

Global Policy Perspective Report

Digital Economy: Potential Cooperation Area Between the Czech Republic and Pacific Alliance

Towards better integration of regional policies and international cooperation

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With the support of:



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Foreword

The OECD is proud to support the ambitious integration project that is the Pacific Alliance. Indeed, three of the four Pacific Alliance member countries (Mexico, Chile and more recently Colombia) are already OECD members and Peru is a prospective member, having its request to become member under consideration by the OECD Council. Besides 29 OECD member countries are observer or associate countries of the Pacific Alliance, which opens the possibility for OECD members to support the Pacific Alliance leveraging OECD expertise. This is the case of the Czech Republic, which kindly invited the OECD to Prague to support in the identification of key areas where the Czech Republic can support the Pacific Alliance Digital Economy Agenda.

The report “Digital Economy: Potential Cooperation Area between the Czech Republic and Pacific Alliance” makes an important contribution in this regard by articulating a concrete agenda for co-operation in an area of growing importance: the digital economy. The relevance of investing in this sector and embracing the digital transformation has become even more evident in the context of the COVID-19 crisis.

Advancing towards a digital regional market is an important new element and objective for the Pacific Alliance, drawing on the Digital Agenda that they collectively adopted in 2016. Moving towards any internationalization of ICT demands international norms for cybersecurity and internet governance, including issues like the protection of data. As noted in this study, these are issues where the OECD has taken a lead at the international level. Furthermore, the report draws on the specific advances of the Czech Republic in this policy area, leveraging the nation’s particular position as an OECD and EU member often leading, on this topic.

Following from the June 2019 Prague Seminar on which this study is based, and in recognition of the growing importance of the wider digital transformation and digital economy for both the Latin American and Caribbean (LAC) region as well as OECD members, the OECD LAC Regional Programme partnered with the EU, the UN Economic Commission for Latin America and the Caribbean (ECLAC), and the Government of Colombia to convene a High Level Meeting on “Harnessing the Digital Transformation to Boost Productivity in LAC” during October 2019 in Bogota, Colombia.

Discussions in this meeting despite digital technologies spreading rapidly with, in particular, the rising use of mobile broadband connecting more and more people to digital networks, the region still fails to use more advanced digital technologies in its business sector, which is vital to revive the region’s productivity growth and therefore facilitate stronger workers’ earnings and sounder public finances. In follow-up to this event, the OECD is continuing to work with the EU and ECLAC in a variety of ways, including targeted workshops, advancing the creation

of comparative indicators, and disseminating actionable recommendations to accompany the region to best harness its digital transformation. This report demonstrates how individual country experiences, such as the Czech Republic's ambitious digitalization strategy, can further add to these collective efforts.

The study's proposals and recommendations can contribute significantly to designing and implementing a co-operation agenda between the Pacific Alliance and the Czech Republic, along with other Observer and Associated Member Countries, which might want to follow the Czech lead. The OECD stands ready to continue supporting this process, bringing the experience of its members, such as the Czech Republic, and by advancing a wider co-operation agenda between the Pacific Alliance and its observer countries. Indeed, the OECD is ideally placed for this role, with 29 of its members as Pacific Alliance observer or associate countries.

The OECD is proud of having taken part in the reflection process that led to the preparation of this study. This work was conducted jointly with the European Institute of International Studies (EIIIS), the Copenhagen Business School (CBS), and the Anglo American University (AAU). We wish to express our gratitude to our partners the EIIIS, the CBS and the AAU for their work and efforts. We would also like to thank the Government of the Czech Republic for their engagement and willingness to consider this co-operation agenda.



José Antonio Ardavín
Head (a.i.) of the Latin America and the Caribbean Division
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Executive Summary

- The Pacific Alliance has embarked on an ambitious strategy for developing a Regional Digital Market (MDR). Its main concerns are with productivity, the promotion of digital SMEs, improving institutions and infrastructure, the growing skills gap and cybersecurity.
- The Czech Republic has developed equally ambitious programs for the Digital Czech Republic, Czech Republic: The Country of the Future and its National Artificial Intelligence Strategy.
- The focus of these programs on regional development centers, platforms supporting SMEs, training and capacity building for the digital society and cybersecurity suggest significant synergies and areas of cooperation between the Czech Republic and the Pacific Alliance, in collaboration with the OECD.
- Particular areas where the Czech Republic could collaborate with the Pacific Alliance include the construction of a Regional Digital Market (MDR), developing policies to promote innovation and entrepreneurship focused on SMEs and the creation of effective training and capacity building programs to develop the skill sets and lifelong learning required by the digital economy.
- The development of an MDR by the Pacific Alliance inevitably involves the alliance in broader international discussions of digital technologies, including cybersecurity and internet governance. The Pacific Alliance should consider the appointment of an Ambassador to the technology sector to engage better with the major international internet companies.

