since 1878, become a public industrial and commercial establishment in 1999.

Financial services represent more than 70% of the La Poste Tunisienne turnover the other's 30% of turnover come from postal services: letter, parcel, ecommerce…

Although over 175 years old, the Tunisian post has never stopped innovating and following social, commercial and technological changes, it has even played a disruptive role for the national financial and banking ecosystem by adopting new technology like the e-dinar virtual account, block-chain, mobile payment, QR payment, ATM card less operations....

La Poste Tunisienne has established a dense network of local partnerships such as social funds, billers, banks, microfinance institutes as well as several start-ups and fin-techs.

La Poste Tunisienne is member of the international money transfer networks Western Union, Eurogiro, MoneyGram, Swift...

Project's description (activity's description)

D17 is a national mobile payment solution based on Smartphone (Android and iOS) offering to Tunisian citizens an accessible tool for money transfer and merchant payment across the country. The solution is based on e-dinar cards (more than 1 million cardholders) and on more than 1200 post offices for the cash-in / cash-out operations, in addition to 300 ATMs for the cash-out.

Merchants affiliated with the solution are more than 11,000 covering almost all types of commerce from local grocer, drugstore, chain stores...

The payment solution is based on QR and is certified by MasterCard as a valid Master pass QR Solution. In addition to money transfer and payment, D17 offers many other services such as bill payment, phone refill, money order, payment of microcredit...

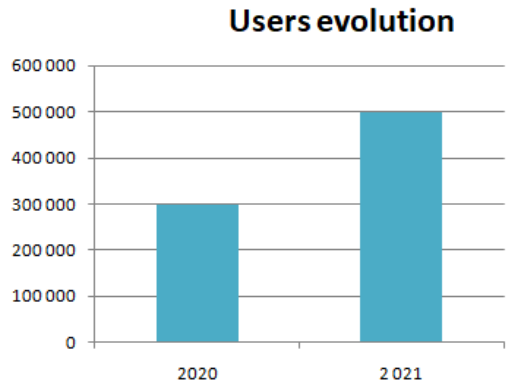
D17 is also used as an online payment solution for e-commerce and electronic service sites and by people who use social networks to sell services and goods.

D17 list of services:

-Virtual account management
-P2P money transfer
-Mandate money transfer
-Mandate payment
-Merchant payment
-Air time refill
-Bill payment
-Micro finance institute payment
-Student scholarship payment

D17 Statistics:

	2020	2 021
User's number	300 000	500 000
Merchant's number	10 000	11 333
Transaction's number	2 283 843	3 864 933
Transaction's volume (Millions Dinar)	124 MD	241 MD
P 2 M (number)	60 907	123 198
P 2 P (number)	945 016	2 016 669
Air time (number)	1 171 401	1 533 340



D17 Distinctions:

1. Tunisian first mobile application user community since 2019
2. Tunisian first mobile payment merchant network since 2019
3. Tunisian first mobile application certified by MasterCard (Master Pass QR) in 2019
4. Award of the Best Mobile Application in 2019 during Tunisia Digital Award
5. In the top of Google Play free application download trends in Tunisia

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D17-WSIS Action Lines		**Sustainable Development Goals**
6) Enabling environment	• Consumer protection • Dispute settlement • Domain name management • **E-commerce** • E-government strategy • Entrepreneurship • ICT forums • Intellectual property • Internet governance • Legal, regulatory and policy environment • Privacy • Radio frequency spectrum • Regional root servers • Secure storage and archival • Small and medium sized enterprises (SMEs) • Standardization	**Goal 8/ Decent work and economic growth** **D17>>**Strengthen the capacity of domestic financial institutions to encourage and expand access to banking, insurance and financial services for all **Goal 9/ Industry, innovation and infrastructure** **D17>>**Develop quality, reliable, sustainable and resilient infrastructure, including regional and transborder infrastructure, to support economic development and human well-being, with a focus on affordable and equitable access for all **D17>>**Increase the access of small-scale industrial and other enterprises, in particular in developing countries, to financial services, including affordable credit, and their integration into value chains and markets **Goal 10 / Reduced inequalities** **D17>>**By 2030, empower and promote the social, economic and political inclusion of all, irrespective of age, sex, disability, race, ethnicity, origin, religion or economic or other status **Goal 17/Partnerships for the goals** **D17>>**Enhance North-South, South-South and triangular regional and international cooperation on and access
7) ICT applications: benefits in all aspects of life	• Disaster recovery • E-applications • E-agriculture • **E-business** • **E-commerce** • E-employment • E-environment • **E-government** • E-health • E-publishing • E-science • ICT waste disposal • Sustainable production and consumption • Teleworking • Transparency.	

		to science, technology and innovation and enhance knowledge sharing on mutually agreed terms, including through improved coordination among existing mechanisms, in particular at the United Nations level, and through a global technology facilitation mechanism

Examples of linkages between the WSIS Action Line your project was awarded for with each of the Sustainable Development Goals it helps advance

Social, economic, and environmental impact of the project

	D17 facilitate
Social impact	Social inclusion Financial education Affordable financial services Access to financial services
Economic impact	Financial inclusion E-Commerce acceleration E-Business facilitator Cheap payment transaction Decashing
Environmental impact	D17 reduce the risk of contagious (covid19)

Highlights of the project's partnership activities

D17 relay on many local and international partner to offer a wide range of services:

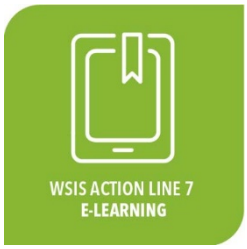
		Purpose
Local Partners	Local merchants National billers Micro Finance Institute Telco. company National Social funds	D17 services
International Partners	Mastercard	MasterPass QR Certification

Challenges and project's future perspectives

Technical	Develop E-gov. services portal Make bridge with bank accounts for cash in/cash out Develop the Open API of D17 Partner integration
Commercial	Merchant on boarding Replicating the experience internationally

Winner's views on WSIS Stocktaking and WSIS Prizes contest, including its relevance to development

WSIS Prizes contest is a good initiative of the ITU to share domestic experiences aiming to reach Sustainable Development Goals fixed by the international community, and to keep an insight look of the ingredient of their success and their impact on local community.



C7: ICT Applications: e-learning

Project name:	The Mohammed Bin Rashed Smart Learning Program
Organization	The Ministry of Education
Country	United Arab Emirates

Brief information of the winner

To achieve their vision of UAE, our wise leadership has accelerated the development of education to achieve high-quality educational outcomes. Through a large investment in human power, the UAE was keen on creating the necessary conditions to build pioneering Emirati institutions, characterized by a high-quality learning environment and equipped with the highest modern technology tools that enable generations of students to complete their higher education. This started with the opening of the UAE University, Higher Colleges of Technology,private higher educational institutions that foster creativity in the national youth, supported by new academic disciplines to cope with the labour market requirements.

The Ministry of Education has been working hard to develop curriculum learning standards and national assessment to emulate best global practices.

The Ministry also supports the country's strategy to promote a culture of creativity and innovation through providing students with 21st century skills to keep pace with global developments,the promotion of education and leading it to new horizons.

Project’s description (activity description)

Ecosystem is an integrated digital environment for smart learning that relies on educational frameworks, systems and support solutions, containing innovative educational solutions,some of which rely on artificial intelligence. It is also based on the OECD Global Framework for Learning 2030, which includes lifelong learning, competencies rather than knowledge, focus on emotional intelligence as well as logical intelligence, integrating techniques and skills, and collaborative learning rather than the traditional concept of education.

The following are the most important innovative features of the project:

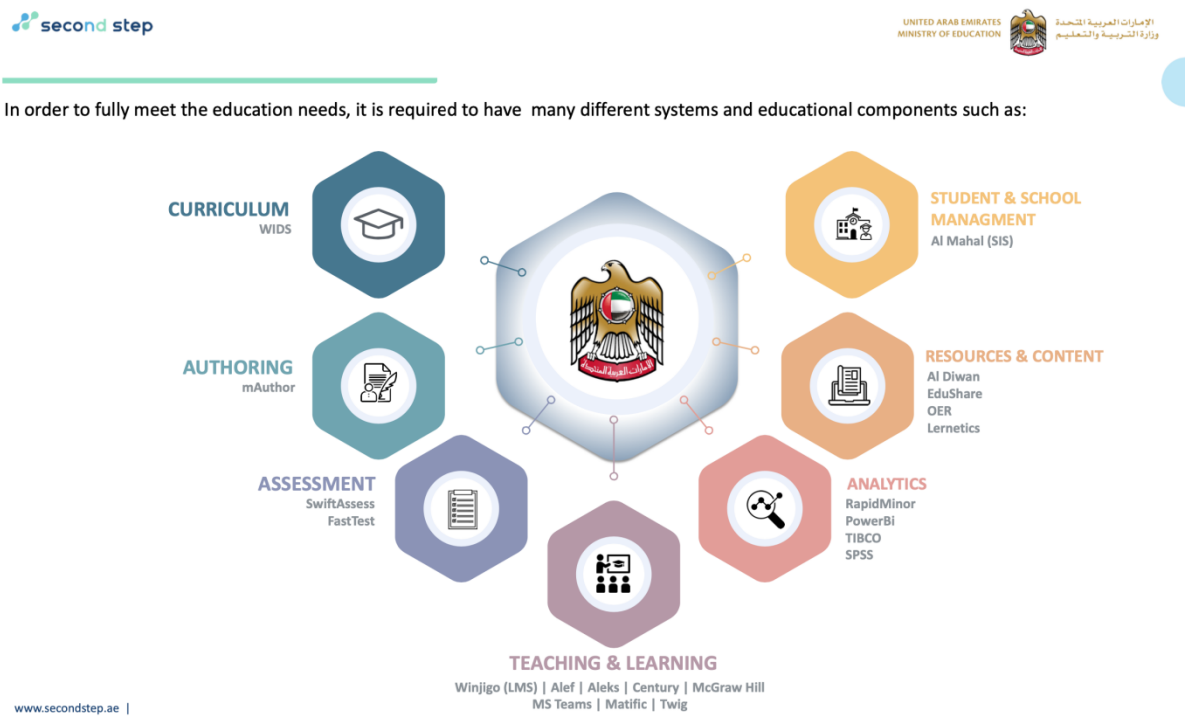
1. Integrated Smart Learning System Integration:Integrate all learning platforms for unified access to all these platforms through one single account for users.

2. The LMS Container:Providing a seamless experience for teachers by integrating and linking the content of sub-components through the development of scientific integration techniques.

3. Learning Records Repository:A data storage system that serves as a repository of learning records collected from the connected systems where learning activities are conducted.

4. Unified question bank:a central repository of questions used in assessment and exams from all systems.

5. Integration of Microsoft Teams and Office with learning platforms:Synchronization of learning activities between MS Teams and the LMS smart learning platform.



Examples of linkages between the WSIS Action Line your project was awarded for with each of the Sustainable Development Goals it helps advance

The Mohammed bin Rashed Smart Learning Program was launched in 2012 as a result of the futuristic vision of the country that opt for the wellbeing of the students by adapting latest technology and use it as a medium to access knowledge, facilitates collaboration and sharing, building technical and pedagogical skills within its staff and teachers and contribute to the knowledge economy.

Ecosystem project is an innovative project because it presents a new and unique idea at the regional and international levels,given that it contains and includes several educational platforms, and the possibility of expansion by adding many different platforms and technologies and integrating them with the intentional learning management system in the Ministry of Education(LMS).

1. The digital ecosystem enables integration with educational systems as a single system with a unified user interface,seamless flow of data and processing.

2. Supporting the digital transformation system in education to reach digital maturity,provide sustainable technical and institutional capabilities,and design a change management model. The applied digital transformation change management model is considered one of the most successful models globally,through which the following was implemented:

- Forming teams of change leaders in schools of qualified educational technology specialists to respond quickly by switching to distance learning 100%in record time during the pandemic.

- Applying the e-maturity framework to develop the process of employing technology and training all education leaders and teachers,and raising the levels of digital maturity to a high level.In addition to raising the digital competencies of the educational staff.

- Building an integrated plan to support schools, which raised the rate of use to 100%, and activate e-lessons, as 3,469,068 e-lessons were activated.

- Implementing the Aqdar initiative for the Safe School Framework for public and private schools,which resulted in a reduction in the number of technical notifications related to the field of e-security from 8380to728 during the implementation period.

3. Enabling Infrastructure Tools:School Educational Smart Learning Tools Enablement

All public schools were connected through local Cloud(MPLS)to the main data center and all educational services were provided to all beneficiaries.

