



### Draft Agenda

#### Monday, March 20, 2017

6:00p – 8:00p

#### Cocktail Reception and Interactive Exercise

Join us for an informal reception and interactive exercise at Microsoft Research’s Silicon Valley Campus. Drinks and hors d’oeuvres will be served courtesy of Microsoft Philanthropies. **Registration is required for this event and participation is limited to the first 90 persons to confirm.**

#### Tuesday, March 21, 2017

8:30a – 9:00a

#### Registration / Coffee and Pastries

Please visit the registration desk to receive your welcome package and identification badge. You must display your badge at all times when on the Google campus. Coffee and light pastries will be available.

9:00a – 10:45a

#### Opening Plenary

10:45a – 12:30p

#### Morning Breakout Sessions (select one of three simultaneous sessions)

##### Breakout 1(a): Digital Payment Principles and Best Practices

Cash-based assistance is an increasingly significant part of emergency response, and can be quicker, more efficient and more end-user friendly than traditional in-kind assistance. To get cash transfers to people affected by humanitarian emergencies more quickly and effectively, humanitarian actors need to work with and leverage the experience of ICT partners. The question of how to bridge the divide and work together better has been the subject of much recent activity. In 2016, USAID’s Global Development Lab convened a number of partners to develop “Barcelona Principles” for the use of digital payments in humanitarian response. In January of this year, eighteen ICT companies and humanitarian organizations endorsed “Principles on Public-Private Cooperation in Humanitarian Payments” at the World Economic Forum. Have these principles got us to where we need to be on early and effective collaboration? What practical steps can participants take to ensure we are ready to act when disaster strikes, and that humanitarian actors are taking advantage of the latest technology and ideas to reach affected people in ever-more-challenging contexts?

##### Breakout 1(b): Using Social Media in Humanitarian Emergencies: Pitfalls and Opportunities

As of the end of 2016, the number of global social media users was estimated at 2.3 billion persons – more than a quarter of the world’s population. As social media becomes more and more widespread, humanitarian organizations are increasingly using this tool to communicate with affected people. How can social media be harnessed to improve and streamline humanitarian programming? What opportunities are there for effective partnership between social media companies and humanitarian organizations? What potential pitfalls need to be avoided?

##### Breakout 1(c): Increasing Access to and Use of Digital Identification

In many humanitarian emergencies, affected people lose access to critical identification documents, or never had official identification to begin with. Lack of identification can make it exponentially more difficult to access emergency aid services, and as more humanitarian organizations begin moving to digital payments and digital recordkeeping and tracking, this problem will be exacerbated. What is needed to increase access to and use of digital identification? How can digital identification streamline humanitarian operations? Is there scope for partnerships between humanitarian organizations and ICT companies in this area? **Registration is required for this session and participation is capped at 35 persons.**



12:30p – 1:30p

### Lunch and Start-Up Exhibition

Lunch will be served in the tents on the field outside of building CL2. While you are eating, be sure to visit the neighbouring Start-Up Exhibition tents to meet representatives from emerging ICT companies and learn more about new technologies that might be deployed in humanitarian emergencies. Please be sure to cast your vote for the most interesting or innovative technology, as the top three vote recipients will be invited to make a presentation during tomorrow morning's plenary.

1:30p – 3:15p

### Afternoon Breakout Sessions (select one of three simultaneous sessions)

#### Breakout 2(a): Applying Online Peer-to-Peer Payment Systems in Humanitarian Emergencies

Around the world, people are using online peer-to-peer payment mechanisms to quickly and cheaply send money to one another. However, in humanitarian emergencies, such payment mechanisms are practically unheard of. What kinds of problems need to be solved, and what kinds of partnerships need to be made, to allow a Syrian refugee in Jordan to receive cash from her family member in Canada? Can humanitarian organizations partner with peer-to-peer payment providers to adapt and expand the use of existing systems in humanitarian emergencies?

#### Breakout 2(b): Outlook 2020 – Ensuring Crisis Connectivity for Affected Communities

The Emergency Telecommunications Cluster 2020 vision mandates providing connectivity in humanitarian emergencies not just to humanitarians in emergency response but also to affected people. What are the benefits of ensuring that affected people have access to phone and data networks? How can humanitarian organizations partner with ICT providers to quickly ensure that affected people have access to broadband connectivity in the wake of a disaster?

