Final Report

REGIONAL FACE-TO-FACE FOLLOW-UP WORKSHOP
ON DIGITAL IDENTITY FOR TRADE AND DEVELOPMENT

Organised by UNCTAD, in cooperation with UNCITRAL, UNESCAP with the Collaboration of Ministry of Trade and Industry (MTI) of Singapore
In the framework of the Development Account Project:
Leapfrogging skills development in eCommerce in South-East Asia in the Framework of the 204330 Development Agenda
Project 1819N tranche 11

from 29 October to 1 November 2019
Singapore Management University, Singapore

I have been very happy to experience the UNCTAD TrainForTrade Programme. it allowed me to expand my knowledge by talking to speakers and my co-participants from other countries. I cannot access these types of discussions before as these are normally attended by bureau heads in my country. To be able to bring home the knowledge I acquired from this programme will help me in my work as a policy officer for Ease of Doing Business and E-Commerce hoping that someday, the Philippines will shine once again and be at par with develop nations. All the best to UNCTAD for letting people like me learn a lot. I will surely use what I have learned in helping my countrymen to the best of my abilities.

The workshop was really open a new horizon about digital identity, especially related with the data security. The attention on this matter in Indonesia is not prime and the community care less on this matter. So, it will be a duty for the government to educate the community on this matter.

The face-to-face workshop strongly complements the online course. Completion of the training course guarantees the learner a certificate, which is a good incentive, and which gives the course a better design than other courses - other than the goal of learning, the learner goes through the course with the e-certificate and grades in mind.

It allowed me to obtain new and update my knowledge on key issues on the national identity. The most important point that I have learnt almost all countries have the same attributes for their own national digital identity. In my opinion with the similar attributes, the implementation of one standard attributes for National Digital Identity for all ASEAN countries can be easier with a little fine tuning.

This topic is closely related to the work and programs that are being carried out by the Indonesian government and MCI of the Republic of Indonesia, about understanding definition and concept, protection, technology, financing, and implementation and the obstacles and experiences that have been carried out in countries that have been running well. In essence, this topic is very good.

It was great experiences of having part of this workshop and a great privilege for me as one of the participants. All of us had the opportunity to showcase our experienced or what topic that inspired us pertaining to digital identity.

It's my pleasure to be part of this training session. I would like to thank all the resource persons and UNCTAD for giving me an opportunity to take part in this important session that preparing us for the knowledge of Digital Identity. Topics delivered both online training and during face-to-face workshops are very good and very easy to understand. This topic is closely related to the work and programs that are being carried out by the Indonesian government and MCI of the Republic of Indonesia, about understanding definition and concept, protection, technology, financing, and implementation and the obstacles and experiences that have been carried out in countries that have been running well. In essence, this topic is very good.

I'm very pleased to join this programme. It's a big opportunity for me to learn with many participants from ASEAN countries about digital identity in trade and development, since we join in e-learning session, and continue with F2F in Singapore. Really nice to hear sharing session of Estonian and Singapore best practice, and also presentation from other participants. Hopefully the recommendation report from this programme could give more advantages to digital identity development programme in Indonesia, especially in order to increasing quality of public services.

Workshop participants
Digital Identity for Trade and Development

TrainForTrade Programme
UNCTAD
2019

Palais des Nations
8-14 Avenue de la Paix
1221 Geneva
Switzerland
tft.unctad.org

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BACKGROUND

UNCTAD has been undertaking several activities to assist South-East Asian countries in their implementation of the ICT Masterplans (2015 and 2020), and the ASEAN Economic Community Blueprint 2025, especially building a digitally enabled economy as a key priority for the ASEAN regional integration.

In response to the increasing demand from the ASEAN member states to accelerate the development of e-commerce through the use of digital identity; UNCTAD developed a Digital Identity for Trade and Development capacity-building activity, under the 1819N project of the Development Account 11 – Leapfrogging skills development in e-Commerce in South-East Asia in the Framework of the 2030 Development.

The UNCTAD TrainForTrade capacity-building project was developed in cooperation with United Nations Commission on International Trade Law (UNCITRAL), United Nations Economic and Social Commission for Asia and the Pacific (UNESCAP), the World Bank Group and the Ministry of Trade and Industry (MTI) of Singapore. It consisted of a blended-learning course aiming at policymakers and stakeholders of the public and private sectors, to identify and draft policies on digital identity related to trade and development.

The distance learning component was successfully delivered from 26 August to 27 September 2019 and 188 representatives (70 women) from ASEAN countries registered in the course. Out of the initially 188 registered, 98 participants completed the course. The average grade for all modules was 86.5 per cent, and an electronic certificate was awarded to all participants with average grades equal to or higher than 50 per cent.

Out of the 98 successful candidates, 33 were selected and 26 participants (10 women) attended the face-to-face workshop in Singapore, from 29 October to 1 November. The participants from the public and private sectors – of Cambodia, Indonesia, Lao PDR, Malaysia, Myanmar, the Philippines, Singapore and Thailand – presented a national case study related to Digital Identity for Trade and Development of their respective countries.

OVERALL OBJECTIVES

The global objective of the workshop is to identify and draft policies on digital identity related to trade and development. It includes defining:

- The limits of data protection and digital identity
- The scope of digital identity governance
- The risks and solutions related to digital identity

Ms Cecile Barayre-El Shami opening the DITD workshop

PROGRAMME OUTLINE

The workshop was structured base on the following modules:

Module 1: Fundamental Concepts of Digital Identity
Module 2: Data Protection
Module 3: ID Usage
Module 4: Governance
Module 5: ID Technology Solutions and Risks

For a more detailed outline, please refer to Annex 1.

Mr Rajesh Sreenivasan, presenting module 1

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PEDAGOGICAL MATERIAL

Following the online course, participants prepared a case study on one of the modules, and external experts were invited to illustrate each module. Participants received a grade for their presentation and completed the opinion questionnaire.

See Annex 1, Workshop Agenda, for more details.

Participants presenting their case study

PARTICIPANTS

Participants work at Ministries in charge of eCommerce, Telecommunication/ICT, Trade, Revenue/Tax/Finance authorities, or in the private sector in businesses involved in e-commerce.

Out of the 33 selected participants, 26 (10 women) attended the workshop.

See Annex 2, List of Participants, for more details.

Graphic 1: registration by country

DELIVERY OF THE COURSE

At the end of every day, participants completed an opinion questionnaire for the day. These questionnaires were used to gather feedback from participants for the collection of data and information, which will allow UNCTAD to improve the training material and organization of the course in the future (for more information, please refer to “Course Evaluation”).

List of speakers during the workshop

Main speakers:

1. **Ms Lynette Kwok**, Executive Manager, Smart Nation and Digital Government, Singapore
2. **Mr Kwok Jia Chuan**, Deputy Director, Smart Nation and Digital Government Office, Singapore
3. **Ms Chan Kah Mei**, Deputy Director, Ministry of Trade and Industry, Singapore
4. **Mr Hadri Sopri**, Senior Assistant Director, Ministry of Trade and Industry, Singapore
5. **Mr Manvinder Singh Bhullar**, Assistant Director, Ministry of Trade and Industry, Singapore
6. **Mr Rajesh Sreenivasan**, Partner, RAJAH & TANN SINGAPORE LLP
7. **Ms Tanya Tang**, Partner, Chief Economic and Policy Advisor, RAJAH & TANN SINGAPORE LLP
8. **Mr Luca Castellani,** Legal Officer, UNCITRAL
9. **Mr Yann Duval,** Chief, Trade Policy and Facilitation Section, UNESCAP
10. **Ms Mariann Kirsipuu,** Head of Legal, Estonian e-Residency’s Risk and Compliance department, Estonia
11. **Mr Rahul Goel,** Partner, Induslaw, India
12. **Mr Ott Sarv,** Principal Consultant, GovTech Singapore.
13. **Mr Mark Assaf**, Chief, Human Resources Development Section – TrainForTrade Knowledge Development Branch, UNCTAD

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14. **Ms Cecile Barayre-El Shami**, Program Manager, UNCTAD
15. **Mr Dominique Chantrel**, Program Management Officer, UNCTAD,
16. **Ms Erika Morishita**, Consultant, UNCTAD

Experts presenting the modules of the DITD workshop

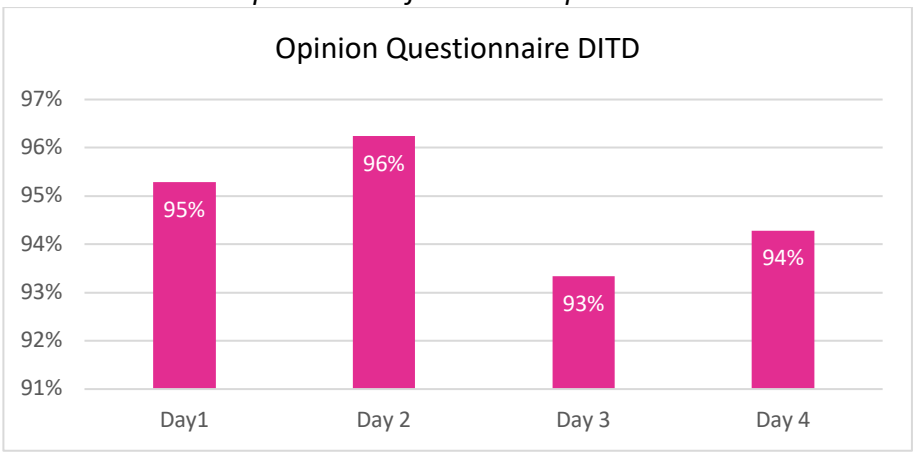
EVALUATION AND FEEDBACK

The evaluation of the modules and course were designed to assess the learning process of the participants, the accuracy of the training material and the organisation of the course, taking into account different aspects such as the quality of the training material, organisation of the module, topics, etc.