Equipping all government schools with smart educational tools (smart boards-wireless internet networks, where more than 50 LMS servers and 37 local servers for SwiftAssess were provided,and the partnership with internet service providers in the country helped provide free internet service for people with limited income with(12194)network cards Internet Distribution of laptop computers to all students,teachers and administrators.

4. Advanced Analytical Tools Supporting leadership with support and decision-making mechanisms

LRS - Learning Records Repository:The first platform that collects all educational activities carried out by students through the educational platforms on which they study,measure and analyze the educational patterns of students, with the aim of starting to adopt customized learning patterns according to the levels of students(Personalized and adaptive learning).

Collect this data from Data Lake and represent it in analytical patterns through standard analysis tools.

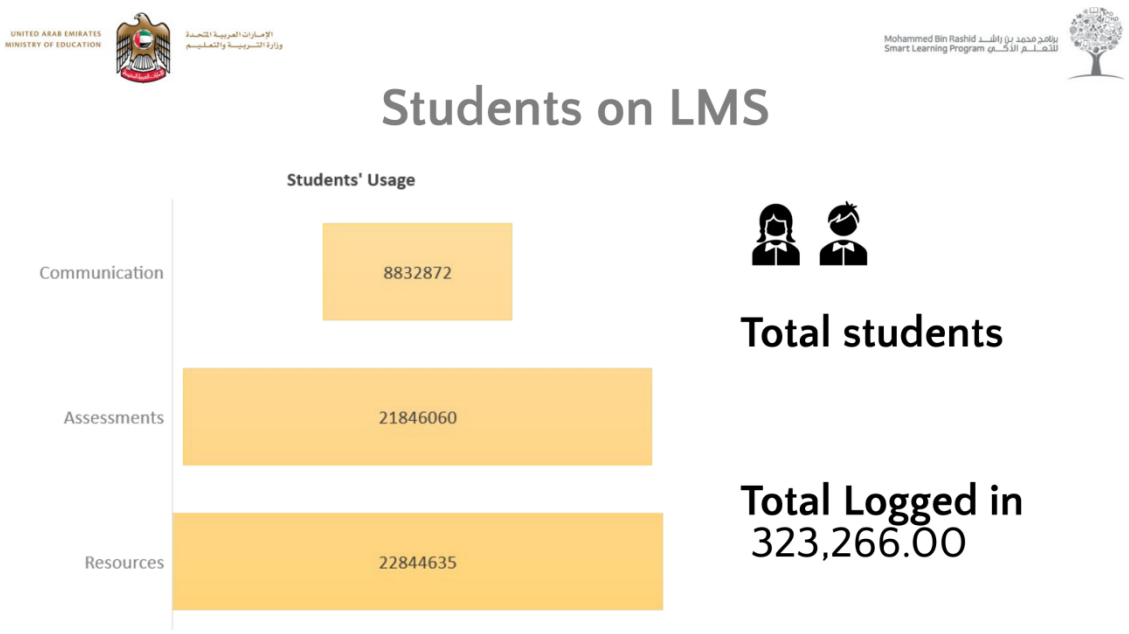
5. Building a National Educational Data Model

A higher council of representatives of all educational service providers was formed with the aim of governing and developing a unified model for the exchange of educational data and information between all different types of education

6. Creating an international model(e-maturity model) for the transition to smart schools,which is a model based on measuring the level of e-maturity in schools,starting with the technical and educational equipment in the school,the level of use of systems and applications and measuring the technical skills of teachers,down to the level of empowerment in adopting all Members of the school community to the concept of e-maturity.

Social, economic, and environmental impact of the project

Among the achieved achievements is the continuity of the teaching and learning process without interruption, and this is witnessed by the whole world,whether at the regional,national,or global level.As well as providing educational resources and solutions for synchronous and asynchronous education, as the Ministry of Education has strengthened its integrated digital environment with nearly 20 global educational platforms,some of which rely on artificial intelligence techniques.



Leadership at the regional and international levels.All students and teachers of public and private schools affiliated with the ministry's curriculum were able to continue education during the pandemic,according to the frameworks and policies that were approved in coordination with the National Emergency and Crisis Authority.

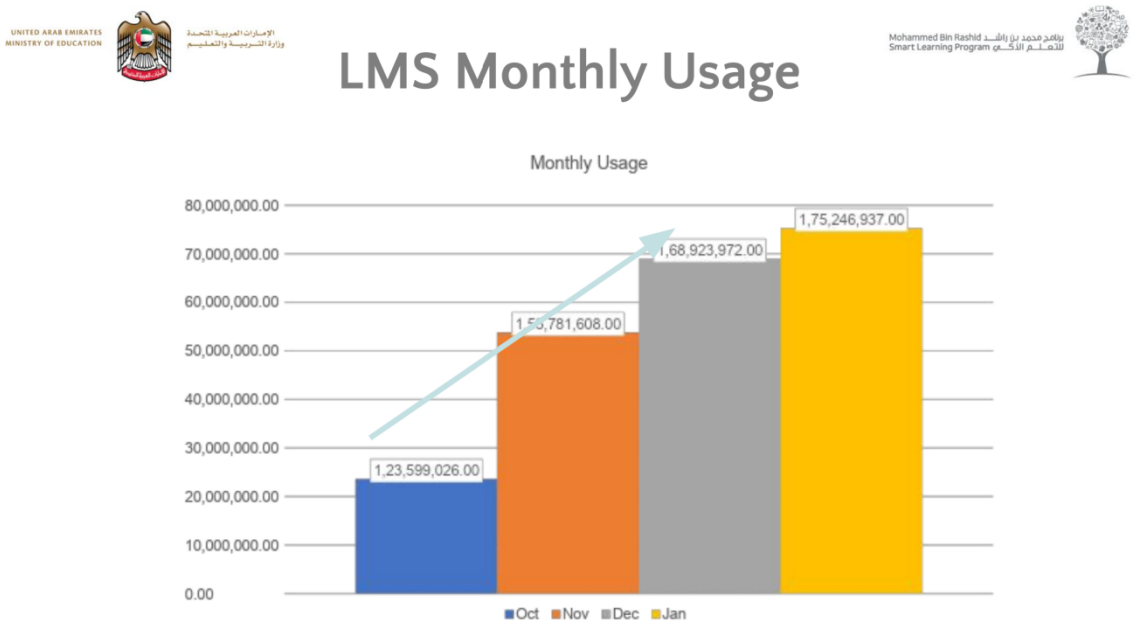
-Raising the level of e-maturity in the lessons by reviewing the best educational practices available on other platforms.

-Providing an exceptional opportunity for the kindergarten stage,especially during the pandemic period,which had an impact on the continuation of the educational process,and providing a new experience for students, teachers,and parents alike.

-Saving the time of the beneficiaries of the systems by moving between the available platforms.

-An abundance of educational resources,in addition to enriching the question bank for different educational levels.

-Save time and raise the level of security for users and protect them from potential external dangers.



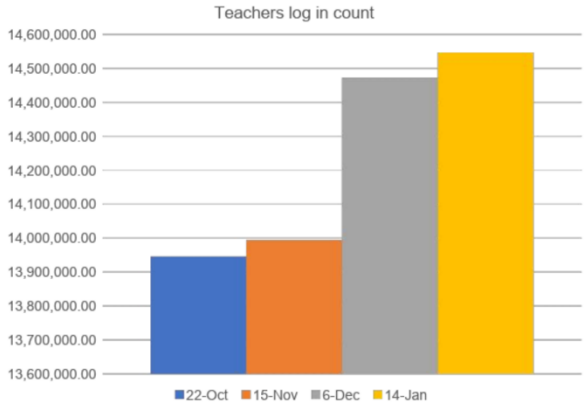
-Opening additional channels of education,which supports teachers and students in obtaining a unique and qualitative experience.

-Providing future predictive reports that will provide valuable information that helps officials to take appropriate decisions.

-Comprehensiveness in the application of the system as it was used in all education tracks at the state level(7 tracks) public education:private-ministry curriculum,private-foreign schools,endowment schools,applied technology secondary,integrated continuing education,Abu Dhabi Institute for Vocational Education and Training.So that the number of schools reached 1896,the number of teachers was 41,384. The number of students is 898, 314, and the number of employees is 10,198.

Perhaps one of the most important effects and results of this system is what the results showed during the pandemic and the uniqueness of the UAE in continuing education among the few countries in the world that were not affected by the pandemic,for example the following figures show how the system contributed to the continuation of the educational process.Thousands of educational videos,interactive activities and assessments have been made available for all subjects and all classes that rely on the use of artificial intelligence.And 23815 e-assessments were made through remote systems.Establishing 30 virtual communication lines to provide technical support from home.

LMS Teachers' Login per Month



Highlights of the project's partnership activities

The Ministry of Education has worked to meet the challenges by promoting a collaborative, participatory society capable of developing an educational model that prioritizes building a common vision that focuses on involving all parties in the teaching and learning process:

Schools: Follow up on teaching and learning processes and ensure that students, teachers, and parents are provided with the required support

Teachers: Provide educational content that is in line with the Ministry's guidelines and that meets the different abilities and needs of students and assesses their learning.

Parents: Contribute to monitoring the progress of students, motivating them and providing a supportive environment.

Students: Ensuring learning to the best of their abilities and taking responsibility for their own learning.

Suppliers: Providing digital platforms and educational materials that comply with the standards of the Ministry of Education and are integrated with the Ministry's systems.

Telecom Regulatory Authorities: Facilitate the teaching and learning process by providing the necessary support regarding access to Internet services and applications.

Local Institutions: Provide educational materials and other supporting data.

Higher education institutions: Providing support in various areas such as planning and policy development.

Challenges and project's future perspectives

The integrated digital education system was developed for the following reasons to meet all the challenges faced by traditional education systems, including:

- The conflict between the different technical systems to obtain up-to-date information for the student.
- The lack of data set,whether educational or personal,on all systems.
- Duplication of work and conflict of competences
- Multiple systems required for a single user
- The difficulty of integrating the various new systems with the Ministry's learning system.
- Limited opportunities for the applications,uses, and employment of artificial intelligence and machine learning.

Views on WSIS stocktaking and WSIS prizes contest, including its relevance to development

Best showcasing the alignment with SDG via applying in WSIS Stocktaking Database and sharing best practices amongst other nations and WSIS Stocktaking Platform. It is of utmost importance for the project to be recognized globally and adapted by other countries to give learners and the decision makers the opportunity to adapt best educational holistic platform MOE is willing to share with other countries.

WSIS Stocktaking Database considered to be an enriching repository to inspire by and can be used as a road map for new projects to be implemented sharing and communicating best practices approaches. We, as MOE would like to participate for any global arrangement to exchange our accumulated knowledge and experiences building as such holistic platform with full arrangements.

C7: ICT Applications: e-health

Project name:	MonitorFCS App
Organization	América Móvil
Country	Countries in Latin America

Brief information of the winner

América Móvil provide telecommunications services in 24 countries across the Americas and Europe. We are a leading telecommunications services provider in Latin America, ranking first in wireless, fixed-line, broadband and Pay TV services based on the number of revenue generating units ("RGUs"). We also offer to our customers a portfolio of value added services and enhanced communications solutions.

Project's description (activity's description)

Since the start of the pandemic, Carlos Slim Foundation and all the companies of Grupo Carso, including América Móvil, have been concerned about the health of our coworkers, therefore, as part of the group actions to deal with COVID-19, the Carlos Slim Foundation, in collaboration with América Móvil, developed the MonitorFCS App, in order that our coworkers and their families across Latin America can carry out daily monitoring of their health status and, in case of presenting symptoms related to COVID, receive the necessary attention and information.

Also, in some countries of Latin America the Carlos Slim Foundation, in collaboration with América Móvil subsidiaries Claro and Telcel (Mexico), and health authorities, developed applications like COVID-19MX App, in Mexico, to help the general population to generate a personal and family self-diagnosis. There is no browsing cost for Telcel or Claro users, as well as the text messages (SMS) involved in the use of the App. The platforms were available to the authorities for their complete management.

Examples of linkages between the WSIS Action Line your project was awarded for with each of the Sustainable Development Goals it helps advance

The projects comply with the SDGs of: Goal 3: Good health and well-being, Goal 10: Reduced inequalities, and Goal 17: Partnerships for the goals.