Acknowledgements

This Policy Report “Digital Economy & the Pacific Alliance” is the result of all the conversations and contributions of the Prague Seminar on “Digital Economy: Potential Cooperation Area between the Czech Republic and Pacific Alliance. *Towards better integration of regional policies and international cooperation*”. However, the ideas and proposals expressed here are the authors’ views and responsibility. We are grateful to all participants in the seminars for their comments and input:

Ardavin José Antonio, Head of the Latin America and Caribbean Division, Global Relations Secretariat, OECD.

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**Digital Economy:
Potential Cooperation Area
Between the Czech Republic and Pacific Alliance**
Towards better integration of regional policies and international cooperation

1. Introduction

In 2011, Chile, Colombia, Mexico, and Peru launched the Pacific Alliance (PA), a regional integration project aiming at strengthening trade exchanges, promoting living standards and social inclusion, and enhancing the presence of the members in the Asia-Pacific region. Several measures have been adopted by PA member countries to implement this initiative. These include significant advances in the liberalization of trade in goods, the creation of a joint platform for stock markets and joint diplomatic and trade undertakings in Asia. The initial results have been very positive and have attracted wide international interest. The potential for cooperation between the PA and its 59¹ observer and associate countries is enormous, but until now not fully realized. There is therefore a significant and untapped potential for further interaction among the 29 OECD Member Countries, which are also observer or associate members to the Pacific Alliance, and the PA four member states, three of which are members of the OECD, one a candidate for accession and all of them members of the OECD Development Centre.

This report by the European Institute of International Studies (EIIIS), the Latin American & Caribbean Business and Studies Center, the Anglo American University (AAU) in Prague and Copenhagen Business School (CBS) with the support of the Organisation for Economic Co-operation and Development (OECD), articulates a concrete agenda for cooperation between the PA and its observer countries.

The Prague Seminar is the VI Joint Seminar organised by the European Institute of International Affairs (IEEI) and OECD, this seminar held in June 2019 is part of a series of joint seminars: 2017 (I Paris Seminar in June and Second Stockholm Seminar in December), 2018 (Third Copenhagen Seminar in April and Fourth Berlin Seminar in June). These seminars aimed at developing a platform to facilitate discussion and further cooperation amongst Pacific Alliance member states and its observer's countries. The main topics discussed included: Vocational education & training, digital economy transformations, creation of a Digital Regional Market (MDR), inclusive development, regional integration, SMEs and global value chains, and gender equality. These areas reflect the priorities established by the PA itself in the Declarations of Puerto Varas (2016), Cali (2017), Puerto Vallarta (2018) and Lima (2019) the strengths and expertise of the German, Swedish, Danish and Czech socio-economic models, and the approach to, and key areas of work at the OECD to promote better well-being and improvements in competitiveness.

¹ Until July 2019 the Pacific Alliance has 59 Observer countries.

2. The Pacific Alliance and the Digital Economy

The Pacific Alliance adopted a Digital Agenda in 2016, focused on the areas of the Digital Economy, Digital Connectivity, Digital Government and the Digital Ecosystem. Within these areas cybersecurity, the standardization and mutual recognition of digital signatures and the digital regional market have been recognized as strategic areas. The Pacific Alliance members aim to use the digitalization of the economy to help address the development traps relating to social vulnerability, institutional weakness, productivity and environment. Digitalization is recognized as central to overcoming the productivity gap through innovation, but there are concerns about the skills gap, in particular in relation to information management. Human resources in relation to digital technologies need to be reinforced throughout the region so that it can take advantage of the opportunities offered by the creation of a digital regional market (MDR).

