

POLICY OPTIONS TO SUPPORT DIGITALIZATION OF BUSINESS MODELS DURING COVID-19: ANNEX

*Report for the G20 Digital
Economy Task Force*

SAUDI ARABIA, 2020

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INTRODUCTION

Input from G20 participants is a crucial foundation for this document, which serves as an Annex to the G20 Saudi Presidency initiative, “Policy Options to Support Digitalization of Business Models during COVID-19”. This initiative aims to collect and share new, re-adjusted and emerging policy examples and practices through which G20 member states are accelerating the availability and use of digital tools to strengthen business continuity and resilience in the context of the COVID-19 crisis. G20 and partner countries were provided with a questionnaire, allowing them to highlight relevant policy initiatives that were reflected in the final deliverable for Ministers. The following guidance to the questionnaire was provided:

- Responses could be relatively short but should be sufficient to understand the relevant details and context of each initiative.
- Respondents were asked to reply on behalf of their country and consider the relevant measures and initiatives in their country. They were invited to reach out to others to help complete the questionnaire.
- Responses could cover existing – but re-adjusted to COVID-19 – or new and emerging initiatives.
- Responses were requested in English; Internet links to English-language descriptions of policy initiatives were invited, where possible.

These responses were collected during the 2020 Digital Economy Task Force (DETF) agenda in May and June 2020 and were led by the G20 Saudi Presidency and supported by the OECD.

What initiatives should be included?

G20 and partner countries were requested to provide a maximum of **5 policy examples** of initiatives that have helped accelerate the availability and use of digital tools to strengthen business continuity and resilience in the COVID-19 context. These initiatives could be **new** (i.e. introduced in 2020), **emerging** (about to be introduced) or **existing, but adjusted or re-inforced** to respond to the COVID-19 context.

Possible initiatives were requested in the following categories (respondents are invited to indicate in which category the initiative falls), i.e.:

1. **Connectivity:** Initiatives to **enhance broadband connectivity for enterprises and employees, including regulatory measures.** *For example, in the United States, the FCC granted operators temporary access to spectrum in the 5.9 GHz band to meet increased rural broadband demand following the COVID-19 crisis.*
2. **Remote working:** Initiatives to **encourage the adoption of video conferencing, remote working, and cloud computing services and solutions.** *For example, France Digital has created a toolkit on teleworking and advice to companies in dealing with the crisis.*
3. **E-learning:** Initiatives to **develop training and education platforms and opportunities for employees and managers to learn about digital tools.** *For example, China is subsidising training for SMEs, and offers free access to online training platforms.*
4. **Access to digital services and tools:** Initiatives and platforms improving access to key services relevant to business resilience. *For example, Italy launched an initiative called “Digital Solidarity” which includes a portal where companies can register to access without costs digital services from large private sector companies.*
5. **Electronic payments:** Initiatives to **accelerate the uptake of electronic payment methods.** *For example, the Kingdom of Saudi Arabia is working with delivery services applications to utilize e-payment solutions to preserve the safety and health of beneficiaries.*

6. **E-commerce, on-line business models and market access:** Initiatives to help firms engage in e-commerce and on-line business models or to access new markets through digital tools. *For example, Korea is encouraging brick-and-mortar shops to open their business online through a dedicated support programme. The number of beneficiaries and budget of this programme were increased in reaction to the COVID-19 outbreak.*
7. **Access to finance and government support for digitalisation:** Initiatives using digital tools to help firms access finance or government support to help firms engage in digital activities for their business continuity. *For example, Mexico has launched a Fintech initiative to alleviate liquidity problems of entrepreneurs.*

ARGENTINA

G20 country: Argentina

Respondent details:

UNDERSECRETARIAT OF OPEN GOVERNMENT AND DIGITAL NATION – SECRETARIAT FOR PUBLIC INNOVATION

Other entities with the national government were consulted.

Initiative 1: Between All (Entre Todos)

Category (please mark): (1) (2) (3) (4) (5) (6) (7) **Other, i.e. ...**

Name of the initiative: Between All (Entre Todos)

Type (new, emerging, existing but adjusted to COVID-19): New designed policy in response to COVID-19

Date of implementation: April 5th, 2020 - ongoing

Objective and brief description of the initiative – 100 words maximum:

The Secretariat for Public Innovation launched a collaborative portal called "Entre Todos" that provides information, recommendations, tools, and platforms in a collaborative manner for entertainment and education, management, work, and innovation.

Due to the health emergency and quarantine, many of the jobs that were usually carried out in offices are now carried out in the home of each worker. The portal centralizes tips and tools recommended by citizens to make workday from home productive and possible.

Tips can be found on how to develop a work routine, how to plan the workday, and how to manage distractions. In addition, there is a great variety of digital tools to promote telework.

Results of the initiative thus far: impact, uptake, lessons learned – 50 words maximum:

43 teleworking tools available, categorized by tool type (team communication, video conferencing, remote desktop access, task monitoring and management), type of license (free or paid) and platforms that support it (windows, android, macOS, iOS).

More than 3.000 visits and users of the page since its launch.

Further resources on the initiative, e.g. Internet hyperlink:
<https://www.argentina.gob.ar/jefatura/innovacion-publica/entre-todos/trabajodesdecasa>

Initiative 2: Digital Support Network for MSMEs

Category (please mark): (1) (2) (3) (4) (5) (6) (7) **Other, i.e. ...**

Name of the initiative: Digital Support Network for MSMEs (Red de Asistencia Digital para PyMEs)

Type (new, emerging, existing but adjusted to COVID-19): New designed policy in response to COVID-19

Date of implementation: April 13th, 2020

Objective and brief description of the initiative – 100 words maximum:

The Digital Support Network for MSMEs is a space for public-private collaboration, born out of the needs that the situation presents, but that is also framed in a strategic agenda facing the challenges posed by technological transformations and industry 4.0. It is a catalogue that presents a range of solutions and tools that chambers and technology companies make available to MSMEs within the framework of the Network. This allows boosting activity economic during the health emergency. It is a dynamic catalogue, which will incorporate new contributions and collaborations of chambers, companies, and state agencies. The main thematic areas are remote work, connectivity, electronic commerce, and logistics. It also contains resources to sensitize and train small and medium-sized companies.

“Capacitar”, a sub-initiative within the Network, is a tool for technical assistance and training to develop or enhance the capacities of enterprises or MSMEs. In this first stage, an offer of talks, technical assistance and advice was presented. The thematic axes are the improvement of time management, the use of tools for communication with clients and suppliers, and advice for remote work. Those interested can register in a Virtual Campus to access live talks, dialogue and exchange experiences with other entrepreneurs and receive personalized technical assistance. Knowledge may also be certified.

Results of the initiative thus far, if possible, e.g. impacts, uptake, lessons learned – 50 words maximum:

The 9 most important chambers of technology in Argentina are involved. It is supported by more than 28 clusters and technology nodes from all over the country and at the federal level. And more than 50 companies participate to share digital tools and solutions.

To date (May 13th, 2020) the following results stand out:

1. Remote work and improvement of connectivity
 - 72 digital tools for Cooperation and Communications
 - 71 Task, time, and document management solutions
 - 20 solutions to improve connectivity
 - 23 tools to interconnect systems and devices
 - 13 tools to preserve privacy and protect data
2. Payments: 11 e-commerce tools
3. 162 tools for selling, buying and distribution
4. Training: 60 platforms with useful content to learn to work remotely, to operate trade electronic, position yourself in the networks, among others.

The main advantage of this initiative is the public-private collaboration that has been achieved.

Further resources on the initiative, e.g. Internet hyperlink:

<https://www.argentina.gob.ar/produccion/asistencia-digital-para-pymes>

https://www.argentina.gob.ar/sites/default/files/catalogo_de_servicios_covid-19_11.pdf

<https://www.argentina.gob.ar/produccion/capacitar>

<https://www.argentina.gob.ar/noticias/el-ministerio-de-desarrollo-productivo-presenta-capacitar-una-plataforma-para-potenciar>

Initiative 3 Support program for the productive system of health supplies, equipment, and technology

Category (please mark): (1) (2) (3) (4) (5) (6) (7) Other, i.e. ...

Name of the initiative: Support program for the productive system of health supplies, equipment and technology

Type (new, emerging, existing but adjusted to COVID-19): New designed policy in response to COVID-19

Date of implementation: March 31st, 2020

Objective and brief description of the initiative – 100 words maximum:

This is a support program created by the Secretariat of Small and Medium-sized Enterprises and Entrepreneurs, with the framework of the Ministry of Productive Development with the aim of granting financial and technical assistance to those who develop productive or technological solutions related to the medical or health sector. These technological solutions include, among others, any digital platform that can help to tackle, contain, treat, or mitigate COVID-19. Among them, those related to the production of medical equipment and its value chains, reagents and kits for diagnosis, health supplies, medicines and vaccines, personal hygiene products, platforms digital, among other health technologies and related services, to address and mitigate the current epidemiological emergency.

Results of the initiative thus far, if possible, e.g. impacts, uptake, lessons learned – 50 words maximum:

With the support of the National Productive Development Fund (FONDEP for its Spanish acronym), ARS 2,250 million will be destined: ARS 2,000 million for working capital and productive investments through loans at a fixed rate of 12%; and ARS 250 million for research, development and innovation institutions, universities, technology centres and entrepreneurs, through grants.

Further resources on the initiative, e.g. Internet hyperlink:

<https://www.boletinoficial.gob.ar/detalleAviso/primera/227340/20200401>

https://www.argentina.gob.ar/sites/default/files/fondep_-_bases_y_condiciones_.pdf

<https://www.argentina.gob.ar/produccion/medidas-pymes-covid#10>

Initiative 4 Industry for Argentina

Category (please mark): (1) (2) (3) (4) (5) (6) (7) **Other, i.e. ...**

Name of the initiative: Industry for Argentina (Industria por Argentina)

Type (new, emerging, existing but adjusted to COVID-19): New designed policy in response to COVID-19

Date of implementation: April 23rd, 2020

Objective and brief description of the initiative – 100 words maximum:

These are virtual meetings between companies to promote coordination, link buyers and suppliers, facilitate inter-sectoral coordination and integrate value chains, in order to strengthen capacities related to equipment and supplies production for infections prevention, diagnosis, medical treatment and protection equipment for the health workforce.

Results of the initiative thus far, if possible, e.g. impacts, uptake, lessons learned – 50 words maximum:

The program has more than 700 registrations (mostly companies, but also cooperatives, universities, industrial parks and commercial and industrial chambers). So far, 6 online meetings have been arranged, with more expected in the coming weeks.

Further resources on the initiative, e.g. Internet hyperlink:

<https://www.argentina.gob.ar/mesas-virtuales-industria-coronavirus>

Initiative 5 Tax Credit for MSME Training

Category (please mark): (1) (2) (3) (4) (5) (6) (7) **Other, i.e. ...**

Name of the initiative: Tax Credit for MSME Training (Crédito fiscal para capacitación PyME)

Type (new, emerging, existing but adjusted to COVID-19): Existing but adjusted to COVID-19

Date of implementation: this year's edition will be launched on June 2020.

Objective and brief description of the initiative – 100 words maximum:

It is a program that seeks to promote the investment of companies in the improvement of their productive capacities and those of their environment from the total or partial reimbursement of the costs associated with them.

Within this framework, in this edition, the strategic area of training related to the access and use of digital tools and services is added, as well as those that allow the incorporation of protocols and training for the prevention and control of Covid-19 in MSMEs.

This implies that companies that apply to training in these strategic areas will receive a higher refund percentage. The refund of the program is done in the form of an electronic certificate of tax credit, which is used for the cancellation of national taxes, such as Earnings, VAT, customs taxes, among others.

Results of the initiative thus far, if possible, e.g. impacts, uptake, lessons learned – 50 words maximum:

Not yet available

Further resources on the initiative, e.g. Internet hyperlink: <https://www.argentina.gob.ar/capacitar-al-personal-de-tu-pyme>

Initiative 6 PAC COVID19

Category (please mark): (1) (2) (3) (4) (5) (6) (7) **Other, i.e. ...**

Name of the initiative: Support program for competitiveness for micro, small and medium-sized enterprises (PAC COVID19 PROGRAMA DE APOYO A LA COMPETITIVIDAD PARA MICRO, PEQUEÑAS Y MEDIANAS EMPRESAS)

Type (new, emerging, existing but adjusted to COVID-19): Existing but adjusted to COVID-19

Date of implementation: April 29th, 2020

Objective and brief description of the initiative – 100 words maximum:

This program seeks to accompany the efforts that Argentina is making in the fight against the pandemic of the COVID-19 virus by stimulating the production of goods / equipment / KITs for testing, development of technological platforms and / or projects of MSMEs and / or entrepreneurs, that are relevant, scalable and easily implemented.

Participating SMEs and entrepreneurs will be able to access Non-Refundable Contributions for a maximum amount of ARS\$1,800,000, and ARS\$6,000,000 for high impact or associative projects. The maximum amount to be awarded will be ARS\$70 million. The line, which is part of the Program to Support the National Productive System, has the support of the Inter-American Development Bank (IADB).

Among the projects to be accompanied are those whose purpose is the development of technological services and activities aimed at generating innovative changes for MSMEs, such as teleworking platforms, e-commerce, and electronic payments.

Results of the initiative thus far, if possible, e.g. impacts, uptake, lessons learned – 50 words maximum:

Until May 13th

- 30 registered companies that meet the objectives of the program.

- ARS\$40,6 million requested

Further resources on the initiative, e.g. Internet hyperlink: <https://www.argentina.gob.ar/pac-covid-19>

AUSTRALIA

G20 country: Australia

Respondent details (responding agency, name and contact e-mail):

Australian Government Department of Industry, Science, Energy and Resources

Initiative 1: Entrepreneurs' Programme

Category (please mark): (1) (2) (3) (4) (5) (6) (7) Other, i.e. ...

Name of the initiative: Entrepreneurs' Programme (EP)

Type (new, emerging, existing but adjusted to COVID-19): Existing, but adjusted to COVID-19

Date of implementation: EP was announced as part of Australia's 2014-15 Federal Budget in May 2014.

Objective and brief description of the initiative – 100 words maximum:

EP is the Australian Government's flagship initiative for business competitiveness and productivity and has pivoted to provide digital delivery of advisory services. Under EP, specialists can be brought in to provide expertise to help with disruption opportunities and challenges for Australian businesses.

Through the program, digital facilitators help businesses with the advice and support to improve their digital knowledge and confidence, and increase their digital capability. Technology services also provide technical expertise to assist businesses to adopt and integrate new and existing technologies that develop and improve their products, processes and services, lift their competitiveness, and increase growth.

Results of the initiative thus far: impact, uptake, lessons learned – 50 words maximum:

From 1 March to 31 May 2020, over 2,500 businesses accessed specialist advisory support, and 72 online learning events targeted at business responses and adaption were delivered to 864 participants.

Further resources on the initiative, e.g. Internet hyperlink: <https://www.business.gov.au/grants-and-programs/entrepreneurs-programme>

Initiative 2: Australian Small Business Advisory Services Digital Solutions

Category (please mark): (1) (2) (3) (4) (5) (6) (7) Other, i.e. ...

Name of the initiative: Australian Small Business Advisory Services (ASBAS) Digital Solutions

Type (new, emerging, existing but adjusted to COVID-19): Existing, but adjusted to COVID-19

Date of implementation: ASBAS was launched in 2014.

Objective and brief description of the initiative – 100 words maximum:

Small businesses around Australia can access individual support to grow their digital capabilities through ASBAS Digital Solutions. This program offers small businesses low cost, high quality advice on a range of digital solutions to meet their business needs.

