

行政院及所屬各機關出國報告

(出國類別：國際會議)

參加「2004年世界資訊科技大會」 出國報告

服務機關：財政部財稅資料中心

出國人職稱：設計師

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出國地區：希臘雅典

出國期間：九十三年五月十六日至二十三日

報告日期：九十三年八月二十日

摘 要

第十四屆「世界資訊科技大會」係由希臘資訊與通訊科技產業聯合會承辦，於2004年5月19至21日假希臘首都雅典舉行，大會主題為「未來即現在 (The Future is Now)」，三天議程涵蓋電信領域、資訊科技領域與電子化民主/電子化政府等最受矚目議題，我國由中華民國資訊軟體協會籌組代表團，由該會王忠正理事長擔任團長率團與會，代表團成員包括行政院科技顧問組、行政院資訊發展推動小組、財政部財稅資料中心、內政部資訊中心、台北市政府、資策會、成功大學、企業界等機關代表。

世界資訊科技大會為全世界重要的高科技盛宴，本次能獲派與會，實地見識大型國際性會議之舉行，是非常難得的經驗。世界資訊科技大會此項由民間產業主辦之大型國際性活動，是推廣我國國際地位最佳的作法，建議應可積極爭取類此世界性與會發表我國資訊建設成果的機會，同時也可將我國政府目前推動的資訊成果，如「數位台灣」、「電子化政府」等施行之結果，呈獻給全世界，以行銷推廣我國資訊科技實力，提昇我國整體形象。

電子化政府是我們現階段努力推動之目標，本中心除應積極推動電子化政府相關業務如網路報稅、創新e化等服務，更應加強整合其他部會相關資源與經驗，建立跨機關合作機制，且善用資訊科技化解國內數位落差問題，以提供更好之便民服務與品質給民眾使用。

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壹、前言

世界資訊科技大會 (World Congress on Information Technology, WCIT) 為全球資訊科技與通訊高峰會議，其重要性與影響力舉世矚目，有「資訊科技界之奧林匹亞大會 (IT Olympics)」之稱。第十四屆世界資訊科技大會由希臘資訊與通訊科技產業聯合會 (Federation of Hellenic Information Technology & communications Enterprises, SEPE) 承辦，於 2004 年 5 月 19 至 21 日假希臘首都雅典舉行，大會主題為「未來即現在 (The Future is Now)」，三天議程涵蓋電信領域、資訊科技領域與電子化民主/電子化政府等最受矚目議題。

對資訊產業界而言，本項世界性之重大盛會是全球資訊產業界領袖的論壇，是獲取資訊科技發展重要趨勢及重大商機訊息的處所，許多影響深遠的創見與技術發展趨勢在此項會議上形成，更多的企業商機與策略聯盟因產業界領袖面對面的溝通而醞釀發展。為瞭解資訊社會相關議題內容與最新發展趨勢、先進國家資訊與網路科技應用情形及發展策略、各國電子化政府推展現況、歐洲巴爾幹半島及地中海沿岸新興市場未來競爭態勢，以及汲取新觀念與技術應用於本中心相關業務，乃奉派參加本次國際會議。

貳、2004 年世界資訊科技大會介紹

一、世界資訊科技大會背景說明

世界資訊科技大會 (WCIT) 係由代表全球資訊與通訊產業的「世界資訊科技及服務業聯盟」(World Information Technology & Services Alliance, WITSA) 所主辦，由歐、亞、美洲國家輪流承辦，每兩年在世界各資訊科技發達地區的城市舉行。大會自 1978 年在西班牙巴塞隆納舉行，至今已邁入第十四屆，過去曾主辦會議的城市包括美國加州舊金山、丹麥哥本哈根、日本東京、加拿大多倫多、法國巴黎、美國華盛頓 DC、日本橫濱、西班牙畢爾包、美國維吉尼亞州費爾費克斯、中華民國台北、澳洲阿德雷市等，我國資訊軟體協會並承辦公元 2000 年第十二屆大會。本屆輪由希臘資訊與通訊科技產業聯合會承辦，下屆會議將於 2006 年在美國德州奧斯汀市舉辦。

世界資訊科技大會是一個非技術性會議，大會的宗旨在檢討資訊與通訊科技對全球經濟、政治、社會、教育、企業競爭力與個人生活所帶來的衝擊，並推動善用科技來增進全體人類的福祉。這個宛如資訊科技的聯合國會議，近年日益受到國際業界的重視，會議中結合資訊產、官、學、研各界最傑出的領袖齊聚一堂，發表他們對資訊科技趨勢的看法與意見，引領全球資訊科技的發展。

代表全球資訊產業的 WITSA 成立於 1978 年，係由全球共 60 個國家的資訊通訊產業同業組織所共同組成的國際性組織，

聯盟總部設於美國維吉尼亞州費爾法克斯郡 (Fairfax County)，由美國資訊業公會 (ITAA) 擔任幕僚工作。該聯盟所屬的公協會涵蓋了代表半導體與硬體製造、軟體設計、資訊服務與網路服務在內的各個產業環節，是全球資訊產業的代言人。在歐、亞、美三大洲中與 WITSA 組織密切相關的有包括歐洲的 EISA (European Information Services Association)、亞洲的 ASOCIO (Asian Oceanian Computing Industry Organization) 及北美的 ITAA (Information Technology Association of America) 與 ITAC (Information Technology Association of Canada) 等四個地區性資訊科技組織，我國則由「中華民國資訊軟體協會」代表，於 1994 年加入該聯盟成為正式會員，並為聯盟常務理事會成員。

WITSA 成立的宗旨在推動資訊科技之應用，並呼籲各國政府破除貿易障礙促進產業自由化，包括促進全球各地資訊業的合作與交流、研訂世界資訊科技標準、推廣智慧財產權、增進資訊產品及服務的國際貿易與投資等。WITSA 雖然是由各國軟體業界所支持出來的組織，但 WITSA 卻完全不具商展性質，而像是一場由尖端產業、政府與學界領袖共聚一堂，學習新世代科技與趨勢，討論資訊科技將如何因應消費者的需求，以及在會後繼續加強各國業者間的商業合作關係。根據 WITSA 的自我角色界定，它自成立以來，即致力於促進網際網路相關產業發展的政策研究，它一方面促進網路產品與服務的國際貿易和投資，一方面透過不斷的知識、經驗與重要訊息分享，強化組織本身的凝聚力。

從過去到現在，WITSA 針對全球資訊產業發展的基本政策

形成，一直積極扮演智庫角色，其陸續投入的政策議題包括：呼籲各國政府透過開放市場來增加產業競爭力；保護智慧財產權；減少各國對資訊相關產品與服務的關稅與非關稅貿易壁壘；以及保障電子商務在未來能多元、繼續成長，聯盟之下根據不同之議題發表宣言或政策白皮書，其發表過的研究成果包括：「WTO 有關政府採購透明化的協商」、「Y2K 危機對全球民眾、商業及政府的影響」、「建構數位經濟」、「電子商務全球行動計劃」、「WTO 的財務協商」、「數位資訊傳輸所牽涉之政府與法律的強制力」、「隱私權宣言」、「對 WTO 基礎通訊協定的看法」等。WITSA 介紹如附錄一。

二、2004 年世界資訊科技大會（WCIT 2004）議程

第十四屆世界資訊科技大會由希臘資訊與通訊科技產業聯合會承辦，於 2004 年 5 月 19 至 21 日假希臘首都雅典拉開帷幕，大會會場設在「The Convention Center of the Athens Concert Hall」，大會主題為「未來即現在（The Future is Now）」，三天議程涵蓋電信領域、資訊領域與電子化民主/電子化政府等最受矚目議題，共有五十餘國，一百多位媒體記者，一千多位各國代表參加，包括電信公司領導人、企業領導人、資訊技術主管、學術機構學者，以及政府部門代表等；亞洲區包括日、韓、泰、印、澳等國家都派出資訊相關部門首長前往參加，我國亦由資訊軟體協會籌組代表團參加。

本屆大會主要目標為：

- 讓資訊通訊科技(ICT)領域具領導地位之專家分享其觀點及對資訊通訊科技未來發展願景。
- 闡述資訊通訊科技領域中有那些明顯的商機，可以滿足資訊科技產業與電信產業融合後創造的市場需求。
- 展現資訊通訊科技領域新進之研發成果。
- 運用資訊通訊科技，建立企業、研究機構、傳播媒體、政府部門間的商業聯繫網路，以創造發展和成長的新機會。
- 消彌資訊通訊科技提供之先進解決方案與政府部門運用科技提供電子化政府服務目標之落差。
- 強調歐洲巴爾幹半島、中東及地中海沿岸地區新興潛在市場未來的競爭態勢。

大會第一天電信領域的主題是「不斷改變的電信領域 (The Ever-changing Telecommunication Landscape)」，主要演講人包括英國電訊公司執行長 Andy Green、SAP 公司全球維運總裁 Leo Apotheker、印度 Bharti 企業董事長兼總裁 Sunil Mittal、美國麻省理工學院媒體實驗室創辦人 Nicholas Negroponte、日本 NTT Docomo 歐洲公司總裁 Kunihiko Adachi 等。

第二天資訊科技領域的主題為「資訊掌控現在與未來趨勢 (Information Dominates Current & Future Trends)」，主要演講人包括美國資訊業公會 ITAA 總裁 Harris Miller；NEC Computer International BV 執行長 Michael Fromont、德國西門子資訊與通

訊事業集團執行長 Thomas Ganswindt、富士-西門子 Computers 執行長 Joseph Reger、Honda Motor 執行長 Masaru Takabayashi、International Chamber of Commerce 秘書長 Maria Livanos Cattau 等。

第三天電子化民主/電子化政府主題為「電子化民主/電子化政府的新方向 (New Directions in e-Democracy/e-Government)」，主要演講人包括希臘就業與社會署署長 Anna Diamantopoulou、聯合國資訊電訊小組主席與世界經濟論壇共同執行長 Jose-Maria Figueres、希臘外交部長 Geroge A. Papandreou、希臘資訊通訊部長 Arun Shpourie 等。另有 17 個國家的部長及政府官員與會共同簽署「政治領袖承諾以科技發展服務民眾宣言 (Declaration of Political Leaders on Technology Development in the Service of Citizen)」。

大會採主題演講方式舉行，由與會者全體參加，會場旁另設有贊助廠商攤位，展示並介紹各家新產品及系統，供與會者於中場休息時觀摩。大會並於 5 月 18 日舉辦會前論壇，包括 Scientific Forum on Grid Services、e-business W@tch、Broadband & Wi-Fi、IT Security & Cybercrime 等，給與會各國代表自由選擇專題參加。大會議程及演講者簡介如附錄二。

三、代表團團員及行程

我國代表團由中華民國資訊軟體協會主辦，團長由該會王

忠正理事長擔任，成員包括行政院相關單位、學術研究單位及企業界等機關代表參加，團員名單如下：

參加單位	參團代表
團長	軟協王忠正理事長
中華民國資訊軟體協會	殷允中前理事長 翁正雄前理事長 張國鴻秘書長
行政院科技顧問組	李漢銘副執行秘書
行政院 NICI 小組	高天助主任
內政部資訊中心	周士政技正
財政部財稅資料中心	劉玉玲設計師
台北市政府	資訊中心 陳俊男高級分析師、陳威廷分析師 研考會 廖洲棚聘用企劃師、梁世興聘用企劃師
資訊工業策進會	許清琦副執行長 電子商務研究所龔仁文所長
遠東國際商業銀行	柯淑慧經理
成功大學資管所	呂執中教授
大同技術學院	程運瑤老師
互惠科技股份有限公司	林世陞經理
協志聯合科技公司	賴虹瑾專案企劃

代表團行程如下：

日期	地點	行程
5/16(日)	台北/雅典	搭機前往雅典
5/17(一)	雅典	抵達雅典並住宿大會指定旅館 (Hilton)
5/18(二)	雅典	<ul style="list-style-type: none"> ➤ 大會報到 ➤ 會前論壇 (Pre-Congress Fora) ➤ 開幕典禮 (Opening Ceremony) ➤ 歡迎酒會 (Welcome Reception)
5/19(三)	雅典	<ul style="list-style-type: none"> ➤ 全日 WCIT 會議： 電信領域 (Telecommunications Session) ➤ Social Event : Congress Party
5/20(四)	雅典	<ul style="list-style-type: none"> ➤ 全日 WCIT 會議： 資訊科技領域 (IT Session) ➤ Social Event : Gala Dinner-WITSA Global Awards for Excellence 2004
5/21(五)	雅典	<ul style="list-style-type: none"> ➤ 全日 WCIT 會議： 電子化民主/電子化政府的新方向 (New Directions in e-democracy/e-government) ➤ 閉幕典禮 (Closing Ceremony) ➤ 交接主辦權信物給 2006 年主辦城市－美國德州奧斯汀市 (Crystal Handoff to Austin, WCIT 2006)
5/22(六)	雅典/台北	搭機返回台北
5/23(日)	台北	抵達台北

參、會議內容摘要

大會活動在 WITSA 主席 Mr. George Newstrom、SEPE 總裁 Mr. Spyros Vyzantion 及希臘運輸通訊部部長 Mr. Michalis Liapis 的歡迎致詞中揭開序幕。為期三天的演說包括電信領域未來發展趨勢探討、電信產業經營者之價值鏈、資訊科技系統架構之演進、資訊科技安全的挑戰、電子化民主/電子化政府的新方向等近五十場演說，主講者包括美國、日本、希臘、英國等來自世界各地的科技菁英。茲擇要摘述如下：

一、電信領域—未來就是現在嗎？（"Is the Future now?"）。

1. Prof. Nicholas Negroponte, Founding Chairman, Media Lab, MIT

- 在電信方面，簡易好用、個人化的服務及內容、更低的價錢都是未來須面對之挑戰。
- 電腦處理能力日益增強，但使用電腦卻變得愈來愈複雜、愈不可信賴、愈昂貴，而讓使用者很難想要繼續用下去，我們正面臨"complexity bubble"危機，就像幾年前 dot.com 公司很快就泡沫化一樣。我們迫切需要簡單化，包括服務及設備，我們的挑戰是提供一般使用者運用常識就可使用的系統，並可滿足其需求。
- 我們並未善用摩爾定律（電腦晶片運算能力每十八個月加倍）在客戶服務上。
- 在電信產業方面，未來會走向非集中式的、社區範圍性

的，甚至個體的電信公司，以點對點（peer-to-peer）方式通訊連接，大型電信公司不會被完全消滅，但小型電信公司會成為趨勢。如果一個國家如希臘在未來有 5,000 個或 20,000 個電信業者，也不會令人難以置信。

- 在電力（power）方面，Prof. Nicholas Negroponte 預測許多的創新將免除有線之限制，帶來更多寄生（parasitic）及無線電力，在未來，電力之使用會更經濟，就像功能更進階的晶片卻可以需要更少的電力一樣，甚至會出現自我供電，只要按個電話鍵就可以提供電力。
- 在設計（design）方面，Prof. Nicholas Negroponte 再次強調簡單的介面（simple design in common sense），現今各種電腦或消費電子商品之複雜設計，已造成使用者之困擾，設計操作簡單的介面會增加附加價值，如麥金塔 i-pod 的成功，未來之設計必須簡單、簡單、再簡單。

2. Mr. Leo Apotheker, President of Global Field Operations, SAP

- 企業對資訊系統之投資愈來愈策略化，資訊系統須能讓公司成長，否則就是無用。就算在經濟衰退時期，公司也應為未來投資，紐約時報文章提到 71% 的美國企業在經濟不景氣的 90 年代初期緊縮成本，但當經濟快速起飛時，這些公司卻失敗於無法達成利潤成長。
- 大多數的公司都過於依賴 Powerpoint, Excel 及

Outlook，Mr. Leo Apotheker 展示了 SAP 的企業服務架構，一個自由軟體解決方案（open source solution），其主要精神在把複雜、困難的事交給系統執行，而不是使用者。

3. Mr. Yorgos Ioannidis, CEO, OTEnet, Member of OTE Group

- Mr. Yorgos Ioannidis 談到科技擴散的速度，強調科技提供者在快速介紹新科技給使用者前深思熟慮的必要性，廠商要精明審慎且實際、要瞭解顧客、提供附加價值、有選擇性的創新、快速的回應。
- 建議使用者應循序漸進。
- 結論為科技隨手可得，但採用迄今為止是有限制的。

(Technology is here, but adoption so far is limited.)