Evaluation of Modules

The general satisfaction rate per module (see Graphic 3) shows that Day 2 was the most appreciated by the participants (96%). The average is 95% over the 4 days.

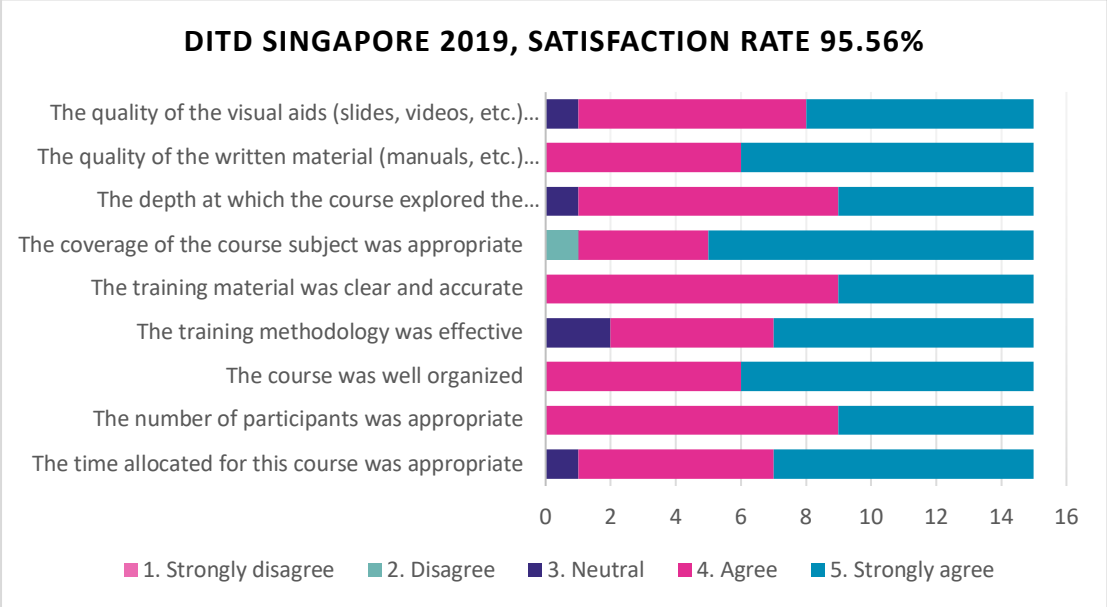
Graphic 2: Satisfaction rate per module



The Overall Opinion Questionnaire assessed the course on 9 different aspects (see Graphic 4 “Satisfaction ratio of the course”) and provided space for comments and suggestions.

According to the final evaluation questionnaire, the overall satisfaction rate was 95.56%.

Graphic 3: Satisfaction ratio of the Course



Feedback, comments and recommendations

Participants contributed all along the course with comments, suggestions and recommendations through the evaluation tools and the forums of the different modules.

See Annex 4, “Module Opinion Questionnaire”, for more details.

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UNCTAD DSG, Ms Isabelle Durant, exchanging ideas with the participants about the challenges to build NDIS frameworks

RECOMMANDATIONS

Following a group exercise, these are the recommendations defined by the group during the workshop:

At the policy level:

1. Sensitize Governments' institutions and the private sector about the question of Digital Identity and its cross-cutting functions for social and economic development
2. Create glossary of terms used in digital ID to ensure common understanding across organisations and countries in the ASEAN
3. Formulate a clear vision on objectives of digital ID system, as the objectives will shape the form of ID system and framework adopted
4. Assess the existing ID systems of governmental agencies, as well as countries' present legal and administrative framework to pinpoint specific areas of improvement (such as for data protection, non-discrimination, etc.)
5. Prepare an inclusive framework for digital ID (services/registration/statistics collection) including local government and municipalities
6. Explore the use of a National Digital Identity Framework aiming to be used for identification in accessing government and private services such as driver's license, voter's ID, taxes, banks, etc.
7. Promote digital readiness of citizens and access to digital technologies
8. Educate citizens on risks and obligations of digitalization by conducting multi-stakeholder/multi-level advocacy activities
9. Strike the balance between users' convenience and privacy requirements of digital ID systems (data protection)
10. Design interoperable digital ID systems taking into account best practices and international standards within the ASEAN countries

11. Building trust in digital ID systems in particular with interaction between public/private service providers and users
12. Enhance inter-ministerial/agencies teamwork on legislation pertinent to the digital economy and foster compliance and cross-border issues
13. Engage in ongoing efforts to develop reference legal texts on identity management and trust services including cybersecurity and personal data protection aspects
14. Establish effective institutional mechanisms in charge of oversight of digital ID, cybersecurity and data protection
15. Establish strong collaboration with the private sector and provision the budget to explore the use of distributed ledger technology
16. Undertake regular audit and adapt digital ID systems to ensure fit for purpose and minimise risks of obsolescence
17. Promote inclusive access to digital ID systems including through mobile platforms
18. Build technical knowledge of civil servants regarding digital technology implementation in particular with digital ID systems

Development partners' assistance

Participants called also for continued assistance by development partners to:

1. Build capacity in the legal and technical requirements needed to implement Digital ID systems and the relevant legal infrastructure, including in the area of data protection, e-payment, e-commerce platforms
2. Have continued access to knowledge (UN research and case studies, new standards, policies, or regulations from other countries relating to Digital Identity)
3. Obtain technical assistance on developing digital identity solutions and systems (from the World Bank, UNCTAD, UNCITRAL, UNESCAP and others)

Concluding the workshop drafting recommendations to build digital identity frameworks as a key driver of trade and development

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CONCLUSION

The delivery of the eLearning course on Digital Identity for Trade and Development strengthened the knowledge and skills of 98 participants that successfully completed the course. The participants had the opportunity to interact, exchange information, and share digital identity policy experiences with experts and professionals from different countries and backgrounds.

Out of the 98 successful participants, 33 were invited to the face-to-face regional workshop, and 24 (10 women) awarded the UNCTAD certificate on Digital Identity for Trade and Development.

RBM statistics for the course:

	Registered	Certified	Success rate	Satisfaction rate
Participants	26 (10 women)	24 (10 women)	71.28%	95.03%

Two local participants were called to their office during the workshop, they did not attend the all course and did not received the certificate.

At the end of the workshop, 22 recommendations have been drafted. A first publication on Digital Identity for Trade and Development base on this workshop will be prepared to be presented during the restitution workshop in Indonesia in 2020.

Annex 1: Agenda

UNCTAD TRAINFORTRADE WORKSHOP ON
DIGITAL IDENTITY FOR TRADE AND DEVELOPMENT (DITD)

SINGAPORE: 29 OCTOBER – 1 NOVEMBER 2019
VENUE: SINGAPORE MANAGEMENT UNIVERSITY.
DRAFT PROGRAMME

TUESDAY 29 OCTOBER 2019 – SMU School of Economics, Room 2.9

0900-0930	Registration
0930-1030	Opening ceremony and welcome remarks: ○ Singapore Institutions hosting the event (TBC) ○ UNCTAD ○ Group Photo
	Break
1100-1230	Introduction: ○ Who's who: Speakers and participants ○ Background (Project, objectives, concepts, focus and challenges)
	LUNCH
1400-1500	Module 1: "Fundamental Concepts of Digital Identity" ○ 15 min summary: Mr. Rajesh Sreenivasan, Head, Technology, Media & Telecommunications ○ Presentation by partners entities ○ Discussions
	Break
1530-1630	Module 1: "Fundamental Concepts of Digital Identity" ○ Case studies from participating countries ○ Discussions ○ Conclusions

WEDNESDAY 30 OCTOBER 2019 – SMU School of Economics, Room 2.9

0900-1030	Module 2: "Data Protection" ○ 15 min summary: Ms. Tanya Tang, Partner (Chief Economic and Policy Advisor) Competition & Antitrust and Trade Technology, Media & Telecommunications ○ Presentation by partners entities ○ Discussions
	Break
1100-1230	Module 2: "Data Protection"

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	○ Case studies from participating countries ○ Discussions ○ Conclusions
	LUNCH
1400-1500	Module 3: "ID Usage" ○ 15 min summary: Ms. Tanya Tang ○ Presentation by partners entities ○ Discussions
	Break
1530-1630	Module 3: "ID Usage" ○ Case studies from participating countries ○ Discussions ○ Conclusions
18H	cocktail reception: Stripe at the offices at 89 Neil Road

