REPORT

IGF Italia is the Italian multi-stakeholder debate platform recognized by IGF Globale of the United Nations and pursues the objective of creating a common knowledge base to maximize the opportunities offered by the Internet, minimize risks and guide governments in the debate on governance of Internet. The organization of the event follows the international principles indicated by IGF global (UN) in the toolkit of the NRI (National, Regional and Youth Initiatives)

1) Open and Transparent; 2) Inclusive; 3) Bottom-Up; 4) Non-commercial; 5) Multistakeholder)

The XIIIedition IGF Italia 2020 was held - from 7th to 9th October 2020 - and for the first time, it was organized, by the Chamber of Commerce of Cosenza, Unioncamere and Infocamere. It was a three-day initiative of discussions, that were held both online and in the offices of the connected Chambers of Commerce; this is the result of the synergic and coordinated effort of the Organizing Committee and the Program Committee IGF Italy, under the patronage of the Ministry for Technological Innovation and Digitization.

The involvement of the Chamber System has allowed us to boast Several prestigious speakers took the floor, including Paola Pisano - Minister of Technological Innovation and Digitization, Nunzia Catalfo - Minister of Labor and Social Policies, Mirella Liuzzi - Undersecretary of the Ministry of Economic Development, Hon. Mattia Fantinati, Lorenzo Tagliavanti – the President of Infocamere, and Klaus Algieri - President of the Chamber of Commerce of Cosenza Francesco Paorici (Direttore di AgID), l'On. Laura Boldrini, Guido Scorza (Commissario dell'Autorità Garante della Privacy), Anriette Esterhuysen (Presidentessa del MAG di IGF globale), Fabrizio Hochschild (sottosegretario alle Nazioni Unite), ecc. who took part in the high-profile plenaries proposed by the chamber system in line with the IGF issues and concerning, in particular, the Digital Economy, the Digital Enterprise and the Digital Identity.

The synthesis outlined by Mr. Algieri himself about IGF Italia 2020 was very effective: «*an event of national importance, which was stimulating and gave a voice to young people and to the representatives of schools and universities. The meeting actively involved political representatives and institutions, and tried to*

respond to the needs of all those companies above all based in the South, that require to be heard and to be informed about the internet and digital applications as much as possible. Numerous proposals and reflections were collected, during IGF Italia 2020, these ideas will be transferred to institutional decision-makers but, above *all, we all laid the foundations for a permanent relationship among the stakeholders that took part in the event. It was a success of the entire system of the Chambers of Commerce and it demonstrated to what extent Chambers of Commerce are an essential point of reference in the dialogue with the territories».*

THE 2020 EDITION

The participation of the chamber system in IGF 2020, a qualified participation both on the organizational front and on the merits of the topics covered by the Forum, allowed - and in some ways characterized - the Italian event of 2020 with a broad and transversal discussion focused on production activities and the consequent development of territorial digital economies. The debate of the Forum has been expanded both in the themes and in the plethora of stakeholders.

The presence of this innovative approach on the digital challenge and the spread of the internet, specifically aimed at businesses, has allowed the more effective involvement of the business world and professionals on the issues of internet access, on the importance of digital infrastructures, on opportunities growth of businesses and territories through the strengthening of the digital economy, on the imbalances inherent in its diffusion. The proposed themes have met the interest of the business and professional fabric also thanks to the activities carried out by the PIDs (Digital Business Points), which

through their services have made it possible to reach an even wider audience.

Having combined and integrated the internet issues traditionally addressed by IGF in a specific way for the company, was one of the fundamental reasons for the growth of the following of IGF 2020. With the participation in IGF Italia 2020, the chamber system has sanctioned the absolute centrality of the entrepreneurial system in the debate on Internet governance, placing it as an active stakeholder in the process of building a more inclusive and secure Internet. It is precisely in this perspective that the Top of the PID Award is assigned (the initiative promoted by the PID - Digital Business Points of the Chambers of Commerce, with the aim of giving visibility to companies that are implementing digital projects, products or services innovations that could favor the restart in the post-covid scenario) which took place

during the 2020 edition of IGF in the presence of Minister Catalfo who established this close link between the chamber system and the Internet Governance Forum.

