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# WCIT 2004 – Betting on the future of ICT

**P**ersonalized and human-centric applications, optimum yet selective use of the information wealth surrounding us, augmentation of security in transactions and viable economic development are some of the great challenges facing the ICT industry in the years to come.

Dedicated to Information Technology, the second day of WCIT 2004 was full of energy, as five sessions followed one another, dealing with very interesting subjects, like "Next generation of IT", "The evolution of IT systems architecture", "IT, the locomotive of world economy", "IT, Excellence in Practice" and "Securing our Future". The conclusion of yesterday's speeches was that technological progress is useless if the positive results of the evolution neither reach the common people, nor adapt to its needs.

During the third session, in particular, the Secretary General of International Chamber of Commerce, Maria Livanos Cattai, stressed the gigantic impact of IT on every social and economic aspect, adding her thoughts about the future of convergence that will affect companies, homes and individuals. The other speakers, sitting at her panel (photos of the four of them, on the right), added their statements about the "Vision of IT and the Telecom Value Creation" (Thomas Ganswindt), the big revolution brought by convergence (Michel Fromont) and the intelligent devices on which we will build our digital future (Iorgos Achtiavassilis).

High level officials also presented government positions on the subject of Information Society in Greece.



## Official launch of political initiatives of a global interest

Important political initiatives concerning the utilization of information technology for social and civic purposes are going to be announced in today's sessions.

At 11:00, the delegates will have the opportunity to attend the endorsement of the "Political Leaders Declaration on Technological Developments in the Service of the Citizen". The event will be preceded by introductory remarks by Professor Prokopis Pavlopoulos, Minister of Interior, Public Administration and Decentralization of Greece. Ministers and government officials from more than 15 countries met within the framework of the WCIT and recognized that electronic government has the potential to shape new relationships between citizens, representatives and governments and improve the level of political life and participation. Their Declaration stresses the need that e-government should be further promoted worldwide within a context of concrete action plans.

At 11:30, the official launch of access2democracy N.G.O. will take place. The launch will be presented by Honorary Board Member of a2d Mr. George A. Papandreou, as well as Mr. Kumi Naidoo, Secretary General and CEO, CIVICUS World Alliance for Citizen Participate and Mr. Michail Bietsas, Director of Computing, MIT Media Lab.

access2democracy was conceived and founded in 2003 as a non-profit N.G.O. that aims to enhance the democratic process worldwide, facilitating multi-way communication amongst all social partners, thus enabling but also improving the quality of participation in the political and governance processes.



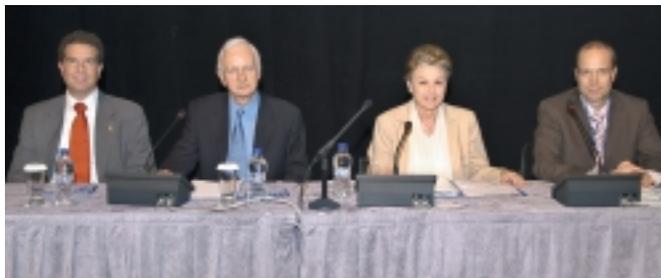
Minister of Interior,  
 Public Administration  
 & Decentralization,  
 Prof. Prokopis Pavlopoulos