THURSDAY 31 OCTOBER 2019 – SMU School of Accountancy Room 2.3

0900-1030	Module 4: "Governance" ○ 15 min summary: Ms. Tanya Tang ○ Presentation by partners entities ○ Discussions
	Break
1100-1230	Module 4: "Governance" ○ Case studies from participating countries ○ Discussions ○ Conclusions
	LUNCH
1400-1500	Module 5: "ID Technology Solutions & Risks" ○ 15 min summary: Ms. Tanya Tang ○ Presentation by partners entities ○ Discussions
	Break
1530-1630	Module 5: "ID Technology Solutions & Risks" ○ Case studies from participating countries ○ Discussions ○ Conclusions

FRIDAY 1 NOVEMBER 2019 – SMU School of Accountancy Room 2.3

0900-1030	National and regional challenges involved with DI adoption and implementation in the ASEAN Region: ○ ASEAN Countries' Experiences: National Policies, Laws and Regulations in Digital Identity This session will allow members countries to provide brief updates on their respective national policies, laws and legislations and concerns concerning digital identity.
	Break
1100-1230	National and regional challenges involved with DI adoption and implementation in the ASEAN Region: ○ Drafting recommendations

	In this session, participants, including representatives from government, the private sector, international agencies and academia will be encouraged to propose recommendations to promote the development of digital identity systems in the region. The recommendations should address the need for capacity building, regulation and infrastructure, public policies.
	LUNCH
1400-1500	Closing ceremony and award of Certificates

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Annex 2: List of participants

26 participants from: (3 men) Cambodia, (5 men, 3 women) Indonesia, (1 man) Lao PDR, (1 women) Malaysia, (1 women) Myanmar, (2 men, 5 women) the Philippines, (3 men) Singapore and (2 men) Thailand.

Robby Maulana

Wan Aimi Wahida Mohd Azmi

Arfiansyah Darwin

Samdy Lonh

Doni Setyawan

Phongphun Sripan

Natthaphat Rojanasupamit

Cheng De Ko

Shivraj Rajendran

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Annex 3: List of speakers and facilitators

Speakers are from Estonia, Singapore, India, UNCITRAL, UNESCAP and UNCTAD.

