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>> Hello. Good evening, ladies and gentlemen, we are very sorry for the delay as the Ministerial Roundtable just got over. We're about to start the concluding session of the high-level track of WSIS Forum 2019. We would like to request our Chairman, Mr. Mustafa Jabbar, from Bangladesh to please take his seat on the podium.

So, please, this will be an opportunity to listen to the high-level track of all and then listen to the Chairman himself about his reflections and takeaways from the high-level track that we had for the two days of the WSIS Forum

So I would like to invite all the high-level track facilitators by the sessions. However, we are aware that Sophie has a train to catch so we will jump the queue and if you allow, we will let you speak first to summarize Session 10 about -- Sophie, yeah. If you could please. Come in front.

Colleagues, we would like to request you to please take seats, so the high-level track facilitators were nominated by the different stakeholder types and all of them represent different stakeholder communities, Sophie represents the private sector from ICC. And Sophie, we look forward to your summary.

>> SOPHIE PERESSON: First of all, thank you so much for accommodating my schedule and for giving me this opportunity to report back. Good afternoon, ladies and gentlemen, my name is

Sophie Peresson, and I work for the International Chamber of Commerce. I'm pleased to present a short summary of Session 10 on inclusiveness, access to information, and knowledge for all.

It was held this morning at 9:00. We had representation of all stakeholder types of various regions namely from governments such as Portugal, India, Mali, private sector and several representatives from UN Agencies. All the panelists shared insights, expertise, and thought-provoking comments with us during the morning, and I'd like to thank them again for taking part in the panel.

So in the summary, I wanted to share a few highlights with you. The first is the links with the WSIS Action Line and the Sustainable Development Goals. As with regards to the WSIS Action Lines, we've identified a link with Action Line C3 which is on Access to Information And Knowledge and there were links to several Sustainable Development Goals, ranging from Number 1, no poverty, good health and wellbeing, education, gender equality, decent work and economic growth, 10, reduced inequalities, and 17, partnership for goals.

There were also many emerging trends and priorities that were identified during the panel discussions and they range from the acknowledgment that access to ICT is a prime accelerator of economic growth and social inclusion and development and is therefore pivotal in accelerating growth and acts as an enabler for poverty reduction and wealth creation

Another emerging trend and priority was that public and private sectors have identified access as a priority and are taking concrete steps to address hurdles to access.

I believe there was a shared vision that was there among the panelists and that could be summarized as leaving no one behind. In terms of opportunities that were identified and set forward by the panelists, one of them was that ICT has been identified as a priority sector in country, given its ripple effect on pooling other sectors. E-health services are increasingly being rolled out and show great promise, and also the fact that children and young people are early adopters of technology and should therefore not be overlooked and can and should play an active role in future developments.

Equally, key challenges -- now I'm discovering how challenging it is to talk within the timeframe. Key challenges identified addressing social and cultural bias and language sensitivities, need for more disaggregated data on access for all regions of the world, accessibility for youth, women, rural populations and areas, overcoming rural communication infrastructure and making sure people have access and knowledge. There are many more and given the time constraints I also wanted to show there were very many case examples that were highlighted and you'll be able to find in the

report, and some of them range from a citizen shop, a kind of shopping center for public services complemented with citizen spots, equipped with digital technologies to help public services be more consumer oriented

Another one was about linking local unit districted with cross-sharing platform to share information and exchange best practices and fight information asymmetry

And the last one was about building ICT infrastructure, such as multi-purpose community telecenters to create opportunities for rural people, particularly the youth and access market information, employment opportunities, and education

I unfortunately don't have the time to go through all the case studies and recommendations that were put forward, but in terms of road ahead and recommendations, there was a great deal of consensus around the multistakeholder approach promoting access to information and digital technologies to help empower local populations to benefit from information, education, healthcare services, employment, and business opportunities.

And finally, around implementing public/private partnerships to help bridge the investment gap and help reach local or excluded communities.

I also wanted to thank the WSIS Forum for this opportunity to take part. This year was my first time and I very much enjoyed being a facilitator and moderator. Thank you for your attention.

>> MODERATOR: Thank you very much, Sophie. We would like to invite Valeria Betancourt. She moderated Session 1, WSIS Action Lines and the 2030 Agenda, and indeed a very important session because since 2015, we are attempting to align the WSIS Action Lines with the Sustainable Development Goals. So Valeria, the floor is yours.

>> VALERIA BETANCOURT: Thank you very much, and good afternoon, everyone, I work for the Association for Progressive Communications. I had the privilege to moderate the first session, which was about WSIS Action Lines and the 2030 Agenda. The decision tackled the critical role that information and communication technologies play in achieving the 2030 sustainable development Agenda and facilitating the WSIS Action Lines at national and global levels. The panel was constituted by ministers representing the governments of Bangladesh, Butan, Iran, and from civil foundations, International Commission on cybersecurity law and in representation of non-governmental stakeholders.

A panelist emphasized that in order for everyone to be benefited from technology, it is crucial to adopt strategies to make digital societies inclusive. It was recognized that affordable connectivity and access to communication services are pre-conditions for inclusive digital societies. Panelists also underscored the importance of using technology for innovation and

economic empowerment.

