ORGANIZERS
ĐƠN VỊ TỔ CHỨC

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DIỄN ĐÀN THANH NIÊN QUẢN TRỊ INTERNET VIỆT NAM 2022
YOUTH INTERNET GOVERNANCE FORUM VIET NAM 2022

REPORT

YOUTH INTERNET GOVERNANCE FORUM VIET NAM 2022

September 2022

A. OVERVIEW

1. Overview of the event

Date: 24-25 September 2022
Format: Offline
Location: University of Social Sciences and Humanities (USSH), Viet Nam University (336 Nguyen Trai Street, Thanh Xuan District, Hanoi, Vietnam)
Total participants: 150

- Organizer team
  - o Vietnet-ICT
  - o USSH staff
  - o YIGF VN Youth Committee (Youth Taskforce) + YC Alumni: 17
- Member of the YIGF Advisory Board
- Youth Ambassadors: 92
- Guests and speakers
- Media: press, television
- Other registered participants

Host: Vietnet Information Technology and Communication Center (Vietnet-ICT); YIGF Vietnam Youth Committê

Co-host:
- University of Social Sciences and Humanities

Sponsors:
- SecDev Foundation
- United Nations Internet Governance Forum (UN IGF)
- Internet Society Foundation (ISOC)
- APNIC (the Asia Pacific Network Information Centre)
- Uniform partially sponsored by Gau Uniform
- Gift for outstanding youths supported by APTECH Vietnam

Supporting units:
- United Nations Viet Nam
- Vietnam Internet Network Information Center (VNNIC- an affiliation to the Ministry of Information and Communications

Media support
- Ybox.vn
- Ivolunteer Vietnam
  For more information, please visit the fanpage or website: yigf.vn.

2. Key outcomes/Outstanding numbers

803 — The number of applications for youth ambassadors recruitment

92 — Youth ambassadors to attend full 2-days event

101 — Youth champions engaged in the discussion (Youth ambassdors + YIGF VN youth commitees)

~1M — Total people reached via social media and press

1 — Youth recommendation letter to Vietnamese policy makers

B. EVENT DAY

DAY 01 – SEP 24, 2022 (GMT+7)		
Time	**Activities**	**In charge/Speaker**
09:05 - 09:15	Opening Speech	Shin Umezu - United Nations Resident Coordinator in Vietnam
09:105– 09:25	Welcome Remarks	Assoc. Prof. Dr Hoang Anh Tuan President, University of Social Sciences and Humanities

\09:25 – 09:50	Youth Internet Governance Forum Vietnam introduction and opportunities for youths	Ms. Ngo Minh Trang - Director - Vietnet Information Technology and Communication Center
10:05 -11:00	Panel discussion: Emerging Technologies and Innovation – From Internet Governance perspective	- Ms. Ngo Minh Trang – Vietnet-ICT - Mr. Nguyen Hong Thang – Vietcombank - Ms. Nguyen Thi Thu Thuy – VNNIC - Nguyen Ngoc Bao Lam – YIGF VN Youth Commitee

11:00 - 11:30	Diversity and Inclusion in Tech	Ms. Phan Nhung SWITCH SEA Project Coordinator in Vietnam - APNIC Foundation
13:30 - 15:00	Talkshow 01: E-commerce	Mr. Hoang Trong Nghia CEO of An Phat Group

15:15 - 16:15	Talkshow 02: Data Governance	Mr. Ngo Viet Khoi Cyber security expert

16:15 – 16:45	Draw your own 'Civilized Internet Space"	Youth Champions

16:45 – 17:00	Wrap-up	Ms. Anja Gengo Internet Governance Forum Secretariat United Nations Office at Geneva | Switzerland

DAY 02 – SEP 25, 2022 (GMT+7)		
Time	**Activities**	**In charge/Speaker**
08:30 – 08:45	Opening Speech	Mr. Michael Gray Senior Program Manager – SecDev Foundation
08:45 – 09:00	Lightening Talk *Why Cybersecurity? Why now?*	Mr. Phillip Hung Cao Cybersecurity Expert

09:00 – 11:45	YIGF Role-play discussion **Topic:** Cybersecurity and Trust	Moderator: Ms. Le Hoang Dieu Anh – YIGF VN Coordinator Discussant: Mentors

(Youth ambassadors in the role-play session)

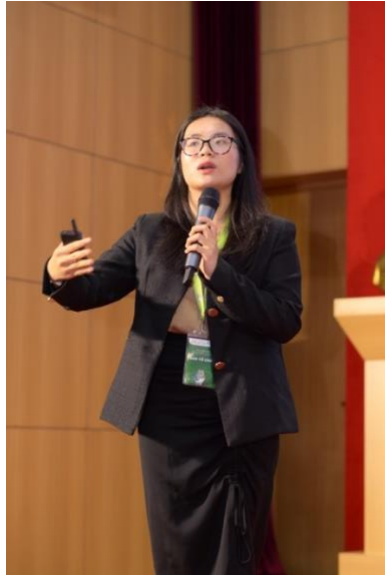*(Moderator: middle in the picture)*

(Discussants: Mentors of each team)

13:30 - 15:30	Participant youth statement presentations	Youth Ambassadors

16:15 – 16:30	Discussion summary – Youth Statement/Youth Letter of Youth Internet Governance Forum Vietnam 2022 (*See more in Annex 1*)	Representative of Youth Ambassadors

16: 30 –17:00	Discuss the ideas for Youth Internet Governance Forum Vietnam 2023 What's your take away and Event Summary	Ms. Le Hoang Dieu Anh National Coordinator of Youth Internet Governance Forum Initiative in Vietnam
17:00 – 17:10	Announce list of outstanding champions	Representative of Aptech
17:00 – 17:10	Closing ceremony	Representative of Organizers

C. PICTURES

More pictures: https://bit.ly/YIGFVN2022_Anhchup

D. Post-event survey result

- Survey link: https://bit.ly/KhaosatYIGF2022
- Number of responses: 68/101

Bạn đến từ nhóm nào? Which team do you belong to?
67 câu trả lời
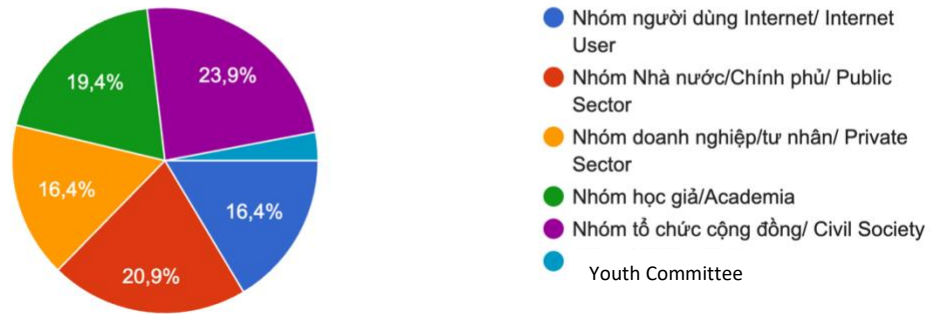
- **General evaluation regarding aspects**
-
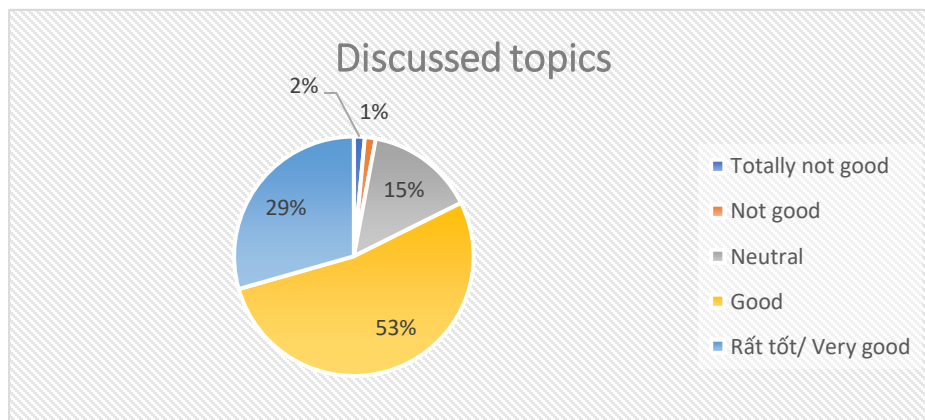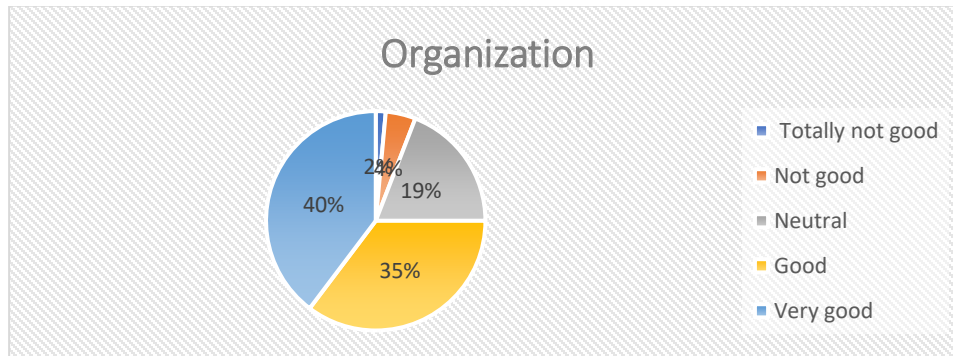
Panelists and speakers