## Agenda

### Friday, May 21

- 08:40 Opening notes by **Mr. Apostolos Andreoulakos**, Deputy Minister of Interior, Public Administration and Decentralization, Greece.
- 09:20 Speech by **Mr. Yoshihiko Sumi**, Policy Advisor Ministry of Economy, Trade & Industry of Japan.
- 09:35 Speech on "e-Government" by **Mr. Hord Tipton**, CIO, Department of the Interior, USA.
- 10:00 Keynote speech by **Dr. Rosalie Zobel**, Director, Directorate C, DG Information Society, European Commission. Topic: "The Information Society and Europe. The way forward".
- 13:15 Press Conference regarding last night's presentation of the WITSA Global IT Excellence Awards at "Ikaros" room (level B). The WITSA honored seven organizations from around the world whose use of information technology has exhibited exceptional achievement.
- 14:00 Speech on e-democracy by **Professor Andreas Papandreou**, Assistant Professor of Economics, University of Athens.
- 16:30 Presentation of the "Dertouzos Awards" to the winners of the "Michael Dertouzos Competition: IT with a human face". The first prize (15,000€) will be awarded to the winner by the Athens College, the school from which Michael Dertouzos graduated.
- 17:00 Closing Ceremony. Closing remarks by **Mr. Newstrom**, Chairman of the WITSA and **Mr. Vyzantios**, President of SEPE. Crystal handoff to Austin, host city of WCIT 2006.

# "The technology train has



From left to right: Jorgos Achtsivassilis, Michel Fromont, Maria Livanos Cattau and Thomas Ganswindt

The session theme on "IT the locomotive of World economy" was presented by Mr. Thomas Ganswindt, Group President of Siemens Information & Communication Networks, Mr. Michel Fromont President & CEO of NEC Computers International B.V. and Jorgos Achtsivassilis Senior Vice President, Forester Research. The introduction to the theme as well as the spark of the discussions that followed was provided by Ms. Maria Livanos Cattau, Secretary General, ICC who stressed the gigantic impact of IT on every social and economic aspect, the future of convergences that will affect companies, homes and individuals. She detected the presence of some obstacles and referred to the ICC's work on how to remove these obstacles.

Mr. Thomas Ganswindt offered "A vision of IT and Telecom Value Creation". His presentation started from the shifts that have taken place in the business



Ms. Westby talked about the vulnerability of infrastructures to hacking.

The day's final session took up the "hot" issue of security, with Dr. Dimosthenis Anagnostopoulos, General Secretary for Information Systems at Greece's Ministry of Economy and Finance giving the opening presentation. Dr. Anagnostopoulos' main point was that security in e-government transactions was essential if the citizens were to trust the Web services provided by the public administration.

## Securing our

Even mishaps can undermine this trust, he said, referring to the case of a taxpayer who, while registering with his department online in order to submit his income statement electronically, mistakenly entered a wrong email address, which, by chance, belonged to another citizen with a similar name. As a result, this other person was sent an income tax form to fill; soon, the story was splashed all over the papers that the state could send one citizen's confidential data to another. His department's aim, Dr. Anagnostopoulos said, was to establish trust, and assure the future of e-government, through the reengineering of the services it offers. Achieving the feat of keeping citizens from endless forays into the corridors of bureaucracy and reducing the time required to settle transactions between the citizens and the administration would go a long way towards the success of e-government.

Mr. Marios Damianides, International President of the Information Systems Audit and Control Association and the IT Governance Institute presented a blueprint on IT governance in an era of increased regulation. Although the blueprint was designed to meet the transparency and disclosure

requirements imposed on US companies with the Sarbanes-Oxley Act of 2002, in the wake of the Enron scandal, it can be adapted to other regions. After all, IT governance is defined as "the leadership and organizational structures and processes that ensure that the organization's IT sustains and extends the organization's strategies and objectives". IT governance has a clear security dimension since it encompasses safeguarding an organization's IT assets.

Mr. Risto Siilasmaa, President and CEO of Finnish corporation F-Secure presented several vivid examples of computers' vulnerability to hacking. He said there exists a "massive underground community" of people who, unlike the original hackers who loved top demonstrate they could beat a system's defenses, use security lapses to profit, by stealing credit card numbers, for example, or even using extortion to make e-commerce sites pay a cut. People must be trained to become more aware of security issues, he said.

Ms. Jody Westby, Chair of the American Bar Association's Privacy & Computer Crime Committee presented an account of the great power blackout that affected the northeastern US in

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### WCIT 2004 is different...