Furthermore, the focus on growth opportunities through the network has not neglected the danger of the emergence of new digital gaps between companies and territories linked to the availability of access, the quality of the connections available, the ability of territorial systems to accompany these processes. , the need to develop digital skills widespread among citizens and workers, the ability to train specialized digital skills with a view to inclusion. The solid skills of the Chamber System in the themes of School-Work Alternation and the deep links between the entrepreneurial system and the university have also guaranteed a massive participation of the school and university system. A unique training experience for the thousands of young people who actively participated in the three days and in particular were able to listen to the intervention of the Minister for technological innovation and digitization Paola Pisano who wanted to attend the inaugural day of IGF Italia 2020. The active participation of so many young people also benefited the discussion of Youth IGF Italy.

> **Participation**

The data regarding participation, which saw the involvement of the main stakeholders: institutions, universities, numerous companies operating at local and national level, citizens and students, are surprising.

> The results obtained make IGF Italia 2020 a best practice, object of study worldwide in the NRI and global IGF panorama.

The event saw the participation of about **157** speakers, who took turns representing the main Italian and international internet players (global IGF, UNDESA, World Web Foundation, international cc-TLD referents, etc.) and involved **12** plenary sessions, with simultaneous connections from the offices of the Chamber of Commerce of Cosenza, Unioncamere (Rome) and InfoCamere, (Padua) and **23** parallel sessions held by the offices of the Chambers of Commerce of Turin, Florence and Milan. Numerous Italian Chambers of Commerce have joined the Forum (**54** Chambers of Commerce and Regional Unions).

16 satellite events took place, some of which were organized by the Chambers of Commerce's Punto Impresa Digitale (PID), others by IGF Italia Giovani and the Turin Polytechnic.

he number of registrations involved 3608 users and more than 5000 participants in the plenary and parallel sessions on the ZOOM platform during the three days of the event (not counting the other platforms which allowed for a following of over 35,000 users). It was possible to obtain these results thanks to the organizational methods put in place by the Chamber of Commerce of Cosenza and by Unioncamere, which used the offices of the Chambers of Commerce distributed throughout the country to host the sessions and collect participation but above all to carry out activities of promotion and communication of the event at local level.

GF Italia 2020 was able to leverage the strengths of online participation and physical presence, achieving incredible results. The offices of the Chambers of Commerce have hosted numerous students from the nearest universities. Of no less importance is the communication activity carried out by the chamber system through social platforms, by the Program Committee and through the IGF Italia2020 website (*http://www.igfitalia2020.it/*created and managed on the servers of the Politecnico di Torino) and the promotional and graphic activity of the dedicated Facebook channel / (*https://www.facebook.com/IGFItalia* by the Politecnico di Torino

➢ **The International Debate**

Prestigious representatives of global IGF and the IGF Secretariat (Anriette Husterhuysen, Chengetai Masango, Anja Gengo, Sandra Hofericther, etc.) attended, illustrating the program, processes and strategy of IGF 2020, as well as the main assets of the ongoing debate regarding the future of Global Digital Cooperation and the United Nations Secretary General's Roadmap for Digital Cooperation focusing on:

1) creating an inclusive digital economy
2) capacity building
3) protection of human rights
4) promoting digital trust
5) global digital

The participation of Fabrizio Hochshild, with a video message, and his team made it possible to compare the Italian parliamentary initiative, the Charter of Internet Rights, with the HLPDC (High Level Panel on Digital Cooperation) report.

The session on the role of registers in the Covid emergency made it possible to share the main governance models of national registries active internationally and the close relationship with national IGF initiatives. Vincenzo Aquaro (Chief of Digital Government at United Nations - DESA - Public Institutions and Digital Government) illustrated the results of the "E-Government Survey", making it possible to compare the development of e-government services in the world.

➢ **YOUTH IGF ITALY**

From this year an integral part of the official program and with a representative on the program committee IGF Giovani youth initiative recognized by the global IGF (UN) - brought to the attention of the interlocutors, with enthusiasm and competence, issues of absolute urgency to be addressed at an institutional as well as political level and, above all, to be resolved in a short time given the drama of the historical period that we all live.

➢ **4 THEMATIC AREAS**

Four main focuses that IGF Italia places on the attention of politics: 1) Trust and Security; 2) Inclusion; 3) Data Governance; 4) Sustainability.