Yann Duval

Luca Castellani

Mariann Kirsipuu

Tanya Tang

Rajesh Sreenivasan

Rahul Goel

Kwok Jia Chuan

Cecile Barayre-El Sham

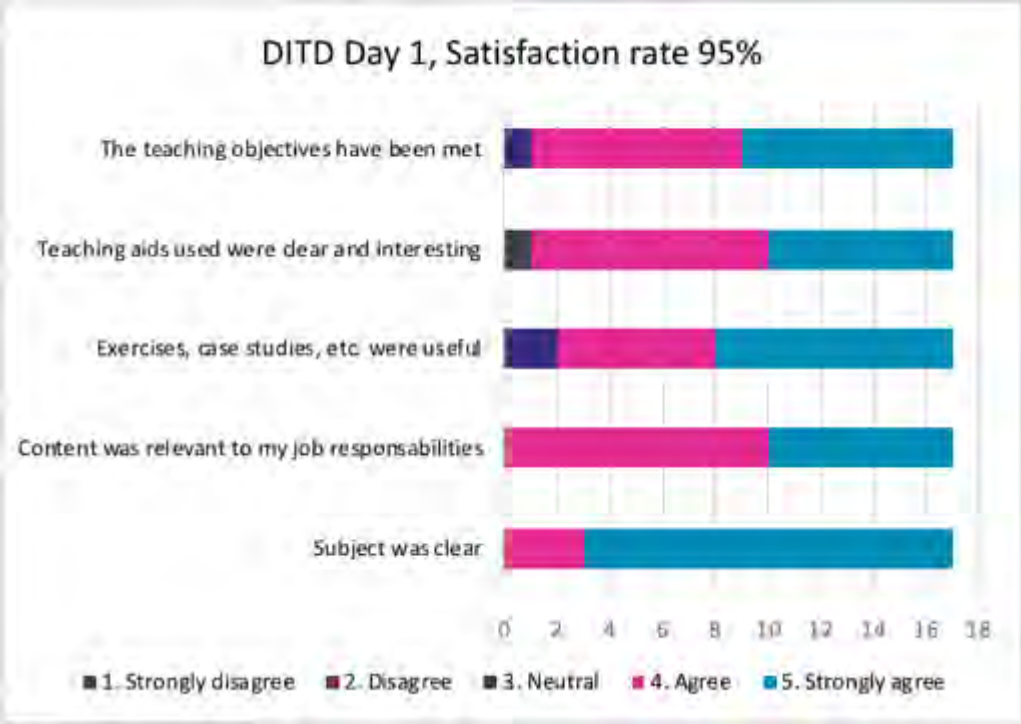
Mark Assaf

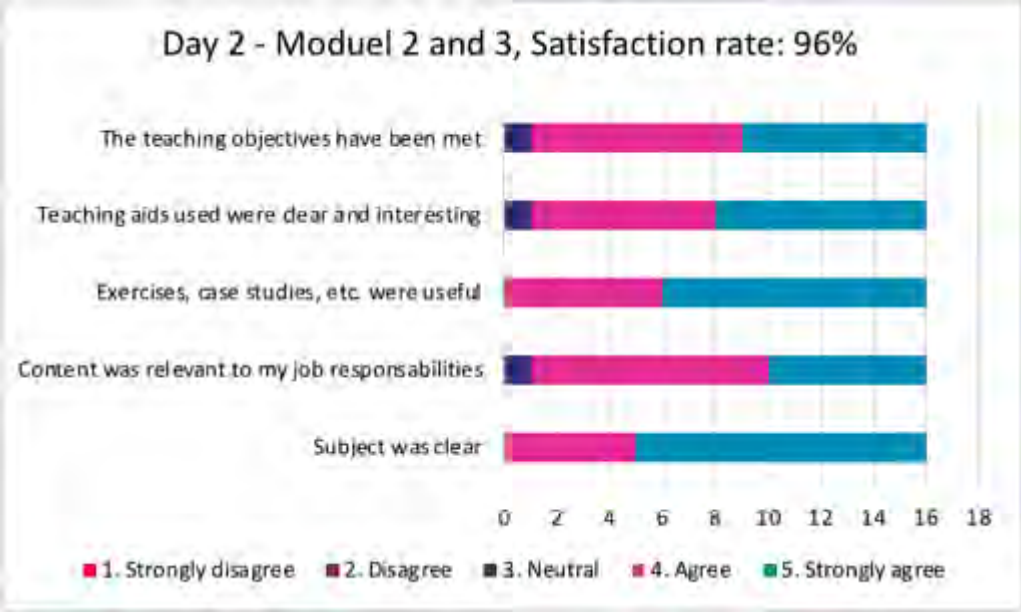
Dominique Chantrel

Erika Morishita

Mardiana Mohamed

Annex 4 : Module Opinion Questionnaire





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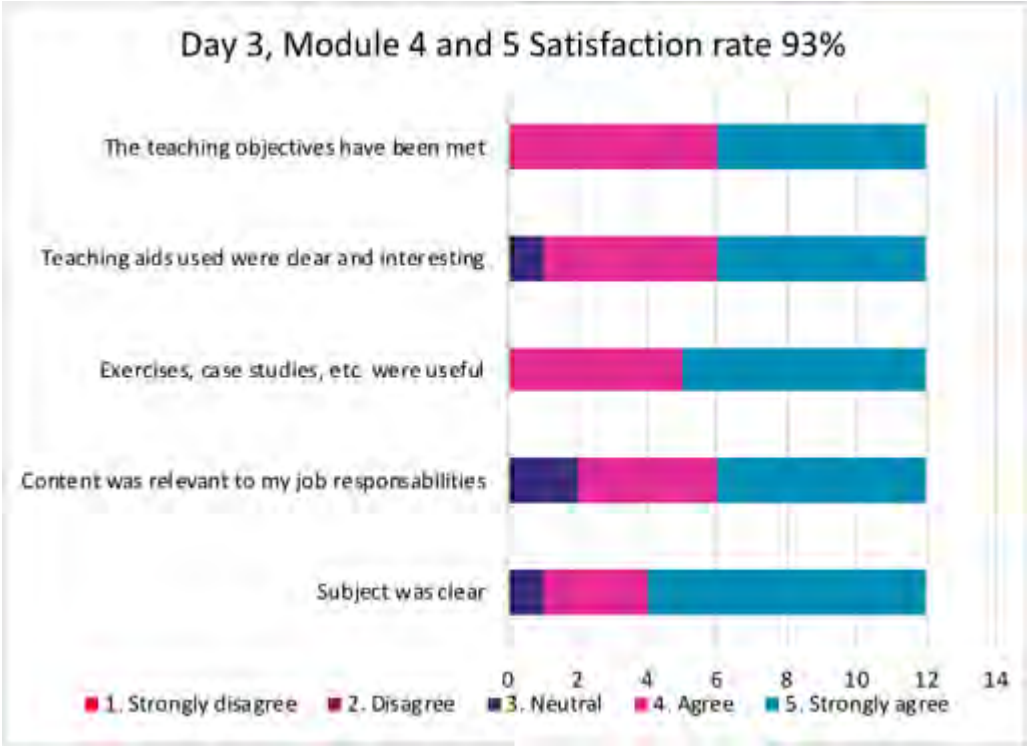
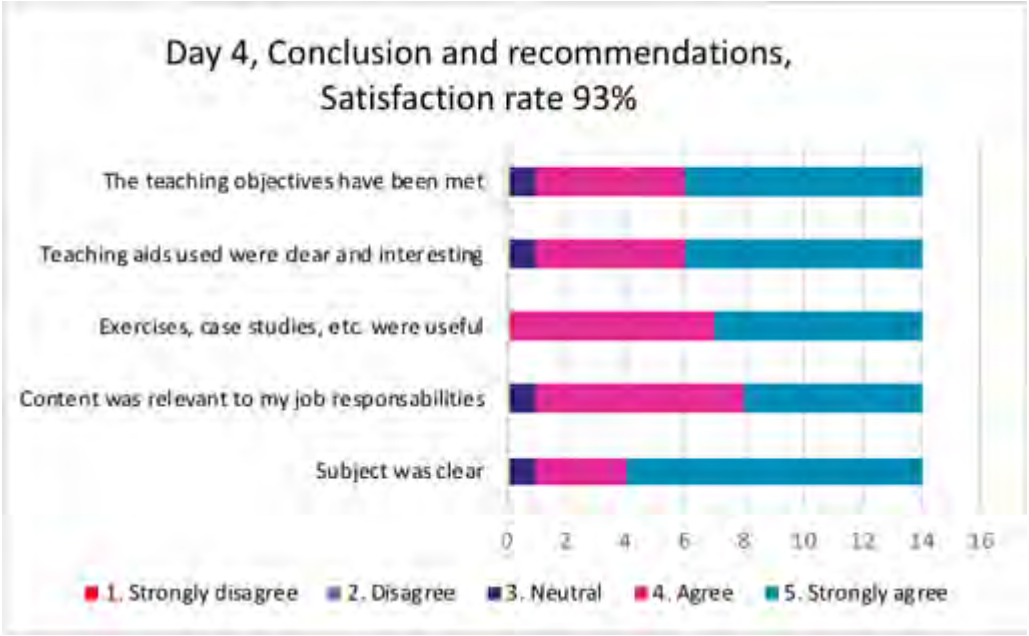
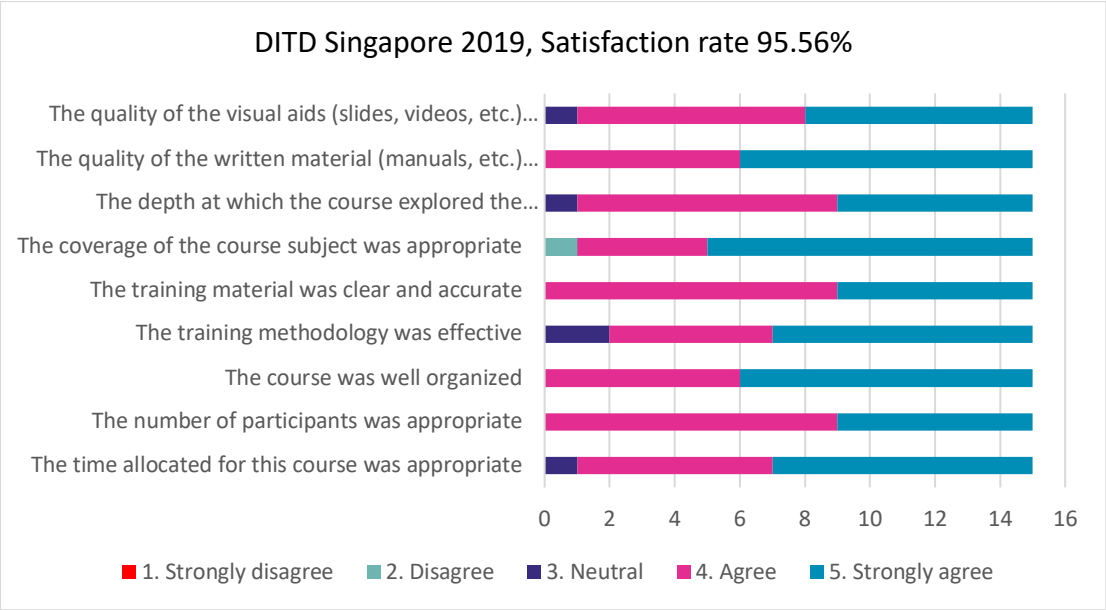

Day 3, Module 4 and 5 Satisfaction rate 93%
The teaching objectives have been met
Teaching aids used were clear and interesting
Exercises, case studies, etc. were useful
Content was relevant to my job responsabilities
Subject was clear
0
2
4
6
8
10
12
14
1. Strongly disagree
2. Disagree
3. Neutral
4. Agree
5. Strongly agree


Day 4, Conclusion and recommendations,
Satisfaction rate 93%
The teaching objectives have been met
Teaching aids used were clear and interesting
Exercises, case studies, etc. were useful
Content was relevant to my job responsabilities
Subject was clear
0
2
4
6
8
10
12
14
16
1. Strongly disagree
2. Disagree
3. Neutral
4. Agree
5. Strongly agree

Overall opinion questionnaire



Overall opinions of the module

- The instructors explained the topics clearly and comprehensively. The presentations from the instructors were also concise and helpful, especially the case studies and other examples.
- Discussion, questions, and inputs of representatives from partner organizations enriched the discussion and modules
- The participants and the organizers were actively giving opinion that will benefits everyone.
- Face to face workshop like this makes more everything clearer, feedback was really great specially when representative of sample case using in the module was attended and gave more insight for digital id management
- The instructor was, as usual, a very reliable resource person; she even gave the group a demo of how the SingPass mobile app works
- We appreciate the efforts of the organizers/resource persons from UNCTAD, UNCITRAL, UNESCAP, and MTI in going the extra mile all the time, for instance, doing research and providing answers to questions that came up during discussions
- Overall materials are excellent, particularly regarding Digital ID in Singapore
- Comprehensive consolidation of policy recommendations on NDIS and related issues/concerns

Other suggestions / recommendations:

- For next trainings, it is suggested to add contents on trade development relating with digital identity and regional negotiation update on digital trade development (such as ASEAN DIGITAL INTEGRATION FRAMEWORK ACTION PLAN and ASEAN-Australia Digital Trade Standards Cooperation Initiative).

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- Face-to-face session enriched the online course in terms of person-to-person exchanges of national realities and somehow connected gaps between and among these realities. Experts provided useful facts, insights, perspectives and directional guidelines.
- Overall the workshop was great... Though, I recommend if more representatives of other Ministries/Departments per country that covers ICT, Privacy, experience in setting up systems/national digital projects, Etc, could have attended. Nevertheless, it is a successful activity.
- Arranged visit to key agencies on NDIS in the host country and brief dialogue with key persons would have been greatly appreciated.

Annex 5: Summary of the workshop on DITD

Day 1 (29 October 2019)

I. **UN Representatives:**
Human Resources Development Section – TrainForTrade Knowledge Development Branch: Mr. Mark Assaf, Mr. Dominique Chantrel, Ms. Erika Morishita
ICT Policy Section: Ms. Cecile Barayre-El Shami
UNCITRAL: Mr. Luca Castellani
UNESCAP: Mr. Yann Duval

Representatives from the Government of Singapore: Ms. Lynette Kwok (Executive Manager, Smart Nation and Digital Government) and Mr. Hadri Sopri (Senior Assistant Director, Ministry of Trade and Industry).

R&T Representatives: Mr. Rajesh Sreenivasan (Partner), Ms. Tanya Tang (Partner, Chief Economic and Policy Advisor) and Mr. Ko Cheng De (Associate).

Estonia: Mariann Kirsipuu, Head of Legal, Risk and Compliance, e-Residency

II. **Participants**: see attached list of participants

III. **Highlights of the Workshop**:

1. Ms. Cecile Barayre-El Shami welcomed all participants to the face-to-face workshop and provided the opening address. She acknowledged the contributions to the training course by the World Bank, UNCITRAL, UNESCAP, and Estonia. This was followed by an introduction by Mr. Dominique Chantrel on the framework of the 2030 Development Agenda and the objectives of the workshop, as well as a summary of the evaluation and satisfaction ratings for the five modules under the eLearning session.

2. Mr Rajesh Sreenivasan provided a summary on Module 1: "Fundamental Concepts of Digital Identity". Mr. Sreenivasan began with a definition of digital identity as well as the benefits versus risks of implementing a Digital Identity System. For example, these include how to finance such a system (whether privately, publicly or both), whether to use a single database or multiple interoperable databases, as well as distinguishing between citizenship and national identity when implementing such a system. A representative from Indonesia shared that one way to encourage participation is to publicise the benefits of a digital identity to the people, and instil a sense of belonging. In response, some participants shared that relying on a purely digitized system is difficult when trying to reach remote areas with little telecommunications infrastructure. Participants also shared the challenge of trying to balance the human rights concerns of a digital identity system with commercial ends. Mr. Sreenivasan also briefly discussed some possible measures to address the security concerns in digital identity, such as the separation of databases and limiting the types and amount of information collected and stored.

