



**Preliminary Information Note**  
**Workshop on Building Trust and Confidence in Arabic e-Services**  
25-27 May, 2010, Beirut, Lebanon

**Background**

Information and communication technology has become vital to modern society. Its continuous development is transforming business, government, education and communities. With increased interconnectivity, information and communication systems and networks are now exposed to a growing number and a wider variety of threats and vulnerabilities.

Confidence and security in using ICT in general and online e-services in particular are fundamental in building an inclusive, secure and global information society, a fact acknowledged during the World Summit on the Information Society. The legal, technical and institutional challenges caused by cyber attacks and cyber crimes are global and far-reaching.

As more social interaction occurs online, personal data is moved into the electronic world. Along with the value of increased social networking, these changes bring with them attendant issues in data governance, privacy and anonymity issues. Cyber legislation is a very important component in this system. Understanding risks and mechanisms for managing data as an asset are very important aspects of developing trust in e-services.

On the international level, a number of organizations, such as OECD, EU and ITU have already set out frameworks and guidelines to support cyber security and the development of a culture of trust in the use of online e-services while similar efforts in the region have been insufficient and need to be improved.

To address these challenges in the Arab region, and based on internationally developed principles, ESCWA developed a study on “Building Trust in e-Services in the ESCWA Region”<sup>1</sup> in Q1 2009. This study focused on strengthening the trust framework in the region by highlighting the different levels of security (including information and infrastructure) and by exploring the legal aspects needed to build trust and confidence in the use of e-service and ICT applications.

Building on the aforementioned study, and to address the issue of development of a culture of security and trust in the use of online e-services in the region, ESCWA aspires to further tackle this issue by organizing a “Workshop on Building Trust and Confidence in Arabic e-Services”, subject of this information note, which is envisaged to be a useful and valuable activity to complete the schema.

**Objectives**

The main objectives of this workshop are to raise the awareness and build the capacity of ESCWA member countries in trust-building issues regarding the use of e-services. These include technical frameworks, cyber legislation, data governance, policies, mechanisms and modalities that strengthen trust and confidence in the use of online e-services. This workshop will facilitate human and institutional capacity building to enhance their knowledge, their understanding and know-how in the fields of infrastructure security, information protection and privacy in an online e-services environment. These factors will be framed in the context of broader awareness raising and practical steps which workshop attendees can apply to increasing the necessary trust in e-services to facilitate growth of the information society.

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<sup>1</sup> This report – in Arabic – can be found on the following page:  
<http://www.escwa.un.org/information/publications/edit/upload/ictd-09-4-a.pdf>

## Topics

This event will include presentations and discussions revolving around the following topics:

- a) Technical issues associated with security including the application of Computer Emergency Response Teams;
- b) Cyber Legislation issues related to building trust in e-services;
- c) Role of different stakeholders in creating a climate of trust and security;
- d) Awareness raising towards building culture of security and trust;
- e) Data privacy and data governance;
- f) Sharing of best practices and lessons learned among the stakeholders.

## Outcomes

The workshop aims to achieve the following:

- a) Raise awareness among the participants of the issues and tools available to build trust in e-services;
- b) Improved understanding of technical and legal frameworks, policies, mechanisms and modalities for strengthening the trust and confidence in the use of e-services in the ESCWA region;
- c) Building capacity of the participants to integrate trust building principles into their work.

## Organization

The workshop will be organized by the ICT Applications Section of the ICT Division at ESCWA and is scheduled to take place during the 25-27 May 2010 at the UN-House in Beirut, Lebanon.

## Participants

About 20 participants from Ministries of ICT in ESCWA member countries, the public sector, CERTs, and universities will be invited to attend and participate actively in the workshop.

Participants are requested to register for the meeting by filling a downloadable registration form and returning it by email, to [escwa-ictd@un.org](mailto:escwa-ictd@un.org) before **25 April 2010**.

## Language

Arabic and English will be the official working languages of the workshop, noting that interpretation will not be provided.

## Travel and Accommodation

All participants are expected acquaint themselves with the visa requirements for Lebanon and secure a visa ahead of their anticipated travel date. In this regard, ESCWA can provide assistance to Palestinian and Iraqi participants upon request.

## Additional information

Additional information and documentation is available at the following URL:  
<http://www.escwa.un.org/information/meetingdetails.asp?referenceNum=1246E>.

Submissions, inquiries and requests for additional information should be addressed to:

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