4. Mr. Anastasios Nerantzis, Deputy Minister of Transport and Communications

- Mr. Anastasios Nerantzis 強調盡快發展寬頻網路及服務的必要性，俾使更多的電信公司可以發展它們的網路，希臘 OTE 電信公司居於控制地位，增加其它規模較小電信公司之附屬性，且增加風險，跟其它歐盟國家相比，希臘的目標是加速寬頻網路服務之普及，降低通訊連結之費率。

二、資訊科技領域－保護我們的未來（Securing our Future）。

1. Dr. Dimosthenis Anagnostopoulos, General Secretary for Information Systems, Ministry of Economy and Finance

- Dr. Dimosthenis Anagnostopoulos 主要觀點提到在電子化政府之交易過程中，要讓公民信任公共行政部門提供的網路服務，安全是非常必須的。
- 她服務部門之目標為建立民眾使用電子化政府服務的信任，並透過流程再造確保電子化政府服務品質。電子化政府要成功除提供新的網路服務外，也要減少申辦障礙及時間，讓民眾不用往來官僚機構奔波。

2. Mr. Marios Damianides, International President, ISACA

- Mr. Marios Damianides 提出未來資訊科技治理（IT Governance）的新藍圖。美國安隆案醜聞發生後，2002年頒布之 Sarbanes-Oxley Act 要求美國公司須滿足透明及資訊揭露之需求，此藍圖雖據此設計，但仍可應用至其他領域。
- 資訊科技治理可定義為可確保組織生存及充實組織策略及目標之領導、組織結構與流程，它包含了安全的維度，可保證組織內資訊資產的安全。

3. Mr. Risto Siilasmaa, President and CEO, F-Secure

- Mr. Risto Siilasmaa 展示數個電腦常見容易被駭客入侵的弱點。在網路世界中許多駭客只為了展示其技術卓越，而入侵電腦主機；但是有更多人是為了竊取他人機密資料、信用卡號碼等因素而入侵電腦。

- 民眾必須被訓練更重視網路安全，多瞭解網路安全議題。

4. Ms. Jody Westby, Chair, American Bar Association Privacy & Computer Crime Committee

- Ms. Jody Westby 展示一個在 2003 年 8 月影響東北美的管制帳號，監控電力之電腦系統當機及被植入蠕蟲都是原因。

5. Mr. Pradeep K. Khosla, Head of ECE Dept., Director of CyLab, Carnegie Mellon University

- 沒有百分之一百的安全，Mr. Khosla 提出反面看法表示建立更有管理制度之團體，並不會更安全。

三、電子化民主/電子化政府的新方向－最新發展(The State - of - the Art)。

本議題的主要結論是發展電子化政府及行銷電子化民主是迫切需要的，它可以增進民眾便利及其對公共事務之參與，所有的演講者皆同意新科技之利用可實際幫助民眾更積極參與公共事務決策制定，並實現更高層次之政治透明化，這是現代民主關鍵要素之一。

1. Mr. Apostolos Andreoulakos, Deputy Minister of Interior, Public Administration and Decentralisation

- Mr. Apostolos Andreoulakos 提到古代雅典人參與民主的範例，可提供模型作為現今科技環境之參考，新科技可

減少繁文縟節和官僚，例如資訊科技可以創造一個虛擬的會議空間討論政治事務並獲致重要決策，讓公民與彼此更靠近，與政府更靠近。

- 將新科技運用在政治事務上也代表了打破公民之階層地位，讓社會地位低下的人也有參與政治事務之機會。

2. Dr. Abdul Moyeen Khan MP, Minister of Science and IT ,
Bangladesh

- 孟加拉政府正致力於移除科學及科技帶來之界線，如富人與窮人、國土北方與南方、東方與西方之間之界線。

3. Dr. Carlos Alberto Primo Braga, Senior Advisor, International
Trade Department, The World Bank, Switzerland

- 資訊通訊科技 (ICT) 整體市場從 1994 年的 \$1.4 兆 (trillion) 美金成長至 2003 年的 \$2.6 兆美金。
- 通訊系統分實體基礎架構層 (physical infrastructure layer)、協定層 (code layer)、內容層 (content layer)。
- 政府與企業間應更緊密合作以創造條理分明的管理系統，以支持及推廣全球的產業發展。
- 資訊科技可加強競爭力、增加企業商機，資訊科技並要根據不同之地區環境作調適。新科技對發展中國家提供了顯著地發展潛力，基礎建設快速發展，但普及的範圍有很大的落差，這些國家應全神貫注地改善資訊通訊科技基礎建設，管理政府，並應減少數位落差。

4. Mr. Yoshihiko Sumi, Policy Advisor, Minister of Economy,

Trade and Industry of Japan

- 日本電子化政府之策略主要著重在提供使用者導向之政府服務及簡化政府服務流程，並保證高品質與效能。
- 資訊科技之發展應由私領域主導，但政府仍應扮演重要角色監督管理，並給予支持。

5. Mr. W. Hord Tipton, CIO, US Department for the Interior

- 美國政府致力創造一個統一及簡化的電子化政府，使公民可以有效率地存取到各領域的電子化服務，2002年並由總統頒布 E-Gov Act 2002，作為電子化政府施行的最高指導原則。
- Mr. Tipton 定義政府的「Federal Enterprise Architecture (FEA)」，包括 G2C、G2C、G2G、Internal efficiency & effectiveness 等層面，其為電子化政府功能之擴張。
- 在資訊通訊科技方面之投資可直接影響經濟成長，因為它提高競爭、增加企業商機，並提供存取田園社區市場。
- 美國電子化政府成功之途徑包括 Data Standardization、Collaboration、Capital Planning、508 Compliance、LOB Ownership、Privacy、Strategic Alignment、Process Improvement、Cross-Government Collaboration、Authentication、Enterprise Architecture 等。
- 相關資料可參考 recreation.gov、volunteer.gov、geodata.gov 等網站。

6. Keynote speech by Dr. R. Zobel, Director, Directorate C, DG

Information Society, European Commission

- 根據 Lisbon Strategy 2000，歐洲在西元 2010 年要達成 3% 的 GDP 投入研發 (R&D) 之目標，以趕上美國及日本於 R&D 上之投資。
- 資訊通訊科技是生產力成長的一個關鍵要素，使更有效的公共服務更容易，且帶來因應社會改變的工具。歐盟 (EU) 接近資訊社會方法就是創造一個新的管理架構，推廣 e-Europe 行動計畫及透過 FP6 (Framework Program 6) 激發研發。
- The European 6th Research Framework 計畫預算金額為 175,00 百萬歐元，其主要元素為 Fundamental Research、Strategic Research Capacities、Technology Platform、Trans-National Collaborative Research、Con-ordination of National Program 等。FP7 將會著重在 Space 和 Security 上。

四、電子化民主/電子化政府的新方向—電子化民主，e 表示更多且更好嗎？ (“e-democracy, does e- mean more & better?”)。

1. Mr. Mats Karlsson, Country Director for Ghana, Liberia and Sierra Leone, The World Bank, Ghana

- 在迦納，安靜地資訊科技革命已經改變經濟及社會生活方面發展之基礎。儘管有迦納的例子，在落後的第三世

界出現之全球性不安全現象，不僅是暴力行為增加的不安全，還有社會不公平增加的不安全。Mr. Mats Karlsson 強調需要透過使用資訊科技帶來之契機，建立一個更安全的環境。

2. Prof. Andreas Papandreou, Assistant Professor of Economics,
University of Athens, Greece

- Prof. Andreas Papandreou 對審議式民意調查（deliberative polling）提出數項意見。他強調從使用資訊通訊科技可獲得新機會，並可形成吸引公眾參與決策制定過程之全球化影響力。
- 網際網路，如果適當地使用，是一種積極的媒介，而電子化民主是在促進公眾參與決策制定過程中的一種有價值工具。Prof. Andreas Papandreou 也提到民選代表，非政府組織（NGOs）和企業界有政治上的責任，應致力於應用數位科技的潛力，豐富審議民主。他最後描述歐盟電子投票的首創精神。

3. Prof. Ted Selker, Head of Media Lab's Context/Aware
Computing Group, MIT, USA

- 不採用電子投票方法即代表有很多錯誤及不正確，因為人為計票錯誤、遺失選票，處理錯誤及抄寫錯誤等，採用電子投票可消除以上錯誤，獲致更準確地結果。
- 在美國，投票技術已經被引進並且被廣泛地使用，但一些因素，例如單一州多項選舉、不統一的州立法、選票

內容的改變、不統一的選民登記資料、離開投票區等問題仍會導致電子投票之錯誤。最後 Prof. Selker 提出可改進前述投票錯誤的一些方法。

4. Prof. Stephen Coleman, Professor of e-democracy, Oxford Internet Institute Oxford University, UK

- Prof. Stephen Coleman 著重當今民主化的問題，"公民更聰明"，他說，他們拒絕去投票，他們不聆聽政治演講及討論，他強調電子化民主帶來之機會，但是要建立必要的政策架構，電子化政府不應該被改變成電子化假象。
- 政府或者私人壟斷企業不應該涉及民主的過程，我們不應該允許企業塑造網際網路的未來。他最後強調電子化民主帶來的機會可擴展水平面的參與，並把不同意見和聲音的民眾集合一起參與。

5. Prof. Chysanthos Dellarocas, Associate Professor of Management, MIT Sloan School of Management, USA

- Prof. Chysanthos Dellarocas 提出數個可影響人類行為之誘因，如對公民授權及建立連接公民和政府之間的雙向通訊鏈結。10 年電子社區和電子商務經驗教導我們，透過適當的資訊系統工程可觸發許多誘因，可將獎勵放在適當的位置，以提供電子社區更好之動力。
- 資訊系統獎勵工程包括確保足夠之參與、控制品質及內容及抗拒操縱。

五、17 個國家的部長及政府官員共同簽署「政治領袖承諾以科技發展服務民眾宣言 (Declaration of Political Leaders on Technology Development in the Service of Citizen)」。

此一活動由希臘內政、公共行政與地方分權部部長 Prokopis Pavlopoulos 主持，共有希臘、孟加拉國、白俄羅斯、保加利亞、厄瓜多、賽普勒斯、匈牙利、日本、拉脫維亞、黎巴嫩、馬爾他、尼泊爾、波蘭、羅馬尼亞、瑞典、土耳其、美國等 17 個參與 WCIT 大會的政治領袖，共同簽署宣言。此一宣言認同電子化政府具有形塑民眾、政府與國會間參與新政治生活關係的潛力，強調各國政府皆應致力於促進電子化政府成為全球重要的施政計畫，並透過合作讓電子化政府能真正為人類帶來福祉。共同簽署之宣言如附錄三。

六、NGO 組織「access2democracy」之官方啟動儀式。

啟動儀式由名譽理事會理事 PASOK 總裁 Mr. George Papandreou、Mr. Kumi Naidoo 及 Mr. Michail Bletsas 等三人發表演說，「access2democracy」成立之宗旨在促進電子化民主，建立多重溝通管道，並提昇公民參與政治及公共事務過程中的品質。

七、Michael Dertouzos 論文獎 (DERTOUZOS AWARDS) 頒獎。

已故的 Michael Dertouzos 教授出生於希臘雅典，是一

位資訊科技之預言家，他自 1974 年起便領導美國麻省理工學院的電腦科學實驗室，旗下人員創造出分時電腦、電子試算表、乙太網路等多項先進技術。他自行創辦了幾家公司，並擁有多項專利，目前圍繞國際網際網路的活動，他都參與甚深，他的實驗室主持的全球資訊網聯盟，包含 150 個組織，一直在協助引導全球資訊網的發展。

為了表彰其對科技領域之貢獻，及其致力於以人性為中心使用電腦之理念，本次大會舉行了此一國際性之論文競賽，並藉由本次競賽主題—「人性面向的資訊科技 (IT with a Human Face)」，強調電腦系統及資訊科技創新人機介面之重要性。

得獎名單如下：

1. 第一名：Marco A. Escobedo, Telmex Center for Digital Culture；得獎論文：Convivo Communicator : an Interface –Adaptive VoIP System for Poor Quality Networks.
2. 第二名：Christos Dimitriadis, Expertnet；得獎論文：A transparent identity management protocol for applications over 3G mobile networks.
3. 第三名：Michalis Anastasopoulos, Fraunhofer Institute for Experimental Software Engineering (IESE)；得獎論文：Software Product Lines for Pervasive Computing.

