

IPS-IMDA Digital Inclusion Symposium

Friday, 26 July 2019
Lecture Theatre, Level 2
Lifelong Learning Institute

PROGRAMME

8.30 am – 9.00 am

Registration

9.00 am – 9.15 am

Introduction

9.15 am – 9.30 am

Opening Remarks

Mr S. Iswaran
Minister for Communications and Information

9.30 am – 10.30 am

Keynote

The keynote will address key areas relating to technology and digital inclusion, such as the trends in technology innovation and deployment in societies, challenges in fostering digital inclusion, and implications for the public, private and people sectors.

Speaker

Mr Kim Andreasson
Managing Director
DAKA Advisory

Question-and-Answer Session

10.30 am – 11.00 am

Tea Break

11.00 am – 12.15 pm

PANEL I

Fostering Digital Inclusion — Perspectives from 3Ps

The panellists will speak from perspectives of public, private and people sectors, as well as academia, on the challenges pertaining to digitally connecting everyone in the society, the success stories, and what needs to be done to overcome existing challenges.

Chairperson

Dr Natalie Pang
Senior Research Fellow
Institute of Policy Studies

Speakers

Dr Kwak Dong-Kyun

Fellow

Korea Information Society Development Institute

Mr Lien Choong Luen

General Manager

GoJek Singapore

Professor Jutta Treviranus

Inclusive Design Research Centre

OCAD University

Question-and-Answer Session

12.15 pm – 12.45 pm

Exhibition Tour

12.45 pm – 1.30 pm

Lunch

1.30 pm – 1.45 pm

Demonstration by Siteimprove

1.45 pm – 3.15 pm

PANEL II**Closing Digital Divides — Technology Deployment for Communities**

This panel features practitioners who will speak about the work that they do to promote e-readiness among different communities and overcome digital divide issues in the society.

Chairperson

Dr Carol Soon

Senior Research Fellow

Institute of Policy Studies

Speakers

Mr Andrew Buay

Vice President

Group Sustainability

Singtel

Mr Koh Kong Meng

General Manager and Managing Director

South East Asia and Korea

HP Inc.

Ms Carrie Tan

Executive Director

Daughters of Tomorrow

Mr Koh Juay Meng

Chairman

RSVP Singapore The Organisation of Senior Volunteers

Mr Stein Erik Skotkjerra
Head of Accessibility Relations
Siteimprove

Question-and-Answer Session

3.15 pm – 3.45 pm

Tea Break

3.45 pm – 4.45 pm

DIALOGUE SESSION

Chairperson

Professor Lim Sun Sun
Professor of Communication and Technology &
Head of Humanities, Arts and Social Sciences
Singapore University of Technology and Design

Speaker

Dr Janil Puthucheary
Senior Minister of State
Ministry of Communications and Information
and
Ministry of Transport

Question-and-Answer Session

4.45 pm – 5.00 pm

Closing Remarks

5.00 pm

End

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Last modified on 6 June 2019

BIOGRAPHICAL NOTES

ANDREASSON, Kim is a consultant to the World Bank and has advised the United Nations since 2003, most recently for the global 2018 e-government survey in which he authored a chapter on “e-government for leaving no one behind”. He is Managing Director of DAKA advisory, a thought leadership and research company specialising in the intersection of the digital economy and the public sector, including e-government, cyber security, and digital divides. Mr Andreasson regularly moderates events and gives presentations around the world, including in Bahrain, China, India, Indonesia, Malaysia, Oman, Russia, Singapore, Switzerland, Thailand, UK, US and Vietnam. Mr Andreasson is the editor and author of numerous publications and reports. His edited books, *Cybersecurity: Public Sector Threats and Responses*, and *Digital Divides: The New Challenges and Opportunities of e-Inclusion*, were published in 2011 and 2015, respectively, by CRC Press.

BUAY, Andrew is Vice President for the Singtel Group’s Corporate Sustainability and Talent Coach to Singtel’s Australian subsidiary, Optus’ Future and Emerging Leaders talent programme. He is a member of the NCSS 4ST Strategic Review Committee. Since 2013, the Singtel Group has invested significantly in supporting Singapore and Australian digital citizenship and cyber wellness programmes in schools and for parents. The programmes help youth be safe and responsible on the Internet and with their mobile devices, so that they may benefit from such accessibility without the unintended consequences and risks. Singtel has also co-funded the Help123 and Kids Helpline in Singapore and Australia, respectively, that provides national counselling services to youth and parents on the topic of cyber wellness and online safety. Singtel has supported and partnered DQ Institute since its beginning — a global think tank that is now developing a global framework for assessing the digital intelligence quotient of children in a digital world.

