



Shared Prosperity Dignified Life



## Workshop on Building Trust in Digital Government Services

Organized by ESCWA in collaboration with AICTO, Internet Society, and ITU.

Beirut, 11-12 September 2023 (and via Zoom)

### Speakers and organizers

Bio-notes (in alphabetical order)

#### Adel Abdel Moneim

Mr. Adel Abdel Moneim is a Cybersecurity Expert with over 25 years' experience, specialized in Information Security Consultation and Training. Acknowledged as a top influencer by IFSEC Global in 2020 and 2021, he ranked #3 and #2 globally in cybersecurity. Adel, an international certified trainer, has conducted numerous official courses in Pen-Testing, Digital Forensics, ISO Standards, and more. He excels in security audits, risk assessment, compliance, and governance for multinational corporations, academia, and law enforcement. Adel contributes extensively to cyber security awareness through voluntary work, public speaking engagements, and advisory roles in national and international projects. His involvement in crafting cyber-crime and data privacy proposals is noteworthy.

#### Ahmed ElRaghy

Mr. Ahmed ElRaghy is the Senior Advisor at the ITU Regional Office for the Arab States, overseeing regional initiatives to enhance ITU's role within the UN Sustainable Development Group. Previously, he served as the International Policy Executive Director at Egypt's National Telecom Regulatory Authority (NTRA). In this role, he developed international strategies, policies, and regulations to support Egypt's telecom/ICT goals and attract foreign investments. With over 19 years of experience, ElRaghy excels in ICT regulation, broadband development, innovation, and international strategy implementation. He played a crucial role in Egypt's hosting of ITU events and represented the country in various international conferences, earning recognition for his leadership.

#### Anis Djemal

Mr. Anis Djemal serves as the head of the electronic services division at TUNTRUST. He specializes as a PKI expert and holds the certified lead auditor ISO 27001 qualification. With 16 years of experience at TUNTRUST, Anis has been involved in various national projects such as e-procurement, mobile ID, and PKI for the Ministry of Defense, alongside other e-gov ventures. He played a vital role in securing WebTrust, ETSI, and ISO 27001 certifications for his company.

## Charbel Chbeir

Mr. Charbel Chbeir is a lawyer and a member of the Beirut Bar Association (BBA). He previously served as a Member of the Special Committee at the Beirut Parliament, where he contributed to the study of the E-Transaction Law and potential amendments. Charbel is the President of the ISOC Governance committee and a current Member of the AI (Artificial Intelligence) committee at the BBA. Additionally, he holds the position of Vice President of ICT at the BBA and serves as the President of the Lebanese chapter of LMAG (IGF). He also represented the BBA in matters related to the E-Commercial Registry before the Presidency of the Council of Ministers.

## Dina Richani

Ms. Dina Richani holds degrees in Public Administration (MPA) and Political Science, specializing in Digital Government for efficient public service delivery. She has contributed to the study of Internet Routing Security of the MANRS ISOC project with UCL. She currently works as a consultant for the ENACT project at UN ESCWA. In her previous roles she has worked for UNHCR, Carnegie Endowment Center for Peace, UCL IIPP, and O1Gov.

## Federico Cocchioni

Mr. Federico Cocchioni is a distinguished technology leader who holds a master's degree in computer science from Sapienza University of Rome. Currently, he serves as Senior Technology Officer at UN-ESCWA in Beirut, working within the Cluster for Statistics, Information Society and Technology for Sustainable Development. Federico's career is characterized by a broad array of experiences, including roles in the private sector with IBM business partners in Italy, research contributions in areas such as Business process Integration and Automation, as well as Human and Knowledge Capital Management. Within the United Nations, he has undertaken pivotal roles, such as Chief Information Management at UN Headquarters, Chief Technology Officer in peacekeeping missions and regional commissions, and advisory positions in locations ranging from Ethiopia (African Union Headquarters) to Thailand and UN Headquarters (Office for Information and Communications Technology).

## Feras Bakkour

Mr. Feras Bakkour is a business executive, investor, and NGO activist, with over 20 years of experience and expertise in the areas of Information and Telecommunication Technology, and capacity building. Co-founder and Chairman of the Arab Internet and Telecom Union (ARISPA), he has a long experience in setting up successful strategic partnerships, cooperation and collaboration with other organizations in the Arab region. Has a DBA (Doctorate in Business Administration) from European University Business School, Geneva - Switzerland, and a BSc in Civil engineering from Damascus University, Damascus - Syria.

