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BUILDING
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>> Hello? Ladies and gentlemen, please do take your seats.
I invite the speakers, also please take your seats. Our
session is about to start.
     Okay. Thank you.
     Please.
     >> MODERATOR: Well, first of all, welcome, everyone.
Good morning. Welcome to the high level dialogue on
digital governance and capacity building. This is a
particularly important topic, as we see digital
transformation impacting all societies, and all fields of
life and particularly creating a need in governments to
adapt as well.
     So this session will discuss the digital capacity
building needs and opportunities that we have in order for
us to realize the decision of green, inclusive, equitable
digital transformation that strengthens democratic
societies everywhere.
     So today we have an fantastic lineup of speakers, from
all regions of the world, and I would like to start by
inviting Dr. Tawfik Jelassi, to share with us his opening
remarks.
     >> TAWFIK JELASSI: Shall I give to the chairperson of
the WSIS to respect protocol.

>> MODERATOR: We have the opening remarks and then the opening remarks by --

>> TAWFIK JELASSI: I was told I am the only man on this panel, so I tried to --

>> MODERATOR: But if you would like to yield the floor to her, I would be happy, I would be delighted.

(No audio).

>> MODERATOR: So madam --

>> TAWFIK JELASSI: Well, she kindly deferred that I start first. Thank you.

Ladies and gentlemen, Excellencies, good morning to all of you. For me, the key question in this panel discussion is: Are civil servants ready for a successful digital transformation?

And the answer is no.

Let me elaborate. Why I am saying that? Why do I believe that governments and policymakers and civil servants are not ready to embrace and succeed in digital transformation? First of all, let me -- shall we do a recent survey that UNESCO did. And the surveil involved almost 200 countries. Half of which said -- almost half of which said we have no strategy to improve digital skills and the lead person reported as being blocked from implementing a Digital Transformation Strategy because of siloed strategies, fragmented decision-making.

I think we all realize today digital transformation has become a necessity, has become an imperative and, of course when you talk about the country level, it is the government. It is the policymakers that have to drive it. They have to initiate it, top down. But when you see the statistics, this, of course, is a source of concern.

Now, the question is not to say, here is the diagnosis, but how can we overcome these issues? First of all we recognize three key obstacles, the first obstacle is cultural and organizational barriers. The working culture, the mindset, the behavior is not conducive to a successful implementation of digital transformation.

What we are suggesting here is government should inspire, empower civil servants to innovate to try out new solutions enabled by digital. The method is not to automate, but to redesign policies within the public sector. This is the first obstacle, cultural, organizational behavior.

Second, data and infrastructure barriers. data governance, lack of proper IT infrastructure, inefficient

management, and digital governance.

And the third is gaps in HR. So here again comes the will human resource capacity building that is much needed, especially for women, when you look at IT skills and AI skills. Women are lagging behind and, again, there's a gender gap here, in terms of capacity development.

So these issues are challenges for sure, but they are not impossible to overcome. And I would like here to mention one way through it, again, based on UNESCO. We released a competency framework for civil servants based on AI and digital transformation.

This is an important piece of work, based on regional and global research that we have conducted in the context of the UN broadband commission for sustainable development, which is as you may know public/private sector partnership. UNESCO has chaired the Working Group on this topic along with Nokia Corporation.

Let me zoom on this competency framework for digital transformation, targeting civil servants. It has three competency domains. The first one is competency in digital planning and design. And what we are saying here the word of today, of course, is a new world. We have to really realize what we call VUCA, the volatile, uncertainty, complex and ambiguous, a new environment in which we need to operate and then within that VUCA environment, we need to operate in there that's meaningful countries and societies and help the governments improve the digital services they want to offer to their citizens.

Second key competency, data usage and digital governance. Quite often the digital governance is quite far behind. We don't maybe pay full attention, we don't have a deep understanding of the data life cycle, and we need to address this these governance issues and the deathal issues as well.

This morning, some of you were in the panel that we had at 9:00 on the ethical principles in the Information Society and in digital development. The third is about digital management and execution. Of course, it's not a matter of I mentioned innovation, creativity, thinking out of the box, these are ideas but then the ideas have to become a reality through execution.

