IGF Geneva 2017 Main Session on:
Digital Transformation: How Do We Shape Its Socio-Economic and Labor Impacts for Good?

Date and Time
IGF Day 4 Thursday 21 December 10:00 – 13:00
Please arrive **30 minutes early (9:30)** for the workshop so that we can prepare together.

Venue
Main Hall - Room XVII - E, Palais des Nations, Geneva, Switzerland

Organizers
- Kenta Mochizuki (Mr.), IGF/MAG Member, Principal / Attorney at Law (New York), Public Policy, Corporate Intelligence, Yahoo Japan Corporation
- Renata Aquino Ribeiro (Ms.), IGF/MAG Member, Researcher and Teacher, E.I. Consulting
- Jorge Cancio (Mr.), IGF 2017 Host Country Representative, Federal Office of Communications (OFCOM), Government of Switzerland
- Livia Walpen (Ms.), IGF 2017 Host Country Representative, Federal Office of Communications (OFCOM), Government of Switzerland
- Marilia Maciel (Ms.), Digital Policy Senior Researcher, DiploFoundation
- Arnold van Rhijn (Mr.), IGF/MAG Member, Senior Policy Advisor, Directorate-General for Energy, Telecom and Competition, Netherlands Ministry of Economic Affairs
- Elizabeth Thomas-Raynaud (Ms.), IGF/MAG Member, Senior Policy Executive, Digital Economy and Project Director at International Chamber of Commerce (ICC)
- Timea Suto (Ms.), Project Coordinator, Commission on the Digital Economy / BASIS, International Chamber of Commerce (ICC)
- Carolyn Nguyen (Ms.), IGF/MAG Member, Director, Technology Policy, Microsoft Corporation
- Miguel Ignacio Estrada (Mr.), IGF/MAG Member, Internet Policy Consultant

Description
This session aims to facilitate a thoughtful dialogue on the process of digitization and digital transformation, examining its effect on the global value chain, new business models, and the future workforce.

Participants

Moderators
- **Part 1: Digitization, Global Production, and Flows of Digital Commerce**
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- Mr. Oscar Gonzalez, Government of Argentina
- Mr. Torbjörn Fredriksson, UNCTAD
- Ms. Ankhi Das, Facebook
- Ms. Farzaneh Badiei, Georgia Institute of Technology
- Dr. Walid Al-Saqaf, Södertörn University

Part 2: Digitization, Automation, and Employment Issues
- Ms. Ana Cristina Amoroso das Neves, Government of Portugal
- Ms. Valentina Scialpi, EU
- Mr. Philip Jennings, UNI Global Union
- Mr. Edmon Chung, DotAsia Organization
- Ms. Karen McCabe, IEEE

VIP Intervention from the Audience
Part 2: Digitization, Automation, and Employment Issues
- Mr. Ndicho Bambo, Samuel, Yaoundé, Foreign Service Officer, Ministry of External Relation, Cameroon

Online Moderator (*See below for details)
- Mr. Auke Pals, Student Information Science at the University of Amsterdam, innovation consultant, entrepreneur and chair of the Dutch Digital Youth Counsel
Annotated session structure

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| 10:00-10:10| Welcome: Introductory Remarks | Kenta Mochizuki, MAG member (Yahoo Japan Corporation)  
• Brief overview of topic and relevance to IGF  
• Agenda for main session:  
  1) Part 1: Digitization, Global Production, and Flows of Digital Commerce  
  2) Part 2: Digitization, Automation, and Employment Issues |

Part 1: Digitization, Global Production, and Flows of Digital Commerce (80 min.)  
[Moderated by Dr. Makoto Yokozawa, Nomura Research Institute/Kyoto University]