## Haitham Alhajri

Mr. Haitham Alhajri is a Senior Cyber Security Professional at Oman National CERT's Cyber Professional Services Division. He holds a master's in digital Forensics and boasts a range of professional certifications, including ISO27001 Certified ISMS Lead Auditor and Certified Computer Forensics Examiner. With extensive experience in incident response, threat monitoring, and project implementation, he currently

focuses on providing Consultancy, Training & Support for IT SEC Governance in Government Departments & National Critical Infrastructure. Haitham is passionate about Cyber Crimes, Hacktivism, Digital Investigations, SCADA Security, ISMS, Training, Business Continuity & Disaster Recovery, and Human Capacity Building, offering custom information security courses and consultancy services to educational institutions and law firms in Oman.

### Hana Sabagh

Ms. Hana Sabagh is the Community Engagement Manager for the Middle East at the Internet Society. Her role involves closely collaborating with chapters, volunteers, and members to amplify the organization's impact in the region. She holds a degree from the American University of Beirut and pursued a master's degree in Exercise, Science, and Health at George Mason University in the United States. Hana previously worked in nutrition and healthcare in Lebanon and Saudi Arabia, then transitioned into social work, serving on the Board of CARE Organization Lebanon, organizing awareness and fundraising events, and eventually obtaining a project management diploma to pursue her newfound passion.

### Imad El Hajj

Mr. Imad El Hajj is currently the Associate Dean for Academic Transformation at the Maroun Semaan Faculty of Engineering and Architecture at the American University of Beirut (AUB), where he has been also professor and researcher for the past 17 years. Imad is also a Co-Founder of SAUGO 360, a technology development and consulting company in Beirut, Lebanon, specializing in advanced engineering solutions for networking, communications, and security for nearly a decade.

### James Shires

Mr. James Shires is a senior research fellow in cyber policy at Chatham House. He is a co-founder and trustee of the European Cyber Conflict Research Initiative (ECCRI), and a non-resident associate fellow with The Hague Program for International Cybersecurity at Leiden University. He speaks regularly and has written extensively on cyber policy, especially in the Arab region and the Middle East. He is the author of the book "The Politics of Cybersecurity In The Middle East".

### Janane Fayez Al Khouri

Ms. Janane Fayez Al Khouri is a renowned legal expert and professor with extensive international experience. She holds a doctorate in International Criminal Law from the Lebanese University and is a certified advisor for UN-ESCWA in Cyber Laws. With a background in academia and practical application, she has supervised theses, delivered lectures, and trained law enforcement personnel. She's authored studies on cybercrime, cybersecurity, digital transformation, and more. Her expertise extends to international organizations, including the UN, EU, and IMF. Dr. Al Khouri's contributions have earned her prestigious awards and recognition in the field.

## Lina Oueidat

Ms. Lina Oueidat is an ICT Advisor to the Prime Minister of the Republic of Lebanon, serving as the National ICT Coordinator and a member of the national Committee for Cyber Crime. With a double major PhD in Electronics – Telecommunications and Biomedical Engineering, she's advised ministries, entities like WHO, and World Bank on Government Information Systems and Digital Transformation. Dr. Oueidat founded ECS Consulting Firm, EDITRA Professional Technical Translation firm, and teaches as a Professor at Lebanese University – Faculty of Engineering. Her expertise bridges technology and administration, contributing to modernizing public systems.

## Lize Denner

Ms. Lize Denner is an Associate Programme Management Officer in the Cluster on Statistics, Information Society & Technology of the United Nations Economic and Social Commission for Western Asia (ESCWA). She is a researcher in the field of technology and innovation for development, currently focusing on the Arab region. Recent fields of work include open government, innovation in the public sector, digital transformation and e-accessibility.

## Mirna Barbar

Ms. Mirna Barbar is a Programme Management Officer at ESCWA, overseeing analytical research on ICT for development, Internet governance, Digital Economy, and emerging technologies in the Arab region. She plays a key role in organizing ESCWA meetings and regional conferences. Dr. Barbar leads the ESCWA Academy of ICT essentials for Government Leaders since 2013 and co-founded the Arab Internet Governance Forum in 2012. With prior experience as a ministerial advisor, she implemented ICT master plans and automation projects. Dr. Barbar, a PhD holder in Computer Science from the University of Paris-8, also taught at the Lebanese University and has numerous publications in IT journals.