#### Breakout 2(c): Improving Data Literacy for Humanitarians and Affected People

More and more data is being collected by humanitarian organizations from affected people, but is it being used effectively? Early warning, trends analysis, and other important opportunities go missed because humanitarian workers don't know how to manipulate or understand the data they have access to. Similarly, affected people themselves often do not know how to access or utilize their own data. This session will explore the opportunities for partnership between humanitarian organizations and ICT companies to increase data literacy for humanitarian workers and affected people. **Registration is required for this session and participation is capped at 35 persons.**

3:15p – 4:15p

### Networking Break and Start-Up Exhibition

Coffee and light pastries will be served in the Start-Up Exhibition tent. This is your last opportunity to vote for the most interesting or innovative technology you see on display, so please be sure to visit each booth and cast your vote!

4:15p – 5:00p

### Day One Afternoon Plenary

6:30p – 8:30p

### Opening Dinner



### Wednesday, March 22, 2017

8:30a – 9:00a

#### Registration / Coffee and Pastries

*If you missed the first day or lost your badge, please visit the registration desk to receive your welcome package and identification badge. You must display your badge at all times when on the Google campus. Coffee and light pastries will be available.*

9:00a – 10:45a

#### Day Two Morning Plenary

10:45a – 12:30p

#### Morning Breakout Sessions (select one of three simultaneous sessions)

##### Breakout 3(a): Distributing Digital Aid through Mobile Phones

*Of the world's seven billion people, almost two billion are estimated to have access to smartphones and another four billion are estimated to have access to older-model "feature phones." As the world moves to a future in which every person on earth has access to a mobile phone, digital aid distributed through mobile phones may become the fastest and easiest way to reach those in need. What is the state of the art in terms of distribution of aid through mobile phones? What lessons have been learned and what opportunities are there for the future?*

##### Breakout 3(b): Collecting and Analysing Data to Improve Humanitarian Response

*Humanitarian organizations are under increasing pressure to collect community feedback and other data points to continuously improve the efficiency, effectiveness, and relevance of humanitarian programmes. How can humanitarian organizations partner with ICT companies to collect and analyse data in a timely and efficient fashion?*

##### Breakout 3(c): Operationalizing the GSMA and ESOA Connectivity Charters

*In recent years, both the satellite industry and the mobile phone industry have developed "connectivity charters" outlining commitments to support humanitarian responses. How have these charters been utilized in the field, and what opportunities are there to further operationalize the charters in future humanitarian crises? **Registration is required for this session and participation is capped at 35 persons.***

12:30p – 1:30p

#### Lunch and Technology Exhibition

1:30p – 3:15p

#### Afternoon Breakout Sessions (select one of three simultaneous sessions)

##### Breakout 4(a): Establishing and Expanding Digital Payment Infrastructure

*Perhaps the best way to increase the use of digital distribution of cash assistance today is through expansion of existing payment infrastructure to countries that lack such infrastructure. Digital payment networks such as those that support wire transfers and credit card transactions do not exist in many countries affected by humanitarian crisis. In others, fees for such transactions are prohibitively expensive. How can the UN and ICT partners incentivize the establishment of new payment networks and the expansion of existing networks?*

##### Breakout 4(b): Reaching the Unreachable – Technology in Conflict Settings

*In conflict scenarios, many of the people and communities most in need of assistance are impossible to access. How can ICT companies and humanitarians work together to reach people who are otherwise inaccessible? What kinds of services can we provide? What are the benefits of investing efforts into reaching these most vulnerable of populations?*



### Breakout 4(c): After the Emergency – Implications of Emergency Connectivity for Affected People

*If humanitarian organizations and ICT partners are committed to ensuring that affected people and communities have access to connectivity after a crisis, an important question is raised: what happens when the emergency ends and such connectivity is demobilized? If broadband connectivity can be delivered anywhere in the world, will establishing emergency connectivity distort or displace local actors? Can crisis connectivity be an opportunity to improve local capacity, or are humanitarians inevitably going to conflict with governments and local private sector actors? **Registration is required for this session and participation is capped at 35 persons.***

3:15p – 3:45p

Networking Break and Technology Exhibition

3:45p – 5:00p

Closing Plenary

5:00p – 6:00p

Googleplex Tour [TBC]