Due to the impact of COVID-19, ASBAS providers are now also offering general business advice as well as digital advisory services. Advisory services include:

- websites and selling online
- social media and digital marketing
- using small business software
- online security and data privacy
- business crisis management and business continuity planning
- finance management and boosting cash-flow
- staff management and creating a safe work environment
- retaining and staying connected to customers
- resilience and wellbeing
- COVID-19 stimulus packages for small business

Results of the initiative thus far, if possible, e.g. impacts, uptake, lessons learned – 50 words maximum:

Not yet available.

Further resources on the initiative, e.g. Internet hyperlink: <https://www.business.gov.au/Expertise-and-Advice/Australian-Small-Business-Advisory-Services-ASBAS-Digital-Solutions>

Initiative 3: NBN Co COVID-19 Relief Package

Category (please mark): (1) (2) (3) (4) (5) (6) (7) **Other, i.e. ...**

Name of the initiative: NBN Co COVID-19 Relief Package

Type (new, emerging, existing but adjusted to COVID-19): New

Date of implementation: From April to 30 September 2020.

Objective and brief description of the initiative – 100 words maximum:

Australia's NBN Co has established a AU\$150 million financial relief package to help internet providers to support their residential and small and medium business customers affected by the COVID-19 pandemic. The package supports small and medium businesses by providing internet providers with discounted access to new connections of specified wholesale business grade products.

Prior to announcing this relief package, the NBN Co also announced it would waive charges for additional capacity of up to 40 percent to internet providers for at least three months to help them support Australian residential and business NBN customers with additional bandwidth capacity.

Results of the initiative thus far, if possible, e.g. impacts, uptake, lessons learned – 50 words maximum:

Not yet available.

Further resources on the initiative, e.g. Internet hyperlink: <https://www.nbnco.com.au/corporate-information/media-centre/media-statements/nbn-co-creates-covid-19-relief-and-assistance-package>

Initiative 4: Higher Education Relief Package

Category (please mark): (1) (2) (3) (4) (5) (6) (7) Other, i.e. ...

Name of the initiative: Higher Education Relief Package

Type (new, emerging, existing but adjusted to COVID-19): New

Date of implementation: April 2020

Objective and brief description of the initiative – 100 words maximum:

The Australian Government's Higher Education Relief Package, announced on 12 April 2020, provides funding certainty to higher education providers and supports workers affected by COVID-19 and who are looking to upskill or retrain. The Package includes short, online courses for workers.

Courses are available in the high-demand areas of nursing, teaching, health, IT and science. Courses are heavily discounted for students and payment can be deferred for those who are eligible. These courses run for up to six months and will help workers develop new skills to prepare for the new economy after COVID-19.

Results of the initiative thus far, if possible, e.g. impacts, uptake, lessons learned – 50 words maximum:

Not yet available.

Further resources on the initiative, e.g. Internet hyperlink: <https://www.dese.gov.au/news/short-online-courses-available> and <https://www.dese.gov.au/covid-19/higher-education/higher-education-faq>

BRAZIL

G20 country: Brazil

Respondent details:

Ministry of Science, Technology, Innovation and Communications - MCTIC

Initiative 1

Category: (1) CONNECTIVITY

Name of the initiative: Committee on Connected Network Performance and Risk Management (Rede Conectada MCTIC)

Type: New

Date of implementation: March 2020

Objective and brief description of the initiative:

Committee led by MCTIC, in coordination with the telecommunications regulator (Anatel) and network service providers, aiming to optimize overall network performance and coverage. Specific actions included:

- (i) Providing improved connectivity to over 14 thousand Public Health Units (hospitals and health centers), as well as all other services officially defined as “essential”;
 - (ii) Optimizing coordinated network management among service providers, to ensure maximum Internet traffic throughput (including for home working and distance learning).
-

Results of the initiative thus far:

During this pandemic period, Brazil's Internet Exchange (IX.br) has achieved peak traffic of 11 Terabits/second, with approximately 2500 Internet exchange participants, among ISPs, telecom operators, content providers, CDNs, businesses, and academic, research and government networks.

Further resources on the initiative, e.g. Internet hyperlink:

<http://www.in.gov.br/web/dou/-/portaria-n-1.153-de-19-de-marco-de-2020-249091353>

<https://www.cgi.br/noticia/releases/ix-br-reaches-mark-of-10-tb-s-of-peak-internet-traffic/>

<https://ix.br/agregado/>

https://en.wikipedia.org/wiki/List_of_Internet_exchange_points_by_size

Initiative 2

Category: (5) Electronic Payments

Name of the initiative: Federal Government Emergency Aid - COVID-19 Pandemic (Auxílio Emergencial do Governo Federal)

Type: New

Date of implementation: April 2020

Objective and brief description of the initiative:

Emergency Aid is a financial benefit for informal workers, individual microentrepreneurs, self-employed and unemployed, and aims to provide emergency protection in the period of coping with the crisis caused by the Coronavirus pandemic - COVID 19. The government program already covers those in the social protection beneficiary database registry (Cadastro Único), which includes 29 million people. Additionally, those who are not regular social protection beneficiaries, must register either by phone, by the internet or using a mobile phone app. The electronic payment system uses public bank ATMs, post-offices and federal lottery agents.

Results of the initiative thus far:

Up to now over 50 million people have received, via electronic transfers, monthly payments of BRL\$ 600. This emergency aid will be paid for 3 (three) months, but may be extended, pending approval.

Further resources on the initiative, e.g. Internet hyperlink:

http://www.planalto.gov.br/ccivil_03/_ato2019-2022/2020/lei/L13982.htm

<https://auxilio.caixa.gov.br/#/inicio>

<https://www.prnewswire.com/news-releases/caixa-has-already-paid-52-3-million-people-with-r49-9-billion-credited-as-emergency-aid-301063408.html>

<https://home.kpmg/xx/en/home/insights/2020/04/brazil-government-and-institution-measures-in-response-to-covid.html>

CANADA

G20 country: Canada

Respondent details:

Initiative 1

Category (please mark): (1) (2) (3) (4) (5) (6) (7) **Other, i.e. ...**

Name of the initiative: Temporary access to additional spectrum

Type (new, emerging, existing but adjusted to COVID-19): New (temporary)

Date of implementation: March 2020

Objective and brief description of the initiative – 100 words maximum: A number of initiatives were taken to grant temporary access to additional spectrum through both temporary authorizations (use of 5.9 GHz by Wireless Internet Service Providers in rural and remote areas) and expedited temporary spectrum sharing (between service providers) to support supplementary capacity addressing increased internet usage and demand

Results of the initiative thus far: impact, uptake, lessons learned – 50 words maximum: Companies have increased the capacity of their networks in a number of areas, both urban and rural, to meet the increased internet usage, demand and sustain service.

Further resources on the initiative, e.g. Internet hyperlink: N/A

Initiative 2

Category (please mark): (1) (2) (3) (4) (5) (6) (7) **Other, i.e. ...**

Name of the initiative: Digital Technology Supercluster

Type (new, emerging, existing but adjusted to COVID-19): Existing but adjusted to COVID-19

Date of implementation: April 20, 2020

Objective and brief description of the initiative – 100 words maximum:

The Digital Technology Supercluster, one of five Innovation Superclusters funded through the federal Innovation Supercluster Initiative, is investing up to \$60 million through a new COVID-19 Program in projects that support the health and safety of Canadians, deliver solutions to issues created by the COVID-19 outbreak and build expertise and capacity relevant to future health crises. The Program will focus on supporting technology projects in six areas: health system; community health; safe living; diagnostics and therapeutics; emergency response; and addressing the effects of COVID-19. The Program will focus on projects that can deliver immediate impacts (less than six months).

Results of the initiative thus far, if possible, e.g. impacts, uptake, lessons learned – 50 words maximum:

The Digital Technology Supercluster announced support for four projects. These projects include using artificial intelligence to establish links between drugs with the potential to combat COVID-19, a grocery-management system to deliver food to frontline workers and patients, a platform to better predict pandemics, and a global data sharing network.

Further resources on the initiative, e.g. Internet hyperlink:

<https://www.digitalsupercluster.ca/new-covid-19-program/>

Initiative 3

Category (please mark): (1) (2) (3) (4) (5) (6) (7) **Other**, i.e. ...

Name of the initiative: Innovative Solutions Canada

Type (new, emerging, existing but adjusted to COVID-19): Existing but adjusted to COVID-19

Date of implementation: April 5, 2020

Objective and brief description of the initiative – 100 words maximum:

Innovative Solutions Canada (ISC), Government of Canada innovation procurement program, launched two new funding streams - a Challenge Stream COVID-19 and a Testing Stream COVID-19. The Challenge Stream seeks to develop new solutions from an early stage of development to combat COVID-19 and other similar threats. This stream launched three COVID-19 Challenges to develop new solutions or test existing innovations that can help fight COVID-19. The Testing Stream seeks to find and buy pre-commercial prototypes that are ready to be deployed and tested to combat COVID-19 in an operational setting.

Results of the initiative thus far, if possible, e.g. impacts, uptake, lessons learned – 50 words maximum:

ISC received over 900 proposals from innovators across the country in the span of a few weeks. The funding will help to ensure that Canadian innovators can maintain momentum in their efforts to scale and remain competitive during both the current economic downturn and in the context of post-pandemic recovery.

Further resources on the initiative, e.g. Internet hyperlink:

<https://www.ic.gc.ca/eic/site/101.nsf/eng/00096.html>

Initiative 4

Category (please mark): (1) (2) (3) (4) (5) (6) (7) **Other**, i.e. ...

Name of the initiative: Strategic Innovation Fund

Type (new, emerging, existing but adjusted to COVID-19): Existing but adjusted to COVID-19

Date of implementation: March 23, 2020

Objective and brief description of the initiative – 100 words maximum:

As part of the Government of Canada's Plan to Mobilize Science to fight COVID-19 announced on March 23, the government set aside \$192 million for new projects that will be prioritized under a new Strategic Innovation Fund (SIF) COVID-19 stream to deliver direct support to Canadian companies for large-scale projects. On April 23, the government announced a national medical research strategy to fight COVID-19 and set aside an additional \$600 million over two years through SIF to support COVID-19 vaccine and therapy clinical trials led by the private sector, and Canadian bio-manufacturing opportunities.

Results of the initiative thus far, if possible, e.g. impacts, uptake, lessons learned – 50 words maximum:

SIF is currently negotiating deals with companies working to develop treatments for COVID-19, manufacturing surgical and N95 masks, and preparing tests for a potential plant-based vaccine. On May 3, SIF announced \$175.6M to help AbCellera, a Canadian biotechnology company, identify and develop new antibody-based therapeutics.

Further resources on the initiative, e.g. Internet hyperlink:

<https://pm.gc.ca/en/news/news-releases/2020/03/23/canadas-plan-mobilize-science-fight-covid-19>

<https://pm.gc.ca/en/news/news-releases/2020/04/23/prime-minister-announces-new-support-covid-19-medical-research-and>

<https://www.ic.gc.ca/eic/site/125.nsf/eng/00025.html>

CHINA

G20 country: China

Respondent details: Ministry of Industry and Information Technology

Initiative 1

Category: (1) Connectivity

Name of the initiative: Facilitating Construction and Maintenance of Broadband Networks

Type: Existing but adjusted to COVID-19

Date of implementation: Feb, 2020

Objective and brief description of the initiative – 100 words maximum:

The Chinese government highlights the construction of telecommunication networks. It introduced in 2013 the *Broadband China* strategy and promoted telecommunication universal service in remote and rural areas. Currently China's urban areas are fully covered by optical fiber networks, and penetration of optical fiber and 4G networks in rural areas has reached 98%.

In response to the pandemic, the Ministry of Industry and Information Technology initiated an emergency response mechanism and issued in February *the Notice on Facilitating Construction and Maintenance of Broadband Networks to Support Production Resumption*, which encourages telecommunication providers to upgrade and expand network capacity, strengthen monitoring of network operation, and provide timely installation and maintenance services, etc.

Results of the initiative thus far: impact, uptake, lessons learned – 50 words maximum:

During the COVID-19, Internet traffic in China has increased by more than 50% compared with the end of 2019. Despite such explosive demand, China's telecommunication networks remain stable and robust.

Further resources on the initiative, e.g. Internet hyperlink: NA

Initiative 2

Category (please mark): (2) Remote working

Name of the initiative: Use of New Generation ICTs to Support Remote Working

Type: Existing but adjusted to COVID-19

Date of implementation: Feb, 2020

Objective and brief description of the initiative – 100 words maximum:

To maintain the continuity of business activities, the Ministry of Industry and Information Technology of China has collected and recommended a batch of digital solutions that support remote working: i) a wide range of ICT products, including videoconferencing, teleconferencing, cloud desktop, and mobile office, are provided for free; ii) innovative applications like 5G-enabled remote contracting, smart construction, and smart logistics are used to help companies conduct on-site operation remotely; iii) 5G, Industrial Internet platforms and other technologies are applied to realize intelligent equipment control, encouraging the transition to online procurement, management, and marketing.

Results of the initiative thus far, if possible, e.g. impacts, uptake, lessons learned – 50 words maximum:

The MIIT published *the List of Digital Products and Solutions that Support Prevention and Control of COVID-19 and Resumption of Production*, which includes a total of 94 products and solutions.

Further resources on the initiative, e.g. Internet hyperlink: NA

Initiative 3

Category (please mark): (3) E-learning

Name of the initiative: Online Learning Platform for Industry and Information Technology Skills & Micro-training for Enterprises

Type: Existing but adjusted to COVID-19

Date of implementation: Feb, 2020

Objective and brief description of the initiative – 100 words maximum:

The National Development and Reform Commission, the Ministry of Human Resources and Social Security, the Ministry of Industry and Information Technology (MIIT) and the All-China Federation of Trade Unions jointly issued *the Notice on Supporting and Encouraging Labor Forces to Participate Online Skills Training in Response to COVID-19*, encouraging local authorities to carry out free online vocational training on the website of Online Learning Platform for Industry and Information Technology Skills. The MIIT also launched "Micro-training for Enterprises", providing MSMEs with free online courses.

Results of the initiative thus far, if possible, e.g. impacts, uptake, lessons learned – 50 words maximum:

As of May 11, the Online Learning Platform for Industry and Information Technology Skills has more than 9,414,000 page views, and the online training has been conducted by 1,741,000 person-times, with the total duration reaching over 365,000 hours. As of April 30, more than 600 courses have been launched on the "Micro- training for Enterprises" platform, with a total of more than 16 million visits.

Further resources on the initiative, e.g. Internet hyperlink: NA

Initiative 4

Category (please mark): (4) Access to digital services and tools

Name of the initiative: Action Plan to Digitalize MSMEs

Type: New

Date of implementation: March, 2020

Objective and brief description of the initiative – 100 words maximum:

To balance the prevention and control of COVID-19 with economic and social development, the Ministry of Industry and Information Technology (MIIT) issued in March *the Action Plan to Digitalize MSMEs*. The Action Plan highlights the importance of new generation ICTs in supporting MSMEs during the pandemic. It has collected and pooled a batch of digital service providers, and recommended a variety of digital platforms, solutions, products and services for MSMEs. The Action Plan focuses on the following aspects: promoting digital management and operation, exploring new business models such as service-oriented manufacturing, using digital platforms to guarantee MSMEs' supply chain, and strengthening data sharing and development.

Results of the initiative thus far, if possible, e.g. impacts, uptake, lessons learned – 50 words maximum:

As of the end of April, the MIIT has selected 137 services and products from 118 providers, and published *the Recommended List of Digital Service Products and Solutions for MSMEs*.

Further resources on the initiative, e.g. Internet hyperlink: NA

Initiative 5

Category (please mark): (6) E-commerce

Name of the initiative: Full-process Online Operation Program

Type: Existing but adjusted to COVID-19

Date of implementation: Feb, 2020

Objective and brief description of the initiative – 100 words maximum:

Since 2015, China has set up 105 Cross-Border E-commerce Comprehensive Pilot Areas, most of which have built online service platforms. With the platforms companies could undertake online customs clearance, logistics, taxation, foreign exchange, insurance, etc. The pilot areas have created a sound business climate for cross-border E-commerce businesses, most of which are MSMEs.