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<th>Time</th>
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<th>Participants</th>
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| 10:10-10:30| Short Initial Remarks from Panelists | 1) Mr. Oscar Gonzalez, Government of Argentina  
2) Mr. Torbjörn Fredriksson, UNCTAD  
3) Ms. Anki Das, Facebook  
4) Ms. Farzaneh Badiei, Georgia Institute of Technology  
5) Dr. Walid Al-Saqaf, Södertörn University |

| Time       | Discussion on 5 Questions | 50 MIN  
Participants will discuss on the following 5 questions (* expected to prepare their own answers in advance):  
1) How is the new digital ecosystem different than the traditional ecosystem? What are considerations for enabling the development of healthy digital ecosystems? What are the main policy issues related to global production value chains in the digital environment?  
2) What are the contributions of different types of e-commerce (B2B, B2C, B2G) to the global economy and how is e-commerce distributed worldwide? What is the role of e-commerce marketplaces for the inclusion of SMEs and developing market contenders in global trade chains?  
3) How do emerging technologies, such as big data, IoT, and AI affect e-commerce? What are the main policy options that facilitate or create obstacles to global trade flows?  
4) How does digitization enable new business models and encourage entrepreneurship?  
5) What roles do international organizations play in facilitating the discussion of these policies and how can they work with other actors to promote better coordination in the field of ecommerce? |
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<td>11:20-11:30</td>
<td>Reactions from Floor and Remote</td>
<td>Moderator will ask several questions and comments from floor and remote; then close the part 1 with brief concluding remarks.</td>
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| 11:30-11:50 | Short Initial Remarks from Panelists                                      | 1) Ms. Ana Cristina Amoroso das Neves, Government of Portugal  
2) H.E. Eng. Hossam El Gamal, Government of Egypt  
   - The Impact of Digital Revolution on the Socio-Economic Aspect in the Middle East  
   - Using Digital Transformation to Leverage the Workforce and Job Creation  
   - Government of Egypt Efforts in Promoting Inclusive and Sustainable Economic Growth, Full and Productive Employment and Decent Work for All.  
3) Ms. Valentina Scialpi, EU  
4) Mr. Philip Jennings, UNI Global Union  
5) Mr. Edmon Chung, DotAsia Organization  
6) Ms. Karen McCabe, IEEE                                                                 |
| 11:50-12:40 | Discussion on 5 Questions                                                 | Participants will discuss on the following 5 questions (*expected to prepare their own answers in advance):                                |
|            |                                                                           | 1) What are some of the lessons learned from past market transformations, e.g., agricultural to industrial, and how does digitization assist in making the most of the lessons (taking also into account the context of sharing economy)?  
2) Are there tools that can better measure and predict the impact of ICT on the labor market? Are there tools that can predict what skills are needed going forward?  
3) What are the ways in which the labor market will most likely be affected by digitization and automation? What policies should be considered in an environment of increasing demographics in developing countries? Do ICTs actually assist developed countries in addressing understaffing situation while maintaining the diversity of a career choice as well as mitigating risks to the well-being of the labor force? |
4) What will be the necessary professional skills to take advantage of the jobs created in a highly digital society and what are examples of innovative approaches to training by which workers can be more effectively connected to more opportunities? Should different approaches be considered for people at different stages in their career?

5) How can education and capacity development play a role in this new scenario and what kind of efforts would be necessary for public/private stakeholders to promote the education and capacity development in both developed and developing countries?

12:40-12:50 Reactions from Floor and Remote 1) VIP Intervention from Mr. Ndicho Bambo, Samuel, Yaoundé 2) Moderator will ask several questions and comments from floor and remote; then close the part 2 with brief concluding remarks (Dr. Nathalia Foditsch).

12:50-13:00 Closing Remarks Ms. Renata Aquino Ribeiro, MAG Member (E.I. Consulting)

Instructions for Online Moderator:

Online moderator will be asked to moderate the online participants. The online moderator will share one or two questions or comments from online participants at the floor (if any). Online participants will be invited to join the Q&A sessions of both parts, and onsite panelists will be asked to answer online questions or interact with online participants.

Interventions from online participants will be given equal priority as to those from the physical audience. Onsite and online moderators will coordinate closely. To broaden participation, online interaction will rely on the WebEx platform and will also include social media (Twitter and Facebook). Online moderator will be in charge of browsing social media using some hashtags (to be defined). We will try to have English, French, Portuguese, and Spanish online moderators, and a systematic queue. In addition, we plan to use a “Twitter wall” which can be either a physical monitor at the session or a tag with a Storify-like interface where people can interact with before, during, and after the session. Since we have ever collaborated with Youth IGFs, we will ask Youth IGF volunteers to be part of our team and support our session on this aspect. We are confident that it will introduce dynamism and reinforce the goal of maximizing the opportunities for the involvement of the audience in situ and remote.