IPS−IMDA Digital Inclusion Symposium

Friday, 26 July 2019
9.00 am – 5.00 pm
Lecture Theatre, Level 2
Lifelong Learning Institute

SYNOPSIS

In June 2018, the Ministry of Communications and Information launched the Digital Readiness Blueprint which features several strategic objectives. They include expanding and enhancing digital access for inclusivity, empowering community and businesses to drive widespread adoption of technology, and promoting digital inclusion by design.

The Blueprint pays close attention to those who might be at risk of being excluded from opportunities in the digital future (low-income households, people with disabilities and senior citizens), to ensure that no one is left behind as Singapore transits into a digital economy.

Organised by IMDA and IPS, the Digital Inclusion Symposium brings together a wide range of stakeholders — policymakers, the corporates, academics and non-profit organisations who are doing work to promote digital inclusion and readiness.

The symposium is part of IMDA's three-day DIGITAL INCLUSION FESTIVAL. Experts will share their insights and recommendations on what needs to be done to build a digitally-ready community and society, the principles and role of universal design, website governance, assistive technology, corporate strategies in the private sector and the role of 3Ps (policy, partnerships and products).

In so doing, the symposium will identify what needs to be done and by whom, and the approaches required to grow a digitally inclusive Singapore — a society where every citizen is able to embrace technology and participate actively, socially and economically.

Cultivating a digitally inclusive society is more than a whole-of-government approach, it requires participation from each and every sector.

PROGRAMME

8.30 am – 9.00 am	**Registration**
9.00 am – 9.15 am	**Welcome**
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.

Chairperson
Dr Carol Soon
Senior Research Fellow
Institute of Policy Studies

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
Department of Boardcasting & Media Research
Korea Information Society Development Institute

Mr Lien Choong Luen
General Manager
GoJek Singapore

Professor Jutta Treviranus
Director
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	**Enabling Digital Participation Through Design**

Mr Bryn Anderson
Digital Accessibility Consultant
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

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 Sunny Chan
Board Member &
Chairman, Cyberguide Programme
RSVP Singapore The Organisation of Senior Volunteers

Mr Bryn Anderson

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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BIOGRAPHICAL NOTES

ANDERSON, Bryn supports large organisations deliver inclusive online experiences in line with global compliance standards. Mr Anderson's visual impairments, alongside his digital content and delivery experience, enable him to drive meaningful accessibility testing and monitoring solutions for Siteimprove's product development team. As a contributing member of the W3C Accessibility Conformance Testing (ACT) Rules Community Group, he supports the W3C, the accessibility testing industry and the European Commission's EU accessibility Directive by creating open source, standardised, accessibility conformance tests.

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. He 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.

CHAN, Sunny is a volunteer of RSVP Singapore The Organisation of Senior Volunteers since 2011. He is presently the Chairman of the Cyberguide programme and Volunteer Learning Centre (VLC), and sits on RSVP's Board of Directors. Since he joined the organisation, Mr Chan has been a strong supporter of RSVP's training function including VLC. He facilitates programmes in the VLC, arranges trainers for Silver IT Fest Plus and corrects all outstanding problems faced by Silver IT Care. He was also instrumental in leading M+W in two charity golf events benefitting RSVP Singapore in 2012 and 2016. Prior to his retirement, he was the Vice President (Site Services) for TECH Semiconductor Singapore Pte Ltd and was instrumental in setting up the Regional Headquarters for Hewlett Packard in Hong Kong. Besides these, he has volunteered in schools and industries, serving for more than 22 years on the Board of the National Youth Achievement Award Council. For his contributions and dedication to RSVP, he was presented the inaugural Founding President's Award in October 2018 during RSVP's 20th Anniversary Charity Gala Dinner.

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 has a Bachelors in Business Administration from the National University of Singapore and 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 Korea Information Society Development Institute (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. Professor 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. Professor 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. She 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.

DIGITAL INCLUSION FESTIVAL

An Annual Highlight of Inclusive Capabilities

In line with the Blueprint, the Digital Inclusion Festival is organised by the Infocomm Media Development Authority (IMDA), as part of its digital readiness efforts, to provide low-income households, PWDs and senior citizens with an opportunity to embrace technology, to discover, learn and build confidence in using technology in their daily lives through fun and engaging activities. It also seeks to build thought leadership by bringing together stakeholders to share insights and recommendations on digital inclusivity, and to promote collaboration opportunities across the region.

The activities at the three-day festival include workshops focused on equipping participants with basic digital skills, accessibility workshops and learning spaces to educate visitors on commonly used mobile applications and services, as well as technology showcases and interactive experiences.

The Digital Inclusion Festival will be held from 26 to 28 July, 10.00 am to 6.00 pm, at the Lifelong Learning Institute.

Infocomm Media Development Authority (IMDA)

The Infocomm Media Development Authority (IMDA) leads Singapore's digital transformation with infocomm media. To do this, IMDA will develop a dynamic digital economy and a cohesive digital society, driven by an exceptional infocomm media (ICM) ecosystem – by developing talent, strengthening business capabilities, and enhancing Singapore's ICM infrastructure. IMDA also regulates the telecommunications and media sectors to safeguard consumer interests while fostering a pro-business environment, and enhances Singapore's data protection regime through the Personal Data Protection Commission.

For more news and information, visit www.imda.gov.sg or follow IMDA on Facebook IMDAsg and Twitter @IMDAsg.

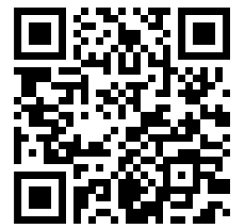## The Institute of Policy Studies (IPS)

The Institute of Policy Studies (IPS) was established in 1988 as an independent think-tank to study and generate public policy ideas in Singapore. IPS became an autonomous research centre of the Lee Kuan Yew School of Public Policy at the National University of Singapore in 2008. Today, IPS continues to analyse public policy, build bridges between thought leaders, and communicate its findings to a wide audience. The Institute examines issues of critical national interest across a variety of fields, and studies the attitudes and aspirations of Singaporeans through surveys of public perception. It

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