KOH Juay Meng has been a volunteer and the Chairman of RSVP Singapore, the Organisation of Senior Volunteers, since 2012. Mr Koh is a businessman by profession and a veteran in the IT industry for over 30 years. He has held senior management positions in Telxon Corporation (Asia Pacific) and Accu-Sort Asia Pacific before setting up his own supply chain company with key markets in China, Japan and Germany. As the current Chairman of RSVP Singapore and a strong advocate for senior volunteerism, Mr Koh’s vision is to harness the full potential of seniors. With a bold vision and the commitment to make a difference, Mr Koh completed the Social Leadership Singapore (SLS) Programme in 2015. He is now an alumnus of the programme and is frequently sought after for his input and ideas on how to improve the non-profit sector. He is also a member of the NCSS Volunteer Resource Committee. RSVP Singapore is the first IMDA-appointed Silver Infocomm Junction in November 2007. Over the years, our volunteer trainers and assistant trainers have conducted courses for thousands of seniors at the RSVP Infocomm Centre at our Bishan premises and various offsite locations.

KOH Kong Meng is the General Manager and Managing Director for HP Inc. South East Asia and Korea (SEA-K). He is responsible for HP’s go-to-market strategy and vision for the 18 countries that he oversees. His priority is driving balanced and sustainable growth of the business and his people across the region. In his current role, Mr Koh led the successful transformation of the HP Inc. SEA-K team, post-separation from Hewlett-Packard in 2015. He put in place management processes to support growth objectives across a dynamic group of countries, and has led the business to consecutive quarters of growth and leading market share for Personal Systems and Print categories. With over 28 years of IT industry experience, he has held various regional management positions in his career with a track record of success in driving growth, profitability and business and cultural transformation. Prior to HP, Mr Koh spent over nine years with Lenovo in various leadership positions across their Enterprise Business Group, ASEAN Commercial Business and Desktop Business Unit. In that time, he instilled a culture of leadership, ownership and learning while inciting cultural transformation for his team. He also delivered on growth and profit through business insights, leading the team to record market share and consecutive growth. He was also the recipient of the Lenovo Leadership Award in 2013. He is a bachelors in Business Administration from the National University of Singapore. He also sits on the IT Advisory Council for the Singapore Chinese Chamber of Commerce & Industry.

KWAK Dong-Kyun is a media policy expert. He received his bachelor's and master's degrees from the Department of Communication of Seoul National University. Dr Kwak began his research career at KISDI, a government-funded public telecom policy institute in 1999, when South Korea began a strong national drive toward the information society based on the "broadband and mobile revolution". Dr Kwak received his doctoral degree from the Department of Telecommunication of Indiana University Bloomington in 2012, majoring in Media Economics. He rejoined KISDI in 2013, and as a research fellow has been involved in several media issues, such as pay TV competition, OTT videos, and vitalising the video content industry. Dr Kwak is interested in many digital media policy issues including digital inclusion. He believes that with proper public policies, digitalisation is beneficial for everyone.

LIEN Choong Luen seeks the path of most resistance and has acquired a taste for challenging vacations. He has summited Mount Everest and K2, run ultramarathons across the Gobi desert and the Amazon jungle, skied to the North Pole and endured temperature extremes from -50°C to +50°C. He spent several years as a McKinsey consultant in China working on consumer, technology and healthcare, before leading the McKinsey Centre for Government (SEA). He spent half a year in Sierra Leone helping its government rebuild the healthcare sector, post-Ebola crisis. Prior to McKinsey, Mr Lien spent 14 years in the Singapore Army as a Special Forces officer, leading teams up to a 650-man Infantry battalion, and deployed for UN peace-keeping duties in East Timor. He graduated from the US Ranger school and US Marines' officer course, and has trained with many regional Special Forces units. In the spirit of seeking challenges, he is now the Singapore head for GoJek, an Indonesian technology platform that started as a ride-hailing service, but has now grown into a super app providing earning opportunities for millions of people across Indonesia and SEA. This builds on his experience in both operations and technology, the latter from his former work at the Singapore National Research Foundation where he developed its long-term innovation strategy. Mr Lien is a mathematics graduate from Berkeley and Cambridge, was top student at Malaysia Command and Staff College, and holds an MBA (Distinction) from London Business School.