## Mohamed Ben Amor

Mr. Mohamed Ben Amor became Secretary-General of the Arab Information and Communication Technologies Organization in 2016. He launched initiatives boosting the organization's influence by engaging public and private sectors. With 25+ years of experience, he specializes in ICT for development, holding analytical, policy, and coordination roles. He previously advised Tunisian ministries and was General Director of Telecommunications Research and Studies Center. Ben Amor's expertise extends to international institutions like the World Bank and African Development Bank, leading techno-economic studies. He served on boards for ITU and ARABSAT and participated in ESCWA's technology experts committee.

## Mohamed Hamdi

Mr. Mohamed Hamdi, PhD, habilitation, co-founded Tunisian deep tech ecosystem Inoteqia and cybersecurity startup Cytekia. With 10+ national cybersecurity strategies developed, he's a leading figure. From 2015 to 2021, he directed Elagzala Innovation Center, driving innovative projects. He's an international expert in cybersecurity, aiding African and European national strategies. During 2012-2015, he researched at Norway's Computing Center, focusing on risk based IoT security models using game

theory for the ASSET project. A co-author of 150+ scientific works, he authored "Mathematical Theories for Computer and Network Security Engineering (Wiley, 2018)."

### Mohamad Nawar Al-Awa

Mr. Mohamad Nawar Al-Awa is a Regional Advisor on Technology for Development at UN-ESCWA since 2013. With over 25 years of experience, he focuses on digital technologies for sustainable development, advising on policies and capacity building in ESCWA member states. He previously worked with UNDP-Government Service Reform in Syria and the International Telecommunication Union (ITU). In academia, he served as Dean at Damascus University and Editor-in-Chief of Damascus University Journal for Engineering Sciences. Dr. Al-Awa holds a Ph.D. in Computer Engineering, a Master's in Electronic Systems, and a Computer Engineering degree from institutions in France. He has authored research papers and textbooks on digital technology and ICT.

### Nada Laabidi

Ms. Nada Laabidi serves as the Head of the Planning and Projects Department at the Arab ICT Organization (AICTO). She joined AICTO in 2009 and has since played a pivotal role in a multitude of tasks. Her responsibilities encompass the design and implementation of regional projects, with a focus on ensuring their successful execution across various Arab countries. This involves close collaboration with regional and international partners and members. Furthermore, Ms. Laabidi is responsible for overseeing AICTO's working groups, fostering international coordination efforts, actively participating in strategic and planning activities, and closely monitoring cooperation agreements with numerous relevant institutions and entities at both regional and international levels.

### Nermine El Saadany

Ms. Nermine El Saadany assumed the role of Regional Vice President for the Middle East at the Internet Society in August 2018. Before this, she served as the under-secretary for international relations at the Ministry of Communications and Information Technology in the Government of Egypt. With nearly 25 years of experience, her expertise spans Internet policy, political economy research, international relations, ICT diplomacy, and project implementation. She holds a master's in economics from the American University of Cairo and has contributed to the Diplo Foundation board.

### Nibal Idlebi

Ms. Nibal Idlebi serves as the Acting Director of the Statistics, Information Society & Technology Cluster at UN-ESCWA. Dr. Idlebi is a distinguished expert in technology and innovation policy, knowledge society development, digital and open government, and science, technology, and innovation (STI) for sustainable development. With a tenure of 18 years at ESCWA, she has held various key positions and spearheaded numerous regional initiatives aimed at promoting the effective utilization of technology and innovation to advance the implementation of Sustainable Development Goals (SDGs) in the Arab region. Dr. Idlebi has also been at the forefront of regional initiatives and projects related to cyber legislation, digital Arabic content, and open and digital government. Her extensive expertise has led her to represent ESCWA in various UN Working Groups and Regional Arab Committees.

## Nick Pope

Mr. Nick Pope serves as the Director of Security & Standards Associates, offering IT security and standards consultancy to financial, commercial, and governmental sectors. He chairs the ETSI technical committee on electronic signatures and trust infrastructures and aids Open Banking Europe in applying eIDAS to pan-European banking. A participant in CEN and ETSI technical committees focusing on electronic identities and distributed ledger technology, he has been instrumental in European eIDAS Regulation 910/2014 and Electronic Signatures Directive standard development since 1999.

