



Shared Prosperity Dignified Life



## Accessible Arab Region: ICT for ALL – 2023

28 - 30 November 2023

Rabat, Morocco (Kingdom of)

09:00 to 16:00 (Rabat time)

### Draft agenda

Day 1: 28 November 2023	
Time	Session
9:00 – 9:20	<p><b>Welcome Remarks</b></p> <ul style="list-style-type: none"> <li>• H.E. Ms. Ghita MEZZOUR, Minister of Digital Transition and Administrative Reform, Morocco</li> <li>• H.E Aawatif HAYAR, Minister of Solidarity, Social Integration and Family, Morocco (TBC)</li> <li>• Dr. Cosmas Luckyson Zavazava, Director, Telecommunication Development Bureau, ITU (Video Message)</li> <li>• Mr. Adel Mohamed Darwish, Director, ITU Regional Office for the Arab States</li> <li>• Dr. Nibal Idlebi, Acting Director of the Statistics, Information Society and Technology Cluster, United Nations Economic and Social Commission for Western Asia (UN-ESCWA)</li> <li>• Mr. Sidi Mohammed Drissi Melyani, General Director, Digital Development Agency (ADD), Morocco</li> </ul>
9:20 – 9:30	<b>Keynote speech: Unlocking the potential of technology for disability inclusion</b>
9:30-10:00	<p><b>Executive session: Let's Speak Accessibility</b></p> <p>The goal of this executive session is to leverage knowledge on the ICT accessibility and enhance participants' understanding of the critical role that ICT accessibility plays in creating an inclusive digital society, economy, and ecosystem, to be applied in the context of the Arab Region. The session aims to provide the participants including the ITU membership, policy and decision makers as well as all interested stakeholders with information on: global trends and how these influence people's digital inclusion, explain the building blocks of an inclusive digital society, and the differences between access,</p>

	<p>affordability and accessibility, accessible technology and assistive technologies, comprehensive guidelines on both what measures should be taken and how to implement them, ensuring that digital products and services are accessible to all end users, including those with disabilities. Ultimately, the session is designed to empower participants to the Accessible Arab Region – ICT for all, to engage actively in the event's various sessions, maximizing the benefits of their participation.</p> <p>In addition, this session aims to provide participants with an overview of the status of digital accessibility in the Arab region and highlight the main activities of the United Nations Economic and Social Commission for Western Asia (UN-ESCWA) in this area.</p>
<b>10:00 – 11:30</b>	<p><b>Session 1: Policymaking for Digital Accessibility: Policies, Impact and Measurement</b></p> <p>The session on "Policymaking for Digital Accessibility: Policies, Impact, and Measurement" aims to explore the importance of effective policies in ensuring digital accessibility for all individuals, with particular focus on people with disabilities. In this context, this session will feature case studies from the Arab region, shedding the light on challenges and opportunities offered through these policies to enhance digital accessibility. These case studies will provide valuable insights into policy development, implementation, and the resulting impact on the lives of people with disabilities in these societies.</p> <p>Furthermore, an additional case study from a different region, such as Latin America or Europe, will be presented. This diverse case study will broaden the scope and offer a comparative analysis of policies and approaches to digital accessibility, highlighting lessons learned and best practices that can be applied globally.</p> <p>Through this session, participants will gain a comprehensive understanding of the policymaking process for digital accessibility, witness the impact of successful initiatives, and learn from diverse case studies across different regions.</p>
<b>11:30 – 11:45</b>	<i>Coffee break</i>
<b>11:45 – 13:15</b>	<p><b>Session 2: Role of Industry Leaders in Accelerating Digital Accessibility</b></p> <p>This session aims to explore the role of global industry leaders in the field of technology in accelerating digital accessibility. It seeks to examine several key inquiries such as: How do renowned global entities like Microsoft, Amazon, Apple, Google, and others contribute to the advancement of digital accessibility? What are the primary drivers motivating these companies to invest in e-accessibility, and what are the latest trends, products, and services they offer in this domain?</p> <p>Additionally, it aims to explore how the efforts of these global players are perceived in the Arab region, whether through their worldwide services or their regional and local offices, and how these companies customize digital accessibility per the local needs of the Arab region., taking into account diverse government regulations and requirements pertaining to the Arabic language.</p>
<b>13:15 – 14:30</b>	<i>Lunch break</i>

