



DRAFT PROGRAMME: ISO SERVICES WORKSHOP 2019

Suntec City Convention Centre, Singapore
24-25 June 2019

MONDAY 24 JUNE

| Time | Programme |
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| 08:00 – 09:00 | Registration |
| 09:00 – 09:15 | Opening remarks <ul style="list-style-type: none">• Welcome from ESG (5 min)• Introduction from ISO (10 min) |
| 09:15 – 11:15 | <p>Panel 1: How are new technologies and business models causing disruptions in service provision, and how can standards help?</p> <p>Five panellists – industry leaders [By invitation]</p> <ul style="list-style-type: none">• AI & Big Data• Cybersecurity• E-commerce• Blockchain• Sharing Economy <p>Short presentations by speakers (10 mins per speaker) followed by a 45min panel discussion and Q&A with the audience.</p> <p>Objectives:</p> <ul style="list-style-type: none">(i) Ascertain the challenges faced across the different sectors(ii) Discuss how standardisation can address those challenges and what standards could be developed. <p>Speakers' presentation template:</p> <ul style="list-style-type: none">- Cap on the slides (<5 slides)- Context Setting: Company profile, Challenges and Solutions |
| 11:15 – 11:45 | Networking and coffee break |
| 11:45 – 13:00 | <p>Four Case studies: Standards and conformity assessment enabling new technologies and business models in the services sector (10mins per speaker)</p> <p>Four Case Studies Presenters [Call for Participation]</p> <ul style="list-style-type: none">• Sharing economy• Financial Messaging Standards SWIFT ISO 20022• Cybersecurity• Blockchain <p>NSBs and/or ISO committee representatives sharing on the standards and conformity assessment implemented in their respective countries</p> |

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| | <p>30min audience Q&A</p> <p>Speaker's presentation template: -Objectives of the session -Their standards sharing</p> |
| 13:00 – 14:00 | Lunch break |
| 14:00 – 16:00 | <p>With each topic's breakout session Technical Committee/ Working Group/National Mirror Committee Representative to share work items related to the four themes respectively: AI & Big Data, Cybersecurity, E-commerce and Blockchain [25min]</p> <p>*Include links in the programme for audience to stay apprised of past and new developments and work streams</p> <p>Objectives of four parallel breakout sessions:</p> <ol style="list-style-type: none"> 1) Inform the participants of the current standardisation efforts and work items 2) Formulate improvements to existing standards 3) Identify new areas for standardisation <p>Potential Questions for Discussion:</p> <ol style="list-style-type: none"> 1) What are the challenges faced i.e. risks identified – data security and privacy? 2) What types of standards would be useful to help solve/mitigate/address these issues? 3) What are the key success factors for effective implementation of standards in the service sector? <p>Each group will be given a template to provide their inputs (suggestions, responses) for their preferred theme.</p> <p>*Submit recommendations to organiser for Day 2's round up presentation</p> |
| 16:00 – 16:30 | Networking and coffee break |
| 16:30 – 17:00 | Round up and Closing of Day 1 |
| 18:00 – 21:00 | Welcome dinner hosted by ESG (optional) |

TUESDAY 25 JUNE

| Time | Programme |
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| 08:00 – 09:00 | Registration |
| 09:00 – 09:15 | <p>Introduction: Standards and regulation in the services sector</p> <p>Presentation from ISO on the advantages of using International standards in regulation</p> |

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| 09:15 – 11:15 | <p>Panel 2: How can standards respond to the needs of government agencies and consumers in the services sector, for example in terms of data protection, safety and transparency?</p> <p>Five panelists from Intergovernmental agencies/Government agencies/ International/Regional Consumer Bodies/COPOLCO [10mins each]</p> <ul style="list-style-type: none"> -1 Government agency -1 Intergovernmental agency -1 Industry player -1 NSB -1 Consumer Body <p>Short presentations by speakers followed by a panel discussion and Q&A with the audience.</p> |
| 11:15 – 11:45 | Networking and coffee break |
| 11:45 – 13:00 | <p>Four case studies: [10min each]</p> <p>Objectives:</p> <ol style="list-style-type: none"> 1) To share how emerging needs arose 2) How are Technical Committees established to address them <ul style="list-style-type: none"> -COPOLCO 10k series of standards -Blockchain standard on smart legal contracts -Consumer protection and privacy by design for consumer goods and services by COPOLCO -E-commerce standard <p>30min Q&A with the audience</p> <p>Presenters from the Government/NSBs/Policy and regulatory departments of key companies.</p> |
| 13:00 – 14:00 | Lunch break |
| 14:00 – 15:15 | <p>Roundtable discussions</p> <p>Focuses on the possible modes of collaboration to ideate solutions to the challenges in the industry and in regulations across the focal areas. How can standards help mitigate or address these challenges? [20min]</p> <p>Objectives of roundtable discussions:</p> <ol style="list-style-type: none"> 1) Formulate improvements to existing standards 2) Share how the industry can work with NSBs 3) Share how NSBs engage the government to adopt the standards for their legislation goals and purposes <p>Potential Questions for Discussion:</p> |

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| | <ol style="list-style-type: none"> 1) What are some of the best practices in legislation/regulations/government schemes that would be most applicable to your country? 2) What are the key success factors for effective collaboration between key stakeholders (industry & government agencies) and NSBs? |
| 15:15 – 15:45 | Networking and coffee break |
| 15:45 – 16:45 | Report of recommendations from Day 1 and Day 2 Summary of breakout discussions |
| 16:45 – 17:00 | Gathering participants' feedback Closing of the conference |