A panelist also insisted on the fact that expansion of infrastructure is still among the key priorities and that there is an area in which policy intervention is needed. It was also pointed out that in order to make effective progress towards achieving development goals, the use of ICTs cannot be dissociated from systemic training and capacity-building strategies.

Participants underlined the need to adopt innovative approaches and tools to make ICTs, particularly Internet access affordable and accessible, and afford solutions to effectively respond to economic, social, environmental, and cultural development challenges.

In terms of opportunities, it was pointed out that governments have established strategies to underpin the use of ICTs for development purposes and they offer an opportunity to advance development objectives through public/private partnerships and multistakeholder alliances.

Among the challenges that still persist, panelists highlighted the fact that an important percentage of the population is not connected and that additional efforts are needed to alter the digital divide.

In addition, the need to strengthen Civil Society participation and engagement in ICT-related processes and issues was pointed out as one of the main challenges ahead.

Regulation is another area where more work is needed, particularly in relation to the pumps and scope of cybersecurity strategies and in relation to responsibilities of artificial intelligence coders.

The role that the youth could play to use ICTs to bring about positive change was highlighted as one of the main aspects to promote and encourage. Finally, as concluded remarks in relation to the road ahead, the panelists emphasized the need to strengthen partnerships at all levels, supporting innovation, exploring interactions between artificial intelligence and environments of all of the Sustainable Development Goals and to be open to find new answers in the way young generations approach the use of ICTs with development purposes, so I hope that is a reflection of how the discussion went. Thank you.

>> MODERATOR: Thank you. Also, for the participants to know that the outcomes of the high-level track facilitators will be available online very soon, so you can also read them in detail out there. We'd like to invite Professor Francois Grey who was the moderator for Session 2, Bridging Digital Divides from the University of Geneva.

>> FRANSOIS GREY: So, thank you ladies and gentlemen, from our Session 2, Bridging the Digital Divide. In this session we heard several case studies from representatives and ministries

involved in telecommunications in countries, Bulgaria, Lithuania, Egypt, Somalia, and also heard from public and private organizations at the cutting edge of ICT issues and the SDGs, UK, Facebook, Research ICT Africa, and the discussion covered a lot of ground from both high-level reflections on what exactly is digital transformation to statistical analysis of the state of the digital divide to specific implementation programs at national and regional levels.

So the Minister from Bulgaria captured the vision of the session when he asked the rhetorical question, what is the role of the younger generation for bridging the digital divide? His answer was a reminder to realize that today's youth is tomorrow's older generation and that's the most challenging digital divide, to bridge between the generations.

The Vice-Minister from Lithuania pointed out how one of the new challenges in the public sector in his country was basically the challenge of demystifying what digital transformation means. He emphasized that transformation means going beyond just employing key technologies to help in the process, but it means making the processes fully digital from cradle to grave.

Dr. Abeer Shakweer from Egypt described how the country was planning a digital transformation plan and indeed, I think a theme that came out of this session was such national plans appear to be an emerging trend.

Mr. Hamid from Somalia was describing how in his country recovering from decades of conflict, the biggest opportunity is that which comes with providing connectivity and access.

Mr. Alexander Jones of Department for International Development was mentioning hundreds of programs and facts that they have been working on to harness digital technologies to address development challenges across a wide range of sectors, including financial inclusion, Fintech and transparency and accountability and humanitarian crisis cease and education to name a few.

One of the highlights for me, I have to say that the study Mr. Robert Pepper global Connectivity at Facebook described a study they did with the Economist Intelligence Community, 53 indicators with 100 countries about readiness of ICT infrastructures and one of the key findings this year, which is quite disturbing is while governments are making a lot of progress globally closing the digital divide over the last decade, this progress appears to be stalling out, specifically when countries are grouped by economic quota, the bottom quarter, the bottom 25% of countries have stalled their improvement on Internet connectivity and are separating from the upper 75%, so a very worrying trend that was described in that session.

Finally, I'll mention Professor Alison Gillwald of ICT Africa reminded the audience that connectivity is a pre-condition to

digital equality and overcoming the digital divide, it's certainly not a sufficient condition. Governments need to emphasize capacity building, institutional development, and regulatory effectiveness as well as bringing prices down. They need to also look beyond these figures, especially in Africa, so as she concluded, and as I think the conclusion overall of the session is that the road ahead is clear, but it's also very challenging. Thank you.

>> MODERATOR: Thank you very much, Francois. We would like to invite the moderator for Session 3, Greg Francis the Managing Director of Access Partnership representing the private sector. Please, Greg.

>> GREG FRANCIS: Good evening to everybody, and thank you, Chairman. I'm with Session 3 entitled Bridging Digital Divides, we enjoyed an excellent balance of policymakers from different geographies, we had infrastructure providers and digital stakeholders with a very global perspective and benefited from what I would call good, but not entirely equal gender balance on the panel.

We were very careful, however, to link all of our remarks and our efforts to identify best practice to the SDGs in the WSIS Action Lines.

In respect to vision for the group, the essential elements were these, rethinking regulation to make it more amenable to experimentation, that's one. Enabling more stakeholder, multistakeholder and public/private partnerships, and more specifically, more support from national governments for testing, the testing of innovative approaches to bridge the digital divide. There was a lot of innovation that was discussed and not all of it had a regulatory framework to accommodate it.