And here comes the challenge of how can we harness the data asset? How can we leverage digital technologies in order to solve the VUCA issues I mentioned before and the complex problems while fostering civic participation.

So let me say that digital transformation is not something nice to have. Today it has become a must, an imperative. We need to embrace it for the benefit of all and we realize that those who are prepared with the skill set, with the competencies I deferred to are the ones to benefit most from digital transformation.

And let me stop here.

>> MODERATOR: Thank you, Dr. Jelassi, and building civil servants to lead the digital transformation.

I'm thrilled to give the floor to Her Excellency, minister of digital transformation of the republic Slovenia, and the WSIS chairperson who is leading transformation in her country and give the welcoming remarks to this session. The floor is yours.

>> EMILIJA DUH: Thank you so much, thank you UNESCO for organizing this panel which is very important. I would like to different where Dr. Jelassi stopped, are the governments prepared for the digital transformation and I have to agree that, yes, most of the governments are not prepared. So we see that the public services are offering more and more innovative excellent digital services. So people are expecting that they will get the same from the governments, as well, but we can not keep with the pace.

So what we are doing in Slovenia, I would like to share what we are doing in Slovenia right now, we have prepared our digital Slovenia strategy, which has several pillars, digital infrastructure, and digital skills and competencies and digital economies, society 5.0, cybersecurity, also we're touching upon the digital support environment, the green transition, and, of course, digital public services. We have a national strategy on digital services. So the public sector, until 2030, and we expect that 100 of our services, key services will be available online, but we would also like to see that 80% of our citizens will use these digital public services that are available online.

Last year, we have introduced electronic IDs. So we would like to see that 80% of our citizens would also use the electronic ID. But where are the problems? The problems are with the public administrators. So it's not only the skills and the competencies that our citizens have, but also the public administrators.

In Slovenia, we have an administration academy. So in the last years we are putting a lot of focus on digital literacy and we have a digital literacy training program

that follows the European digital competence framework.
This is one of the ways we are trying to introduce the
necessary digital skills and competencies of all the five
barriers as defined in the competency.

We want to use information and communication
technologies in a creative, but what is even more important
also, safe and critical way.

So during COVID, we were not able to -- because this
academy was working in physical, but now we moved it
into -- into the digital environment as well, and now we
have the hybrid option which I believe is the best one.

Another thing Dr. Jelassi was speaking also about data
and of course we cannot speak about digital transformation
if we don't have data and especially open data and Slovenia
is performing very well in the field of open data. We have
open data portal where we have many data sets, that are
available for everyone. This is also the way how we want
to be transparent, how we want to show what public money is
used for. So that people can really see what is happening
in the country.

We don't have people who understood what data means or
worked with data. That's why we starred a project with
OECD. And we are building a network of data stewards. We
have one data steward and he or she should work as a train
the trainer -- is a trainer for the rest of the people that
are at the ministry are.

We will finish with this project in a few months and
then we expect that this knowledge will be transformed
furthermore. So we are very proud of that. We have a
common building block tree, which already won one of the
United Nations public service awards back in the past, but
we are still working on that, because we see how important
that is to make sure that we also have data but also
services interoperability.

So when we are speaking about learning operations. We
are speaking about lifelong learning. In the governments,
we must see the role as the place where everybody will have
the opportunity to learn and to grow. And here it is so
important that also the leaders will see this as -- that
the governments are learning organizations.

Another thing is where -- what we would like to see,
is the intergenerational cooperation, because maybe
young -- younger public servants will have better ICT
skills and competencies, but on the other side, there are
older public servants who have the expert skills and

competencies. So we must see the cooperation here and how
they can help each other.

So here we are using one African proverb: The youth
can walk faster but the elderly know the road. So we need
to use everybody available in the system.

Another thing, what we would like to focus on is that
when we are speaking about ICT, about digital, it is not
only about the technical skills and competencies, but we
must be aware that there are other skills like critical
thinking, problem solving, and then anticipating future
scenarios. So it's not only programming. It's not only
databases, data analytics and so on, but we must see it in
a much broader way. What we are facing in our country and
probably most of your countries as well, it is very
difficult to get the IT experts, all experts, but
especially the IT experts in the government. So the ones
who have the digital skills and competencies.