Pie chart:
- Totally not good: 2%
- Not good: 1%
- Neutral: 10%
- Good: 38%
- Very good: 49%

Logistics

Pie chart:
- Totally not good: 3%
- Not good: 1%
- Neutral: 19%
- Good: 40%
- Very good: 37%

Teabreak and Lunch

Pie chart:
- Totally not good: 3%
- Not good: 1%
- Neutral: 19%
- Good: 40%
- Very good: 37%

- **General evaluation regarding program**

There is variety of session topics

3% 1%
15%
44%
37%

- Totally disagree
- Dissagree
- Neutral
- Agree
- Totally agree

The speakers achieved stakeholders balace

3% 3%
43%
23%
28%

- Totally disagree
- Dissagree
- Neutral
- Agree
- Totally agree

There is gender balance of speakers

3% 0%
16%
47%
34%

- Totally disagree
- Dissagree
- Neutral
- Agree
- Totally agree

The session speakers are interactive enough with participants

1% 0%
18%
53%
28%

- Totally disagree
- Dissagree
- Neutral
- Agree

The substantive content of the sessions are presented clearly
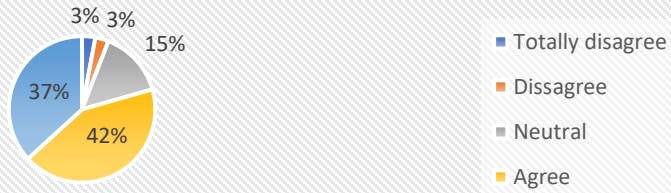
The sessions I attended are interesting

I am satisfied with the overall program agenda

- **General evaluation regarding event structure**
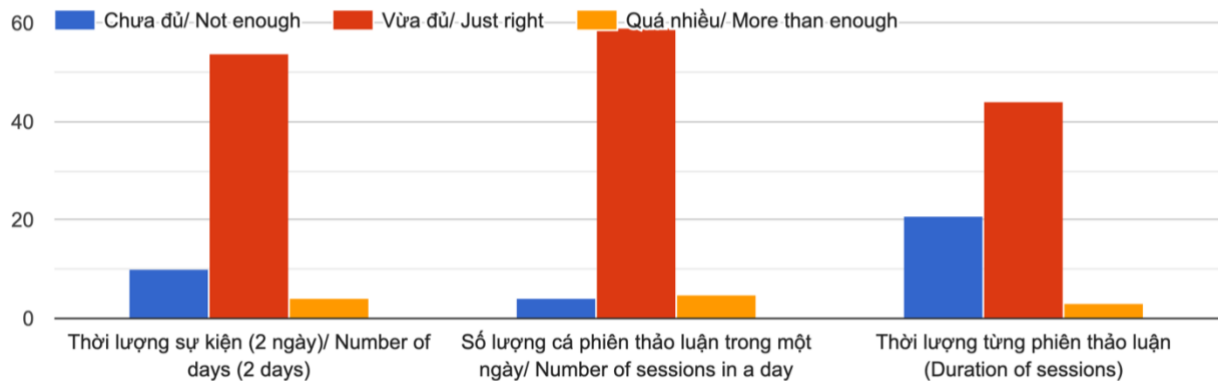
- **General evaluation regarding increased knowledge and capacities**

After attending the two-day event, I gained more knowledge about Internet Governance in general

	Value
Totally disagree	7%
Dissagree	3%
Neutral	10%
Agree	37%
	43%
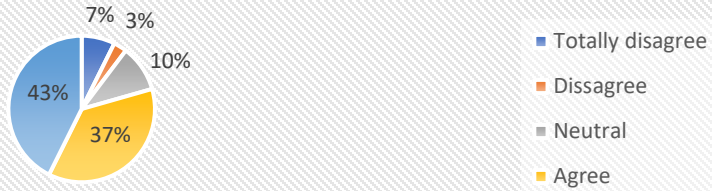
I have gained more knowledge and understanding about the development of new technologies and innovations

	Value
Totally disagree	6%
Dissagree	4%
Neutral	9%
	40%
	41%

My knowledge on the topic of E-Commerce has been increased

	Value
Totally disagree	6%
Dissagree	7%
Neutral	9%
Agree	37%
	41%
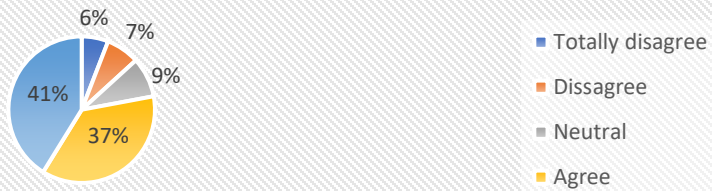
My knowledge about Data Governance has been improved
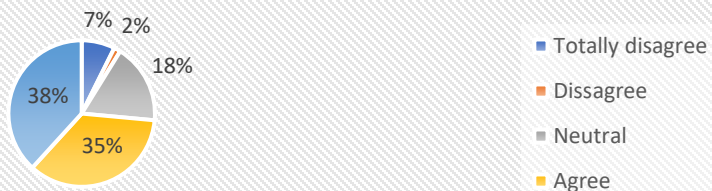
	Value
Totally disagree	7%
Dissagree	2%
Neutral	18%
Agree	35%
	38%
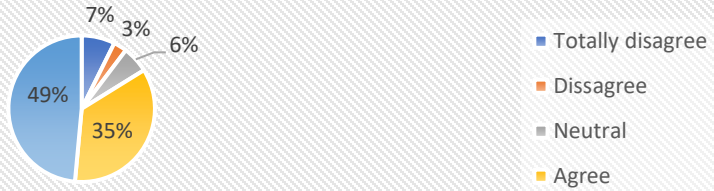
- **Do you want to attend organizering team of Youth Internet Governance Forum Vietnam 2023?**
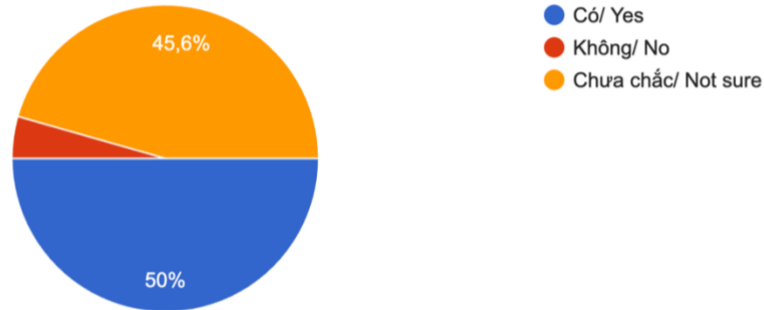
Annex 1:
SUMMARY KEY OF MESSAGE: YOUTH RECOMMENDATION LETTER

This youth statement was prepared by 101 Youth Champions of the Youth Internet Governance Forum Vietnam 2022. After a week of learning and receiving sharing from mentors, and participating in a role-play simulation session, we prepared this youth statement to show our voices and perspectives of all ambassadors when stakeholders role-playing and learn about the topic of *Cyber Security and Trust*.