In respect to fresh priorities of mean of the useful initiatives we discussed several, such as the creation of tax incentives for infrastructure providers and cybersecurity assurances for data services providers to underpin the digitalization initiatives got special mention, and others included a focus on community WiFi, sort of the creation of the village broadband hotspots which was very important to some of our colleagues from the G77, to equip citizens with levels of digital literacy that would be necessary to even begin to participate in the digital economy.

In respect of emerging trends, well the consideration of gender balance remains a trend, which we believe to be inadequate to ensuring that women and girls are ability to be fully connected to the digital economy, to say nothing of contributing to the fourth Industrial Revolution, and so we believe vendor equality must move from the status of trend to being a formal component of any digital initiative from now on, and to that point, the key challenges that we emphasized on the panel remain to ensure the participation of

women and girls, that's fully half the world economy so it's a very good place to begin, and also from an infrastructure perspective, providing last-mile connectivity.

For the road ahead, many of our panelists pointed out the digital divide is between countries and despite the progress thus far this new threat suggests need for additional urgent action and the basis of that seems to have been captured already by useful reports from the UNE-government group called the UN e-government survey.

So to extend, Chairman, and to answer your call that we have recommendations from each panel, one of them is to develop a scorecard system of the most effective projects for bridging the digital divide in key categories, for example, rural connectivity, digital inclusion, gender balance, and the scorecards would enable governments to test, adopt them on the basis of proven effectiveness.

The second recommendation is to increase the statistical evidence connected with digital divides between countries and organize resources around the implementation of the most successful solutions from the scorecards that we recommend in the first recommendation. Those would address the widening gap between countries.

Chairman, it just reminds me to say thank you for giving me the privilege of being a moderator at this event, and to say that before we came to this event, there were to be no recommendations and it was your initiative to suggest that we have them, and hopefully realize some of the efforts we've made here this week. Thank you.

(Applause).

>> MODERATOR: Thank you very much, Greg. In fact, some of your recommendations are quite similar to what was discussed at the Ministerial Roundtable this afternoon as well, and we'd like to invite, Mei Lin Fung, who represents IEEE the technical community, and she'll present outcomes of Session 4, Enabling Environment.

>> MEI LIN FUNG: Really happy to be here. Thank you for the honor of doing this. I'm very, very proud of my panel. Ministers and regulators from Zimbabwe, UAE, Afghanistan, Mexico, Romania, Switzerland, and the Operators of Latin America and the International Chamber of Commerce.

We came out with a common goal that the enabling environment should be for industry providers, operators, for the consumers, and for the government so that all of us can come together to offer the best possible environment for citizens and businesses to flourish.

We have a vision. Humanity can realize our social and economic goals using the UN SDGs as common rails, guardrails, and with the help of digital technology, we can and must make sure no one is left behind.

We have fresh priorities identified in Barane, 99% of people will be covered by broadband and 5G is the ambition by June, aiming to be the first nation in the world to offer full coverage, and the Zimbabwe government has a main focus for infrastructure and development, and they realize that digital literacy is a must, so ICTs will be taught at every age in Zimbabwe.

The UAE set up a lab that co-creates and co-designs services by engaging customers and stakeholders to design better services.

Some emerging trends, I love the stories out of Bangladesh. I think Bangladesh is the elevation catalyst for the LDCs. Empathy training for civil servants, they introduce this for 5,000 civil servants, they set up an innovation fund to improve service delivery to the rural areas, unleashed 1500 innovation pilots to improve service delivery, created one-stop service centers for accessing digital. This was estimated to save over 5 billion dollars in costs and enabled over a million visits by introducing health services in rural areas.

When we come together, we can enable amazing things. The opportunities, Romania is working really hard to bring rural and disadvantaged areas together so they have the same opportunities. Afghanistan wants to improve and promote the global interoperability for e-commerce and we can all come together on that. ACE in Latin America wants to harmonize the protocols in Latin America for data cross border.

What's happening ahead, the key challenges identified, we've got to bridge the digital divide in an integrated regulatory framework is critical, so we're proposing various things that tie this together and an innovation lab network for an enabling environment. The Fourth Industrial Revolution presents opportunities and big threats, and we must organize with interoperability and integrated regulatory frameworks so as to provide enabling environments for people and businesses to flourish. Thank you.

(Applause).

>> MODERATOR: Thank you. Very, very interesting speakers and sounds like very interesting sessions. The outcomes will be available online in around 15 minutes so you can even refer to them on our website.

I'd like to invite Morten Meyerhoff, representing the University Estonia, his session was Session 5, Building Confidence and Security in the use of ICT.

>> MORTEN MEYERHOFF: Good afternoon. Thank you, Mr. Chairman. I'll jump straight into it. Session 5 looked at confidence and trust in technology, a government perspective, society perspective and Civil Society perspective and this reflected the origin of the panelists and we moved from both the public sector from regulatory authorities through the private

sector, tech representatives, and Civil Society back to public administration.

Geographically the panel came from the Americas through Europe to Asia, including the most popular or second most populous country in the world, depending on whose statistics you're looking at.

The session itself focused mainly on the sustainable development Goal 6, about trust and security, and this is Action Line 5, but it very quickly moved into a number of others around resilient infrastructure, capacity building, access, the role of media, the role of technology firms in this regard, but also about capacity building.