## Olaf Kolkman

Mr. Olaf Kolkman serves as an executive-level advisor to and spokesperson for the Internet Society. In this role, he is responsible for formulating, reviewing, and providing advice on strategic, technical, and policy matters. Additionally, he actively participates on various advisory boards and holds the position of treasurer at the Global Forum on Expertise in Cyberspace. Previously, Mr. Kolkman chaired the Internet Architecture Board (IAB) from 2007 to 2011 and served as a commissioner for the Global Commission on the Stability of Cyberspace. With over two and a half decades of experience, his expertise predominantly revolves around Internet technology and policy issues, particularly those concerning the security and trustworthiness of the Internet.

## Pankaj Pandey

Mr. Pankaj Pandey is a dedicated Research Scientist in the Department of Information Security and Communication Technology within the Faculty of Information Technology and Electrical Engineering of the Norwegian University of Science and Technology (NTNU). With a strong commitment to advancing the field, Pankaj focuses on cutting-edge research in information security and communication technology.

## Rami Zaatari

Mr. Rami Zaatari serves as a senior Data and Technology Officer at the Statistics, Information Society, and Technology Cluster of ESCWA. He joined the organization in 2006 and has since played a pivotal role in measuring ICT and digital development in the Arab region. Notably, he oversaw the creation of ESCWA's flagship publication, the 'Regional Profile of the Information Society in Western Asia.' Rami has made significant contributions to technical studies, offered capacity building initiatives, and represented ESCWA in various ICT measurement forums. Furthermore, he successfully launched the ESCWA Data Portal in 2019. Currently, Rami is responsible for overseeing the implementation of the Arab Digital Agenda (ADA) and represents ESCWA at UN-GGIM meetings. With a diverse background in telecom, software development, and teaching, he holds degrees in Computer and Communications Engineering and Software Engineering. Additionally, he is currently pursuing studies in GIS at Johns Hopkins University.

## Robin Wilton

Mr. Robin Wilton, as the Internet Society's Director for Internet Trust, champions an Internet that prioritizes privacy, security, and trust. With a 35-year career in the IT industry, he brings extensive expertise

in systems engineering, consultancy, program management, and policy advocacy. Robin excels in bridging the gap between technology, policy, and business stakeholders, aiming for secure, sustainable, and ethical technological innovation. His work's diversity and the challenge of comprehending complex technical, commercial, and policy issues inspire him. Robin's philosophy centers on expanding his influence at the CxO and policymaker levels while maintaining a balanced work-life approach.

### Roxana Radu

Ms. Roxana Radu holds the position of Associate Professor of Digital Technologies and Public Policy at the Blavatnik School of Government, University of Oxford, and serves as a Hugh Price Fellow at Jesus College. Her research centers on technology governance and policymaking related to the internet. She is the esteemed author of the monograph 'Negotiating Internet Governance' (Oxford University Press, 2019), which draws inspiration from her collaboration with the diplomatic community in Geneva, Switzerland. Dr. Radu frequently provides guidance to governments and international organizations on digital governance matters and currently sits on the Advisory Group of the EU Cybersecurity Agency. As of 2023, she has been elected as the Chair of the Global Internet Governance Academic Network (GigaNet).

### Salam Turkman

Ms. Salam Turkman is the Vice General Director of E-government at the Ministry of Telecom and Information Technology of the Palestinian Land Authority. She holds a degree in computer engineering and a master's in software engineering. Ms. Turkman has authored two international publications in Springer and Scopus, focusing on business process modeling and reengineering. With 15 years in software development, she excels in requirement engineering and business process modeling, and has led numerous projects across both private and public sectors.

### Zahr Bou Ghanem

Ms. Zahr Bou-Ghanem is a Senior Research Assistant in the Statistics, Information Society, and Technology Cluster at UNESCWA. Her current areas of focus encompass digital technologies for development, technology and innovation for institutional development, and open and innovative government. Ms. Bou-Ghanem has also made significant contributions within the ICT Policies Section, where she has worked on topics including Internet governance, information society, and digital development. She holds a diverse range of university degrees, including an MPhil in Land Economy from the University of Cambridge, an MSc in Crop Production, and a BSc and Diploma in Agriculture Engineering from the American University of Beirut.