Social, economic, and environmental impact of the project

With the Apps developed, we help people to get a health diagnosis facilitating medical attention if required. By having a previous diagnosis, the Apps also allow doctors to take care of the patient in a faster and more accurate way. These Apps also provide population with truthful information and

combat the spread of fake news. Furthermore, by eliminating navigation costs in the Apps, we make sure that these tools are accessible to the most vulnerable communities.

Highlights of the project's partnership activities

Under the coordination of the Carlos Slim Foundation, the integration of multidisciplinary groups was achieved, technological resources were enabled, and Artificial Intelligence tools were incorporated to facilitate automated surveillance scenarios and decision-making in a record period.

Challenges and project's future perspectives

Quickly adopt easy-to-use technological tools that would allow confidence, security and reliable information about people's health.

The MonitorFCS App can still be used to observe that there is no upturn in COVID cases and it could possibly be used to control other diseases or to improve in people's health and well-being. On the other hand, free browsing of applications of this type can be applied to other apps that promote education, health, etc., with the intention of reaching the most vulnerable populations and contributing to reducing the digital divide.

Views on WSIS stocktaking and WSIS Prizes contest, including its relevance to development

The great value of the WSIS Prizes is that it allows knowing technological options that are being applied around the world and that positively impact on people's lives. By observing all the projects, you can learn about experiences, good practices and different options that adapt to the reality of each country, through the use of technology it is possible to generate high-impact changes in the countries and improve the quality of life of people.

C7: ICT Applications: e-employment

Project name:	The E-Recruitment System
Organization	General Personnel Council
Country	State of Palestine

Brief information of the winner

General Personnel Council, under the laws of the Basic Law of Palestine and the Civil Service Law, is responsible for developing the Palestinian civil service system by increasing the efficiency of human resources and administrative regulations, and to ensure the application of state employee's homogeneity, transparency and equality to ensure quality service for Palestinian citizens.

Objectives:

1. Find and hire qualified candidates in the labor market to fill civil service positions.

2. Raising the level of expertise, knowledge, and experience of civil servants and developing training and scholarship programs and scholarship to achieve high quality standards.

3. Contribution to the formulation and implementation of strategies and programs related to reform and development of the civil service.

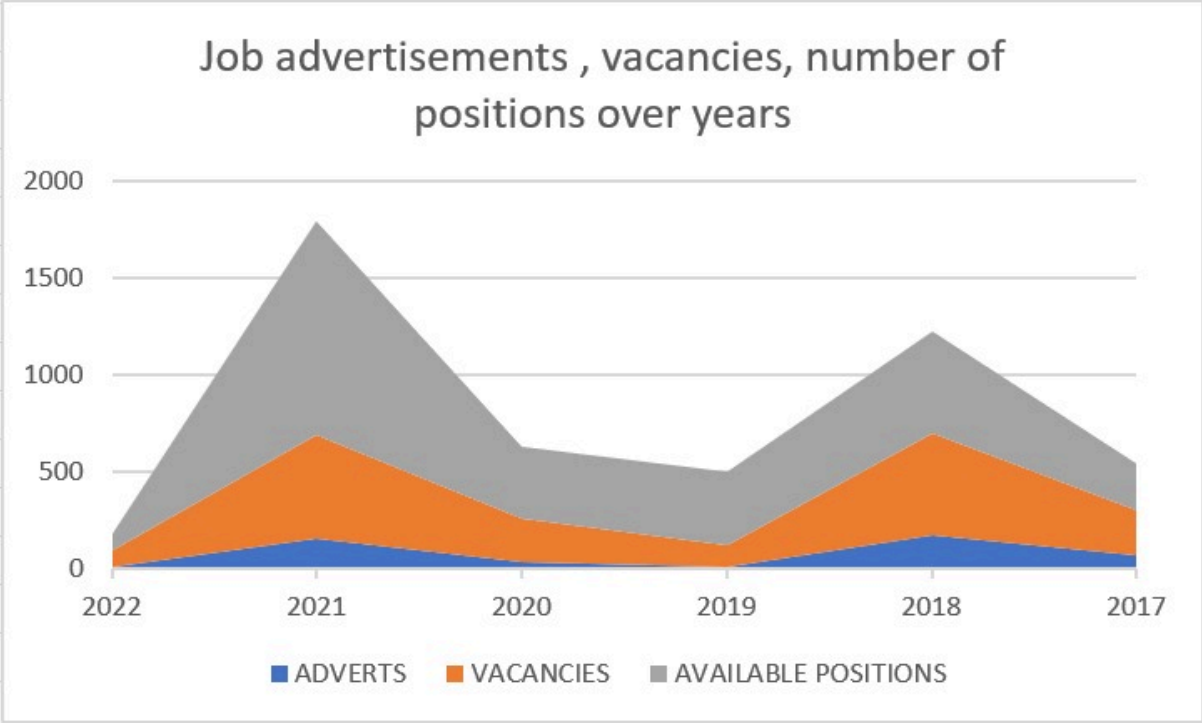
4. Establishing a method to link information systems for the management of manpower in the civil service.

5. Motivate and promote talented and creative employees to accelerate their career advancement through incentives and promotions systems to achieve career advancement objectives.

6. Development and activation of mechanisms for dealing with citizen complaints, suggestions, and objections relating to public offices and employees.

Project's description (activity's description)

Job vacancies were previously published at local newspapers. Today all vacancies are published through the electronic gate of the GPC. Newly graduates and job seekers are informed about vacancies by the website and social media. It helps reaching the biggest possible number of graduates. All recruitment procedure is done online and throws E-Systems.



The system consists of the following modules:

1. Vacancies announcement: - throw this module all ministries have users to publish an announcement for vacancies based on job description. This service is available for 86 institutions.
2. Applicant profile
3. Selection process
4. E-exam
5. Follow up module

The result achieved was enhancing recruitment procedure throw transparency and providing equal opportunities to citizens to apply to vacancies.

The impact is linked to the Improving the quality of services provided by government institutions.

Examples of linkages between the WSIS Action Line your project was awarded for with each of the Sustainable Development Goals it helps advance

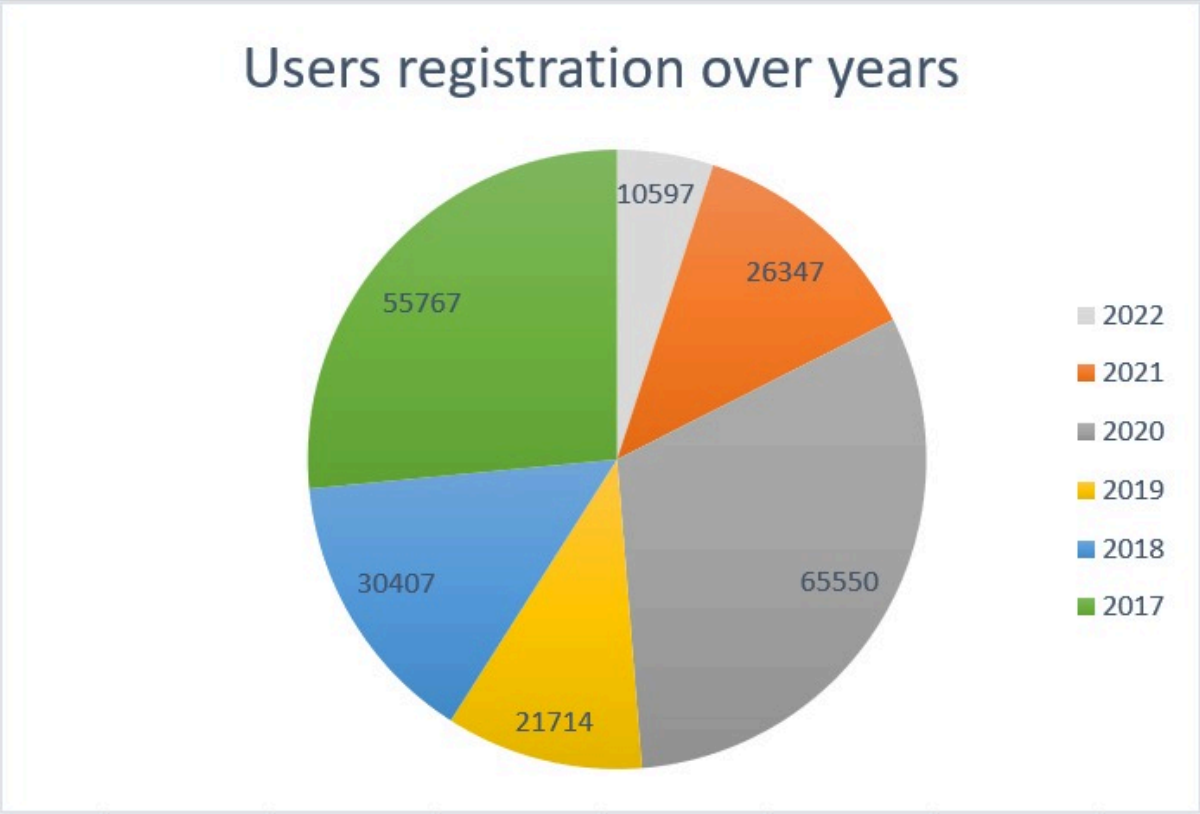
Eradicating poverty (Goal 1) and reducing inequality (Goal 10) The system seeks to enhance citizens' confidence in the mechanisms of employment and appointment in the civil service, which contributes to the stability of society and provides fair competition mechanisms for the employment of jobseekers from all society segments.

The electronic employment system of the General Personnel Council aims to provide equal opportunities for all male and female jobseekers, so that they occupy the job that suits their qualifications, work experience to achieve gender equality (Goal 5).

Promote sustainable, inclusive and sustainable economic growth, full and productive employment and decent work for all (Goal 8) by providing the public sector with competencies capable of providing high-quality services to citizens.

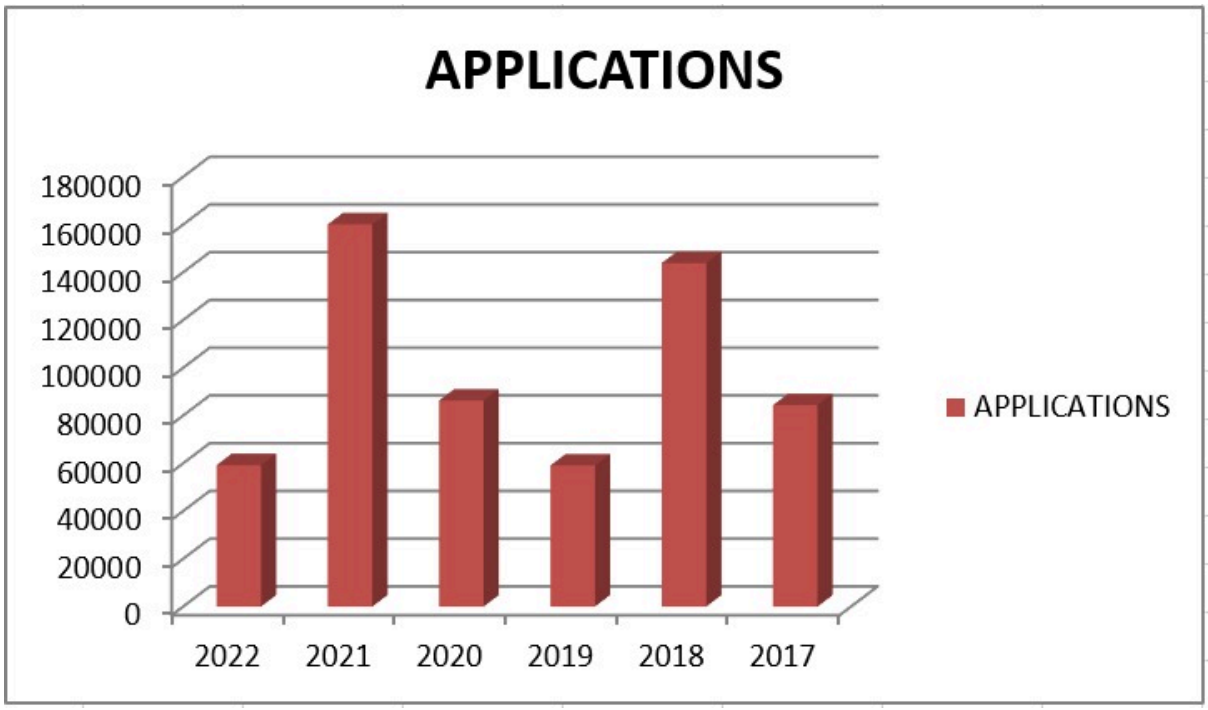
Social, economic, and environmental impact of the project

The e-recruitment system affects the social aspect by enhancing citizens confidence in the mechanisms of recruitment and appointment in the civil service, and announcing the conditions and requirements of each job in all available ways, which positively reflects on the credibility of the advertisement and reflects the principle of equality among jobseekers. This is reflected in the economic aspect by reducing the costs of the recruitment process and providing local resources for the state, in addition to saving time, effort and speed in completing the recruitment process.