From the Internet User team's perspective, we understand that the term "cyber security" is an act of protecting the data system and personal information in cyberspace from the risk of being penetrated, leaked out, or used for bad intentions. When working on this topic, we have more concern about Cyber Security for children and youths in Vietnam. To protect children in the virtual environment, there needs to be close collaboration between families, schools, and society. In particular, schools take responsibility for guiding and warning children about safe Internet use. Families should keep a close eye on children's social media use habits. And being Internet Users, we also need to condemn strongly, even boycott applications and websites,… with malicious and harmful content. Besides, these realities require Internet Users to work more resolutely to protect children in cyberspace. If we want to create a filter for a healthy Internet environment for children, it needs to have the involvement of various stakeholders. And only when the whole society actively participates in "the shield" to protect children in the virtual environment will be safe and steady. Internet Users can join hands and work together to contribute to the development of a generation of talented, healthy digital citizens who can master the future of themselves and society.

From the Private Sectors team's perspective, cyber security does not focus on only one method; these terms mean using lots of barriers to protect private sector networks in different ways.

Digital infrastructure is the infrastructure of the digital economy and digital society. Businesses or Private Sectors, whether providing or using services on digital infrastructure, have a very important position in preventing and combating cyberattacks, with the pioneering mission of ensuring national cyber security and protecting users. Private Sectors have been making efforts to develop measures to deploy cyberinformation security operation centers, connecting to centralized cyberinformation security command and operating platforms, ensuring the security of 5G networks and the

next generation of networks, overcome and handling weaknesses and risks of information insecurity on the network. However, to make sure that all measures are synchronous and most effective, it is necessary to have the cooperation of different parties, especially the Public Sector, in providing policy mechanisms, technical solutions, and communication solutions. In terms of policy mechanisms, it is necessary to improve the legal system on cybersecurity, corresponding sanctions, and policies to attract talent. In terms of technical solutions, it is essential to apply technology in the monitoring process and improve the speed of information processing and controlling. Regarding communication solutions, cyberspace itself can be used to communicate to users about network security and raise people's awareness of the risks of personal data intrusion.

From the Civil Society Organizations team's perspective, Cyber Security is the assurance that all activities in the virtual environment do not harm national security, social order, and safety or the legitimate rights and interests of agencies, organizations, or any individual.

We are specifically concerned about the issue of online sexual harassment that occurs to students at secondary schools. In particular, with three stages of receiving, processing and sharing, we focus on addressing the issues of sexual harassment they may encounter during the use of the Internet. Therefore, we give some recommendation that needs to be comprehensively coordinated by multi-stakeholders in order to prevent and minimize this situation as well as accompany children when encountering cases of harassment in the virtual space. For examples:

- Civil Society Organizations take the responsibility to collaborate with other organizations and agencies,.. to implement communication campaigns and deliver digital documents or lessons to educate children about digital identity and gender safety skills in the digital space, from the classroom scale to the whole community scale.
- Civil Society Organizations can cooperate with schools to develop activities to share and consult directly with parents on ensuring children's safety in the digital environment, emphasizing the importance of accompanying children. In addition, Civil Society Organizations organizations can combine to improve the quality of school staff in the process of supporting students to solve problems arising from online sexual harassment.
- Civil Society Organizations can involve with the Ministry of Education in developing programs, seminars, workshops, and conferences... with the purpose of providing guidance on Internet safety for children as well as encouraging stakeholder

participation, supporting the process of developing policies to protect secondary school students from sexual harassment in cyberspace.

- Civil Society Organizations should support Private Sectors in building digital barriers to prevent digital material and behavior in the digital space related to child sexual harassment and identify the information of those who commit such acts.

From the Public Sectors team's perspective, According to Clause 1, Article 2 of the Law on Cyber Security 2018, cyber security is a guarantee that activities in cyberspace do not harm national security, social order and safety, legitimate rights and interests of agencies, organizations and individuals.

We propose the following policy suggestions:

- Compiling a cybersecurity handbook for children, parents, and schools instead of legislating.

- The Public Sectors cooperates more closely with the Youth Children's Committee or Civil Society Organizations to organize educational seminars and extracurricular activities that are useful and interesting.

- Adding online safety content to civics subjects for students.

- Increasing penalties to content creators and moderators.

- Integrating cyberinformation security content to parents.

- Promoting communication for social media channels of state agencies.

From the Academia team's perspective, we understand that cybersecurity is the organization and collection of resources, processes, and structures used to protect cyberspace and cyber-enabled systems from incidents that distort ownership from actual property rights. In the era of 4.0 technology, with the strong development of Information Technology, the use of information on the Internet is increasingly expanded and effective across all industries and fields. However, Internet Users also face the risk of information leakage and invasion of privacy when accessing the network. According to cybersecurity experts, phishing attacks will still be very complex; there is an increase in both number and method. In particular, one of the emergent issues that requires timely resolution is "**The customers' information is exposed on online shopping applications. Crooks take advantage of this loophole for the purpose of fraud**". Recognizing the seriousness, we discuss and five some following recommendations: *(1) Do not access unorthodox data sources, proactively report to the authorities fraudulent websites; (2) Consumers should be consciously constant, have enough knowledge, and understand the law to protect themselves; (3) Privates Sectors need to periodically review and reassess the safety of their systems because time flows, new vulnerabilities and risks*

often appear. We must have comprehensive solutions, but it is impossible not to have a breakthrough, focused, and persistent decision to bring positive changes to cybersecurity.

In conclusion, We - young people understand the importance of learning and contributing our voices to the topic of Internet Governance in general, Cybersecurity and Trust in particular, and especially the meaningfulness of a multi-stakeholder approach when discussing the topic of Internet Governance. As ambassadors of the Youth Internet Governance Forum Vietnam 2022, we will continue to spread and share knowledge about Internet Governance to create safe cyberspace by a generation of civilized digital citizens.

Sincerely,
Youth Champions – Youth Internet Governance Forum Vietnam 2022.

Annex 2: Agenda

DAY 01 – SEP 24, 2022 (GMT+7)		
Time	**Activities**	**In charge/Speaker**
08:30 - 09:00	Registration	Organizers
09:00 – 09:05	Delegates Introduction	MC
09:05 - 09:15	Opening Speech	Shin Umezu United Nations Resident Coordinator in Vietnam
09:105– 09:25	Welcome Remarks	Assoc. Prof. Dr Hoang Anh Tuan President, University of Social Sciences and Humanities
09:25 – 09:50	Youth Internet Governance Forum Vietnam introduction and opportunities for youths	Ms. Ngo Minh Trang Director Vietnet Information Technology and Communication Center
09:50 – 10:05	*Breaktime*	
10:05 -11:00	Panel discussion: Emerging Technologies and Innovation – From Internet Governance perspective	Panelists
11:00 - 11:30	Diversity and Inclusion in Tech	SWITCH SEA Project Coordinator in Vietnam - APNIC Foundation
11:30 – 11:40	Introduction of afternoon and the next day activities	MC
11: 40 –13:30	*Lunchtime*	Organizers