The focus and the challenge has changed in the last 10 years from mainly looking at malware to more in malice practice or existing use of existing technology. Technology is seen both as a source of this challenge and as a solution to this challenge.

Now, the challenge essentially means the same thing, how do we address trust and security? The panel basically had a number of key focus areas and activity points. Regulation is one, cooperation occurs internationally across borders and between the public, private and Civil Society organizations and stakeholders. Capacity building within the public sector, but also within the tech industry, but in particular also in terms of skills development and training to ensure that the average user has a common sense approach and informed use of technology.

This also links to the key challenges but also to the key recommendations. Thank you.

(Applause).

>> MODERATOR: Thank you very much, Morten, and also for setting a good example of finishing much before time. Thank you very much. I'd like to invite Valrie Grant. She's the CEO of GEOTech Vision. Happy to have her at WSIS Forum, very happy to have her in Session 6, Bridging Digital Divides and combined with Digital Economy and Financing Development.

>> VALERIE GRANT: Thank you. Good afternoon. Session 6, as mentioned the title in that panel, we had good representation from various stakeholder groups as well as geographic representation. The session focused on finding ways to bridge the digital divide between developed and developing countries, trains and technology, looking at how to leapfrog innovation in some economies and financing that innovation.

The discussions and the outcome of the panel are linked to WSIS Action Line Items C1, the role of public governance authorities and all stakeholders in the promotion of ICTs for development, C3 access to information and knowledge, C4, capacity building, C7 ICT application, e-government, and C11 international cooperation.

Also linked to SDG 9, building resilient infrastructure

promoting sustainable industrialization and faster innovation. Shared vision is a digital future where all can participate and prepare from the technological revolution. The priorities highlighted for advancing the digital transformation includes leadership, policy, flexibility, and engagement. Some emerging trends highlighted included artificial intelligence, 5G, AT and Smart City.

Technology is changing how we organize our government system unprecedented ways. -- to train the citizens and teach the applications, the government services talk about taxes, procurement, transportation.

The digital revolution government, private sector and academia recognizing that they must work together to bridge this digital divide as this is the only way to move forward in a culture and society constantly pushing the boundaries of innovation.

>> MODERATOR: Thank you very much, Valarie. It's also important to note the team. There is a very good gender balance in our team.

I would like to invite Dr. Jabu Mtsweni, who represents IEEE the Technical Community and he's moderated -- he moderated Session 7, ethical dimensions of information and knowledge societies.

>> JABU MTSWENI: They have set a very high standard. Good afternoon, everybody, and to the Chair, thank you for your time and opportunity to present a summary on the session of ethical dimensions and information on knowledge societies. The session considers a portfolio of speakers mainly coming from Asia, Singapore, some from Iraq, and also a lot from Europe and the Caribbean as well, and America, of course Africa was represented by myself.

Now, these experts they work on a different number of emerging technologies, particularly drones, artificial intelligence, future game-changer technologies and aerospace. Particularly focusing on dimensions, a number of SDGs, particularly SDG 16 on inclusive societies but also looking at innovation.

In terms of the WSIS Action Lines that we spoke on, it was more about the ethical dimensions on information society, and the panelists in their view, they were sort of in agreement that technology or the role of technologies need to advance humanity and ethical dimensions are quite central in creating a trusted, inclusive, and credible information and knowledge societies.

So there are some number of trends that came from the session, particularly panelists were in agreement that ICTs must be explainable, must be fair particularly to promote the various dimensions and create trust in use of ICTs.

The role, obviously, the issue of principles, the ethical principles and also speaking about ethical aligned principles from the different stakeholders. The other aspect that was very

imminent, or sort of prominent in our session was the issue of thinking about futuristic ethical dilemmas as we actually bring new innovative ICTs, but the key thing that we shared across different panelists is different stakeholders need to be brought together to bring trusted ecosystems and implement the ethical guidelines and principles that exist, but also to add important aspects about gender, digital divide, and intersection of multiple forms of digital disadvantages when it comes to technologies that need to be taken care of.

There were a number of opportunities highlighted but the key one being that technology needs to be human-centric, it must be gender conscious, and of course there are still a number of challenges with regards to ethics when it comes to ICTs, hence many panelists had a view that these principles need to be put into practice, but obviously the issues that we still have with regards to emerging technologies, particularly when you look at AI, there are still a number of issues, including bias, particularly when you look at artificial cognition systems and there are a number of case examples which I could mention, but for example one of our panelists was the Action 10.

But in closing the WSIS Action Line Facilitator summed it up nicely by saying cooperation, coordination is at the heart of ethical dimensions and Chairman summarized the technology is for human beings and human beings are not for technology. Thank you very much.

>> MODERATOR: Thank you very much. Your session reflected the true spirit of the WSIS Forum which is about collaboration and partnerships.

I'd like to now invite Mr. Carl Gahnberg, the Policy Advisor of ISOC, the technical technology. Session 8, Inclusiveness, Access to Information and Knowledge for All.

>> CARL GAHNBERG: Thank you very much, Mr. Chairman, your excellencies, ladies and gentlemen, I'm very glad to be here and having been invited as a high-level track facilitator and I'm very honored to have facilitator an excellent panel with very smart, very passionate, very brilliant people sharing their insights.