The OECD LAC Regional Programme in which all Pacific Alliance countries actively participate has identified the Digital Transformation as the key focus issue within the Productivity priority for 2019-2022 cycle. This is a good opportunity for the Pacific Alliance, which can, not only benefit from that process but actively participate in shaping this component of the Programme. OECD is actively collaborating with the Pacific Alliance and its members in pursuing its digital ambitions. It is promoting connectivity with the global agenda, support for Pacific Alliance priorities and channeling synergies between the Pacific Alliance and observer countries, particularly those within the OECD. In talking to the Pacific Alliance, the OECD stresses the importance of an integrated whole government to digital transformation. This is not only an area for technicians or technology companies. There is a risk of the all-important SMEs being left behind by the development of ICT. The low investment in training in Latin American and Caribbean countries, and in particular in the SME sector, results in the risk of a growing skills gap, which will hinder these countries from taking full advantage of the opportunities that the new technologies offer.

3. Digital Czech Republic

The Government of the Czech Republic has adopted an ambitious digitalization strategy, with three main pillars: the Czech Republic in Digital Europe, eGovernment of the Czech Republic and the Digital Economy and Society. As part of this strategy the Czech Government has invested in human resources, technology intensive R&D programs (the Czech Republic spends 1.8% of GDP on R&D), high-tech production and high added value services and supporting international cooperation. The Government's digitalization priorities include AI, the creation of Digital Innovation Hubs (DIHs) at national and international level, blockchain for economic development and an active role in the European Digital Single Market. Early in 2019 it launched a National Artificial Intelligence Strategy. Key high tech sectors for the Czech Republic include informatics and cybernetics, medicine and biotechnology, materials and nanotechnology, nuclear energy, optics and lasers and cybersecurity.

The Czech Republic has focused in particular on the promotion of technology and innovation through SMEs and the development of education and training for the digital society. Support for SMEs has included the creation of regional innovation centers, the development of

PLATINN –the Platform for Innovation– providing online support for SMEs and access to technical experts, and SMEDIGI developing training programs for SMEs. These programs contribute to, and are integrated into, the development of sustainable smart cities. Much attention has been paid to the broad skills required by the digital society, not just technical issues like coding. This includes both core skills (technical, information management, communication, collaboration, creativity, critical thinking, problem solving) and contextual skills (ethical awareness, cultural awareness, flexibility, self-direction and lifelong learning). Digital literacy is not everything. Developing the core and contextual skills that the digital economy and society require means creating new 21st century learning spaces where teachers and students can be liberated. It is clear that there is considerable coincidence between the areas of concern and development on which the Pacific Alliance is focusing and the digital environment being developed in the Czech Republic.

4. Potential Areas of Cooperation between Czech Republic-Pacific Alliance

The Prague Seminar identified as main potential cooperation areas: processes of digital transformation, the digital economy, education and research in digital skills, vocational education and training in several fields, inclusive development, regional integration, Small and Medium size Enterprises (SMEs), creation of and insertion into regional and global value chains, gender gaps and equality. At the same time, highlighted four main sub-areas, which deserve special attention: 1) the digital economy (particularly regional digital market and the internationalization strategy for the IT industry); 2) digital connectivity (IPv6, roaming, IXPs, high speed net access); 3) digital government (open data, delivery of citizens' public services and shared services); and 4) digital ecosystems (net neutrality, digital security, privacy protection, coordination between regional network information centers, and equality and inclusion in the digital environment).

The Czech Republic has an expertise in science and technology areas. The number of newly built centers (48) in the full range of sectors is a promise of extraordinary possibilities of cooperation with the Pacific Alliance countries. Czech industry's links to the world's most advanced economies offer an opportunity to support applied research and to transform industrial production in line with the Industry 4.0 concept. This potential is supported by the new governmental innovation strategy of the CR (January 2019) – Czech Republic: The Country for the Future.

The Czech Republic has a rich scientific tradition as well as extremely high-quality human resources and well-developed infrastructure. The sectors with excellent results include informatics and cybernetics, medicine and biotechnology, materials and nanotechnology, nuclear energy and physics-based sciences such as optics, laser technology, and optoelectronics. The Czech Republic is a global power in areas such as cybersecurity, software or electron microscopy.

In addition, the Czech Republic as an OECD member country and through it can contribute significantly to the development, design and implementation of a digital cooperation agenda between the Pacific Alliance and its Observer Countries and Associate Members, backed on OECD expertise.

The Digital Regional Market is a new work area that has been identified, the creation of a regional digital market could allow scale and network analysis to compete in a world of global platforms. Within the regional digital market area, observer countries could contribute to the development of the information technology (IT) and digital entrepreneurship industry.

