

**Capacity Development Webinar on  
“Accelerating Digital Transformation for Sustainable and  
Resilient Recovery from COVID-19”**



## **SESSION 2: BUILDING CAPACITIES AND MINDSETS FOR ACCELERATING DIGITAL TRANSFORMATION**

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## — Background —



**Accelerated digitalization of the economy and society caused by the COVID-19 pandemic might exacerbate economic and social inequality and discrimination.**

- ➔ Need for a (digital inclusion) policy ensuring all citizens to engage in the digital world without being discriminated or excluded and enjoy even benefits from digital technologies

## — Definition of Digital Inclusion —

Efforts of the society as a whole to make sure all citizens engage in the digital world without being discriminated or excluded so they can evenly enjoy benefits from digital technologies



— Vision —

# “A Digitally Inclusive Nation for All”

**Task 1**

**(Capacity)** Help all citizens build comprehensive digital capacities

**Task 2**

**(Environment)** Help vulnerable groups easily utilize digital technologies and services

**Task 3**

**(Utilization)** Promote wide use of inclusive digital technologies and support vulnerable groups' social engagement and employment

**Task 4**

**(Foundation)** Build a framework for public-private cooperation and promote citizen-led community problem-solving

## Task 1. Help all citizens build comprehensive digital capacities

**01**

We will build a framework for digital education that is easily accessible by all

- **Operation of Digital Capacity Centers** : Select easily accessible public facilities like community centers and libraries and operate them as Digital Competency Centers
- **Digital Capacity Measurement** : Develop tools for assessing digital capacity level of individuals to provide customized education
- **Educational contents and platforms** : Develop online and offline educational contents and capacity education platforms that can be used for customized education to different social groups and capacity levels
- **Level-customized education** : Deploy lecturers and supporters in digital learning centers to provide general digital capacity education (skills, violence prevention, utilization, and participation)

**02**

We will help all citizens build capacities in the areas of software and AI

- Increase opportunities for software and AI learning within formal primary, secondary and tertiary education
- Offer life-long educational curriculum on AI for adults online and offline (academic credit bank system, cyber universities, libraries and museums)

**03**

We will make a clean cyber world through preventive education on adverse impact of digitalization

- Expand education on me-media etiquette, Internet ethics and cyber violence prevention (2020~)



## **Task 2. Help vulnerable groups easily utilize digital technologies and services**

**01**

We will enhance convenience of using broadcasting and communications services among people who live in rural areas, are old or disabled

- Install public Wi-Fi and broadband Internet in rural areas throughout the nation (2020~)
- Promote introduction of 'digital vouchers' for the vulnerable people and improve accessibility of the disabled to new media (later 2020~)

**02**

We will promote digital access of the vulnerable people and their use of the window for government services

- Improve the system of ensuring the disabled and elderly people's access to kiosks and develop standard hardware and software for kiosks (2021)
- Provide support and fees waiver for the vulnerable people's use of 'Gov24' (later 2020)

**03**

We will support remote learning for students from low-income families and remote work for SMEs

- Offer free rental smart devices to students from low-income families and subsidize Internet and data fees (2020)
- Provide financial support in building infrastructure for remote work for SMEs and micro businesses



## **Task 3. Promote wide use of inclusive digital technologies and support vulnerable groups' social engagement and employment**

**01**

We will spread wide inclusive digital technologies and services for the vulnerable groups

- Develop and spread AI-driven services for reducing inconvenience among the vulnerable (intelligent kiosks and indoor navigation system for the disabled)
- Provide public and welfare services using AI speakers in ways customized to the vulnerable (~2021)  
(2020: Pilot Test → 2021: 100K speakers → 2022: cumulative 200K speakers → 2023: cumulative 400K speakers)

**02**

We will support social enterprises and build a foundation for creating inclusive jobs

- Build datasets that can be utilized for developing inclusive digital services (2020)
- Provide employment training for the vulnerable (2021~) and re-training of the elderly having ICT expertise so they can find jobs (2020~)
- Support digital-driven social enterprises



## **Task 4. Build public-private partnership and promote citizen-led community problem-solving**

**01**

We will build a framework for public-private cooperation and support businesses practicing digital inclusive activities

- Organize and operate the '(tentative) Digital Inclusion Alliance' joined by civil society, businesses and groups (later 2020)
- Support sustainable and digital social contribution activities of the private sector (rewards, alliance of digital inclusive businesses, provision of space, etc.)

**02**

We will build a foundation for citizen-led social problem-solving.

- Establish 'Digital Social Innovation Support Centers' in major cities (3 Centers in 2020 → 6 Centers in 2022)

**03**

We will establish a legal framework for the digital inclusive society

- Promote enactment of the '(tentative) Digital Inclusion Act' (2020~) and explore institutional measures to prevent discrimination and exclusion in terms of digital