LIM Sun Sun is Professor of Communication and Technology and Head of Humanities, Arts and Social Sciences at the Singapore University of Technology and Design. She has researched extensively on the social implications of technology domestication, authoring more than 70, articles, book chapters and books. Her latest books include *Transcendent Parenting: Raising Children in the Digital Age* (Oxford University Press, 2019) and *Asian Perspectives on Digital Culture: Emerging Phenomena, Enduring Concepts* (Routledge, 2016). She serves on the editorial boards of 10 journals and is the editor of two book series. She offers her expert opinion in editorials and interviews across a wide spectrum of local and international print, broadcast and online media. She is currently serving as a Nominated Member of Parliament of the 13th Parliament of Singapore. For more information, see www.sunsunlim.com.

PANG, Natalie is a Senior Research Fellow at IPS Social Lab at the Institute of Policy Studies. Dr Pang received her PhD in Information Technology from Monash University, Australia, where her research on participatory technologies in communities won her two awards: the Vice Chancellor's Commendation for Doctoral Thesis Excellence, and the Faculty of Information Technology Doctoral Medal. During her time in Melbourne, she also served as an Honorary Research Associate at Museum Victoria and was involved in the outreach and special projects department. Prior to joining IPS, Dr Pang worked briefly at The Gallup Organization before joining Nanyang Technological University as Assistant Professor at the Wee Kim Wee School of Communication and Information. She has been Principal Investigator for externally funded projects and research centres, including the Centre of Social Media Innovations for Communities (COSMIC) 2010–2015, Social Media in Civic Engagement (SMICE) which was launched in 2016, and Bukit Brown Cemetery and Citizen Documentation in 2014. Dr Pang has served as member of the Advisory Committee on Bukit Brown Cemetery Documentation in 2012, and presented her work on social resilience in online communities to various public agencies. She has also taken on leadership roles in the International Communication Association (ICA) as well as the Association for Information Science and Technology (ASIS&T). She is an active contributor and reviewer for top-tiered journals, including *New Media & Society*, *Computers in Human Behavior*, *Online Information Review*, *Information Technology & People*, *Chinese Journal of Communication*, and *Media, Culture & Society*.

JANIL Puthucheary was elected Member of Parliament in 2011. He is currently Senior Minister of State at both the Ministry of Communications and Information, and the Ministry of Transport. He chairs OnePeople.sg, which works to promote racial harmony in Singapore; and the Young PAP, the youth wing of the People's Action Party.

SOON, Carol is a Senior Research Fellow at the Institute of Policy Studies where she leads the Society and Culture Department. She has a PhD in Communications and New Media from the National University of Singapore. Her current research focuses on Singapore as a digital village, digital inclusion, public engagement, message design, media regulation, and new media and activism. Dr Soon is also Associate Director of the Asia Journalism Fellowship that is supported by Temasek Foundation International. She is Vice Chair of Singapore's Media Literacy Council and a member of the Humanities, Arts and Social Sciences Industry Advisory Panel at the Singapore University of Technology and Design. Prior to joining academia, she worked in the corporate sector where she developed communication campaigns for profit and non-profit organisations.

TAN, Carrie is the founding Executive Director of Daughters of Tomorrow, which enables livelihoods and financial self-sufficiency for underprivileged women in Singapore. Since 2012, she and her team have impacted more than 800 women through community mobilisation to provide them with skills, confidence and access to job opportunities. Currently, she is raising awareness about urban poverty in one of the richest countries in the world, and forging collaboration among private, public and non-profit sectors to enable social and economic mobility for vulnerable communities. Ms Tan is a Young Southeast Asian Leaders Initiative Fellow and her work in women's empowerment and advocacy for collaboration was mentioned by President Obama at a press conference during Prime Minister Lee's visit to the White House in August 2016.

TREVIRANUS, Jutta is the Director of the Inclusive Design Research Centre (IDRC) and professor at [OCAD University](#) in Toronto. Prof. Treviranus established the IDRC in 1993 as the nexus of a growing global community that proactively works to ensure that our digitally transformed and globally connected society is designed inclusively. Prof. Treviranus and her team have pioneered network-supported personalisation as an approach to digital accessibility. She also heads the [Inclusive Design Institute](#), a multi-university regional centre of expertise. Prof. Treviranus founded an innovative graduate programme in inclusive design at OCAD University. Her work has been attributed as the impetus for corporate adoption of more inclusive practices in large enterprise companies such as Microsoft.