I think something to start off with is that all of the panelists really pointed to the multi-faceted challenge that encompass information for all. Both an important challenge in both terms of upgrading exists networks and ensuring quality of service and speed of that service is sufficient for both existing and use services coming online, but also to expand connectivity to ensure that those are thank are not connected get connected, and where there is coverage, to ensure that both the devices and the price of that access is affordable.

On the other hand, it was also an emphasis that many of the challenges that we see is that the layer above the network and at

the level of services and content. It is like accessibility for people with disabilities, local content, and digital literacy were all highlighted. Similarly, many panelists also expressed a need to mitigate social and cultural divides along the lines of gender, but also age to ensure that we have full inclusiveness as society moves into the digital age.

Another topic that also came forward, and as highlighted as increasingly important was the issue of trust and security. As we move forward with the digital transformation, trusting in the digital services becomes essential and an important element of inclusiveness, something that came across from all of the panelists.

One panelist expressed that security cannot be treated as an afterthought. But there was also a lot of optimism and a lot of interesting cases shared, both about the opportunities of ICT to support the delivery of public services and ambitious services of using Blockchain to support the SDGs, and we also heard great examples from Romania about how artificial intelligence can be used to support vision impaired and how the same technology is also used in education.

Similarly, we also heard about a product in Uganda expending access to large number of refugees where it's collected in large and passionate partners and around the issue of connectivity will you also getting access to mobile financial services.

In looking towards the future and what needs to be done to support access to information and knowledge for all, I would say that three points really stood out. The first is the importance of articulating clear goals and measurable targets to ensure that success is well understood and can be measured. Second, the importance of articulating clear roadmaps and policies to progress the same goals and targets. And finally, the importance of engaging those communities at risk at being left behind and making sure collaboration across all stakeholder groups enables that very access. Thank you very much.

(Applause).

>> MODERATOR: Thank you very much, Carl, and thank you for sharing those excellent case examples and case studies. We'd like to invite Dr. Suay Ozkula, the University of Sheffield, represents academia, Session 9 on ICT Applications and Services combined with Climate Change as well.

>> SUAY OZKULA: Good afternoon. I'm reporting back on Session 9 and ICTs in services on climate change, and we had a very productive session. There are currently numerous new projects happening in the area of ICTs and services, especially around health, AI, and Smart Cities. Overall, we had a very diverse and inclusive panel with representatives from only Oman, Senegal, Latvia, Iraq and stakeholders coming from different areas of decision-making. The issues presented were linked with a broad

number of WSIS action lines and the SDGs above all areas of enabling environment, C6, but in the account of the panelists also particularly in the area of e-health, C7, and related concerns also exist in the areas of access to information and technology, C3, capacity building, C4, and building confidence and security, C5.

In terms of trends, there were a number of themes. One of the key emerging trends effort toward broadening digital access through increased transition and innovative measures, in particular the digitalization of existing services across communities appears as a global trend both governmental and private sector level.

Another area that and as a grown trend is the use of AI and services in an innovative approach.

One of the main priorities that panelists identified in the area is the establishment of digital infrastructures, particularly in geographically less connected areas, addressing many of the existing issues around digital inequalities and the respective digital divides.

In that regard, the importance of customer or citizen engagement in the adoption of ICTs has also been highlighted as a key priority toward extending both access and participation.

In terms of division, the overall onus is increasingly making services available to others. Areas of concern were healthcare, governance, and green procurement. Panelists also saw new opportunities in the area artificial intelligence and supporting services, especially in healthcare. Drone technology for documenting environmental change as well as smart applications in urban areas.

Several innovative examples already indicated progress in these areas, they include breast cancer diagnosis through digital technology advances and the resulting increasing equalization of healthcare from the Oman, to Smart Cities, smart application city environments from Oman and Latvia, increased translation in Latvia, digital strategies on digitalization and digitalization in Senegal and as well as the D03 initiative in Iraq.

The key issue will be remaining access to technologies primarily in infrastructure issues at this point such as you can see frequencies in cable network provision towards making digital services widely available across the entire community.

Issues also remain around cybersecurity and an increasingly realized field of services and related governance factors. The road ahead has many factors in widening access but also tangible roots toward addressing them such as citizen-centric planning, subsequent piloting and prototyping, and in that sense, I believe that the session underpins many of the exiting themes and concerns of the summit and paves the way towards many interesting discussions in the future. Thank you very much.

(Applause).

>> MODERATOR: Thank you very much. Looks like your session discussed a lot of emerging technologies for ICT applications. Very interesting. You can read the summaries online. They are already online; I have been informed.

I'd like to invite now Mr. Ted Chen, youngest high-level track facilitator and co-founder and CEO of a company, a tech startup moderated Session 11, Digital Trade and Economy.

>> TED CHEN: Good afternoon, everyone. For Session 11, titled Digital Economy and Trade, we have a good representation for all the stakeholder type and region in the panel, from Cameroon, republic of North Macedonia, Russian Federation, Indonesia to Colombia, and even though diverse panel, having people coming from different backgrounds and perspectives, when talking about e-commerce and e-services it was evidenced that there is alignment to the WSIS Action Line C1 and C2 which are the role of government and all stakeholders in promotion of ICT for develop the and also the information and communication infrastructure an essential foundation for an inclusive information society.