I have attended many Congresses, not just IT Congresses and not always as a facilitator and I had the impression that they were all some sort of PR exercises, with each speaker doing his or her number and then leaving. Watching this Congress on the inside, I have the impression that significant things are happening, it's not just each speaker making an appearance, truly novel things are being said. Although I am not well-versed on the technical aspects, I have the impression many speakers talk about the future, things that the rest of us will see happen during the next five years or so. Many foreign participants, whom I got the chance to talk to, expressed their satisfaction. They have had a good time here in Greece and they are satisfied with their experience. The scientific standards are on a par with those experienced abroad. If we consider WCIT as a first test event for the Olympics – albeit on a totally different level and another subject – I think we ace it! I believe they have been pleasantly surprised...

Maro Leonardou, the facilitator of WCIT 2004, is covering foreign news for Greek newspapers, radio and television since 1984. Nowadays, she is the anchorwoman of news bulletins in Mega Channel.

# already left the station"

environment. The balance sheet value is being replaced by the customer base as a key asset. Yesterday's short product cycles are replaced by the long investment cycles, the product as a differentiator by the partnership, the vertical structures by horizontal ones, the segment-specific selling by the executive /cross selling. He also focused on the fact that technology is not deployed today in sync with the shifts in business environment because of a fragmentary communication landscape. Mr. Ganswindt suggested that these frictions between business and technology can be transformed into opportunities e.g. the customer base will elevate the quality of communication, executive-

cross selling will lead to efficient information management. Mr. Ganswindt finally stressed that the value creation should be based on a unified domain of telecommunications applications (wireline/ wireless networks, private/ public networks).

**Mr. Fromont's** presentation was related to the digital home revolution. He stressed that the revolution is actually happening despite any doubts that have been expressed. He described what the digital home is and why the personal computer plays a key role in its development.

He clarified that the big revolution is the convergence between PC environment and other electronic

appliances at home and that this is made possible with the emergence of new media file types such as MP3, JPEG, MPEG or DivX. "The PC is the brain of this new world. It allows receiving but also storing, organizing, modifying and sharing of all digital contents" he said, as to why digital convergence is happening now, he explained, it is because three fundamental parameters are converging at the same time. Technology is available and "easy to use", the cost is affordable and the social acceptance is rising. He pointed out that digital convergence at home is also a challenge for our society at large because it impacts the way we live, think and interface. He concluded that digital convergence at home is definitely the locomotive for the world economy, in fact for individuals, companies and even countries that believe in it and are ready to face new challenges.

**Mr. J. Achtsivassilis**, focused on converging consumer technologies and considered intelligent devices as the building blocks of our digital future. He referred to the years 1996-2000 as the happy golden years of the ICT, the years 2000-2003 as the years of crisis and today as the "real period", where ICT actually works.

He mentioned the so-called "iPod revolution" named after the digital music player in which 15,000 songs can be stored, stressing the multiple

functions of the device. He considered its multiple applications as an example of how a digital device can contribute to the revolution of the digital home. He stressed that "Digital Home" intends to fulfill the basic and converging human needs (communication, entertainment, community, productivity) through home networks, cheap hardware, wireless connectivity, and multi purpose devices. He also pointed out the impact of the digital home on business and referred to the X internet, "talking machines", technologies that connect IT systems to physical objects. They could support a deeper information exchange between consumers and businesses. Finally, he considered technology as a central factor in solving the world's most fundamental problems as education, healthcare, hunger and security. The discussion that followed focused on the tough competition deriving from Asia especially from China and the demand for an acceleration of productivity by European enterprises through the deployment of new technologies and infrastructures. Some questions were also posed concerning the actual use of home digital media and the creation of a sophisticated home network for everyday users.

The discussion also stressed the need for a cooperation of governments and institutes towards a regulatory framework for the developing countries.

## Future

August 2003. Failure of computer systems monitoring the power grid played a role; a possible connection to a worm that infected computer systems several days prior is suspected and is being investigated. This would demonstrate the interconnectedness, and vulnerability of computer systems and critical infrastructures.

