

# 14 Event Calendar

Sunday

## MORNING

10.00 - 11.00  
**OPENING CEREMONY**  
AL MULTAQUA

10.00 - 13.00  
**WORKSHOP**  
TD-LTE TECHNOLOGY SPECTRUM  
WORKSHOP (TD1A)  
ABU DHABI B

11.00 - 12.30  
**WORKSHOP**  
EMERGENCY COMMUNICATIONS (BDT)  
UMM AL QUWAIN

12.00 - 13.15  
**WELCOME LUNCH**  
OPENSOURCE AND LEADERSPACE

## AFTERNOON

13.45 - 15.00  
**LEADERSHIP SUMMIT OPENING**  
FORGING THE FUTURE  
AL MULTAQUA

14.00 - 15.30  
**WORKSHOP**  
HOW TO ENHANCE THE SOCIO-  
ECONOMIC BENEFITS OF NBN (HUAWEI)  
UMM AL QUWAIN

15.30 - 16.45  
**LEADERSHIP SUMMIT**  
1. FUNDING THE FUTURE (MCKINSEY)  
ABU DHABI A  
2. COMMUNICATING THE FUTURE  
ABU DHABI B  
3. PROTECTING THE FUTURE  
DUBAI C

18.30 - 21.00  
**WELCOME DINNER**  
ARENA AT MADINAT JUMEIRAH

# 15 Event Calendar

Monday

## MORNING

08.45 - 10.00  
**PANEL SESSION**  
FORUM OPENING CONVERSATION  
ABU DHABI B

10.30 - 12.00  
**LEADERSHIP SUMMIT**  
THE POWER OF DIGITAL INNOVATION  
(MCKINSEY)  
DUBAI C

10.30 - 12.00  
**PANEL SESSIONS**  
1. REGIONAL CEO ROUNDTABLE  
ABU DHABI B  
2. WHO OWNS MY DATA?  
UMM AL QUWAIN  
3. DEVELOPING BROADBAND  
INFRASTRUCTURE  
RAS AL KHAIMAH

12.15 - 13.45  
**NIGERIA LEADERS' LUNCH**  
AL MULTAQUA

## AFTERNOON

14.00 - 15.15  
**LEADERSHIP SUMMIT**  
SAVING LIVES WITH ICT (BDT)  
DUBAI C

14.00 - 15.15  
**PANEL SESSIONS**  
1. CLOUD: DISRUPTING THE VALUE CHAIN  
(MCKINSEY)  
ABU DHABI B  
2. MOBILE BROADBAND CHANGES  
EVERYTHING  
UMM AL QUWAIN  
3. STIMULATING DEMAND FOR BROADBAND  
SERVICES  
RAS AL KHAIMAH

15.45 - 17.00  
**LEADERSHIP SUMMIT**  
BREAKING THE SILENCE ON  
CYBERWARFARE: WARS WITHOUT  
DECLARATIONS (KASPERSKY)  
ABU DHABI B

## AFTERNOON

15.45 - 17.00  
**PANEL SESSIONS**  
1. THE BENEFITS OF OPEN SOURCE AND  
THE FUTURE EMERGING LARGE-SCALE  
TECHNOLOGIES  
DUBAI C  
2. THE BATTLE OF THE ECOSYSTEMS  
UMM AL QUWAIN  
3. FRAMEWORKS FOR COMPETITION IN  
BROADBAND  
RAS AL KHAIMAH

17.30 - 18.15  
**VISIONARY KEYNOTE - KASPERSKY**  
EUGENE KASPERSKY:  
SURVIVING THE AGE OF CYBERWARFARE  
AL MULTAQUA

18.15 - 19.15  
**KASPERSKY LAB NETWORKING RECEPTION**  
AL MULTAQUA

19.30 - 22.00  
**HUAWEI LEADERS' DINNER**  
ARMANI BALLROOM, ARMANI HOTEL

# 16 Event Calendar

Tuesday

## MORNING

09:00 - 10:00  
**BIG CONVERSATION (BBC)**  
AL MULTAQUA

10:30 - 12:00  
**MINISTERIAL ROUNDTABLE**  
WOMEN IN ICTS  
ABU DHABI B

10:30 - 12:00  
**PANEL SESSIONS**  
1. DYNAMIC BROADCASTING  
DUBAI C  
2. ENSURING NATIONAL CYBERSECURITY:  
PROTECTING CRITICAL  
INFRASTRUCTURE (KASPERSKY)  
UMM AL QUWAIN  
3. LOWERING THE COST OF BROADBAND  
RAS AL KHAIMAH