3. Following up on Mr. Sreenivasan's presentation, Mr. Luca Castellani highlighted the need to decouple the human rights aspects of a Digital Identity Framework from the commercial aspects and focused on the legal aspects of identity management. A strong theme underlying his presentation was that of "trust" – an assertion of the quality of data – and reliability. This is partially due to the fact that liability for the misuse of data is different for private and public entities. He also touched on topics such as the distinction between foundational and transactional identity. With regard to implementing a Digital Identity framework at the national level, Mr. Castellani noted the need for a top-down

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approach and not a bottom-up approach so as to avoid data silos within individual government sectors. He also stressed on the importance of regulation that was agnostic towards technology and that enabled databases to be interoperable with one another. Mr. Castellani informed about the work of UNCITRAL Working Group IV in designing a legislative text on identity management and trust services. He invited participants to follow closely that work and participate as appropriate, bearing in mind that the outcome of the current work would harmoniously complement existing UNCITRAL texts and that UNCITRAL texts are considered the legislative standard in ASEAN.

4. Presentation: E-registration to obtain taxpayers' ID Numbers

Mr. Arfiansyah Darwin from the Indonesian Customs Training Centre gave a presentation on an initiative in Indonesia for e-registration for individuals to obtain a taxpayer ID number. This is in line with the objectives of convenience, the streamlining of tax administrators' operations, and minimising interactions between taxpayers and tax officials. Through this initiative, the number of registered taxpayers has increased from 8.04% of the total population (in 2010) to 15.85% in 2018. The hope is that such a system will contribute to better predictions of yearly government revenues.

5. Presentation: Digital ID of Payment Systems in Digital Financial Economy

Mr. Doni Setyawan presented on strengthening the digital infrastructure of Indonesia's financial economy by providing a Digital ID for payment systems. In preparation for this digitisation, Mr. Setyawan noted that there is a need for data protection laws, Digital Identity regulation and the need for the granularity of data to be captured. He observed that current systemic issues include the lack of standardisation for data authorisation as well as inefficient data collecting practices. The main challenges to implementing a Digital ID in payment systems are a lack of specific regulations for personal data protection and a lack of consumer awareness.

6. Presentation: Philippines' National Public Key Infrastructure

Mr. Jose Siraj Ballesteros Murad from the Philippines' Department of Finance. He gave a presentation on the how the Philippines' National Public Key Infrastructure (PNPKI) is impacted by the current governance framework. Currently, PNPKI provides government agencies with authentication facilities for web applications, VPNs, wireless networks, digital signatures and encryption of e-mail messages. At present, the number of registrants is very small with only 4000 registrants. In addition, a further challenge lies in the fact that the new laws enacted by the authorities in the Philippines have not resulted in many practical measures being taken. His recommendations include streamlining the registration process by digitizing it, greater enforcement of current executive orders, as well as capitalizing on new laws such as the act establishing the Philippine National Identification System.

7. Presentation: Philippine Identification System (PhilSys) and Blockchain

The presentation by Mr. Arnold Janssen D. Saragena from the Department of Trade and Industry Philippines focused on implementing blockchain-based solutions to simplify public and private transactions, and to provide a National Identity to each citizen and resident alien of the Philippines. The current identification system is fragmented between different public service agencies and institutions. It is also hindered by its susceptibility to disruptions and hacking attempts. The decentralised nature of a blockchain-based solution would alleviate these vulnerabilities whilst reducing the risk of inoperability. This would meet the wider aspirations of seamless service delivery, greater administrative governance, ease of doing business and reducing corruption.

8. Presentation: E-KTP as a principal kick start for Indonesia national digital identity framework

Mr Arindra Yudha Oktoberry presented on how the present Indonesian identity card system – the Kartu Tanda Penduduk (KTP) – while piloted since 2009, has not been widely successful. Its uses include obtaining business licenses, tax services and banking services. It is seen as a way to kick-start a National Identity Framework (NDIF), but barriers exist such as its high costs, and the fact that many public services still require a physical card and the cardholders' presence. In reality, the KTP has not ultimately accommodated the speed and ease of public service. In response to the legal and financial challenges, he recommended to set up a central NDIF to promote social and economic development. This would be followed by a regulatory framework which encompasses the need for privacy and data protection.

Day 2 (30 October 2019)

UN Representatives:
Human Resources Development Section – TrainForTrade Knowledge Development Branch: Mr. Mark Assaf, Mr. Dominique Chantrel, Ms. Erika Morishita
ICT Policy Section: Ms. Cecile Barayre-El Shami
UNCITRAL: Mr. Luca Castellani
UNESCAP: Mr. Yann Duval

I.

Representatives from the Government of Singapore: Ms. Chan Kah Mei (Deputy Director, Ministry of Trade and Industry), Mr. Hadri Sopri (Senior Assistant Director, Ministry of Trade and Industry) and Mr. Manvinder Singh Bhullar (Assistant Director, Ministry of Trade and Industry).

Invited Representatives: Ms. Mariann Kirsipuu (Head of Legal, Estonian e-Residency's Risk and Compliance department), Mr. Rahul Goel (Partner, Induslaw) and Mr. Ott Sarv (Consultant, GovTech Singapore).

R&T Representatives: Mr. Rajesh Sreenivasan, Ms. Tanya Tang and Mr. Ko Cheng De.

II. **Highlights of the Meeting**:

1. Module 2: Data Protection

Mr. Rajesh Sreenivasan provided a summary on Module 2: "Data Protection". He shared that recognising the large amounts of personal data that is held as a result of a National Digital Identity System (NDIS), states need to recognise the rights of individuals with respect to personal data by having in place systems and processes for data protection. Some states also distinguish between personal data and sensitive personal data. It was also observed that for states, the mentality should be one of constant vigilance and readiness for a data breach. The success of a system is not in whether a breach occurs or not, but rather how the state recovers and responds to a breach. Ultimately, there is no perfect system for privacy. Nonetheless, there are key principles that can be followed to make the best efforts in privacy and data protection, such as non-discrimination, cybersecurity, education and data localisation. The meeting discussed about data localisation and their compatibility with trade obligations. Mr. Sreenivasan ended his presentation by answering questions such as the general importance of data and data analytics, as well as the possibility of ASEAN introducing a regional data regulation just as the GDPR has been adopted in the EU.

2. Data Protection and Cybersecurity in Estonia

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Ms. Mariann Kirsipuu gave a presentation on how Data Protection and Cybersecurity have been effectively managed in Estonia. She started out with an introduction to Estonia's e-ID system and X-Road. Its efficacy has resulted in 99% of Estonian state services being offered online, with a strong trust in the government's management of data. This is despite the crises and data breaches that have affected Estonia in 2007 and in 2017. The lessons learned from these crises is that it is important to have a risk management framework and proper continuity planning, utilising the co-operation of learned experts. What is key is to get people to understand what is necessary and to regain their trust. This requires proactiveness and investment on the part of the government. Ms. Kirsipuu highlighted that governments must be willing to experiment to be successful, citing the e-Residency initiative as an example. This has attracted more than 70,000 applications from over 165 different countries and resulted in more than 7,000 companies in Estonia being run by e-residents.

3. Presentation 1: Legal Frameworks on Personal Data Protection and Privacy in Cambodia

Mr Keo Buntheng from the Cambodian Ministry of Commerce presented on how the emergence of e-commerce in Cambodia has been hindered by a limited legal and regulatory framework. This presents challenges for individuals and businesses who seem to have a lack of trust in the system. At present, the framework is rooted in four sources of law: 1. The Cambodian constitution, 2. E-commerce law (which has recently been approved by the National Assembly and Senate, but is not yet in force), 3. Telecommunications law and 4. Other relevant laws such as the civil code and labour laws. The presentation concluded by stressing the need for inter-ministry collaboration and the drafting of new laws on personal data protection. There were also some discussions on the merits of data localisation.

4. Presentation 2: Cambodia E-Governance

Mr Lonh Sany from the Cambodian Ministry of Economics and Finance presented on the Cambodian E-Governance Framework. At present, Cambodian National ID cards have been issued to 9.6 million citizens, but the government has announced that these will be obsolete soon, subject to the roll-out of a new system. Further, the adoption of e-tax payment has seen an increase in tax collection by 30 percent in Cambodia. Some aspects of governance have been digitised, such as the inclusion of QR codes on driver's licenses for authenticity checks. However, current challenges include the bureaucracy of having to register with each ministry and each department. One challenge to integration is the need to secure a commitment from each ministry's database. The private sector is leading the way in digitisation by implementing and encouraging financial transactions, but these are limited to small quantities. Initiatives suggested are the implementation of X-road (as in Estonia), with oversight from an agency working together with the Ministry of Commerce. A more robust legal framework incorporating the law of telecommunications, cybersecurity and e-commerce is also needed.