**Professor Pradeep Khosla**, Head of the Electrical and Computer Engineering Department at Carnegie-Mellon University, said there could be no 100 percent cyber-security; contrary to other panel members, he appeared hostile to the idea of creating yet more regulatory bodies. "It doesn't lead to better security" he argued.



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# Next generation of IT



From left to right: Dr. Krishna Nathan, Dr. Andrew Sutherland, Mr. Peter Hayes, Dr. Nicolas Apostolopoulos.

The opening session was devoted to "the next generation of IT". Fittingly, it was an end-user, rather than a producer, who was first called upon to offer, not predictions but suggestions. Dr. Nicolas Apostolopoulos, an expert in media-based learning, and Managing Director of the Center for Digital Systems at Berlin's Freie Universitaet, has received numerous awards for his collaboration in the development of teaching applications. He is, therefore, in a good position to provide the specifications of learning systems and software to developers.

In essence, Dr. Apostolopoulos called for the creation of more "humane" applications, by which he means customizable programs using visualization techniques, with media enriched contents, extensive use of multimedia-based tutorials and help functions, powerful search functions, multiple navigation and tracking techniques, a problem-based approach, extensive personalization and common sense intelligence. He admitted that the latter feature was unlikely to appear soon. He also had a list of what education and research institutions do not need, namely, incomplete systems, too much complexity (makes people insecure), incompatible environments, slow response, no "surprising" features and no "fake" security. Dr. Apostolopoulos concluded that his biggest week would be for a digital/analog interface, for example, a paper pad combined with a Tablet PC.

Mr. Peter Hayes, Vice President of Microsoft UK and responsible for dealing with public sector authorities in Europe, Middle East and Africa, said that innovation had not leveled off and called Web Services "The Next Wave in Computing". Web Services provide a strong industry standard; transacted, secure and reliable messaging; and bridges a variety of

seemingly incompatible systems (heterogeneous connectivity). Personalization of services will increase user productivity. Mr. Hayes focused on Government,



Dr. Apostolopoulos presented the end users' requirements for the computer systems of the future.

Education and Health as three sectors which, along with the private sector, will make use of information technology to help produce robust economic growth in the future. E-learning, anytime, anywhere is the wave of the future in education.

Dr. Andrew Sutherland, Vice President for Technology at Oracle EMEA (Europe, Middle East and Africa) focused on the information explosion that has taken place in recent years and on how most organizations make inefficient use of information, especially its storage. He maintains that a great deal of information is badly stored, leading to real waste. According to a European study, which he cited, over 50% of 1,000 European organizations – both private and public – do not know how loaded their systems were. Of those who did, one-third had systems working at less than 40% capacity. Overall, about €6 billion is wasted annually in EMEA alone from duplication and under-use of storage space. Sutherland believes in the consolidation of fragmented data, at a

global level where this is possible. The next generation of IT will also provide greater automation and standardization and machines will be acting in concert, in a grid pattern. This is possible at very little cost, he claimed.

Dr. Krishna Nathan, Vice President and Director of IBM's Zurich Research Laboratory, provided a detailed outlook of where technology is headed, from materials and designs to software. Moore's Law appears likely to continue in the future, making possible more powerful and cheaper systems. There will also be progress in stochastic analysis and optimization of computing processes.

Responding to audience questions about how one can harness the information provided on the Internet, all participants agreed that it is very

difficult to provide a fail-safe way of filtering away spurious information. "We are far from here yet, and it is not getting any easier," Dr. Nathan said. Mr. Hayes said that more robust search engines would help us determine the accuracy level of the information we are getting, but Dr. Sutherland said that harnessing knowledge in this way appeared premature. "We must learn walking before we can run," he said.

There was also some disagreement on the desirability of shared standards in software. While Mr. Hayes said that it really pays to try for common standards, Dr. Nathan said that while adoption of open-type standards would help, standardization will not be easy. After all, whose standard will we adopt?



