



# OUTCOME REPORT

**Global Innovation Forum 2020**

**Regional Innovation Forum for Europe**

**Unlock your digital ecosystem's potential**

**29 October 2020 | Virtual | 13:00–16:30 GMT+1**

Organized within the framework of the

[ITU Regional Initiative for Europe on ICT-Centric Innovation Ecosystems](#)

Supported by the Office of the Commissioner of Communications, Cyprus



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## **ACKNOWLEDGEMENTS**

This report has been produced by the International Telecommunication Union (ITU). ITU would like to express their appreciation to the following speakers for their high-level interventions:

H.E. Justyna Orlowska, the Prime Minister's High Representative for Government Technology of Poland; H.E. Vitalie Tarlev, State Secretary for ICT, Ministry of Economy and Infrastructure of Moldova; and Marten Kaevats, National Digital Advisor, The Government Office of Estonia; as well as opening address of H.E. Kyriacos Kokkinos, Deputy Minister to the President, Ministry of Research, Innovation and Digital Policy, Cyprus.

ITU would like to express its gratitude to the panel moderators: Mr Jaroslaw Ponder, Head of ITU Office for Europe, ITU; Ms Marta Arsovska-Tomovska, Director of the Public Administration Reform team in the Office of the Prime Minister of Serbia and Ms Kasia Jakimowicz, Digital Ecosystem Expert, ITU for ensuring an excellent flow of proceedings.

Finally, ITU thanks all members of the planning committee, guided by Mr Mohammed Ba, Senior Coordinator of the Digital Innovation Ecosystems Thematic Priority, ITU, who made this event possible.

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## 1. INTRODUCTION

The [ITU Regional Innovation Forum for Europe](#) was organized under the auspices of the [2020 ITU Global Innovation Forum](#). This event aimed to build regional and national capacities by identifying and highlighting new approaches, insights, tools, frameworks, communities and relevant case studies to help participants understand how to mainstream sustainable ecosystems that accelerate digital transformation in Europe. The event was supported by the Office of the Commissioner of Communications of Cyprus.

The programme built on ITU’s recently launched [Bridging the Digital Innovation Divide: A toolkit for developing sustainable ICT-centric ecosystem projects](#), which follows 2017’s [Bridging the Digital Innovation Divide: A toolkit for strengthening ICT centric ecosystems](#) and was supported by a series of national and regional best practices and initiatives fostering ICT-centric innovation and digital transformation.

The event was organized within the framework of the ITU European Regional Initiative on Entrepreneurship, Innovation and Youth, adopted by the [World Telecommunication Development Conference 2017](#) (WTDC-17), Buenos Aires. It also contributes to the digital integration, one of the pillars of the RCC-coordinated Multi-annual Action Plan for a Regional Economic Area in the Western Balkans, endorsed by WB6 Leaders at the Trieste Summit of the Berlin process (12 July 2017). In particular, it focused on promoting uptake of smart technologies and accelerating digital transformation, as well as supporting skills development and access to digital talent.

The event followed the following structure:

- Session 1:** European regional digital innovation ecosystem
- Session 2:** Good practices accelerating ecosystem development and digital transformation
- Session 3:** Innovation journey – stories from the frontlines

The event’s main outcomes are outlined in this report, which structures the key points emerged during each session.

## 2. PARTICIPATION

The forum targeted all stakeholders involved in **nurturing digital innovation**, with a particular emphasis on the stakeholders in the sectors facing the biggest opportunities and challenges in the time of the COVID-19 pandemic, such as **tourism, commerce, digital inclusion, digital health, online learning, public services, and digital agriculture**. The agenda was customized for the needs of ICT policy-makers, regulators, tech incubators, national innovation agencies, development agencies, entrepreneurs, ecosystem-builders, academia and institutions willing to undertake national reviews on ICT-centric innovation ecosystems and develop coherent approaches to move countries towards an innovation-driven economy. Details about the [agenda](#) and [speakers](#) can be found on the event’s website.

