CIVIC-CENTRIC DIGITAL TRANSFORMATION

04-05.04.2023 | HOTEL MARRIOTT - SKOPJE

A G E N D A

03.04.2023 (Monday) | Location: TV 21

Time	TV Debate
20:00 - 21:00	**Disinformation as a threat to cyber security**

A panel discussion with representatives from the region and North Macedonia on how spreading disinformation can pose a threat to the cyber security in the region. The discussion is going to be held on TV21 channel in Albanian language.

Speakers:

- **Shkelzen Osmani**, Founder of fact-checking outlet HIBRID.INFO (Kosovo)
- **Bardhyl Jashari**, Executive director, Metamorphosis Foundation
- **Klodiana Kapo**, Executive director, Faktoje (Albania)

NED NATIONAL ENDOWMENT FOR DEMOCRACY
SUPPORTING FREEDOM AROUND THE WORLD

04.04.2023 (Tuesday) | Location: Hotel Marriott, Ballroom I

Time	Session
09:30 - 10:00	**Registration of participants**
10:00 – 10:45	**Welcome and opening session**

The speakers will offer their perspective and assessment on the advancement of the digital transformation centered around the needs of all the citizens, without exception. This session will provide a firm basis for further discussions focused on creating a sustainable and resistant digital ecosystem where each citizen can safely, efficiently and ethically use the public e-services and navigate online.

Speakers:

- **Slavica Grkovska**, Deputy Prime Minister in charge of policies for good governance, Government of the Republic of North Macedonia
- **Azir Aliu**, Minister for Information Society and Administration in North Macedonia
- **Bardhyl Jashari**, Executive director of the Metamorphosis Foundation for Internet and Society

Moderator: **Mila Josifovska Danilovska**

10:45 – 11:00 **Lightning speech - "CSOs' role in shaping policy and e-services"**

Case study of Estonia as leaders in the digitalization, and how the civic sector played a key role in the processes of shaping of policy and e-services.

Speaker:
- **Kristina Mänd,** Senior expert on e-Democracy, e-Governance Academy (Estonia)

11:00 – 12:00 **From the citizens for the citizens - Overcoming the digital divide**

This session will cover the efforts and challenges of the e-government support centers in the Western Balkans for providing support and empowering different categories of citizens for efficiently using the available public e-services and increasing their digital literacy. Participants in this session are civil society organisations from the Western Balkan region who will discuss their endeavors in closing the digital gap in their communities and promoting the online usage of the available public mechanisms.

Speakers:
- **Liljana Jonoski**, Executive director, Rural Coalition
- **Debora Peci**, Project manager, Democracy Plus (Kosovo)
- **Megi Tafaruci**, Project developer, European Youth Association (Albania)
- **Natasha Lendjel**, Director, SINHRO HUB (Serbia)
- **Ivana Srećkovic**, General manager, Nest (Montenegro)

Moderator: **Mila Josifovska Danilovska**

12:00 - 12:30 **Coffee break**

12:30 - 12:45 **Lightning speech - "Online activism - Ways2Help"**

How can online activism contribute towards solving societal issues and building an emphatic community.

Speaker:
- **Monika Rizovska Tanevska**, co-founder of Ways2Help and Women in Tech Country Ambassador

12:45 - 13:45 **Inciting demand for smart e-Governance**

This session will address civic engagement for inciting demand for a more citizen-centered use of technology to facilitate and support a smart e-governance. Civic-sector actors from the region are going to jointly discuss their e-government advocacy initiatives, also tackling the issue of institutional trust and how it reflects in the usage of public services by the citizens in the digital world.

Speakers:
- **Marija Suzić**, Researcher, Institute for Development and Innovation (Serbia)
- **Milan Tanceski**, Director, Center for Social Innovation Blink 42-21
- **Kristina Mihailović**, Director, Parents (Montenegro)
- **Antigona Uka**, Director, Kosovo Center for Distance Education (Kosovo)
- **Françeska Muço**, Secretary general, Young Professionals Network (Albania)

Moderator: **Snežana Nikčević**, NGO 35 mm (Montenegro)

13:45 - 14:30 **Lunch**

End of the first day of the conference.