During the pandemic, the Ministry of Industry and Information Technology introduced the full-process online operation programmes of E-commerce platforms such as Alibaba and JD. com to help MSMEs reduce costs, expand market and stabilize employment.

Results of the initiative thus far, if possible, e.g. impacts, uptake, lessons learned – 50 words maximum:

The programmes solve the problem of stagnating sales and lack of order, and help MSMEs to reduce costs of procurement, distribution and financing.

Further resources on the initiative, e.g. Internet hyperlink: NA

EUROPEAN UNION

G20 country: European Union

Respondent details (responding agency, name and contact e-mail):

European Commission, DG Connect, Unit D.3, Policy Outreach and International Affairs, Silvia Viceconte, Silvia.Viceconte@ec.europa.eu

Initiative 1	
Category (please mark): (1) (2) (3) <u>(4)</u> (5) (6) (7)	4
Name of the initiative:	AI-ROBOTICS vs COVID-19
Type (new, emerging, existing but adjusted to COVID-19):	New
Date of implementation:	First quarter 2020

Objective and brief description of the initiative – 100 words maximum:

The European Commission has launched the [AI-ROBOTICS vs COVID-19](#) repository initiative to collect ideas about deployable Artificial Intelligence and Robotics solutions as well as information on other initiatives that could help face the ongoing COVID-19 crises. This unique repository is easily accessible to all citizens, stakeholders and policymakers. The European Commission is analysing funding opportunities that could be used to support some of these solutions/initiatives. Among these, in addition, the EU-funded project [DIH-HERO](#) whose goal is to facilitate the deployment of innovative robotics solutions in healthcare, launched an emergency call for projects to boost robotic solutions that can be deployed quickly in to help the healthcare sector fighting the Covid-19 crisis, redistributing 1M€ of its funding.

Initiative 2	
Category (please mark): (1) (2) (3) <u>(4)</u> (5) (6) (7)	4
Name of the initiative:	Medical technologies, Digital tools and AI for COVID-19
Type (new, emerging, existing but adjusted to COVID-19):	New
Date of implementation:	Second quarter 2020

The European Commission has launched a [new Call](#) on Medical technologies, Digital tools and Artificial Intelligence analytics, with a budget of €56 million, to quickly deploy new solutions using medical technologies, digital tools and artificial intelligence to increase European Union's response capabilities to this coronavirus crisis, improve the recovery, and better prepare for future such crises or waves. This

is part of a larger [Call for Expression of Interest](#) with a total budget of €122 million mobilised from European Commission's research and innovation programme, [Horizon 2020](#), for urgently needed actions to tackle the coronavirus.

Results of the initiative thus far: impact, uptake, lessons learned – 50 words maximum:

Further resources on the initiative, e.g. Internet hyperlink:

Initiative 3

Category (please mark): (1) (2) (3) (4) (5) (6) (7)
Platform/Supercomputing (equipment)

4/Other:

Name of the initiative:

the

Using European supercomputing to treat coronavirus

Type (new, emerging, existing but adjusted to COVID-19):

Existing but adjusted to COVID-19

Date of implementation:

First quarter 2020

Objective and brief description of the initiative – 100 words maximum:

The European Commission is funding Covid 19 related research. One of the projects, [Exscalate4CoV](#) is using a [supercomputing platform](#) to analyse millions of molecules against the virus to identify a potentially suitable treatment. The European Commission also launched the [European Research COVID-19 Data Platform](#) for sharing, storing, processing and accessing to Covid-19 related data for researchers working in this field. It is providing support to new collaborations including a cooperation framework with the US, to enable EU-US researchers collaboration in search of new remedies and models to predict the virus 'spread, assess the needs for medical resources and develop post-pandemic scenarios.

Results of the initiative thus far, if possible, e.g. impacts, uptake, lessons learned – 50 words maximum:

Further resources on the initiative, e.g. Internet hyperlink: <https://ec.europa.eu/digital-single-market/en/news/using-european-supercomputing-treat-coronavirus>

Initiative 4

Category (please mark): (1) (2) (3) (4) (5) (6) (7)

Other: Policy

Name of the initiative: European Commission Recommendation (EU) 2020/518 of 8 April 2020 on a common Union toolbox for the use of technology and data to combat and exit from the COVID-19 crisis, in particular concerning mobile applications and the use of anonymised mobility data

Communication from the Commission: Guidance on Apps supporting the fight against COVID 19 pandemic in relation to data protection 2020/C 124 I/01

Type (new, emerging, existing but adjusted to COVID-19): New

Date of implementation: Second Quarter 2020

Objective and brief description of the initiative – 100 words maximum:

The European Commission issued a [Recommendation](#) defining steps and measures to develop a common EU approach for the use of mobile applications and mobile data in response to the coronavirus pandemic. On 16 April, Member States, with the support of the Commission, jointly developed the [Common EU Toolbox](#) providing them with practical guidance on mobile applications to support contact tracing in the EU's fight against COVID-19. Both the Recommendation and the Toolbox are complemented by the Commission's [Guidance](#) adopted on 16 April, which sets out the requirements that the applications should meet in order to be compatible with European rules on privacy and data protection.

Results of the initiative thus far, if possible, e.g. impacts, uptake, lessons learned – 50 words maximum:

Next steps

Member States should report on the actions they have taken by 31 May 2020, and make the measures accessible to other Member States and the Commission for peer review. The Commission will assess the progress made and publish periodic reports starting in June 2020 and throughout the crisis, recommending action and/or the phasing out of measures that are no longer necessary.

Further resources on the initiative, e.g. Internet hyperlink:

European Commission Recommendation (EU) 2020/518 of 8 April 2020 on a common Union toolbox for the use of technology and data to combat and exit from the COVID-19 crisis, in particular concerning mobile applications and the use of anonymised mobility data, C/2020/3300, OJ L 114, 14.4.2020, p. 7–15

<https://eur-lex.europa.eu/legal-content/FR/TXT/PDF/?uri=CELEX:32020H0518&from=EN>

Toolbox : Mobile applications to support contact tracing in the EU's fight against COVID-19:

https://ec.europa.eu/health/sites/health/files/ehealth/docs/covid-19_apps_en.pdf

Communication from the Commission Guidance on Apps supporting the fight against COVID 19 pandemic in relation to data protection 2020/C 124 I/01 OJ C 124I , 17.4.2020, p. 1–9 (BG, ES, CS, DA, DE, ET, EL, EN, FR, HR, IT, LV, LT, HU, MT, NL, PL, PT, RO, SK, SL, FI, SV)

[https://eur-lex.europa.eu/legal-content/EN/TXT/?qid=1587141168991&uri=CELEX:52020XC0417\(08\)](https://eur-lex.europa.eu/legal-content/EN/TXT/?qid=1587141168991&uri=CELEX:52020XC0417(08))

Category (please mark): (1) (2) (3) (4) (5) (6) (7) **(1) Connectivity**

Name of the initiative: European Commission and European regulators call on streaming services, operators and users to prevent network congestion, BEREC joint statement

Type (new, emerging, existing but adjusted to COVID-19): **New**

Date of implementation: **First Quarter 2020**

Objective and brief description of the initiative – 100 words maximum:

The European Commission and the Body of European Regulators of Electronic Communications ([BEREC](#)) have issued a joint statement on how to cope with the increased demand for network connectivity in the Covid-19 pandemic situation and set up a special process in order to be ready to respond to any crisis of supply on the telecom network. BEREC committed to setting up a special reporting mechanism to ensure regular monitoring of the Internet traffic situation in each Member State in order to be able to respond swiftly to capacity issues. The European Commission is calling upon the cooperation of major platforms, BEREC, telecom operators and the public to ensure connectivity and an open internet across Europe.

Results of the initiative thus far, if possible, e.g. impacts, uptake, lessons learned – 50 words maximum:

BEREC produces regular reports including the main findings of the ongoing information gathering exercise and includes the most recent data provided to BEREC by its constituent NRAs. This situation underlines the importance of continued network investment to meet the Commission's Gigabit Society objectives for 2025, in particular through 5G and fibre networks.

Further resources on the initiative, e.g. Internet hyperlink:

Joint Statement from the Commission and the Body of European Regulators for Electronic Communications (BEREC) on coping with the increased demand for network connectivity due to the Covid-19 pandemic:

https://berec.europa.eu/eng/document_register/subject_matter/berec/others/9236-joint-statement-from-the-commission-and-the-body-of-european-regulators-for-electronic-communications-berec-on-coping-with-the-increased-demand-for-network-connectivity-due-to-the-covid-19-pandemic

Initiative 6

Category (please mark): (1) (2) (3) (4) (5) (6) (7)

Other: Fake News

Name of the initiative:

Fighting Fake News at the time of Covid-19

Type (new, emerging, existing but adjusted to COVID-19): Existing but adjusted to Covid-19

Date of implementation: Ongoing

Objective and brief description of the initiative – 100 words maximum:

SocialTruth is a Horizon 2020 project that puts together search engines, media groups, research institutes and consumers associations to create an open, democratic, pluralistic and distributed ecosystem that enables easy access to various verification services, ensuring scalability and establishing trust. The project focuses on aggregating large volumes of datasets enriched with metadata useful to assess news feeds credibility levels. The Covid-19 pandemic situation pushed [SocialTruth](#) to speed up its efforts to tackle disinformation related to the pandemic making available Coronavirus-related Tweets and News Feeds to be used by SocialTruth partners for misinformation analysis and for preparing and validating computer algorithms for identifying fake news.

Results of the initiative thus far, if possible, e.g. impacts, uptake, lessons learned – 50 words maximum:

Training and validation datasets will be made available to EU research community.

Further resources on the initiative, e.g. Internet hyperlink:

SocialTruth:

FRANCE

G20 country: France

Respondent details: Ministry of Economy and Finance

Initiative 1

Category (please mark): (6) Other, i.e. ...

Name of the initiative: France Num (French national initiative to support the digitalization of SMEs)

Type (new, emerging, existing but adjusted to COVID-19): existing but adjusted to Covid-19

Date of implementation: October 2018

Objective and brief description of the initiative – 100 words maximum:

In view of supporting the digitalization of SMEs (including very small companies) and filling the digital divide with larger companies, the French Government launched a national initiative called France Num. A national platform (www.francenum.gouv.fr) was released in October 2018 in order to allow SMEs from all sectors to realize their digitalization project by connecting them with a national network of specialized consultants (both public and private) and service providers, and give them access to a wide range of tailored contents and recommendations, including on funding options available.

In response to the Covid-19 outbreak, a rolling information feed was created on the France Num website in order to give SMEs concrete and live information on the various governmental, local and private sector initiatives, on the latest digitalization trends, including links to must-read articles. In addition to this newsfeed a member of the France Num team has been hosting a radio chronicle every morning on one of the leading French web radio stations (FrenchWeb) targeting small business owners in order to introduce key facts, figures and trends in the field of digitalization, including the “good news of the day” as a way to lift up the spirits in these dark times.

Results of the initiative thus far: impact, uptake, lessons learned – 50 words maximum:

The spike observed in the website audience after this newsfeed was implemented shows how important access to reliable and up-to-date information is for small businesses in times of crisis. It also demonstrates SMEs’ strong appetite for digitalizing their business models in order to recover faster from the current crisis and be in a better position to overcome the next crisis.

Further resources on the initiative, e.g. Internet hyperlink:

<https://www.francenum.gouv.fr/comprendre-le-numerique/coronavirus-fil-info-entreprises-salaries-et-professionnels-comment-le>

Initiative 2

Category (please mark): (4) Other, i.e. ...

Name of the initiative: Call for business continuity solutions

Type (new, emerging, existing but adjusted to COVID-19): New

Date of implementation: April 1st 2020

Objective and brief description of the initiative – 100 words maximum:

The French government issued a call for large digital companies (such as digital market places, delivery platforms, online payment solutions...) to provide access to a whole range of free or discounted digital offers in order to allow shopkeepers who were most affected by the crisis to continue their business during the lockdown.

The purpose is to help local stores to continue to sell their products and services through digital channels in a context where physical shopping is restricted due to sanitary regulations, even after the lockdown was lifted.

Results of the initiative thus far, if possible, e.g. impacts, uptake, lessons learned – 50 words maximum:

Up to now, over 40 digital solutions have been listed on the government dedicated webpage, spread into 5 different categories: e-commerce, e-payment, delivery/logistics, search marketplaces, communication/crisis recovery. And more digital companies are expected to join this initiative in the near future, as such offers are being adopted by a growing number of SMEs willing to accelerate their digitalization to reach out to customers through new channels.

Further resources on the initiative, e.g. Internet hyperlink:

<https://www.economie.gouv.fr/coronavirus-e-commerce-offres-preferentielles-commerçants#>

Initiative 3

Category (please mark): (6) Other, i.e. ...

Name of the initiative: Guidelines for small businesses to cope with the sanitary situation

Type (new, emerging, existing but adjusted to COVID-19): New

Date of implementation: March 16th 2020

Objective and brief description of the initiative – 100 words maximum:

The French Government released mid-March a set of guidelines on the France Num portal intended for craftspeople, shopkeepers and independent business owners in order to help them maintain their business during the crisis. These guidelines give key advice on how to update your information online, how to continue your business remotely and stay in touch with your clients, how to start digitalizing your business and how to get financial and consulting support to cope with the crisis.

Results of the initiative thus far, if possible, e.g. impacts, uptake, lessons learned – 50 words maximum:

In a context where fake and unreliable news and scams spread very rapidly on the Internet, being able to rely on official guidelines is very precious to vulnerable small businesses. This answered a real need from SMEs who were in search for tips and reliable information sources to navigate this unprecedented situation. Such guidelines can also help spark interest from such companies to engage into a digitalization process.

Further resources on the initiative, e.g. Internet hyperlink:

<https://www.francenum.gouv.fr/comprendre-le-numerique/artisans-commerçants-independants-comment-maintenir-une-activite-economique>

GERMANY

G20 country: Germany

Respondent details: Federal Ministry of Economic Affairs and Energy

Initiative 1

Category: 3

Name of the initiative: Digital Portal to learn German as a foreign language

Type (new, emerging, existing but adjusted to COVID-19): existing but adjusted to COVID-19

Date of implementation: April 2nd 2020

Objective and brief description of the initiative – 100 words maximum:

The digital portal offers basic education opportunities in order to learn and practice reading, writing and calculating as well as German as a foreign language online. Users of the portal can attend courses on their own or use the content in addition to classroom training. Especially trained online tutors support individual learning processes. Subsidies were increased by 500.000 EUR to train and remunerate additional online tutors.

Results of the initiative thus far: impact, uptake, lessons learned – 50 words maximum:

Due to the Corona crisis, daily learning sessions on the learning portal have increased from 4.000 to 65.000. Learning groups supported by tutors have increased tenfold. To meet the demand, for example 118 training courses with 50 participants were provided to train tutors for German as a foreign language.

Further resources on the initiative, e.g. Internet hyperlink: www.vhs-lernportal.de

Initiative 2

Category: 4

Name of the initiative: Alliance for STEM education: Staying smart

Type (new, emerging, existing but adjusted to COVID-19): new; launched due to COVID-19 homeschooling; to push/ extend online offers regarding STEM-E-learning/ STEM contests/ improve access to broad range of online STEM education offers

Date of implementation: 2nd of April 2020

Objective and brief description of the initiative – 100 words maximum:

The Objective is to increase the recruitment basis of qualified employees of STEM qualifications (Science, Technology, Engineering and Mathematics) by strengthening STEM skills. During corona crisis there was a big window of opportunity to ally the German government with plenty of partners who aim at the same target: To attract more students for STEM. By combining the running campaign and its infrastructure (website, social media channels) with educational content offers for students at home. To bundle the

broad range of offers and activities and to push contests/challenges, amongst them four student contests sponsored by the Federal Ministry of Education and Research .