13:30 - 15:00	Talkshow 01: E-commerce	Mr. Hoang Trong Nghia CEO of An Phat Group
15:00 - 15:15	*Teabreak*	Organizers
15:15 - 16:15	Talkshow 02: Data Governance	Mr. Ngo Viet Khoi Cyber security expert
16:15 – 16:45	Bonding activities for youth ambassadors	Organizers
16:45 – 17:00	Wrap-up	Ms. Anja Gengo Internet Governance Forum Secretariat United Nations Office at Geneva | Switzerland

DAY 02 – SEP 25, 2022 (GMT+7)		
Time	**Activities**	**In charge/Speaker**
08:30 – 08:45	Opening Speech	Mr. Michael Gray Senior Program Manager – SecDev Foundation
08:45 – 09:00	Lightening Talk *Why Cybersecurity? Why now?*	Mr. Phillip Hung Cao Cybersecurity Expert
09:00 – 10:30	YIGF Role-play discussion **Topic:** Cybersecurity and Trust	Mentors and Youth Ambassadors
10:30 – 10:45	*Teabreak*	Organizers
10:45 - 11:45	YIGF Role-play discussion **Topic:** Cybersecurity and Trust *(continue)*	Mentors and Youth Ambassadors
11:45 - 13:00	*Lunchtime*	Organizers
13:00 – 13:30	Group work – Discussion and Presentation preparation	Youth Ambassadors
13:30 - 15:30	Participant youth statement presentations	Youth Ambassadors
15:30 - 15:45	*Breaktime*	Organizers

15:45 - 16:15	Participant youth statement presentations *(continue)*	Youth Ambassadors
16:15 – 16:30	Discussion summary – Youth Statement of Youth Internet Governance Forum Vietnam 2022	Representative of Youth Ambassadors
16: 30 –17:00	Discuss the ideas for Youth Internet Governance Forum Vietnam 2023 What's your take away and Event Summary	Ms. Le Hoang Dieu Anh National Coordinator of Youth Internet Governance Forum Initiative in Vietnam
17:00 – 17:10	Present gifts to outstanding ambassadors	Representative of Aptech
17:00 – 17:10	Closing ceremony	Representative of Organizers

Annex 3: Media report

Annex 4: Youth champion statistics

- Gender balance
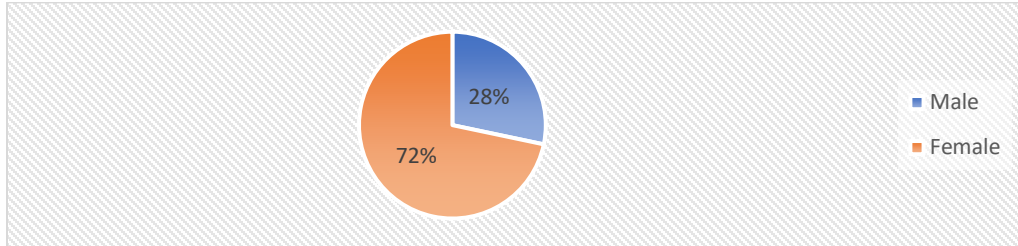
- Region
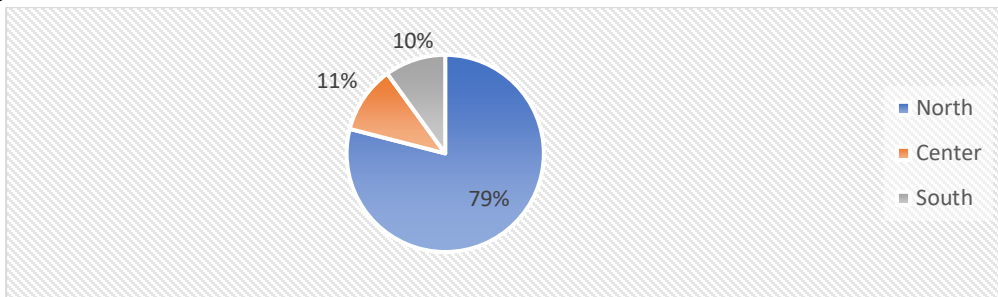
- University graduation status
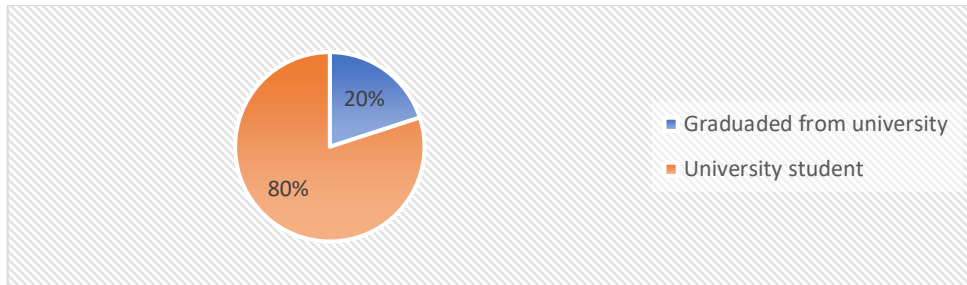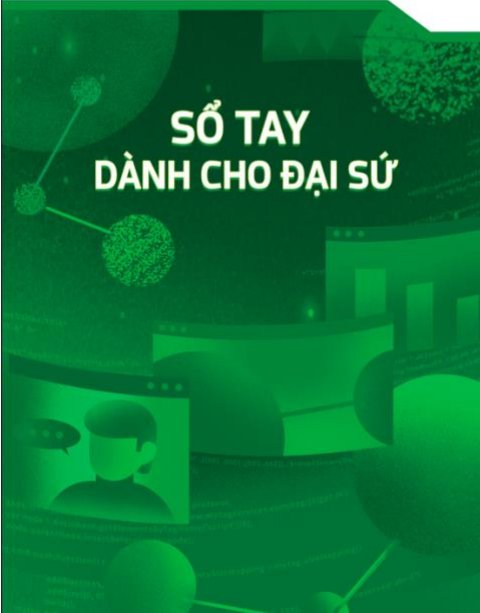
- Major
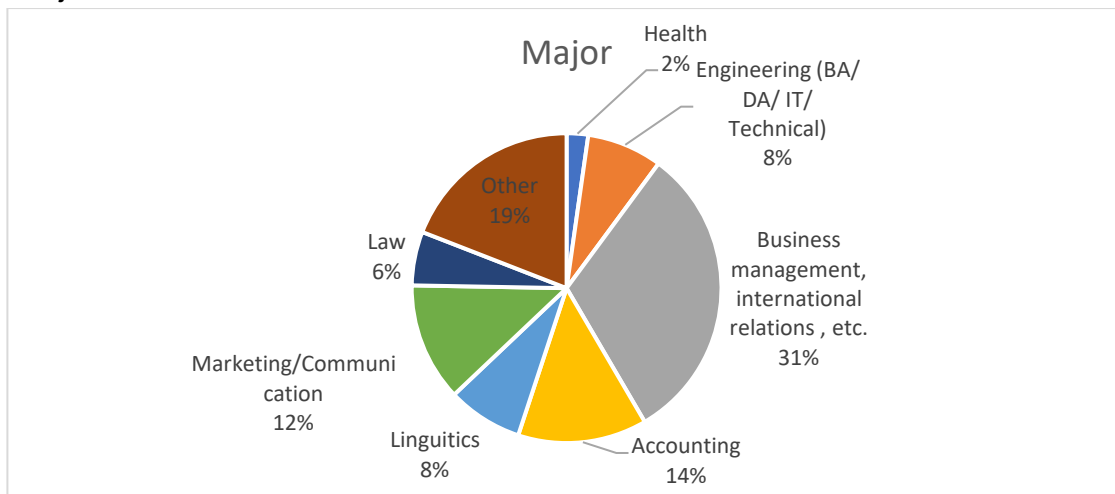
Annex 5: Youth Ambassador starter pack

- Main folder: <u>Ambassador package</u>

  Handbook for Youth Ambassadors	**Template - Cybersecurity and Trust**
	References
	Ambassador Meeting presentation Deck
	Guidance on Role-play session
	Gift package: - 1 t-shirt - 1 tote - 1 card strap - 1 set of sticker

Annex 6: Meeting minutes

I.   September 24, 2022

9:05 – 9:15: Opening Speech

Mr. Shin Umezu, Head of Office of the United Nations Resident Coordinator's Office in Vietnam, delivered the Opening Speech.