<p><b>14:30 – 16:00</b></p>	<p><b>Session 3: Partnerships for ensuring an inclusive digital transformation through implementation of digital accessibility: Public-Private partnerships and collaboration with UN agencies</b></p> <p>In today's rapidly advancing digital landscape, it is essential to ensure that technological innovations and digital services are accessible to everyone, including persons with disabilities and other marginalized communities. This session aims to address the challenges and opportunities related to digital accessibility and inclusive digital transformation.</p> <p>The session will bring together representatives from public and private sectors, as well as UN agencies and non-governmental organizations, to discuss strategies and best practices for promoting digital accessibility. The participants will explore the potential of forming public-private partnerships to achieve meaningful progress in this area and collaborate with UN agencies to leverage their expertise and resources.</p>
-----------------------------	--

<p><b>Day 2: 29 November 2023</b></p>	
<p><b>Time</b></p>	<p><b>Session</b></p>
<p><b>10:00 – 10:10</b></p>	<p>Recap from Day (1)</p>
<p><b>10:10 – 11:30</b></p>	<p><b>Session 4: Digital inclusion through provision of accessible products and services developed by the Arab start-up community.</b></p> <p>This session highlights selected achievements of startups and SMEs in the realm of digital accessibility in the Arab region. Entrepreneurs and representatives from various industries will share their success stories, showcasing how they have incorporated accessibility into their products and services while driving business growth. It aims to provide practical solutions, best practices, and collaborative initiatives that have been developed by those startups and SMEs to create inclusive digital experiences.</p>
<p><b>11:30 – 12:50</b></p>	<p><b>Session 5: Digital Inclusion through accessible digital services and applications to support vital services to all citizens, including health, emergency telecommunications, transport, etc.</b></p> <p>In an increasingly interconnected world, digital inclusion has become paramount to ensure that vital services are accessible to all citizens, without exception. This session focusing on digital inclusion through the lens of accessible digital services and applications, offering essential support in areas such as healthcare, emergency telecommunications, transportation, and beyond.</p> <p>This session will explore the multifaceted landscape of digital inclusion and the pivotal role technology plays in making vital services available to a diverse population. It will highlight key areas of emphasis, where digital inclusion can make a significant difference in healthcare access, emergency services, inclusive transportation, and more from a perspective of policy and advocacy as well as collaborative initiatives.</p>

<b>12: 50 – 14:00</b>	<i>Lunch</i>
<b>14:00 – 15:15</b>	<p><b>Session 6: Digital Inclusion and accessible education platforms to ensure education and EdTech for all.</b></p> <p>The COVID-19 pandemic prompted a global shift to remote learning, highlighting the potential and limitations of digital inclusion in education. While positive developments have been made to enhance accessibility in e-learning platforms, challenges persist in providing inclusive education for everyone including persons with disabilities.</p> <p>This session focuses on the latest advancements in e-accessibility in education. It addresses the needs of students with diverse disabilities by developing specialized educational tools and adapting curricula. In addition, it emphasizes the importance of teacher support through online communication, assessments, and support tools, and it examines various e-learning experiences in the Arab region.</p>
<b>15:15- 15:30</b>	<p><b>Closing Session</b></p> <p>ESCWA, ITU &amp; Host Country: closing remarks and steps forward.</p>

<b>Day 3: 30 November 2023</b>	
<b>Time</b>	<b>Session</b>
<b>09:30 – 11:00</b>	Training to build capacity on how to ensure inclusive digital societies, ITU
<b>11:00 – 11:30</b>	Coffee Break
<b>11:30 – 13:00</b>	Training on using the ESCWA tools on e-accessibility policy and technical guidelines, ESCWA
<b>13:00 – 14:30</b>	Lunch