• **Trust and security**

Trust and Security The issue of trust and security has been addressed under different facets, especially in relation to the management of content during the period of the pandemic and

worrying and widespread phenomena, such as fake news, hate speech and cyberbullying, which represent a concrete threat to the security of online users. In fact, in Italy the percentage of citizens lacking basic technological skills is still very high. This means that many people - in addition to not being able to use online services - are exposed to very dangerous risks.

It has been highlighted by many that the development of digital applications must take into account the human dimension and it is therefore essential to guarantee the protection of data and citizens' rights, avoiding that on the contrary it can represent a limit or prove to be an instrument of control and violation of the privacy. Legal systems often do not guarantee complete legal coverage in terms of cyber security: the direction in which, therefore, it is necessary striving is the recognition of the rights of the individual in all the activities he carries out, both online and offline.

Smart Working and digital applications, such as the Italian App Immuni, for example, have been fundamental in this delicate historical moment we are experiencing, characterized by the global tragedy of Covid-19. This type of digital services might increase their value if, in addition to their functionality, they are able to guarantee the protection for citizens' data.

Another objective for which an important effort is required is the possibility for users to be allowed to visit the boundless universe of the web with an increasingly greater safety.

This raises the issue of guaranteeing the certainty of digital identity, which is no longer a distant horizon but already a reality as highlighted by Francesco Paorici (Director of the Agency for Digital Italy), who reiterated the usefulness of SPID for citizens, a platform that offers the possibility of dynamic and secure access to numerous public administration services.

The great advantages of e-commerce are clear, and they were appreciated even more in the lockdown phase by both sellers and buyers: this is a half-full glass, however, because the exponential growth of this sales segment is directly proportional to the risks linked to the protection for the privacy of those who assess the goods to be purchased and complete their transactions online; these services are paid cash but they also imply the transfer of sensitive data that must necessarily be processed by respecting and protecting the owner's privacy - in accordance with a constantly evolving legislation.

On this issue, the data presented by Infocamere was very useful; according to the survey launched on the Italian market, this is a dynamic universe of about six million companies: an important figure, of

which 3 million are micro-enterprises; these companies encounter numerous difficulties in establishing a constant and direct communication with institutional bodies.

Of no less importance is the debate on new professions in the digital age that need greater contractual safeguards.

The concept of security was addressed in all its nuances: talking about personal security, the disadvantages and advantages of our video-monitored lives was discussed, (every day we are filmed by 80 cameras on average and Italy is one of the countries that has more systems).

- **Inclusion**

The debate on inclusion has touched on important issues. First of all, the need to guarantee a high-speed connection for all citizens. In Italy about 30% of the population is not yet connected and this concerns many urban and extra-urban areas, peripheral and central: a limit for the less served territories. Many examples and virtuous testimonies have discussed the concepts of accessibility, digital, social, cultural and economic inclusion.

The need has emerged for an application of the principles governing the use of the Internet that can respond to the needs and new needs affecting the entire population. E-democracy was one of the keywords to be explored and to work on: on these principles and objectives, for example, LAW, an accessibility laboratory active at the University of Genoa that focuses on the digital inclusion of people with disabilities, is founded. The invitation that IGF addressed to all stakeholders and to the Public Administration was to contribute actively and effectively to the digital literacy process of that high percentage of users still too little educated in the use of technology and new channels communication: if not, even excluded and deprived of the right to connect.

- **Data Governance**

The need to grasp has emerged from many quarters the most of what machines can offer, without compromising people's freedom and privacy. The protection for these rights is crucial.

Currently information - especially personal data - has taken on an economic value. A principle of the Italian Constitution sets forth the right to be informed, in combination with the principle of information transparency.

Individuals whose data is collected must therefore be informed of the use of their data and, on the basis of this knowledge, they should provide their consent to data processing. It is also essential that each single user is informed as to why their data take on value, once they are collected.

The main and very current issue today is privacy, the protection of this right of the citizen often clashes with the needs of an increasingly augmented profiling which is often channeled towards commercial and business objectives, as well as social control.

A need has therefore emerged from IGF: to guarantee online transparency and make the dynamics relating to the processing of personal data as clear as possible.

A necessity has therefore emerged underlined the need to redesign a new relationship between citizens and the public sector in an increasingly digitalized society that must, however, also deal with phenomena and dynamics that should not be underestimated such as, for example, the abuses that AI systems can perpetrate in a regulatory context that is attentive but which struggles to face ever-changing situations.