Highlights of the project's partnership activities

Partners are all government institutions that want to attract and hire job seekers. They are constant partners in the development of the system in terms of feedback, suggestions, ideas, and daily use of the system challenges and project's future perspectives.



Challenges and project's future perspectives

Initially, the main challenge was to convince all civil service institutions and their employees and encourage them to fully transform the electronic employment system.

A second challenge was the extent of citizens skill and their ability to interact smoothly with the system and the ways in which they could get technical support to assist them in applying for jobs, but from our perspective and actual experiences the citizens adopt the system smoothly and express their satisfaction about use the systems to apply for job vacancies.

Views on WSIS Stocktaking and WSIS Prizes contest, including its relevance to development

We are honored that the E-Recruitment System of General Personnel Council of Palestine has been selected as the winning project in the category of employment of the WSIS 2022 Prizes.

WSIS Stocktaking and WSIS have introduced us to many ideas and notions on the innovations and methods that we can adopt in our own country and communities. On the other hand; was an opportunity to share our success and experience with the world and it was indeed a great honor to participate in this contest.

C7: ICT Applications: e-environment

Project name:	Young Reporters for the Environment (YRE)
Organization	Foundation for Environmental Education (FEE)
Country	42 Countries Over the World

Brief information of the winner

Young Reporters for the Environment (YRE) is an award-winning programme coordinated by Foundation for Environmental Education (FEE). The programme empowers young people to take an educated stand on environmental issues they feel strongly about and gives them a platform to articulate these issues through the media of writing, photography or video.

Project's description (activity's description)

The project #YREstayshome was the challenge that YRE International launched to prove everybody can still be an ambassador of the environment and influence his/her community while being at home during the COVID-19 pandemic. YRE students from all around the world showed solidarity by staying inside to avoid the spread of COVID-19. FEE and the YRE programme also wanted to transform this unusual time into an opportunity to keep investigating environmental topics and to have a little fun! Every week, there were ideas shared on social media and through other tools on how people can still be involved in the YRE programme and gain new skills, raise awareness, and investigate environmental issues from home, as well as participate in the journalistic competitions, webinars and other virtual meetings.

Examples of linkages between the WSIS Action Line your project was awarded for with each of the Sustainable Development Goals it helps advance

The project has been awarded in the e-environment line and covers almost all the Sustainable Development Goals. The most important and relevant are goals 4 (Quality Education) and 13 (Climate Action). Indeed, the #YREstayshome challenge was part of an educational programme that has tried during the different periods of lockdowns to keep the students committed to learning and sharing thoughts about environmental topics closed to them. In addition to this, the challenge empowered young people to take climate action at home by supporting them with webinars and online meetings. Environmental practices developed and shared during the challenge were linked to all the SDGs.

Social, economic, and environmental impact of the project

The pandemic has been an unusual time for everyone, but mostly young people. Some suffered from isolation due to the numerous lockdowns in the different countries the programme covers. Therefore,

the #YREstayshome challenge had been developed and thought to fight against youth's isolation and keep them active during this particular time. They had the opportunity to be engaged in environmental activities - from webinars to short video challenges - at a time when a lot of people realized the importance of climate action, pollution and biodiversity loss.

Highlights of project's partnership activities

All our members from 42 countries over the world with a strong network of schools were involved in the project. Thanks to the commitment of our 15,936 teachers, the project has been run successfully with over 450,000 students. In addition to this, there were also countries as well as schools engaged that were not FEE members.

Challenges and project's future perspectives

Our main challenge was to reach out to youth globally through social media and our network. During the project, follow-up activities allowed us to keep in touch with our members and countries. We have engaged our member countries and coordinators to reach out with a campaign to students on the national level. Many of them followed up our guidance and launched webinars in national languages and different experts. To overcome challenges we have also prepared a guidebook for them on how to run programme activities during lockdowns that included #YREstayshome ideas. It was a useful tool to see the outcomes of the challenge on students, schools, and even communities. Also, the follow-up permitted us to have strong feedback from our members. Moreover, the project was continued by

#YREstayactive, since the first lockdowns ended. And even now, educational materials from webinars are available for schools and anyone in the world. We have developed the online learning platform FEE Academy to give students and teachers part or not of FEE, free access to educational environmental resources to develop the project in their communities.

Views on WSIS Stocktaking and WSIS Prizes contest, including its relevance to development

WSIS Stocktaking and WSIS Prizes are accorded with our GAIA 20:30 strategy related to three main themes: reducing pollution, climate action and protecting biodiversity. These themes, as the WSIS Stocktaking, are directly linked to the development as well as the implementation of the Sustainable Development Goals. Therefore, participating in the contest allows organizations and institutions to share their projects and ideas internationally and make visible the SDGs. A large number of projects can inspire people and communities for their own environmental purpose.

C7: ICT Applications: e-agriculture

Project name:	Agriculture Digital Platform
Organization	The Ministry of Environment Water and Agriculture
Country	Kingdom of Saudi Arabia

Brief information of the winner

The Ministry of Environment Water and Agriculture is a government ministry in Saudi Arabia responsible for the achievement of sustainability of the environment and natural resources in the Kingdom. The ministry also is in charge of developing and applying policies that contribute to achieving water and food security.

Vision:

To achieve sustainability of environment and natural resources, in such a manner that would ensure water security, contribute to achieving food security, and improve quality of life in KSA.

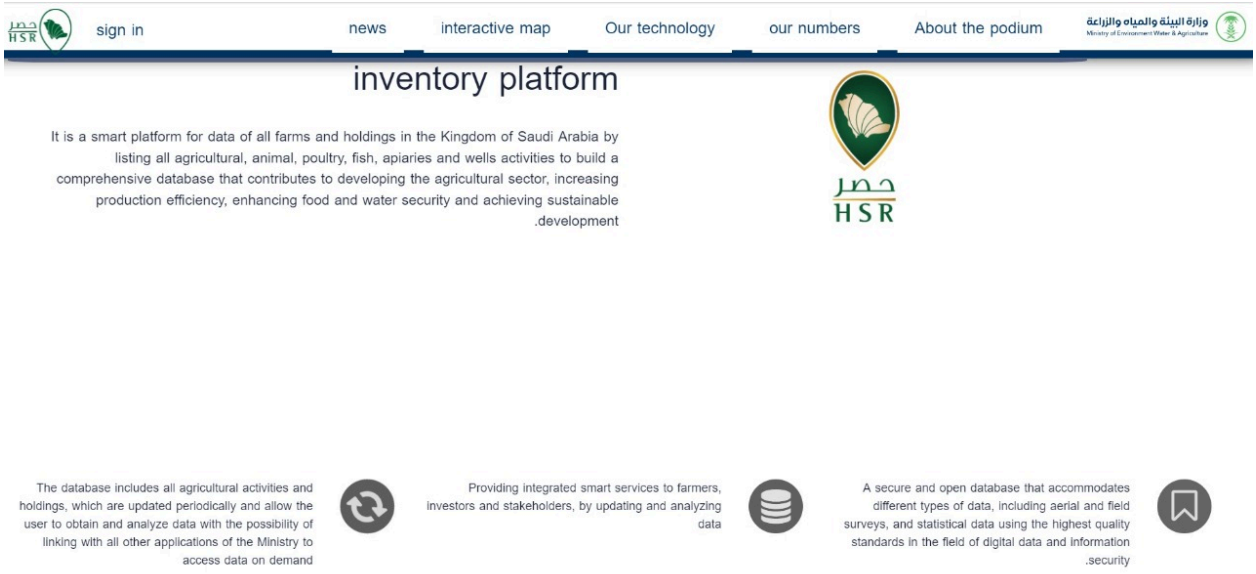
Mission:

Our mission is to maintain distinguished performance in developing and applying comprehensive policies and effective strategies, as well as promoting services by engaging the private sector and the competent authorities, with a view to achieving prosperity and sustainability of the environment, water and agriculture.

Project description (activity's description)

Agriculture Digital Platform project is a digital inventory covers all agricultural, livestock, and other activities. The latest technologies, such as drones, have been used to conduct accurate field surveys of many areas at high speed. This platform's data and activities are stored in a central database to process and generate intelligent reports for decision-making by higher authorities.

This platform plays a vital role in the agriculture sector and its development. It also promotes food security and sustainable development.



Examples of linkages between the WSIS Action Line your project was awarded for with each of the Sustainable Development Goals it helps advance

Goal 1: Ending poverty in all its forms everywhere.

Goal 2: Ending hunger, to achieve food security, improve nutrition and promote sustainable agriculture, which means that all people always have access to sufficient, safe, nutritious food to maintain a healthy and active life.

Goal 8: Promoting inclusive and sustainable economic growth within full and productive employment and decent work for all.

Goal 12: Ensuring sustainable consumption and production patterns.

When sustainable consumption is practiced, resources are used wisely, and waste products and pollution are minimized through a paperless request's services. This is achieved is by using the local victuals resources and platform.

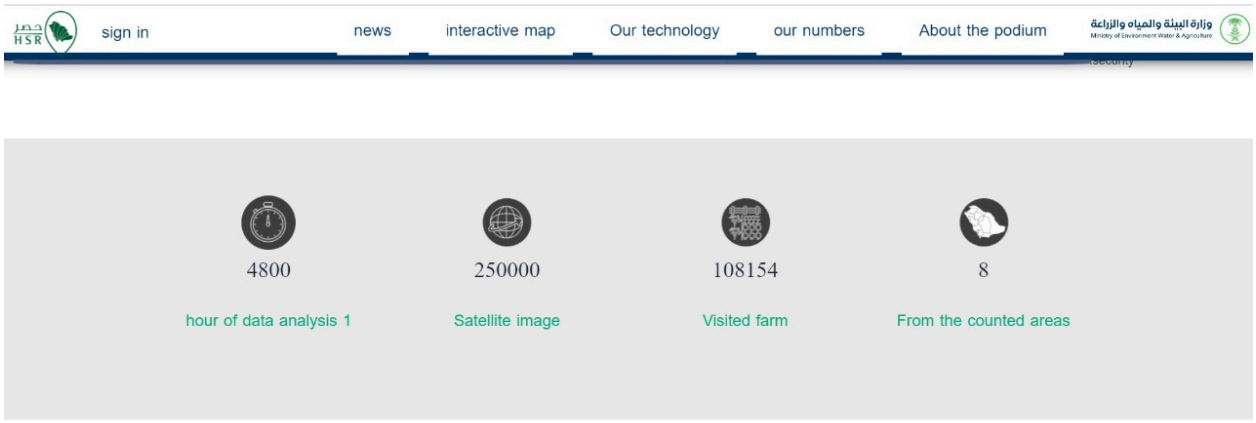
Goal 15: Sustainably managing forest, combating desertification, halting and reversing land degradation in addition to halting biodiversity loss.

Social, economic and environmental impacts

The impact of this platform will help the government to capture and enhance all agriculture and livestock activities. and the platform will provide different types of data that are related to a various agricultural holdings and activities geographically distributed in Saudi Arabia as follows.