5. Presentation 3: Cambodia National Identity Programme

Mr. Pauch Sieanghay from the Cambodian Ministry of Commerce presented on Cambodia's National Identity Programme. At present, the General Directorate Identification (GDI) framework aims to provide admin services based on a National Identity programme, to manage all identity issues. Its vision is to develop a legal environment for personal identification and to establish a universal and responsive Civil Register and Vital Statistics (CRVS) system, and to have a single source for all identity management. Conceptually, all information will be stored in a new database, with requests for applications being granted whenever new babies are born. Presently, new-borns are not given any formal identification until they turn 18. In order to attain this vision, Mr. Sieanghay recommends the amending of some Cambodian laws and the

drafting of new ones, as currently all legislation relating to civil registration are separated and not up to standard.

6. Presentation 4: PhilSys Through the Looking Glass: Governance Policies and Measures

Ms. Jovita Vence from the Philippines Department of Trade and Industry presented on the Philippines' ID System (PhilSys). This is administered by the Philippines Statistics Authority with the aim of promoting seamless service delivery. PhilSys has been rolled out in phases, with priority use given to the department of social welfare and development. The 5-year program will culminate in 2022 with the mass registration of 105 million Filipinos. However, challenges remain such as a lack of accountability, the lack of public trust and a lack of budgetary support. Ms Vence's recommendations include enhancing the integrity of key institutions, increasing the public perception of PhilSys by conducting multi-stakeholder and multimedia activities as well as maximising the use of social platforms to engage public backing. She also recommends continuing to establish necessary systems and feedback mechanism to implement the laws governing PhilSys seamlessly.

7. Module 3: ID Usage

Ms. Tanya Tang introduced the module on ID usage by citing the multiple use-cases of an electronic ID system (e-ID) in Singapore. She distinguished between the SingPass system for individuals and the CorpPass system for businesses to connect or transact with the government, recognising that while a digital ID system can be used as a mode of authentication for individuals, it also has its business purposes. The economic benefits of such a system were recounted, such as decreasing costs, increased government effectiveness and consumer convenience via lower transaction costs. However, this requires a strong regulatory framework where governments move from siloed databases to shared ones. Risks and threats identified include that of identity theft and fraud, thus highlighting the need for robust systems with efficient query mechanisms. Data breaches were also identified as a key risk, with the example of the SingHealth data breach incident being drawn on. Ultimately, Ms. Tang stressed that it is important that crises are managed well, and steps are taken to recover and rebuild public trust in the system. Another risk identified was that of profiling and discrimination, and policymakers should therefore distinguish between the information we can collect versus the information we want to collect. A robust discussion followed concerning the seeming generational gap as to the perceptions and trust that people have in organisations that manage their data. A further discussion followed on how the language of legislation can often result in technical complications and inefficient implementations. Ultimately, it was concluded that there is no country with a perfect system and constant efforts to futureproof the system must be made.

8. Presentation 5: The Philippine National Digital Identification System – Implications of Census Issues on Fundamental Registry Data

Ms. Shane Marie from the Philippines Department of Trade and Industry presented on the regulatory issues presented of PhilSys. She reiterated that the goal of PhilSys is the seamlessness of service as well as to reduce corruption and to strengthen financial inclusion and ease of business. At present, the issues lie in the lack of adoption and inaccessibility. 16.3 million Filipinos lack proof of identity and 7.5 million are unregistered with the government. Individuals without legal identity are invisible to the government and lack the access to basic services. Poverty and geographical barriers also cause this. Further, most of the registration venues are local offices or government agencies which are not accessible to the unregistered population. As such, technical expertise is required for the final rollout of PhilSys to successfully register all intended stakeholders. Recommendations include a holistic assessment of the cultural, social, political and economic landscape to determine the project's feasibility. Further, a

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nationalised database system and intensified legal frameworks that include local government units and municipalities are encouraged.

9. Presentation 6: The Possibilities of the New Philippine ID system

Ms Vianca Ivica Aguarin of the Philippines Department of Trade and Industry presented on the future prospects of the country's National Identity System. At present, Filipinos are used to owning 5 or more ID cards. The PhilSys system aims to eliminate the need to present other forms of identification in private and public transactions. It will be useful for businesses to register, access microfinance and transact for business. At present, data breaches have diminished public trust in the system and the ID has limited digital application. Ms. Aguarin's conclusions include recommending that the system be enhanced through stronger interconnectedness of agencies and the promotion of awareness, implementation and maintenance. The budget should be enhanced to avail the use of blockchain technology and a strong collaboration with the private sector. The end goal is a harmonised ID system incorporating all government services supported with a mobile application relying on two-factor authentication.

10. Aadhaar Digital Identification System

Through a videoconference, Mr Rahul Goel from Indus Law shared the progress of India's Aadhar Digital Identification System established in 2009. It is a unique 12-digit random number that has resulted in India's largest biometric digital identity programme. However, the implementation of Aadhar has been challenged by the Indian Supreme Court on multiple occasions, starting in 2012 when the court ruled that the implementation had no legislative backing (due to it being rejected by the Parliamentary Standing Committee) and was against fundamental rights. Aadhaar was subject to scrutiny again in August 2017 when the Supreme Court held that privacy was a fundamental right in India, traceable to the right of liberty enshrined in the Indian constitution. Because the Indian Government envisaged linking Aadhaar numbers to citizens' bank accounts and income tax accounts, the court questioned whether the management of income taxation could be brought into Aadhaar's ambit. Finally, the Supreme Court upheld the constitutional validity of Aadhar's key provisions (with some minor modifications) in September 2018, whilst acknowledging that privacy was a fundamental right of all Indians. It also barred a few provisions on disclosure of personal information and the use of Aadhaar by private parties. While Aadhaar has some jurisprudential backing due to the September 2018 decision of the Supreme Court, at present there remain challenges such as the lack of a data protection framework resulting in frequent data leaks, and the fact that there is a large segment of the population that is uneducated and uninformed on the Aadhaar ecosystem.

11. Presentation 7: Online Fraud Transactions Wherein Our Bureau (Bureau of Import Services) is being used by a Local Entity

Ms Pearl Sumaria from the Department of Trade and Industry in the Philippines presented on an instance of online fraud suffered by the Bureau of Import Services. There were two cases where foreign companies were invited to pay a registration fee to participate in government tenders, only to find out that the company that invited them to do so did not legally exist. A jointly led investigation was carried out by the Central Bank and the National Bureau of Investigation. Online security is still a pressing concern, and there are instances where illegitimate companies commit fraudulent transactions by having different names. Recommendations include increasing stakeholder awareness through training in both the government and private sector as well as encouraging vigilance in online transactions.

12. Presentation 8: Right to be Forgotten in Indonesia

Mrs Nanci Laura Sitinjak from the Indonesian Ministry of Communications and Informatics presented on the right to be forgotten. Previously, there was no legal obligation to fulfil an individual's right to be forgotten. In Indonesia, the right to be forgotten has been implemented since 2016 The concept of the right to be forgotten takes form in two ways: the right to erasure, carried out based on the request of the owner of the relevant personal data; and the right to delisting, carried out based on a court decision. However, Indonesia has yet to introduce personal data protection beyond a draft of such laws. Recommendations include understanding the constitutional footing of the right to be forgotten in Indonesia as well as a proper formulation of the concept of the right to be forgotten (versus erasure of "irrelevant information").

13. Presentation 9: National ID Usage in Indonesia's Public Service

Ms Julia Edisa Kumala from the Indonesian Ministry of Communication and Informatics presented on the National ID system in Indonesia. This ID is the main pre-requisite document needed before other ID documents such as driving licenses, Tax IDs and passports can be issued. From 2011 to 2019, the number of residents registered to this system has increased from 67 million to 189.2 million. While it has its uses, there are drawbacks. For example, while it can be used in banking services, it only applies to government-owned banks and not private banks. Further, data retrieved from the web services are sometimes outdated. In addition, while licensing activities can be done using the National ID as the main reference, sectoral ego remains a present issue. Ms. Jumala's recommendations include a national dashboard through which residents can submit updates to their data, regulation to accommodate use of the system by the private sector, and the implementation of a National ID Card Reader to facilitate the identity verification process.

Day 3 (31 October 2019)

UN Representatives:
Human Resources Development Section – TrainForTrade Knowledge Development Branch: Mr. Mark Assaf, Mr. Dominique Chantrel, Ms. Erika Morishita
ICT Policy Section: Ms. Cecile Barayre-El Shami
UNCITRAL: Mr. Luca Castellani
UNESCAP: Mr. Yann Duval

I.

R&T Representatives: Ms. Tanya Tang (Partner (Chief Economic and Policy Advisor)) and Mr. Ko Cheng De (Associate).

II. **Highlights of the Workshop**:

1. Module 4: Governance

Ms Tanya Tang provided a summary on Module 4: "Governance". She started by discussing three key aspects of governance, namely: (i) ensuring data privacy and security and safeguarding users' rights; (ii) setting out clear institutional mandates and establishing accountability; and (iii) leveraging on independent oversight and proper adjudication of grievances. A discussion emerged about the different avenues for dispute resolution regarding Digital Identity issues. The presentation went on to cover the different key stakeholders in an e-ID framework: end-users, providers and enabling/supporting actors. Mr. Luca Castellani commented that UNCITRAL uses a different framework for identifying the stakeholders, and that it is important to consider also the service providers who require identity authentication to provide services to end-users. The last section of the presentation dealt with the possible types of governance models, which differ in terms of the roles played by the Government as identity provider,

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regulator and identity broker / clearing house. Where necessary, the private sector should be involved to leverage their technical expertise. The appropriate model will depend on the particular needs of the jurisdiction. During the discussion that followed, it was established that the key approach to the appropriate model is one rooted in compliance, that will ensure traceability and transparency. This will also avoid issues such as the unwanted sharing of personal data by governments to private entities, as well as unsolicited marketing calls and messages.