9:15 – 9:20: Welcome Remarks

Prof. Dr. Hoang Anh Tuan – Head of University of Social Sciences and Humanities delivered the Welcome Remarks.

9:25 – 9:50: Youth Internet Governance Forum Vietnam introduction and opportunities for youths.

Ms. Ngo Minh Trang – Director of Vietnet Information Technology and Communication Center (Vietnet-ICT).

10:05 – 11:00: Panel discussion with experts: Emerging Technologies and Innovation - From Internet Governance perspective

- *Ms. Ngo Minh Trang – Director of Vietnet Information Technology and Communication Center, representative of Civil Society Organizations.*

- *Ms. Nguyen Thi Thu Thuy - Representative of Vietnam Internet Network Information Center, representative of the Public Sector.*

- *Mr. Nguyen Hong Thang - Head of Digital Banking and Payment – ITC Vietncombank, representative of the Private Sector.*

- *Nguyen Ngoc Bao Lam, Head of Content Department – Youth Committee, Youth Internet Governance Forum Vietnam 2022.*

Question: People often mention opportunities and challenges when talking about new technology, so what is your opinion on this matter?

Answer: *Ms Ngo Minh Trang:*

- Advantages:

+ When talking about challenges and opportunities, we should talk about benefits first. Thanks to technology and the Internet, people have created breakthroughs in many fields. For example, Medicine, Agriculture, Art, etc.

+ In terms of users: the Internet and Technology help increase productivity and work efficiency, providing better and more convenient experiences. For example, during the Covid-19 Pandemic, thanks to technology and the Internet, people are connected to each other, maintaining the economy, and helping society to develop normally. Besides, each person has a lot of opportunities to develop his or her business.

- Challenges:

+ Technology and the Internet have changed a lot of employment structures; young people have to adapt very quickly; and are always aware of changing themselves, learning new capabilities to

respond to the labor market. According to a Microsoft report in 2019, 70% of students will work in new fields that have not yet appeared before when they graduate.

+ Besides, businesses and companies need to know how to renew and transform themselves and find ways to make their solutions accessible to everyone to survive in the current digital age.

+ The digital gap and asynchrony between facilities and other technologies are also great challenges for community organizations. People think that technology will close the digital gap, but in reality, technology will create many new digital gaps. Ex: Online learning during the covid period, families with difficult circumstances do not have enough facilities for their children to participate in classes.

+ Even people with disabilities need technology and software to help them learn on their own; otherwise, the digital gap will push them far away.

+ Information security and confidentiality, data protection of businesses and organizations is also a concern of any business that needs digital transformation.

Question: How has new technology like Artificial Intelligence or automated systems been applied in the banking sector? What is the solution to overcome challenges such as information security for business or self-transformation?

Answer: *Mr. Nguyen Hong Thang*

- Internal: Digital transformation (Digitalization) is the process of assimilating all processes of an organization or enterprise so that the business can operate under the fastest, most compact, and most efficient process by applying new technology.

- External: Bringing products and services that bring the best "experience" to customers; therefore, every business needs a modern, new and strong technology foundation.

- Concept of Security by Design: Approach from the core and anticipate risks right from the design and construction step. We cannot completely prevent systems from being hacked. We can only try to prevent this in the best way by starting and building from the core, going from the design stage, and calculating all the possible risks.

Question: In the flat world, there is a height gap between buildings, like a big picture in today's world. From your perspective and VNNIC, how do you feel about that urban picture, more specifically, in promoting and developing new technologies in Vietnam?

Answer: *Ms Nguyen Thi Thu Thuy:* Technology and digital technology is like a flood which cannot flow backwards and the reverse is not possible. Therefore, if you know how to take advantage of technology, the opportunity to connect and expand relationships to study and learn directly from big forums is enormous. However, to grasp and master technology, each of us needs to equip ourselves with Responsibility. The responsibility here is the responsibility to the individual, the responsibility to the community, and the responsibility to the Government, in building a safe, civilized, and sustainable digital environment so as not to be swept away by the technological cascade. Besides, we all face challenges when approaching new technologies, which require us to have more understanding, and digital skills to protect ourselves in the complex digital environment.

Question: Born and raised in the "technological waterfall", for you, automation technology, artificial intelligence, or machine learning is probably no longer a new technology; it is the technology of young people today. Therefore, young people are too dependent and somewhat negligent, not much aware of risks, such as data security. What do you think about this?

Answer: *Nguyen Ngoc Bao Lam:*

Being Born and raised in the technology age, besides the opportunity to access and learn new technologies quickly and conveniently, there will be many risks and challenges for Gen Z.

As a young person, I am also trying to learn and improve myself day by day so that I can gain more knowledge and skills to protect myself in the online environment, limiting myself to the Internet's negative, unorthodox information. In my opinion, we cannot control the whole internet, but can only control a part. And to do that, it is necessary to join hands and contribute to all stakeholders, such as the public sector, private sector, and community organizations, to be able to protect people from those risks.

Question: Advice for the young generation, what do you need to do to promote the development of the Internet as well as new technology and initiatives in Vietnam?

Answer:

- *Ms Ngo Minh Trang:* Young people are very important factors who will later approach the system and decide whether they are beneficiaries or victims of those systems. You need to be actively involved in the transformations, being a leader in the transformations themselves. Be committed and proactively change the environment around, not being outside the change.

- *Ms Nguyen Thi Thu Thuy:* In order to really benefit and participate in the digital environment transformation, knowledge and improvement of individuals' self-recognition and self-protection skills are extremely important. Knowledge: Improve your knowledge about the development of digital technology, the opportunity to take advantage and apply technology to your needs and goals. Self-recognition ability: When we are surrounded by technology, we must be able to identify and distinguish information accurately. Self-protection ability: Information is rampant, spreading strongly and uncontrollably. In addition, VNNIC, in collaboration with stakeholders (APNIC) has implemented activities to foster information for young people, training activities for students in two aspects (1) Basic techniques of the global Internet governance, (2) Improve knowledge and skills in order to self-protect, participate in the Internet environment. In addition, VNNIC Academy also constantly updates and organizes online courses, which young people can learn and attend on their own.

- *Nguyen Ngoc Bao Lam:* As an Ambassador in YIGF Vietnam 2021, I have also cultivated and improved my knowledge and applied it to some extent in my risk management. This year, returning to the program as an organizer, I hope that our Ambassadors, who are carefully selected from different regions, and different professions, will equip themselves with the necessary knowledge in order to protect themselves from the risks and face the challenges of technology. Then, spreading positive values, sharing the ways to protect those around you from negative content on the internet.

- *Mr Nguyen Hong Thang:* Orientation and career choice are one of the many challenges that many young people are facing today. To solve that problem, young people should experience and commit themselves to give themselves opportunities through internships and clubs. In the process, they will understand and thoughts and orientations in accordance with your interests and abilities. Boldly "throw yourself" because you are young and still have the opportunity to be wrong, do not hesitate to experience, act and seize opportunities for yourself, and learn to master yourself.