The event was an integral part of the ITU Global Innovation Forum that was attended by over 700 stakeholders over five days. The regional forum featured diverse panels consisting of representatives of the European digital ecosystem:

- Government (representatives of Polish, Moldavian, Serbian, Estonian and Cyprian authorities)

- International organisations (GIZ and UNDP)
- European industry associations (Big Data Value Association (BDVA) and DIGITALEUROPE)
- Academia (MIT and EIT Digital)
- Private sector (Google and InnovEYtion Hub)
- Entrepreneurs/innovators (Health-Tech Lab, Serbia; Linistry, Hungary; Growth Savvy, Romania/UK; EVA Vision, Hungary and Rogerveoice, France)



### 3. DOCUMENTATION

The event was held virtually. Relevant documentation is available on the event [webpage](#).

The workshop was supported with automatic captioning. The edited caption text will be made available on the event page. In addition to this outcome report, video recordings of the workshop and a brochure of the global event will also be made available.

### 4. OPENING ADDRESSES AND KEYNOTE SPEECH

#### Opening Ceremony Addresses

In his opening speech, Mr. Jaroslaw Ponder stressed that one of the strategic goals of ITU is to ensure that, by 2023, appropriate national strategies and policies are in place in Europe to strengthen the capabilities of countries and stakeholders to support ICT-centric innovation ecosystems.

He was followed by H.E. Kyriacos Kokkinos, the Cypriot Deputy Minister to the President, Ministry of Research, Innovation and Digital Policy. He began by highlighting that a new world is being shaped in the aftermath of COVID-19. Trends already under way in the global setting, such as the shift towards knowledge-based economies, sociodemographic changes, and political and economic uncertainty, have been amplified by the impact of the pandemic. He stressed that technology has been part of

every responsive measure during the crisis, allowing governments to maintain functioning public services and monitor, anticipate and mitigate the spread of the virus. Access to digital infrastructure and connectivity has never been more important. Therefore, leveraging digital technologies and optimizing nations' and organizations' innovation capacity and bandwidth is crucial for a recovery that leads to greener, more inclusive, sustainable economies, and stronger and more resilient societies.

H.E. Kyriacos Kokkinos also pointed out that many companies still find it difficult to know in which technologies to invest and how to secure financing for their digital transformation. A variety of organizations, such as technology parks, business incubators, technology transfer offices, accelerators and, more recently, digital innovation hubs, try to ensure that every company, small or large, high tech or not, can take advantage of digital opportunities. In particular, he mentioned Digital Europe, the first-ever funding initiative investing USD 9.2 billion to align with increasing digital challenges and enabling the strengthening of networks of European digital innovation. Finally, he stressed that, as a Member State, Cyprus is designing its own ICT-centric innovation policies, strategies and programmes aimed at infusing a culture of entrepreneurship and innovation across society and enterprises. Cyprus is speeding up digital transformation and optimizing excellence in government, advancing digital skills while launching tailor-made financial instruments for cross-sector investments into research and innovation, developing a future knowledge-based economy; further strengthening Cyprus's position as a dynamic business hub in the eastern Mediterranean region. He recognized that international initiatives and cooperation in the context of organizations such as ITU can be truly valuable in crafting a coordinated, targeted, and efficient response to the numerous challenges that lie ahead, both in reinforcing society's resilience against COVID as well as facilitating a sustainable digital and green future.

## 5. CONFERENCE SESSIONS

### SESSION 1: EUROPEAN REGIONAL DIGITAL INNOVATION ECOSYSTEM

**Topic:** How building collaboration around the regional priorities on innovation, entrepreneurship and ecosystem development can foster countries preparedness.