2. Presentation: Digital identity and the Glide Path to Digital Finance/Commerce in the Philippines

Ms. Cheryl Lualhati Balingit from E-PESO Philippines spoke about how digital finance and e-commerce can gain a stronger foothold in her country. A problem observed was that Filipinos have limited access to financial services, a primary reason being that many do not even have the appropriate documents to utilise such services. There are reasons to be optimistic – landmark legislation has been passed that will improve the enabling environment for digital payments and commerce, thus there is immense potential for the population. Challenges include poor internet infrastructure, lack of consumer education and financial inclusion, as well as prevalence of fraud and cyber-crime. For her recommendations, Ms. Balingit suggested training and education to build trust, strengthening the infrastructure and associated services to support e-payment and e-commerce, and implementing legislation and putting it into practice. The ensuing discussion covered the risk of over-regulating or under-regulating and the pitfalls of both.

3. Presentation: Digital Identity in Indonesia in perspective of Electronic Based Government System and on One Data Indonesia

Mr. Hafied Rum from the Ministry of Communications and Information in Indonesia presented on his country's electronic-based government system. He noted that at present, central and local governments spend a lot on IT infrastructure and that the introduction of an electronic system can save government budgets. Mr. Rum focused on two aspects: data and information, and the government services hub. He also spoke about a new regulation passed called One Data Indonesia, encompassing the 'One Data' Principle which features data sharing, interoperability of data, metadata and master data. Presently, however, systems are separated with occasional overlapping nodes that are difficult to manage. To properly implement such a system, recommendations include a proper legal basis for the e-government architecture, commitment from stakeholders to build the infrastructure needed and regulate the activity of the identity provider and related entities, as well as to finalise Indonesia's data protection laws.

4. Presentation: Digital Identity for National Investment Growth

Ms. Christina Dian Paulina BB from the Ministry of Communications and Information in Indonesia presented on how a Digital Identity System can contribute to increase national investment in Indonesia. She shared how the system in Indonesia is governed by two separate mecanisms, the NIK number and the e-KTP electronic identity card. There are relied on to access the integrated business licensing platforms, Online Single Submission (OSS) and SICANTIK. These systems enable government officials to use an e-certificate to digitally sign a permission/licensing through SICANTIK Cloud any time and anywhere. This helps to improve business efficiency for both government and citizens, prevents back-door transactions and makes business licensing and investment much easier. However, difficulties lie in disseminating information to citizens regarding online licensing as many still do not have an e-KTP card. The card is hard to get in rural areas and there are insufficient skilled persons who can operate the technology. Ms. BB's recommendations include to strengthen data protection regulations, to improve citizen education and to have robust infrastructure in rural areas – this will result in a massive socialisation of individuals which will usher in a new era of government services, particularly in business

licensing and investment processes. Discussions followed regarding the trading of data over social media in Indonesia.

5. Visit by Deputy Secretary-General of UNCTAD, Isabelle Durant

Ms. Durant, in Singapore to attend the Global Maritime Forum's 2019 Annual Summit, visited the workshop to engage with the participants. She shared with them her experiences as a Minister and the challenges that come with trying to affect change. Effective government requires one to maintain a good grasp of the inklings of civil society, Ministers and Members of Parliament. Another challenge is in translating technical concepts to government officials. This was followed by contributions from each delegation recounting the interaction within the government in their respective countries.

6. Presentation: Adoption of Digital Identity to Boost Economic Growth

Ms. Wan Aimi Wahida Mohd Azmi from Malaysia presented on how a Digital Identity framework would benefit her country. She started by asking what it means to identify and differentiate between people and distinguished between someone's physical and digital identities. A digital identity would be applied to online services that would boost economic activity and contribute to economic growth. Current challenges include the risk of fraud, data leakage, cyber-attacks as well as the low adoption of e-government applications. Ms Azmi shard that the current National ID card system in Malaysia relies on a numbering system rooted in citizens' personal characteristics (such as birthdate, place of birth and gender), which could facilitate discrimination. There are also instances of security risk failures that have made national news. Ms. Azmi's recommendations are for a Digital Identity system grounded in biometric data protected by a digital certificate – one that is trusted by all as a catalyst to achieving a total digital economy. She also envisions the promise of enabling economic value creation that increases efficiency, reduces growth barriers, generate new revenues and promotes economic inclusion. In the discussion that followed, participants elaborated on how a digital identity contributes to real economic growth, as well as the need for ID numbers to be based on random numbers

7. Module 5: "ID Technology Solutions & Risks"

Ms. Tang discussed the various types of ID technology solutions. Credential technologies, for example, include biometrics, cards and mobile. As an example of mobile credential technologies, she conducted a demonstration of Singapore's two-factor authentication via SingPass Mobile for e-government services. Participants from Cambodia shared their country's similar capabilities. Ms. Tang also discussed other types of technologies such as authentication and trust frameworks, as well as analytics technologies. It was noted that the World Bank has developed a technology assessment framework to assess the different types of technologies based on six parameters. Other key factors when considering what types of technologies to adopt for a country's ID system include privacy, open standards and vendor neutrality, service-level requirements, infrastructure constraints, and cyber hygiene.

8. Presentation: Online Single Submission – Indonesian Single Business Identity

Mr. Robby Maulana presented on how the Online Single Submission (OSS) system has brought in a new era for Indonesian e-commerce but is still limited. The system envisions a one-stop licensing service to obtain a business or commercial permit which issues a single business identity (NIB). A NIB can be attained by simply submitting one's passport number. However, the current situation is that businesses claim they have yet to benefit from the system and are still facing procedural difficulties. Regional governments are not ready and have failed to integrate on the same level as the central government. Licensing still has to be done manually. Mr. Maulana's recommendations are that the UNCTAD Business

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Facilitation Program be engaged, as well as an e-regulation and e-registration system that simplifies administrative procedures. He also was of the view that coordinating ministries should promote these initiatives, together with the aim of improving the ease of doing business and the cutting of red tape.

9. Presentation: Emerging E-commerce trends and the need to adjust government policies

Ms Su Thet Hninn from the Ministry of Commerce in Myanmar presented on some of the challenges faced in the technical and legal readiness of Myanmar. The country has benefitted from an UNCTAD eTrade Readiness Assessment and has started developing an e-commerce strategy with the support of UNCTAD. She cited the example of how mobile and smartphone penetration in Myanmar is at a high level, and an opportunity for Myanmar to leapfrog into a digital economy by using technology to accelerate change and to use e-commerce to move to a cashless society. However, the system is still limited as it is fragmented and there is limited interconnectedness for data sharing. Cyber laws are partially implemented with not all measures being in place. Data protection and privacy laws are either ill-drafted, too broad, or incomplete. Referring to the assessment of Myanmar's readiness for cross-border paperless trade conducted by UNESCAP, she noted that there is no agreement in place enabling data sharing between government agencies. Support was needed to improve the legal framework for a digital economy, as well as e-commerce laws based on UNCITRAL model laws. Recommendations include legislation to promote regional integration, and the acceleration of legal and regulatory reforms to keep up with regional trade agreements.

10. Presentation: Digital ID: National Initiatives and Challenges in Thailand

Mr. Phongphun Sripan, with Electronic Transactions Development Agency (ETDA) under the Ministry of Digital Economy and Society from Thailand, shared issues associated with a Digital ID system affecting both the public and private sectors. Such issues include the lack of foundational ID in a digital form. A physical card is needed for conducting Know-Your-Customer (KYC) through a Face-to-Face channel. Challenges for Thailand include the lack of established standards and the lack of legal certainty related to the use of a Digital ID. Recommendations include putting in place a subordinate law that sets out relevant requirements and liabilities of service provider as well as standards and required assurance levels in line with international standards and laws. He shared that an innovation Sandbox project is to be launched in Thailand.

11. Presentation: Digital Identity – Business Landscape in Thailand

Mr. Natthaphat Rojanasupamit, from the Thailand Electronic Transactions Development Agency, shared the Digital Identity lifecycle and the various standard-setting levels of assurance attainable. He then elaborated on the challenges faced in Thailand due to the variety of business types relating to a Digital Identity system. He also shared the various governance models available that differ in terms of the relationship between the identity provider and the relying party. Mr. Rojanasupamit noted that Thailand is designing a framework for Digital Identity Governance. He shared that Thailand prepared a specific law on ID management that took into account the ongoing work of UNCITRAL Working Group IV. He also noted the importance of having guidelines and standards governing digital identity and authentication.