According to Mr. Hayes, Web Services are the next wave in computing.



Dr. Nathan said Moore's Law will continue to apply in the near future.



"In the near future, new technologies will not be an aspiration but a reality for Greece", Mr. Vassilios Assimakopoulos.



"IT creates a lower-cost operating model", Dr. Joseph Rieger.

**V**arious aspects of the impact of IT on business and society, as well as the strategies that should be followed in practice, in order to promote economic growth and operational efficiency, were presented at the "IT: Excellence in Practice" session.

"In the near future, new technologies will not be an aspiration but a reality; they will constitute the Greek digital reality", declared Mr. Vassilios Assimakopoulos, Secretary for the Information Society, Greek Ministry of Economy and Finance, adding that "the future of IT in Greece represents the point of development we want to reach and reflects the goals we have set". Mr. Assimakopoulos

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# The evolution of IT Systems Architecture

IT system architecture may not be as visible as other, more fancy aspects in computer industry; yet, it plays a crucial role both in the supercomputer and the consumer PC level, as well as in everything in-between. That was the conclusion of the 2<sup>nd</sup> session during the second day of WCIT 2004, which dealt with "The Evolution of IT Systems Architecture".

The change in System Architecture is constant, according to **Mr. Harris Miller**, President of ITAA, who described it as a confluence of several factors, namely technical innovation, customer demand, globalization, price and performance. He analyzed the periods of change, that start from remote access with dumb terminals (limited and expensive, with jobs lines up in batch mode), to remote access with smart terminals, to PCs that led to three-tiered system, then the client-server model (faster, networked PCs for demanding applications). Internet changed everything, according to Mr. Miller, as common standards (TCP/IP, XML) were established and intranets/extranets proved to be an incredible business enabler. The president of ITAA concluded by describing the next challenges, which are further integration with legacy systems, web services, edge of the networks devices, VoIP and systems architecture as a change manager.

"Supercomputing in the 21<sup>st</sup> century" was the subject of the speech given by **Mr. Robert Bishop**, Chairman & CEO, SGI, who declared that in the same way we cannot live without our smart devices anymore, modern enterprises cannot live without ERP, CRM and HR applications. As they have to deliver

the best and safest products in the quickest time possible, they depend on supercomputers, because "to out-compete, you have to out-compute". One of the many choices is supercomputing, as it offers solutions (i.e. decision superiority) in less time, so that a company may be the first to introduce new products to the market, gaining competitive advantage. However, it should be noted that supercomputing on a real-time basis like the one needed, for example, for planet simulations, requires enormous memory - usually the core of a system, with processing power (variable and specialized, on demand) connected all around it. Mr. Bishop emphasized that supercomputing (which is used almost everywhere, from drug design, to aerospace to DNA research) is not isolated: a "trickle down" effect to the consumer market allows all of us to gain from the evolution.

Last speaker but not least, **Mr. Bill Vass**, VP of IT Strategy & Architecture, Sun Microsystems, demonstrated the Open Source desktop and the Sun Ray thin client device proposed by his company, that "reduces costs and complexity, improves security and increases productivity". He also demonstrated his Sun badge that he uses as a "passport" to everyday online living.



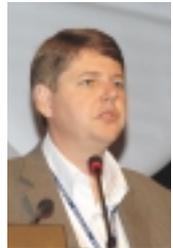
Mr. Harris Miller, Mr. Bill Vass, Mr. Robert Bishop – the panel of IT Systems Architecture.



Mr. Robert Bishop explains how supercomputers' features "trickle down" to consumer PCs.



Mr. Harris Miller tells the story of IT Systems Architecture.



Mr. Bill Vass demonstrates his Sun badge.