Question: For Ms Nguyen Thi Thu Thuy: You shared about "Sustainable digital environment" I would like to hear more about this phrase and the criteria to be able to build and create a "Sustainable Digital Environment"

Answer: There are criteria for digital transformation for each object and criteria for sustainable digital transformation for businesses and local Government agencies. However, it is difficult to quantify the criteria for a Sustainable Digital Environment. Sustainable and safe development is when we participate in the Internet environment and bring the best interests of everyone. On the part of Government agencies, we have implemented programs to help disadvantaged groups so that no one is left behind in the digital transformation. For example, The program "Waves and computers for children" Covers fiber optic cables to all homes, even in remote areas,... That is sustainable development, not focusing on a specific place but experiencing it, expanding, and making connections for everyone. Or in the field of Internet Resources, about domain names, there will be a separate space for everyone (.id.vn) in the near future. In particular, it will be free for those from 18 to 23 who want to start a business; you can quickly register your own domain name. Over the past year, our agency has scoured millions of online resource domains to take down fake news sites online as part of its efforts to create a green environment on the Internet. I'm hoping that young peers will always have a sense of developing green and sustainable development in the digital environment.

Question: The development of technology makes the Internet explode, the Internet also brings information about technology to be more accessible to the community. As technology develops, problems on social networks are hidden in more shapes, more sophisticated, and more difficult to control. So, promoting the development of technology will make Cybersecurity become more corrupt and difficult to manage. Should we restrain the development of technology within limits to ensure network security? Does the entry unit have the greatest responsibility in the development of technology for network security?

Answer:

- *Ms Ngo Minh Trang:* Everything has two sides, positive and negative. If we focus too much on the negative side and don't move forward, we will never develop the positive side. However, if we are only looking at the positive side without paying attention to the negative side, it is also easy to fall into danger. It is important that we need to equip ourselves with knowledge and skills to prevent and know how to handle and limit online risks and protect ourselves. You have to know how to reflect on yourself, see what skills you still lack, then actively explore and learn to supplement your knowledge so that you can be more confident in the face of risks. The

responsibility belongs to everyone; each person has his or her own responsibility, and needs to be aware of that responsibility.

Question: As a person working in the field of technology and business, Mr. Thang and Ms. Trang can share about a recent practice in which your business/your organization has applied technology transformation and changed the operation process of the organization while still ensuring network security. When such an internal transformation, how will it affect your business/organization and customers?

Answer:

- *Mr Nguyen Hong Thang:* (1) Internal: In the process of improving security for internal members, the first stages will be very difficult, thereby affecting the process. For example, Programmers do not have access to the Internet, which greatly affects their daily work because when programming, a lot of information is needed on the network. At that time, technology can support solving those problems; there are solutions. However, it does not mean that the Internet can access programmers' machines freely and without control. (2) Users: Currently, everyone uses the software of banks to transfer money; however, when transferring money, there will be different limits. When making small transactions, there is two-factor authentication (SMS, fingerprint, ..). When making a transaction that is too large, other authentication layers are needed (independent app -> get password). Therefore, it will affect the customer experience (more complicated), so it is necessary to accompany in terms of policy, marketing, and communication to customers so that customers understand it is a layer of protection, not distraction so that the customer accepts and is satisfied with it. In addition, there is also a need for continuous improvements, such as quickly finding ways to embed a second authentication app into the bank's app, to ensure the safety and smoothness of the customer experience.

Question: Today's digital age is the age for young people, but with the rapid development of Artificial Intelligent (AI), how will the opportunities for young people be affected? What do young people like us need to do to overcome and embrace that development?

Answer:

- *Mr Nguyen Hong Thang:* Some common jobs will be replaced by automation. For example, if A business has a customer support center, there will be about 300 employees on call to listen to customer complaints about problems. Among 1000 daily questions, there will be about 900 common questions, requiring not-too-difficult logic; in turn, 900 questions will be handled by an AI chatbot. The remaining 100 questions may require humans. Instead of 300 employees operating the switchboard, it was cut to only 30 employees. That is the reality that young people will have to face in the future because unskilled workers will be replaced by machines in order to save costs. To face those problems, young people can focus on careers that AI cannot replace, such as art, abstract fields more related to emotions, or you need to be self-sufficient. Learn to dig deeper, invest in your knowledge, and bring more Grey matter to avoid being replaced by AI.

- *Nguyen Ngoc Bao Lam:* Young people should always put themselves in a position to learn and accept AI's development. However, you need to learn to develop more than AI, because AI is man-made, and we can control it.

11:00 – 11:30: Presentation "Diversity and Inclusion in the Internet"
Ms Phan Nhung, Representative of Asia Pacific Network Information Centre in Vietnam.
11:30 – 11:40: Introduction of afternoon and the next day activities
11:40 – 13:30: Lunch time
13:30 – 15:00: Talkshow 01: E-commerce
Mr Hoang Trong Nghia - CEO of AN Group - Happy Fruits, Specializing in processing and trading Vietnamese fruit products
15:15 – 16:15: Talkshow 02: Data Governance
Mr Ngo Viet Khoi - Former Country Director of Trend Micro Security Company (Vietnam) - Information Security Specialist, Member of Vietnam Information Security Association (VNISA) - Expert in training safety awareness.
16:15 – 16:45: Extra activitiy
The ambassadors are divided into five groups and will work together on the theme "Civilized Digital Citizen - Safe Network" on A0 paper; you can express your creativity the way you want. After 10 minutes, each group has 4 minutes to present their ideas, and we will vote to find the winning team and receive a gift.
16:45 – 17:00: Summary of day 01
II.   September 25, 2022

08:35 – 08:45: Opening Speech
Mr. Michael Grey – Senior Program Manager, SecDev Foundation (Canada)
08:45 – 09:00: Lightening Talk: Why Cybersecurity? Why now?
Mr Philip Hung Cao, Cybersecurity Expert, Cyber & Zero Trust Evangelist.
09:00 – 10:30: YIGF Role-play discussion
Topic 01: "The explosion of IoT – opportunities come with cybersecủity threats".
Each group will have a maximum of 9 minutes to present the knowledge they have presented about (1) Roles, (2) activities of the group that they are role-playing in mitigating network security threats.
1.   **Public Sector Team:**
- **Advantages of IoT:**
o   Life quality improvement
o   Economic development, data collection
- **Disadvantages of IoT:**
o   Difficult to manage because it is too complicated
o   Many security holes, easy for hackers to penetrate
- **Solutions:**
o   Following the progress of science and technology, creating institutions

o   Provide and issue regulations to regulate security breaches

o   Budget -> Provide appropriate resources and human resources for organizations providing solutions for cybersecurity

2.   **Internet User Team**

-    **Reality:**

o   The dark side of the Internet: Job scams on social networks.

o   Unemployment increases -> Employment scams on the rise.

o   Example: Link -> Join a group -> Loss of personal information and pictures.

o   Percentage of working for e-commerce flatform increase -> Loss of information, phone number, kidnapping, missing.

-    **Solutions:**

o   Self-equip with awareness and knowledge, selection and thinking when participating in informal groups.

o   Carefully search for information about the company or business before applying.

3.   **Private Sectors Team**

-    **Role: There are two roles – Services Provider and Services User**

o   Services Provider: Human resources, technology, and processes -> Create products to protect organizations and individuals from cyber attacks.

o   Services User: Continuously updating information, protecting individuals, employees and organizations.

o   CSR Responsibility: Protect, train, and create courses and programs to help people raise awareness to protect themselves.

-    **Solutions:**

o   *Services User*:

▪   Use devices support to monitor the change of password; easy to control and deploy on a large scale

▪   Improve capacity to monitor and control IoT devices -> Detect possible hazards and risks.

▪   Standardization, control software to clarify the behavior of IoT devices -> partitions

o   *Services Provider:*

▪   Control, check, and evaluate

▪   Implement training programs to raise awareness

▪   Deploy secure network center: Provide safe services, handle consequences, develop and self-mastery IoT, provide telecommunications network

4.   **Academia Team**

-    Academia: Knowledgeable research -> Important in society, producing impactful research, predicting the future.

-    **Roles:**

o   Researcher, risk analysis, situation -> Optimal solution method and send it to stakeholders.

o   Supplying knowledge to the treasure trove of Vietnamese academic knowledge -> Increasing stakeholder knowledge.

o   Contributing voice through scientific studies, research papers -> Issues on the right track.

o   Give the topic, research -> Build the best topic, develop

o   Create a foundation for stakeholders to continue researching and exploiting -> Maintain Internet development

5. **Civil Society Team**

- **Roles:**

o   The connection between stakeholders discusses and solves problems together in society.

o   Solve the problems of disadvantaged and vulnerable groups.