- **Sustainability**

Sustainability is a subject of great attention, especially for global governance, when it comes to infrastructures and accesses to ensure the dissemination of services that takes place respecting resources and the environment. It has emerged from many quarters that we need to think of technology and digitization as additional means for optimizing global resources and preventing harmful effects related to climate change (examples are advanced systems for

monitoring and managing data relating to water stress or for disaster prevention or to optimize energy consumption).

The role of technology and the development of a virtuous digital culture are of fundamental importance, as was recalled by the panel "Sustainability in the Agri-food Chain".

Sustainability represents a significant opportunity for the development of new businesses, which arise from circularity and which provide services aimed at reproducing sustainable systems, not only in environmental terms but also in management, with the development of appropriate entrepreneurial skills.

It is in fact necessary to create useful systems for these directions, reminding us that these are always economic systems that as such need structures that are transparent and efficient.

➢ FINAL REMARKS

IGF Italia 2020 was a very special edition, as expected. Each of the many recorded interventions had, in some way, to relate to the dramatic historical moment that everyone in the world lives. Covid-19 pandemic was one of the key issues discussed in the roundtables; above all its effects in the relationship between digitalization processes, labor dynamics and – more generally – social dynamics have been analyzed.

The right to access internet has become a social right but also a duty for the State. An increasingly wide digitalization should get rid of economic and social hindrances, thus allowing the development of all individuals and ensuring equal rights for everyone.

The pandemic obviously implied limits for all citizens, its impact was however, asymmetrical in that it was related to a context characterized by social differences both at a national and at a worldwide level.

The next step is: IGF Italia 2020 was a crucial occasion to discuss about and analyze some key issues that are important for the development of our country. The sharing of experiences, and qualitative and quantitative data outlined in the various interventions of scholars and experts will be fundamental for the development of both institutions and citizens, because digitalization affects all of us and it's a real opportunity for growth. The work and the commitment of many professionals and the number of participants in the forum will surely provide a key contribution to social evolution.

> ## USEFUL LINK

- **IGF ITALIA**
http://www.igfitalia2020.it/

- **IGF ITALIA – PROGRAMMA**
http://www.igfitalia2020.it/programma

- **IGF ITALIA EVENTI SATELLITE**
http://www.igfitalia2020.it/eventi_satellite

- **YOUTH IGF ITALY**
https://igfgiovani.wordpress.com/

> ## SINGLE SESSIONS LINKS

> ## WORK OPENING
http://www.igfitalia2020.it/documenti/apertura_lavori
https://www.youtube.com/watch?v=yp5ohnbJCOw&t=32720s

international European initiatives

http://www.igfitalia2020.it/documenti/iniziative_europee_e_internazionali
https://www.youtube.com/watch?v=yp5ohnbJCOw&t=32720s

YOUTH AND INTERNET GOVERNANCE
http://www.igfitalia2020.it/documenti/i_giovani_e_l_internet_governance
https://www.youtube.com/watch?v=yp5ohnbJCOw&t=32720s

- **MODELS OF GOVERNANCE OF THE REGISTER**
http://www.igfitalia2020.it/documenti/modelli_di_governance_dei_registri
https://www.youtube.com/watch?v=yp5ohnbJCOw&t=32720s

- **THE CHARTER OF INTERNET RIGHTS**
http://www.igfitalia2020.it/documenti/la_carta_dei_diritti_di_internet
https://www.youtube.com/watch?v=yp5ohnbJCOw&t=32720s

- **RERUM FUTURA: GENERATION, FAITH AND DIGITAL TRASFORMATION**
http://www.igfitalia2020.it/documenti/rerum_futura_generazioni_fede_e_trasformazione_digitale
https://www.youtube.com/watch?v=heozIbNX7-U

- **PRINCIPLES OF ETHICS IN THE USE OF ARTIFICIAL INTELLIGENCE(AI) TECHNOLOGIES IN INTERNAL AND DECISION-MAKING PROCESSES**
http://www.igfitalia2020.it/documenti/principi_ed_etica_nell_utilizzo_delle_tecnologie_di_intelligenza_artificiale_ai_nei_processi_interni_e_decisionali
https://www.youtube.com/watch?v=nnUStaY1DaY&t=7231s