12. Presentation: Digital Identity of an Online Business & Trust Building in eCommerce in Lao PDR

Mr. Sinthavanh Chanthavong, from the Ministry of Industry and Commerce in Lao PDR. He first set out that the e-commerce ecosystem in Lao PDR is slowly established and there is a low level of trust and confidence in it. He opined that a new e-commerce law currently being drafted will address these issues in e-commerce. Going through the Business

Licensing life cycle, he demonstrated how business registration in Lao PDR is onerous and requires multiple documents. In order to save costs, he recommended capacity-building and investment in order to improve the corporate registry for time and cost savings to both businesses and the regulator. In order to build a sound business environment, he recommended recruiting in-house experts to develop a cyber legal framework, with enforceability. Finally, he recommended raising awareness of unfair practices to reduce their prevalence in commerce.

13. Digital ID for Cross-Border Paperless Trade: A Perspective From UNESCAP

Mr. Yann Duval, Chief of Trade Policy and Facilitation from the Trade, Investment and Innovation Division of UNESCAP gave a presentation on promoting paperless trade in the Asia-Pacific Region. This involves achieving recognition of Digital ID across borders and paperless trade systems in each country with each government taking responsibility for data management. This requires mutual recognition of Digital IDs, which is politically challenging due to trust issues between countries. No standard solution works, and inter-governmental cooperation is needed. Central to this initiative is the Framework Agreement on the Facilitation of Cross-Border Paperless Trade in Asia and the Pacific. This UN treaty provides a dedicated intergovernmental framework to develop legal and technical solutions and is complementary to the WTO Trade Facilitation Agreement as well as regional efforts. In total, 30 countries are involved in preparing for its implementation, including through participation in the Intergovernmental Steering Group on Cross-Border Paperless Trade Facilitation and the UNNExT Advisory Group on cross-border paperless trade facilitation. These groups have provided guidance documents for implementation the framework agreement. After a short video elaborating on the framework agreement, Mr Duval concluded by highlighting the way forward for paperless trade – it can potentially cut trade costs by up to one quarter, with the regional savings totalling $600 bn. Digital identification of the different stakeholders in trade transactions is key to success. He concluded his presentation by encouraging delegations to accede to the Framework Agreement, and to share their experience and co-operate on common solutions, as well as to promote their own systems.

Day 4 (1 November 2019)

UN Representatives: Human Resources Development Section – TrainForTrade Knowledge Development Branch: Mr. Mark Assaf, Mr. Dominique Chantrel, Ms. Erika Morishita
ICT Policy Section: Ms. Cecile Barayre-El Shami
UNCITRAL: Mr. Luca Castellani
UNESCAP: Mr. Yann Duval

I.

Representatives from Government of Singapore: Mr. Kwok Jia Chuan (Deputy Director, Smart Nation and Digital Government Office) and Mr. Hadri Sopri (Senior Assistant Director, Ministry of Trade and Industry).

R&T Representatives: Ms. Tanya Tang (Partner (Chief Economic and Policy Advisor)) and Mr. Ko Cheng De (Associate).

II. **Highlights of the Workshop**:

1. National Digital ID in Singapore

Mr. Kwok Jia Chuan presented on the evolution of Digital Identity in Singapore. After relying on physical ID cards for 38 years, the SingPass was introduced in 2003, with 2-factor authentication ("2FA") bepagening introduced in 2015. The government intends

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to roll-out a National Digital ID ("NDI") in 2020 that can be used for both public and private sectors. This will rely on a cryptographic-based approach that is tamper-proof and more secure. Accompanying this will be multiple NDI Go-To-Market Products such as authentication services and facial recognition services. At present, SingPass has more than 3.8 million users accessing more than 300 services. Mr. Kwok also shared on the MyInfo system which provides a verified data profile for digital transactions. MyInfo creates a trust infosystem that enables citizens and residents to manage the use of their personal data for simpler online transactions. The Singapore government plans to expand the NDI ecosystem to cover cross-border arrangements by entering into mutual recognitions of trust with other countries. Mr. Kwok shared that some challenges faced include a lack of digital readiness within segments of the population and the risks of existing technology becoming obsolete.

2. Recommendations from Workshop

Mr. Mark Assaf and Ms. Cecile Barayre-El Shami presented a list of recommendations that had been compiled based on the participants' recommendations in their individual presentations and the discussions that emerged during the workshop. Much discussions took place on the exact wording of the recommendations so that they could reflect their intentions and purposes accurately. It is hoped that participants can share those with their government in order to advance the Digital Identity agenda in their countries.

3. Closing

The workshop ended with the distribution of certificates to each participant and a photo-taking session with the participants, UNCTAD representatives, Mr. Hadri Sopri of the Ministry of Trade and Industry of Singapore, and the representatives from Rajah & Tann.

Annex 6: Social media clipping (Twitter, LinkedIn)

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5d •

Concluding the workshop drafting recommendations to build digital identity frameworks as a key driver of trade and development

#Inclusive
#Useful
#Secure
#Trustful
#Transparent

#UNCTAD, TrainForTrade, #DigitalIdentity workshop

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How to develop a #governance framework for digital ID?

- Organisations to partner with
- Interoperability for ID systems
- Regulated framework
- Governance models

Tanya Tang, Speaker, Rajah & Tann Singapore LLP

#UNCTAD, #DigitalIdentity workshop

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"Ensuring the integrity of key/lead institutions implementing the PhilSys is critical in building public #trust on #PhilSys"

Jovita Vence, participant from the #Philippines

#Dataprotection, Day 2, #UNCTAD #DigitalIdentity workshop

TrainForTrade@UNCTAD @TrainForTrade · Oct 29
Legal aspects of #identitymanagement and #trustservices:

Who or what is seeking to prove identity?
Reliability of proof of ID?

-Luca Castellani #UNCITRAL Working Group IV #eCommerce

UNCTAD #DigitalIdentity Workshop in #Singapore

Yann Duval • 1st
International Development & Trade Economist (Chief, Trade Policy and Fa...
6d • Edited •

Learning from #Singapore and #ASEAN this week at an #UNCTAD Workshop on #Digitalidentity for #Trade and Development. Cross-Border recognition of digital trade Identities is one the key issues to be addressed under the new UN treaty to facilitate trade digitalization in Asia-Pacific (https://lnkd.in/f6keUTv)

The workshop is organized by UNCTAD TrainForTrade team at #SMU in cooperation with #WorldBank, #UNCITRAL, #UNESCAP and #MTI. Singapore ranks among the very top performers in digital trade facilitation according to the 2019 untfsurvey.org.

Thanks Cecile Barayre-El Shami, Dominique Chantrel, Rajesh Sreenivasan, Luca Castellani, Locknie Hsu, Bryan Tan, Yow Jinn Lee, Leong Seng Loo, ICC Academy for good discussions during the week.

41 • 2 Comments

Reactions

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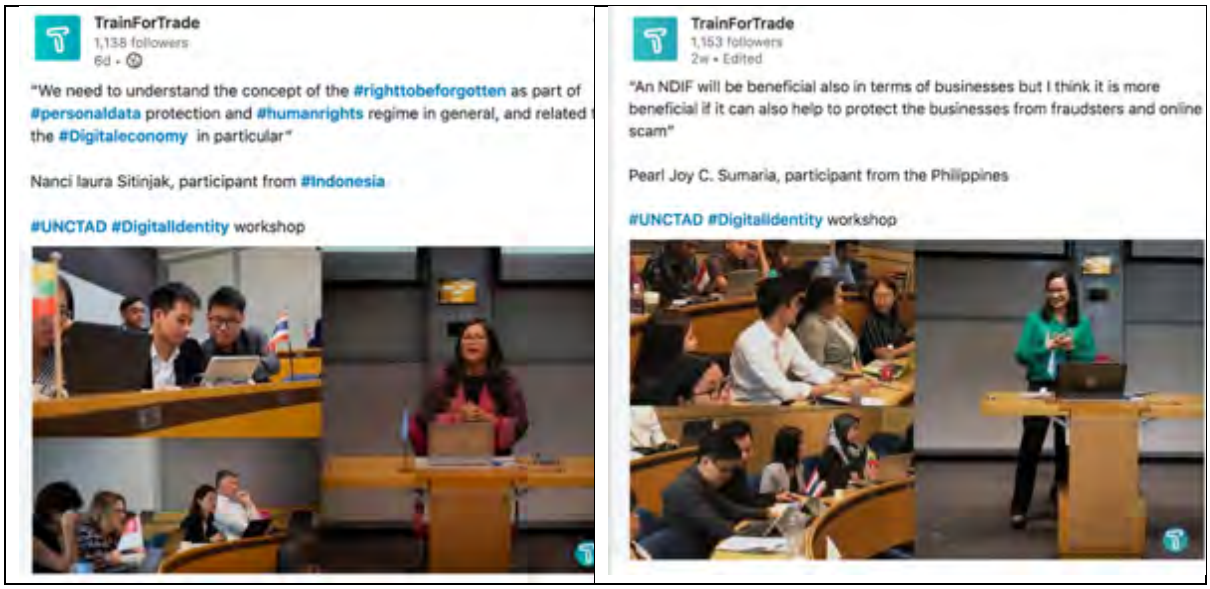

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