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On the occasion of the celebration of World Telecommunication and Information Society Day on 17 May 2022, we launched live the Metropolis Learning Forum on Digitalisation, a space for peer-to-peer knowledge sharing focused on actively listening to the diverse realities of major cities and metropolitan spaces around the world.

The Learning Forum provides members and international organisations with the opportunity to interact, exchange experiences, local initiatives and point of views on the digitalisation of metropolitan spaces.

This report aims to gather the highlight the challenges and digitalisation, structured around three focus areas:





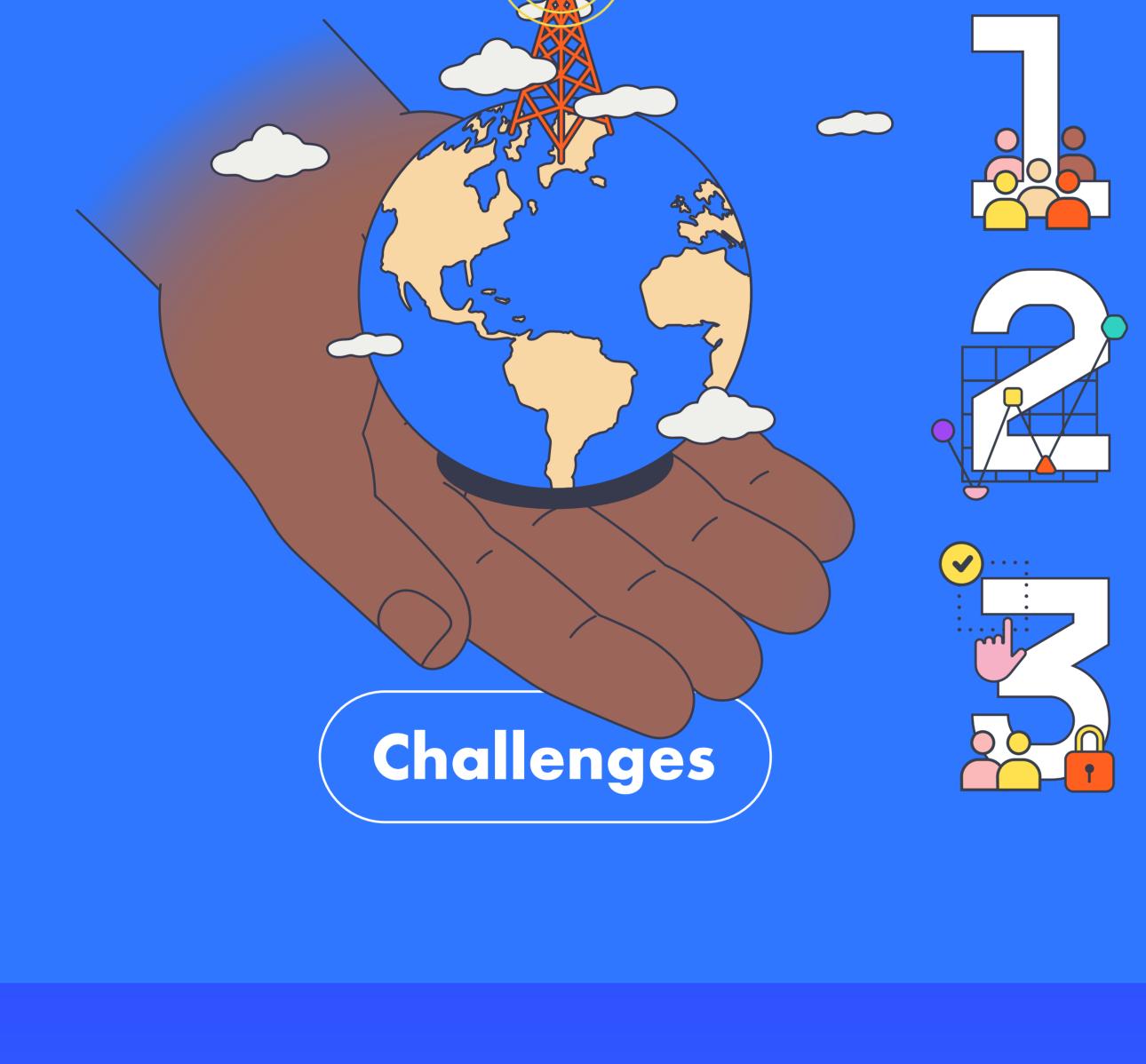


Has Covid-19 been a turning point, making visible the barriers generated by not having access to the internet?