12:30 - 13:45  
**GABON NETWORKING LUNCH**  
AL MULTAQUA

## AFTERNOON

14:00 - 15:15  
**MINISTERIAL ROUNDTABLE**  
BARRIERS TO GROWTH: INTERNATIONAL  
INTERNET ACCESS AND TAXATION  
ABU DHABI B

14:00 - 15:15  
**PANEL SESSIONS**  
1. THE CHANGING LANDSCAPE OF SERVICE  
DELIVERY  
DUBAI C  
2. UNITED WE STAND: INTERNATIONAL  
COOPERATION FOR TACKLING  
CYBERTHREATS (KASPERSKY)  
UMM AL QUWAIN

15:45 - 17:00  
**PANEL SESSIONS**  
1. ADDRESSING THE SPECTRUM  
CHALLENGE  
UMM AL QUWAIN  
2. M-ENABLING: LEVERAGING NEW  
DEMOGRAPHIC OPPORTUNITIES FOR  
MOBILE APPLICATIONS AND SERVICES  
(BDT)  
RAS AL KHAIMAH

17:30 - 18:15  
**VISIONARY KEYNOTE - ERICSSON**  
ANDERS LINDBLAD: ON THE BRINK OF A  
NETWORKED SOCIETY  
AL MULTAQUA

18:15 - 19:15  
**ERICSSON NETWORKING RECEPTION**  
AL MULTAQUA

20:00 - 22:00  
**VIP DINNER**  
SAFINAH BALLROOM,  
JUMERIRAH BEACH HOTEL

# 17 Event Calendar

Wednesday

## MORNING

09:00 - 10:00  
**BIG CONVERSATION (TELECOM TV)**  
AL MULTAQUA

10:30 - 12:00  
**MINISTERIAL ROUNDTABLE**  
DIGITAL TV MIGRATION  
ABU DHABI B

10:30 - 12:00  
**PANEL SESSIONS**  
1. eHEALTH IN THE 21ST CENTURY:  
TRANSFORMATION AND COLLABORATION  
(VERIZON)  
DUBAI C  
2. INNOVATION IN THE TELECOM  
ECOSYSTEM  
UMM AL QUWAIN  
3. FROM BARTER TO UBIQUITOUS PAYMENT  
SOLUTIONS  
RAS AL KHAIMAH

12:30 - 13:45  
**IVORY COAST NETWORKING LUNCH**  
AL MULTAQUA

## AFTERNOON

13:00 - 15:00  
**YOUNG INNOVATORS PITCHING SESSION**  
ABU DHABI A

14:00 - 15:15  
**MINISTERIAL ROUNDTABLE**  
EMERGENCY COMMUNICATIONS  
ABU DHABI B

14:00 - 15:15  
**PANEL SESSIONS**  
1. TOWARDS SUSTAINABLE HEALTHCARE  
SYSTEMS (MCKINSEY)  
DUBAI C  
2. FROM SMART SERVICES TO SMART  
SOCIETIES  
UMM AL QUWAIN  
3. LOCKING THE DIGITAL DOOR -  
PROTECTING THE PRIVACY OF  
CHILDREN ONLINE (THE CYBER  
GUARDIAN)  
RAS AL KHAIMAH

15:45 - 17:00  
**PANEL SESSIONS**  
1. THE SIDS CHALLENGE  
UMM AL QUWAIN  
2. THE CHANGING LANDSCAPE OF  
STANDARDIZATION  
RAS AL KHAIMAH