得獎論文摘要如附錄四。

八、「全球資訊科技應用傑出貢獻獎」頒獎。

「全球資訊科技應用傑出貢獻獎 (Global IT Excellence Award)」係由 WITSA 所創辦，於每兩年舉辦之「世界資訊科技大會」中，頒予全世界各國在資訊科技應用上，有傑出貢獻足為全球表率之政府、工商業界與非營利組織。該獎項共分為三類，分別為「傑出政府科技獎」、「傑出企業科技獎」以及「傑出數位機會科技獎」，並由 WITSA 會員國推薦甄選，全球會員國資訊業界領袖投票評選。本屆並增設主席特別獎。

本屆得獎名單如下：

1. 傑出政府科技獎 (Public Sector Excellence Award)
 - Ministry of Communications and information Technology of Romania
 - Yokosuka City
2. 傑出企業科技獎 (Private Sector Excellence Award)
 - Terra Payments (Canada)
 - East Japan Railway Company Suica System (Japan)
3. 傑出數位機會科技獎 (Digital Opportunity Award)
 - PEOPLink/CatGen (USA)
 - Korea Agency for Digital Opportunity and Promotion
4. 主席特別獎 (Chairman's Award)
 - The United States Agency for International Development (USAID)

肆、心得與建議

- 一、世界資訊科技大會為全世界重要的高科技盛宴，各國政府代表及企業菁英共聚一堂，推銷彼此的網路經濟願景，本次能獲派與會，實地見識大型國際性會議之舉行，是非常難得的經驗，本屆大會採主題演講方式舉行，由與會者全體參加，其討論之議題並不偏重於技術面，而較偏重於應用、趨勢與管理面，尤其第三天探討之電子化民主/電子化政府議題，更與所負責業務息息相關，頗有所獲。總體來說，主辦單位十分用心，惟參與之過程中也發現有一些未盡完善之處，影響了大會資訊交流、分享之宗旨及其整體滿意度，如本次大會議程安排地十分緊湊，每位演講者約只有二十到三十分鐘的時間演講，少有時間讓現場來賓發問，缺少互動；大會邀請之講演者較少重量級之講者，與2000年由我國承辦，在台北舉行之第十二屆大會邀請到的微軟總裁比爾蓋茲(Bill Gates)、惠普執行長菲奧莉納(Carly Fiorina)、思科執行長約翰·錢伯斯(John Chambers)等重量級高科技老闆相比，遜色不少；少數演講者著重公司產品架構介紹，演講主題未切合大會議題；演講者演講之講稿/投影片資料皆未放置網站上或提供給與會代表會後參考等，皆影響了本會議整體成效，是美中不足之處。
- 二、世界資訊科技大會此項由民間產業主辦之大型國際性活動，是推廣我國國際地位最佳的作法，本次大會並未邀請

我國代表與會演講，甚為可惜，由於我國已由資訊軟體協會代表加入 WITSA 成為正式會員，並為聯盟常務理事會成員，且我國在資訊產業的實力有目共睹，資訊科技業已成為我國產值最大的產業，也是最具競爭活力的世界級產業，在政府方面，電子化政府排名近年來也一直名列前茅（2003 年政府網站服務排名第五名，網路整備度使用第六名，ADI 第九名，政府線上服務第十三名），建議應可積極爭取類此世界性與會發表我國資訊建設成果的機會，同時也可將我國政府目前推動的資訊成果，如「數位台灣」、「電子化政府」等施行之結果，呈獻給全世界，以行銷推廣我國資訊科技實力，提昇我國整體形象。

三、電子化政府是我們現階段努力推動之目標，電子化政府改變政府與企業、民眾之互動方式，並可進一步提供創新的服務，為其所服務之顧客創造新的價值。聯合國將各國電子化政府依據內容發展過程，共分為五個階段：

1. 完全整合期：藉由一個完整的介面，政府提供全面 e 化的功能與服務，達到無障礙的境界。
2. 交易期：可透過網路與政府進行各種業務招標、報稅、線上付款等金融與財務交易的活動。
3. 互動期：民眾可從網站下載各種申請表格，上網查詢重要資料庫，上傳各種申請表單或登錄資料。
4. 增強期：網站內容開始定期更新，同時將政府的各種出版

品與法規陸續上網。

- 5.產生期：政府部門網頁零星出現在網路上，網頁提供的內容相當有限，且多數為靜態與基本的資料。

本中心積極推動之電子化政府業務－「網路申報繳稅資訊作業」屬於第四級交易期，本作業推動至今，已邁入第六年，本（93）年度綜合所得稅結算網路申報件數已突破一百萬件，成效良好。展望未來，除應持續導入納稅義務人之參與及意見，強化系統功能，提供更好的便民服務與品質外，並應強化行銷管道與方法，持續宣導推廣納稅義務人使用，以彰顯整體效益。

- 四、我國電子化政府推展至今，各機關皆積極推動資訊上網、電子申辦服務，根據行政院研考會公布的推動成果，至 2003 年，我國各行政機關皆已上網，提供各類資訊及申辦服務。惟對一般民眾來說，須跨機關辦理之事務，仍須至各機關網站分別辦理，尚無一完整的介面，提供一站式服務，研考會正積極建置電子化政府共通平台，並推動 36 項以顧客為導向之創新 e 化服務，以提供跨機關整合服務，全面提升政府服務品質，本中心參與了公司營業登記創新 e 化服務之建置，與經濟部試辦跨機關服務之橫向整合，建議跨機關合作應有整合機關來領導推動，並應建立跨機關合作機制，加強整合各部會相關資源與經驗，打破機關界線，方易成功。

五、本屆大會於第三天舉行了「政治領袖承諾以科技發展服務民眾宣言之簽署」、非政府組織「access2democracy」之啟動、Michael Dertouzos 論文獎頒獎等活動，在在彰顯了大會以人為本發展資訊科技之精神，在發展資訊科技的同時，應考慮人的因素（human factor），從人文關懷的角度來檢視資訊科技在下一世紀扮演的角色。資訊科技具備了雙向交易及溝通的功能，電子商務大大降低了各種企業活動的成本，資訊科技使我們更有生產力，網際網路創造了更多的財富，惟「數位落差」也將取代天然資源以及生產工具不平衡問題，成為最新也是最嚴重的在地與國際社會不平等來源，比起苦於資訊爆炸的網路新貴，那些陷於嚴重資訊匱乏狀態貧窮國家人民，才是資訊科技最應該照顧的，因此如何善用資源推廣貧困地區以及弱勢社群的資訊教育，以及進一步幫助國內及國際上較落後地區發展其資訊事業，提高其資訊運用普及率及運用之深度，將是身為資訊人的基本責任，也是身為地球村一份子的我們，對自己應有的期許。

伍、附錄



WITSA

World Information Technology & Services Alliance

The World Information Technology and Services Alliance (WITSA) is a consortium of 60 information technology (IT) industry associations from economies around the world. WITSA members represent over 90 percent of the world IT market. As the global voice of the IT industry, WITSA is dedicated to:

- advocating policies that advance the industry's growth and development;
- facilitating international trade and investment in IT products and services;
- strengthening WITSA's national industry associations through the sharing of knowledge, experience, and critical information;
- providing members with a vast network of contacts in nearly every geographic region of the world;
- hosting the World Congress on IT, the premier industry sponsored global IT event;
- hosting the Global Public Policy Conference; and
- hosting the Global Information Security Summit.

Founded in 1978 and originally known as the World Computing Services Industry Association, WITSA has increasingly assumed an active advocacy role in international public policy issues affecting the creation of a robust global information infrastructure, including:

- **increasing competition** through open markets and regulatory reform;
- protecting **intellectual property**;
- encouraging cross-industry and government cooperation to enhance **information security**;
- bridging the education and **skills gap**
- **reducing tariff and non-tariff trade barriers** to IT goods and services; and
- safeguarding the viability and continued growth of the **Internet** and **electronic commerce**.

WITSA has a real impact on the global IT environment. It strengthens the industry at large by promoting a level playing field and by voicing the concerns of the international IT community in multilateral organizations, including the World Trade Organization (WTO), the Organization for Economic Cooperation and Development, the G-8 and other international fora where policies affecting industry interests are developed.

WITSA Directors, Officers

CHAIRMAN of Steering Committee ("Chairman")

George C. Newstrom

World Information Technology and Services Alliance (WITSA)

WITSA Internet Site: <http://www.witsa.org>

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World Information Technology and Services Alliance (WITSA)

SENIOR PROGRAM MANAGER

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World Information Technology and Services Alliance (WITSA)

VICE CHAIRMEN

1. Mr. Ronald W. Evans,

- Vice Chairman for North Americas and Honorary WITSA Parliamentarian
 - "Liaison" between developed and developing economies
- Evans Technologies Inc.

2. Dr. Jorge A. Cassino, Vice Chairman for Latin-America

CESSI (Cámara de Empresas de Software y Servicios Informáticos)

3. Mr. Spyros VYZANTIOS, Vice Chairman for Europe

SEPE (Federation of Hellenic Information Technology and Communications Enterprises)

4. Mr. Yujiro SATO, Vice Chairman for the Asia-Pacific

c/o JISA (Japan Information Technology Services Industry Association)

5. Mr. Adrian Schofield, Vice Chairman for Africa

c/o Information Industry South Africa (IISA)

WITSA Members

Argentina

Cámara de Empresas de Software y Servicios Informáticos (CESSI)

Armenia

Armenian Union of Information Technology Enterprises (UITE)

Australia

Australian Information Industry Association (AIIA)

Bangladesh

Bangladesh Computer Samity (BCS)

Brazil
Sociedade de Usuários de Informática e Telecomunicações - Sao Paulo (Sucesu-SP)

Bulgaria
Bulgarian Association of Information Technologies (BAIT)

Canada
Information Technology Association of Canada (ITAC)

Chinese Taipei
Information Service Industry Association of Chinese Taipei (CISA)

Colombia
Colombian Software Industry Federation (FEDESOFIT)

Costa Rica
Costa Rican Chamber of Information and Communication Technologies (Camtic)
Formerly: The Chamber of Software Companies of Costa Rica (Caprosoft)

Czech Republic
Association for Consulting to Business (Asociace Pro Poradenství v Podnikání - APP)

Ecuador
Asociación Ecuatoriana de Tecnología de Información y Servicios (AETIS)

Egypt
Egyptian Information Technology, Electronics and Software Alliance (EITESAL)

Finland
Federation of the Finnish Information Industries (TIETOALAT)

France
Syntec Informatique

Greece
Federation of Hellenic Information Technology and Communications Enterprises (SEPE)

Hong Kong
Hong Kong Information Technology Federation (HKITF)

Hungary
Hungarian Association of IT Companies (IVSZ)

India
National Association of Software and Service Companies (NASSCOM)

Indonesia
Indonesian Telematic Software Association (ASPILUKI)

Israel
Israeli Association of Software Houses (IASH)

Italy
Associazione Nazionale Aziende Servizi Informatica e Telematica (ANASIN)

Japan
Japan Information Technology Services Industry Association (JISA)

Jordan
Information Technology Association - Jordan (int@j)

Kenya
Computer Society of Kenya (CSK)

Lebanon
Professional Computer Association of Lebanon (PCA)

Lithuania
Association of the information technology, telecommunications and office equipment companies of Lithuania (INFOBALT)

Malaysia
Association of the Computer And Multimedia Industry Malaysia (PIKOM)

Mexico
Asociación Mexicana de la Industria de Tecnologías de Información (AMITI)

Mongolia
Mongolian National Information Technology Association / Mongolian Information Development Association (MIDAS/MONITA)

Morocco
l'Association des Professionnels des Technologies de l'Information (APEBI)

Nepal
Computer Association of Nepal (CAN)

Netherlands

Federation of Dutch Branch Associations in Information Technology (Federatie Nederlandse IT - FENIT)

New Zealand

Information Technology Association of New Zealand (ITANZ)

Northern Ireland

Momentum - The Northern Ireland ICT Federation

Norway

ICT Norway (IKT Norge)

Palestine

Palestinian Information Technology Association (PITA)

Panama

Asociación Panameña de Software (APS)

Philippines

Information Technology Association of the Philippines (ITAP)

Poland

Polish Chamber of Information Technology and Telecommunications (Polska Izba Informatyki i Telekomunikacji - PIIT)

Portugal

Associação Portuguesa das Empresas de Tecnologias de Informação e Comunicações (APESI)

Republic of Korea

Federation of Korean Information Industries (FKII)

Romania

Association for Information Technology and Communications of Romania (ATIC)

Russia

Russian Information & Computer Technologies Industry Association (APKIT)

Senegal

Senegalese Information Technology Association (SITSA)

Singapore

Singapore infocomm Technology Federation (SiTF)

South Africa

Information Industry South Africa (IISA)

Spain

Spanish Association of Electronics, Information Technology and Telecommunications Companies (AETIC)

Sri Lanka

Sri Lanka Information and Communication Technology Association (SLICTA)

Sweden

The Association of the Swedish IT and Telecom Industry (IT-Företagen)

Tanzania

The Tanzania Information and Communication Technologies Association (TICTA)

Thailand

The Association of Thai Computer Industry (ATCI)

Turkey

Turkish IT Services Association (TÜBİSAD)

Uganda

Private-Sector ICT Association of Uganda (PICTA)

United Kingdom

Intellect - the Information Technology, Telecommunications and Electronics Association

United States

Information Technology Association of America (ITAA)

Uruguay

Uruguayan Chamber of Information Technology (CUTI)

Venezuela

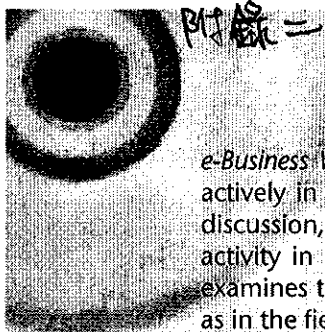
Venezuelan Chamber of IT Companies (CAVEDATOS)

Vietnam

Vietnam Software Association (VINASA)

Zimbabwe

Computer Suppliers' Association of Zimbabwe (COMSA)



e-business w@tch

e-Business W@tch, an initiative of the Enterprise Directorate-General of the European Commission, participates actively in the pre-congress events of the 14th World Congress on IT, providing, through expert analysis and discussion, the current reflection of the e-business penetration in two particularly worthy sectors of business activity in Europe. The relevant forum, which takes place on May 18th, between 09:00 a.m. and 1:30 p.m., examines the role and impact of e-business in the field of Information & Communications Technologies, as well as in the field of Tourism, where catalytic modifications in marketing and sales, combined with proper utilization of the Internet, were brought about.

This forum presents the results of surveys on a pan-European level conducted by the *e-Business W@tch* in the 2nd semester of 2003, and their conclusions will be discussed with the audience.

TUESDAY, MAY 18, 2004

- 09:00 – 09:45** **Introduction: e-Business as a European Policy Concern**
- **Opening:** Chair, **Mr. Antonio Conte** *European Commission, DG Enterprise*
 - e-Business Related Activities of the European Commission, DG Enterprise:
Mr. Georgios Karageorgos, *European Commission, DG Enterprise*
 - Sectoral Differences in e-Business - an Overview:
Mr. Hannes Selhofer, *empirica GmbH, Germany*
- 09:45 – 11:00** **Early Adopters of New Business Methods: How ICT Services Companies Use Electronic Business in 2003/04**
- This session presents up-to-date empirical evidence on the diffusion of ICT and e-business in the ICT services sector. Findings are based on a representative decisionmaker survey in 10,000 European enterprises, carried out by the e-Business W@tch in 2003.*
- Main findings of the *e-Business W@tch* Sector Study on the ICT services sector:
Mr. Philippe Mathonnet, *IDATE, France*
 - Discussant: **Prof. Georgios I. Doukidis**, *Department of Management Science & Technology, Athens University of Economics and Business (AUEB), Greece*
 - Objectives of the European Commission in the field of standardisation for ICT services:
Mr. Antonio Conte, *European Commission, DG Enterprise*
- Discussion**
- 11:00 – 11:30** **Coffee break**
- 11:30 – 12:30** **Tourism in the Online Economy: How the Internet and e-Business Have Transformed a Whole Sector**
- Tourism is possibly the one sector that has experienced the deepest impact from the Internet. Tourism has always been a forerunner in using online networks to connect companies in the value chain. This session discusses implications of e-business, based on the recent e-Business Survey in the sector.*
- Main findings of the *e-Business W@tch* Sector Study on the tourism sector:
Mr. Claus Thomsen, *PLS RAMBOLL Management, Denmark*
 - Discussant: **Dr. Dimitrios Buhalis**, *Director, Centre for eTourism Research (CeTR), University of Surrey, UK*
- Discussion**
- 12:30 – 13:15** **Outlook**
- ICT-Linked Firm Reorganisation and Productivity Gains:
Dr. Martin Falk, *WIFO - Austrian Institute of Economic Research, Austria*
- Concluding Discussion**

Last update: 11/5/04



Scientific Forum on Grid Services



Co-hosted and organized by GRNET

This Scientific Forum is related to Grid Services - along with their challenges and perspectives - which is a very hot issue for the academic and research communities working towards electronic science (e-Science), for enterprises and industry towards electronic business (e-Business) and for the governments towards electronic government (e-Government). In particular the Scientific Forum on Grid Services addresses the common interests in Grid technologies and in particular the Grid Services framework for all the above communities.

After the recent evolutions towards the convergence of Grid and Web services that were announced during the last Globus World event in January 2004, <http://www.globusworld.org>, the common interests of both Academia and Industry have significantly increased. The new standards towards this convergence, such as the Web Services Resource Framework (WSRF), and the views of the above communities will be presented.