## IT: Excellence in practice

noted that the Operational Program for the Information Society focuses on three main objectives with regard to IT: first, the development and utilization of human resources, because technology is useless without the support of adequately trained experts; second, the promotion of a realistic and coherent policy of development, since technology needs concrete strategic planning in order to flourish; and third, the construction of the appropriate institutional framework, which will promote technological advance, rather than slow it down. "Technology is a means for improving the quality of public services offered to the citizens, while at the same time it helps the public sector become more efficient and productive", Mr. Assimakopoulos said, stating that "the Operational Program for the Information Society is targeted at enhancing the competitiveness of Greek companies as well as creating a new, well-trained generation of technology experts".

**Dr. Joseph Reger**, CTO, Fujitsu-Siemens Computers, Germany, explained his understanding of the session's topic, saying that "excellence in practice" is a means of reducing cost and promoting business growth. Dr. Reger argued that IT helps businesses in three main domains: people, processes and cost. On the one hand, IT helps companies

"to increase productivity and organizational flexibility", while on the other it also helps them "enhance existing processes and expand their business relationships". As far as the key issue of cost is concerned, Dr. Reger claimed that IT "creates a lower-cost operating model". However, Dr. Reger warned against the uncritical implementation of new technologies, calling for the partial implementation of the new trends, because none of them can be seen as a ground-shaking, "paradigm shifting" technological revolution. In his opinion, corporations should implement new components up to an 80% level, combining the best aspects of new technologies with existing ones, in order to create a new and better functioning system.

**Mr. Masaru Takabayashi**, Director, Honda Motor Co., offered a comprehensive account of the company's global IT infrastructure and its strategy for business development. Mr. Takabayashi explained that the implementation of advanced IT and communication systems is a key element for any corporation of the automobile industry that does business on a global scale. "Our IT strategy is based upon integration and concentration of information as well as upon the standardization of processes", said Mr. Takabayashi, who also referred to Honda's expectations from WCIT. His

company expects to find technology solutions that could further reduce its operational costs, guarantee high quality of its global infrastructure and provide a uniformed service for global coverage of its business practices.

Finally, **Ms. Emmy B. Simons**, Assistant Administrator, Bureau for Economic Growth, Agriculture and Trade - USAID (USA), substituting Ms. Constance Newman who was unable to attend the session, referred to the various initiatives that the Bureau has launched in order to promote the use of IT and telecommunications around the globe, especially to the most privileged parts of the world. Ms. Simons called for a close cooperation between public and private organizations, through partnerships that can promote IT education, infrastructure development and digitalization in the developing countries. She also noted that USAID is working for the modernization of e-commerce and cyber-security laws and regulations in developing countries, thus promoting a legal framework for the industry. She concluded her speech with a reference to USAID's recent launch of the "Last Mile Initiative", which intends to extend IT and telecommunication access to a number of developing countries.

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# Picture it!



President of SEPE  
Spyros Vyzantios welcomes his guests yesterday night at Hilton Hotel, opening the fabulous gala dinner.



Chairman of WITSA  
George Newstrom introducing the IT Excellence Awards 2004...



...then asking the representatives of the honored authorities & organizations to come on stage for a "family" photo.



Greek traditional dances and "live" music fired up the delegates, already in high spirits after tasting the delicious cuisine and fine wine.

## Bits & Bytes

● **Dr. Dimosthenis Anagnostopoulos** – Secretary General for Information Systems, Greek Ministry of Economy & Finance – Very interesting Congress, exceptionally well organized – such initiatives should be taken more often. General Secretariat participated with a large, top quality team. We are very glad to have attended...



● **Joaquin Oliveras** – Director General, AETIC, Spain – Everything is above our expectations – we had very good speakers, but unfortunately (as it happens always in such events) some people are making commercial advertising... Yet, generally the level of the speeches is high, I've learned a lot myself... The venue is fantastic!

● **Robert Bishop** – Chairman & CEO, SGI – Excellent organization, all of it – we are seeking synergies between high performance supercomputing and commodity oriented computing...



● **Bill Zikou** – President SE Europe, Ericsson – it is an excellent event, very well organized. It has gathered many of the industry leaders that will help us understand what the future is like and what we should wait for...