## AFTERNOON

15:45 - 17:00  
**WORKSHOPS**  
1. eHEALTH: TURNING CHALLENGES INTO  
OPPORTUNITIES FOR BETTER HEALTH  
SERVICES (UGANDA)  
ABU DHABI A  
2. THE CHALLENGE AND INNOVATION  
OF BROADBAND TECHNOLOGY IN  
ESTABLISHING SMART COMMUNITIES  
(MITSUBISHI)  
DUBAI C

16:00 - 17:00  
**YOUNG INNOVATORS SESSION**  
YOUTH AND LEADERS DEBATE  
WORKSPACE

17:30 - 18:15  
**VISIONARY KEYNOTE - CISCO**  
WIM ELFRINK:  
THE ROLE OF TECHNOLOGY IN ENABLING  
SUSTAINABLE GROWTH  
AL MULTAQUA

18:15 - 19:15  
**CISCO NETWORKING RECEPTION**  
AL MULTAQUA

19:45  
**THAI NIGHT**  
MEHTEHAN THEATRE,  
JUMEIRAH ZABEEL SARAY

# 18 Event Calendar

Thursday

## MORNING

10.30 - 12.00

### PANEL SESSIONS

1. NETWORKS WITH A HUMAN FACE  
ABU DHABI B
2. ARE WE REALLY SECURE?  
UMM AL QUWAIN

12.30 - 13.45

QUALCOMM NETWORKING LUNCH  
AL MULTAQUA

## AFTERNOON

14.15 - 15.30

### PANEL SESSION

FORUM CLOSING CONVERSATION AND  
AWARD CEREMONY  
AL MULTAQUA

# The Forum

29

## Leadership Summit

# 14

Sunday

LS01  
13:45-15:00  
Al Mufraqa

## Forging the Future

Connecting the world carries responsibilities. It demands global interoperability with fair, reasonable and non-discriminatory conditions. Social responsibility and respect for individuals, organisations, countries and cultures must be inherent features of platforms and ecosystems. Future platforms and ecosystems must deliver enhanced protection against abuse or dominance by unaccountable entities. Achieving the right balance between cooperation and competition is a challenge.

LS02  
15:30-16:45  
Abu Dhabi A

## Funding the Future - in Partnership with McKinsey

The "new" universal access paradigm has governments, regulators and operators developing strategies to expand broadband access and consumption across their citizens and markets. Proper investment incentives must be put into place and sufficient market demand stimuli must be developed to protect investment and ensure return. In this context, regulation and government intervention must be a means to an end, not an end in and of itself. Although the investment mindset needs to evolve, beyond financial returns towards new correlations that evaluate the social impacts of investment, commercial justifications must ultimately form the backbone of sustainable investment in a stable and business friendly policy and regulatory environment.

LS03  
15:30-16:45  
Abu Dhabi B

## Communicating the Future

The communications sector is on the cusp of massive change. Some say it has already passed the point of no return. Telco revenues are falling, traditional vendors are struggling and the telco supply chain has been disrupted. Federated, standards-based, interoperable global services are under threat. "Internet-time" start-ups are offering compelling alternative ways of communicating. And they are both global and largely unregulated. Is the vertically integrated model of regulation now outdated? Are the current changes working in the best interests of society or is the communications sector in danger of losing the trust of its customers?

LS04  
15:30-16:45  
Dubai C

## Protecting the Future

Respect for individuals and organisations is notably lacking in many communications platforms and ecosystems today. Despite regulatory pressure, data protection remains a major concern and attitudes towards privacy are changing with the emergence of powerful global internet companies. Privacy is no longer a "regulatory compliance headache" but is about product acceptability. New generations of consumers initially seemed unconcerned but even they are beginning to lose trust in some dominant players in the ecosystem. Computer misuse in the form of spam grows unabated and intellectual property protection continues to be an issue with peer-to-peer and file sharing activities. Concerted efforts are required to deliver protection against abuse and dominance by unaccountable entities.