And here always there is a discussion, can the
government give the same salary as the private sector and,
of course, no, we cannot compete with the private sector.
But at the same time, when we must be aware that salary is
not the only motivation here. So we must build a whole
environment so that people will have the flexibility, will
see that they can learn, they can grow, so there are some
other motivations there as well.

Then, again, when we are speaking about how prepared
we are for the digital transformation, we must also speak
about innovation, and we must introduce new methods like
design thinking and cocreating and so on and so on, through
all of our processes. So, again, it's not only the
technical skills and competencies, but it's the whole
culture, digital culture should be taken into account.

And we must be aware that the solution doesn't mean
only changing some articles in the regulation, but changing
the people's behavior into positive collaborative -- to be
more positive collaborative and proactive.

Last but not least, I would like to conclude here,
this is also a high level panel, but we must be aware of
the role of leaders. So we are speaking about public
administrators, but I always say lead by example. So they
have to see something in the leader that will be proactive,
will appreciate that somebody wants to learn, wants to
grow, that encourages self-development, development.
Employees. So the leaders are the first one who should
promote the digital culture and the mindset.

So it is very important that all -- we all in our countries give a lot of attention and also the international organizations as well, to the leaders that are leading the digital transformation. Thank you.

>> MODERATOR: Thank you, Your Excellency. These are incredibly important messages for somebody what has the experience of leading digital transformation that we really need to build capacities and we really need to build data stewardship skills and that we need to give opportunity for lifelong learning as a way also to retaining and attracting talent to dedicate themselves to public service. So thank you very much for those remarks.

We now turn to our fantastic speakers, and we have with us Linda Bono. So -- hold on.

Bonyo, who is founder of the lawyers of Africa and director of Africa Law Tech in Kenya. We have online madam -- sorry, let me just check again. Jhalak Kakkar, and 64 participants to this session. So she's the executive director of the center for communications governance in India. And we will make her remarks and present online for us.

And we also have the -- hold on. Dr. Nele Leosk, of Estonia, and we will hear about her challenges and solutions with respect to digital transformation.

So now I would like to give the Dr. Nele Leosk, the ambassador at large the word and share the stage and her remarks.

>> NELE LEOSK: Thank you so much. I have to start by congratulating the great opening remarks and the first statement. So I think I will forget about what I thought I would say and just reflect on some of the things that I heard, which many of which I could not agree more.

I would like to start with a question that I was asked in the previous session that I didn't have time to respond and that was about gender digital divide.

I was wondering, do we have gender digital divide in Estonia? I was thinking, no, we don't. And yes, we do have. And we don't have the gender digital divide in terms of accessibility, both boys and girls, men and women, have the same opportunities to use the Internet and everything that it provides. We don't have a divide whether it comes to math, physics or IT skills in schools. We don't have the divides there. We do not have the divide when it comes to using digital technologies. The services are either public or private sector provides, the tools that are there

for participation and so forth, to be part of this virtual
world. We don't have the divides there.

But where we do have a divide, is when we look at the
female leaders of tech companies, when we look at the
number of investors, when we look at the members of the
board, and perhaps a bit also in political participation
and discussions, let's say, online.

So I think this is a clear example that gender digital
divide is not at all about digital. It's a lot more
complex issue and it edge only manifest this divide that we
have in our societies. Unfortunately, until now. So it
has been rather slow journey, as Estonia was one of the
very first countries in the world to -- to provide or give
women the right to vote, for example. And when we look at
the situation now, where we just had the elections, we
might have 35, max 40% of our new parliament members
female.

And this applies to the digital skills that were
brought up in the opening remarks do. We know the skills
that our public officials need? And I would also say yes
and no. Some of these skills were brought up here, but
when I look, for example, the ministries that I am working,
so I am working as diplomats. I'm a diplomat in a foreign
service.

What other skills that people must need to be able to
to make sure that our values and our positions are well
represented? How do we guarantee that, yes, we have an
innovative digitalization, let's say, we really provide
cool and easy to use services, for example, or we do
something else innovative.