#### Speakers

- Fabio Pianesi, Head of External Collaboration, European Institute of Technology (EIT) Digital
- Chris Ruff, Director for Political Outreach & Communications, DIGITALEUROPE
- Thomas Hahn, President, Big Data Value Association & Chief Software Expert, Siemens AG
- Lisa Sophia Zoder, Sector Fund Manager, GIZ Office Sarajevo, Open Regional Fund for South East Europe - Foreign Trade
- Levente Juhasz, Public Policy and Government Relations Manager, Central and Eastern Europe, Google
- Phil Budden, Senior Lecturer; Technological Innovation, Entrepreneurship and Strategic Management; MIT Sloan School of Management

**Moderator:** Marta Arsovska-Tomovska, Director of the Public Administration Reform team in the Office of the Prime Minister of Serbia

## Key messages

- Digital is an opportunity to build resilience into the economy. COVID-19 created incredible hardship for businesses, societies and individuals everywhere, but Internet connectivity can be a lifeline during lockdown. A recent study shows that, as a result of the lockdown, technology has leapt forward three to four years in as many months in the CEE region. There are 12 million new users of online services in Eastern Europe, which is the 10 Member States from the Baltics to Bulgaria (25 per cent growth compared to before the pandemic). Most of these users intend to continue to use these digital services and are middle aged or older. Google's data shows very much the same from a global perspective: there has been a 60 per cent increase in Internet usage, interest in online shopping or searching for how to shop online doubled worldwide and Google Meets' daily peak usage has grown by 30 times.
- Digital tools, and the innovative approach to developing them, is one of the many ways that can be taken by governments, the private sector and the non-profit sector to address the health and economic challenges of COVID.
- There is a need for better communication and cooperation in the future for stronger European data and innovation ecosystems. This can be reached by bringing the different stakeholders together in order to maximize the ability of innovation and digital tools to lead us towards an economic recovery that both works for everyone so it is inclusive and it is also sustainable.
- There is a tendency at the European Union level to centralize innovation entrepreneurship efforts, whereas the Member States should empower local ecosystems to build them if they do not exist and provide support.
- Key focus areas: 1) connectivity, 2) data and ethical AI<sup>1</sup> 3) e-commerce to help citizens access services to go on with their lives and make SMEs reach their customers effectively, 4) private-public partnerships for digital skills, 5) data security and privacy, 6) smart work and work digitalization, 7) digitalization of manufacturing industry 8) digital single market, start-up policies and legislation unification.
- Importance of partnerships:
  - **BDVA** stresses the need for AI, data and robotics partnerships. It has cooperation with security, PPPs, industry associations, training centres and online trainings.
  - **DIGITALEUROPE** is an important collaboration between the private sector, local authorities, and the commission to retrain one million people with digital skills by 2020. There is a need for resources for national coalitions, where each country is given the resources to empower local people on the ground to empower people with the skills they need and ultimately empower the industry as well.
  - **Digital EIT** is an example of successful partnership and collaboration. It is a partnership of more than 200 industries, ITOs, academia, start-ups and SMEs from all over Europe. It orchestrates and facilitates the activities of the partners. For example, 19

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<sup>1</sup> Promoting using of data by SMEs and establishing European data spaces that companies can tap into and develop this kind of applications like the one I mentioned which are essentially going to help European citizens as well as creating an atmosphere where small companies can grow quickly.

universities from all over Europe deliver nine master courses on nine different major technical topics through a master school. Topics include AI, Big Data, embedded systems and human-computer interaction, with minors in innovation entrepreneurship and business administration. Students develop innovations, spin them off and commercialize the product in a completely integrated funnel.