(1) Spatial data
(2) Crops data

(3) Livestock data
(4) Farmers data
(5) Farms data
(6) Agriculture and livestock Products data

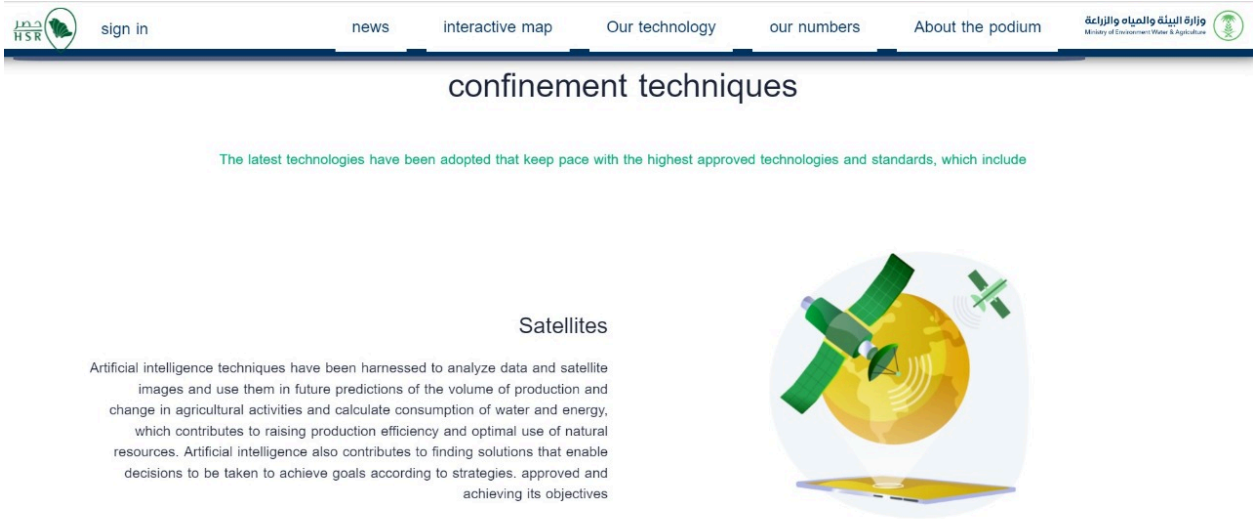


Based on the above data processing results, the following economic impacts are as follow:

A. The accuracy with which the locations of particular crops is essential, as is the speed of service delivery to ensure the safety of that crop.

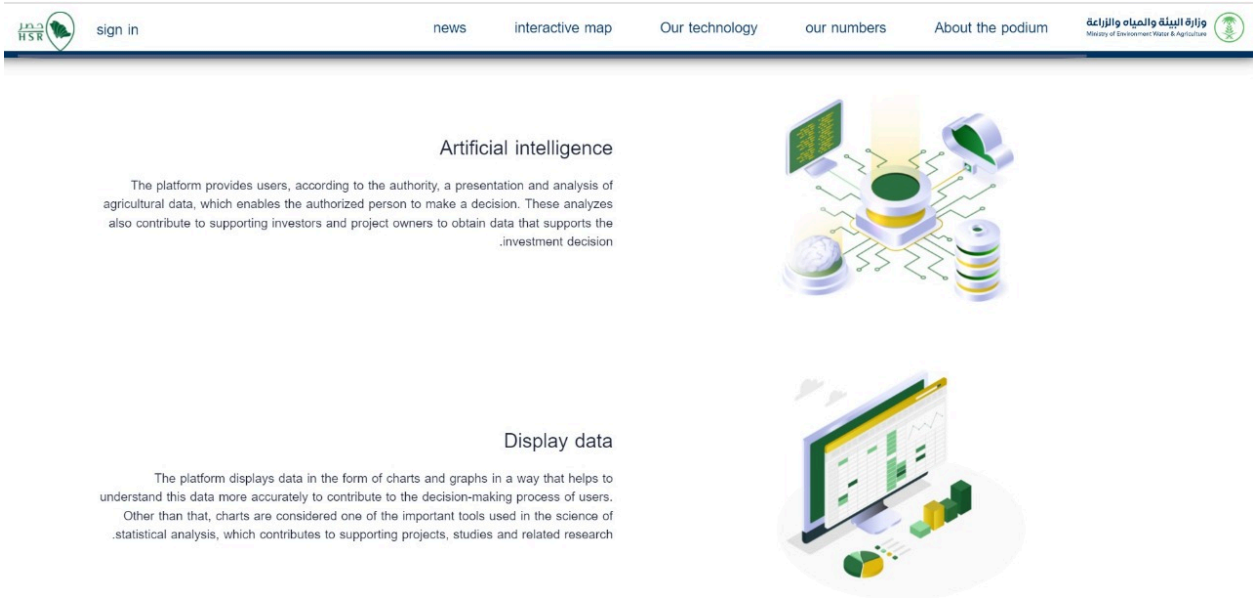
B. Spatial data helps identify perishable crops to allocate them to nearby markets and consumers.

C. Promotion and expansion of olive presses in places close to this product.
D. Knowing the pests and their effects on palm trees and then decided to treat these pests quickly.



E. Sensitize farmers on how to react and act quickly in case of emergencies affecting their produce.

F. Increase employment opportunities by increasing the number of farms that benefit from the new services.



Social impact:

A. Farmers can complete their transactions thru mobile services and no more presence in the Ministry as the solution has become technical.

B. Maintaining the life safety of farmers who have to travel to cities to complete certain transactions on their farms.

C. Monitoring the safety of wilderness parks using drones to ensure their quality for the public and entertainment.

D. Providing electronic services to farmers increased interest in agriculture and encouraged others to expand into other areas.

The environment and its conservation has become a fundamental goal worldwide, especially after developing and increasing the world's population in cities and villages.

In the Kingdom of Saudi Arabia, represented by the Ministry of Environment, Water, and Agriculture, the Ministry has launched several initiatives, especially in the field of environment, as it has a significant impact on social and economic life. Therefore, these initiatives have turned into qualitative projects that manifest themselves in electronic platforms and business intelligence to monitor the environment and reduce interference with nature, whether plants or animals.

A significant positive change has emerged in the reappearance of some desert plants threatened with extinction by tracking locations using drones that take photos and send data to the platform.

Highlights of the project's partnership activities

- Current Integrate with:
- National Data Bank (SDAIA)
- Saudi Irrigation Organization
- National Center For Palms & Dates
- Ministry of Human Resources and Social Development
- General Directorate of Border Guard
- Digital Government Authority (GSB)
- Ministry of Municipal and Rural Affairs

Challenges and project's future perspectives

The challenges types are:

- Geographical challenge

◦ The Kingdom of Saudi Arabia is a vast country, and the desert covers most of its area. The ideal solution was to send experts to collect spatial data from more than 400 thousand farms or agricultural areas to obtain the most accurate spatial data and record it in a central database. The experts completed the process successfully.

-Human challenges

◦ It is not easy to provide knowledge, conduct training, and ask farmers for help. However, awareness and concern for public interest and development of agricultural work was a reason to contribute to the solution of this challenge.

- Nature, the desert climate, and climatic variations were sometimes a reason to postpone some tasks to ensure the safety of technicians sent into the depths of the desert. Nevertheless, climate officials had helped perform the tasks assigned to spatial data collecting experts.

- Challenges are often related to stakeholders, especially in identifying the requirement document, which may lead to changes in the platform. However, the matter has been controlled and presented practically and professionally.

- There are challenges related to the quality of data. This challenge is fundamental as it significantly affects the rights of the state and farmers when inaccurate geospatial data can lead to loss of privileges.

However, with the experience gained and the data-cleansing experts who worked on this project, the results were positive and helped continue the work.

Views on WSIS Stocktaking and WSIS Prizes contest, including its relevance to development

It is very mature and useful to drive and help the entities to align and achieve the SDG's action lines using the digital transformation.

Agriculture Digital Platform

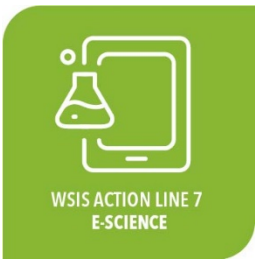
Collect and track all agricultural activities, livestock holdings, and wells to provide smart e-services and intelligence data through the use of emerging technologies.

Platform Goals

- Supporting the Sustainable Development Goals.
- Supporting local production and strengthening the agricultural economy.
- Creating, supporting, and providing the best agricultural investment and financing boosters.
- Supporting decision-making with maximum benefits to enhance agricultural production.
- Improving the experience of beneficiaries of electronic services with the latest technologies.

Platform Statistics

190+ Agriculture E-Services	**17,633** Livestock Activities	**349,423** Agricultural Activities	**100,853** Existing Holdings
109 Fish Farming	**812,737** Cultivated Area	**45,474** Barns Counter	**265,901** Total Holdings



C7: ICT Applications: e-science

Project name:	The Flood Control System
Organization	The DKI Jakarta Provincial Government
Country	Jakarta

Brief information of the winner

The DKI Jakarta Provincial Government has experienced difficulties in disseminating information about flood points as a preventive measure against disasters. Officers and stakeholders who carry out tasks related to disaster also experience difficulties in terms of coordination. To optimize risk management of flood in DKI Jakarta, Jakarta Smart City built a flood monitoring system that integrates data from sensors in 178 locations across Jakarta and integrates it into a single platform. The data becomes an asset and source of information for the government to understand the situation and build models and future predictions for any chances of floods in the city. This use case is enabled by key technologies such as big data and analytics, AI/ML and IoT (Internet of Things) so the agency can optimize and enhance the capacity of flood monitoring systems.

Project's Description (activity's description)

One of the main development goals of Jakarta as stated in the Regional Medium-Term Development Plan is to increase the city's resilience and preparedness in dealing with disasters, including potential floods, climate disasters, and epidemics. The flood control system exists as a data-based policy effort to detect areas that are potentially inundated with water. Existing data can help increase citizen awareness of disaster situations, accelerate system-based disaster response responses, prepare for flood emergencies, and carry out real-time monitoring. The system collects historical data and knowledge possessed by each person which is useful as material for decision making by leaders for the future.

The developed system aims to perform predictive analysis to predict when the water pump needs to be activated based on historical sensor data (water level, vibration, temperature) and CCTV. In addition, the components of the flood control system:

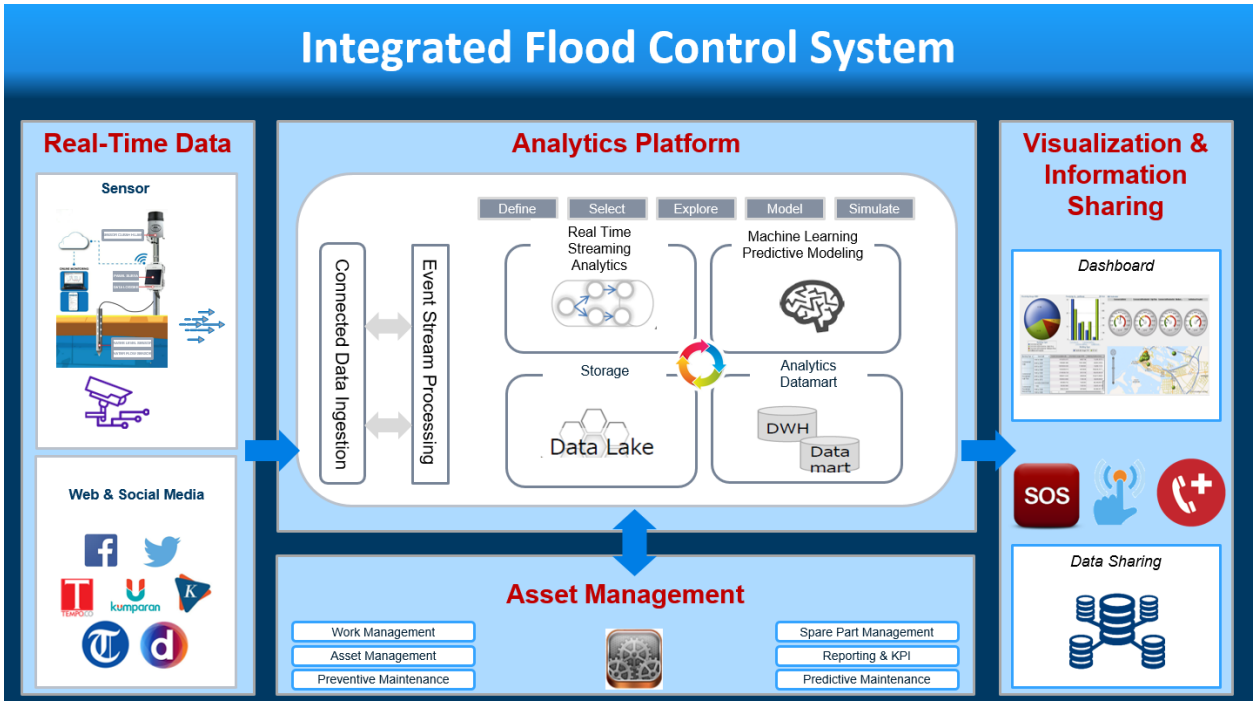
Data analysis in motion: the artificial intelligence capabilities of IoT devices start with the ability to quickly pull data and process massive amounts of data. By leveraging iteration and big data, machine learning systems will improve model accuracy and identify information
Real-time decision making/real-time interaction management: streaming data regarding certain events, such as detection of water levels, water flow velocity, rainfall, etc. Provide input to the system

to provide warnings/alerts as well as decision recommendations or recommendations. the most optimal follow-up