Which are the challenges and opportunities of using information and communications technology (ICT) in metropolitan spaces?



of technology to have a better quality of life. Implementing new technologies in public institutions, especially in

Ensuring that all people, regardless of age, gender, socio-economic

status and location within the metropolitan space, can take advantage

terms of data governance and interoperability, to provide better

services and better data for decision-making. In this sense, Cities

Coalition for Digital Rights has developed a Digital Rights Governance Framework that deploys the foundations, structures and tools necessary to develop a rights-based governance of the digitalisation of municipal services. Generating secure digital environments that build trust among citizens. An example of good practice can be found in the Mauritanian State, which has passed several laws on cybercrime and

Turning metropolitan spaces into hubs of digital talent, made up of

people with the necessary skills to take advantage of technology,

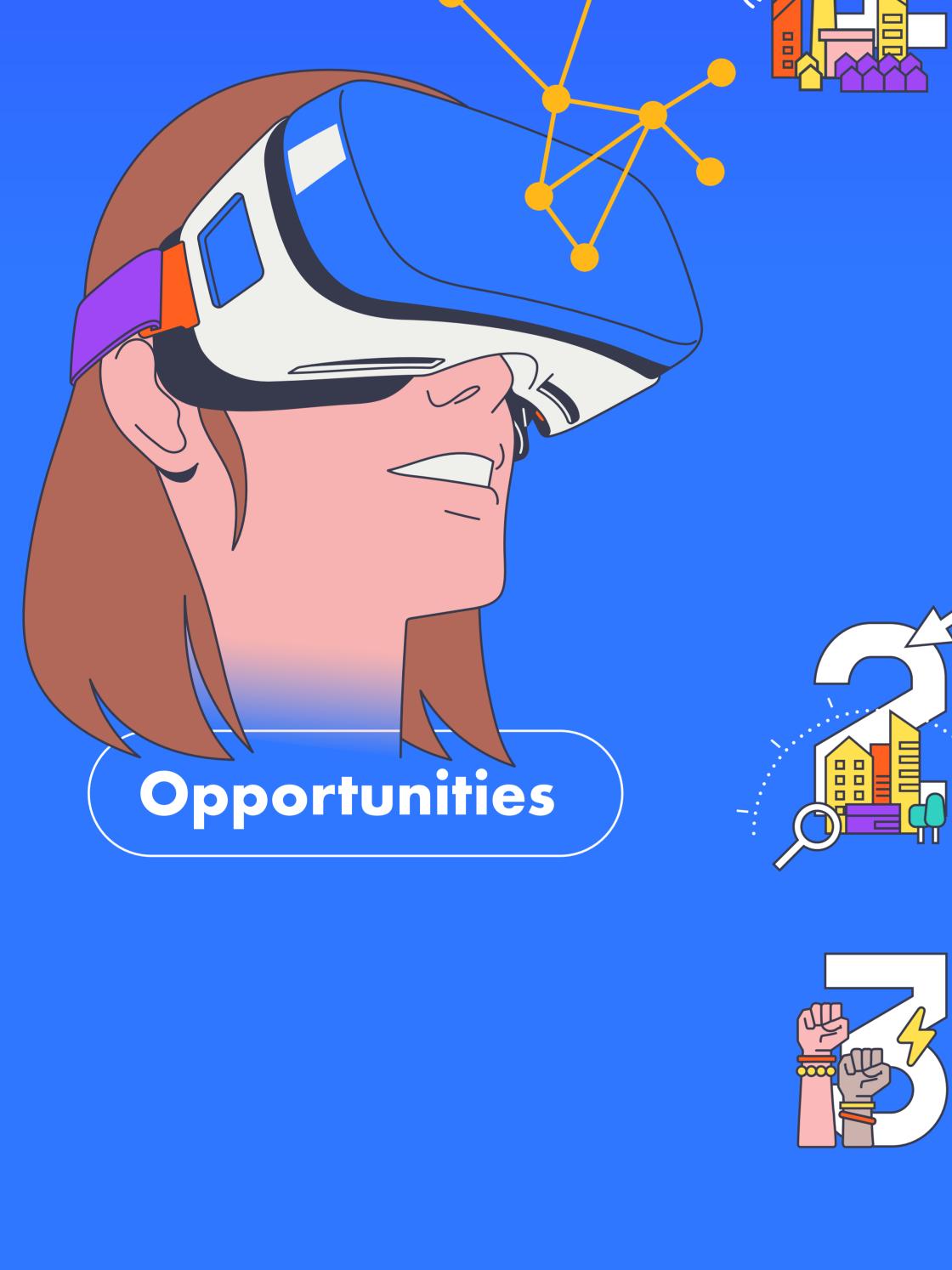
data and innovation in public and private spaces. This implies the