Scientific Forum objectives

The Forum intends to stimulate at the international level an open discussion related to the Grid Services and identify the common interests among the Academic, Research and Business communities. Specifically the scientific forum aims at:

- Presenting the outlook and future of Grid-enabled electronic infrastructures including the related middleware framework architectures, such as the Open Grid Services Architecture (OGSA), and the recent convergence of Grid and Web services. Broadband networking and Grid middleware services will constitute the buildings blocks for the new electronic infrastructure environment of the "World Wide Grid." The views of the academic, research and business communities regarding the future of the Grid services and the openness of the solutions will be elaborated.
- Promoting the interaction and information exchange among the Academic, Research, Business, Industry and Governmental communities. The diverse networking-, middleware- and application requirements between the Research Community on electronic Science (e-Science), the business community on electronic business (e-Business) and the governmental communities toward electronic Government (e-Government) will be explored. Furthermore, the role of industry as both a provider and a user of Grid infrastructures and services will be demonstrated. Special attention will be drawn upon the common interests for acceptable standards and services.

TUESDAY, MAY 18, 2004

- 08:30** Registration and Coffee
- 09:00** **Greeting - General Secretary Research and Technology**
Prof. Ioannis A. Tsoukalas, *General Secretary for Research and Technology, Ministry of Development and Professor, Aristotle University of Thessaloniki (AUTH), Greece*
- 09:05** **Greeting - Secretary for the Information Society**
Prof. Vassilios Assimakopoulos, *Secretary for the Information Society, Ministry of Economy & Finance and Professor, National Technical University of Athens (NTUA), Greece*
- 09:10** **Research Networks and Grids: Bridging or Enlarging Digital Divide?**
Prof. Vassilis Maglaris, *Chairman of the Board, Greek Research & Education Network (GRNET) and Professor NTUA, Greece*
- Session 1: Grid Services - Current Status and the Future Towards the World Wide Grid**
- 09:30** **When Worlds Collide: Grid Services, Web Services and Ubiquitous Infrastructure**
Dr. Carl Kesselman, *Director, Center for Grid Technologies, Information Sciences Institute, University of Southern California (ISI / USC), USA*
- 10:00** **The UK Open Middleware Institute Initiative**
Prof. Antony Hey, *UK e-Science Core Programme Director, Engineering and Physical Sciences Research Council (EPSRC), UK*

Scientific Forum on Grid Services

- 10:30** **The Titech Campus Grid: Lessons Learned from a Deployment of a Campus-wide Production Grid**
Prof. Satoshi Matsuoka, *Global Scientific Information and Computing Center, Tokyo Institute of Technology (GSIC / Titech), Japan*
- 11:00** **Coffee break**
- 11:15** **The EGEE Project: Towards an International Grid Production-Quality Infrastructure**
Mr. Fabrizio Gagliardi, *EGEE Project Director, (CERN), Switzerland*
- 11:45** **The EU eInfrastructure initiative**
Mr. Kyriakos Baxevanidis, *DG Information Society, European Commission*
- 12:15** **A Strategic View of Grids as Global Research Infrastructure**
Prof. Dany Vandromme, *Director, French National Research & Education Network (Renater), France*
- 12:45** **Lunch break**
- 13:45** **Towards a Service-Oriented Grid System**
Mr. Peter Kacsuk, *MTA SZTAKI, Hungary*
- 14:15** **The Network Element in Grid Infrastructures**
Mr. Enzo Valente, *Director, Italian National Research & Education Network (GARR), Italy*
- 14:45** **The Nordic Grid Infrastructure: A Grid within the Grid - Early Experiences of Bridging National eBorders**
Prof. Anders Ynnerman, *Director, - Swedish National Infrastructure for Computing (SNIC), Sweden*
- 15:15** **Coffee break**
- Session 2: Panel on Grid Services - Research and Industry Perspectives**
- 15:30** **Industry Perspectives**
Moderator: Mr. Kyriakos Baxevanidis, *DG Information Society, European Commission*
Round table:
 Mr. Philippe Bricard, *IBM, France*
 Mr. Geoff Brown, *Oracle*
 Mr. Karl Solchenbach, *Intel, Germany*
 Dr. Martin Walker, *HP, Switzerland*
- 16:15** **Research / Academia Perspectives:**
Moderator: Mr. Enzo Valente (*GARR*), *Italy*
Round table:
 Mr. Carl Kesselman, *ISI / USC, USA*
 Prof. Antony Hey, *EPSRC, UK*
 Prof. Satoshi Matsuoka, *GSIC / Titech, Japan*
 Mr. Peter Kacsuk, *MTA SZTAKI, Hungary*
- 17:00** **Joint session- Industry-Academia: Open Discussion**
Moderator: Prof. Costas Papanicolas *Institute of Accelerating Systems and Applications (IASA), University of Athens, Greece*
Round table: All above Session 2 speakers
- 17:30** **Summary and Conclusions**
Prof. Vassilis Maglaris (*GRNET, NTUA*), *Greece*

Last update: 11/5/04

IT Security & Cybercrime Forum

Security threats to governments, enterprises and individuals have become a grave issue nowadays, and new strategies are needed in order to prevent, detect, and respond to evolving security threats. Effective cyber security strategies today need to take an enterprise approach, taking into account an organization's business operations, its compliance requirements, and its system architecture. They must also be able to leverage reliable, interoperable, scalable technologies that can be rapidly deployed and adapted to perceived security risks. Enterprise security programs require a complex balancing of identity management, authorization, privacy and data protection technologies -- all within the context of standards and best practices and usability.

The IT Security & Cybercrime Forum of WCIT 2004, held on May 18, discusses these challenges and the respective technologies, including biometrics, as well as the latest updates on issues such as identity management systems, border control technologies, common access systems, and citizen identification. Cybercrime is also a prominent topic in the Forum discussions, as it inhibits the Internet's explosive growth and economic benefits. The Forum explores various approaches to tackling cybercrime and the array of issues that accompanies efforts to investigate and prosecute illegal online activities, including risks hidden in the different approaches.

TUESDAY, MAY 18, 2004

Session 1: IT Security and Cybercrime - Legal and Business Aspects

- 09:00 - 09:15** Mrs. Jody Westby, Chair American Bar Association Privacy & Computer Crime Committee, USA
Moderator
- 09:15 - 09:35** Prof. Ian O. Angell, Professor of Information Systems, London School of Economics, UK
"Systemic Risk: Beyond Functionality - Beyond Good and e-Ville"
- 09:35 - 10:05** Mr. Tom Grissen, CEO, DAON, USA
"Identity Management Systems for Mission Critical Government and Enterprise Environments"
- 10:05 - 10:25** Dr. Elias Paschos, Senior IT Architect Member of Technical Expert Council IBM South Region, Greece
"IT Security and Cybercrime"
- 10:25 - 10:45** Mr. Hisham El Manawy, Vice President Sales and Delivery, EMEA, VERISIGN, Switzerland
"How to Find a Legal & Security Balance in Tomorrow's e-Business"
- 10:45-11:00** Q & A
- 11:00-11:30** Coffee break

Session 2: IT Security and Cybercrime - Management Aspects

- 11:30-12:00** Detective Chief Superintendent Len Hynds, Head, National Hi-Tech Crime Unit, GB, UK
"Hi-Tech Crime: A UK Perspective"
- 12:00-12:20** Dr. Dimitrios Bakolas, President & CEO European Profiles S.A., Greece
"The Information Security from the Consultant's Point of View"
- 12:20-12:40** Mr. Ronald Saull, VP and Board Member, ISACA Int'l and IT Governance Institute, Canada
- 12:40-13:00** Mr. Richard R. Starnes, CISSP, CBK Lead Instructor, (ISC)² UK
"Human Factor: The Management Skills Gap & Operational Risk"
- 13:00-13:15** Q & A

Broadband & Wi-Fi Forum

In a rapidly developing world, individuals and enterprises strive for faster distribution of information and increased mobility. In many countries, citizens and businesses are already enjoying the benefits of broadband and Wi-Fi technologies. The Broadband scenario today shows DSL Broadband now serving well over 64 Million users worldwide in homes, offices and enterprises, improving communication, information, financial transactions and offering a host of other consumer broaden applications. Nevertheless, new DSL Broadband standards are aiming to expand applications and improve performance, to create customer value and reduce customer turn, to expand revenue growth and improve margin contribution. Business users benefit ferom a greater flexibility, speed and broaden their visibility and consumers improve their quality of life.

The Broadband & Wi-Fi Forum of WCIT 2004, held on May 18, provides an invaluable insight all across the latest trends in broadband communication area. Well-known keynote speakers will leverage their broad experience in understanding and shaping public policy to increase awareness of the opportunities and challenges that shape the future, and lead a dialog on new directions in broadband and wireless policy, giving answers to all questions about the new roles, the implementation of new technologies and their impact on our lives.

TUESDAY, MAY 18, 2004

- | | |
|-------------|--|
| 09.00-09.30 | Mr. Vincenzo Gulla, Chairman, EMFG, Telecommunication Marketing Director, Aethra s.p.a., Italy
"Broadband in Europe: Markets and Trends" |
| 09.30-09.50 | Dr. Elias Drakopoulos, General Manager, Technology, Strategy & Development, OTEnet S.A., Greece |
| 09.50-10.10 | Dr. Pantelis Angelidis, Director, Southeastern Europe Telecommunications & Informatics Research Institute, Greece
"Broadband Penetration in Less Developed Areas: the Case of Southeastern Europe Countries" |
| 10.10-10.30 | Mr. Constantinos Doukas, President, Information Society S.A., Greece
"Facilitation of Broadband Access Development in Greece" |
| 10.30-10.50 | Mr. Javier Gomez, Regional Manager of the Southern Mediterranean, LINKSYS, Spain |
| 10.50-11.10 | Mr. Nikos Lambrogeorgos, Account Manager, CCDP, CCNP, CISCO Systems Hellas S.A., Greece
"Broadband Services, More than a Pipe Dream" |
| 11.10-11.30 | Q & A |
| 11.30-12.00 | Coffee break |
| 12.00-12.30 | Dr. Alessandro Musumeci, Director of Technology Innovation, Ministry of Public Instruction ITALY |
| 12.30-12.50 | Mr. Panagiotis Papadopoulos, Commercial Director, FORTHnet S.A., Greece |
| 12.50-13.10 | Mr. Alexandros Psyrris, Technical Officer - ELOT / Electrotechnical Standardization Division, Greece
"ELOT and European Standardization for Wireless Wideband Systems" |
| 13.10-13.30 | Mr. Dan Updegrove, Vice President and CIO, University of Texas, USA
"Internet 2: Abilene and Beyond" |
| 13.30-13.50 | Dr. Constantinos M. Balictsis, Director of Telecommunications, National Telecommunications and Post Commission, Greece
"Regulatory Aspects of Broadband Access in Greece - A Status Report" |
| 13.50-14.10 | Q & A |

Last update: 11/5/04

WEDNESDAY, MAY 19, 2004

Telecommunications Session

- 08:30 - 09:10** Official Opening - Welcome Notes
08:30 - 08:40 Welcome of **Mr. George Newstrom**, Chairman of WITSA, USA
08:40 - 08:50 Welcome of **Mr. Spyros Vyzantios**, President of SEPE, Greece
08:50 - 09:10 Welcome of **Mr. Michalis Liapis**, Minister of Transport and Communications, Greece
- 09:10 - 11:00** Session Theme: "Is the Future Now?"
09:10 - 09:50 **Prof. Nicholas Negroponte**, Founding Chairman, Media Lab, MIT, USA
09:50 - 10:20 **Mr. Léo Apotheker**, President of Global Field Operations, SAP, USA
10:20 - 10:40 **Mr. Anastasios Nerantzis**, Deputy Minister of Transport and Communications, Greece
10:40 - 11:00 **Mr. Yorgos Ioannidis**, CEO, OTEnet, Member of OTE Group, Greece
- 11:00 - 11:30** Coffee break
- 11:30 - 14:10** Session Theme: "The Value Chain of the Telecom Operators"
11:30 - 11:40 **Mr. Nicos Timotheou**, General Manager, CYTA, Cyprus
"The evolution of the Telco Value Chain"
11:40 - 12:20 **Mr. Andy Green**, CEO, BT Global Services, U.K.
"Tomorrow's growth opportunities...Today"
12:20 - 13:00 **Mr. Patrick Gallagher**, CEO, FLAG Telecom, U.K.
13:00 - 13:30 **Mr. Sunil Mittal**, Chairman & Managing Director, Bharti Enterprises, India
"Telecom Operator of Next Generation"
13:30 - 14:00 **Mr. Kunihiko Adachi**, Managing Director, DoCoMo Europe Ltd, U.K.
"The Future of Mobile Communications"
- 14:00 - 14:10** Q&A session
- 14:10 - 15:30** Lunch break
- 15:30 - 17:30** Session Theme: "Technology and the Future of Telecommunications"
15:30 - 15:40 **Dr. Klaus Rebensburg**, Director, "Research Center for Network Technologies and MultiMedia Applications," Technische Universitaet Berlin, Germany
"Technologies and the Future of Telecommunications Value Chain, Growth, and the Role of Education/Learning"
15:40 - 16:10 **Dr. Vinton Cerf**, Senior VP, Technology Strategy, MCI, USA
"Seeing the 21st Century through the Internet"
16:10 - 16:30 **Mr. Dan Elron**, Global Managing Partner - Communications, ACCENTURE, USA
"Leveraging the IP Revolution"
16:30 - 16:50 **Mr. Mitch Lazar**, Vice President Wireless and Emerging Technology, TBS Group & AOL, U.K.
"Creating the Next Generation Television Network -Building new media platforms through telecommunications."
16:50 - 17:10 **Mr. George Deligiannis**, CEO, INTRACOM, Greece
17:10 - 17:30 Q&A session
- 20:30** 1st day social event: Congress Party

Last update: 11/5/04

Distinguished Speakers

PROKOPIS PAVLOPOULOS

Minister of Interior, Public Administration and Decentralisation of Greece

Prof. Prokopis Pavlopoulos, born in 1950, in Kalamata, Greece, received his BA in Law from the University of Athens Law School and his PhD from Universite de Paris II. He is a Professor in Universite de Paris since 1986 and Professor of Administrative Law in the University of Athens since 1989. He has been Member of the Greek Parliament with the New Democracy Party since 1996. Prokopis Pavlopoulos was legal advisor to the former President of the Republic, Constantinos Karamanlis. He is a member of the Permanent Public Administration, Public Order and Justice Parliamentary Committee, the Public Enterprises, Banks and Public Utility Parliamentary Committee and the Committee for Institutions and Transparency. Prof. Pavlopoulos also participated in the Committee for the Revision of the Constitution.



GEORGE ALOGOSKOUFIS

Minister of Economy and Finance

Dr. Alogoskoufis was born in 1955 in Athens, Greece and has been Member of Parliament for the ruling New Democracy Party since 1996. He was the Opposition Spokesman on Economics (1977-2004) and as Chairman of the Council of Economic Advisors at the Ministry of National Economy (1992-1993), he was responsible for the drafting of the First Convergence Program for the Greek Economy. He has held advisory positions to the European Commission, the World Bank and other international economic organisations and has also been a Research Fellow at the Centre for Labour Economics at the London School of Economics (1981-82) and at the Centre for Economic Policy Research in London (1985-2001). His PhD. thesis was awarded the Sayers Prize of the London University for 1981. He was Lecturer and Reader at the University of London from 1984 to 1992 and since 1990 he is a Professor of Economics at the Athens University of Economics and Business. George Alogoskoufis has written four books and over 40 articles published in the most prestigious international academic journals. He is married with three children.