Data management: accurate results will require data management, data quality, and data cleansing processes for data on IoT devices and enterprise data

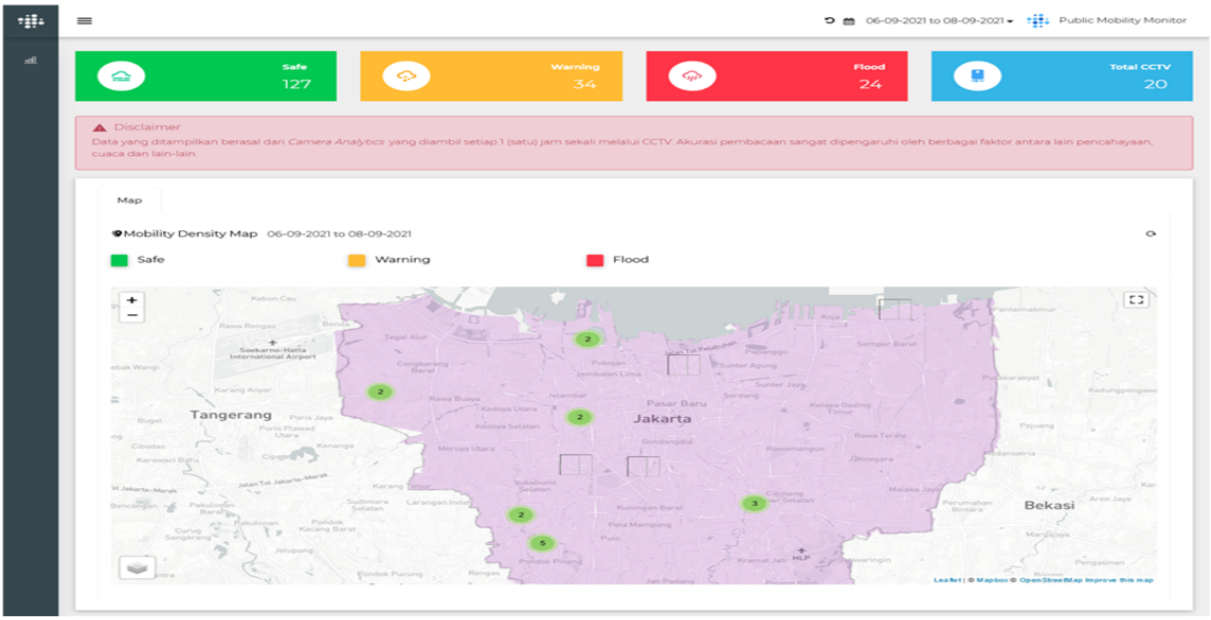
Analytical model management: a good model management system is able to provide information on the level of accuracy and management standards in all analytical modeling processes, so that they are able to consistently manage the model evolution process and monitor the accuracy of existing models

Asset Management: to improve asset utilization and extend asset life on complex tools.



The data obtained from the flood control system can be used for flood prevention measures in DKI Jakarta. This is like a knowledge management flow or DIKI pyramid (Data, Information, Knowledge, and Insights). Data about floods obtained through IoT will be stored by the Statistical Analysis System through the Data Logger. The data is then accumulated on the dashboard of the flood information system which can only be accessed by the relevant regional apparatus.

Dashboards turn data into information that can be used for flood prevention. This information becomes a reference with additional information from the field and is processed cognitively into knowledge. Then, the knowledge formed is used relevantly for the purpose of flood control through policies or evidence-based decisions. The Flood Information System was forwarded to residents through loudspeakers from the pump house as an early warning notification by BPBD. So, residents can take preventive action before a disaster occurs.



Examples of linkages between the WSIS Action Line the project was awarded for with each of the Sustainable Development Goals (SDGs) it helps advance

The Flood Control System is an implementation of the government's data-driven policy to the community. This platform is also a forum for creating the values of solidarity, tolerance, and shared responsibility through the assistance feature that allows the community to provide assistance and share information in affected areas. The value of respect for nature is also implemented on this platform through the disaster early information feature so as to enable preventive actions for the community.

Sustainable development goals related to this project:

A. Goal 6: Clean water and sanitation
B. Goal 9: Industry, innovation and infrastructure
C. Goal 11: Sustainable cities and communities
D. Goal 13: Climate action
E. Goal 14: Life below water
F. Goal 15: Life on land

Social, Economic and Environmental Impacts

1.Improving quality of life means delivering better services, focusing on customer centricity, and bringing greater personalization to the citizens. There will be more data-driven use cases that will be activated along the digital journey of Jakarta Smart City.

2.Creating economic growth means enabling collaboration and coordination with multiple stakeholders in the city. While technology is determined as an enabler of the digital economy, Jakarta Smart City is looking forward to building its data ecosystem, transforming government into public API, and building Jakarta as an ecosystem. Aiming to enable the ecosystem platform, Jakarta

Smart City is focusing on shifting their mindset from a government-centric initiative to a citizen-centric one that inspires a smarter city of Jakarta.

3.Effectiveness and efficiency in collecting, processing, and analyzing data that previously required a relatively long time.

4.Through this system, data collection takes about 5 minutes, processing and analysis can be done in a matter of hours.

5.Source of accurate information for officers in preparation, mitigation, and early warning predictions for flood disasters.

6.Efficiency in data collection for policy making in flood disaster management.

7.Minimizing flood-affected areas and social impacts, such as: congestion due to flooding.

8.Minimizing the impact of losses caused by floods on the economic, education, health and infrastructure sectors.

Highlights of the Project's Partnership Activities

This innovation is funded by the DKI Jakarta Provincial Government through the Regional Expenditure and Expenditure Budget. Meanwhile, in developing policies and systems, the DKI Jakarta Provincial Government cooperates with various parties, such as private companies, state-owned enterprises, research organizations, academics, and individuals, to contribute ideas and ideas to overcome flood problems in DKI Jakarta.

This project is also supported by a leading and experienced partner like SAS, PT XL Axiata, and International Water Security Network: Research and Development.

Challenges and project's future perspectives

The flood information system is still in the development stage and has three phases: the initiation phase includes installation and simulation, the development phase includes modeling and accuracy, and the stabilization phase includes accumulation and stabilization. Currently the progress is completing the initiation stage and is starting to enter the development stage. The challenges faced are the location of the pump house which is not ready for sensors to be installed and the data sources used still refer to central government data.

Views on WSIS Stocktaking and Prizes contest, including its relevance to SDGs

WSIS Prizes are committed to sustainable development, particularly in urban development. More than that, WSIS upholds the principles of justice, sharing, solidarity, tolerance, and through the involvement of stakeholders and experts from around the world.

C8: ICT Applications: Cultural diversity and identity, linguistic diversity and local content

Project name:	GEM Institute
Organization	GEM Institute
Country	Lesotho

Brief information of the winner

GEM Institute is a community based orgnisation driving mentorship for youth in technology, creative industries and farming with rural communities. Its intention is to create and strengthen value chain ecosystems across ages and rural and urban communities.

Project's description (activity's description)

- Engage schools in writing books and creating environmental artwork to highlight the need for about climate change through creativity and technology
- Hold bootcamps and hackathons for youth in technology and creative cultural industry to invent or innovate climate change working ideas in climate forecasting
- Holding mentorship session for youth on climate change action
- Holding intergenerational green enterprise and technology seminars and markets for youth and women in rural Lesotho

Examples of linkages between the WSIS Action Line your project was awarded for with each of the Sustainable Development Goals it helps advance

Goal 2: Zero hunger and Goal 15: Life on land: In 2019 we started working with women led farming cooperatives, through the support of UNESCO on how they adapted to climate change, using tunnel/greenhouse farming, bee farming and drying of fruits for sale. These was the beginning of inspiring youth to consider farming as a green initiative to decrease hunger and to learn about life on land including how people interact with their environment to safe it. The initiative has culminated into partnering with schools to start mini orchards by planting fruit trees. Fruit trees have now been planted in six schools. The, initiative is going to be scaled up called FRUIT-UP that will accommodate bee farming, and fruit processing to expand the green value and supply chain ecosystem. Other related farming values will be added to scale the cooperative approach of green enterprising. Local communities will use these schools for learnership in green innovation and information sharing on how to zero hunger and appreciate life on land. Lastly, exploration of greenhouse farming, fruit

processing, drone technology and climate forecasting are being developed to scale food production and food security.

Goal 4: Quality education: During COVID 19 when school were closed three things took place, first the 2020 and 2021 Girl Tech Talk Conference were held online. Importantly, the online conferences made it possible to invite girls from three countries; South Africa, Ghana and Tanzania to participate and learn from each other. Lesotho National Commission for UNESCO and UN Technology Bank was a key contributor for learnership so girls could understand what the bank does. Furthermore, workshops for writing the second Love at first Click book by girls and boys in schools on technology, climate change and creativity were exclusively held online. In addition, a film series called Wish For My Daugther is meant to carry educational messages about climate change, emerging technologies to curb fashion industry pollution and inheritance in Lesotho.

Goal 5: Gender Equality: In all initiative that being carried out women and girls are at the centre of all technological, creative and innovative advances. Especially women and girls in rural Lesotho. Through the three products that have been developed inhouse such as Love at First Click, Wish for My Daughter and Take Me Home, all the three were led by women and girls as pilot project to encourage participation of women and girls in technology and creative cultural industries to promote climate action and digitization.

Goal 8: Decent work and economic growth

For confidence building on climate change action, we have held 4 events to facilitate creativity and innovation; the first is the 2019 Girl Tech Talk Conference to encourage girls across the country to start inventing and innovating on technology ideas that solve their communities challenges.This happened after building capacity of students and teachers to learn how to code through the Africa Code Week programme. The second was an intergenerational value and supply chain between youth and farmers to establish gaps that undermine successful practices. Thirdly, Is developing Love at First Click book which compiles essays by girls in Lesotho on climate change, creativity and technology. Lastly, hosting creative and technology bootcamps for youth to develop climate change solution that can be adapted by local communities.

Goal 8: Decent work and economic growth: Through Enhancing Youth Empowerment for Sustainable Development supported by UNDP we carried out a confidence building sessions in 5 districts for youth to understand the importance of cyber security in all initiatives they mostly carry out on digital platforms.

Goal 8: Decent work and economic growth: The intergenerational skills sharing with youth in technology onboarding farmers's cooperatives and associations on digital platforms to start advertising their products as part of value and supply chain ecosystem strengthening. Love at First Click anthology is now being sold on Amazon. The first film streaming app and website called Take Me Home is under development to host Basotho films for sale and documentaries about climate change and green economy.

Goal 9: Industry, innovation and infrastructure

As part of youth expanding their skill set, social media management has risen as one of the key skills emerging as useful to continually update information on our social media platforms. These skills have been proposed to farmers who have indicated interest for organizational websites development. Furthermore, the writing and publishing of our book series Love at First Click and ACT4Climate Change have opened opportunities for new employment opportunities we did not have. Farmers's associations requests that they be given website development and administration services by youth in tech.

Goal 13: Climate action: When addressing climate change, technology, and innovation we have brought together youth as peers and elderly farmers to share their indigenous knowledge experiences with youth. Likewise, youth shared with the farmers knowledge about emerging technologies. Interaction and networking during held during the annual Girl Tech Talk Conference serves as that now includes boys as boys and girls especially in rural schools share the same challenge of lack of information and knowledge in technology issues, creativity and innovation. Lesotho Science and Mathematics Teachers Association a key partner for conferencing and training of teachers and students. In 2022 we hosted the first Green Arts Tech Awards for in and out of school who developed the most innovative ideas to be used to respond to climate change in Lesotho. Lastly, we partnered with Limomonane Trust to plant 10K Trees in Lesotho. Target met was 67K Trees planted.