It started with development in e-commerce and e-services in various countries and regions sharing various ongoing and ambitious products.

The overall opportunity is clear. Two weeks ago UNCTAD released a number showing global e-commerce reached 29 trillion in 2017 and that's 13% up over the year before, and not only e-commerce is the gateway to global digital economy, but it is also a catalyst to build and improve the local digital infrastructure for these countries that can potentially improve all sectors, and therefore the digital agenda is very high on the political agenda for most of these countries.

Then we move towards the regulatory challenges and threats linked to new technologies, the pace of technological change is growing at the exponential rate and therefore it has become more and more challenging for countries to manage. As the use of digital services has now influenced to all layers of society, regulatory framework is constantly being reviewed and revised for the protection of consumer and also for national interest, and these are commonly shared across all the panelists.

This is also in align to WSIS Action Line C5 building confidence and security in the use of ICT. Since data is the foundation to any digital economy, and managing the data flow within the country and also across the border will have significant impact on trade, the session concluded with forecasting and potential -- forecasting the potential of the digital economy by 2030 and addressing how new technologies such as AI and Blockchain can potentially impact international trade.

We all agreed that is less of a technological problem but of how to manage it as a group. Thank you.

(Applause).

>> MODERATOR: Thank you very much, Ted, for sharing those examples of e-commerce and e-trade that were discussed during your session. We'd like now to invite Professor Tim Unwin who represents two universities who moderated Session 12 on Gender Mainstreaming.

>> TIM UNWIN: Secretary-General, may my humbling request to rearrange the furniture if I put it back exactly as it was before in presenting my case.

So, Session 12 was about gender mainstreaming and reflecting on all that my colleagues have said, I was struck by how remarkably similar many of those presentations were.

My reports, all 962 words, I think, is already readable online, so you've probably read it, but I want you to remember the messages that our session came up with.

And so, I want to show you that gender mainstreaming has been embedded in WSIS since its very beginning.

(laughter).

(Applause).

It took some guts to do that. We, of course, had a very diverse panel. We had people from different backgrounds, we had more women than men, but crazily we had a strange man moderating the session. I think we've moved from the youngest to the oldest, but let me draw out three conclusions from what we said. We began with a wonderful welcome from Doreen, the Director of BDT who highlighted not only her passion for gender mainstreaming, improving gender digital equality, and the work that she initiated in equals.

And then we explored a range of aspects around this, and I'm just going to pull out three things that struck me as being really, really significant. The first was the situation is getting worse, so there are some countries where gender digital equality is twice as bad as it was 25 years ago. That is shocking!

Second conclusion, there is huge diversity. There is not one size fits all. We can have some generally good practices, but they need to be applied in particular contexts, but actually gender digital equality is probably worse in many of the richer countries in the world than it is in some of the poorer countries in the world, so we therefore need to approach it in different ways.

Thirdly, we came up with a whole range of practical ways that this can be done, but it requires the will to do it. It requires all of us to believe that it is our girls, our mothers, our wives, plural, because we did touch on polygamy as being one of the problems, all women in our lives, we need to support. We need to enable them to access the technology. We need to enable them to have the skills to use it for their empowerment, to change the power relationships that exist in our societies at the moment. And men amongst us, we are the most at fault. We're not going to impact

gender digital equality unless we change our attitudes and behaviors and commit to making a difference. That is what our session was about. Thank you very, very much for the opportunity. Please all of you go out and make a difference and we concluded with the whole room making the equal sign, so if you can do it just sitting down just join me, equals. Thank you.

>> MODERATOR: Thank you, Tim. It was really interesting presentation, and the target for us this year was to have 50/50 gender participation. We do hope we have achieved that. We don't know the results of the participation yet, but we sincerely hope that we've achieved that. Our own Secretary-General in his invitation letters had advised everybody to bring gender neutral, gender equal delegations so we hope we achieved 50/50 participation this year.

I'd like to invite Sabrina Cohen, the Executive Director of FPC in Geneva, and she works with vocational skills and trainings, and she represents Civil Society, Session 13, ICT Applications and Services.

>> SABRINA COHEN: Hello Chairman, his excellency, the Minister of Bangladesh and Director-General of ITU to have the opportunity to talk about this very important subject.

So I was moderating the Session Number 13 on ICT Application and Services. This panel was very interesting and very engaged in providing actionable insights and best practices from Kenya, Switzerland, U.S., UK, and ICT application and services for the benefit of all the society, and of course in line with the SDGs.

What struck me first was the following. By the end of 2018, only 50% of the world population is connected to the Internet. We can say only, but we can say that 49% is not connected. It doesn't mean that the infrastructure is not in place because 95% of the infrastructure is there, but people are not connected themselves.

So one of the key problems that the panel has shown is accessibility, and the focus that everyone has to look at now is accessibility. How can we help inclusiveness and how can we help poor people to access the Internet, and the only way which can be done to help them is to show them the beauty of the Internet and how the Internet can solve their own problems?

Regarding that, I have to say that I was struck also by an example of Kenya. Kenya has -- is very well known to be the home of (?) and they have developed extensively at the ICT application in order to help poor people to access banking through mobile payment, and they don't even need to have very modern technology to do it, only the 2G it can be done. So this is a very practical way to reduce poverty and help poor people to access.