GEORGE C. NEWSTROM

Chairman WITSA

The Honorable George C. Newstrom was appointed by Governor Mark R. Warner to serve as Secretary of Technology for the Commonwealth of Virginia. He advises the Governor on key IT issues and serves as CIO for the Commonwealth and chief strategist for raising Virginia's visibility in the global technology marketplace. He also serves as chairman of the World Information Technology and Services Alliance (WITSA). For 28 years, he served with EDS, a leading global IT services company where he held leadership positions in the health care and government sectors. He culminated his career at EDS as president of EDS Asia Pacific-Information Solutions.



SPYROS VYZANTIOS

President, SEPE

Spyros Vyzantios was born in Athens. He is a graduate of the Electrical Engineering Department of the National Technical University of Athens (N.T.U.A) and holds a Bachelor Degree of Applied Science in Electrical Engineering. He started his career, as an Executive of the Greek Air Industry and Special Researcher in the Center of Aviation Technology Researchers. Since 1983, he is a founding member and major shareholder of the company "BYTE COMPUTER S.A.". Furthermore, he is a founding member of the Federation of Hellenic Information Technology & Communications Enterprises (SEPE). Mr. Vyzantios was elected President of the Board of Directors of SEPE in 1999 (for the 1999-2001 tenure and was re-elected President in 2003 (for the 2003-2005 tenure). Mr. Vyzantios is Vice Chairman for Europe of the World Information Technology & Services Alliance (WITSA).



Host of Inauguration

MARO LEONARDOU

Maro Leonardou is covering foreign news for Greek newspapers, radio and television, since 1984. Since 1999, she worked as editor - in chief in the international department of Antenna t.v., and later in Mega Channel. Since 1990, she also worked as anchorwoman of news bulletins in both networks. She speaks Greek, French, English, Spanish. She is married, mother of three, fan of classical music and ballet.



Speakers May 19, 2004

KUNIHICO ADACHI

Managing Director, DoCoMo Europe Ltd

Mr. Kunihiko Adachi is Managing Director of DoCoMo Europe Ltd, which based in London is the headquarters of its European subsidiaries since September 2002. After graduating with a Master's degree from Nagoya University in electrical engineering he joined NTT (Nippon Telephone and Telegraph) where he was involved in developing and managing data communication. He was then posted to Geneva for a total of 6 years and appointed General Manager of the NTT Geneva office in 1988. Returning to Japan in 1991, he was later appointed President of NTT DoCoMo Tokai in 1998, a post which he held for 4 years before heading the London office.



LÉO APOTHEKER

President of Global Field Operations, SAP

Léo Apotheker is a member of the Executive Board and President of Global Field Operations. He is responsible for SAP's global sales force. Prior to his current appointment, he was President of the EMEA Region, the largest of SAP's regions. He has held senior executive roles in SAP for five years within each of which he has been responsible for delivering exceptional growth in sales for the group.



VINTON G. CERF

Senior Vice President, Technology Strategy, MCI

Vinton G. Cerf is SVP of Technology Strategy for MCI®. From 1986 to 1994, Cerf was VP of the Corporation for National Research Initiatives (CNRI). From 1982-1986, he led the engineering of MCI Mail, the first commercial email service to be connected to the Internet. Cerf is the co-designer of the TCP/IP protocols and the architecture of the Internet. In 1997, he received the U.S. National Medal of Technology with Robert E. Kahn, for founding and developing the Internet. Cerf is honorary chairman of the IPv6 Forum, served as founding president of the Internet Society and is Chairman of the Board of the Internet Corporation for Assigned Names and Numbers.



Speakers May 19, 2004

GEORGE DELIGIANNIS CEO, INTRACOM

Mr. George Deligiannis graduated as Electrical Engineer from Lehigh University, Pennsylvania, USA, and completed his postgraduate studies in Computer Science at the Rensselaer Polytechnic University, New York, USA. Following that, he worked with Physical Acoustics Corporation, Princeton, New Jersey USA. He has been working with the INTRACOM Group of companies since January 1990. Since 1996 (year of its establishment) he has the capacity of Managing Director of INTRASOFT International S.A. Since May 30, 2003, he was the 4th Vice President of INTRACOM and since the December of the same year, he is the Chief Executive Officer of the company.



DAN ELRON Global Managing Partner, Communications, ACCENTURE

Dan Elron is managing partner for the Communications industry group in Accenture's Communications & High Tech operating group. In this role, Mr. Elron oversees the development of Accenture's strategies and capabilities for serving the wireline, wireless and cable segments. Prior to assuming this role, Mr. Elron managed the Strategy & Business Architecture service line for the operating group. Mr. Elron's clients have included many of the world's largest communications providers, as well as multinational high tech, media and entertainment companies, and large financial institutions. His recent research activities have focused on the effects of adopting Internet Protocol and related technologies on carriers and their customers. Mr. Elron is currently leading Accenture's Communications industry high-performance business research.



PATRICK T. GALLAGHER CEO, FLAG Telecom

Patrick T Gallagher was appointed FLAG Telecom Group's CEO in March 2003, after a 17 year career with BT. As President of BT Europe from January 1996-July 2000 Patrick grew BT's European operations to include 12 equity joint venture companies and five subsidiaries, generating over £6bn turnover. Latterly, he sat on the Group's Executive Committee as Group Strategy and Development Director where he was central to BT's restructuring and strategic re-positioning. Before joining BT, Patrick spent eight years with Racal Electronics, managing international communications projects in Europe, the Middle East and South America. Patrick graduated from Warwick University with a degree in Economics and Industry.



Speakers May 19, 2004

ANDY GREEN

CEO, BT Global Services

Andy Green has been CEO of BT Global Services, BT's services and solutions division serving customers worldwide, since November 2001. He is also responsible for BT's internal information systems strategy and operations. Andy has driven the transformation of the division into a sharply focused operation, meeting the complex commitments and IT needs of major corporate customers across the world. Andy has a keen and practical interest in international business development and a deep understanding of technology, which he firmly believes will change people's lives for the better, and is recognized for his unparalleled abilities at both operational and strategic level.



YORGOS IOANNIDIS

CEO, OTEnet, Member of OTE Group

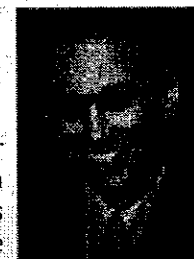
Yorgos Ioannidis is head of the IP Business Unit of Group OTE since July 2002. On June 23, 2000, he was assigned to be the Managing Director of OTEnet. He is also Chairman of the Board of Directors of various companies in the IP Business Unit of Group OTE (INFOTE, Voicenet, CosmoONE etc.). Before joining OTEnet, he was the General Technical Director of Cosmote. Previously, and since January 1993, he was the Engineering Switching and Software Manager at Panafon-Vodafone. From 1975 until December 1992 he worked as a Telecommunications Engineer at OTE at various posts in the Maintenance, Planning and Telematics Departments. Yorgos Ioannidis obtained a B.Sc. as an Electrical Engineer from the Bosphorus University, Istanbul, Turkey (1973) as well as a M.Sc. from Lowell Technological Institute, Lowell, Mass. U.S.A (1975).



MITCH LAZAR

Vice President Wireless and Emerging Technology, TBS & AOL

Mitch Lazar is vice president wireless and emerging technology for Turner Broadcasting System International, Inc. (TBS). Based in London, he is responsible for the company's overall global business direction and strategy in the area of wireless and mobile communications for CNN, Cartoon Network, and TCM (Turner Classic Movies), among other Turner companies. In addition to advancing current relationships with mobile operators and manufacturers worldwide, his responsibilities include developing strategic alliances in the emerging technology arena, supporting regional business development teams in deal-making, and coordinating Turner's wireless activities with the family of TimeWarner companies. In February 1999, Lazar launched CNN Mobile, CNN's first news and information service for the wireless world. Today, the service is accessible to more than 300 million mobile phone subscribers around the globe. Thirty-five operators more than 50 countries distribute CNN Mobile in SMS, WAP, HTML and Compact HTML. A native of Miami, Florida, Lazar is a graduate of the University of Missouri School of Journalism at Columbia.



Speakers May 19, 2004

MICHALIS LIAPIS

Minister of Transport and Communications

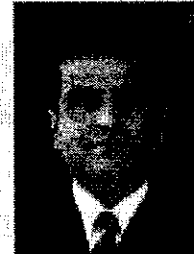
Michalis Liapis was born in Athens in 1951. He is a graduate of the University of Athens, School of Law and Political Sciences. He has attended postgraduate studies at the Paris Law School. Since he passed the Bar Exams he has been practicing Law. In 1977 he was appointed special Advisor on Communication and Public Relations matters at the Prime Minister's Office. In 1980 he was appointed Director of the President of the Republic's Private Office, a position that he retained until 1985. He was first elected Member of Parliament with the New Democracy Party in 1985. Since then he has been reelected without interruption. In June 1992 he was appointed Deputy Minister for Commerce. In May 1997 he was appointed Secretary of Political Planning and Programming. For a number of years he was a member of delegations of the Greek Parliament to the Western European Assembly and the Council of Europe. He is the author of three books of political content: "For a radical Renewal", "For a New Morality" and "For a Creative Overthrow".



SUNIL BHARTI MITTAL

Chairman and Managing Director of BHARTI Enterprises

Sunil Bharti Mittal is the founder, Chairman and Managing Director of Bharti Enterprises. Bharti is India's leading telecom conglomerate and enjoys a leadership position in mobile communications, fixed line services, domestic and international long distance services and broadband service. Bharti is the first Indian company to operate telecom services outside India in Seychelles. Sunil is an alumnus of Harvard Business School, Massachusetts, USA. Among other awards, he is the recipient of "CEO OF THE YEAR, 2002" Award (World HRD Congress). Additionally, he was chosen amongst "Stars of Asia" by Business Week in 2001.



NICHOLAS NEGROPONTE

Founding Chairman, MIT Media Lab, USA

Nicholas Negroponte is the Wiesner Professor of Media Technology at the Massachusetts Institute of Technology and founding chairman of MIT's Media Laboratory and Media Lab Europe, the Lab's sister institution in Ireland. Professor Negroponte studied at MIT and has been an MIT faculty member since 1966. He was the founder of MIT's pioneering Architecture Machine Group, a combination lab and think tank responsible for many radically new approaches to the human-computer interface. In 1995, he published The New York Times bestseller *Being Digital*, which has been translated into over 40 languages. In the private sector, Professor Negroponte serves on the board of directors for Motorola, Inc., and as a special general partner in a venture capital firm focusing on technologies for information and entertainment.



Speakers May 19, 2004

ANASTASSIOS NERANTZIS

Deputy Minister of Transport and Communications, Greece

Anastassios Nerantzis, born in Greece, in 1944 graduated from the Law School of Athens and has been a Lawyer at the Supreme Court. He has been Member of Parliament since a very young age and his parliamentary performance has been extensive and important. During the first parliamentary term following the dictatorship, he introduced several bills on constitution, education, justice, clerical, and financial issues. From 1978 until 1981 he was General Secretary of the Hellenic Parliament and in this capacity represented the Hellenic Parliament in many international parliamentary congresses. Since then, he has been re-elected 4 times and his parliamentary presence has been significant. Mr. Nerantzis has held positions such as member of the Political Council of "New Democracy", elected President of the Parliamentary Projects Groups for Public Administration, Merchant Navy and Justice, member of the international Parliamentary Unit (IPU) and Member of the Policy Studies Institute.



KLAUS REBENBURG

Director "Research Center for Network Technologies and MultiMedia Applications" Technische Universitaet Berlin

Prof. Dr.-Ing. Klaus Rebenburg (58) has been Director of the Interdepartmental Research Centre for Network Technologies and Multimedia Applications (FSP-PV) of the Technical University Berlin (TUB) since 1975. His institute is involved in research and service activities on real-time and multimedia systems, broadband communications, telecommerce and network security. He is co-founder of the European Advanced Network Test Centre (EANTC) with neutral interoperability testing for industry, and he founded MHSG, an eLearning production/distribution company. Since 1992 he has been partner in EC's R&D programmes. He is teaching computer science at the University of Potsdam (Tele-services, Multimedia Production, Nonlinear Media and Network Technologies). From 1999 to 2002 he was the CIO of TUB.



NICOS TIMOTHEOU

General Manager, Cyprus Telecommunication Authority

Mr. Nicos M. Timotheou EE NTUA, CEng, FIEE, SMIEEE, is the General Manager of the Cyprus Telecommunications Authority (CYTA) since December 1998. He acquired this post after a 25-year successful career in the Organisation, serving, inter alia, as Deputy General Manager, Assistant General Manager in charge of Operations and of the Technical and Informatics Services, Manager of the Informatics Services Department and as Head of the Information Management Section. He has lectured Strategic Planning and Information Systems Development at the Computer Science Department of the University of Cyprus. He is currently a Member of the Board of Directors of the University of Cyprus. He studied Electrical and Mechanical Engineering at the NTUA Greece, Telecommunications in Germany and Management in Cyprus.



THURSDAY, MAY 20, 2004

IT session

- 09:00 - 10:30**
09:00 - 09:10 Session Theme: "Next Generation of IT"
Dr. Nicolas Apostolopoulos, Managing Director, Center for Digital Systems (CeDIS), Competence Center e-Learning / MultiMedia, Freie Universitaet Berlin, Germany
"IT in Education: The next steps"
Mr. Peter B. Hayes, VP Public Sector EMEA, MICROSOFT, U.K.
09:10 - 09:40 **Dr. Andrew Sutherland** VP, EMEA, ORACLE
09:40 - 10:10 **Dr. Krishna Nathan**, Vice President & Director, Zurich Research Lab, IBM, Switzerland
10:10 - 10:40 "Global Technology Outlook"
Q&A session
10:40 - 11:00 Coffee break
11:00 - 11:30 Session Theme: "The Evolution of IT Systems Architecture"
11:30 - 12:30 **Mr. Harris Miller**, President, ITAA, U.S.A.
11:30 - 11:40 **Mr. Robert Bishop**, Chairman and CEO, SGI, USA
11:40 - 12:00 "Supercomputing in the 21st Century"
12:00 - 12:20 **Mr. Bill Vass**, VP of IT Strategy & Architecture, SUN Microsystems, USA
"Mobility with Security"
Q&A session
12:20 - 12:30 Lunch break
12:30 - 13:30 Session Theme: "IT, the Locomotive of World Economy"
13:30 - 13:40 **Ms. Maria Livanos Cattai**, Secretary General, ICC, France
13:40 - 14:00 **Mr. Jorgos Achtsivassilis**, Senior Vice President, Forrester Research, Netherlands
14:00 - 14:20 **Mr. Michel Fromont**, President & CEO, NEC Computers International B.V., France
14:20 - 14:40 **Mr. Thomas Ganswindt**, Group President of Siemens Information & Communication Networks, SIEMENS, Germany
"A vision of IT and Telecom Value Creation"
Q&A session
14:40 - 15:00 Session Theme: "IT: Excellence in Practice"
15:00 - 16:30 **Mr. Vassilios Assimakopoulos**, Secretary for the Information Society, Ministry of Economy and Finance, Greece
15:00 - 15:15 **Dr. Joseph Reger**, CTO, Fujitsu-Siemens Computers, Germany
15:15 - 15:35 **Mr. Masaru Takabayashi**, Director, Honda Motor Co., Ltd., Japan
15:35 - 15:55 "Made by Global HONDA - Global operation in Auto industry"
15:55 - 16:10 **Ms. Constance Newman**, Assistant Administrator for Africa and Asia, USAID, USA
16:10 - 16:30 Q&A session
16:30 - 17:00 Coffee break
17:00 - 18:30 Session Theme: "Securing our Future"
17:00 - 17:10 **Dr. Dimosthenis Anagnostopoulos**, Secretary General for the Information Systems, Ministry of Economy and Finance, Greece
17:10 - 17:25 **Mr. Marios Damianides**, International President, ISACA, USA
"IT Governance: A Framework and Implementation Guide"
17:25 - 17:40 **Mr. Risto Siilasmaa**, President and CEO, F-Secure, Finland
"The Next Generation of Security"
17:40 - 17:55 **Ms. Jody Westby**, Chair, American Bar Association Privacy & Computer Crime Committee, USA
"Cyber Realities: from Worms to Warfare"
17:55 - 18:10 **Prof. Pradeep K. Khosla**, Head of ECE Dept., Director of CyLab, Carnegie Mellon University, USA
"Challenges in Securing Your Future"
18:10 - 18:30 Q&A session
21:00 2nd day social event: Gala Dinner - WITSA Global Awards for Excellence 2004

Speakers May 20, 2004

JORGOS ACHTSIVASSILIS

Senior Vice President, Forrester Research

Born in Thessaloniki, Greece in 1966, has spent over 10 years in strategy and technology consulting with A.T. Kearney, Atos Origin, Scient and Forrester. Currently leading all consulting activities for Forrester in Europe, with marketing and business development experience with ABN Amro and ING Bank. Has a strong industry specialization background in retail, consumer goods, financial services and high technology. Has also specialized in consumer strategies, multi-channel distribution and new, technology-intensive business models. Mr Achtsivassilis holds a Bachelor of Arts in Economics from the University of California at Berkeley, an MBA from the Rotterdam School of Management, Erasmus Graduate School of Business.