Results of the initiative thus far: impact, uptake, lessons learned – 50 words maximum:

Within the first three weeks the alliance has risen up to 80 partners, still growing. 15 of 16 state governments are taking part. Media impact was good, intensified by the partners` own communication efforts. The alliance is a boost for STEM. More than 200.000 students participated in the contests. Traffic on website is constantly increasing.

Partners who offer qualified content free of charge complementing the homeschool curricular are welcome to join the alliance.

Further resources on the initiative, e.g. Internet hyperlink: www.mintmagie.de bildung-forschung.digital

Initiative 3

Category: 7

Name of the initiative: €2 billion package of measures for start-ups

Type (new, emerging, existing but adjusted to COVID-19): New

Date of implementation: The application process for the Corona Matching Facility started on May, 14th 2020

Objective and brief description of the initiative – 100 words maximum:

The Federal Government is currently implementing a EUR 2 bn programme to support start-ups and small businesses mainly in the digital sector during the coronavirus crises. The measures are essentially based on additional public funding for private venture capital investors in start-ups and small businesses. This additional funding – the so called Corona Matching Facility – will be used for funding rounds for start-ups as part of co-investments made jointly available with private investors (pari-passu according to the European State Aid-Framework).

Results of the initiative thus far: impact, uptake, lessons learned – 50 words maximum:

As it is a new measure, results are not yet available.

Further resources on the initiative, e.g. Internet hyperlink: <https://www.bmwi.de/Redaktion/EN/Pressemitteilungen/2020/20200430-euro-2-billion-package-of-measures-for-start-ups-finalised.html> and <https://kfw-capital.de/en/corona-matching-facility>

Initiative 4

Category: 7

Name of the initiative: Digital Now – Investment Funding for SME;

Type (new, emerging, existing but adjusted to COVID-19): New

Date of implementation: Start of the program is planned for August 2020

Objective and brief description of the initiative – 100 words maximum:

Program to support investments in digital technologies and know-how by SMEs up to 500 employees. The program aims at supporting SMEs in the digitalization of their business processes and business models. The funding wants to emphasize two different subjects: Investments in soft and hardware and the qualification of employees in digitalization.

In the application process the companies have to design a so called “Plan for Digitalization” in their application. The plan has to describe the planned investment and compare the status quo with the envisaged level of digitalization. The plan should avoid deadweight effect and ensure the sustainability of the investment.

The funded amount will be up to 50.000 Euros per project and company whereas the companies have to bear around 30-60 percent, depending on specific conditions, such as size of the company, the project sum and the kind of investment. In case of several companies within one value chain the funded amount can be up to 100.000 Euros per project and company.

Overall yearly budget is 50 Mill. € p.A.

Results of the initiative thus far, if possible, e.g. impacts, uptake, lessons learned – 50 words maximum:

As it is a new measure, results are not yet available.

Further resources on the initiative, e.g. Internet hyperlink: Not yet available

Initiative 5

Category: 3

Name of the initiative: Mittelstand – Digital

Type: existing but adjusted to COVID-19:

Date of implementation: April 2020

Objective and brief description of the initiative – 100 words maximum:

“Mittelstand – Digital” is a program to support the adaptation to digital processes in SMEs. The German government finances 26 competence centers all over Germany. The centers offer free-of-charge consultation to MSMEs, e.g. in artificial intelligence, blockchain, IT-security, digital processes and online sale. During the pandemic, all learning tools are transferred into online seminars. The topics have been adapted due to the recent needs of companies; therefore the main topics are remote working, installation of home offices and online sale.

The overall budget is 40 Mill. € p.A.

Results of the initiative thus far, if possible, e.g. impacts, uptake, lessons learned – 50 words maximum:

Participation in the newly installed online seminars increased substantially.

Further resources on the initiative, e.g. Internet hyperlink: www.mittelstand-digital.de

INDIA

G20 country: India

- Technology can play a key role in addressing the current pandemic and innovative solutions are being built by our country's researchers, startups and technologists working in close collaboration with the government. India believes that digital technologies such as AI, Blockchain, IoT, 3D Printing etc. can be effectively leveraged during this crucial time.
 - The Government of India is taking all necessary steps to ensure that we are prepared well to face the challenge and overcome threats posed by this pandemic while ensuring the business continuity.
 - Experience from world over indicates that most people infected with COVID19 Virus remain asymptomatic for around two (2) weeks even though they have the virus. During this period, there is a high probability of them infecting those with whom they come in contact with. Based on this Government of India has launched a Mobile Application "Aarogya Setu" (Health Bridge) that works on Bluetooth Technology to find out who an infected or high risk person might have come in contact with in the last 2 weeks and take necessary action to protect people from being infected with Corona Virus.
 - The core offering of the App is contact tracing done through Bluetooth & GPS Realizing. It takes care of Privacy-first by design, Inform users about best practices and available in 11 Indian languages. This App will augment the initiatives of the Government to contain the risks of COVID-19, and sharing the best practices and advisories. This is a tracking app which uses smartphone's GPS and Bluetooth features to track the corona virus infection. Using Bluetooth technology, the Aarogya Setu App tries to determine the risk if one has been near a Covid-19 infected person (within six feet of distance) by scanning through a database of known cases across India, and using location information it determines the location one is in belongs to the infected areas based on the data available. So far, more than 125 Mn users are registered on this Application.
 - We have also implemented COVID Quarantine Alert System, a platform that helps to create virtual Geo-Fences for people who have been advised to be in Quarantine. As soon as any of the individuals breaches this Geo-Fence, an alert is sent to the concerned authority for taking appropriate action. So far, more than 130,000 mobile phones have been tracked through this system.
 - The Government of India has effectively leveraged digital technologies for Dissemination of information, Integration of Chatbots with regional languages support, Data Collection, Sharing of Application Programming Interface (API) and GIS based dashboard for COVID-19.
 - We have launched SAMHAR-COVID19 - Supercomputing using AI, ML, Healthcare Analytics based Research for combating COVID19 in partnership with Startups and Industries, to build a Rapid Supercomputing System and Research Community for India to fight COVID-19. Under this, NAADI: National Analytical Platform for Dealing with Intelligent Tracing, Tracking and Containment of COVID-19 has been developed for infected persons and quarantined people alongwith the Mobile applications for Health Experts, Law Enforcement Agencies and Citizens.
 - In healthcare, our Government in association with NVIDIA & OpenACC has announced the SAMHAR-COVID19 Hackathon that will provide an opportunity to researchers to find solutions for Identifying, Tracking and Forecasting outbreaks of COVID-19 and Facilitating Drug Discovery as well. We have also taken up the task of carrying out computational drug repurposing simulations for the purpose of lead molecular discovery against COVID-19. High-throughput molecular docking against the FDA approved database consisting of more than 2500 drug molecules was performed on the above molecules resulting in 15,000 docked structures.
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- A tele-medicine solution – eSanjeevaniOPD has been developed by the Government of India that aims to provide healthcare services to patients through safe and structured video-based clinical consultations between doctors in a hospital and patients in the confines of their home during the current situation.
 - Our Government has set up a COVID-19 Task force for mapping of technologies from R&D labs, academic institutions, start-ups, and MSMEs to fund nearly market-ready solutions in the area of diagnostics, testing, health care delivery solutions and equipment supplies. Some of these solutions include masks and other protective gear, sanitizers, affordable kits for screening, ventilators and oxygenators, data analytics for tracking, monitoring, and controlling the spread of outbreak through AI and IoT based solutions.
 - The Government has also implemented a Project Remedial Action, Knowledge Skimming and Holistic Analysis of COVID-19 (RAKSHAK) attempts to find quick and long-lasting solutions of problems faced by different segments of the society from the Covid-19 pandemic using Artificial Intelligence (AI) as the enabling core technology. It attempts to create a unique platform that allows academia, scientists, clinicians, industries, and start-ups to work together to develop AI based innovative solutions to mitigate the effects of pandemic by setting-up a distributed and accelerated cloud-based IT infrastructure, creating COVID related data-bank, and develop, translate and deploy AI-based solutions.
 - Under the National Mission on Interdisciplinary Cyber Physical Systems, we have created a technology platform that will also focus on development and deployment of application based on use cases such as AI-driven diagnostics, personalized treatment, early identification of potential pandemics, imaging diagnostics, etc.
 - To support the Indian IT/ITeS industry during this crisis, our Government has taken various proactive steps such as license relaxation to Work From Home, Extension for Work From Home to IT industry till July 31, 2020, Rental waivers to incubation companies, Extension of Foreign Trade Policy upto March, 2020 and many more.
 - We have initiated several COVID-19 Innovation Challenges to develop innovative software products to catalyze the business continuity and have already received more than 25,000 entries for the same.
 - The Indian Government has also been working continuously on virtual mode by using video conferencing, e-office, Public Finance Management System (PFMS), E-PASS and many more digital applications to support the businesses and keep hold of the economy.
 - The Common Service Centers (CSCs) in India are delivering financial and e-health/ tele-medicine to the citizens and also assisting in data entry, validation and management to provide the accurate dissemination of information in public domain with respect to COVID-19.
 - During this pandemic, We have started doorstep delivery of cash to poor citizens through AADHAR Enables Payment System (AEPS). Our Government is also helping in delivery of essential goods such as medicines, groceries, ventilators, masks, personal protection equipments etc. through the postal department. Around 100 tons of these materials have been delivered till date.
 - In addition, the Indian government has encouraged and incentivized the Work From Home (WFH) environment while taking following initiatives:
 - Relaxation in WFH guidelines for Other Service Providers (OSPs): The regulator has provided relaxation from cumbersome guidelines and allowed business continually for all
-

IT/ITES operations to run smoothly. This has been extended till 31st July with a permanent mechanism under discussion.

- Telecom networks were strengthened and use of AI made for customer support. Faulty SIM cards were replaced / home delivered for the subscribers.
 - A major private telecom player partnered with small stores for digitalizing them and bringing their products on their online platform for home delivery.
 - The Government is providing handholding support to MSMEs under their scheme of digitalizing MSMEs by way of developing platform, Apps and for buying/ leasing software products such as ERP, accounting, customer service software.
 - Our Government has run various programmes and challenges for inviting proposals from Digital communities to build cutting edge solutions for video conferencing, WFH comprising collaboration tools and remote monitoring, quality assurance, cyber security, Agri-tech and Edu-tech for masses.
 - Online education needed a major thrust from both Public and Private sector participation. 32 DTH channels with 12 new were added for online classes.
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INDONESIA

G20 country: Indonesia

Respondent details:

Ministry of Communications and Informatics

Initiative 1

Category (please mark): (1) (2) (3) (4) (5) (6) (7) Other, i.e. ...

Name of the initiative: Internet Connectivity and Quality of Service (QoS) Monitoring of Telecommunication Services

Type (new, emerging, existing but adjusted to COVID-19): Existing but adjusted to respond to COVID-19 pandemic.

Date of implementation: May-September 2020, or during the entire duration of the COVID-19 pandemic.

Objective and brief description of the initiative – 100 words maximum:

The Internet Connectivity program aims to provide temporary internet access to COVID-19 Emergency ospitals and Quarantine Centers in order to assist COVID-19 effected communities with rapid internet connectivity, in particular to health and medical workers to provide proper medical aid to confirmed cases of COVID-19. Moreover, this program will be provided to eight rural communities in the island of Java with high confirmed cases of COVID-19, namely in the following regencies/municipalities: Cirebon, Brebes, Purworejo, Kudus, Special region of Yogyakarta, Blora, Malang and Banyuwangi.

The program on QoS Monitoring of telecommunication service operators aims to support work from home and learning from home programs, through regular measurement of QoS of telecommunication operators' services (voice and broadband data/internet services), to guarantee consistent, top-notch telecommunication services during this COVID-19 pandemic. QoS measurement is conducted in residential areas in the Jakarta Greater area (Jabodetabek) and if the result is inadequate, MCI will cooperate with the respective telecommunication operators to improve and increase their network capacity.

Results of the initiative thus far, e.g. impact, uptake, lessons learned – 50 words maximum:

Thus far, internet access has been provided to the Athletes Housing (Wisma Atlet) COVID-19 Emergency Hospital, and will be rolled out soon to the mentioned 8 regencies/municipalities.

Further resources on the initiative, e.g. Internet hyperlink: www.kominfo.go.id

Initiative 2

Category (please mark): (1) (2) (3) (4) (5) (6) (7) Other, i.e. ...

Name of the initiative: Informatics and Technologies Field to Recover from the Impact of the COVID-19 Pandemic

Type (new, emerging, existing but adjusted to COVID-19): New

Date of implementation: beginning from March 2020, during the entire duration of the COVID-19 pandemic

Objective and brief description of the initiative – 100 words maximum:

MCI Indonesia in cooperation with various line Ministries, telecommunication operators, and startups have pioneered the implementation of the following programs to spur the uptake of digital services and tools, in order to quickly recover from the effects of the COVID-19 pandemic:

- In cooperation with the Ministry of State Owned Enterprises and Telkom Indonesia, MCI has developed an application called: Pedulilindungi, which aims to stop the spread of COVID-19, through providing essential information to its users regarding the status of the place they are in, whether users are in the COVID-19 red zone (high confirmed cases of COVID-19), yellow zone (low confirmed cases of COVID-19), or green zone (free from COVID-19 area). This Bluetooth-based application provides tracing, tracking, and fencing/guarding features, including references regarding pharmacies and hospitals in the users' proximity.
 - MCI has developed the 'Bersatu Lawan COVID' or the 'United Against COVID' application, which is an android based application and website that provides the most recent news on the COVID-19 pandemic, hospitals, data of confirmed cases, with individual diagnosis and consultation features.
 - In cooperation with Whatsapp and Telkom Indonesia, MCI has developed the covid19.go.id Whatsapp chatbot. Currently this chatbot can answer 11 types of questions regarding the COVID-19 pandemic, such as health protection protocols to stop the spread of COVID-19, and COVID-19 hospitals.
 - Data integration amongst data derived from hospitals, labs, Ministries/Agencies, population agency (Dukcapil), Train and Railways Indonesia (KAI), various COVID-19 apps, airlines and immigration, self-reporting data, and data providers. This data integration is used for data driven/evidence-based policy making in the central and regional governments to tackle the spread of COVID-19.
 - In cooperation with the Ministry of Health, National Agency on Disaster Recovery, and other line Ministries, MCI has developed the COVID-19 portal, which provides the most recent emergency information on COVID-19. This portal can be accessed through the following website: www.covid19.go.id
 - Since, 23 March 2020, MCI conducts monitoring of the most viral or trending COVID-19 issues and creates daily reports on the three most viral issues in various social and mass media, to be informed to the COVID-19 Task Force and the Indonesian National Police for further handling.
 - Since 23 January 2020, MCI has released daily reports regarding findings of misinformation/disinformation of COVID-19, which in turn can be used as fact checking and education resource by the public.
 - Ministry of Health and Ministry of State-owned Enterprises have developed telemedicine applications, to minimize patients from going to hospitals, also minimizing inter-human interaction and direct face-to-face interaction between health workers with patients. Twelve health companies in Indonesia are reported to provide telemedicine.
-

Results of the initiative thus far, e.g. impact, uptake, lessons learned – 50 words maximum:

- To date, there are 3,542,372 users of the pedulilindungi application nationwide.
- To date, there are 2.6 million users of the the covid19.go.id Whatsapp chatbot, with over 59,600,000 whatsapp messages sent.
- To date, there are 1,441 cases of misinformation/disinformation that have been handled by MCI arising from various social media such as instagram, facebook, twitter and youtube.
- To date, more than 300,000 people nationwide have been reported to use telemedicine to consult their health.