- **Suggestions:**

o   Combine with Private Sector and related stakeholders -> Products suitable for each audience.

o   Develop a common code of conduct online -> Civilized and safe community

o   Focus on disadvantaged groups

Question and answer session with Mentors

- **Public Sector Team:**

o   **Question:** Smart city, Digital Health, Data collection conflict with Privacy -> How to resolve?

o   **Answer:** The Government collects only regulated data selectively. There is a decree on privacy and cybersecurity proposed to be amended and supplemented.

- **Internet User Team:**

o   **Question:** What is the biggest personal problem when IoT devices are growing?

o   **Answer:** The biggest problem: Security vulnerabilities and personal data -> Choose trusted secure devices, carefully read the data access and usage rights, and consider using non-abusing IoT devices

- **Private Sector Team:**

o   **Question:** Regarding ethical issues in design, how do businesses get and use data?

o   **Answer:** Businesses try to read carefully and understand. Committed to ensuring that the data collected serves the interests of users.

- **Academia Team:**

o   **Question:** Human rights challenges in the development of IoT?

o   **Answer:** The challenge of human rights in the development of IoT is the security of personal information.

- **Civil Society Organization Team:**

o   **Question:** What rights are being threatened by the development of IoT and technology? How to solve it?

o   **Answer:** User privacy and security are being threatened by the development of IoT and technology. The role of civil society organizations is as an intermediary to connect and provide reports and comments for stakeholders to find solutions.

10:45 – 11:45: YIGF Role-play discussion (Continued)

Topic 02: "Building a healthy cyberspace".

Each group will have a maximum of 10 minutes in a debate session. The representative of each group will raise their hand and ask a question to the group that you would like an answer to about their responsibilities in the following areas of discussion:

- Minimize misinformation.
- Online safety for kids and teens.
- Minimize/Reduce hate speech in the online environment.
- The responding group has the right to discuss internally and seek advice (maximum 3 minutes)

1. **Private Sector Team -> Public Sector Team: Topic: Minimize misinformation**

- **Question:** A sausage manufacturing business was sealed by the market management team because it received information that the sausage contained a banned carcinogen. However, later, the professional agencies officially concluded that this substance does not cause cancer. After that, the business tried to recover but was forced to switch to other products because of its bad reputation. In this case, the Government agency gives false information to defeat the business, but the Government only administratively sanctioned or even delayed in sanctioning -> How is the Government responsible for handling this? Penalizing individuals and organizations for providing false information. Because without strict sanctions, businesses will be greatly affected, even affecting the economic development of the country.

- **Answer:** There are legal documents and regulations in the administrative code on administrative sanctions for acts of giving false information (Decree 99 in 2015, Article 117 of the penal code 2015). We ensure that government agencies always create conditions to protect and support businesses. The fact that another Government agency gives false information, the Government has the responsibility to verify, which requires process, time, and procedures to verify the information.

- **Question:** The argument made by the Public Sector Team is incorrect. Businesses are contributors to the economy. However, in the above situation, the business can only recover 30%, almost completely lost, and the brand is associated with a bad reputation, but the agency that causes this damage is only administratively sanctioned; this is unfair. Businesses require the Government to have stricter sanctions in this regard.

- **Answer:** The Government totally understands and always creates favorable conditions for business enterprises. In addition to administrative sanctions, there is also the responsibility to compensate for damage in civil sanctions. Therefore, the unit causing the damage is responsible for compensating that business.

- **Question:** The agency providing false information is the market management team, which belongs to a government agency, and in the case of the above example, that agency is only subject to administrative sanctions. So how does the Public Sector team explain this issue?

- **Answer:** Confirm that such information was not released by the state market management team. So, the government is not the agency that causes damage and has no obligation to be responsible for the loss that the business suffers. That problem is related to competition in the

market. If the business has evidence of the agency that has released fake news, it must provide that information and evidence to government officials, and the Government will handle it. The Government will not be responsible for the settlement without enough convincing evidence. In addition, the level of punishment is based on the nature of the behavior and how harmful it is to give a certain level of punishment. These penalties are intended as a deterrent to law violations. The penalty imposed is not obligated to compensate for the loss that the enterprise has suffered, nor is the state obliged to compensate for the damage in this case.

- **Private Sector's argument:** It is the government that gives false information, the substance is a carcinogen, and then corrects it, but it takes a long time to correct, so it is not possible to restore the brand and the revenue of the business. Does a new policy need to be implemented?

2. **Internet User Team -> Public Sector Team**

- **Question:** Facebook and other social networks have many clone accounts. In the 2018 Cybersecurity Law, the Government stipulates that all individuals have the obligation to use official information, Facebook, and official social networks in cyberspace. So why, until now, has the government not been able to handle clone accounts that post false information or have harmful behaviors toward users? So what policy does the country have to solve this problem?

- **Answer:** The reason the Government has not been able to handle all the clone accounts is due to technical limitations. Because there are so many such phenomena, the government cannot control them all. Therefore, the government needs to have coordination between agencies such as service providers and Internet users. The government hopes that Internet users will be more conscious and use official information. At the same time, Internet service providers also need to coordinate with the government to prevent clone accounts from using false information to cause harm.

- **Question:** What policy does the government have to prevent and handle those clone accounts?

- **Answer:** It is not illegal for users to create and use other accounts beside the official one. However, in case that clone account causes damage to individuals or businesses, the state is obliged to investigate and sanction. Sometimes there will be cases of handling late or affecting and causing damage to an enterprise, individual, or organization because the government needs time to deal with related issues in order to ensure fair, accurate, specific, and objective to all parties.

- **Question:** The state has a budget and can build and develop technology to new heights. So why does the state still need time to handle it when it has brought technology to more advanced development?

- **Answer:** Social networks are not under the management of Vietnam. Many times Vietnam has given information that Google and Facebook have set up servers in Vietnam so that the government can easily manage them. However, we have not been able to convince the technology giants to do that.

- **Question:** Although Google and Facebook belong to foreign countries, there are already affiliated agencies in Vietnam, so why doesn't the Government make a request to the general

company to provide the Government with the right so that the state can perform and resolve quickly to limit the damage caused?

- **Answer:** A disposal policy is in place. In the case of a mutual legal assistance agreement on criminal matters between Vietnam and other countries, when a criminal matter related to the Internet occurs, the government has the right to handle it. When located in other countries, the state can only warn users in its own country to protect its citizens by raising user awareness but does not have the right to interfere in the internal affairs of that country.

- **Question:** China requires Facebook to provide user account information to the government so that the Chinese government can control it; why can't Vietnam do the same?

- **Answer:** China bans people from using Facebook, Instagram, etc. If Chinese citizens want to use it, they will have to bypass the firewall, and China has its own social network, they have its own policies to manage.

- **Question:** Why can't the Vietnamese government build an intranet like China's so that it can be easily controlled?

- **Answer:** Since China controls its citizen, the Vietnamese government respects the freedoms of the Vietnamese people and wants its citizens to integrate globally.

3. Academia Team -> Civil Society Organization Team: Topic: Cybersecurity for Children

- **Question:** Nowadays, the Internet is more and more popular. However, children in remote areas, with difficult circumstances, and children with disabilities, do not have the same opportunity to access the Internet as city children. How can civil society organizations ensure equal access to the Internet for all groups across the country?

- **Answer:** Civil Society organizations are intermediaries, connecting the private sector and public sector to build support funds and policies specifically for disadvantaged groups who have not had the opportunity to access technology, to eliminate inequalities in the use of technology. In addition, community organizations can coordinate with the state to develop support policies specifically for disadvantaged groups so that disadvantaged groups are not left behind.