30 LEADERSHIP SUMMIT

LEADERSHIP SUMMIT 31

# 15

Monday

LS05  
10:30-12:00  
Dubai C

## The Power of Digital Innovation - in Partnership with McKinsey

Technological innovations of the type of the internet and digital communications are now recognized as especially powerful, as they are providing the "fuel" to many companies and entrepreneurs to leverage those technologies to innovate products, services and a vast area of new business models. What are the true facts as to the innovation power of internet technologies and their impact on economic growth? How does this differ between different types of countries and economies?

LS06  
14:00-15:15  
Dubai C

## Saving Lives with ICT - in Partnership with BDT

Emergencies and natural disasters are occurring with ever-increasing frequency, and ever-more severe social and economic consequences, around the world. Disasters disrupt national economies, severely weaken poor and vulnerable communities and leave a legacy of lost and broken lives. In 2011, natural catastrophes such as the Japanese earthquake or floods in Thailand cost the global economy upwards of US\$380bn. ICTs have a critical role to play in the prediction and detection

LS07  
15:45-17:00  
Abu Dhabi B

## Breaking the Silence on Cyberwarfare: Wars Without Declarations - in Partnership with KasperskyLab

Critical national infrastructures are now under attack; cyberwar is no longer a future menace but a reality. How can governments react? Are nations ready and able to respond effectively to cyberattacks? Is there a need for government regulation and standardization and whose role is it anyway to manage cyberwar regulation? There is a clear and urgent need to separate hype from reality and to implement effective attribution, deterrence and containment strategies.

32 LEADERSHIP SUMMIT

LEADERSHIP SUMMIT 33

# The Forum

35

## Panel Sessions

# 15

Monday

FO  
08.45-10.00  
Abu Dhabi B

### Forum Opening Conversation

Leaders from public and private sectors have debated the future of the ICT sector in the Leadership Summit, identifying major areas that need to be addressed as a consequence of the radical transformation of the sector. Three areas were explored in depth: future patterns of communication and questions of trust; investment strategies and regulatory environments to enable universal access to broadband; and security issues of data protection and privacy. This session reports on the results and conclusions of those deliberations, providing the framework within which the subsequent Forum panel sessions will debate themes such as delivering broadband, opportunities beyond connectivity, smart applications and future human-centric networks.

PSA1  
10.30-12.00  
Abu Dhabi B

### Regional CEO Roundtable

The Middle Eastern markets are no longer islands but are part of an integrated whole within the global telecommunications sector. But the global telecommunications sector is undergoing radical transformation and competitive challenges. Where do telcos in the region see themselves in the next five to ten years? Will they be relegated to the status of dumb pipes or can they metamorphose into fully integrated converged operators? Has the time now come to separate the regulated and unregulated parts of their business?

PSA2  
10.30-12.00  
Umm Al Quwain

### Who Owns My Data?

Ninety per cent of the data in the world today has been created in the last two years. We are now creating 2.5 quintillion (2.5x10<sup>18</sup>) bytes of data every day. Much of this data comes from sensors, posts to social media sites, digital pictures and videos, purchase transaction records, and cell phone GPS signals. This data is Big Data. Mining the vast amounts of data accumulating in our digital lives can provide valuable insights to service providers in the telecommunications industry, helping to reduce churn and improve the customer experience. But the concept presents numerous ethical issues. Safeguarding end-user privacy is a major concern. And whose data is it anyway? According to the World Economic Forum new international legal, technical and commercial infrastructures are needed to ensure trust in the use of 'Personal Data'. Fundamentally we will need to put consumers in control of their 'Personal Data' if we wish to release the full social and economic potential of this new class of economic asset. What are the opportunities for telcos in this important new market space?

PSA3  
10.30-12.00  
Ras Al Khaimah

### Developing Broadband Infrastructure

Deficient telecommunication infrastructure is the primary limitation to the ubiquity of broadband services in the developing world as well as in rural populations in developed countries. The evolution of mobile technology makes it increasingly viable and in many cases, preferable, as a means to increase penetration rates. Notwithstanding, infrastructure sharing of active network elements is a relatively uncommon dynamic in many regions and many developing countries and this may be mitigating the advantages of mobile technology as the vehicle to bridge the digital divide amongst historically underserved populations and communities.