The second point which was very important which the panelists agreed was that government has a key way of setting up proper infrastructure and to ensure access in developing practical ICT

solutions like I said before.

And the last one private/public partnership should be added with another P, which means for P, to be sure the application services the Civil Society needs. Thank you very much.

>> MODERATOR: Thank you very much, Sabrina, also your first time at the WSIS Forum, so we look forward to getting new communities into the WSIS Forum, and especially the good work that you're doing with all the vocational training, we hope to connect to ICTs and digital skills.

I'd like to now invite our last moderator, Dr. Naila Siddiqui Kamal from the Imperial College School of Medicine London, also a practicing gynecologist, a doctor, practical experiences of e-health and technologies she would like to explore and she's interested in Session 14 that was about Knowledge Societies, Capacity Building and E-learning.

>> NAILA SIDDIQUI KAMAL: Good evening. Is it evening already? Time flies, so I was here on Sunday night, and it seems that you know, time has really flown by and such a lovely experience, so my session was Session 14, last but not the least, and it was focused on knowledge society, capacity building, e-learning, and media.

The session -- and I'm bias because I moderated it but I feel that it was very well received. We covered the emerging technologies using e-learning, their role in meeting the Sustainable Development Goals through the WSIS Action Lines, covering both the enablers and the barriers.

So, first I'll give you a synopsis of the vision and priorities and trends, challenges, et cetera, and then within the time given I'll try to touch base on each case study so that I can do justice to our panelists and cover what the contributions were.

So the vision was that ran through each panelist's presentation or discussion was to harness the potential of emerging technologies and the solutions that are based on those technologies to answer a particular need, whether it was for a population-based need or whether being an individual-based need.

The priorities that ran were access, as my predecessor, co-facilitator has mentioned, but I've come up with another mnemonic of several Es, which actually ran through the session which were engagement, education, enablement, empowerment, employment, and equity. So under all of those, each one of those, I think we cover many of the SDGs through many WSIS Action Lines.

The opportunities that were emphasized were that using tech to improve women participation, and particularly youth opportunities, giving the youth the opportunity to actually kind of paint a picture for themselves, a future for themselves.

The challenges in doing so were the scaling of a particular solution at a greater scale as well as across geographical

boundaries, engagement, business planning, as well as need for collaboration.

So the Sustainable Development Goals that were covered in particular were 1, 3, 4, 5, 8, 9, 10, 11, 16, 17, and I'm not going to go over the full list because it is going to be present on the Internet.

Quickly touching upon the case studies, I was really impressed with the interaction that I had with our young leader and representative from ASEC a youth-based network forum with more than 40,000 youth connected, and I did ask them a question that, although I'm 55, I still want to be on their network, and so that's a challenge for them.

We had a good example from Bangladesh, a community radio, they gave some good inspirational stories which can be scaled to other areas, and CBAG an ICT capacity building program for Central America was a very interesting case study.

The girls can code program in Afghanistan was really, you know, inspiring and I would really urge you to visit the Internet to read more about it. The Iran University of Science and Technology with 4 million students in total, 1 million in government universities and how they have harnessed the e-learning technology for their purposes is also very credible.

India, in particular, oh, just last minute, India in particular with the four basic pillars of freedom of expression, universal access to information, culture and linguistic diversities, and quality education, just trustworthiness was a very good discussion point and Tech Lab a private market vendor and very interesting to hear stories about young children being engaged in these technology solutions to build prosthesis for those children that have disability, so the recommendations promote access, engage stakeholders, collaborate with government, e-government, Civil Society, and build strong business plans, I'm sorry I took a couple of minutes more, but I talk a lot. Thank you.

(Applause).

>> MODERATOR: Thank you very much, Nyla, we hope that we can have more doctors who are exploring e-health services here at the WSIS Forum next year. Thank you very much. It was a great pleasure to have you with us.

Colleagues, it's now my great pleasure to pass on the mic to our Honorable Chairman who will conclude and provide a summary of the high-level track which was held on Tuesday and Wednesday.

>> CHAIR: Thank you. I would like to thank everybody here, the WSIS stakeholders, thanks to the Secretary-General of ITU, the Facilitators, the Panelists, and those who participated in the high-level conversations.

There has been 14 high-level sessions and there has been 14 moderators, here are part of them. There were around 200 panelists,

and definitely you are just feeling the task to finish these sessions within the timeframe and I would like to thank the moderators that have performed very good, very, very good synchronized conversations in a way that I didn't have to take any pain at all. The thanks go to the panelists also because they have expressed their experiences and also given for the development of the WSIS Forum for the whole world.

In fact, as you have heard, the summary of the issues, I'll just draw some attention regarding my observations on the issues.

First of all, the discussions were just relating to involvement, inclusiveness, access to information, and knowledge for all, bridging the digital divides, digital commerce, and trade and finance for development and role of ICT, ethical dimensions of information knowledge society, ICT application and services, climate change, et cetera.

What I feel is that there are certain outcomes and actions which are to be mentioned here. The outcomes and actions are integrated and citizen-centric framework is needed that will support the digital transformation process and will ensure digital identity.