Further resources on the initiative, e.g. Internet hyperlink: www.kominfo.go.id , www.covid19.go.id

Initiative 3

Category (please mark): (1) (2) **(3)** (4) (5) (6) (7) (E-Learning) Other, i.e. ...

Name of the initiative: Digital Economy and Talent

Type (new, emerging, existing but adjusted to COVID-19): Existing but adjusted to respond to COVID-19 pandemic.

Date of implementation: beginning 12 April 2020, during the entire duration of the COVID-19 pandemic.

Objective and brief description of the initiative – 100 words maximum:

MCI is committed to build the society and economic sector's resilience to counter the COVID-19 pandemic, through enhancing capacity building via the following programs:

1. The Digital Talent Scholarship Online Academy (OA) during the duration of the COVID-19 pandemic (through 2 batches) to enhance the society's digital skills, in particular to strengthen the following competencies: cloud computing, programming, network engineering, developer, chatbot, cyber operations, digital marketing, and digital entrepreneurship. This program targets a total of 35,000 participants.
2. Siberkreasi Digital Literacy (COVID-19 Special Online Program) aims to provide three types of online classes to build national digital literacy, as follows: Siberkreasi class: Hangout Online, #BERKREASIDIGILIVE, and School of Influencer: Virtual Class. This program targets a total of 100,000 participants.
3. Startup Weekend Indonesia is an online training and competition program which aims to produce new ideas and startup/application prototypes that can assist to tackle the COVID-19 pandemic in Indonesia.
4. MCI in close cooperation with Tokopedia, Bukalapak, and Grab, launched MSMEs Go Online program (Special COVID-19 Pandemic Program) to provide two types of capacity building to MSMEs that can support the speedy digitalization of the MSMEs industry, namely: Digital Entrepreneurship Academy Digital Talent Scholarship (DEA DTS), and MSMEs Go Online Program.

Results of the initiative thus far, e.g. impact, uptake, lessons learned – 50 words maximum:

All the above mentioned programs have just begun its implementation and progress is underway.

Further resources on the initiative, e.g. Internet hyperlink: www.kominfo.go.id

Initiative 4

Category (please mark): (1) (2) (3) (4) (5) (6) (7) Other, i.e. ... E-commerce, on-line business models and market access

Name of the initiative: IoT Smart Machine

Type (new, emerging, existing but adjusted to COVID-19): New

Date of implementation: On-going

Objective and brief description of the initiative – 100 words maximum:

MCI provides the IoT Smart Machines to retail markets, pharmacies, and supermarket chains, such as AlfaMidi, AlfaMart, and Kimia Farma, in order to reach (O2O) Online to Offline areas impacted by COVID-19 in the Jakarta Greater Area (Jabodetabek), Bandung, Sidoarjo and Bali. MCI distributes 1,000 IoT Smart Machines which aims to maximize the impact of the Large Scale Social Limitation (PSBB) policy through minimizing inter-human interaction in order to purchase people's daily needs and groceries. The features of this machine includes access to: individual health consultation using a special online AI (Prixa), pedulilindungi application, COVID19.go.id chatbot, and '10 Rumah Aman' or 10 Safe Houses application.

Results of the initiative thus far, e.g. impact, uptake, lessons learned – 50 words maximum:

The above mentioned program has just begun and progress is underway.

Further resources on the initiative, e.g. Internet hyperlink: www.kominfo.go.id

Initiative 5

Category (please mark): (1) (2) (3) (4) (5) (6) (7) Other, i.e. ...

Name of the initiative: Learning From Home

Type (new, emerging, existing but adjusted to COVID-19): New

Date of implementation: 13 April 2020 – Juli 2020

Objective and brief description of the initiative – 100 words maximum:

Ministry of Education and Culture in cooperation with "Television of the Republic of Indonesia" (TVRI) has launched several television programs named "Learning From Home" since 13 April 2020. This program provides educational program for students in preschool to high school, guidance for parents and teachers, and cultural programs.

The Ministry of Education and Culture provides 720 episodes which focuses on literacy, numeration, and character education.

Results of the initiative thus far, e.g. impact, uptake, lessons learned – 50 words maximum:

52% respondent (students) from rural areas have watched this program regularly.

78.6% respondent (students) from urban areas have watched this program regularly.

94% respondent (teachers) have watched this program regularly.

Further resources on the initiative, e.g. Internet hyperlink: <https://www.kemdikbud.go.id>

JAPAN

G20 country: Japan

Respondent details:

- ◆Ministry of Economy, Trade and Industry (METI)
International Affairs Office, Commerce and Information Policy Bureau,
- ◆Ministry of Internal affairs and Communications(MIC)
International Policy Division, Global Strategy Bureau

Initiative 1

Category (please mark): (1) (2) (3) (4) (5) (6) (7) Other, i.e. ...

Name of the initiative: supporting SMEs in introducing teleworking

Type (new, emerging, existing but adjusted to COVID-19): existing but adjusted to COVID-19

Date of implementation: April 30

Objective and brief description of the initiative – 100 words maximum:

METI expand to support revolution of SMEs productivity in introducing teleworking office environment by raising subsidiary rate or maximum amount in order to overcome the management difficulty caused by the expansion of COVID-19. We also chose IT specialists including free-lance and side job and support their businesses by providing subsidies in order to expand professional support to SMEs.

Results of the initiative thus far: impact, uptake, lessons learned – 50 words maximum: Ongoing, N/A

Further resources on the initiative, e.g. Internet hyperlink:

Initiative 2

Category (please mark): (1) (2) (3) (4) (5) (6) (7) Other, i.e. ...

Name of the initiative: requesting online platform and other businesses to provide statistical data and other information that would contribute to preventing the expansion of COVID-19

Type (new, emerging, existing but adjusted to COVID-19): new

Date of implementation: March 31

Objective and brief description of the initiative – 100 words maximum:

On March 31, Japanese government including METI and MIC requested online platform, telecommunications carriers and other businesses to provide statistical data and other information that

would contribute to preventing the expansion of COVID-19, particularly review effectiveness of social distancing policies so far and improve accuracy of future ones.

We also launched the tech-team of preventing the expansion of COVID-19 in the cabinet secretariat with collaboration to other related ministries in order to quickly develop and deploy data utilization referring to foreign countries.

Results of the initiative thus far, if possible, e.g. impacts, uptake, lessons learned – 50 words maximum: Ongoing, N/A

Further resources on the initiative, e.g. Internet hyperlink:

https://www.soumu.go.jp/main_sosiki/joho_tsusin/eng/Releases/Telecommunications/2020_03_31_11.html

Initiative 3

Category (please mark): (1) (2) (3) (4) (5) (6) (7) Other, i.e. ...

Name of the initiative: raising the awareness whole through supply chains including MSMEs of cyber-attacks that are taking advantage of recent confusion

Type (new, emerging, existing but adjusted to COVID-19): new

Date of implementation: April 17

Objective and brief description of the initiative – 100 words maximum:

METI held the fourth Study Group on Industrial Cyber Security on April 17 to raise the awareness whole through supply chains including SMEs of cyber-attacks that are sophisticated, diversified, and taking advantage of recent confusion surrounding the COVID-19 and announced messages for the business to promote cyber security measures to respond the current situation of cyber-attacks and the rapidly accelerated digitalization.

Results of the initiative thus far, if possible, e.g. impacts, uptake, lessons learned – 50 words maximum: N/A

Further resources on the initiative, e.g. Internet hyperlink:

https://www.meti.go.jp/shingikai/mono_info_service/sangyo_cyber/pdf/20200417.pdf

(Japanese text only)

Initiative 4

Category (please mark): (1) (2) (3) (4) (5) (6) (7) Other, i.e. ...

Name of the initiative: Establishment of the remote working security guidance

Type (new, emerging, existing but adjusted to COVID-19) :

Date of implementation: TBD

Objective and brief description of the initiative – 100 words maximum:

Ministry of Internal Affairs and Communications (MIC) established Telework Security Guidelines (4th edition) for companies planning to introduce teleworking in 2018. Considering current COVID-19 situation, MIC will develop a checklist of specific requirements that meet the guideline in order to make it easier for SMEs that have not yet introduced remote working to do so safely.

Results of the initiative thus far, if possible, e.g. impacts, uptake, lessons learned – 50 words maximum: Ongoing, N/A

Further resources on the initiative, e.g. Internet hyperlink:

Initiative 5

Category (please mark): (1) (2) (3) (4) (5) (6) (7) Other, i.e. ...

Name of the initiative: sharing the status and issues on Internet traffic at the Council for Network Efficiency by Cross-layer Technical Members

Type (new, emerging, existing but adjusted to COVID-19): new

Date of implementation:

Objective and brief description of the initiative – 100 words maximum:

Internet traffic in Japan has been increasing at a rate of 20% to 40% annually before the COVID-19 pandemic and to continue maintaining or improving the quality of the Internet in the near future, it will be necessary to take measures by cooperating across industries with content providers and network operators. The Council for Network Efficiency by Cross-layer Technical Members (CONNECT) has established, where Ministry of Internal Affairs and Communications (MIC) and private business involved in the distribution of Internet traffic will cooperate in sharing information on Internet traffic regularly and examining challenges for smooth distribution of Internet content.

Results of the initiative thus far, if possible, e.g. impacts, uptake, lessons learned – 50 words maximum: Ongoing

Further resources on the initiative, e.g. Internet hyperlink:

REPUBLIC OF KOREA

G20 country: Republic of Korea

Respondent details: Ministry of Science and ICT

Initiative 1:

Category (please mark): (2) Remote working

Name of the initiative: Remote Working

Type (new, emerging, existing but adjusted to COVID-19): New

Date of implementation: Early March, 2020

Objective and brief description of the initiative – 100 words maximum:

Objective: A special website providing information of solution companies for remote working

Brief description:

- The Korean government opened a website to provide information about companies providing solutions for remote working and education and their products; related support will also be provided. The website was opened after a survey to identify business demand and classifying more than 140 solutions by sector. The website provides filtered search results of companies (company information, functions and price of their products, etc.), and users can visit the company website for more details. Information about free solutions is also available so that they can be utilized for remote working and remote learning.

Results of the initiative thus far:

Supported continuity in economic and social activities amid the COVID-19 pandemic.

Further resources on the initiative, e.g. Internet hyperlink:

<https://www.sw.or.kr/site/sw/rs/rsList.do>

Initiative 2

Category (please mark): (6) E-commerce, on-line business models and market access

Name of the initiative: Virtual Investor Relation

Type (new, emerging, existing but adjusted to COVID-19): New

Date of implementation: Early April, 2020

Objective and brief description of the initiative – 100 words maximum:

Objective: To help MSMEs overcome COVID-19-related hardships, such as difficulties in attracting investment or starting a new project, by holding online virtual investor relation events

Brief description:

- Divided potential investors into four categories (mobile telecommunications operators; large corporation; venture capital companies; global firms/global venture capital companies) and held events for each group every week.
- Provided MSMEs with investor pitching courses before the events for a more systematic support for investment attraction, and offered additional matching opportunities with other venture capital companies after the events and improved post-event management and feedback process.

Results of the initiative thus far, if possible, e.g. impacts, uptake, lessons learned – 50 words maximum:

- From early April to early May, four IR events have been held and attended by 34 MSMEs and startups.
- Potential role as a new platform for investment attraction in the post-COVID-19 world.

Further resources on the initiative, e.g. Internet hyperlink:

Initiative 3

Category (please mark): (7) Access to finance and government support for digitalization

Name of the initiative: Digital New Deal

Type (new, emerging, existing but adjusted to COVID-19): New

Date of implementation: First half of 2020

Objective and brief description of the initiative – 100 words maximum:

Objective: Implement large-scale investments in the digital sector to prepare for changes in social and economic structures after COVID-19 and find new engines for innovation-led growth

Brief description:

- Carry out 10 tasks in the following three pillars: 1) Establish digital infrastructure 2) Nurture no-contact industries 3) Digitalize social overhead capital (SOC)
- The 10 tasks are: 1) Improve the infrastructure for all stages of data life cycle 2) Bring about real changes in peoples' lives in six key areas* by collecting and using more data 3) Establish 5G infrastructure 4) Promote 5G+ projects 5) Strengthen AI & data infrastructure 6) Spread AI convergence across all industries 7) Promote no-contact services 8) Strengthen cloud & cybersecurity safety network 9) Digitalize decrepit critical national infrastructure 10) Establish digital logistics system
- *Six key areas: Finance, Healthcare, Transport, Public Service, Industry, MSMEs

Results of the initiative thus far, if possible, e.g. impacts, uptake, lessons learned – 50 words maximum:

- Contributed to the advancement of the economic structure and sustainable job creation
- Improved the synergy effects of expanding private investment through government investment
- Spread innovation across all sectors of economy and improved productivity and competitiveness

Further resources on the initiative, e.g. Internet hyperlink:

Initiative 4

Category (please mark): (4) Access to digital services and tools

Name of the initiative: AI Open Innovation Hub

Type (new, emerging, existing but adjusted to COVID-19): Adjusted to COVID-19

Date of implementation: January 2018

Objective and brief description of the initiative – 100 words maximum:

Objective: Establish an environment for AI development where MSMEs and startups can create diverse applications

Brief description:

- Support AI development so that MSMEs and startups can make full use of resources required for AI application development such as: 1) Quality data from diverse sectors for training AI; 2) open AI API; 3) high performance computing power.

The National Strategy for Artificial Intelligence published in December 2019 has contributed to improving the AI Open Innovation HUB

Results of the initiative thus far: impact, uptake, lessons learned – 50 words maximum:

Expand AI development infrastructure by offering resources needed for AI R&D, such as data, software and high-performance computing, to MSMEs

Further resources on the initiative, e.g. Internet hyperlink:

<http://www.aihub.or.kr/>

Initiative 5

Category (please mark): (5) Electronic payment

Name of the initiative: COVID-19 emergency disaster relief funds

Type (new, emerging, existing but adjusted to COVID-19): New

Date of implementation: May 2020

Objective and brief description of the initiative – 100 words maximum:

Objective: Promote consumption, help citizens overcoming economic blows from COVID-19, and revitalize the economy

Brief description:

- Provide up to KRW 1,000,000 (approx. USD 830) per household in the form of credit card, debit card or community currency*
- * Community currency is a form of paper scrip, pre-paid card, or mobile credit issued by a local government and can be used in the local community only. Residents can use their mobile community credits with a QR code.
- The emergency disaster relief funds can be used only in the region the recipient is living in, until August 2020.
- The initiative was implemented in May, and as of 2 June, 21,470,000 households (98.9%) have applied for and received the funds (KRW 13.5185 trillion (approx. USD 11.1 billion)
- As of 2 June, KRW 9.5886 trillion (approx. USD 8 billion) has been paid out to the applicants through credit and debit cards and 64% was used. (Funds were mainly used for 1) dining out (24.8%) and 2) grocery stores (24.2%))
- The sales of local businesses have seen a surge since the implementation of the initiative.

Results of the initiative thus far, if possible, e.g. impacts, uptake, lessons learned – 50 words maximum:

- Electronic payment has been used throughout the whole process, from application to payment of the funds. (e.g. credit card, debit card, mobile credits used with QR code)
- The emergency disaster relief funds can be used only in certain regions (where the recipient is living) and up to a certain time. These restrictions can be applied thanks to electronic payments technologies and helped the revitalization of local economies. Applicants were able to receive the funds quickly thanks to electronic payment technologies as well.

Further resources on the initiative, e.g. Internet hyperlink:

<https://www.xn--jj0bb2kr6h965bxcbp8g.kr/main.jsp>.

<https://www.laiis.go.kr/lips/mlo/lcl/localGiftList.do>

KINGDOM OF SAUDI ARABIA

G20 country: Kingdom of Saudi Arabia

Respondent details: Ministry of Communications and Information Technology

Initiative 1

Category (please mark): (6)

Name of the initiative: SFDA supply chain management

Type (new, emerging, existing but adjusted to COVID-19): adjusted for covid-19

Date of implementation: 1-2-2020

Objective and brief description of the initiative – 100 words maximum:

Electronic inventory monitoring at retail and manufacturing levels.