# 15

Monday

PSB1  
14.00-15.15  
Abu Dhabi B

## Cloud: Disrupting the Value Chain - in Partnership with McKinsey

The cloud is no longer a buzzword, and new business models are likely to create leapfrogging opportunities, however the value chain is still open, with many types of players vying for the top spot. The cloud is already a reality in most organizations, from small SMEs to large corporations, and even the public sector. Creating a G-cloud to enable service delivery is on the agenda for many countries. This shift has the potential to change how the traditional value chain of communication and IT industries work. It provides the opportunity to leverage economies of scale in both infrastructure and capabilities, making IT more accessible to companies. This creates important opportunities, especially in emerging markets, where there has been under-investment in IT. However we are only at the beginning. The opportunity to dominate this area is still open, with a wide range of players (telcos, IT services, hyperscale providers, etc.) trying to capture the space but without clear advantage from any of them so far. Which players and business models will win?

38 PANEL SESSIONS

# 15

Monday

PSC1  
15.45-17.00  
Dubai C

## The Benefits of Open Source and the Future Emerging Large-Scale Technologies

One of the key drivers of the proliferation of the internet was the adoption of managed open source for the domain name infrastructure (BIND). This enabled an open, interoperable yet affordable internet for all. Today, a similar revolution is happening through trends in the virtualization of network resources such as OpenFlow. Open source routing is a new initiative that will help establish a "platform" supporting committers and communities behind the open source routing protocols. No longer will there be a reliance on equipment vendors' proprietary hardware and closed software stacks that don't adapt to rapid changing requirements. Virtualization and open source routing will bring a lot of disruption in the industry and also a lot of new services to the public.

PSC2  
15.45-17.00  
Umm Al Quwain

## The Battle of the Ecosystems

Over the top, round the side, under the floor: conventional telco business models are being challenged from all directions. New ecosystems are emerging in which the major companies from the past play an ever diminishing role. New players that are beginning to dominate have a "winner takes all" culture- the era of cooperation could well be coming to an end. Patent portfolios are becoming the weapon of choice. End users are becoming sources of data rather than revenue and the ICT agenda is increasingly being driven by consumers rather than by business. What will the future of communications look like?

40 PANEL SESSIONS

PSB2  
14.00-15.15  
Umm Al Quwain

## Mobile Broadband Changes Everything

The initial promise of 3G never materialized. But as network performance improved with developments such as HSPA and users lost their fear of high bills through the introduction of flat rate tariffs, mobile data finally arrived. And it arrived with a bang! The demand for mobile data is increasing an order of magnitude faster than its associated revenue. Operators are having to re-architect their networks using small cells and WiFi offload. Smartphones have not only swamped networks with signaling traffic but have also transferred control of service functionality from operators to device manufacturers. HetNets are coming, WiFi is experiencing a resurgence: the fundamental assumptions underpinning the cellular industry are being questioned. The mobile future is no longer an extension of the mobile past.

PSB3  
14.00-15.15  
Ras Al Khaimah

## Stimulating Demand for Broadband Services

OTT players are maligned for devaluing network operation, but rarely credited with driving the consumption of broadband services. Additionally, eGovernment initiatives as well as ever evolving eCommerce applications are expanding the reach and uptake of financial services as well as health and educational resources. Stimulating demand for broadband services should be a win-win for all stakeholders; however, there is an increasing sentiment amongst network operators that some demand drivers are better than others. Furthermore, it is essential to ensure the sustainability of profitable business models in the face of exponential increases in data consumption, overall cost pressures and other forces which are threatening the industry.

PANEL SESSIONS 39

PSC3  
15.45-17.00  
Ras Al Khaimah

## Frameworks for Competition in Broadband

As the number and variety of network and service providers grows, the legal framework within which they operate must be sufficiently defined to promote certainty to promote market entry and investment. Furthermore, the regulatory and judicial bodies which oversee these markets must be prepared to deter, investigate and/or remediate anti-competitive behaviour. While European models have been adapted to fit Asian and African markets it is important to ensure that such adaptations are not done blindly. Varying market maturity and structure, competitive dynamics and commercial characteristics of Asian and African markets requires that legislative and regulatory frameworks focus on these distinctions rather than relying on presumptions of similarity.