To bridge the digital divide, the developing nations need to build capacity development and fundamental knowledge of high-tech and digital economy. Countries who design the projects and programs after the tracker groups.

Open telecom market to digital commerce and create competition that will drive investment, lower price, and boost connectivity.

Emerging technologies like 5G, AI, IoT, that is the outcome of the Fourth Industrial Revolution should be accessible to all and the government must take initiatives to bring everyone on board, rural, urban, people with all ages and gender, people with special needs.

I would like to mention here that the impacts of these technologies are to be assessed, the problems are to be identified, the challenges are to also be identified, and I believe WSIS has a role to play regarding assessing the impact of the new technologies and the new civilization.

With the adoption of emerging technologies, the regulations and policies should be formulated in such a way so that new digital divides do not emerge. The digital divides should be abolished.

The design development and use of emerging technologies need to be inclusive, trusted, and safe, and should incorporate all ethical dimensions of information and knowledge society, secure digital world is needed for the trust of people.

ICT applications should be service oriented, benefiting the populations, adopting modern resource management and management countering climate change.

High-quality digital infrastructure must be built that is accessible, affordable, and reliable.

It is important to note here that we are looking for an information and knowledge-based society, so it is very important that we create knowledge workers to support the societies, the present education system, or the skill system doesn't support the new technologies and the new world we are thinking of or the new society we are looking for.

It is also important that the innovation which we are promoting will definitely have new technologies and new innovations are definitely possible protected and there should be new thinking and new laws and rules to be there to protect the new innovations which we are having.

It is important, I think, we all have discussed, we have the advantage of Internet, we also have the disadvantage and challenges of Internet. This is very important that we make Internet safe for particularly the children and the world as a whole.

We have observed from the sessions that, yes, we are just looking at the Internet facilities only. We have not realized that the local and localized contents are not available on Internet. More than 60% of the contents on the Internet are English based, but if everybody around the world, we have to have local language, localized content, and that's one of the challenges that we have to face.

So, I think these are the few things that I have, and at the end of my summary, I again like to thank the WSIS Forum, the stakeholders, the people who are involved in the process, and it was definitely a very tough task for the ITU people to arrange such an event and finish it in a way that we can remember for a very long time.

Good wishes and thanks from my personal thought and also from Bangladesh, the people of Bangladesh. Thank you very much.

(Applause).

>> MODERATOR: Thank you very much, Chairman, for your visionary speech and also your conclusions of the two days, the high-level track. We'd now like to invite the Secretary-General of ITU Mr. Houlin Zhao to please say a few words to close the high-level track before we start the certificate ceremony for the high-level track facilitators.

>> SECRETARY-GENERAL: Mr. Chairman, excellencies, ladies and gentlemen good afternoon. Actually, the session is already closed by the Chairman, so just as organizer of this event as Secretary-General from International Telecommunication Union I would just like to add a few words to express my sincere appreciations to all of you for your active contribution to this important forum, high-level dialogue activities.

I note that over the last 10 years, the topics changed from

one time very hot, to another time new topics, and we also note that the participants also changed here, and that I could say that if I look at the rooms, around 20% to 30%, maximum, are those participants for years have come to join us. The majority are coming here for the first time, so we're very grateful with your recognition of importance of this WSIS Forum activities and for your active, effective, and very useful contributions to your process.

Of course, I would like to thank our Chairman and thank those panelists, moderators, and those actively engaged with the interactive discussions with organizers and many others, including also those who help us to organize this workshop sessions and meetings.

The result of your active contribution and participation, is all of this would not be that kind of valid so let me again thank of you for your wonderful participation and of course for interpreters and for technician and operators and for those volunteer workers and our staff, I also express my sincere appreciation.

Last but not least, I like to give my heartfelt appreciation to our leaders, our chairmen of WSIS Forum 2019.

As I mentioned to you that we did try to look for different candidate to chair our sessions, and after some informal consultations with our main stakeholders, and we finally invite our Minister of Post Telecommunication and technology from Bangladesh to help us.

Not only because he's very knowledgeable about our situation, our challenges, but with his rich experiences in his country, Bangladesh, where you have a lot of successful stories, and also with his technology about the situation and challenges. We are suffering, or we have from our developing countries, and it's very rich knowledge and very rich experiences, and I strongly believe they will help us to have these WSIS Forum of 2019 is somehow unique and different.

And indeed, when I had the first meeting with him prior to we started this meeting, I already get that confidence. And then I found myself very surprised and very pleased to join him at our press conference, and he answered the questions on his own with his own views and ideas, and I think that that kind of interaction is such a kind of level, I think generalists that did not have that kind of experiences so often so we are very pleased with that press conference and I would like to once more again, to express my sincere thanks to our Minister and can see he's still smiling. Two days, both of us are very busy from one place to another we have to run, and from one topic to another we have to change our mind, and it's not that easy, but I asked him and that he might be frustrated and he might regret to take this role, but if he's still smiling, and I really appreciate his enthusiastic contribution to our process

of WSIS Forum 2019 and of his very good support to us for this very big effort of ITU and other agencies jointly organized.

So if I could take this opportunity to express our high appreciation for his leadership, for his contribution, I would like to present him with our Certificate of ITU to the Chairman.

(Applause).

(session completed at 11:14 a.m. CST)

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