This could contribute to a strategy of internationalization of the IT, applications and digital content industries, between the Alliance countries and the OECD member observer countries, in order to promote spaces for negotiation and dissemination of products and Services that require, through specialized events and business conferences, among others, that can expand markets. However, transforming a mind-set towards digitalization is a major challenge face the Pacific-Alliance countries. The diplomats and academics that participated at the Prague Seminar agree that the Pacific-Alliance countries have developed and implemented digital economic reforms that have materialized in investment in technology, infrastructure towards (1) cybersecurity, (2) e-commerce, (3) e-government, for example. Yet, assimilation of digitalization polices still lack integration in practice for SMEs and individuals in the Pacific Alliance. The OECD could play a key role in supporting the region in advancing the regional digital market agenda, which at the same time could contribute to three key OECD keys that are to increase productivity, promote social inclusion and strengthen Institutions and governance.

Related to the internationalization of ICT and cybersecurity is the area of internet governance, including issues like the regulation of Over-The Top, the protection of data and establishing international norms for cybersecurity. Without effective international norms in cyberspace, the digitalization of the economy and society risks promote crime rather than economic development and regional instability rather than regional stability. Although most states accept that international law applies in cyberspace, it remains unclear exactly what this means, or how it can be converted into practical norms of digital behavior. These are issues where the OECD has taken a lead at the international level. They are issues where the Czech Republic benefits from its membership of both the EU and the OECD.

5. Policy recommendations for the Pacific Alliance

- a) *Creation of a Digital Regional Market (MDR) and advance towards a digital single market for the Pacific Alliance and more broadly for Latin America.* This would include areas such Telecoms regulation, Cybersecurity, Standardization and mutual recognition of digital signatures (bases on EU model) Media, Copyright, platforms and eCommerce. The 2016 European Economic and Social Committee position paper on the Digital Single Market and the 2016 CAF report on *“Building a digital single market strategy for Latin America”* and the 2016 OECD/IDB report on *“Broadband Policies for Latin America and the Caribbean: A Digital Economy Toolkit”* may serve as initial references.
- b) Identification the demand for services and sectors based on the capacities and knowledge of each country and to identify their strengths and weaknesses, with a view to design a digital transformation strategy of the Pacific Alliance having the OECD as strategic partner. The OECD report *“Shaping Digital Transformation in*

Latin America and the Caribbean: Strengthening Productivity, Improving Lives” could be a useful tool in the preparation of national strategy of each country. The report provides policy recommendations in seven specific areas where LAC countries should take action to make the digital transformation work for growth and well-being: 1) enhancing access to digital technologies; 2) strengthening their effective use; 3) enabling digital innovation; 4) ensuring quality jobs for all; 5) promoting an inclusive digital society; 6) strengthening trust; and, 7) fostering market openness.

- c) Policies for innovation and entrepreneurship can drive new growth and create new job opportunities.
- d) Creation a program E-government, open government and trust in institutions – new era, strengthening institutions and governance. Investment in education and skills can help people adjust to the new opportunities linked to digital transformation. Observer countries of the Pacific Alliance and the OECD can play a key role in this process. Develop new forms of education and approaches to adult learning – apply digital tools and facilitate co-ordination among education and training institutions, employers and social partners.
- e) Invest in education and support skills development to ensure nobody is left behind. According to OECD and other reports, individuals at the Pacific-Alliance countries use the most social media. There is a need to develop educational study programs to help firms and governments to develop novel strategies of managing communication internally and externally to public and private organizations and individuals. Business Schools in Europe, such as CBS that launched the Bachelor Program on Business Administration and Digital Management. It would be important for the Pacific-Alliance countries to foster dialogue with European institutions of higher education to design and implement study programs on digital skills. This initiative would be important to manage digital complexities faced by business and society in not only understand digital innovation, data and technologies, but also the strategic goals organizations set and the business conditions and market challenges they face.
- f) Develop platforms to explore the development of norms of behavior in cyberspace, covering internet governance, cybersecurity and ecommerce issues. This should extend beyond the creation of the Digital Regional Market recommended above. Securing agreement on these norms at regional level and then integrating them within broader international norms will require an effective cyberdiplomacy. Given the power of the international, especially US and Chinese, internet and technology companies, and the risks of them dominating the Pacific Alliance digital economies, the Pacific Alliance should consider the appointment of an Ambassador to the technology sector.