DIMOSTHENIS ANAGNOSTOPOULOS

General Secretary for Information Systems of the Greek Ministry of Economy and Finance.



Dr. Dimosthenis Anagnostopoulos is an Associate Professor of Information Technology at Harokopio University of Athens. He holds a B.Sc. and Ph.D. degree in Computer Science from Department of Informatics and Telecommunications of University of Athens. He has published more than 50 papers in well-known international magazines and conference proceedings, in the scientific areas of simulation, distributed systems and web-based systems. Since March 2004 he is the General Secretary for Information Systems of the Greek Ministry of Economy and Finance.

VASSILIOS ASSIMAKOPOULOS

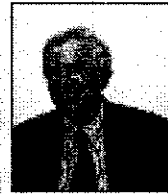
Secretary for the Information Society, Greek Ministry of Economy and Finance

Please note that Mr. Vassilios Assimakopoulos is a speaker in the pre-congress forum, May 18, 2004. Please refer to page 19 for his cv.

Speakers May 20, 2004

NICOLAS APOSTOLOPOULOS

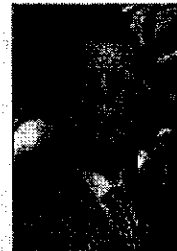
Managing Director, Center for Digital Systems (CeDiS), Competence Center, e-Learning / MultiMedia, Freie Universitaet Berlin



Nicolas Apostolopoulos, born in Athens Greece, has studied Economics at the Freie Universitaet (FU) Berlin and Computer Science at the Technische Unievrstaet Berlin. He has received his PhD in Economics from the FU Berlin. Dr. Apostolopoulos has held several IT management and research positions at the FU Berlin. He is the founder and the Managing Director of the Center for Digital Systems (CeDiS) which is the e-Learning and Multimedia Competence Center of the University. In this position he has initiated and led various large scale e-learning projects in cooperation with partners from academia and industry. For his work in media based learning he has received numerous awards. His current research and working activities include e-learning applications, distributed systems, e-learning communities and the globalization of e-learning. Current address: Freie Universitaet Berlin, Center for Digital Systems (CeDiS), Ihnestr. 24, 14195 Berlin, Germany; e-mail: Napo@CeDiS.FU-Berlin.de

ROBERT BISHOP

Chairman and CEO, SGI



Bob Bishop, appointed in August 1999, currently serves as chairman of the board and chief executive officer of SGI. He joined the company in 1986 as founding president of SGI's World Trade Corporation and was responsible for all activities outside of North America. Prior to joining SGI, Bishop held senior positions with Apollo Computer, Inc., from 1982 to 1986 and Digital Equipment Corporation from 1968 to 1982. Bishop is an elected member of the Swiss Academy of Engineering Sciences and currently serves on the international advisory panel for the Multimedia Super Corridor in Malaysia. He earned a B.Sc. (First Class Honors) in mathematical physics from the University of Adelaide, Australia, and an M.Sc. from the Courant Institute of Mathematical Sciences at New York University.

MARIOS DAMIANIDES

International President, Information Systems Audit and Control Association and IT Governance Institute



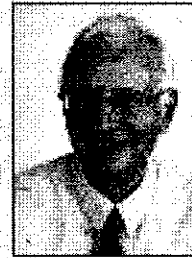
Mr. Damianides is a partner, security and technology services, at Ernst & Young LLP, New York, NY, USA. He has more than 20 years of experience in information systems with a focus on security and enterprise systems management. He has assisted in designing and implementing systems management and security architecture solutions for Fortune 100 companies. A member of ISACA since 1992, Mr. Damianides was elected international president in July 2003, and also serves as international president of the IT Governance Institute. Mr. Damianides has written many business and technical articles and has presented papers at several prestigious conferences.

Speakers May 20, 2004

MICHEL FROMONT

President and CEO, NEC Computers International B.V.

Michel Fromont was named President and Chief Executive Officer of NEC Computers International in February 2000, following the reorganization of NEC's PC business worldwide. He joined Packard Bell in 1994 and was appointed Vice President for Europe and Asia in November 1996. Before Packard Bell, Michel Fromont spent ten years at Tandon Corporation in the USA, first as Vice President of marketing and sales, then of planning and auditing, and finally of operations. Prior to his stint in the USA, he acquired extensive experience in strategy development and operations management during his 14 years with Rhône-Poulenc. He was named Managing Director and then President of Rhône-Poulenc Systèmes. Michel Fromont has an engineering degree and an MBA from INSEAD/CEPED.



THOMAS GANSWINDT

Group President of Siemens Information and Communication Networks, SIEMENS

Since taking up his role as Group President of Siemens ICN in September 2001, Thomas Ganswindt has worked to make this division a "long-term earnings leader" within Siemens once again. Previously, Thomas Ganswindt was executive vice president and member of the group executive management of the Siemens Transportation Systems Group. In 2000, he was chosen to be one of the Global Leaders for Tomorrow (GLT), a subgroup of the World Economic Forum in Geneva, and has become a GLT alumnus ever since. He is also a member of the Verein Deutscher Elektroingenieure, the Verband der Bahnindustrie, and the Institution of Railway Signal Engineers.



PETER B. HAYES

Vice President, EMEA Public Sector, Microsoft Corporation

As Vice President of EMEA Public Sector, Pete Hayes leads Microsoft's Public Sector sales, marketing, programs, government relations and technical teams throughout Europe, Middle East and Africa (EMEA). In this role, he is responsible for over 350 Government and Education professionals in 53 Microsoft subsidiaries throughout more than 75 countries. His priorities are to develop Microsoft's long-term partnerships, demonstrate responsible leadership and advance business priorities with the development of unique solutions for Public Sector organizations. Hayes is also responsible for directing worldwide strategies for government. Hayes is a Board and Executive Committee member of the Metropolitan Washington USO, The Washington Opera, The Choral Arts Society and the George Washington University Virginia Campus Advisory Board. Hayes was also the recipient of Federal Computer Week's "Federal 100" Award in 1998 and 2000 recognizing him as one of the 100 most influential people in (or supporting) the US Federal Government.



Speakers May 20, 2004

PRADEEP K. KHOSLA

Head of ECE Dept., Director of CyLab, Carnegie Mellon University, USA

Pradeep K. Khosla is currently the Philip and Marsha Dowd Professor in the College of Engineering and School of Computer Science at Carnegie Mellon University. He is also the Head of both Electrical and Computer Engineering Department and Information Networking Institute, and Founding Director of the CyLab at Carnegie Mellon. Professor Khosla is a recipient of several awards including the ASEE 1999 George Westinghouse Award for Education, Siliconindia Leadership award for Excellence in Academics and Technology in 2000, and the W. Wallace McDowell award from IEEE Computer Society in 2001. He is Fellow of Institute of Electrical and Electronics Engineers (IEEE) and of American Association of Artificial Intelligence (AAAI). He currently serves on editorial boards of IEEE Spectrum, and IEEE Security and Privacy, and was appointed in February 2003 to the National Research Council Board on Manufacturing and Engineering Design for a 3 year term.

MARIA LIVANOS CATTAI

Secretary General, International Chamber of Commerce

Maria Livanos Cattai was appointed Secretary General of the International Chamber of Commerce (ICC) in 1996. As chief executive of the world business organization, she is responsible for overseeing global policy formulation and representing the interests of world business to governments and international organizations. Prior to joining the ICC, Maria Livanos Cattai was the Managing Director of the World Economic Forum (WEF), responsible for its annual meeting in Davos, Switzerland. She was educated in the United States and is an Honors graduate of Harvard University.



HARRIS N. MILLER

President, ITAA

Harris Miller is president of the Information Technology Association of America (ITAA) and president of the World Information Technology and Services Alliance (WITSA). Since joining the organization in 1995, Harris has built ITAA into the "go-to" trade association for issues ranging from workforce and globalization to information security, business immigration, and government procurement. Harris previously managed his own government affairs practice and, earlier, worked as Legislative Director to former U.S. Sen. John A. Durkin (D-N.H.); Deputy Director, Congressional Relations, U.S. Office of Personnel Management; and Legislative Assistant, Subcommittee on Immigration, Refugees and International Law, Committee on the Judiciary, U.S. House of Representatives.



Speakers May 20, 2004

KRISHNA NATHAN

Vice President and Director, Zurich Research Lab, IBM

Dr. Krishna Nathan is vice president and director of the IBM Zurich Research Laboratory. He joined IBM in 1991 at the T.J. Watson Research Center, where he held various research and management positions in pen computing, handwriting recognition, mobile and handheld platforms and related applications. From 1999 to 2001, Dr. Nathan was director for consumer voice systems in the software group, where he was responsible for world-wide sales, marketing and development of IBM's consumer line of speech products. Immediately prior to his current appointment he was Executive Assistant to the vice-chairman of the board of IBM. Dr. Nathan holds a doctorate in electrical sciences from Brown University and a master's degree in electrical engineering from the Massachusetts Institute of Technology.



CONSTANCE NEWMAN

Assistant Administrator for Africa and Asia, USAID

Constance Berry Newman was sworn in on Nov. 27, 2001, as assistant administrator for Africa of the U.S. Agency for International Development (USAID). Newman has extensive experience managing public and private organizations as well as international experience throughout the world. Before joining USAID, Newman served from 1998 to 2001 as a board member of the International Republican Institute. From 1992 to 2000, Newman was under secretary of the Smithsonian Institution. She was director of the U.S. Office of Personnel Management from 1989 to 1992. She also served from 1994 to 2000 as board member and vice chair of the District of Columbia Financial Responsibility and Management Assistance Authority. Among her awards are the Smithsonian Institution Joseph Henry Medal (2000); Washingtonian of the Year (1998); Secretary of Defense Medal for Outstanding Public Service (1985); and Doctor of Laws, Bates College (1972), Amherst College (1980), and Central State University (1991). She has a bachelor's degree in political science from Bates College in Maine and a bachelor's in law from the University of Minnesota School of Law.



JOSEPH REGER

CTO, Fujitsu-Siemens Computers

Dr. Joseph Reger, Chief Technology Officer, Fujitsu Siemens Computers
Joseph Reger, member of the executive council, is responsible for the development and implementation of Fujitsu Siemens Computers technology and corporate strategy. From 1999-2000, as Vice President of Strategic Marketing, he lead partner marketing and strategic corporate communication, and was responsible for developing the company's strategic direction. Joseph received his Ph.D. in theoretical physics in 1985 in Cologne, Germany. He spent three years as a postdoctoral fellow at the University of California in Santa Cruz. He joined IBM in 1992 and became Executive Consultant and Chief IT Architect. In 1998, he moved to Siemens Nixdorf as Director of Technology Marketing before becoming Director of Enterprise Computing Marketing of Siemens Computer Systems.



Speakers May 20, 2004

RISTO SIILASMAA

President and CEO, F-SECURE

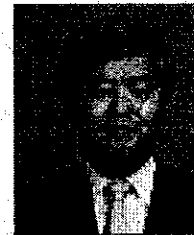
Risto Siilasmaa is the founder and President and CEO of F-Secure Corporation. He is a member of the board of directors of The Federation of The Finnish Information Industries, the leading trade and labour organization for companies operating in the IT software and services sector in Finland. Mr. Siilasmaa is a founding member of the Association of Software Entrepreneurs in Finland. He has been actively involved in helping the Finnish government to create a data security strategy, to implement security policies and to establish a legal framework related to computer crimes and is a member of State of Finland's Advisory Committee for Information Security. Mr. Siilasmaa is also a member of boards of the Finnish Foreign Trade Association (Finpro), the Finnish - American Chamber of Commerce, a member of the advisory board of the Helsinki University of Technology and a member of the Research Council for Finnish National Fund for Research and Development (Sitra). He is also a member of European Commissions Second Chamber of the eEurope Steering Group.



MASARU TAKABAYASHI

Director, Honda Motor Co. Ltd.

Masaru Takabayashi, Director of Honda Motor Co., Ltd., graduated from Waseda University with Master degree in Science and Engineering. He joined Honda in 1975 and has been with the company with much devotion. He has been responsible for Honda's development in Information Technology. His contribution to make the company regarded as one of the leading global companies has earned him much respect. Valuing his tireless work, Honda appointed him as the Director in 2001.



BILL VASS

Vice President, IT Strategy & Architecture
Sun Microsystems, Inc.

William Vass is a seasoned IT professional with 20 years of experience managing large and distributed IT infrastructures in both the public and private sector. As Sun's Vice President of IT Strategy & Architecture, he oversees a global IT infrastructure that supports more than 35,000 users worldwide. Prior to joining Sun, Vass worked in the U.S. Office of the Secretary of Defense, Office of the CIO. In this capacity, Vass directed three large pieces of the Department of Defense's IT infrastructure, including software and network operations. In addition, Vass was technical lead for the entire DoD Y2K program. He has represented DoD to Congress, the White House, and other nations.