Goal 17: Partnerships for the goals:

- American Embassy partnership on teaching and learning of coding in schools

- Canadian Embassy on promoting gender equality through the use of technology and creativity

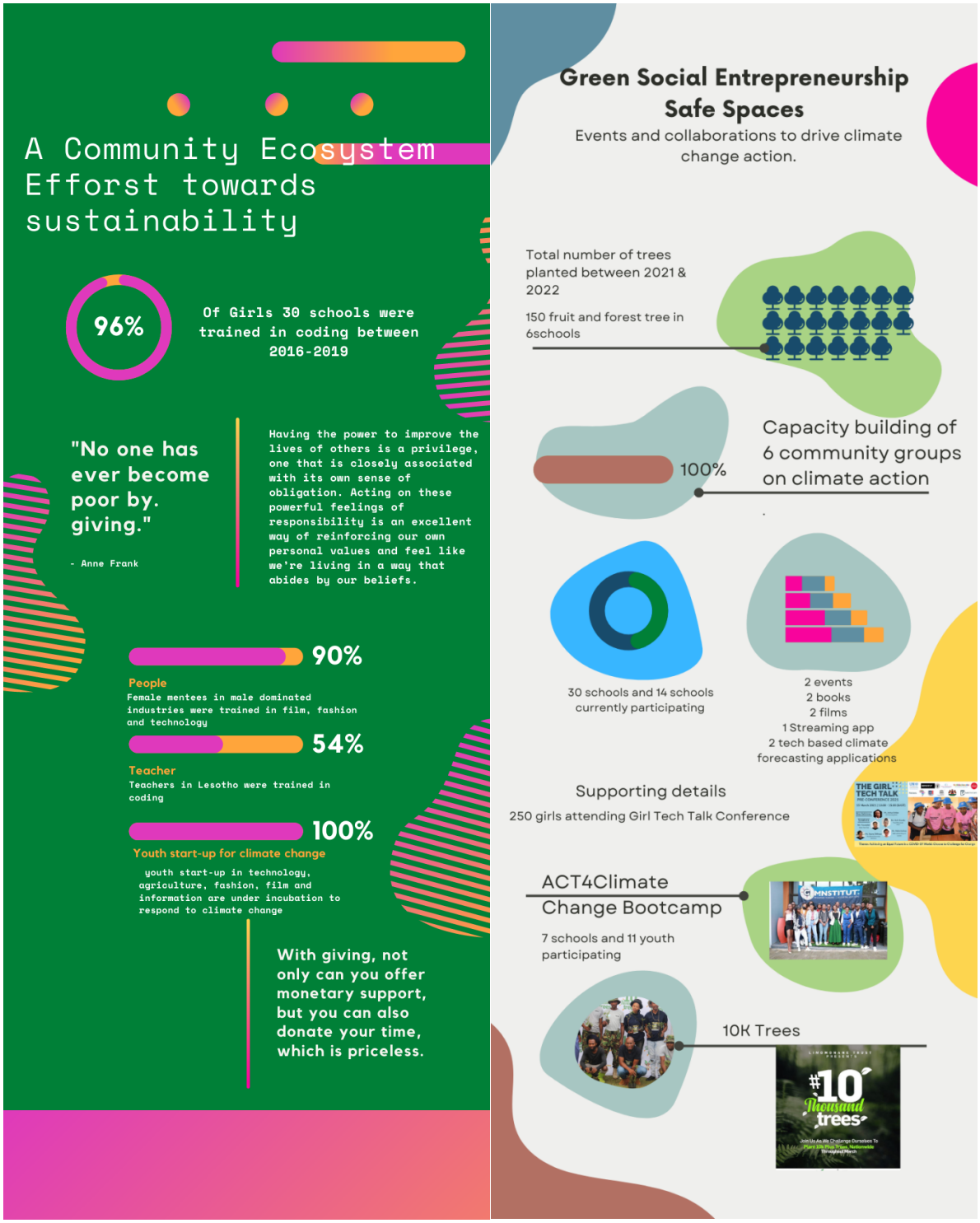
- UNDP building the capacity of youth in creative cultural industries and technology

- UNESCO intergenerational collaboration on women in agriculture and technology UNESCO Arts, Culture and Technology for Climate Change and green social

- Limomonane Trust 10K Trees Campaign

Social, economic and environmental impact of the project

Socially this project will help with collaboration among all stakeholders. Collaboration and partnerships will assist in impactful resource mobilization and use. Lastly, environmental impact will be improved as scaling for the green economy will be improved. Importantly, new skills, new work spaces and innovations will present potential opportunities for the future of work in Lesotho to decrease gender inequality and youth unemployment.



Highlights of the project's partnership activities

- American Embassy partnership on teaching and learning of coding in schools
- Canadian Embassy on promoting gender equality through the use of technology and creativity
- UNDP building the capacity of youth in creative cultural industries and technology
- UNESCO intergenerational collaboration on women in agriculture and technology
- UNESCO Arts, Culture and Technology for Climate Change and green social entrepreneurship pioneered by youth in using technology and creativity

Challenges and project's future perspectives

- Lack of adequate equipment that would enable carrying our work across the country
- Innovation hubs are only in the capital city. There is need to have community based innovation hubs in rural places to be more inclusive so that no one is left behind
- Schools have pleadged their land for green innovation for fruit tree planting. However, services such as soil testing to make sure the right trees will be planted at the right places remains a challenge
- Procuring fruit tree seedlings is not in bulk because of cost implications
- Developers in drone technology for precision, programming weather forecasting for local farmers is slowed by insufficient internet
- Lack of technical skills to mentor and coach youth in green innovation technologies. While youth in these areas are keen to contribute to the community of practice there is not enough support to identify their strengths and weaknesses
- The mentorship, talent management and coaching services offered for youth lack a supportive budget to encourage them to work closely with rural communities. Even youth who come from rural communities with good ideas or solutions, they are not enticed to stay in rural communities as they keep looking for paid jobs
- Schools that are implementing partners, do not have facilities that are needed to run good research and innovation community hubs
- There is no technical and financial support to create awareness to communities about the future of work and how young people are going to be at the forefront of climate change action
- The staff that works on this project still remain unpaid, demoralizing the passion and drive to keep improving and serving

Views on WSIS stocktaking and WSIS prizes contest, including its relevance to development

WSIS as a global initiative that encourages innovation in ICTs is proving to be hub of best practice ideas, useful for learning on how other people in other countries have solved their ICT challenges for different levels of communities. It is a good place to use some of the idea for replicability to.

C9: Media

Project name:	Farm Radio
Organization	Farm Radio International
Country	Across Sub-Saharan Africa.

Brief information of the winner

Farm Radio International is a Canadian international non-governmental organization that is uniquely focused on improving the lives of rural Africans using radio — the world's most accessible communication tool — in combination with other digital technologies. We run radio projects that help millions of people achieve better livelihoods and social outcomes. We produce radio resources that support a network of more than 1200 radio broadcasters across sub-Saharan Africa to improve their programming. And we pioneer radio innovations that feature the latest technologies to make rural radio the best it can be.

With offices in Burkina Faso, Ethiopia, Ghana, Mali, Nigeria, Senegal, Tanzania and Uganda, and radio network members in 40 countries across the continent, Farm Radio reaches tens of millions of small-scale farmers and rural Africans in order to share knowledge, amplify underserved voices and support positive change.

Project' description (activity's description)

In times of crisis, rural African communities turn to radio as a trusted source of information. Sometimes, it is the only source. So, as the pandemic dawned, Farm Radio International knew that broadcasters would be the key to delivering life-saving, accessible messages at-scale to the vulnerable populations who needed them most.

Unlike other mediums, radio is not restricted by lockdowns; it is one of few tools that can keep entire communities safe, entirely at-a-distance. The COVID-19 Radio Response looked to support radio stations and journalists so that they could continue doing exactly that — keep their communities safe.

Thanks to funding from the government of Canada, the project had several elements. Working with our network of more than 1,000 radio station partners (at the time), we provided critical information to journalists to enable them to combat misinformation, answer frequently asked questions and stay safe while reporting. We rolled out an emergency Interactive Voice Response hotline and chatbot on Telegram and Facebook so that journalists could access this information at any time, anywhere. In Farm Radio facilitated broadcaster WhatsApp and Facebook groups, we moderated 116 discussions on COVID-19, addressing topics like health, gender and nutrition. These groups also provided access to local experts and specialists so broadcasters could freely ask questions to inform their COVID-19 programming. More than 50,000 messages were shared in these groups. Staff in 12 countries made calls in 20 languages to underserved radio stations to support and coach stations in their response.

Finally, we launched a COVID-19 Support Fund for radio stations. The fund covered costs like fuel for generators, personal protective equipment, internet and phone costs for remote work, and other urgent needs. Broadcasters in 12 countries (Burkina Faso, Cameroon, Democratic Republic of Congo, Ethiopia, Ghana, Kenya, Mali, Malawi, Nigeria, Senegal, Tanzania, and Uganda) were able to apply for and access more than $170,000 CAD (total) in funding. In addition, all of this work with broadcasters was amplified by radio programs that reached tens of millions of listeners in both rural and urban geographies across the continent.

This pandemic has proved that radio really is a life-line to so many in sub-Saharan Africa.

Examples of linkages between the WSIS Action Line your project was awarded for with each of the Sustainable Development Goals it helps advance

The importance of good media cannot be understated. In times of crisis, people turn to the media to interpret what is going on and what they need to do next. With misinformation and disinformation

rampant, it's extra important that media be trustworthy and the information shared be accurate, relevant and timely.

We've seen how radio can reach millions with verified, nuanced and in-depth information. We know that radio is the most accessible information medium for rural African communities, offering essential messages in local languages to those who are often the hardest to reach. We understand the power of trusted community leaders' voices on air, sharing local and contextual messages. And we have seen the real, life-saving impacts of closing the feedback loop between listeners and broadcasters through interactive programming to dispel myths and misinformation on air.

Our studies show that up to 40 per cent of those who listen to a radio program supported by Farm Radio International make a change as a result. In our COVID-19 Radio Response project, that meant changes that lead to good health and well being (SDG3). In some cases, the information needed dealt with how to buy or sell food, or access seed inputs and markets — and how to stay safe while doing so — despite national lockdowns (SDG2). Farm Radio continues to share a variety of resources on COVID-19, many of which include agriculture information.

Additionally, we know the impacts of the COVID-19 pandemic have been particularly gendered. In 2021, UN Women estimated that 47 million more women would be pushed into extreme poverty in 2021 because of the pandemic. Our project made sure to address themes of gender equality. Many of our COVID-19 radio spots discussed issues relating to gender equality, including gender-based violence, and discussions in WhatsApp groups connected broadcasters with gender experts to ensure their programming met the needs of women (SDG5).

Social, economic, and environmental impact of the project

When we surveyed our broadcasting partners one year after our project began, 90 per cent of those surveyed said that they felt our COVID-19 Radio Response project had helped them increase their capacity to respond to the pandemic. As many as 76 per cent of respondents said that the resources and services we provided helped them find answers to their questions about the pandemic, and, even better, the answers to the questions of their listeners. And 91 per cent of respondents said they used some of the 43 radio resources created to address urgent COVID-19 related needs in their communities.

Anecdotally, broadcasters told us that when they started sharing information on COVID-19 using these resources, and took the time to translate it to their local language, their listenership increased.

And the benefits are not just limited to improved health.

"We could not afford a hand sanitizer and my children were also at home because the schools were all closed. This also put a lot of pressure on the food at home. My family was desperate for information that could save our crops. Had it not been for the radio, I would still be groping in the dark," says Junmai Emmanuel, a farmer in northern Nigeria.

Across the continent broadcasters experienced similar results from their programs. "We have seen our farmers in Kangema reducing their post-harvest loss and maximizing profits at market. Youth have also started embracing smart farming now that COVID-19 has caused a reduction in job opportunities and declining revenue. We expect more results in the near future as we continue integrating the resources in our programs," said Alex Mwangi, a broadcaster at Kangema Ranet in Kenya.

Highlights of the project's partnership activities

Fundamental to Farm Radio's work is our partnerships with the broadcasters and radio stations that make up our radio network. Broadcasters are experts in their communities. They know the needs of their listeners intimately. They are trusted voices in their communities, who speak the local language and have relationships across where they live and work. Farm Radio's work is in many ways simple: to support these broadcasters as they aim to develop their own communities with powerful rural radio programs. Through content resources, trainings, discussions, communities of practice and — in the COVID-19 Radio Response — funding, these broadcasters are able to do their work and do it well in spite of the challenges posed by COVID-19. Over the course of the project, our team of radio networkers made more than 17,000 calls to support 3,500 broadcasters in 12 different countries. We asked broadcasters what they needed, directed them to our resources, gave them coaching to improve their program quality, and gathered feedback about what additional support and information was needed.

Local experts in health, gender, and other topics were also important to the project. At any given moment, the COVID-19 situation in one country could vary drastically from another. Thanks to our partnerships with local women's organizations, doctors, ministries of health and even extension agents, broadcasters could ask questions in regional social media forums to ensure that the information on their programs was both accurate and locally relevant.