- **Question:** Civil Society organizations are the intermediary units, that is, the units that receive charitable funds, so how do Civil Society organizations use and manage charity funds to achieve the right purposes set out? To ensure fairness for the children in remote areas?

- **Answer:** Each Civil Society Organization has its own regulations and apparatus, having its own team to clarify and manage the funds received, ensuring transparency. In addition, the grant will not be funded in cash, but in collaboration with a group of scholars, using that money to develop materials and lesson plans specifically for children in remote areas, helping them to access opportunities. Besides, civil society organizations can use that fund to buy products, computers,... to help disadvantaged groups.

- **Question:** There is information that a charity fund appropriates property; how are Civil Society organizations responsible for this? How to prevent that from happening in the future?

- **Answer**: Set out two issues to address: (1) Regarding the individual misappropriating such property, it is criminally liable for using the organization's money for personal purposes. (2)

Overcome by developing a stricter audit process; after each program, Civil Society organizations will have reports sent to sponsors and the state on the source of money in and out.

- **Question:** Currently, there are donation websites from different organizations and individuals. However, in the case of an individual or organization posting information about supporting to a group of Civil Society organizations, those are online transactions and cannot be controlled. But in the end, it was discovered that they were just black organizations or virtual funds because Civil Society organizations did not carefully control them, so they approved the post. So if Civil Society organizations encounter a similar situation, how will you handle it? Is there a way to reimburse the contributors when it's hard to find them?

- **Answer:** The responsibility to authenticate information and users does not belong to Civil Society organizations. Civil Society organizations will protect information by working with businesses and governments to come up with better security applications to protect the accounts and information of Civil Society organizations.

4. **Civil Society Organization Team -> Private Sector Team**

- **Question:** Does the Private Sector Team mention building and developing technology products to increase security as well as support users in identity protection, but these products are expensive, so disadvantaged groups (children and young people from families with difficult circumstances) do not have enough finance and access conditions. So how can they protect their information as well as their digital identity?

- **Answer:** Every business has a CSR responsibility to the community, so there will be free courses or programs provided for children. Besides, businesses also cooperate with the state to bring those courses and training courses together with schools to train children right at school because school is the most accessible place, bringing effective results in raising awareness for children. Moreover, learning needs to go hand in hand with teaching children about online safety on Internet; I want to hear from the Public Sector Team: Why is the gap between rich and poor so big, making the unfortunate children can't easily access technology, policy or resources on the Internet? Therefore, the group of community organizations should cooperate with the government to offer courses for disadvantaged groups.

- **Question**: Security-related technology products, paid security applications?

- **Answer:** When businesses create platforms, businesses also have their own policies in accordance with the laws of the host country. Before joining the platform, there are terms about users, such as age and right to access information. The fact that children participate in the platform is not suitable for their age, that is because it is too easy to register for accounts, and the information security policy is not tight because the state management is still loose. In addition, the responsibility rests with the parents and the government. Therefore, businesses need to coordinate with the government and community organizations to develop applications and communication strategies to transmit knowledge to parents and children.

- **Question:** Businesses need a lot of money to create products to help ensure safety in cyberspace, so is there a way to overcome it so that vulnerable people can easily access it? Are there any offers?

- **Answer:** There are free apps that everyone can use. In addition, social networking platforms also have many channels of information and content to help protect privacy and security.

- **Question:** When businesses create such free apps, how do they make a profit and maintain those apps?

- **Answer:** Each business has its own characteristics to generate profits and has CSR responsibility (responsibility to society and community).

5. **Academia Team -> Internet User Team**

- **Question:** A Tiktoker posted a video talking bad about the Central Region of Vietnam people. After being fined, he still did not stop and continued to make other videos about tourism. This case has been recorded and sanctioned by state agencies, but it is still violated for the second time. So what does the group of Internet users think they have, and what role do they play in this? What should Internet users do to handle such situations?

- **Answer:** Role: Internet users who urged other people to report that article in order to the post no longer appears. Besides, it is possible to ask KOLs, and influential people to correct and share the right information.

- **Question:** Even if users report articles, offensive comments still exist under anonymous accounts that the government cannot control; what should Internet users do to overcome such situations?

- **Answer:** Self-train to limit risks. Negative comments can be restricted through the censorship system of social networking applications. There will be a lot of individuals who have negative views and make malicious comments; Internet users set expectations with the organizations involved. For schools, training and guiding young people to live a civilized life on the Internet. Bring information to government agencies and hope the government can handle it correctly. Next, Internet users can give their voices and opinions to Civil Society organizations so that they can have programs to impart knowledge to everyone and to understand what should and shouldn't be. The role of Internet users is only to raise their voices and call on stakeholders to cooperate.

- **Question:** Children and adolescents under 18 years of age cannot be held responsible by the law. So, where is the role of Internet users when they cannot handle those problems on their own but need help from other stakeholders? Everyone has the right to freedom of speech, but Internet users are using the right to freedom of speech in the wrong way, causing unfortunate consequences. So how to use that right properly?

- **Answer:** Internet users do not have too many rights; therefore, users will use their right to speak out to call for the building of a civilized community, together speaking out to protect the vulnerable. Besides, the Internet user group is not a specific organization. However, when it is said that Internet users are uncivilized, this is a rather hasty judgment because there are still many individuals in the community who are always conscious and act to raise awareness. In the comments on amending the law on personal safety and network security, Internet users have been very active in contributing ideas so that they can build state laws -> There have been and are taking actions by actively building a safe and civilized online community.

6.   **Public Sector Team -> Private Sector Team: Cybersecurity for Children**

-   **Question:** The law stipulates very clearly, in the law on network security, cyberinformation safety, and the law on children, on the protection of children's interests. However, when businesses build applications for the public, however, there are only very general terms; there is no sanction to verify information that the user is over 18 years old and has the legal capacity or not. Does the business do its best to comply with the law? How will businesses deal with this problem?

-   **Answer:** Businesses will ensure compliance with the law and always stand by users, protect users, and preserve core values as well as values in the digital environment. Businesses cannot control all the user data in the vast data waterfall. Enterprises cannot grasp and use user information to make a protection policy. We have enhanced the interests of users and improved the management process; the challenge of users when participating is that users need to protect themselves and improve their digital skills, and read the terms carefully before using. There are already apps specifically for kids, so family control is needed to make sure kids use the right apps for themselves. Besides, the business also has warning modes and content classification; there are support solutions from the beginning, such as Youtube Kids… The company has tried very hard to protect the interests of users, has tried very hard the business is not at fault.

-   **Question:** From the perspective of users and if the users can protect their own interests, why do they need the involvement of stakeholders? Regarding the identification and identification of accounts, when the social networking application allows opening accounts, why are they not using the method of identifying user accounts to segment which accounts belong to which age group and if the content is suitable for each target group? Haven't seen the effort of the business -> Ask the business to prove it.

-   **Answer**: Before building the application, it is necessary to comply with the policies and laws of the host country. When the policy on user privacy, exploiting user data before agreeing to allow participation in the platform is not allowed will violate human rights law without permission from the government. Currently, there are businesses with regulations that harm users, but not all businesses are like that. The mission of the enterprise is to create a civilized and safe digital environment for everyone to develop together while ensuring their own safety is the responsibility of the user.

-   **Question:** There are many ways to authenticate (personally identified phone numbers, ..). From the very beginning, it is not possible to determine the exact age; how can the right content be divided for each target group?

-   **Answer:** Children under 18 years old without an ID..

13:35 – 15:30: Lunchtime
13:45 – 15:30: Presentation: Some proposed solutions to policymakers
15:45 – 16:15: Presentation: Some proposed solutions to policymakers *(continue)*
16:30 – 16:45: Discussion summary – Youth Statement of Youth Internet Governance Vietnam 2022
16:45 – 17:15: Wrap-up & way-forward

17:15 – 17:25: Gifted for Outstanding Ambassadors
17:25: Closed Ceremony