Speakers May 20, 2004

JODY R. WESTBY

Chair, American Bar Association Privacy & Computer Crime Committee

Ms. Westby specializes in information security, privacy, and cybercrime issues. In January 2003, she led the development of a methodology for determining reform priorities for growth of e-commerce and development using ICTs. She has drafted e-commerce legislation for Armenia, Bangladesh, and Bulgaria and has advised government officials and industry in Bulgaria, Croatia, Macedonia, Romania, Armenia, Russia, Vietnam, Bangladesh, Trinidad, Dominica, St. Lucia, Grenada, and South Africa. She chairs the American Bar Association's Privacy & Computer Crime Committee and was chair, co-author and editor of its International Guide to Combating Cybercrime, International Guide to Privacy, and International Guide to Cyber Security. Contact The Work-IT Group westby@work-itgroup.com



FRIDAY, MAY 21, 2004

New Directions in e-democracy / e-government

- 08:40 - 10:00 **Session Theme: "The State - of- the Art"**
- 08:40 - 08:50 Opening notes: **Mr. Apostolos Andreoulakos**, Deputy Minister of Interior, Public Administration and Decentralisation, Greece
- 08:50 - 09:05 **Shri Arun Shourie**, Minister of Communications, IT and Disinvestment, India
- 09:05 - 09:20 **Dr. Carlos Alberto Primo Braga**, Senior Advisor, International Trade Department, The World Bank, Switzerland
"Multilateral Rules and the ICT Industry"
- 09:20 - 09:35 **Mr. Jose-Maria Figueres**, Chairman of the United Nations ICT Task Force, Chief Executive Officer of World Economic Forum, Switzerland
"Enabling Democracy to Deliver!"
- 09:35 - 09:50 **Mr. W. Hord Tipton**, CIO, US Department of the Interior, USA
"e- Government"
- 09:50 - 10:00 Q&A session
- 10:00 - 10:30 Keynote speech by **Dr. R. Zobel**, Director, Directorate C, DG INFORMATION SOCIETY, EUROPEAN COMMISSION, Brussels
"The Information Society and Europe. The Way Forward"
- 10:30 - 11:00 **Coffee break**
- 11:00 - 11:30 Introduction by the Minister of Interior, Public Administration and Decentralisation of Greece, **Prof. Prokopis Pavlopoulos** and the Deputy Minister of Foreign Affairs, **Mr. Evripidis Stylianidis**
Endorsement of the "**Political Leaders Declaration on Technological Developments in the Service of the Citizen**"
- 11:30 - 12:15 Official launch of **access2democracy** NGO by Honorary Board Member **Mr. G. A. Papandreou**, **Mr. Kumi Naidoo**, Secretary General and CEO, CIVICUS World Alliance for Citizen Participation and **Mr. Michail Bletsas**, Director of Computing, MIT Media Lab
- 12:15 - 13:30 **Lunch break**
- 13:30 - 15:15 **Session Theme: "e-democracy, does e-mean more & better?"**
- 13:30 - 13:45 **Mr. Mats Karlsson**, Country Director for Ghana, Liberia and Sierra Leone, The World Bank, Ghana
- 13:45 - 14:00 **Prof. Andreas Papandreou**, Assistant Professor of Economics, University of Athens, Greece
- 14:00 - 14:20 **Prof. Ted Selker**, Head of Media Lab's Context/Aware Computing Group, MIT, USA
"Context aware computing"
- 14:20 - 14:40 **Prof. Stephen Coleman**, Professor of e-democracy, Oxford Internet Institute Oxford University, UK
- 14:40 - 15:00 **Prof. Chrysanthos Dellarocas**, Associate Professor of Management, MIT Sloan School of Management, USA
- 15:00 - 15:15 Q&A session
- 15:15 - 15:45 **Coffee break**
- 15:45 - 17:00 **Session Theme: "The Life and Works of Michael Dertouzos"**
- 15:45 - 16:00 **Prof. Ioannis Tsoukalas**, Secretary General, Department of Research and Technology, Ministry of Development, Greece
- 16:00 - 16:15 **Prof. Christos Halkias**, Dean, Athens Information Technology, Greece
"Michael Leonidas Dertouzos Computer Visionary & Humanist"
- 16:15 - 16:30 **Prof. Victor W. Zue**, LCS.Co-Director, MIT, USA
"Technology for Humans' Sake"
- 16:30 - 17:00 **DERTOUZOS AWARDS**
- 17:00 - 17:30 Closing Ceremony - Closing remarks by **Mr. Newstrom**, Chairman of WITSA and **Mr. Vyzantios**, President of SEPE
Crystal Handoff to Austin, WCIT 2006

Last update: 11/5/04

Speakers May 21, 2004

APOSTOLOS ANDREOULAKOS

Deputy Minister of Interior, Public Administration and Decentralisation

Mr. Andreoulakos studied Law and Political Science at the University of Athens. He joined New Democracy in 1981 and has been elected Member of parliament since 1989. Mr. Andreoulakos has been member of the Standing Committee on Public Administration, Public Order and Justice, the Committee on Parliamentary Procedure, the Committee for the Revision of the Constitution and the Parliamentary Committee on Narcotics. He is former head of the Secretariat for the Political and Legal Support of the New Democracy party and participates in the ND Parliamentary Control Group on issues relating to education and public order.



MICHAIL BLETSAS

Director of Computing, MIT Media Lab

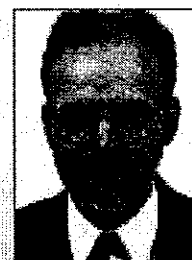
Michail Bletsas is a research scientist and director of computing at the MIT Media Lab. He has designed and deployed most of the Internet network infrastructure systems at the Lab, and has extensive experience in the design and deployment of large-scale information and computer network systems. Currently, he is experimenting with wireless networks that are implemented using off-the-self, low-cost components to provide broadband Internet access to underserved areas. Before joining the Media Lab, Bletsas was a systems engineer at Aware Inc., where he designed and wrote high-performance software libraries for Intel's distributed-memory parallel supercomputers, and was involved in the development of one of the first ADSL Internet-access test beds. He holds a Diploma in electrical engineering from the Aristotle University of Thessaloniki and an MSc degree in computer engineering from Boston University. He is a member of the IEEE and the Technical Chamber of Greece.



CARLOS ALBERTO PRIMO BRAGA

Senior Advisor, International Trade Department, The World Bank

Carlos A. Primo Braga is currently Senior Adviser, International Trade, The World Bank. Based in Geneva, he is responsible for covering trade issues of relevance to developing countries vis-à-vis European-based institutions, including OECD, EC, UNCTAD and the WTO. He is also Senior Adviser to the CIO of the World Bank. Previously, he was the Senior Manager of the Informatics Program and director of the Development Gateway initiative (2001-03) and Manager of infoDev (1997-2001). Dr. Braga has degrees in Mechanical Engineering (1976, Instituto Tecnológico de Aeronautica, Brazil) and Economics (MSc, 1980, University of Sao Paulo, Brazil; PhD, 1984, University of Illinois, Urbana-Champaign, USA).



Speakers May 21, 2004

STEPHEN COLEMAN

Professor of e-democracy, Oxford Internet Institute, Oxford University, U.K.

Stephen Coleman is Professor of e-Democracy at the Oxford Internet Institute, University of Oxford and a fellow of Jesus College, Oxford. He has pioneered online consultations for the UK Parliament, chaired the Independent Commission on Alternative Voting Methods, was specialist adviser to the UK Parliament Information Committee inquiry on 'Digital Technology: Working for Parliament and the Public' and adviser to the UK Government on e-democracy policy.

CHRYSANTHOS DELLAROCAS

Associate Professor of Management, MIT Sloan School of Management, USA

Chrysanthos Dellarocas is an Associate Professor of Management at MIT's Sloan School of Management. He holds Ph.D. and M.S. degrees in Computer Science from MIT and a Diploma in Electrical Engineering from the National Technical University of Athens. His research lies at the intersection between information systems, economics, and policy. The focus of his work is the study of online "word-of-mouth" communities and their impact on marketing, product development, and public opinion formation. Before joining MIT, Prof. Dellarocas worked as an IT consultant for Andersen (now Accenture) and McKinsey. He is an inventor with 3 patents and the co-founder of one software company.

JOSE-MARIA FIGUERES

Chairman of the United Nations ICT Task Force, Chief Executive Officer, World Economic Forum

José-Maria Figueres, former President of Costa Rica, is the Co-Chief Executive Officer of the World Economic Forum. He has been with the Forum for four years. He holds a BS from the US Military Academy West Point (in 1979), and an MPA from Harvard Kennedy School of Government (1991). After ten years of business experience in the Central American agro-industry sector, he was appointed Minister of Agriculture and then Minister of Trade before becoming President from 1994 to 1998. He anchored Costa Rica in technology by landing important investments such as INTEL. José-Maria Figueres is a director of Terremark (a Tier 1 Network Access Point), the World Resources Institute (WRI), chairman of the Board of Leadership for Environment and Development (LEAD). He is also the Chairperson at the UN ICT Task Force. He serves on the Dean's Alumni Leadership Council for Harvard's KSG.

Speakers May 21, 2004

CHRISTOS C. HALKIAS

Dean, Athens Information Technology

Prof. Christos C. Halkias is the Dean of AIT - Athens Information Technology - and a Professor Emeritus at the National Technical University of Athens. Prof. Halkias received his Bachelor on Electrical Engineering degree from City College of New York and the Master of Science and PhD degrees from Columbia. From 1962 to 1974 he was a Professor at Columbia University while for 27 consecutive years, from 1973 to 2000 he was a Professor and Director of Electronics Laboratory at the National Technical University of Athens. In 1984 he received the IEEE Centennial Medal for extraordinary achievements in the field of electronics and in 2000 he was awarded as an Outstanding Scientist of the 20th Century by the Cambridge Biographical Institute. Since 2000, Prof. Halkias has been a member of the Board of Director of INTRACOM. He has coauthored four books on electronics.

MATS KARLSSON

Country Director for Ghana, Liberia & Sierra Leone, The World Bank

Mats Karlsson assumed duty as World Bank Country Director for Ghana, Liberia and Sierra Leone in November 2002. As World Bank Vice President of External Affairs and United Nations Affairs, he played a pivotal role in building closer relationships and fostering strategic policy dialogue with the Bank's development partners at all levels, including bilateral and multilateral development organizations, the UN family, civil society, the private sector and academia. He began his career in development in 1983 when he joined the Swedish International Development Agency and also served as State Secretary for International Development Cooperation in the Swedish Ministry of Foreign Affairs. Born in 1956 in Solna, Sweden, Karlsson studied philosophy and linguistics at the University of Stockholm, and spent three years studying music in Vienna and Prague. He then returned to Stockholm where he studied economics (1980-83). He is married and has two twin daughters.

KUMI NAIDOO

Secretary General and CEO, CIVICUS World Alliance for Citizen Participation

Kumi Naidoo has been Secretary General and Chief Executive Officer of CIVICUS since 1998. Kumi has a long history of involvement in the non-governmental sector and was previously Executive Director of the South African NGO Coalition (SANGOCO), Executive Director of the National Literacy Cooperation of South Africa, as well as a director of the Independent Electoral Commission and the South African Committee for Higher Education Trust. He was active in the anti-apartheid struggle in his native South Africa and has also worked variously as a researcher, journalist, university lecturer and youth counselor. Kumi is a Rhodes Scholar with a D.Phil in Politics from Magdalen College, Oxford. He also holds a BA in Politics and Law from the University of Durban-Westville, South Africa. He has published and spoken widely on issues relating to civil society, education and resistance to apartheid.



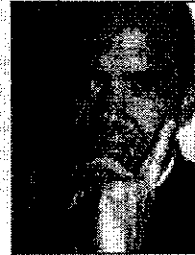
Speakers May 21, 2004

GEORGE NEWSTROM
Chairman, WITSA

Please note that Mr. George Newstrom is a distinguished speaker. Please refer to page 36 for his cv.

ANDREAS A. PAPANDEIOU
Assistant Professor of Economics, University of Athens, GREECE

Andreas A. Papandreou, is an Assistant Professor in the Economics Department of the University of Athens. He received his B.Sc. in Economics from the University of London, Queen Mary College and his M.Sc. in Economics from "London School of Economics". He became a Doctor of Philosophy at Merton College, Oxford University, in 1990. A. Papandreou has sixteen years of academic experience in various Universities, including Harvard University and University College London and he also possesses academic administration experience. Mr. Papandreou has published several works and also has extensive research experience in the fields of environmental and institutional economics.



GEORGE PAPANDEIOU
Leader of the Opposition and President of PASOK

George Papandreou holds an M.Sc. in Sociology and Development from LSE, and is a fellow at Harvard University's Center for International Affairs. An MP since 1981, he served in several government posts before becoming Foreign Minister in 1999. An active supporter of the Information Society and the driving force behind the Greek EU Presidency's bold e-Vote experiment, in September 2003 he was placed among the "25 Who are Changing the World of Internet Politics" by the 4th World Forum on e-Democracy and was honored as a "Defender of Democracy" by Parliamentarians for Global Action, in Washington, DC.



PROKOPIS PAVLOPOULOS
Minister of Interior, Public Administration and Decentralisation of Greece

Please note that Prof. Prokopis Pavlopoulos is a distinguished speaker. Please refer to page 36 for his cv.



Speakers May 21, 2004

TED SELKER

Head of the Media Lab's Context-Aware Computing Group, MIT, USA

Ted Selker heads the MIT Media Lab's Context-Aware Computing group. His research has contributed to hundreds of products ranging from notebook computers to operating systems. He designed the "TrackPoint III" in-keyboard pointing device; created the "COACH" adaptive agent; and designed the 755CV notebook computer. While at IBM, Selker built the User Systems Ergonomics Research Group, which creates dozens of product visualizations and products yearly. Selker and his inventions have received numerous awards from publications including PC Magazine, Business Week, and BYTE. Selker has served as a consulting professor at Stanford University, taught at Hampshire College, University of Massachusetts, and Brown University. He is the author of more than 17 patents and 20 papers in refereed journals and conference proceedings.

ARUN SHOURIE

Minister of Communications & Information Technology
& Minister of Disinvestments of INDIA

Arun Shourie is the Minister of Information Technology and Disinvestment for the Government of India. An alumni of Stephen's College, Delhi, Arun Shourie obtained a doctorate in economics from the University of Syracuse, USA. Before joining Indian Express as the executive editor, he worked with the World Bank for a decade. An author of several books, he is the recipient of many national and international awards including the "MAGSAYSAY," "INTERNATIONAL EDITOR OF THE YEAR," and was acclaimed as a "STAR OF ASIA" by Business Week.



EVRIPIDIS STYLIANIDIS

Deputy Minister of Foreign Affairs

Born on April 8th, 1966 in Komotini, Mr. Stylianidis has a PhD in Constitutional Law from the University of Hamburg and a Bachelor Degree from the Democretus University of Thrace. He is fluent in German and English. He was elected Member of Parliament twice. From 2001 to 2004, he was appointed by the New Democracy Party Parliamentary Group as Alternative Coordinator for Foreign Affairs. He has served, among others, as Representative of the Greek Parliament to the "Convention on the Future of Europe" and as Member of the Standing Parliamentary Committee for Foreign Affairs and Defense. Mr. Stylianidis has published two books and a series of scientific articles in Greece and abroad.



Speakers May 21, 2004

W. HORD TIPTON

Chief Information Officer of the Department of the Interior
of USA



W. Hord Tipton is the Chief Information Officer (CIO) for the U.S. Department of the Interior. The Department of the Interior manages 500 million surface acres in the United States and manages development of another 500 million acres of subsurface minerals. The US Government has established a sound Information Technology E-Government program. Mr. Tipton's primary objectives in 2004 are to implement the recently developed E-Government strategy and further refine the IT Security program. Mr. Tipton has a Masters Degree in Engineering Administration from the University of Tennessee. He is also a Certified Information System Security Professional (CISSP)

IOANNIS A. TSOUKALAS

General Secretary for the Research and Technology, Ministry of Development

Please note that Mr. Ioannis Tsoukalas is a speaker during the Pre-Congress Fora, May 18, 2004. Please refer to page 23 for his cv.