Results of the initiative thus far, if possible, e.g. impacts, uptake, lessons learned – 50 words maximum:

Further resources on the initiative, e.g. Internet hyperlink:

Initiative 2

Category (please mark): 5

Name of the initiative: electronic payment facilitation: increasing the limits on e-wallet and touchless POS

Type (new, emerging, existing but adjusted to COVID-19): adjusted for covid-19

Date of implementation: 1-3-2020

Objective and brief description of the initiative – 100 words maximum:

Allowing more electronic payment and touchless operation for making payment

Results of the initiative thus far, if possible, e.g. impacts, uptake, lessons learned – 50 words maximum:

Further resources on the initiative, e.g. Internet hyperlink:

Initiative 3

Category (please mark): 5

Name of the initiative: waiving fees on the electronic payment (mada) transactions

Type (new, emerging, existing but adjusted to COVID-19): new

Date of implementation: 1-3-2020

Objective and brief description of the initiative – 100 words maximum:

To encourage merchant to offer electronic payment either physical or online to offer the electronic payments.

Results of the initiative thus far, if possible, e.g. impacts, uptake, lessons learned – 50 words maximum:

Further resources on the initiative, e.g. Internet hyperlink:

Initiative 4

Category (please mark): 6

Name of the initiative: support for online purchase delivery drivers

Type (new, emerging, existing but adjusted to COVID-19): new

Date of implementation: 1-3-2020

Objective and brief description of the initiative – 100 words maximum:

To encourage e-commerce and provide enough delivery drivers, the government supported the drivers with monthly allowance.

Results of the initiative thus far, if possible, e.g. impacts, uptake, lessons learned – 50 words maximum:

Further resources on the initiative, e.g. Internet hyperlink:

Initiative 5

Category (please mark): 6

Name of the initiative: connecting retailer and support market and hypermarkets to enlist on the delivery application

Type (new, emerging, existing but adjusted to COVID-19): new

Date of implementation: 1-3-2020

Objective and brief description of the initiative – 100 words maximum:

To offer electronic channels for the retailer, the government worked with merchants and delivery platform to expedite the enlisting and offering of their goods online.

Results of the initiative thus far, if possible, e.g. impacts, uptake, lessons learned – 50 words maximum:

Increase delivery apps to 20 listed in the CITC portal

Further resources on the initiative, e.g. Internet hyperlink:

Initiative 6

Category (please mark): 1

Name of the initiative: waiving fees on health and education platforms

Type (new, emerging, existing but adjusted to COVID-19): new

Date of implementation: 1-3-2020

Objective and brief description of the initiative – 100 words maximum:

Allowing users to access health and education service online without telecom fees

Results of the initiative thus far, if possible, e.g. impacts, uptake, lessons learned – 50 words maximum:

Further resources on the initiative, e.g. Internet hyperlink:

Initiative 7

Category (please mark): 1

Name of the initiative: increase the spectrum for the telecom companies by 30%

Type (new, emerging, existing but adjusted to COVID-19): new

Date of implementation: 1-3-2020

Objective and brief description of the initiative – 100 words maximum:

Increasing the mobile newwork capacity by 30%

Results of the initiative thus far, if possible, e.g. impacts, uptake, lessons learned – 50 words maximum:

Further resources on the initiative, e.g. Internet hyperlink:

Initiative 8

Category (please mark): 2

Name of the initiative: offering the tele-conferencing and working platform free for government

Type (new, emerging, existing but adjusted to COVID-19): new

Date of implementation: 1-3-2020

Objective and brief description of the initiative – 100 words maximum:

Allowing government to perform their work online with going to premises

Results of the initiative thus far, if possible, e.g. impacts, uptake, lessons learned – 50 words maximum:

Further resources on the initiative, e.g. Internet hyperlink:

MEXICO

G20 country: Mexico

Respondent details: Ministry of Economy, Ministry of Communications and Transport, and Bank of Mexico. **Contact:** Ministry of Foreign Affairs

Initiative 1:

Category (please mark): (1) (2) (3) (4) (5) **(6)** (7) Other, i.e. ...

Name of the initiative: Initiative to promote the use of delivery online applications to minimize the impact of the COVID-19 pandemic on small businesses.

Type (new, emerging, existing but adjusted to COVID-19): Emerging

Date of implementation: April-May 2020

Objective and brief description of the initiative – 100 words maximum:

The initiative aims to create collaborative schemes to ensure the supply of goods and services to the population through digital technologies, particularly online delivery apps, to reduce the impact of the COVID-19 emergency on small businesses.

A Collaborative Working Group has been established, involving the main non-government actors in the fields of Information and Communications Technology (Mexican Technology Industries Association, [AMITI](#); Mexican Internet Association, [AI.MX](#); Mexican Chamber of Electronics, Telecommunications and Information Technologies, [CANIETI](#); and Mexican Online Sales Association, [AMVO](#)), restaurants (National Chamber of Restaurants and Seasoned Food Industry, [CANIRAC](#)), pharmaceutical sector (National Medicine Distribution Association, [ANADIM](#); and National Pharmacies Association [ANAFARMEX](#)), and the main food delivery platforms (UBER, CORNERSHOP, DIDI, SINDELANTAL, RAPPi, PRONTO and BEAT); as well as the government sector: Ministry of Economy and Office of the President-National Digital Strategy Coordination.

Results of the initiative thus far: impact, uptake, lessons learned – 50 words maximum:

A sanitization protocol ("[Guide for safe home delivery for all](#)") was published to safeguard the health of consumers, delivery enterprises, distributors and restaurant workers, among others.

Digital platforms are developing a brochure with information of the services offered. It includes a summary of the sanitization protocol, and will be available on the following website: [AI. MX](#).

Further resources on the initiative, e.g. Internet hyperlink: [AI. MX](#)

Initiative 2

Category (please mark): (1) (2) (3) (4) (5) (6) (7) Other, i.e. ...

Name of the initiative: Solidary Market and Purchasing

Type (new, emerging, existing but adjusted to COVID-19): Emerging

Date of implementation: TBC

Objective and brief description of the initiative – 100 words maximum:

The Mexican government is building the "Solidary Market and Purchases" Platform to boost anticipated and solidary local consumption during the COVID-19 pandemic, with the aim of giving cash flows to MSMEs, as well as providing advice on how they can deliver their products, using a geolocation map.

Objectives:

1. Buy local. Find businesses in your area and support local consumption.
2. Buy today and consume after. Help businesses that are temporarily closed, by paying today for goods and services that will be consumed after the pandemic, thus providing financial relief to affected businesses.
3. Home purchase. Place home orders, supporting MSMEs during the contingency.

Results of the initiative thus far, if possible, e.g. impacts, uptake, lessons learned – 50 words maximum:

In progress

Further resources on the initiative, e.g. Internet hyperlink: In progress

Initiative 3

Category (please mark): (1) (2) (3) (4) (5) (6) (7) Other, i.e. ...

Name of the initiative: "Telecommunications, broadcasting and information technology industry Support Guide during the COVID-19 contingency"

Type (new, emerging, existing but adjusted to COVID-19): Emerging

Date of implementation: April-May 2020

Objective and brief description of the initiative – 100 words maximum:

Telecommunication, broadcasting and information technology enterprises released special offers for subscribers:

- Increase in mobile data and unlimited access to social media in postpaid plans.
- Digital security measures and recommendations, including free antivirus and parental control tools.
- Free access (no data usage) to the official government COVID-19 website (coronavirus.gob.mx).

- Support of Amazon, CISCO, Facebook, Google, IBM, Mercado Libre, Netflix and Twitter for:
 - Free use of platforms to hold virtual classes. Online courses and access to virtual libraries, museums and exhibitions are offered.
 - Temporary free access to blogs and practical guides on the use of tele-work platforms.
 - Tackling disinformation and fake news.
- Connectivity has been broadened and widened throughout the country to accelerate connectivity speed, and data exchange and processing.

Results of the initiative thus far, if possible, e.g. impacts, uptake, lessons learned – 50 words maximum:

In progress

Further resources on the initiative, e.g. Internet hyperlink: https://www.gob.mx/cms/uploads/attachment/file/547944/Apoyo_de_la_industria_por_el_COVID-19.pdf

Initiative 4

Category (please mark): (1) (2) (3) (4) (5) (6) (7) Other, i.e. ...

Name of the initiative: Collection and payment platform (CoDi)

Type (new, emerging, existing but adjusted to COVID-19): existing but adjusted to COVID-19

Date of implementation: May 2020

Objective and brief description of the initiative – 100 words maximum:

CoDi is a platform developed by the Bank of Mexico for e-payment requests through interbank transfers. CoDi is a safe, real-time platform that can be accessed through mobile phones. It allows users with a bank account and a smartphone to process e-payments. Payments are confirmed in real time, and the platform is available 24/7 and free.

Results of the initiative thus far, if possible, e.g. impacts, uptake, lessons learned – 50 words maximum:

- As of May 10, 2020, 2,729,909 bank accounts have been validated.
- From September 30, 2019, to May 8, 2020, 391,656 collection and payment operations have been carried out.
- The average operation amount is 12.68 USD.

Further resources on the initiative, e.g. Internet hyperlink: <https://www.codi.org.mx/#slide1>

RUSSIAN FEDERATION

G20 country: Russian Federation

Respondent details:

The Ministry of Digital Development, Communications and Mass Media of the Russian Federation

Initiative 1

Category (please mark): (1) (2) (3) (4) (5) (6) (7) Other, i.e. ...

Name of the initiative: Providing citizens with free access to selected socially significant Russian Internet resources

Type (new, emerging, existing but adjusted to COVID-19): existing but adjusted to COVID-19

Date of implementation: 01/04/2020-01/07/2020

Objective and brief description of the initiative – 100 words maximum:

President of Russian Federation instructed to provide citizens with free access to selected socially significant Russian Internet resources in quarantine, first of all for obtaining public services, distance learning, and remote ordering of medicines.

The Ministry of Digital Development, Communications and Mass Media of the Russian Federation approved a list of resources for which access will be free. In total, the list included 391 resources: social networks, search and reference systems, email and instant messengers, weather and map services, mass media, educational and cultural platforms, government agencies and banks sites, delivery services, marketplaces and volunteer services.

Results of the initiative thus far: impact, uptake, lessons learned – 50 words maximum:

The measure is applied by biggest telecommunications companies MTS, Megafon, Rostelecom, Beeline. The measure allows citizens to have permanent access to socially significant online services (for example educational and cultural services, governmental services, financial services, online shopping). There is no other available information about effects of the measure.

Further resources on the initiative, e.g. Internet hyperlink:

<http://www.kremlin.ru/acts/assignments/orders/63140>

<https://digital.gov.ru/uploaded/files/prikaz-148-gv.pdf>

<https://digital.gov.ru/uploaded/files/perechen-k-prikazu-148.pdf>

Initiative 2

Category (please mark): (1) (2) (3) (4) (5) (6) (7) Other, i.e. ...

Name of the initiative: Free tools for organizing remote work

Type (new, emerging, existing but adjusted to COVID-19): existing but adjusted to COVID-19

Date of implementation: 19/03/2020-14/06/2020

Objective and brief description of the initiative – 100 words maximum:

The Russian group of companies Mail.ru, in collaboration with the state-owned development corporation VEB.RF, provided free access to digital tools for organizing remote work:

- expanded version of the corporate messenger, which allows you to control the activity of employees and conduct audio and video calls;
- cloud service for sharing and collaborating on online documents.

Mobile network operator in Russia «Beeline» introduced a remote work product and solution on the B2B market. For the quarantine period was provided significant benefits on payment of communication services both domestically and for international roaming.

Results of the initiative thus far, if possible, e.g. impacts, uptake, lessons learned – 50 words maximum:

No information.

Further resources on the initiative, e.g. Internet hyperlink:

<https://поддержка.вэб.рф/instrumenty-udalenoj-raboty/>

<https://moskva.beeline.ru/business/products-and-solutions/cloud-services/udalennaja-rabota/>

<https://moskva.beeline.ru/customers/press/news/details/prodlenie-srokov-deystviya-prinyatih-mer-v-podderzhku-profilaktiki-borbi-s-koronavirusom/?category=0>

Initiative 3

Category (please mark): (1) (2) (3) (4) (5) (6) (7) Other, i.e. ...

Name of the initiative: Online portal with information about digital services for citizens quarantined due to COVID-19

Type (new, emerging, existing but adjusted to COVID-19): new

Date of implementation: from 23/03/2020

Objective and brief description of the initiative – 100 words maximum:

To ensure equal opportunities, the Ministry of Digital Development, Communications and Mass Media of the Russian Federation launched a portal with information on digital services for citizens who are quarantined or self-isolated due to the COVID-19 (<https://www.все.онлайн/>). The information on the portal is grouped in accordance with different types of needs and life situations - from ordering food to

training and getting medical advice online. Most of 475 Internet services are provided to citizens free of charge or on preferential terms.

Results of the initiative thus far, if possible, e.g. impacts, uptake, lessons learned – 50 words maximum:

<https://www.все.онлайн/>

<https://digital.gov.ru/ru/activity/directions/938/>

Further resources on the initiative, e.g. Internet hyperlink:

Initiative 4

Category (please mark): (1) (2) (3) (4) (5) (6) (7) Other, i.e. ...

Name of the initiative: Establishing maximum value of commissions for online money transfers between individuals

Type (new, emerging, existing but adjusted to COVID-19): existing but adjusted to COVID-19

Date of implementation: from 01/05/2020

Objective and brief description of the initiative – 100 words maximum:

In order to provide an opportunity for citizens to make online money transfers between individuals more freely, Bank of Russia established the limit value of commissions charged by banks for such operations from May 1, 2020, namely:

- transfers in the Quick Payment System (QPS) up to 100,000 rubles per month should be made by banks without charging a fee;

transfers in QPS in the amount of over 100,000 rubles per month – not more than 0.5% of the transfer amount, but not more than 1,500 rubles.

Results of the initiative thus far, if possible, e.g. impacts, uptake, lessons learned – 50 words maximum:

More than 50 banks have already joined the Quick Payment System and follow this requirement, including VTB, Sberbank, Alfa Bank, Raiffeisenbank, Gazprombank, Tinkoff Bank. There is no other available information about effects of the measure.

Further resources on the initiative, e.g. Internet hyperlink:

https://cbr.ru/press/pr/?file=20032020_133645if2020-03-20T13_36_08.htm

Initiative 5

Category (please mark): (1) (2) (3) (4) (5) (6) (7) Other, i.e. ...

Name of the initiative: Support for software developers and domestic ICT solutions

Type (new, emerging, existing but adjusted to COVID-19): existing but adjusted to COVID-19

Date of implementation: will be determined

Objective and brief description of the initiative – 100 words maximum:

The Ministry of Digital Development, Communications and Mass Media of the Russian Federation took the initiative to optimize existing tools to support the development and implementation of domestic software, taking into account the current situation. Financial support (advance payments) will be provided for software developers and the implementation of domestic ICT solutions aimed at:

- ensuring social distance;
- stimulating the transition to remote work and study;
- availability of online employment;
- development of advisory and communication services;
- development of platforms for the provision of online services;
- development of diagnostic, health monitoring and vaccination systems;
- increasing the availability of telemedicine.

Results of the initiative thus far, if possible, e.g. impacts, uptake, lessons learned – 50 words maximum:

No information.

Further resources on the initiative, e.g. Internet hyperlink:

<https://digital.ac.gov.ru/news/4647/>

Initiative 6

Category (please mark): (1) (2) (3) (4) (5) (6) (7) Other, i.e. ...