PANEL SESSIONS 41

# 16

Tuesday

PSD1  
10.30-12.00  
Dubai C

## Dynamic Broadcasting

The world of broadcast is changing and will continue to change. Operators of all sizes and network types are looking for ways to offer feature-rich, differentiated TV and video multi-screen experiences, including set top boxes, game systems, and mobile devices- over both managed IP networks as well as the internet and mobile networks. The concept of dynamic hybrid broadcast in which spectrum is only used for live programmes and for pre-produced programme content which is consumed by large numbers of viewers offers broadcasters new possibilities in this changing environment. What are the trends in broadcast technology and how will they impact the freeing of spectrum from digital switchover and the use of white spaces? Is the world ready for the analogue TV broadcasting switch-off deadline of 2015?

PSD2  
10.30-12.00  
Umm Al Quwain

## Ensuring National Cybersecurity: Protecting Critical Infrastructure - in Partnership with Kaspersky Lab

Given the current threats to critical national infrastructures, measures clearly need to be put in place to ensure national cybersecurity. What are the primary objects under attack and what actions are necessary to mitigate threats? What should be done after a cyberwar attack?

42 PANEL SESSIONS

# 16

Tuesday

PSE2  
14.00-15.15  
Umm Al Quwain

## United We Stand: International Cooperation for Tackling Cyberthreats - in Partnership with Kaspersky Lab

Effective measures to ensure national cybersecurity demand cooperation between governments. What can be done to remove the barriers to international cooperation against cyberthreats? What progress has been made in establishing a framework for global information sharing and joint efforts against cybercrime?

PSF2  
15.45-17.00  
Umm Al Quwain

## Addressing the Spectrum Challenge

Yet another study is underway to find additional spectrum for mobile broadband services. Demand for mobile broadband has exceeded even the most optimistic forecasts. Although the demand is strong, spectrum fragmentation is imposing an engineering burden on manufacturers to create terminal devices for a global marketplace. International roaming is becoming more difficult to deploy. Spectrum sharing technologies may ease the situation but the time is fast approaching when only radical changes to regulation will be able to resolve the spectrum crunch.

44 PANEL SESSIONS

PSD3  
10.30-12.00  
Ras Al Khaimah

## Lowering the Cost of Broadband

The benefits that broadband and ICTs can bring to citizens and national economies are well documented. But many remain unconnected, often due to the high cost of broadband and ICTs. Will future generations of technology help to break down the affordability gap? How much bandwidth do households and companies require to take full advantage of offered services with acceptable quality of experience? Will future generations of technology require changes in regulatory frameworks to encourage investment in deployment through public private partnership initiatives?

PSE1  
14.00-15.15  
Dubai C

## The Changing Landscape of Service Delivery

Service control architectures and delivery platforms have been comprehensively specified and standardised within the telecoms industry. RCS-e (Rich Communication Suite-enhanced) is being promoted as the next wave in personal mobile communications building on the deployment of IP Multimedia Subsystem (IMS) capabilities. The roadmap continues into the future with voice over LTE. But traffic on the roadmap is sparse: deployments are few and far between. In the meantime, much of the capability of these features has been implemented over-the-top and is already available from internet service providers. What are the implications for network operators and service providers? What further challenges will HTML5 and WebRTC bring?

PANEL SESSIONS 43

PSF3  
15.45-17.00  
Ras Al Khaimah

## M-Enabling: Leveraging New Demographic Opportunities for Mobile Applications and Services - in Partnership with BDT

Are there still untapped mobile markets? What opportunities are there to reach non adopters of mobile communications among the one billion people worldwide living with disabilities? This session will discuss successful strategies to serve the fast growing population of elderly users, persons with disabilities, special education students and users operating with situational limitations. Case studies from mobile operators, handset providers and regulatory practices from around the world will be shared followed by a discussion of critical success factors to serve these new markets. serve these new markets.