SPYROS VYZANTIOS

President, SEPE

Please note that Mr. Spyros Vyzantios is a s a distinguished speaker. Please refer to page 36 for his cv.

Speakers May 21, 2004

ROSALIE ZOBEL

Director, Directorate C, DG Information Society, European Commission

Rosalie Zobel is Director in the IST Programme of the European Commission. She studied Physics at Nottingham University and holds a PhD from London University. She then worked for ICL, and held positions at CERN in Switzerland, the Atomic Energy Research Establishment in the UK, and the Max-Planck Institute for Plasmaphysics in Germany. In 1981 she joined AT&T in the US and was Senior Marketing Manager for Information Technology Products at AT&T in Japan. In 1988 she joined the Commission's ESPRIT Programme and became Head of Unit of ESPRIT "Business systems, multimedia and microprocessor applications", and EU-Co-ordinator of the G7 Pilot Project "Global Marketplace for SMEs". From 1999-2002 she was Director of "New Methods of Work and Electronic Commerce". From 2003 she is Director of "Components, Subsystems and Applications" in the Information Society Directorate-General of the European Commission.



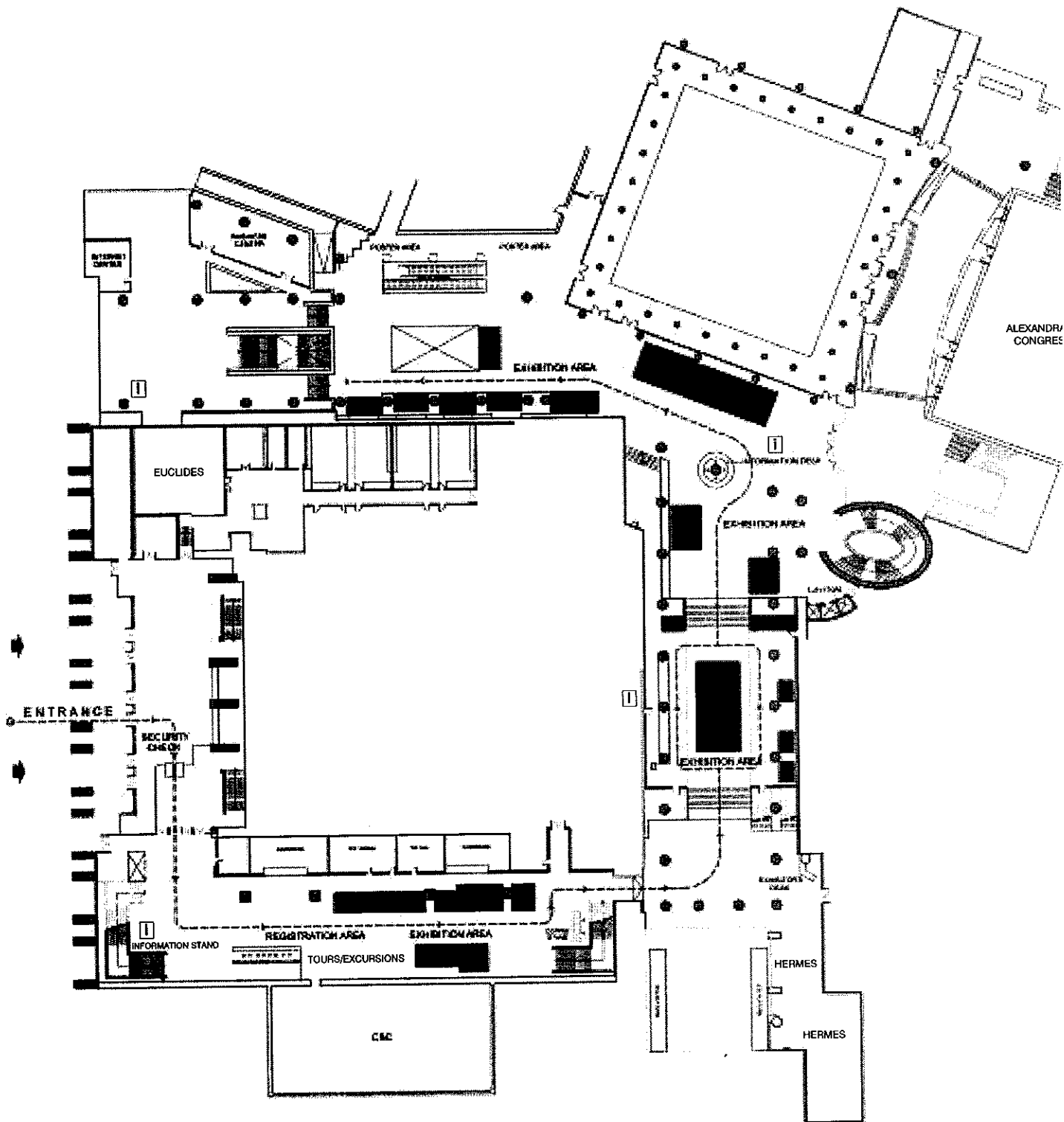
VICTOR ZUE

LCS Co-Director, MIT, USA

Victor Zue is a Professor of Electrical Engineering and Computer Science and Co-Director of the Institute's Computer Science and Artificial Intelligence Laboratory (CSAIL) at MIT. Victor's main research interest is in the development of spoken language interfaces to make human/computer interactions easier and more natural, and he pioneered the development of many systems that enable a user to interact with computers using speech. Their work has been covered by international publications including Time, The Economist, Business Week, and Discover. Victor is a Fellow of the Acoustical Society of America.



Exhibition



■ ASSIGNED BOOTHS

- No 3: PROFILE
- No 4: TECHNOPSIS THESSALONIKIS
- No 5: TECHNOPSIS - ACROPOLIS
- No 6: LAMBRAKIS PRESS
- No 7: NETFAX
- No 8: WCIT 2006
- No 9: FORTHNET
- No 10: CYTA
- No 15: SOLUTION CITY ADELAIDE AUSTRALIA
- No 16: XEROX
- No 17: ATOLL IMPRESSIONS
- No 19: NEWSPHONE

- No 20: IDEAL
- No 21: INFONAUTICS & DIONIC
- No 22: ALTEC
- No 23: ACE
- No 24: INFOQUEST
- No 25: WITSA
- No 26: UPS
- No 29: A2D
- No 30: NATIONAL DOCUMENTATION CENTRE
- No 31: ISACA
- No 32: HELLENIC-GERMAN CHAMBER OF COMMERCE

- No 33: INTRACOM
- No 34: IBM
- No 35: DAON
- No 36: INFORMATION SOCIETY S.A.
- No 37: OPERATIONAL PROGRAMME FOR INFORMATION SOCIETY
- No 39: MICROSOFT
- No 40: BYTE
- No 41: UNISYSTEMS
- No 42: INTERSYS
- No 43: SIEMENS
- No 44: SEPE

POLITICAL LEADERS DECLARATION ON TECHNOLOGICAL DEVELOPMENTS IN THE SERVICE OF THE CITIZEN

Ministers and Government Officials of Greece and Bangladesh, Belarus, Bulgaria, Cyprus, Ecuador, Hungary, Japan, Latvia, Lebanon, Malta, Nepal, Poland, Romania, Sweden, Turkey, USA, met in Athens, Greece, on May 21, 2004 within the framework of the 14th World Congress on Information Technology (WCIT2004) and exchanged views on the technological developments for e-Government. Considering the principle topics of the e-Government session, the Ministers and Government Officials concluded to a "Political Leaders Declaration on Technological Developments in the Service of the Citizen", recognizing that:

1. electronic government has the potential to shape new relationships between citizens, representatives and governments;
2. a holistic, citizen-centered approach to electronic government should be based upon a commitment to adding value, efficiency and transparency; improving quality; as well as broadening and deepening participation at all levels of society;
3. in order to accomplish this mission, electronic government should be targeted at
 - i) improving public management by re-integrating fragmented responsibilities,
 - ii) simplifying existing administrative procedures, facilitating collaborative, cost-effective use of all resources,
 - iii) maximising transparency by ensuring that administrative procedures are open to online inspection and involvement,
 - iv) designing, packaging and channelling services according to the needs of citizens and businesses,
 - v) simplifying public access to ubiquitous and multi-modal information,
 - vi) fostering new opportunities for democratic participation by facilitating new forms of engagement in public dialogue and consultation;
4. electronic government, though well-positioned in the world-wide political agenda, should be further promoted within a context of concrete action plans;
5. e-Government policies should be formulated and evaluated upon their capacity to produce a more inclusive, pluralistic and participatory system of governance, both at the national and at the global level;
6. international collaboration and sharing of best practices constitute two important pillars for materializing the benefits of electronic government and electronic democracy.

POLITICAL LEADERS AND REPRESENTATIVES ENDORSING THE DECLARATION

- Dr. A. Moyeen Khan,
MP, Minister for Science and Information & Communication Technology, BANGLADESH
- Dr. Valeri Tsepkaio
Assistant to the President of the Republic of BELARUS
- Mr. Nikolay Vassilev
Deputy Prime Minister & Minister of Transport & Communications - BULGARIA
- Mr. George Papageorgiou
Director of Public Administration - Ministry of Finance - CYPRUS
- Ing. Carlos Vera Quintana MA
Director Agenda Nacional de Conectividad - ECUADOR
- Prof. Prokopis Pavlopoulos
Minister of Interior, Public Administration and Decentralization of Greece
- Dr. Ferenc Dedinsky
Deputy Director General - Prime Minister's Office, Electronic Government Center - HUNGARY
- Mr. Hideaki NIMOMIYA
Counselor, Embassy of Japan - Representative of Government of JAPAN
- Mrs. Gunta Veismane
Director of State Chancellery of the Republic of LATVIA
- Dr. William Habib
Ambassador of Lebanon, Representing Mr. Jean Louis Cardahi - Minister of Telecommunications - LEBANON
- HE Saviour Falzon
Ambassador of Malta Representing H.E. Austin Gatt MP, Minister of Information Technology & Investment of MALTA
- Mr. Atma Ram Ghimire
Member Secretary - High Level Commission His Majesty's Government of NEPAL
- Leszek Ciecwierz
Undersecretary of State - Ministry of Interior and Administration of the Republic of POLAND
- Ms. Silvia Adriana Ticau
State Secretary for IT - ROMANIA
- Mr. Claes Ljungh
State Secretary - Ministry of finance - SWEDEN
- Mr. Mustafa Keskinkilic
Deputy Director General for Communication Ministry of Transport of the Republic of TURKEY
- Mr. Hord Tipton
CIO Dept of the Interior USA

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MARCO A. ESCOBEDO

Telmex Center for Digital Culture.
Uruguay 58, D.F. México.
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"Convivo Communicator: an Interface-Adaptive VoIP System for Poor Quality Networks"

Abstract

Convivo is a VoIP system designed to provide reliable voice communication for poor quality networks, especially those found in rural areas of the developing world. Convivo introduces an original approach to maintain voice communication interaction in the presence of poor network performance: an Interface-Adaptation mechanism that adjusts the user interface in order to reduce the impact of high latency and low bandwidth networks. Interface modes facilitate turn taking for high latency connections, and help to sustain voice communication even with extremely low bandwidth or high error rates. An evaluation of the system, conducted in a rural community in the Dominican Republic, found that Interface-Adaptation helped users to maintain voice communication interaction as network performance degrades. Rural communities with access to the Internet can benefit from systems such as Convivo, which proposes the use VoIP as a low-cost alternative to the Public Switched Telephone Network (PSTN) voice service. Providing VoIP systems in rural communities may help people to attain their development goals. Convivo is a first step at developing an appropriate VoIP environment for the developing world.

CHRISTOS DIMITRIADIS

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"A transparent identity management protocol for applications over 3G mobile networks"

Keywords: identity, UMTS, security, single-sign-on, privacy.

Abstract

The two dominant Third Generation (3G) mobile standards, the Universal Mobile Telecommunications System (UMTS) and the Code-Division Multiple Access 2000 (CDMA2000), are designed in order to achieve the goal of supporting a wide range of multimedia services, with enhanced performance, security and cost effectiveness. It is inevitable that this new era in the provision of services through wireless technologies will arise in parallel with the need for appropriate identity management mechanisms. This paper proposes a transparent single sign on protocol for mobile subscribers who wish to mutually authenticate to service providers on the Internet. The proposed protocol combines the identity management principles of the Liberty Alliance specifications and elements of the Security Assertions Markup Language standard, with the UMTS specifications by the 3rd Generation Partnership Project (3GPP), in order to provide an effective and lightweight identity management solution that operates over the standard 3G infrastructure of mobile operators. The proposed protocol instead of establishing new authentication and authorization mechanisms, it utilizes the latest security features of 3G mobile networks in order to implement trust relations, focusing on the satisfaction of the need for identification and mutual authentication and simultaneously avoiding the submission of the user identity itself. The proposed protocol visualises the concept of identity from the perspective of its necessity in Internet applications, focusing on the preservation of its privacy. Identity is addressed as a set of attributes that is translated to authorization rights to the resources of a service provider, escaping from the common definition of the electronic identifier that is connected to a real identity. The intermediary for implementing this approach is the mobile operator, an entity with an established trust and business relationship with its subscribers, already keeping their personal data in databases protected by mature security architectures. The proposed protocol is transparent to the user, supports multiple identities in terms of multiple combinations of attributes and is lightweight, since it utilizes existing components of the UMTS security mechanism. Interoperability can be achieved through the existing roaming protocols of 3G mobile systems and through the establishment of business agreements between mobile operators and service providers. The proposed protocol is also applicable in the architecture of interworking 3G mobile systems and Wireless Local Area Networks (WLANs), as specified by 3GPP.

MICHALIS ANASTASOPOULOS

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"Software Product Lines for Pervasive Computing"*Keywords: Pervasive Computing, Variability, Product Lines*Abstract

This report shows how pervasive computing can benefit from software product line technology and in particular from the Product Line Software Engineering (PuLSE™) method developed at the Fraunhofer Institute for Experimental Software Engineering (IESE). One of the main quality requirements posed to pervasive computing applications nowadays is adaptability. Pervasive software has to adapt to the environment, to users, to other collaborating applications but also and most importantly to change. The question that automatically arises is how to develop an application that fulfils such a variety of requirements. The answer is that the variability, which can be found in every pervasive application context, must be subject to systematic and careful planning as well as explicit management throughout the application life cycle from analysis, to design and implementation up to deployment. This cannot be guaranteed with approaches, which build pervasive applications as single, one-of-a-kind systems and deal with the variability at an ad-hoc manner. Software product lines provide this guarantee through an infrastructure, which characterizes precisely the commonality as well as the variability of a family of software products and accordingly employs adaptability techniques. Thinking in terms of product lines in human-centered pervasive computing makes sense. Every "traditional" pervasive application can be seen as a family of applications, which at a point in time (for example during development, deployment or execution) is instantiated towards a pervasive product that adapts to given user-requirements and environmental context. The report starts with the introduction of the PuLSE™ core and its support for human-centered pervasive software variations in general. Subsequently the request for on-demand pervasive services and qualitative, reusable components is mapped to the Model-Driven Architecture (MDA) and Component-based Software Engineering (CBSE) extensions of the method respectively. Next the paper deals with two special pervasive computing issues. These are data replication and personal workflow management. In the first case we examine how differences between mobile data models and schemas can be controlled in terms of software product lines. Secondly we discuss the importance of personal workflow for creating human-centered pervasive software and again we show how product line technology comes into play.

**Listed in alphabetical order*