promotion of digital inclusion programmes by public

administrations with a holistic approach and considering the needs

of the most vulnerable populations.

created an independent institution for the protection of personal data.



A clear example of this opportunity can be found in Belo Horizonte, where a programme has been launched that connects several interventions in the field of digital inclusion: the setting up of free wi-fi hotspots throughout the city; the design of computer centres where people can have access to computers; the provision of refurbished computers to low-income families; as well as the

provision of basic digital training through its 50 "telecentres" across the city's districts, with the aim of providing all people with "digital citizenship". Having a data analytics infrastructure to formulate better public policies, make better decisions and provide services that respond to the needs of citizens.

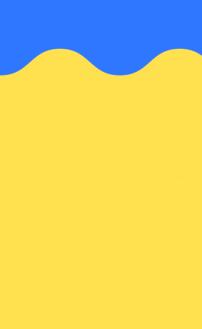
Contributing to women's empowerment in urban and rural sectors.

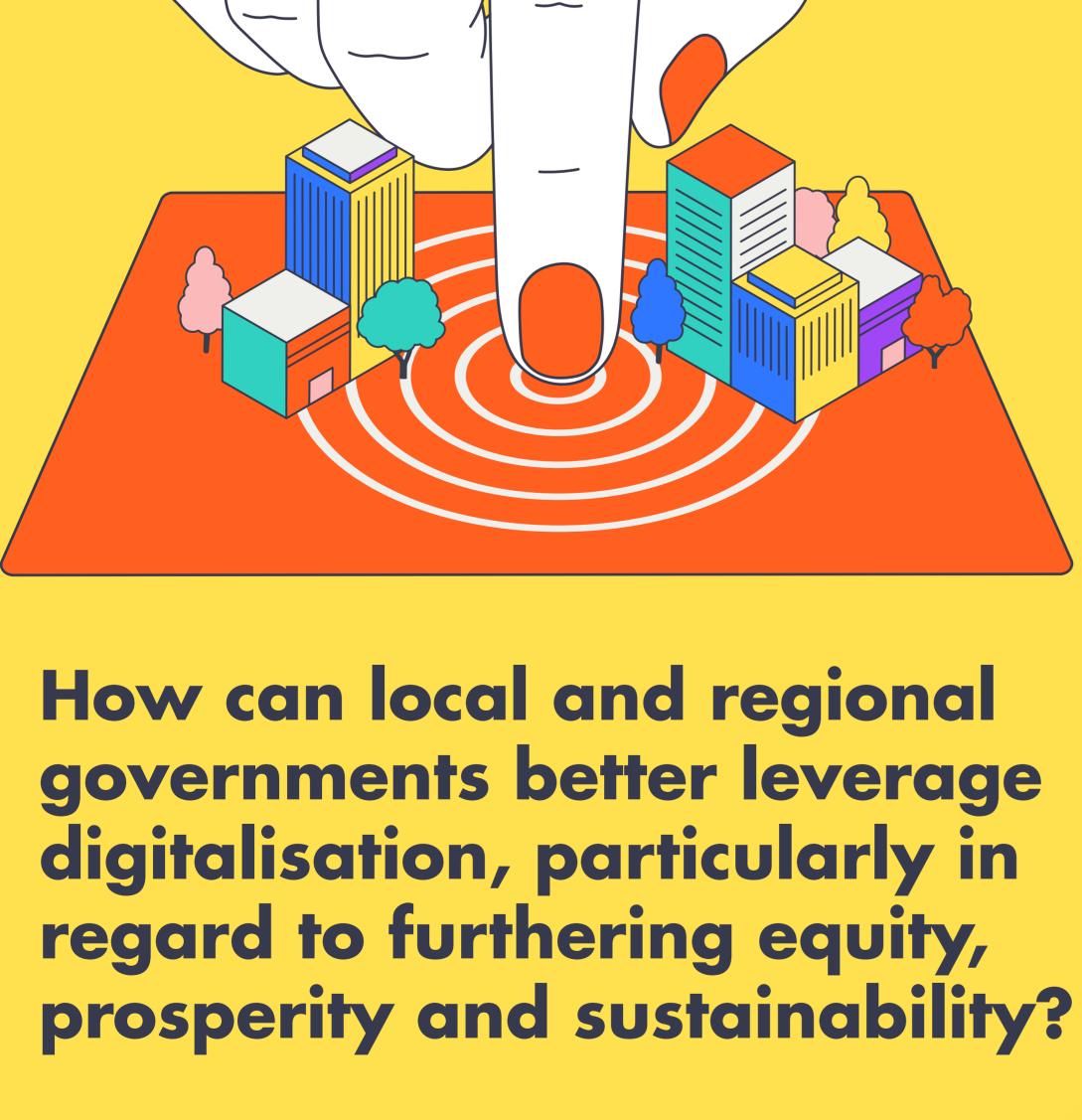
Digitalisation has provided women with various opportunities, facili-