- **GIZ** looks at the region as a whole and support the linkages between economies/countries. For instance, GIZ in the Western Balkans developed and implemented the academy regional acceleration programme with different modules for start-ups from the region, including mentoring. This has led to an alumni group of start-ups that still support each other when it comes to topics related to investments. GIZ also introduced a mobility scheme to allow start-ups and ecosystem players to visit conferences and trainings in the region to foster this exchange, and works with support organizations on their capacity building trainings with the aim of focusing them more throughout the region. This all has led to the ecosystem players perceiving themselves as part of one region.
  - **Google**. During COVID, Google's public policy work has evolved into helping young entrepreneurs and innovators with their business ideas, so it is more applicable during COVID times. This is where partnerships come in. This is where partnerships are key. These help Google focus where the impact of these trainings can be the best. Its digital skills trainings are a larger toolbox that can be tailored to countries' individual needs. For instance, Google runs a programme in partnership with governments and trade associations is called *Designers for Innovation*. A series of design thinking workshops, it teaches students and young graduates to solve real world problems with creative tools. Hundreds of those have taken place where we launched it within the global Google toolbox. In Poland, Google works with the Ministry of Development and, in particular, with the Polish Development Fund, active partners of the designers for innovation workshops. In the Czech Republic, Google works with the Czech Association of Small And Medium-Sized Businesses.
- There are two elements for policy-makers to take into account. The first one is to closely follow the rapid development of technology and industry trends, because it has been observed that quite often technology is much faster than policy-makers. Then the second is that when it comes to policy-making, to seek cooperation with the entrepreneurs and to really focus on the needs of the target groups.
  - Europeans have all the ingredients in Europe to be successful. But for some reason, its recipe combination is not as successful. There are many other countries, partly through COVID, that learned lessons about how to digitize and will do so more quickly and entrepreneurially than Europe will. What Europe must do is create companies supported by ICTs and innovation, so that by 2030, Europe has its own champions and data generated in Europe is not simply used by large American or Chinese companies.
  - The private sector plays an important role in start-up support and entrepreneurial education. For instance, the Google for Startups campus in Warsaw was set up in 2015 and serves the



entire region. One of its flagship programmes is a six-month residency for six start-ups every semester. In the last five years, the campus community has raised over USD 100 million.

## SESSION 2: GOOD PRACTICES ACCELERATING ECOSYSTEM DEVELOPMENT AND DIGITAL TRANSFORMATION

**Topic:** This session dove deep into European case studies in guiding innovation dynamics, building innovation capacity and integrating ICT innovation into national development agendas, and what lessons from good practices can amplified.

### Speakers

- H.E. Justyna Orłowska, Prime Minister's High Representative for Government Technology, Poland
- H.E. Vitalie Tarlev, State Secretary for ICT, Ministry of Economy and Infrastructure, Moldova
- Mr Marten Kaevats, National Digital Advisor, The Government Office of Estonia
- Ms Agi Veres, UNDP Deputy Regional Director, Regional Bureau for Europe and the CIS
- MsZuzana Nehajova, InnovEYtion Hub Leader, Central and South Europe InnovEYtion Hub at EY.

**Moderator:** Jaroslaw Ponder, Head of the ITU Office for Europe

### Key messages

- Poland's experience with govtech collaboration and private sector:
  - **GovTech Poland** was the largest programme of its kind in Europe when it started. Now, in Europe alone, there are over 20 and plenty of sources. Countries should learn from each other. What's more, govtech should focus just as much on government as on tech. Focusing on technology alone will not address most of our issues. Therefore, it is important to bring citizens on board through design thinking, and thanks to Serbia's design thinking, to solve issues as remote as trail transportation and water resources in both Poland and even Nigeria.
  - Cooperation and focusing on the client when it comes to the public sector, when it comes to the governments then our clients are all of us. It is very important to have this good relationship as government or public servants to provide the best tailor-made solutions. To achieve this, government agencies need to talk to one another. When it comes to e-services, it is crucial to have the horizontal view across all the ministries, all the departments. Counterintuitively, perhaps, the most promising vector of new partnerships is the one among public sector institutions. They combine an average of more than 20 per cent of GDP in an average country and have the highest impact on citizens' well-being.
- Moldova's experience:
  - Moldova designed a dedicated policy and model for the IT industry, and Moldova IT Park was a result of that. Moldova IT Park has been operating for more than two