● **Kyriakos Baxevanidis** – DG Information Society, European Commission – Very good, very successful event – the participants are the very best of the international ICT community.

● **Yiannis Syros** – General Manager SEPE, Greece – The global ICT Community is gathered in Athens. The success of WCIT 2004 will showcase the Greek ICT Market. The Government must seize the opportunity to profit from the Congress results.



## New Directions in e-democracy / e-government

08:40 - 10:00	Session Theme: "The State - of- the Art"
08:40 - 08:50	Opening notes: <b>Mr. Apostolos Andreoulaos</b> , Deputy Minister of Interior, Public Administration and Decentralisation, Greece
08:50 - 09:05	<b>Dr. Abdul Moyeen Khan MP</b> , Minister of Science and Information & Communication Technology, Government of the People's Republic of Bangladesh
09:05 - 09:20	<b>Dr. Carlos Alberto Primo Braga</b> , Senior Advisor, International Trade Department, The World Bank, Switzerland
09:20 - 09:35	<b>Mr. Yoshihiko Sumi</b> , Policy Advisor, Ministry of Economy, Trade & Industry, Japan
09:35 - 09:50	<b>Mr. W. Hord Tipton</b> , CIO, US Department of the Interior, USA
09:50 - 10:00	Q&A session
10:00 - 10:30	Keynote speech by <b>Dr. R. Zobel</b> , Director, Directorate C, DG INFORMATION SOCIETY, EUROPEAN COMMISSION, Brussels
10:30 - 11:00	Coffee break
11:00 - 11:30	Introduction by the Minister of Interior, Public Administration and Decentralisation of Greece, <b>Prof. Prokopis Pavlopoulos</b> . Endorsement of the "Political Leaders Declaration on Technological Developments in the Service of the Citizen"
11:30 - 12:15	Official launch of <b>access2democracy</b> NGO by Honorary Board Member <b>Mr. G. A. Papandreu</b> , <b>Mr. Kumi Naidoo</b> , Secretary General and CEO, CIVICUS World Alliance for Citizen Participation and <b>Mr. Michail Bietsas</b> , Director of Computing, MIT Media Lab
12:15 - 13:30	Lunch break

## PROGRAM AT A GLANCE

13:30 - 15:15	Session Theme: "e-democracy, does e- mean more & better?"
13:30 - 13:45	<b>Mr. Mats Karlsson</b> , Country Director for Ghana, Liberia and Sierra Leone, The World Bank, Ghana
13:45 - 14:00	<b>Prof. Andreas Papandreu</b> , Assistant Professor of Economics, University of Athens, Greece
14:00 - 14:20	<b>Prof. Ted Selker</b> , Head of Media Lab's Context/Aware Computing Group, MIT, USA
14:20 - 14:40	<b>Prof. Stephen Coleman</b> , Professor of e-democracy, Oxford Internet Institute Oxford University, UK
14:40 - 15:00	<b>Prof. Chrysanthos Dellarocas</b> , Associate Professor of Management, MIT Sloan School of Management, USA
15:00 - 15:15	Q&A session
15:15 - 15:45	Coffee break
15:45 - 17:00	Session Theme: "The Life and Works of Michael Dertouzos"
15:45 - 16:00	<b>Prof. Ioannis A. Tsoukalas</b> , General Secretary for Research and Technology, Ministry of Development, Greece
16:00 - 16:15	<b>Prof. Christos Halkias</b> , Dean, Athens Information Technology, Greece
16:15 - 16:30	<b>Prof. Victor W. Zue</b> , LCS Co-Director, MIT, USA
16:30 - 17:00	<b>DERTOUZOS AWARDS</b>
17:00 - 17:30	Closing Ceremony – Closing remarks by <b>Mr. Newstrom</b> , Chairman of WITSA and <b>Mr. Vyzantios</b> , President of SEPE Crystal Handoff to Austin, WCIT 2006

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