- **FREEDOM OF EXPRESSION ON LINE FRA HATE SPECH E FAKE NEWS: HOW TO REACT TO DISINFORMATION?**
http://www.igfitalia2020.it/documenti/liberta_di_espressione_on_line_fra_hate_speech_e_fake_news_come_reagire_alla_disinformazione
https://www.youtube.com/watch?v=heozIbNX7-U

- **VIRALITY: PROXIMITY,INFECTION,SOCIALITY,AND ETHICS OF CARE IN THE AGE OF NETWORKS**
http://www.igfitalia2020.it/documenti/viralita_prossimita_infezione_contagio_socialita_ed_etica_della_cura_nell_era_delle_reti
https://www.youtube.com/watch?v=SF-8kSzKU0Y

- **CYBERSECURITY, BLOCKCHAIN AND PROTECTION**
http://www.igfitalia2020.it/documenti/cybersecurity_blockchain_e_tutela_dell_ente
https://www.youtube.com/watch?v=nnUStaY1DaY&t=7231s

- **DIGITAL SUSTAINABILITY:IDEAS,METHODS AND RELATIONS**
http://www.igfitalia2020.it/documenti/sostenibilita_digitale_idee_metodi_relazioni
https://www.youtube.com/watch?v=SF-8kSzKU0Y

- **THE IMPACTS OF DIGITAL PAYMENTS ON THE CIRCULAR ECONOMY**
http://www.igfitalia2020.it/documenti/gli_impatti_dei_pagamenti_digitali_nell_economia_circolare
https://www.youtube.com/watch?v=9CVtSGrbE9o&t=15185s

- **NEW PROFESSON IN THE DIGITAL AGE:CONTENT CREATORS IN SOCIAL NETWORK**
http://www.igfitalia2020.it/documenti/le_nuove_professioni_nell_era_digitali_creatori_di_contenuti_nei_social_network
https://www.youtube.com/watch?v=XL57JWftrk4

- **DIGITAL ECONOMICS AND DIGITAL BUSINESS**
http://www.igfitalia2020.it/documenti/economia_digitale_e_impresa_digitale
https://www.youtube.com/watch?v=XL57JWftrk4

- **INTERNET FOR AVAILABLE GROWTH AND CIRCULAR ECONOMY**

http://www.igfitalia2020.it/documenti/internet_per_la_crescita_sostenibile_e_l_economia_circolare
https://www.youtube.com/watch?v=XL57JWftrk4

- **SIECURITY AND CYBERBULLISMO**

http://www.igfitalia2020.it/documenti/sicurezza_e_cyberbullismo
https://www.youtube.com/watch?v=-PtTbJDOLQQ

- **THE IMPACT OF THE HUMAN FACTOR ON THE RISKS ASSOCIATED WITH THE USE OF THE WEB AND THE SOCIAL NETWORK**

http://www.igfitalia2020.it/documenti/l_incidenza_del_fattore_umano_sui_rischi_legati_all_utilizzo_del_web_e_dei_social_network
https://www.youtube.com/watch?v=-PtTbJDOLQQ

- **DOUBTS AND UNCERTAINTIES OF ADMINISTRATIVE JUDGES REGARDING THE PROCUREMENT**

http://www.igfitalia2020.it/documenti/dubbi_e_incertezze_dei_giudici_amministrativi_nei_confronti_dell_e_procurement
https://www.youtube.com/watch?v=-PtTbJDOLQQ

- **PRACTICAL APPLICATION OF BOTS FOR THE SAFEGUARD OF THE COMMUNITY**

http://www.igfitalia2020.it/documenti/applicazione_pratica_dei_bot_per_la_salvaguardia_della_comunita
https://www.youtube.com/watch?v=9CVtSGrbE9o&t=15185s

- **INTERNET GOVERNANCE E DIGITAL TWIN OF THE CITY –TEACHINGS OF THE COVID-19**

http://www.igfitalia2020.it/documenti/internet_governance_e_digital_twin_della_citta_insegnamenti_del_covid_19
https://www.youtube.com/watch?v=9CVtSGrbE9o&t=15185s