At the same time that we also guarantee that some
basic principles, that the human rights we have offline are
available online. That's something that I'm struggling
with in my everyday. It's my everyday work to make sure my
colleagues are up to date in the technology world, managing
both opportunities and the risks that come along.

But before I conclude from my side, I actually wanted
to bring out some things that I pointed out in the opening
remarks that were related to, let's say -- as some of the
barriers that we have in digitalization, data and
infrastructure, but also captured in HR. And in some case,
how we solve this in Estonia that is a very small country
with limited resources, especially human resources.

So around -- I would say at the beginning of 2000, we
realized that actually, the needs that our government

officials have, but also private sector, in terms of
digitalization are not that different. They have their
different tasks, the ministry of agriculture, finance, and
so forth, but many things are similar.

So what we did, instead of having the obligated
development, let's say digital authentication, we took
centralized decision that some components, we are going to
develop only once and we are going to reuse them, and I
think this has helped us to save not only money, but
actually pool the talent and the skills across government,
but also across sectors.

And nowadays, I would say that it's increasingly more
challenging to have the necessary skillset. So what we are
doing now in Estonia, and I do hope to see that happening,
and we are pooling skills across borders. We established
with Finland, our closest friend and neighbor, and we
together developed certain digital solutions that we both
need.

So instead of having the developments in Estonia and
in Finland and now also in Iceland and the Federal Islands
have joined the center, we pool our talent and our money
and I think this is one way to smooth this scarce issue of
resources.

Of course the second one data and infrastructure, we
are in the AI session, right? UNESCO is one of the leading
international organizations in this sphere promoting the
ethical use of AI, and all the good work that has been
done, but often we get about the basics.

I have been asked even, can we have AI applications
when we do not yet have this or that data? And my answer,
no. So I think what was very well done in Estonia and many
other countries also, was that the basics were really
established well. You need the basic digital
infrastructure. Everybody must know who collects what
data, how it is saved, how it is updated, how it is shared.
And it also takes a habit, actually, to start resharing the
data because there's many barriers to that. Maybe the data
is not correct. There are so many -- there are so many
fears associated with a lot of new happening. This is
definitely one of these things that helped Estonia.

And I see that everybody is letting me know that I
should finish. So thank you so much and I'm looking
forward to continuing. Thank you.

>> MODERATOR: Thank you, Your Excellency. This is
really -- those are important remarks and connect very

closely to what was said before, particularly when you
mention that the importance of having not only the digital
skills but also the competencies, the soft kind of
competencies that are need for civil servants to the
process forward in a way that's enshrining values that we
care about. So thank you for those.

I would like now to turn the floor, to Linda Bonyo who
is director of Africa Law Tech in Kenya. She's been
leading the work of a specific group of actors, judicial
actors and collaborating within UNESCO on that. The floor
is yours to tell us about your experiences in that. Thank
you.

>> LINDA BONYO: I would like to speak about digital
policy and in had building capacity of digital
policymakers. At the lawyers hub, we work on building the
capacity of the justice sector. We did realize that
lawyers form a huge part of parliament, of judiciaries and
also of the executive.

And so when we look at the different modes, if you
look at parliament and what new laws parliament is putting
out when you talk about data protection and 34 African
countries have data protection laws and many of these
countries are working to have a data protection framework.
We see a pattern where a lot of these laws are sometimes
copy/pasted from Europe from GDPR and that's because
there's no time, but policy making is expensive, one; but
also two, policy requires capacity. When we talk
about -- I think the previous conversation about digital
skills capacity, I think the gap in the numbers exist, but
not a lot of the work has gone into really looking at,
especially for Africa and the Global South what the digital
policy gap looks like in terms of skills.

But it's evident in the kind of laws that are coming
up, but it's also evident in the kind of participation that
we are having, even at multilateral convenings, you know,
such as this. And so the lawyers hub, we began about four
years ago, in running one policy hackathon to cocreate
digital policy, together with different actors including
government, and looking at ways in which we could be able
to improve the capacity, and use new design models that, I
think was mentioned earlier.