Challenges and project's future perspectives

Emergency support was, prior to this project, a new field of work for Farm Radio International. While radio is an effective and essential tool in reaching rural and remote communities, ensuring that radio stations could meet the needs of their listeners at a moment's notice was challenging. In many cases, despite the more than $170,000 in funding divided between stations across the continent, the need for funding was far greater than we could supply. A further challenge is, and continues to be, closing the digital divide between men and women. While our radio programs, resources and tools are deliberately designed to reach and support women, more is always needed to ensure that women are not left behind as we work towards equitable development solutions.

Indeed, the effects of the COVID-19 pandemic are still being felt. As the immediate needs surrounding lockdowns and basic COVID-19 information subsided, many across the continent are still struggling. Women have been disproportionately impacted and many are now facing a variety of new or worsened challenges as a result of COVID-19, including loss of livelihood, increased workload, reduced access to essential healthcare services and increased rates of gender-based violence.

For the past year, Farm Radio has turned its eyes to economic recovery across the continent, working in seven countries to do radio programming around more than 20 agricultural value chains, including marketing, while also continuing to provide essential information about COVID-19.

As vaccines have become more available, our work has also turned to addressing challenges around vaccine hesitancy and misinformation to support vaccine uptake and other public health measures across the continent. Currently set to air over the summer, Farm Radio is working with its radio network to develop radio campaigns addressing vaccination and public health, and combating common myths about COVID-19 vaccines in a new phase of public health information.

Views on WSIS Stocktaking and WSIS Prizes contest, including its relevance to international development

The WSIS Stocktaking and WSIS Prizes contest plays an important role in bringing together and showcasing the important achievements, successes and challenges faced by organizations working to use ICTs for sustainable development. This brings diverse partners with a shared interest of information, communication and media together to learn from each other.

The importance of information, communication and media in international development cannot be understated. Scale and widespread systemic change cannot be produced without work in these areas, and the ability of organizations to come together to share what they have learned can only make for a better world.

C10: Ethical Dimension of the Information Society

Project name:	
Organization	
Country	

Brief information of the winner

Project's description (activity's description)

Examples of linkages between the WSIS Action Line your project was awarded for with each of the Sustainable Development Goals it helps advance

Social, economic, and environmental impact of the project

Highlights of the project's partnership activities

Challenges and project's future perspectives

Winner's views on WSIS Stocktaking and WSIS Prizes contest, including its relevance to development

The WSIS Stocktaking and WSIS Prizes contest is crucial for showcasing the important achievements, successes and challenges that different actors in their work encounter. The initiatives like WSIS Stocktaking and WSIS Prizes contest promote collaboration and encourage organizations to aim at achieving the sustainable development.

C11: International and Regional Cooperation

Project name:	The Association of Southeast Asian Nations (ASEAN) Data Management Framework (DMF) and ASEAN Model Contractual Clauses for Cross Border Data Flows (MCCs)
Organization	Info-communications Media Development Authority (IMDA)
Country	Singapore

Brief information of the winner

The Info-communications Media Development Authority (IMDA) leads Singapore's digital transformation by developing a dynamic digital economy and a cohesive digital society. It does so by developing talent, strengthening business capabilities, and enhancing Singapore's infocomm media infrastructure.

IMDA also regulates the telecommunications and media sectors to safeguard consumers' interests while fostering a pro-business environment, and enhances Singapore's data protection regime through the Personal Data Protection Commission.

Project's description (activity's description)

The Association of Southeast Asian Nations (ASEAN) Data Management Framework (DMF) and ASEAN Model Contractual Clauses for Cross Border Data Flows (MCCs) are resources and tools for ASEAN businesses to utilise in the management and processing of data.

The ASEAN DMF is a guide for businesses, particularly Small and Medium Enterprises (SMEs) to implement a data management system to enhance organizational accountability. This includes guidelines for data governance structures and appropriate data protection safeguards depending on the underlying purpose of the dataset of interest throughout its lifecycle.

MCCs are templatised contractual terms and conditions that businesses may include in binding legal agreements (with other businesses) to facilitate the transfer of personal data between one another, across borders.

The ASEAN DMF and MCCs will benefit ASEAN businesses and citizens in ASEAN Member States. First, it will help ASEAN businesses build a brand of trust, transparency and accountability with their business partners and consumers, meet data protection standards and regulations of other foreign clients, and build readiness to take up new digital opportunities from foreign companies. MCCs help to reduce the cost of compliance for small and medium enterprises to data protection regulations as they would not need to spend on negotiations on contracts by using MCCs. Second, citizens can be assured that their personal data will be safeguarded, if they are provided to businesses who adopt the

DMF and MCCs. Third, the adoption of the DMF and MCCs do not require ASEAN Member States to introduce additional or amend existing regulations.

The initiatives were developed by the ASEAN Working Group on Digital Data Governance (with Singapore as Chair), in close consultation with key industry associations and businesses in ASEAN. The ASEAN DMF and MCCs also received positive feedback from various international organisations, business associations and companies.

Picture 1: Delegates at the 1st ASEAN Working Group on Digital Data Governance in Singapore in 2019

Examples of linkages between the WSIS Action Line your project was awarded for with each of the Sustainable Development Goals it helps advance

The ASEAN DMF and MCCs contribute to WSIS Action Line C1 International and Regional Cooperation. The specific Sustainable Development Goal (SDG) related to the project is Goal 17: Strengthen the means of implementation and revitalize the global partnership for sustainable development.

The ASEAN DMF and MCCs were developed in consultation with the 10 ASEAN Member Countries. Singapore worked closely with ASEAN Member States' focal points at the Working Group of Digital Data Governance and the ASEAN Digital Senior Officials' Meeting, as well as key associations and businesses operating in ASEAN, to seek their feedback and support in the recommended approach.

The above demonstrates ASEAN's collective strength in developing partnerships in the area of data protection, to advance the sustainable development of ASEAN's digital economy as a whole. With the acceleration of digitalization in ASEAN over the last two years due to the COVID-19 pandemic, many businesses have pivoted to being digital businesses. The DMF and MCCs enable small businesses to have a level playing field in data management and cross border data contracts, and venture beyond their domestic markets.

Social, economic, and environmental impact of the Project

Economically, the DMF and MCCs will have significant impact by streamlining the templates for data management and cross border data transfers by businesses within ASEAN, with the potential of expanding their use to entities which operate outside of ASEAN. Data Management Frameworks are important for businesses to instill trust in their operations, while contracts, and by extension, MCCs, are one of the most commonly used data transfer mechanisms globally. Businesses will benefit from reduced compliance costs by leveraging the templates.

This was also an environmentally friendly project as discussions were conducted virtually during the COVID pandemic. The project was completed over approximately 20 online meetings, in addition to three earlier in-person workshops, over three years before its final endorsement at the 1st ASEAN Digital Ministers Meeting in January 2021.

Picture 2: Delegates at the virtual ASEAN Data Protection and Privacy Forum in 2020

Highlights of the project's partnership activities

Among ASEAN Member States:

The Digital Ministers of the 10 ASEAN Member States approved the DMF and MCCs at the 1st ASEAN Digital Ministers Meeting. ASEAN Member States are at various stages of outreach to their industry to increase the awareness and adoption of the DMF and MCCs. Some ASEAN Member States have also taken additional steps to provide specific guidance to their local businesses on the use of the DMF and MCCs.

Among Businesses:

With the endorsement of the DMF and MCCs by the Digital Ministers in January 2021, more than 10 business associations and large companies based in Singapore have expressed support for the ASEAN

DMF and MCCs. The DMF and MCCs have also led to many more webinars and awareness building activities organised by ASEAN Member States to increase trust in the digital economy as well as discussions around the use of data for innovation.

Picture 3: Delegates at the 1st ASEAN Data Protection and Privacy Forum in Thailand in 2019

Challenges and project's future perspectives

As ASEAN Member States are at different stages of development of their data protection laws, facilitating trusted cross border data flows among member states is a major challenge. To achieve trusted cross border data flows in ASEAN, the team had to study and consider the different data protection regimes within ASEAN, as well as the related institutions supporting these. The team also had to take into consideration that cross border data flows resulted in the greatest impact to SMEs, given that they form more than 90% of businesses in the region. SMEs being small with limited resources and expertise, face the most difficulties in achieving compliance to data protection requirements of the various countries.

To address these challenges, the team had developed, in consultation with the industry and ASEAN Member States, the DMF and MCCs which were simple toolkits for SMEs to manage and transfer data across borders. In addition, the team also provided templates and implementation guidelines, which were available for reference and download at ASEAN's official website.

Winner's views on WSIS Stocktaking and WSIS Prizes contest, including its relevance to development

The WSIS Stocktake and Prizes are important processes to recognise global efforts which contribute to sustainable and inclusive development especially in Information Communications and Technology, encourage and inspire others to learn from examples, and improve global cooperation. In an increasingly digitalized world, this is ever more important to ensure that the digital economy does not only benefit a small segment of society but benefits all citizens of the world.

We are honoured to receive this prestigious award on behalf of ASEAN Member States which is a testament to the hard work and contributions by all ASEAN Member States to this important project. The development of the data protection landscape in ASEAN is an ongoing effort and we look forward to contributing to global discourse on this topic.

Conclusion

This edition of **WSIS Stocktaking: Success Stories** contains the most appreciated and innovative stories in the form of 18 wining projects from the WSIS Prizes 2020 contest. These success stories provide examples of projects related to the implementation of WSIS outcomes, emphasizing on the accomplishments of stakeholders working towards achieving both **WSIS goals** and **SDGs**, transferring experience and knowledge at a global level all the while spreading WSIS values.

This year's virtual World Summit on the Information Society Forum commended the 18 prize winning projects for their pioneering work using information and communication technologies to improve lives, the environment, help promote sustainable development and reduce inequalities. Working towards an inclusive information society, the Forum's objective to connect people and facilitate the exchange of knowledge, emerging technologies and recent developments in the ICT sector became even more relevant during this difficult period.

The WSIS Prizes winners represent some of the most innovative and high impact projects from around the world that prove ICTs are key to achieving the United Nations' Sustainable Development Goals.

The WSIS Prizes is a unique international contest developed in response to requests from the WSIS community to create an effective mechanism to evaluate and recognize multistakeholder efforts to leverage the power of ICTs as an enabler of the development. As an integral part of the WSIS Stocktaking process that was set up in 2004 to assist WSIS implementation and follow-up, the WSIS Prizes contest was held for the first time in 2012, and rapidly gained attention and popularity within the ICT for Development community.

Since 2016, WSIS Prizes reflect close linkages with achieving the SDGs, and the contest grew into one of the most globally appreciated efforts for collecting and promoting ICT-related projects and initiatives that also enable progress towards achieving SDGs on a local, regional and global level.

We believe WSIS Prizes and WSIS Stocktaking, by providing examples from the ground and real stories of ICT power for development, support the evidence-based policy making of the future and can help shape strategies to achieve the SDGs.

Close to 60,000 new members of the WSIS stakeholder community voted this year with close to one million votes casted. Close to 300 members of both winners and champions delegations participated at this year's WSIS Prizes Winners and Champions workshops and ceremonies during the WSIS Forum that was held virtually from the 22nd of June to the 10th of September 2020.

ITU is proud to announce that the WSIS Stocktaking Platform has increased to 300,000 registered stakeholders, with close to 10,000 entries since 2004. Not a lot of international databases can match this numbers and we consider this as the recognition by the WSIS and ICT4D communities of our good work.

We are pleased to announce the official 2020-2021 call for updates and new entries relating to new ICT-related projects, via our WSIS Stocktaking platform - https://www.itu.int/net4/wsis/stocktaking/.

All stakeholders benefit from the sharing of interesting case studies, as this undoubtedly facilitates the transfer of knowledge, experiences and models for project implementation. The WSIS Platform helps to forge new partnerships by providing visibility and added value to ICT projects from around the world. The wide array of stakeholders who have implemented innovative projects and contributed to the success of the WSIS Stocktaking process deserve our sincere gratitude.

We urge all stakeholders, including all Member States, international organizations, the private sector, civil society and academia to continue submitting their contributions in the future as WSIS pursues the ongoing stocktaking process and prizes contest.

We trust that our readers will find this *WSIS Prizes Success Stories 2020* publication insightful, and sincerely hope that it will inspire them to partake in the construction of a broader and more inclusive information society for all.

Finally, we would like to invite all stakeholders to submit their outstanding ICT project for the WSIS Prizes 2023 edition, - all you have to do is complete the submission form online at www.wsis.org/prizes.