years. During this period, the dedicated fiscal and administrative regime or model for IT companies in Moldova brought results, showing its effectiveness to society. For local authorities, it was about creating a great community of companies that provide well-paid jobs here in the capital city. Moreover, for more than 600 Moldavian IT and R&D companies, it was about being able to hire highly skilled people. Finally, the programme allowed Moldavian engineers to work in the country, in nationally recognized companies, and provide solutions and services to the global market. The Moldavian ICT legislation and system shifted from consuming to producing innovation at the national level. Now, Moldova is working on a digital innovation-supporting fund and working on secondary legislation to create necessary instruments for digital innovation promotion in different verticals in different sectors.

- When the pandemic crisis escalated, it turned out most SMES— which make up more than 98 per cent of Moldavian companies—were neither prepared nor adapted to this new reality. It was quite difficult for them to make use of the existing ICT infrastructure. A strong IT community in the country would have provide the necessary solutions. One of the actions Moldova put on the table was a digital economy roadmap; a list of about 30 quick interventions in different sectors to eliminate constraints and help SMEs to adapt quickly. A few programme were launched to train SMEs, as well as programmes to enable remote interaction between government and business, business and business, and business and final consumers eliminate, eliminating distance constraints. E-commerce is a crucial solution to help companies to reach authorities, business partners and final consumer (domestic and international).
- Estonia's experience:
  - The key point to making an ecosystem that works at scale is to build trust. Trust provides people with the fundamental liberty of creating new value. Creating these pockets of trust, trustworthy rooms where people can be themselves and be fundamentally sincere and open, helps everybody else to get together to exchange ideas and new things to happen. This model can be utilized for various different governments regardless of their political ideologies or the way they see the world. From the Estonian government's point of view, the only thing government actually can do is to provide and build adaptive governance systems, so that whenever there is a change, whether technological, climate change related, political, etc., the system architecture itself can change fast. In order to build this fundamentally adaptive mindset, it is not necessarily about implementing yet another technology gadget but rather about implementing new processes and making the people and society more open towards changes and innovation.
  - E-residency: Estonia had digitalized governmental services for a long time and decided to open it to the world. With the launch of E-residency in 2014, they are able to extend their own internal market to a much bigger world around us. It is for people who do not necessarily want to do all of the bureaucratic paperwork in many places, and who deserve to have trustworthiness and transparency built into that architecture. This becomes a very interesting competitive advantage to a country of 1.3 million people

that it can actually help the world and entrepreneurs to be creative and spend their time on stuff that they are really good at, not necessarily mundane.

- UNDP
  - Acceleration Labs: This is a new way, by coupling solid project management approach that looks at the analytics design and implementation with the very agile approach that looks at problems in a different way. As a result, UNDP created a hundred labs around the world (11 in Europe and Central Asia). They are mechanisms for UNDP to push the envelope further and work with complexity and change the way we deliver solutions, by combining the design thinking with a number of different approaches and methodologies, and bringing together actors that would not traditionally like to work together, such as governments the private sector, academia and average citizens. What UNDP found using the accelerator labs is various ideas, actors and approaches is that it is possible to actually create almost a three-dimensional view on the population. And then, once the interrelated issues have been identified, and how they relate to each other, one can also arrive at the solution. This allows us to work with governments and other actors in identifying solutions that may not appear obvious at first. It also allows bringing in solutions that can be applied and implemented by various actors. Adaptive flexibility has been able to be built in by design. The way teams work together, allows us to respond faster to government requests and how we can bring in collaboration and exchange in different parts of the ecosystem. This includes those who work on the problems, the solutions, the public sector, and others with various incentive systems with the aim to work for the development problem.
  - Financing: When we are looking at ICT innovation, for example, the issue is not necessarily that there is not enough financing going into ICT innovation, but that funds are not leveraged, guided and targeted towards the issues that a country may be facing. Therefore, it is not about channelling money to the government or other actors, but to identify what problems need to be resolved, and what kind of incentives governments can put in place. For example, for the private sector to have financing toward solutions that are needed, it needs to be recognized that many countries are not prepared for the digital revolution. Financing that goes into ICTs needs to be coupled with analogue components like policies and a regulatory framework, data strategies, human resources in the public sector and public awareness of digital rights, which is very much lacking. There is a need for investment in skills, people-centred service delivery. The right conditions and the right skill set for the next generation is necessary to have the benefits of ICTs. That requires additional investment in education. In the Western Balkans, UNDP is working closely on women and tech to make sure future generations can enter the job market, have access and the ability to engage with the new ICT and technology infrastructures. At the same time that the most excluded parts of the society— which in the Western Balkans is women and girls— can be better equipped, better informed and better incentivized to take part in the economy.
- InnovEYtion Hub:
  - Approach to innovation ecosystems: All activities fall into five pillars: (a) the participatory platform (cooperation between governments and private sector,