In totally redesigning the laws, just a study of the
different laws that we have, a lot of our laws mirror
whoever colonized us. So you have a lot of laws exist, and
getting from that law and getting contextual and specific

laws has been very difficult for countries and made worse now by new technologies in this sense.

So we are having challenges. I would say, for instance, we were talking about the AI Act and how to further the conversation from digital services markets and looking at how to protect users online, but we are having similar challenges in Africa, but there is no digital policy, especially this lack of digital policy skills at the continental level. For instance, to reign in on big technology companies, something that Europe has quite getting to doing it.

The second point that I would want to mention is an evidence of a digital skills gap is we are seeing the kind of judicial decisions that are coming out of Africa and this you would see from digital identity decisions, for instance, in Kenya. Would you see from electrodecisions from Nigeria that just concluded its he elections and you would see that they are distancing from technologies.

The world is waiting for those decisions on technologies, how they work, what they are made of, are they open source and what does that mean for general citizens because most of the technologies are for public interest but we see themselves exempting and saying we do not want to decide that because they don't have the capacity for it.

And so at the lawyers hub, we continue to invest in the digital skills but then also two to look at the opportunities to have policy exchange, between continents that have done a lot of this work, for instance, the -- data protection laws in Europe are over 50 years old. And some of the African countries the data protection, for instance in Kenya is two years. Rwanda is one year. Nigeria is still in the process of coming up with these laws. And so we see the idea of policy change without the conditionality. We can see the power imbalance between the west and Africa.

How do we build the capacity for policymakers to come up with their own policy, for their own context, without necessarily doing a copy and paste in the continent. Then how do we close the silos. We have ministries that are working on very specific policies and when it goes to parliament -- I say this as an example. We did have the last government in Kenya talk about, you know, just furthering technology in the country and making Kenya the Silicon Valley in Africa.

And then we had I amember in parliament come up with a
legislation on having to register tech professionals. And
if you don't have a degree, you can't become a developer.
That particular silo really shows us that sometimes
different sectors of government are not speaking to each
other on what exactly they need to do and because of also
not thinking through the unintended consequences of certain
laws that ideally you close off an entire ecosystem to get
the skills that they need and get us to the level that we
need to be at.

So finally, I think that in looking at the different
ways in which private sector can also come in on board and
be able to support the capacity building efforts, this need
for multistakeholder approach in terms of capacity building
to further the conversation.

Thank you.

>> MODERATOR: Thank you, Linda. This is excellent and
actually, again, echoes exactly with what Slovenia was
saying, you know the transborder cooperation is a key to
innovation and to learning, you know, and so this is
another great example on how to do this on a regional basis
including. So thank you very much for the work you do and
the remarks.

I would like to turn to Ms. Jh alak kakkar and I would
ask for support of our tech colleagues to bring her up on
the screen for us for her to share her remarks.

>> JHALAK KAKKAR: I want to acknowledge the report
that came out under Jelassi's leadership. I think it's an
important step to acknowledge that there is this gap and a
need to address it. I know UNESCO has been working on
various programs to address it, including an important
example is the AI and rule of law training initiative that
they have launched for judges globally.

So I think, you know, this is the first need of it.

I want to step back and talk about the fact that
clearly in the Global South, there are some pieces of
unique context, right? There's a mix of high technical
skills and competencies, as well as the low technical
skills and competencies and a range of digital literacy
within one Global South context that is not sort of
homogeneity. I think a second factor to consider is there
are significant developmental challenges and issues that
governments are rapidly working to address, and fix.

And, often technology is a wonderful tool to leavage
to tacking some of these intractable problems.

Sometimes there is a level of tech utopianism that comes around the role that technology can play in solving these developmental issues and sometimes not enough thought is given to the design of these systems, as well as the sorts of policies that need to be in place, legislations that need to be in place, as well as sort of mechanisms and codes of practice around their implementation.

And I think for capacity building of government officials, of judiciary is extremely important to ensure that the entire live stream. Role of technology in governance systems is informed by this sort of holistic perspective. And I think that is the whole of ecosystem approach over here that needs to be leveraged where there's a role of civil society, industry, and academia, in helping the enhancement of the capacity of public sector officials.