PANEL SESSIONS 45

# 17

Wednesday

PSG1  
10.30-12.00  
Dubai C

## eHealth in the 21st Century: Transformation and Collaboration - in Partnership with Verizon Global Enterprise

eHealth is increasing in importance globally, with its current and potential implementation by the world's six billion mobile device users being a key driver. This session will provide opportunities to share experiences gained and discuss new opportunities in eHealth and its application in our ever-more connected world. Mobile and broadband networks are evolving rapidly, enabling high-speed video capabilities and putting the promise of telemedicine within reach. Connected medical devices and machine-to-machine communications are beginning to change the way patients and health care providers communicate, interact and address health issues. Digital records and IT healthcare system management are becoming more widely available. Operators are working with partners across the healthcare ecosystem, including providers, payers, universities, medical institutions and technology investors to explore new methods and approaches to improving patient outcomes and reduce costs. What are the regulatory, commercial and social barriers that could impede or slow the transformative opportunities that would materially change healthcare delivery and quality forever?

46 PANEL SESSIONS

# 17

Wednesday

PSH1  
14.00-15.15  
Dubai C

## Towards Sustainable Healthcare Systems - in Partnership with McKinsey

Business-to-consumer (B2C) eHealth offerings allow healthcare systems' participants to connect: patients can manage their health status from the palm of their hands; healthcare and technology providers can offer services at scale, free from capacity or location constraints. New business models leveraging ICT allow new ways for healthcare to be delivered: automated application of pathway compliant care models and short circuiting gatekeepers and system bottlenecks. Not a vision: remote patient monitoring, electronic health records, targeted consumer devices and specialized accessories are a market reality in both mature and growth markets. The eHealth promise is substantial, and goes to the heart of turning healthcare systems sustainable, especially in emerging markets, where there are a limited number of skilled and qualified healthcare professionals and large rural populations. However, despite a wide range of offerings in the market, mass market adoption and structural changes have yet to arrive. What will it take to empower patients and carers to adopt new technologies, and deliver better healthcare outcomes with higher customer satisfaction and lower costs?

48 PANEL SESSIONS

PSG2  
10.30-12.00  
Umm Al Quwain

## Innovation in the Telecom Ecosystem

Innovation is essential to telecommunications. But the incentive for R&D innovation is reducing as returns diminish significantly year-on-year for operators and network equipment vendors. Who will fund the technology innovation of the future to ensure communication is globally accessible? How can startups and large corporations work together to encourage innovation in infrastructure, devices, components and end-user applications? How can governments drive innovation by building the technical, organizational, economic and social infrastructure, and providing policy to support firms and entrepreneurs? How can innovation in business models help companies restructure during times of transition?

PSG3  
10.30-12.00  
Ras Al Khaimah

## From Barter to Ubiquitous Payment Solutions

Mobile payments, and mobile money in particular, are very much in fashion. The market is continuously clamouring for such solutions, as shown by the constant appearance of supposedly new solutions. Yet each time a solution appears the response is one of disappointment. No solution, it seems, has yet been able to meet all of the market's needs. Instead they merely solve a small subset of those needs. What the market needs is a ubiquitous solution, one where all payment methods converge into a single system. Instead the market is becoming ever more populated with partial solutions. Perhaps a new approach is needed, one that focuses on the nature of money and the requirements that money must meet. This session will examine whether this approach may bring an end to the fragmentation within the market, and ask if a truly ubiquitous payment solution is possible.

PANEL SESSIONS 47

PSH2  
14.00-15.15  
Umm Al Quwain

## From Smart Services to Smart Societies

The rationale for smart services is strong but they are only the first step on an evolutionary journey to smart societies. New value chains need to be realised once local market factors such as regulation and issues around standardization and customer awareness have been resolved. Smart cities and smart grids require collaboration between ICT players and a host of other enablers, from energy companies and urban planners to transport authorities. The rise of smart cities will rely on harmonized approaches where urban planning and ICT investments are complementary. ICT-based innovation at the level of home and city, society and industry requires long-term commitment on the part of all industry actors. Smart city developments are primarily driven by public and private stakeholders. But do we understand the views of the citizens who will live in or relocate to smart cities? Do citizens in emerging countries and developed nations have different expectations about smart societies?