- **INTERNET RIGHTS:ANINTERDISCIPLINARY REFLECTION OF GLOBAL CHANGES**

http://www.igfitalia2020.it/documenti/diritti_in_internet_una_riflessione_interdisciplinare_alla_luce_dei_mutamenti_globali
https://www.youtube.com/watch?v=btOwEyKf918

- **WEB SOCIAL, CHAT, ARTIFICIAL INTELLIGENCE .THE NEW RELATIONSHIP BETWEEN CITIZEN AND THE PUBLIC SECTOR**

http://www.igfitalia2020.it/documenti/web_social_chat_intelligenza_artificiale_il_nuovo_rapporto_tra_cittadini_e_settore_pubblico
https://www.youtube.com/watch?v=btOwEyKf918

- **TWO YEARS OF SELF REGULATION OF INTERNET PLATFORMS AGAINST DISINFORMATION AND HATE SPEECH:WHAT RESULTS?**

http://www.igfitalia2020.it/documenti/due_anni_di_autoregolamentazione_delle_piattaforme_internet_contro_la_disinformazione_e_l_hate_speech_quali_risultati
https://www.youtube.com/watch?v=btOwEyKf918

- **THE VALUE OF DIGITAL SKILLS IN THE ETHICS OF INNOVATION AND DIGITAL TRANSFORMATION**

http://www.igfitalia2020.it/documenti/il_valore_delle_competenze_digitali_nell_etica_dell_innovazione_e_della_digital_transformation
https://www.youtube.com/watch?v=btOwEyKf918

- **DIGITAL IDENTITY AND NETWORK CERTAINTY**

http://www.igfitalia2020.it/documenti/identita_digitale_e_certezza_nella_rete
https://www.youtube.com/watch?v=_NLSYBjKF3w

- **IS THE INTERNET A RIGHT FOR EVERYONE IN ITALY ?**

http://www.igfitalia2020.it/documenti/internet_e_un_diritto_per_tutti_in_italia
https://www.youtube.com/watch?v=_NLSYBjKF3w

- **INTERNET, STATE OF NECESSITY, SUBSTANTIVE EQUALITY**

http://www.igfitalia2020.it/documenti/internet_stato_di_necessita_uguaglianza_sostanziale
https://www.youtube.com/watch?v=zECq1xUO1i4

- **PRIVACY AND E-COMMERCE**

http://www.igfitalia2020.it/documenti/privacy_e_e_commerce
https://www.youtube.com/watch?v=zECq1xUO1i4

- **USES AND ABUSE OF AI:TECHNICAL POTENTIALS, LEGALITY AND ETHICAL CONFLICTS TOWARDS A SUSTAINABLE DIGITAL HUMANITY**

http://www.igfitalia2020.it/documenti/usi_e_abusi_dell_ia_potenzialita_tecniche_legalita_e_conflitti_etici_verso_un_umanita_digitale_sostenibile

- **LAW CELEBRATES ONE YEAR (AT THE TIME COVID-19)**

http://www.igfitalia2020.it/documenti/law_compie_un_anno_al_tempo_del_covid19
https://www.youtube.com/watch?v=fxHTKifZhUE&t=8163s

- **VIDEO SURVEILLANCE, SECURITY AND DATA PROTECTION IN CITIES**

http://www.igfitalia2020.it/documenti/videosorveglianza_sicurezza_e_protezione_dei_dati_nelle_citta
https://www.youtube.com/watch?v=fxHTKifZhUE&t=8163s

- **DIGITAL SOVERREIGNTY AND REGULATION OF GAFAM :WHERE IS ITALY ?**

http://www.igfitalia2020.it/documenti/sovranita_digitale_e_regolamentazione_dei_gafam_l_italia_dov_e
https://www.youtube.com/watch?v=6qmf1vBTMrQ

- **SUSTAINABILIYY IN THE AGRI FOOD CHAIN**

http://www.igfitalia2020.it/documenti/sovranita_digitale_e_regolamentazione_dei_gafam_l_italia_dov_e
https://www.youtube.com/watch?v=6qmf1vBTMrQ

- **UN2020: E-GOVERNMENT SURVEY**

http://www.igfitalia2020.it/documenti/un2020_e_government_survey
https://www.youtube.com/watch?v=_NLSYBjKF3w

- **WORK CLOSURE**

http://www.igfitalia2020.it/documenti/chiusura_lavori
https://www.youtube.com/watch?v=_NLSYBjKF3w