



# REGIONAL FORUM

ON SUSTAINABLE DEVELOPMENT FOR THE UNECE REGION

13 – 14 MARCH 2024 | HYBRID EVENT | GENEVA & ONLINE

## SIDE EVENT CONCEPT NOTE

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### Event title

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Human Centric Approach to Digital Transformation

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### Background and Rationale

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In the pursuit of the Sustainable Development Goals, the persistent digital divide remains a significant challenge, hindering progress and impacting 2.6 billion lives globally. As societies and economies increasingly embrace digitalization, it is crucial to place humans at the heart of all aspects of digital development, including design processes and measures. In this context, a special session is proposed to address human-centric digital transformation with the aim of enhancing understanding of human by design digital features. Some discussion points may include ensuring accessibility, inclusiveness, human rights, protecting privacy and fostering a sense of community and collaboration.

Ongoing digitalization of public services across the UNECE region, such as: digitalization of government services; digitalization of education services; and digitalization of health services, provide a great opportunity to share experiences of diverse stakeholders very often confronted with a similar set of challenges and opportunities derived from the human-centric approach.

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### Session objectives and expected outcomes

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This session will provide an opportunity for presenting the outcomes of several initiatives in this field carried out by diverse UN agencies and stakeholders. This will include the outcomes of the ITU initiative implemented in 2023, in cooperation with Poland and Czech Republic, resulting in the elaboration of the Human-Centric Digital Transformation Compendium, based on a series of the Spotlight Workshops on Human-Centric Digital Transformation. In order to make the session interactive, a series of concrete examples of human-centric digital transformation projects in Europe, within government services, education and health, pinpointing challenges, opportunities and emerging trends in the field, will be presented and discussed, facilitating engagement with the audience to explore the topics further.

Insights and recommendations on good practices, will aim to inform future digital development strategies both within the UNECE region and globally, and help advance the various SDGs, particularly related to SDGs 1 (No Poverty), 2 (Zero Hunger), 13 (Climate Action), 16 (Peace, Justice and Strong Institutions) & 17 (Partnerships for the Goals). The results of this side event will serve as an input for the SDG 17 round table session for the Regional Forum on Sustainable Development.



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## Organizers

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**Lead organizers:** International Telecommunication Union (ITU) and the United Nations Group on Digital Transformation for Europe and Central Asia (UNDTG4ECA)

**Contributors:** Czech Republic and the Republic of Poland

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## Agenda and Structure

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**10:00-10:02**

### Introductory Remarks

Mr. Jaroslav Ponder, Head of the ITU Office for Europe, ITU

**10:02-10:10**

### Human Centric Approach from a Human Rights Perspective

Mr. Marek Janovský, First Secretary (Digital/New Tech/Cyber Diplomacy), Permanent Mission of the Czech Republic

Mr. Piotr Czepulonis, First Secretary, (Digital and Cyber Diplomacy, Human Rights), Permanent Mission of the Republic of Poland

**10:10-10:20**

### Overview and Main Takeaways from the Human Centric Workshop Series and Human-Centric Digital Transformation Compendium

Ms. Regina Sipos, Human-centered international development consultant

**10:20-10:25**

### Child Online Protection and Community Network Projects

Ms. Kristine Gyonyan, Director of the Union of Operators, Armenia

**10:25-10:30**

### Human Centric Approach in Practice - Designing Digital Public Services in Estonia

Ms. Karin Voodla, Policy Officer, Permanent Mission of the Republic of Estonia

**10:30-10:32**

### Closing Remarks



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## List of Panellists

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Mr. Jaroslaw Ponder, Head, ITU Europe Office (Moderator)

Mr. Marek Janovský, First Secretary Digital/New Tech/Cyber Diplomacy, Permanent Mission of the Czech Republic to the United Nations Office at Geneva

Mr. Piotr Czepulonis, First Secretary (Human Rights), Permanent Mission of the Republic of Poland to the United Nations Office at Geneva

Ms. Regina Sipos, Human-centered international development consultant

Ms. Kristine Gyonyan, Director of the Union of Operators, Armenia

Ms. Karin Voodla, Attaché, Permanent Mission Estonia

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## Sign-up / Registration Link

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<https://www.itu.int/net/CRM/js/sr/C-00013831>