cooperation of the governments), (b) data platform (opening data for start-ups), (c) living labs (bringing the universities, private and public sector together to be able to test pilot solutions, and include citizens), (d) the methodology and legal framework (providing a framework for being able for the public sector to cooperate with a private sector in a more innovative, quicker way), and (e) financing. For instance, using the participatory platform pillar, EY cooperated with the Czech government in organizing a hackathon to solve COVID-related challenges. It was a good strategy not only for COVID, but to also support the innovative ecosystem through very difficult times because start-ups were also impacted by COVID and not were able to develop new products and find access to finance.

- Financing: supporting access to finance for regions, local governments and companies. What is also important doing and supporting capacity building. This is very important in terms of leveraging the capacity that international organizations such as ITU or the European Investment Bank can bring to the ecosystem.

### SESSION 3: INNOVATION JOURNEY – STORIES FROM THE FRONTLINES

**Topic:** This moderated presentation and panel explored practices from the region by hearing the stories of the ITU Innovation Challenges winners and entrepreneurs from Europe.

#### Speakers

- Ivana Kostic, Co-Founder, Health-Tech Lab, Serbia, 2020 ITU Innovation Challenge Winner
- Gyula Kovesdan, CEO, Linistry, Hungary
- Magda Baciu, Founder - Growth Savvy, Romania/UK, 2019 ITU Innovation Challenge Winner
- Krisztián Imre, Lead Product Designer and CEO - EVA Vision, Hungary, ITU Accessible Europe 2018 Winner
- Olivier Jeannel, CEO & Founder - Rogervoice, France, ITU Accessible Europe 2019

**Moderator:** Kasia Jakimowicz, Digital Innovation Ecosystem Expert, ITU Consultant

#### Key messages:

- Entrepreneurs need a support of the ecosystem to scale up and grow.
- Most panellists, all of whom are entrepreneurs, received inspiration, funding or support from hackathons, accelerators, corporates or international organizations.
- Hackathons and accelerators play a pivotal role in finding investors and guiding them through the process.
- Finding and developing the right talent remains an issue, as well as financing. The entrepreneurs used many different approaches to getting financing, from crowdfunding campaigns and grants to friends and family.
- The panellists highlighted their need for regulators to help them in being able to ramp up and fulfil all requirements, more governmental European grants for early-stage start-ups and collaboration between stakeholders in the ecosystem.

## CLOSING REMARKS

Mr. Jaroslaw Ponder thanked all the speakers and participants. He then drew attention to the ITU special programme on [digital innovation](#), fostering ICT-centric innovation ecosystem development and informed the community of several tools which are at Member States’ disposal. He invited participants to join ITU in digital innovation programme efforts with regional implementation. He also mentioned [i-CoDI](#), the international centre for the digital innovation, currently under establishment in Geneva, which will provide additional service to countries, the international community and entrepreneurs on. Finally, he invited participants to the [World Telecommunication Development Conference 2021](#) (November, Addis Ababa) and its Regional Preparatory Meeting for Europe to be held online on 18 and 19 January 2021. He encouraged everybody to take part in the discussions, stressing that in order to make sure ITU properly identifies the region’s, the voices of all stakeholders of the ecosystem are needed.