Name of the initiative: Enabling trade in medicines online

Type (new, emerging, existing but adjusted to COVID-19): new

Date of implementation: from 03/04/2020

Objective and brief description of the initiative – 100 words maximum:

To enable online trade in medicines the federal law on circulation of pharmaceutical products was amended (№ 105-FZ of 03.04.2020). Now it allows licensed medicine stores to sell over-the-counter medicines online, excluding narcotic and psychotropic drugs as well as alcohol-containing medicines with ethanol content exceeding 25%. It also authorizes the Government to allow trade in prescription medicines online during emergencies, including pandemics. New rules are now under multi-stakeholder discussion.

Results of the initiative thus far, if possible, e.g. impacts, uptake, lessons learned – 50 words maximum:

Results remain to be seen

Further resources on the initiative, e.g. Internet hyperlink:

<http://base.garant.ru/73842086/>

Initiative 7

Category (please mark): (1) (2) (3) (4) (5) (6) (7) Other, i.e. ...

Name of the initiative: On-line course "The Digital Development Age: The Basics of Digital Transformation"

Type (new, emerging, existing but adjusted to COVID-19): existing but adjusted to COVID-19

Date of implementation: 2019

Objective and brief description of the initiative – 100 words maximum:

An educational program on technological trends, the digital economy development vectors, changes in labour markets, as well as on the competencies necessary for the successful implementation of digital transformation.

The course was created on the basis of materials developed by the Center for the Training of Digital Transformation Executives of the Higher School of Public Administration of the RANEPA for the training of state and municipal employees.

The materials are structured in such a way that the applicant can get an idea of how digitalization is changing the usual processes in various spheres of life, including in areas resistant to changes, such as public administration.

Under the conditions of self-isolation due to COVID-19, this educational product was open to a wide audience.

Results of the initiative thus far, if possible, e.g. impacts, uptake, lessons learned – 50 words maximum:

This course provides knowledge about:

- the main areas, technologies and competencies necessary for the implementation of the digital economy projects; about methods of searching and developing of the talents;
- methods for managing digital projects changing and organizational culture to provide a flexible response of the environment;
- modern methods of project and process management;
- data operation basics.

This free-of-charge course oriented on a wider audience to promoting digital economic. A certificate is provided.

Further resources on the initiative, e.g. Internet hyperlink:

<https://stepik.org/65359>

Initiative 8

Category (please mark): (1) (2) (3) (4) (5) (6) (7) Other, i.e. ...

Name of the initiative: Launch of an information page on the Unified Public Services Portal with basic information about coronavirus

Type (new, emerging, existing but adjusted to COVID-19): new

Date of implementation: March 2020

Objective and brief description of the initiative – 100 words maximum:

The Unified Public Services Portal of the Russian Federation provides clear and reliable information about COVID-19 - symptoms of the disease, methods of its transmission, recommendations for protecting yourself and others from the disease, a hotline number, and answers to frequent questions about the disease, and instructions for citizens who have returned from other countries.

On the page about COVID-19 there are links to electronic services for registration of sick leave, to sections of official websites of authorities about COVID-19, as well as to other services for citizens that may be required when they are in isolation due to the spread of COVID-19.

Results of the initiative thus far, if possible, e.g. impacts, uptake, lessons learned – 50 words maximum:

Providing official information about COVID-19 and posting information about services for citizens in isolation mode.

Further resources on the initiative, e.g. Internet hyperlink:

gosuslugi.ru/coronavirus

Initiative 9

Category (please mark): (1) (2) (3) (4) (5) (6) (7) Other, i.e. ...

Name of the initiative: Cyber security under quarantine: Bank of Russia recommendations

Type (new, emerging, existing but adjusted to COVID-19): emerging

Date of implementation: 20/03/2020

Objective and brief description of the initiative – 100 words maximum:

To minimize the risks of suspending money transfers, maintaining bank accounts and withdrawing cash from ATMs, the Bank of Russia developed recommendations for financial organizations in terms of cyber security.

Operations that are not related to opening and maintaining accounts and do not affect the continuity of transactions may be provided in remote mobile access mode. In this case, banks should use virtual private network technologies, multi-factor authentication, monitor and control the actions of remote access users.

The Bank of Russia temporarily refrains from applying supervisory measures in respect of banks that have violated the requirements of the Bank of Russia's information security regulations.

Results of the initiative thus far, if possible, e.g. impacts, uptake, lessons learned – 50 words maximum:

According to preliminary data while the number of attacks maintains at the level of approximately 2019, the dynamics of fraud has not undergone significant changes in the direction of deterioration of the corresponding indicators.

Further resources on the initiative, e.g. Internet hyperlink:

https://www.cbr.ru/StaticHtml/File/59420/20200320_in-014-56_17.pdf

SINGAPORE

G20 partner country: Singapore

Respondent details:

Infocomm Media Development Authority of Singapore (IMDA)

Ministry of Communications and Information of Singapore (MCI)

Initiative 1

Category (please mark): (1) (2) (3) (4) (5) (6) (7) Other, i.e. ... (1) Connectivity

Name of the initiative:

Type (new, emerging, existing but adjusted to COVID-19): Existing but adjusted to COVID-19

Date of implementation:

Objective and brief description of the initiative – 100 words maximum:

Singapore is supporting telcos in making immediate investments to upgrade their networks and further bolster Singapore's nationwide network capacity, to ensure that individuals, households and businesses continue to enjoy the smooth functioning of essential services and online activities from home. While there is at least a 30% buffer in network capacity even during peak usage periods in Singapore, we are progressively boosting capacity at potential high traffic sites during the COVID-19 period.

Singapore is forging ahead with its vision to have a world-class, secure and resilient 5G infrastructure that will be the backbone of the nation's digital economy. By 2025, Singapore will have two nationwide networks with full-fledged 5G capabilities that will spur innovation and create exciting opportunities. Amidst today's COVID-19 challenges, the investments in Singapore's 5G infrastructure underscore long-term business confidence in our economy, and will ready the nation for the eventual recovery in building a thriving digital future for citizens, businesses and industries.

In developing Singapore as a 5G innovation hub, Singapore has started innovation and development in exploring early trials in areas such as Maritime Operations, Urban Mobility, Smart Estates, Industry 4.0, Consumers Applications, and Government Applications. These clusters have been selected for their potential to enhance Singapore's economic competitiveness and with market potential for worldwide 5G applications and services. Singapore has worked closely with industry partners for 5G.

Results of the initiative thus far: impact, uptake, lessons learned – 50 words maximum:

Over 9 in 10 Singapore households are connected to our fibre broadband network as their Internet connection of choice. This is complemented by Singapore's high mobile penetration rate of 160% (as at Dec 2019). This infrastructure, which has ensured that seamless connectivity is available for everyone in Singapore, is only possible due to our past continual investments into digital connectivity infrastructure.

Nevertheless, out of an abundance of caution, we are working with the operators to further increase our capacity to handle more traffic. These efforts range from adding software licences, to hardware like servers and provisioning of larger bandwidth connectivity. This will ensure that our internet experience will not be affected even if there are unexpected peaks.

The on-going COVID-19 situation underscores the criticality of a robust digital infrastructure and the importance of timely investments to meet Singapore's national connectivity needs. 5G is more than connectivity infrastructure, it will be critical innovation infrastructure for Singapore that drives business transformation and enables exciting new applications. These will unlock new value for our industries as well as support new high value jobs for our workers. Singapore's recently concluded 5G Call for Proposal award is a major milestone, and will ready Singapore for the eventual recovery to build a thriving digital future for our people, businesses and industries.

Further resources on the initiative, e.g. Internet hyperlink:

Initiative 2

Category (please mark): (1) (2) (3) (4) (5) (6) (7) Other, i.e. ... (2) Remote Working, (4) Access to digital services and tools and (6) E-commerce, on-line business models and market access

Name of the initiative: Stay Healthy, Go Digital

Type (new, emerging, existing but adjusted to COVID-19): New

Date of implementation: 23 March 2020

Objective and brief description of the initiative – 100 words maximum:

To assist businesses with business continuity and resilience, Singapore has launched the "Stay Healthy, Go Digital" initiative with more than 70 industry partners from the business and technology community. The initiative aims to encourage people and businesses to use digital solutions so that life and business can continue as much as possible despite COVID-19. This includes a Digital Solutions Directory to help businesses in remote working, workforce management, visitor management, as well as selling, billing and paying online; and relevant training resources and webinars.

Information on additional government support and safe management advisories for businesses are also provided.

Results of the initiative thus far, if possible, e.g. impacts, uptake, lessons learned – 50 words maximum:

Partnership with the industry was important for Singapore's Government to put together not just digital solutions companies could adopt with funding, but also COVID-19 solution offers by the industry for the industry, e.g. free trials, limited time offers. The well-subscribed webinars organised during COVID-19 also helped businesses upgrade digital capabilities.

Further resources on the initiative, e.g. Internet hyperlink: <https://www.imda.gov.sg/BizGoDigital>

Initiative 3

Category (please mark): (1) (2) (3) (4) (5) (6) (7) Other, i.e. ... (5) Electronic Payments

Name of the initiative: Carry on with PayNow

Type (new, emerging, existing but adjusted to COVID-19): Existing but adjusted to COVID-19

Date of implementation: April 2020

Objective and brief description of the initiative – 100 words maximum:

The Association of Banks in Singapore, supported by the Monetary Authority of Singapore (MAS), has commenced a sustained campaign, known as “Carry on with PayNow” to promote the use of e-payment solutions, such as PayNow, PayNow Corporate and SGQR (the nation’s unified payment code).

The campaign was launched in partnership with nine major banks, introducing new incentives to encourage individuals and small businesses to sign up and use PayNow as the preferred option for consumers and businesses to manage their payment rather than traditional payment methods.

Safe distancing is a key strategy to minimize the community spread of COVID-19. Digital and contact-free payments help support this.

Results of the initiative thus far, if possible, e.g. impacts, uptake, lessons learned – 50 words maximum:

To date, there are more than 2 million individuals have registered to use PayNow. More than 120,000 businesses have adopted PayNow Corporate and SGQR as a low cost, infrastructure-light e-payment solution.

Further resources on the initiative, e.g. Internet hyperlink: https://mas.gov.sg/-/media/MAS/resource/covid-19/MAS-infographic_MAS-urges-use-of-digital-finance-and-e-payments.pdf

Initiative 4

Category (please mark): (1) (2) (3) (4) (5) (6) (7) Other, i.e. ... (7) Access to finance and government support for digitalisation

Name of the initiative: E-invoicing Registration Grant

Type (new, emerging, existing but adjusted to COVID-19): Existing but adjusted to COVID-19

Date of implementation: 25 March 2020

Objective and brief description of the initiative – 100 words maximum:

Singapore has invested S\$10 million on the “E-invoicing Registration Grant”, a new scheme to help businesses to digitalise. The grant will directly assist businesses to enable e-invoicing features on their existing or new solutions, allowing their finance staff to work remotely and create a network effect so all participating businesses can benefit from improved efficiency and reduced cost and be paid in a timely manner.

Eligible businesses will receive a one-time payment of S\$200 per Unique Entity Number (UEN), upon first registration to the Nationwide E-invoicing Network*.

** IMDA implemented the Nationwide E-invoicing Network in 2019. This network is an extension of the International Peppol E-delivery Network allowing businesses to transact internationally with other linked companies. The Singapore government will have an additional channel to submit e-invoices via the Nationwide E-invoicing Network. Supplies are encouraged to submit e-invoices to the Government agencies via this network.*

Results of the initiative thus far, if possible, e.g. impacts, uptake, lessons learned – 50 words maximum:

Further resources on the initiative, e.g. Internet hyperlink: <https://www.imda.gov.sg/programme-listing/nationwide-e-invoicing-framework/E-invoicing-Registration-Grant>

Initiative 5

Category (please mark): (1) (2) (3) (4) (5) (6) (7) Other, i.e. 7) Access to finance and government support for digitalisation

Name of the initiative: Small and Medium Enterprises (SMEs) Go Digital

Type (new, emerging, existing but adjusted to COVID-19): Existing but adjusted to COVID-19

Date of implementation: April 2017

Objective and brief description of the initiative – 100 words maximum:

The SMEs Go Digital programme aims to make going digital simple for SMEs. It includes tried-and-tested digital solutions that are pre-approved by IMDA, in accordance with sector-specific Industry Digital Plans (IDPs). SMEs can tap on the Productivity Solutions Grant to subsidise the costs of taking up such pre-approved solutions by vendors.

In response to COVID-19, the digital solutions supported have been expanded to include online collaboration and virtual meeting tools, as well as queue management and temperature screening systems. Funding has also been increased from 70% to 80% of qualifying costs, from 1 Apr 2020 to 31 Dec 2020.

Results of the initiative thus far, if possible, e.g. impacts, uptake, lessons learned – 50 words maximum:

As of March 2020, IMDA has rolled out 12 IDPs in partnership with sector lead agencies. To ease SMEs' adoption of digital solutions recommended in IDPs, there are more than 180 pre-approved solutions to meet business needs. In all, more than 20,000 SMEs have benefited from the programme.

Further resources on the initiative, e.g. Internet hyperlink: <https://www.imda.gov.sg/smesgodigital>

SOUTH AFRICA

G20 country: South Africa

Respondent details (responding agency, name and contact e-mail):

Dept of Communications and Digital Technologies, Jim Paterson, jpaterson@dtps.gov.za

Initiative 1:

Category (please mark): (1)

Name of the initiative: (1) Temporary licensing of high-demand spectrum

Type (new, emerging, existing but adjusted to COVID-19): Process for Licensing of high demand spectrum had already started, however adjusted to accommodate COVID -19.

Date of implementation: April 2020

Objective and brief description of the initiative – 100 words maximum:

The temporary licensing of spectrum is aimed at reducing the network capacity constraints experienced by the mobile network operators (MNO) during the COVID-19 pandemic, ultimately to ensure that everyone has access to ICT services and government programmes. The following “high demand” spectrum bands were considered for temporary assignment; 700 MHz, 800 MHz, 2300MHz, 2600 MHz and 3500 MHz. The temporary licensing included assignments of spectrum in the TV white space channels for the 470-694 MHz.

Results of the initiative thus far: impact, uptake, lessons learned – 50 words maximum:

Five (5) MNOs were temporarily assigned high demand spectrum of which some had already started deploying 5G networks, and three (3) SMMEs are assigned spectrum in the TVWS channels.

Further resources on the initiative, e.g. Internet hyperlink:

<https://www.icasa.org.za/news/2020/temporary-radio-frequency-spectrum-issued-to-qualifying-applicants-in-an-effort-to-deal-with-covid-19-communication-challenges>

Initiative 2

Category (please mark): Other

Name of the initiative:

(2) Removal of Fake news related to COVID-19 by Electronic Communications Licensees, ISPs and OTTs

Type (new, emerging, existing but adjusted to COVID-19):

Adjusted. The process to taking down mis or disinformation is already provided for in the legislation, however adjusted to accommodate COVID -19

Date of implementation: From 26 March to date

Objective and brief description of the initiative – 100 words maximum:

The removal of fake news aimed ensuring that the public is not misinformed during the period of COVID-19 national pandemic, especially because some of the offending dis or mis information can undermine public understanding of the pandemic and efforts to combat it.

Results of the initiative thus far, if possible, e.g. impacts, uptake, lessons learned – 50 words maximum:

Of the complaints received to date on the government and NGO channels, over 62% of have been found to be mis or disinformation. The majority of instances have occurred on Facebook (32%) and WhatsApp (52%). Significantly, 62% of the complaints have been addressed successfully, thus limiting the further spread of disinformation.

Further resources on the initiative, e.g. Internet hyperlink:

<https://www.gov.za/speeches/government-monitors-and-responds-misinformation-and-fake-news-during-coronavirus-covid-19>.