05.04.2023 (Wednesday) | Location: Hotel Marriott, Ballroom I

Time	Session

09:30 - 10:00 **Registration of participants**

10:00 – 11:00 **How to build resilience to hybrid warfare?**

Hybrid warfare directly undermines the digital transformation efforts in the Western Balkans, as cyber-attacks sabotage government ICT infrastructure, while disinformation campaigns exploit & deepen existing divides and spread fear among the citizens by sowing distrust in democratic institutions, from targeting e-services (StopCorona, MyVAT...) to blocking daily work life with false bomb alerts.

Speakers:
- **Ilija Zhupanoski**, Digital communication associate, Office of the Prime Minister of the Government of North Macedonia
- **Aleksandar Acev**, Head of service, National center for computer incidents response MKD CIRT, Agency for electronic communication
- **Merle Maigre**, Cybersecurity programme director, e-Governance Academy (Estonia)

Moderator: **Filip Stojanovski**

11:00 – 12:00   **Protecting Privacy in an AI-driven world**

Human-centric AI is first and foremost based on privacy. Although its purpose is to aid human capabilities and help us advance each social sphere, it should not invade our privacy, damage our dignity or undermine our freedoms. This session gathers practitioners and policy advocates dealing with AI to discuss the existent usage of AI in the public sector in the region and Europe, their implication on privacy, as well as the need for legislation, and the ethical use of AI.

Speakers:
- **Festim Halili**, Director, Fund for innovation and technological development
- **Bogdan Manolea**, Executive director, Association for technology and the Internet (Romania)
- **Ella Jakubowska**, Senior policy advisor, European digital rights initiative (Belgium)
- **Ana Toskić Cvetinović**, Executive director, Partners for democratic change Serbia (Serbia)

Moderator: **Danche Danilovska Bajdevska**

12:00 – 12:30   **Coffee break**

12:30 - 13:30   **Building cyber-resilient communities**

Cybersecurity goes beyond a complex technological challenge. It requires building a culture based on a high level of awareness and readiness from all actors in the society, including competences for cyber-risk management in order to safeguard our way of life and continue to reap out the benefits from the digital transformation. This session will explore how governments induce cybersecurity behaviour across society, the pressing challenges and priorities for strengthening the country's cyber resilience, and the role of the civil society in it.

Speakers:
- **Bardhyl Jashari**, Executive Director of Metamorphosis Foundation
- **Ena Bavčić**, Project Coordinator – Cybersecurity and Civil Society Europe and Central Asia Division, DCAF Geneva center for security sector governance (Switzerland)
- **Andrej Petrovski**, Director of Tech, SHARE Foundation (Serbia)
- **Adrian Besimi**, Pro-rector for Academic Planning and Digitalisation, South East European University

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13:30 – 13:45   **Closing of conference**

13:45 - 14:30   **Lunch**

End of the second day of the conference.

Time	Youth Dialogues

18:00 – 19:30

Dark side of social media – Co-existing with the good and evil

Young people spend half of their day in the virtual reality that is social media. Constantly sharing, liking, posting and creating content for social media, they broaden their horizons, skills, they learn new things and "ping" their dreamy places, food, outfits and idols. Flipping the coin on the other side, social media has its dark sides – social isolation, cyber bulling, deteriorated mental health, or simply testing "harmful" trends. Where do we draw the line and how can we co-exist with the benefits and challenges of these platforms? The session will be in Macedonian language.

Speakers:

- **Andrijana Vesović – Zombijana**, content-creator and activist (Montenegro)
- **Bojana Stojmenovic**, MyPsychologist
- **Bojan Kordalov**, communication and social media expert

Moderator: **Goshe Nikolov**