## ANNEX: AGENDA

### 13:00– 13:15 Opening ceremony

Welcome Remarks

- **Jaroslav Ponder**, Head of the ITU Office for Europe

Special Address

- **H.E. Kyriacos Kokkinos**, Deputy Minister to the President, Ministry of Research, Innovation and Digital Policy, Cyprus

### 13:15 – 14:15 Session 1 - European regional digital innovation ecosystem

Which countries are ready for the post-COVID new normal, which policies are needed to foster digital innovation ecosystem and digital transformation in the future and what role do regional collaboration and partnerships play?

What are the key challenges and opportunities that countries are facing, and which national policies are the priority for the future? How building collaboration around the regional priorities on innovation, entrepreneurship and ecosystem development can foster countries preparedness?

*Session type: Panel discussion (45 min) / Q&A 15 min)*

**Moderator: Marta Arsovska-Tomovska**, Director of the Public Administration Reform team in the Office of the Prime Minister of Serbia

#### Panellists

- **Fabio Pianesi**, Head of External Collaboration, European Institute of Technology (EIT) Digital
- **Chris Ruff**, Director for Political Outreach & Communications, DIGITALEUROPE
- **Thomas Hahn**, President, Big Data Value Association & Chief Software Expert, Siemens AG
- **Lisa Sophia Zoder**, Sector Fund Manager, GIZ Office Sarajevo, Open Regional Fund for South East Europe - Foreign Trade
- **Levente Juhasz**, Public Policy and Government Relations Manager, Central and Eastern Europe, Google
- **Phil Budden**, Senior Lecturer; Technological Innovation, Entrepreneurship and Strategic Management; MIT Sloan School of Management

### 14:15 – 15:15 Session 2 – Good practices accelerating ecosystem development and digital transformation

This session dives deep into European case studies in guiding innovation dynamics, building innovation capacity and integrating ICT innovation into national development agendas. What lessons from good practices can amplified?

*Session type: Panel discussion (45 min) / Q&A (15 min)*

**Moderator: Jaroslav Ponder**, Head of the ITU Office for Europe

#### Panellists

- **H.E. Justyna Orlowski**, Prime Minister's High Representative for Government Technology, Poland
- **H.E. Vitalize Tarlev**, State Secretary for ICT, Ministry of Economy and Infrastructure, Moldova
- **Marten Kaevats**, National Digital Advisor, The Government Office of Estonia

- **Agi Veres**, UNDP Deputy Regional Director, Regional Bureau for Europe and the CIS
  - **Zuzana Nehajova**, InnovEYtion Hub Leader, Central and South Europe InnovEYtion Hub at EY
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**15:15 – 16:15**    **Session 3 – Innovation journey – stories from the frontlines**

This moderated presentation and panel will explore practices from the region. The session will be dedicated hearing the stories of the ITU Innovation Challenges winners and entrepreneurs from the region.

*Session type: Presentations and panel discussion*

**Moderator: Kasia Jakimowicz**, Digital Innovation Ecosystem Expert, ITU Consultant

**Panellists**

- **Ivana Kostic**, Co-Founder, Health-Tech Lab, Serbia, 2020 ITU Innovation Challenge Winner
- **Gyula Kovesdan**, CEO, Linistry, Hungary
- **Magda Baciu**, Founder - Growth Savvy, Romania/UK, 2019 ITU Innovation Challenge Winner
- **Krisztián Imre**, Lead Product Designer and CEO - EVA Vision, Hungary, ITU Accessible Europe 2018 Winner
- **Olivier Jeannel**, CEO & Founder - Rogervoice, France, ITU Accessible Europe 2019

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**16:15 – 16:30**    **Conclusions and ways forward**

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