Workshop on Building Trust in Digital Government Services

Organized by ESCWA in collaboration with AICTO, Internet Society, and ITU.

UN House (MZ hall), Beirut, 11-12 September 2023 (and via Zoom)

Map for directions.

AGENDA

DAY ONE	11 September 2023

09:00–09:30 Registration

09:30–10:00 **Opening Session**
HE Dr Rola Dashti, Under-Secretary-General and Executive Secretary of ESCWA.
HE/Eng Mr Mohamed Ben Amor, Director General, Arab ICT Organization.
HE Dr Najla Riachi, Minister of Administrative Development, Lebanon.

10:00–11:00 **Cybersecurity in the Arab Region**
Moderator: Dr Nibal Idlebi, Acting Director,
Statistics, Information Society and Technology Cluster, ESCWA.

- **Arab Cybersecurity Strategy**
Dr Mohamed Hamdi, Co-founder of Inoteqia and Cytekia, Tunisia, and Team Leader of elaboration of the Arab cybersecurity strategy, AICTO (Remotely).

- **Regional Perspective Based on ITU's Global Cybersecurity Index (GCI)**
Mr Ahmed El Raghy, Senior Advisor, ITU.

- **History of Cybersecurity Strategy in the Arab Region: Similarities and Differences Across the Region**
Mr James Shires, Senior Research Fellow, Chatham House, London.

11:00–11:30 - **Discussion**

11:30–12:00 Coffee break

12:00–13:00 **Enhancing Cybersecurity of the Enabling ICT Eco-system**
Moderator: Mr Charbel Chbeir, Lawyer and member of the Beirut Bar Association, The Internet Society.

- **Artificial Intelligence for Cybersecurity: The Good and the Bad**
Prof. Imad El Hajj, American University of Beirut.

- **Internet Infrastructure Security Guidelines**
Mr Olaf Kolkman, Executive-level advisor to and spokesperson of the Internet Society.

- **Cybersecurity as a Public Policy Priority** (remotely)
Dr Roxana Radu, Associate Professor, Digital Tech & Public Policy, University of Oxford.

13:00–13:30 **Discussion**

DAY ONE (Cont'd)   11 September 2023

13:30–14:30   Lunch break

14:30–15:30   Legal and Regulatory Aspects for Enhancing Trust in Public Digital Services: Privacy and Personal Data Protection

                 Moderator: Ms Nada Laabidi, Head of the Planning and Projects Department, Arab ICT Organization.

- **Personal Data Protection and Privacy in the Context of Emerging Technologies**
  Dr Janane El Khoury, Lebanese University, Beirut.

- **Arab Regional Framework for Personal Data Transfer and Governance**
  Dr Mohamed Hamdi, Expert, Team Leader of the elaboration of the Arab Cybersecurity Strategy (AICTO).

- **Best Practices for Protecting Personal Data: A GRC (governance, risk & compliance) perspective**
  Dr Adel Abdel Moneim, Cybersecurity and GRC expert, Egypt.

15:30–16:00   ▪ **Discussion**

16:00–16:15   Coffee break

16:15–16:45   Enhanced Cybersecurity Measures

                 Moderator: Mr Olaf Kolkman, Executive-level advisor to and spokesperson of the Internet Society.

- **Mutual Recognition with EU Trust Services**
  Mr Nick Pope, Chair ETSI TC Electronic Signatures and Trust Infrastructure (Remotely).

- **National Cybersecurity Strategy Development and Implementation: Challenges and Opportunities of Cybersecurity Strategies**
  Mr Ahmed El Raghy, Senior Advisor, ITU.

16:45–17:15   ▪ **Discussion**

DAY TWO   12 September 2023

09:30–10:30   Role of Emerging Technologies for Improving Trust in Digital Public Services

                 Moderator: Mr Federico Cocchioni, Senior Information Systems Officer, ESCWA.

- **Navigating the Future: Building Trust in Digital Public Services Through Emerging Technologies**
  Mr Pankaj Pandey, Norwegian University of Science and Technology (NTNU), Norway.

- **Trust and the Internet**
  Mr Robin Wilton, Internet Society's Director for Internet Trust, ISOC (Remotely).

- **Cloud Infrastructure, Data Localization, and Privacy-protecting Technologies**
  Mr James Shires, Senior Research Fellow, Chatham House, London.

10:30–11:00   ▪ **Discussion**

11:00–11:30   Coffee break

DAY TWO (Cont'd)   12 September 2023

11:30–12:30   **Best Practices on Building Trust in Digital Public Services from the Arab Region**

Moderator: Dr Feras Bakour, Chairman of the Board, ARISPA.

- **Cybersecurity as an Enabler of Building Trust within Digital Public Services.**
  Dr Haitham Alhajri, Executive - Cyber Security Specialist at Oman National Cert.

- **Lebanon Cybersecurity Strategy Implementation and Strategic Review**
  Dr Lina Oueidat, National ACT and Cyber Security Coordinator, Presidency of the Council of Ministers, Lebanon.

- **Electronic Certification and its Role in Providing a Climate of Digital Trust**
  Mr Anis Djemal - Head of Electronic Services Division (TUNTRUST), Tunisia.

- **Interoperability for Building Trust in e-Government Services**
  Ms Salam Turkman, Vice General Director of E-government, Ministry of Telecom and IT, Palestine.

12:30–12:45   - **Discussion**

12:45–13:15   - **Conclusions and Recommendations**

13:15–14:00   Lunch break

14:00–17:00   **Course on Encryption for Governments (The Internet Society)**

Mr Robin Wilton, Internet Society's Director for Internet Trust (Remotely).

Mr Olaf Kolkman, Executive-level advisor to and spokesperson of the Internet Society.