For example, of course, the industry understands these problems very well, developed them and has a role in communicating the mechanisms by which they function, the underlying tech. Civil society has a role in helping sort of public sector officials really understand what are some of the limitations of the technology? What are some things that need to be kept in mind to ensure that there is not a detrimental impact on either individual rights or, you know, societal level democratic principles in the way these technologies are rolled out.

And academia definitely has a role in all of this, on both sides, the role that the private sector can play and the role that civil society can play, as well as a really key role in rolling out such capacity building programs.

And, you know, leveraging pedagogical methods that have been developed to help training. One of my co-panelists has talked about train the trainers and how this can have a ripple effect through the system and I think it's very important to think about the role key academic institutions within a country context can play in this.

And I think the last point I want to make, is that not only should we be thinking about training of, you know, individuals working in the ministries, at the federal level, but also at the state level, at the municipal level, not only officials who are sort of developing these technologies, you know, working with partners to develop these technologies but also officials who are implementing programs who have significant digital components.

And then the other category of officials is really

those who are participating in policy making, on technical -- tech issues, as well as digital issues at both the domestic level for the country, as well as representing their countries internationally and multilateral levels. Very often, you know, the remnant of the issues that they are representing their countries on internationally is very large, and they are not significantly capacitied and equipped to navigate the complexity of thissues arising in the digital domain.

And we should not get to look at the digital enhancements of judiciary and the legislature. Both arms -- whether it's judiciary challenges in the could systems around these issues or, you know, the role of legislators as they are framing policies and legislative frameworks to effectively regulate these issues.

So I think sometimes, you know, in our focus, when we are talking about public officials, I did want to highlight that this is a full range and we should also think about a whole of ecosystem approach where many different players in the ecosystem are coming together, building resources and working hand in hand to ensure the effective capacity building of the public sector.

Thank you.

>> MODERATOR: Thank you, Ms. Kakkar, these are excellent remarks and interestingly, you also touched upon the issue of bringing a multistakeholder group to actually inform and help support capacity developing and that's exactly what UNESCO has been doing and how it developed its competency framework, not only looking at what, you know, the experiences of civil servants from around the world but informing it with a group of experts from civil society, private sector and others that can contribute to this effort. As you said Madam Kakkar, leveraging the ecosystem. And that's exactly why UNESCO is ready to launch an coalition on digital capacity building. Exactly so that we can really talk about how to leverage the digital ecosystem that exists and bring together the different experiences on a peer-to-peer learning process, bringing not only the leaders and the experts from government, but also from other stakeholder groups that can help to share digital capacity building from around the world.

Now, I would like to pass the world to ADG Jelassi so, we can speak a little bit about that, before having remarks from our speakers as well.

Dr. Jelassi.

>> TAWFIK JELASSI: UNESCO is launching a Dynamic Coalition on digital capacity building. To build on the work that we have done, I mentioned in my opening remarks what we came up with this competency framework for civil servants focused on digital transformation and AI.

So we want to take this and other pieces of work, like what we did in Africa. We did a needs assessment survey in terms of AI for African countries. Recently we did a similar AI needs survey assessment for the small islands developing states, for the SIDS Member States. So we are continuing this piece of work by launching this Dynamic Coalition on digital capacity building. This is meant to be an informal network of leaders and experts from all over the world, so they can share experiences, good practices, on digital capacity building, and this coalition could serve also as a platform to identify best practices and promote cooperation in this domain across governments and institutions.

And we very much hope that you will be able to join us for this.

Finally there, I want to echo what Dr. Emilia said, and she mentioned this designed thinking, experimentation, exploration, and she said, governments should not be -- should be learning organizations. I would add, they should not behave as learned organizations. And this applies also to civil servants. Civil servants should be learning agents of change and not assume we have learned it all. We have got a degree. We have a diploma, fit for life. We know that error is passe. Now we need to question assumptions and we need to update our knowledge and skills, but more than that, we need to change the mindset in order to change the behavior of civil servants if we really there want to succeed through digital transformation.