tated their access to knowledge and increased their awareness

about their rights. The impact of this process extends to various

sectors, such as education, energy, cosmetics, nature, medicine, etc.







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#### and regional governments have a key role to play in terms of train-To address this problem, the

Seoul

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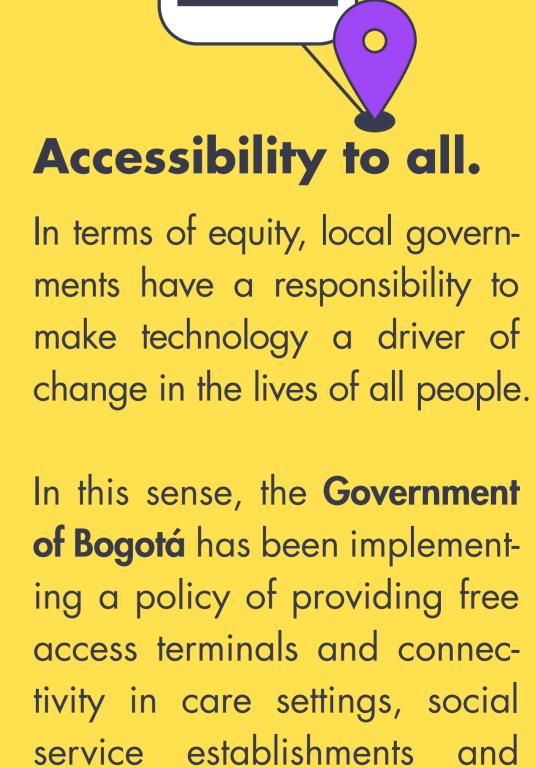
more than 8,000 fellow senior citizens how to use digital detouchscreen kiosks.

Metropolitan Govern-

100

(SMG) asked

tech-savvy seniors to teach



public cultural centres.

# vices, such as smartphones and

### Has Covid-19 been a turning point, making visible the barriers generated by not having access to the internet?

The Covid-19 pandemic has highlighted the important role played by information and communications technology in people's lives. Many people had to stay at home due to the and work from home (teleworking).

lockdown measures imposed by their governments, and the internet was promoted as the key solution for people to continue with their education, communicate with loved ones Unfortunately, this solution was not available to everyone, as many people did not

have access to the internet at home, or to

any electronic devices, and did not know

basic office automation. The Covid-19

pandemic thus highlighted the shortcom-

ings and vulnerabilities of internet services and the need to make them accessible and

affordable for all. Consequently, since high-speed internet access is necessary for residents to partici-

pate equally in daily life, governments

should provide subsidies and enact legis-

lation to bring access to households in low-income areas, just as they do with water and electricity. One example of this approach is found in Nouakchott, where laptops were distributed to students living in the most vulnerable areas during the pandemic to enable them to continue pursuing their education.