6. The authors

Lourdes Gabriela Daza Aramayo is Co-founder of Anglo-American University in Prague and the Director of the Program EU-LAC at this university. At the same time, she is Director of the Latin American and the Caribbean Business and Studies Center in Prague (LAC-Center). Since January 2019, she is Director of the EU-LAC Relations Chair at the European Institute of International Studies (Sweden). She holds a Ph.D. in Economic Policy (her Ph.D. thesis specializes in the relations between Latin America and the European Union). Ing. in Political Economics with specialization in Analysis of Socio-Economic Data from the University of Economics in Prague at the Faculty of Economics and Public Administration (Czech Republic). She was a lecturer at the Faculty of Economics and the Faculty of International Relations at this University.

Jacobo Ramirez is an Assistant Professor in Latin American Business Development at the Department of Management, Society and Communication (MSC), Copenhagen Business School (CBS). He earned his doctoral degree in Business Administration at Newcastle University, England (2005), in collaboration with the Grenoble School of Management, France. Prior to joining CBS, Dr Ramirez was a co-founder and chair of the research group European Studies on Development and Competitiveness at the Tecnológico de Monterrey, Mexico (2007-2010). He also was a co-founder of the Latin America Business Forum (2014) at CBS to further develop Danish business engagement in Latin America and the Caribbean

Mario Torres Jarrín is Director of the European Institute of International Studies (Sweden), Director of International Relations at the Pontifical University of Salamanca (Spain) and Executive Secretary of IBERO-EURO-AMERICA Consortium of Universities. Previously, he was Research Associate and Adjunct Lecturer in the Chair of International Business and Society Relations with focus on Latin America at Friedrich Alexander University Erlangen-Nuremberg (Germany) and Scholar Associate, Lecturer and Research Associate in the Institute of Latin American Studies, as well as, Adjunct Lecturer in the Department of Romance Studies and Classics, Faculty of Humanities at the Stockholm University (Sweden). He is Academic Council Member at the Latin America and Caribbean-European Union Academic Forum; Task Force Member of “The Future of Work and Education for the Digital Age” and Task Force Member of “The Future of Multilateralism and Global Governance”, both task forces produce communiques and recommendations to the T20/G20 Summits system. He holds a PhD in history, a MA in European Union Studies, and a BA in Business Studies from the University of Salamanca (Spain).

Shaun Riordan is Director of the Chair of Diplomacy and Cyberspace at the European Institute of International Studies (Sweden). At the same time, he is Researcher at Charhar Institute in Beijing (China) and the Clingendael Institute in The Hague (The Netherlands). He has served for 16 years in the British Diplomatic Service with positions in New York, Taipei, Beijing and Madrid and has worked in the Department of Counter-Terrorism and Yugoslavia in the Foreign Service. Tutor at the UN Institute for Training and Research (UNITAR). He has been a Member of the Advisory Panel on Public and Digital Diplomacy of the UN Fund for the Sustainable Development Goals (UNSDGF) and of the Highlevel Security Team at the World Tourism Organization (UNWTO). Riordan teaches at the Diplomatic School of Madrid and at the Diplomatic Academies of the Dominican Republic, Armenia and Bulgaria.

7. Annexes

Programme of the workshop in Prague
Digital Economy: Potential Cooperation Area
Between the Czech Republic and Pacific Alliance.
*Towards better integration of regional policies
and international cooperation*

**Digital Economy: Potential Cooperation Area
Between the Czech Republic and Pacific Alliance**
Towards better integration of regional policies and international cooperation
Prague June 3rd, 2019

Organized by:



Ministry of Foreign Affairs
of the Czech Republic

In collaboration with:



**Embassy of Peru in Czech Republic, PPT-Pacific Alliance-Embassy
Embassy of Colombia in Austria
Embassy of Chile in Czech Republic
Embassy of Mexico in Czech Republic**

Venue:

Ministry of Foreign Affairs- The Mirror Room

Main Building - Czernin Palace, Loretánské náměstí 5, 118 00 Prague 1, Czech Republic