PANEL SESSIONS 49



# 17

Wednesday

PSH3  
14.00-15.15  
Ras Al Khaimah

## Locking the Digital Door - Protecting the Privacy of Children Online - in Partnership with The Cyber Guardian

Digital life is very public and often kids don't protect their privacy. What they do online will create digital footprints that wander and persist. All information exchange such as pictures, messages and video done in a certain moment can resurface years later. And if kids aren't careful, their reputations can get away from them and third parties can access what kids thought was private information. A current area of concern for Child Online Protection is the recent and unforeseen increase of mobile application stores with uncontrolled access, often controlled by non-regulated entities. And the expansion of social networks is exposing children to new vulnerabilities such as inappropriate material, grooming, luring, cyberbullying, harassment and discrimination. Kids may also become addicted to spending time online, with the risks and lost opportunities that this entails.

PSI1  
15.45-17.00  
Umm Al Quwain

## The SIDS Challenge

Our collective challenge is to ensure every man, woman and child is able to connect and use the internet. But there are different priorities for Small Island Development States (SIDS) and the rest of the world. The challenges facing SIDS and Least Developed Countries are very significant. Achieving universal access to broadband is undoubtedly a policy objective for ICT - but at what speed? How should the sector be structured to achieve policy in an effective fashion - is Netco the inevitable solution to achieve competition of services and ICT for All? What is the best way to properly manage a converged ICT world in Small Island Development States?

50 PANEL SESSIONS

# 18

Thursday

PSJ1  
10.30-12.00  
Abu Dhabi B

## Networks with a Human Face

Future networks are being designed now. Future networks will have to have a hundred times more capacity than today's networks, simply to meet demand. They will be self-organising and software defined and will interconnect billions of smart objects. They will have new architectures to accommodate changes in user behaviour, business models and modes of communication. Their design will recognise that value is moving away from traditional connectivity service providers towards the providers of applications. But future networks could and should do much more. We should strive to create a resilient society that can quickly recover, even if significant damage is sustained. We should be aiming to create social frameworks that will never become broken. In order to achieve such a flexible, resilient society, there is need to reassess the pursuit of merely convenient lifestyle standards. Network design should no longer be technology-centric. It should become human-centric.

52 PANEL SESSIONS

PSI2  
15.45-17.00  
Ras Al Khaimah

## The Changing Landscape of Standardization

Standards have been very silo driven but with a changing industry environment there are major challenges ahead: what needs to change in standards to meet future market requirements? Will M2M communications experience cooperation or collision between telecom and vertical worlds? Is there a need for global standards harmonization beyond telecoms and the internet? Will industry fora move from promotion platforms to standards platforms and how will such fora be globally coordinated? Is there a need for an integrated cross standards body to look at the future impact of ICTs in developing countries? Could global adoption through standardization capture innovations and best practices from developing countries?

PANEL SESSIONS 51

PSJ2  
10.30-12.00  
Umm Al Quwain

## Are we really Secure?

Security in today's dynamic environment is no longer about building containing walls. Security needs to focus on authentication, authorization and audit in business applications to avoid system problems, both human and digital. Threat identification and prevention across networks require data analytics and visualization systems that learn in real time. But how effective can such measures really be? Do we really know who or what we are communicating with? Public and private lives are increasingly being exposed on the internet and social networks. How can identities be proved and reputations protected as the world interconnects?

FC  
14.15-15.30  
Al Mullaqa

## Forum Closing Conversation and Award Ceremony

Forum panel sessions have examined and explored a wide range of technology, business and policy issues involved in the current dramatic transformation of the ICT sector. The aim has been not only to understand the tremendous challenges of new business models and new regulatory frameworks but also to address - issues of privacy, confidentiality and cybersecurity in depth. What has been learned?

PANEL SESSIONS 53