We heard very interesting use cases from Kenya and Africa, from, of course, Estonia, one of the leading countries in digital for decades! We know that Estonia was the first to organize digital voting and digital elections decades ago. Something that is still a challenge for a number of countries.

So we heard also interesting use cases from India. So I think this panel was very informative in this regard. Let's continue working together to succeed through digital transformation, and create a better future for all. Thank

you.
>> MODERATOR: Thank you, Dr. Jelassi.

With our session, you know, really coming to a very,
you know, near close, I would like to give one minute to
our speakers and then, you know, closing remarks to
Dr. Emilia Du, but first I would like to pass the word to
Linda, you know, for one minute final remarks in regards to
the Dynamic Coalition, for example, and then the speakers.
>> LINDA BONYO: We look forward to the coalition. I
think it offers a great opportunity to network and learn
and the policy exchange is really there important to
further the digital conversation. Thank you.
>> NELE LEOSK: Thank you. We all have something to
share. I would like to remind, it's not ultimately about
us, the sharers, but about those who are on the receiving
side.

And coming from Estonia that 30 years ago was a
completely different country of what we see today, I would
still like to stress that it's still about empowerment of
the others. So Estonia managed to achieve only because it
built its own capacity in public sector, in private sector,
but also among the public, and I believe that this is
something that we should not forget in this endeavor. So
thank you.
>> MODERATOR: Thank you. And if we have our tech
colleagues bring up Ms. Kakkar so that we can have a one
minute remark from her as well.
>> JHALAK KAKKAR: I think I want to highlight one of
the points that came up during our discussions as part of
the Working Group on the AI competency framework report
that we have been discussing today is I think it's so
important to use a coalition like this to give public
officials an opportunity to interact with counterparts from
other countries, and learn from each other, because
it's -- it's not only the role of industry, civil society
and academia in a particular country context to support the
enhancement of the capacity, but I think, you know, such
coalitions also provide equally important platform for
public officials across countries to learn from each other,
and there are particular context and challenges that only
public officials sort of understand and can advise each
other on. I think, you know, in the way that the coalition
is designed, that would be an important factor to consider.

Thank you so much for having me here today.
>> MODERATOR: Thank you very much for your remarks,

and advice on the formation of the coalition.

And now let me invite her Excellency Emilija Duh to conclude the session for today, for her final remarks.

>> EMILIJA DUH: Thank you so much. I will use this one. Okay.

Maybe I'm speaking too much so they turned off my microphone. So thank you so much for this session. Thanks a lot for the participants for the great inspirational talks and sharing the examples and when it comes to coalitions, a lot of times at events like this, it seems like some countries are giving and some countries are receiving, but it's not about that.

Coalition is about sharing. We can all learn from each other. Nevertheless, if we are developing, developed, less developed country, we are really all learn from each other, even though maybe in some cases Slovenia is at the forefront of some situations but there are some situations where we need to learn from other countries, as well.

So I really welcome the coalition, and let's have in mind that we can all learn from each other and there are no such things as some countries are just giving and some countries are just receiving and that we -- it is good for all of us if we share both best practices but also lessons learned so that we don't repeat the same mistakes. Sorry about that.

And, again, when we were speaking about the culture, it's nothing wrong if we are doing mistakes. We can learn. So this is not a mistake. It's not a failure, but it's something to learn in the future.

Thank you.

>> MODERATOR: Thank you very much, Your Excellency. You reminded me of something Thomas Edison said, after 900 times trying to invent the lamp, I invented 900 ways of not doing this before I did the one time of how to do it, you know?

>> EMILIJA DUH: We are both electrical engineers.

>> MODERATOR: So that is fantastic.

So let me just thank you all again for your valuable contributions and for your participation including to the participants online.

It attracted a lot of attention to see these powerful experiences being shared. We look very much forward to working with all of you further to join our efforts in building this coalition and in sharing our mistakes and our solutions so that we can all collaborate and literally

together develop digital transformation that really address the needs of our societies and enshrine the values that we care about.

So thank you all for attending this session and let's continue to work together from -- in terms of coalition from now on.

Good afternoon.

(Applause)

(End of session 12:05)

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