Date: June 3rd, 2019

PROGRAMME

10.00-10.30

Welcome remarks

- **Dr. Mario Torres Jarrín**
European Institute of International Studies, Director
- **Dra. Lourdes Daza Aramayo**
LAC -CENTER, Director
EU-LAC Relations Chair- European Institute of International Studies
Co-founder Anglo American University
- **HE. José Antonio Ardavin**
Head of the Latin America and Caribbean Division, Global Relations Secretariat, OECD.
- **Dr. Stanislav Kazécký**
Head of Latin American Department of the Ministry of Foreign Affairs of the Czech Republic

10.30-11.45

Panel 1: Digital Economy, Digital Government and Digital Ecosystems

- **Prof. Gian Luca Gardini**
Professor of International Relations and Latin American Politics. Chair holder of International Business and Society Relations with focus on Latin America at University Erlangen-Nuremberg
- **Prof. Jacobo Ramirez**
Assistant Professor in Latin American Business Development at the Department of Management, Society and Communication (MSC), Copenhagen Business School (CBS)

Presentation: "Global Policy Perspective Report Pacific Alliance & Observer Countries an Agenda for Cooperation".
- **HE. José Antonio Ardavin**
Head of the Latin America and Caribbean Division, Global Relations Secretariat, OECD.
Presentation: An area of great potential for cooperation between the Czech Republic and the Pacific Alliance
- **Sebastian Nieto Parra**
Head of Latin America and the Caribbean Unit at OECD Development Centre
Presentation: „Development traps in Latin America relating to productivity, social vulnerability, institutions and the environment”
- **H.E. Ivana Grollová**
Chief of the OECD and Global Issues Section of the Multilateral Economic Relations Department at the Ministry of Foreign Affairs of the Czech Republic and former Czech Ambassador to Mongolia.
Presentation: "OECD - Club of High Standards and Responsibility - experience of the Czech Republic"
- **Ing. Rut Bízková**
Advisor to the Prime Minister for Research and the Environment Advisor to the Prime Minister for Research and the Environment Expert in innovation and Economic Policy, Presentation: "Digitization and Applied research as Important Tools of prosperity (not only) in the Czech Republic" The strength of the Czech Republic in the area of expanding fast internet, a new innovation strategy of the Czech Republic, the need for international scientific cooperation and personnel exchange (also with Latin American countries).
- **Ing. Martina Jeníčková**
Trade Policy Officer at Unit of Americas

Ministry of Industry and Trade of the Czech Republic

Presentation "Business Relations with the Pacific Alliance and Perspectives: Digital Czech Republic Program, National AI Strategy, National Innovation Strategy from the Ministry of Industry and Trade".

11.45-12.00 Coffee break

12.00-13.15 Panel 2: Pacific Alliance and Digital Economy

A perspective from Colombia, Chile, Mexico and Peru. What are countries need?

- **H.E. Liliana de Torres Muga**
Ambassador of Peru in Czech Republic, PPT-Pacific Alliance-Embassy
- **H.E. Miguel Camilo Ruíz Blanco**
Ambassador of Colombia in Austria with concurrent accreditation to Czech Republic
- **H.E. Patricio Alberto Pradel Elgueta**
Ambassador of Chile in Czech Republic
- **H.E. Leonora Rueda Gutiérrez**
Ambassador of Mexico in Czech Republic

13.15-14.30 Lunch

14.30-15.45 Panel 3: Digital Economy, Education, and skills. Digital economy: workshop, current top academic research, findings, and recommendations

- **Marek Vokoun, Ph.D.**
Head of Department of Economics, Institute of Technology and Business in Ceske Budejovice
Presentation: "Academic Research, Findings, and Recommendations"
- **Zdeněk Čaha, Ph.D.**
Head of Faculty of Corporate strategy, Institute of Technology and Business in Ceske Budejovice
Presentation: "It's personal - new challenges for HR agenda"
- **Ing. Ludovít Petrzala**
Business analyst at Amaris Consulting
Presentation: "How to become a more agile organization?"
- **Ing. Vacalv Gráf**
Manager at OYO
Presentation: "Smart Sharing Cities in Developing and Transforming Countries"
- **Ing. Jakub Hudec**
Manager at Central Bohemian Innovation Centre
Presentation: "Economic Policies and Tools to Promote Digital Economy"
- **Prof. Zuzana Dvořáková**
Human Resources Institute of Czech Technical University in Prague
Presentation: "Human resources and digital literacy"

15.45-16.00 Final words

- **Dr. Mario Torres Jarrín**
European Institute of International Studies, Director

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