Initiative 3

Category (please mark): (3) (4)

Name of the initiative:

(3) Provision of zero rating access to local educational content and COVID-19 health sites by electronic communications licensees

Type (new, emerging, existing but adjusted to COVID-19):

The process of zero rating is already provided for in the legislation in the form of e-rate for public schools and further education training colleges , however adjusted to accommodate COVID -19

Date of implementation: From 26 March to date

Objective and brief description of the initiative – 100 words maximum:

The zero rating of local educational content and health sites is aimed at empowering the public to access health services on line, and enabling students to continue to have access to educational material and teaching whilst stringent social distancing measures are in place to mitigate the negative impact of COVID-19. This has been done with the active cooperation of the private sector.

Results of the initiative thus far, if possible, e.g. impacts, uptake, lessons learned – 50 words maximum:

471 health and educational sites have been zero rated by operators, with an additional 295 sites which are pending approval for zero rating.

Further resources on the initiative, e.g. Internet hyperlink:

<http://eclassroom.mamrera.org.za/en/online-resources>.

Initiative 4

Category (please mark): (5)

Name of the initiative: Electronic payment facilities for social grants

Type (new, emerging, existing but adjusted to COVID-19): Adjusted

Date of implementation: May

Objective and brief description of the initiative:

The South African Post Office and Postbank are supporting the payment of social grants during COVID-19. To ease congestion at cash pay points, the Post Office launched a new Cashless self-service device and piloted Cell Phone self-services for Social Grant beneficiaries to transact on their phone. With the Cell Phone self-service, beneficiaries are able to view status, transfer money and buy goods from approved merchants.

Results of the initiative thus far, if possible, e.g. impacts, uptake, lessons learned – 50 words maximum:

Further resources on the initiative, e.g. Internet hyperlink:

Initiative 5

Category (please mark): (2)

Name of the initiative: Government departments to function remotely

Type (new, emerging, existing but adjusted to COVID-19): New/adjusted

Date of implementation: 2 March 2019

Objective and brief description of the initiative – 100 words maximum:

The initiative is to enable public servants to be able to work remotely in support the work of government. In this regard, the Government issued a COVID19 ICT policy directions outlining the role of the State Owned Company that is expected to deliver that mandate.

Results of the initiative thus far: impact, uptake, lessons learned – 50 words maximum:

- 1) The total number of government employees/officials enabled for Remote Access has increased by 75% as at 10 May 2020.
- 2) A Government Private Cloud Video Conferencing Solution (TE Desktop), has been developed and implemented with Partners in Industry, to enable government to collaborate remotely. This included LTE / 5G connectivity and access to the solution through Video Conferencing, Laptops and other mobile devices from Government Officials homes

Further resources on the initiative, e.g. Internet hyperlink:

Initiative 6

Category (please mark): (1) and (3)

Name of the initiative: Connectivity of Schools

Type (new, emerging, existing but adjusted to COVID-19): existing but adjusted to COVID19

Date of implementation: 1 April 2020

Objective and brief description of the initiative – 100 words maximum:

All Service providers with access to high demand spectrum must make available connectivity to selected virtual classroom platforms with minimum speeds of 10Mbps and create the virtual classrooms to support virtual teaching during the COVID-19 national disaster

Results of the initiative thus far, if possible, e.g. impacts, uptake, lessons learned – 50 words maximum:

- 1) The project to be implemented on 1 June 2020 in line with the department of education back to school strategy and plan
- 2) Lessons learned : the delay in the implementation was due to the engagement process between education department and other departments in finalising the user requirement specifications for the virtual classrooms

SPAIN

G20 partner country: Spain

Respondent details: Secretariat of State for Digitization and Artificial Intelligence (SEDIA) and Ministry of Economic Affairs and Digital Transformation

Initiative 1:

Category (please mark): (1) (2) (3) (4) (5) (6) (7) Other, i.e. ...

Name of the initiative: Financial support measures for the digitization of SMEs (PLAN ACELERA) (SEDIA)

Type (new, emerging, existing but adjusted to COVID-19): New

Date of implementation: 18/03/2020

Objective and brief description of the initiative – 100 words maximum:

Plan Acelera: Financial support measures for the digitalisation of SMEs, through the financing of the Official Credit Institute (ICO) for SMEs, for the purchase and leasing of equipment and services for the digitalisation of SMEs and telework solutions, mobilizing more than EUR 200 million in the next two years.

Results of the initiative thus far, if possible, e.g. impacts, uptake, lessons learned – 50 words maximum:

Further resources on the initiative, e.g. Internet hyperlink:

<https://www.boe.es/boe/dias/2020/03/18/pdfs/BOE-A-2020-3824.pdf>

Initiative 2

Category (please mark): (1) (2) (3) (4) (5) (6) (7) Other, i.e. ...

Name of the initiative: Digital Transformation Offices Programme and Talent_Acelera (PLAN ACELERA) (SEDIA)

Type (new, emerging, existing but adjusted to COVID-19): existing but adjusted to COVID-19

Date of implementation: 18-03-2020

Objective and brief description of the initiative – 100 words maximum:

Expansion of the headquarters of the Digital Transformation Offices, which support SMEs and entrepreneurs to accelerate their process of digitalisation through awareness-raising and dynamization actions, as well as improving personalized advisory services to SMEs and accompanying them in their effort to digitalise and implement sectoral solution demonstrators. The objective is to reach a total of 100 offices throughout the territory in 2 years, multiplying by 3 the current number. It will be launched in collaboration with the Chambers of Commerce and other public and private actors with whose

collaboration the Talent Accelerate programme, to strengthen the training of SMEs, will also be launched.

Results of the initiative thus far, if possible, e.g. impacts, uptake, lessons learned – 50 words maximum:

Further resources on the initiative, e.g. Internet hyperlink:

<https://www.boe.es/boe/dias/2020/03/18/pdfs/BOE-A-2020-3824.pdf>

<https://www.red.es/redes/es/que-hacemos/transformación-digital-en-pymes/oficinas-de-transformación-digital>

<https://acelerapyme.gob.es/talento>

<http://www.crearfuturo.es/>

Initiative 3

Category (please mark): (1) (2) (3) (4) (5) (6) (7) Other, i.e. ...

Name of the initiative: Acelera PYME Web (PLAN ACELERA) – (SEDIA)

Type (new, emerging, existing but adjusted to COVID-19): New

Date of implementation: 18-03-2020

Objective and brief description of the initiative – 100 words maximum:

The Acelera PYME web, has a dual vocation, on the one hand being an aggregator of information on measures aimed at SMEs and freelancers, and on the other hand, it is open to private sector collaboration by linking the resources that collaborating entities make available to SMEs to promote their digitalization and telework solutions.

It provides SMEs and freelancers technology solutions catalogue aimed at maintaining their activity and advancing digital transformation processes, with particular attention on productivity, remote work solutions to mitigate the impact of the crisis caused by COVID-19, e-commerce and cybersecurity.

Results of the initiative thus far, if possible, e.g. impacts, uptake, lessons learned – 50 words maximum:

Further resources on the initiative, e.g. Internet hyperlink:

https://www.boe.es/diario_boe/txt.php?id=BOE-A-2020-3824

<https://acelerapyme.gob.es/>

Initiative 4:

Category (please mark): (1) (2) (3) (4) (5) (6) (7) Other, i.e. ...

Name of the initiative: Strategic Consulting Service (EMarketServices) (Institute of Foreign Trade (ICEX))

Type (new, emerging, existing but adjusted to COVID-19): New

Date of implementation: 06-05-2020 (date of signature of the call)

Objective and brief description of the initiative – 100 words maximum:

The Institute of Foreign Trade (ICEX), as part of its advisory and promotion services, offers this Strategic Consulting Service in e-commerce to those Spanish companies that want to develop an online internationalization project, especially through marketplaces.

The Service consists of 122 hours of consulting aimed at providing participating companies with two essential tools to develop this project: A Situational Diagnosis of the Company and an International Online Sales Strategic Plan.

In addition, 10 hours dedicated to training in the necessary aspects to implement the Plan and 6 additional hours of advice to solve the doubts that arise in the process.

Results of the initiative thus far: impact, uptake, lessons learned – 50 words maximum:

Further resources on the initiative, e.g. Internet hyperlink:

<https://www.emarketservices.es/emarketservices/es/menu-principal/conoce/consultoria-ems/index.html>

Initiative 5

Category (please mark): (1) (2) **(3)** (4) (5) (6) (7) Other, i.e. ...

Name of the initiative: Digital Business Development Course (School of Industrial Organization – EOI – Ministry of Industry, Trade and Tourism)

Type (new, emerging, existing but adjusted to COVID-19): existing but adjusted to COVID-19

Date of implementation:

Objective and brief description of the initiative – 100 words maximum:

It is a workshop, free of charge, which offers entrepreneurs, SMEs and freelancers affected by the COVID-19 crisis the key tools to facilitate decision-making in an ever-changing digital environment. It includes 70 hours of online training with virtual presence and 10 hours of mentoring to develop a digitization plan throughout the program.

Results of the initiative thus far, if possible, e.g. impacts, uptake, lessons learned – 50 words maximum:

Further resources on the initiative, e.g. Internet hyperlink:

<https://www.eoi.es/sites/default/files/inline-files/PROGRAMA%20PYME%20DIGITAL%20COVID19.pdf>

Initiative 6:

Category (please mark): 1 Other, i.e. ...

Name of the initiative:

Spanish Agreement for connectivity of persons and enterprises

Type (new, emerging, existing but adjusted to COVID-19): New

Date of implementation: March 20, 2020

Objective and brief description of the initiative – 100 words maximum:

Nadia Calviño, Spanish Third Vice President of the Government and Minister of Economic Affairs and Digital Transformation, signed the Agreement for Connectivity of Persons **and Enterprises** with the main telecommunications operators in Spain by which **they commit to make their best efforts to guarantee connectivity, the operation and oversight of network capabilities and agile incident response**. The companies want to show their commitment to society in these particularly difficult times when connectivity is a fundamental element for citizens **and enterprises**, both from a personal and social point of view, **as well as in the workplace**. They also commit themselves to keep the customer service channels active **and to contribute to the measures developed by the Administration to promote distance work, distance learning and remote health care**.

Results of the initiative thus far: impact, uptake, lessons learned – 50 words maximum:

The Secretary of State for Telecommunications and Digital Infrastructures has been collaborating on a daily basis with telecommunications operators to observe the evolution of networks and connectivity:

- Daily monitoring of incidents in telecommunications networks and digital television.
- Daily reports on the evolution of traffic in telecommunications services.

This close and fruitful collaboration has allowed that there have been no significant incidents.

Further resources on the initiative, e.g. Internet hyperlink:
https://www.mineco.gob.es/stfls/mineco/prensa/ficheros/noticias/2020/200320_np_Pacto_por_la_conectividad_COVID-19.pdf

Initiative 7

Category (please mark): 1 Other, i.e. ...

Name of the initiative: **Guarantee in the maintenance of electronic communications services and broadband connectivity.**

Type (new, emerging, existing but adjusted to COVID-19): New

Date of implementation: March 17, 2020

Objective and brief description of the initiative – 100 words maximum:

While the state of alarm decreed by the government is in force, telecommunications operators must keep the electronic communication services available to the public contracted by their clients, so that they cannot suspend or interrupt them, although this possibility is stated in service contracts.

Results of the initiative thus far, if possible, e.g. impacts, uptake, lessons learned – 50 words maximum:

With the implementation of this measure, it has been avoided that people who, due to the impact of the pandemic, cannot afford to pay their broadband bill, become disconnected from their work or from the school for their children, or become unemployed for not having the possibility of working remotely.

Further resources on the initiative, e.g. Internet hyperlink:
<https://www.boe.es/buscar/act.php?id=BOE-A-2020-3824>

SWITZERLAND

G20 partner country: Switzerland

Respondent details: State Secretariat for Economic Affairs

Initiative 1**Category (please mark):** 1

Name of the initiative: Telecom service provider's initiatives

Type (new, emerging, existing but adjusted to COVID-19): new

Date of implementation: April 2020

Objective and brief description of the initiative – 100 words maximum:

Most telecom service providers are offering their customers improvements to services during the Corona crisis. These include for example:

- Increased data volumes for mobile users at no extra cost.
- Increased broadband data rates for fixed internet access at no extra cost.
- Additional TV channels at no extra cost.
- Special video on demand offers.

Other examples of Corona measures on the part of service providers are:

- Free hotline support for old people.
- Free home office applications for schools and businesses.

Results of the initiative thus far: impact, uptake, lessons learned – 50 words maximum:

A large part of the Swiss population is presently working, studying (or watching movies etc.) at home. The telecommunication network is coping well with the extra traffic caused by the current situation.

Further resources on the initiative, e.g. Internet hyperlink:

<https://www.swisscom.ch/content/swisscom/de/privatkunden/covid-19.html>

<https://www.upc.ch/de/support/aktuelle-situation/>

<https://www.sunrise.ch/de/privatkunden/startseite/allgemein/covid19.html>

https://www.salt.ch/media/press/files/2020/3/19/e9c7837f-0c0c-489b-af39-33c515651f7c/437/20200319_Corona_Update_Salt-Network_DE.pdf

<https://quickline.ch/bleibzuhause>

Initiative 2

Category (please mark): 2

Name of the initiative: Home Office & Kids

Type (new, emerging, existing but adjusted to COVID-19): new

Date of implementation: 16.04.2020

Objective and brief description of the initiative – 100 words maximum:

This is an initiative by the Paul Scherrer Research Institute (PSI, part of the Federal Institutes of Technology domain).

Free One-To-One Coaching for parents: Parents who are currently in the situation of having to arrange home office and childcare can book an online coaching session or take part in an online Peer Coaching Group. The goals of these coaching sessions are to enable participants to:

- Manage stressors proactively and effectively.
 - Have a constructive exchange with peers at the same organizational level facing similar challenges.
 - Improve communication within members of their family unit.
 - Reduce social isolation.
 - Receive professional assistance to manage work and parenting commitments as optimally as possible.
 - Prevent conflicts and crises situations from escalating to dangerous levels
-

Results of the initiative thus far, if possible, e.g. impacts, uptake, lessons learned – 50 words maximum:

Evaluate their psychological health and their life situation under professional guidance and receive assistance in the identification and seeking of professional external help when necessary.

Further resources on the initiative, e.g. Internet hyperlink: www.psi.ch

Initiative 3

Category (please mark): 3

Name of the initiative: Online teaching initiative

Type (new, emerging, existing but adjusted to COVID-19): existing, but adjusted to COVID-19

Date of implementation: 20.03.2020

Objective and brief description of the initiative – 100 words maximum:

This is an initiative by the Federal Institutes of Technology domain.

More than 1000 courses were transferred successfully from the classroom to the online realm through a variety of technologies, ranging from video transmissions of otherwise traditional lectures to altogether new and adaptive approaches to student collaboration and authentic tasks. Within a short amount of time, much experience and expertise about teaching using new media has been gained, including interactive seminars, recitations, and laboratory courses. The result is a robust and resilient portfolio of educational solutions for the present crisis situation and beyond.

Results of the initiative thus far, if possible, e.g. impacts, uptake, lessons learned – 50 words maximum:

A sustained impact beyond COVID-19 is expected on teaching and learning through increasing numbers of online and hybrid courses. Using these media, education will become more accessible to diverse segments of society: on-campus through additional flexibility for non-traditional learners, as well as off-campus through continuing education offerings. Economic benefits will be gained from the expansion of these life-long learning opportunities.

Further resources on the initiative, e.g. Internet hyperlink:

<https://ethz.ch/en/the-eth-zurich/organisation/departments/educational-development-and-technology.html> (in English)

Initiative 4

Category (please mark): 4

Name of the initiative: Digital Contact Tracing

Type (new, emerging, existing but adjusted to COVID-19): new

Date of implementation: April 2020

Objective and brief description of the initiative – 100 words maximum:

An app for smartphones will contribute to contain the spread of the new coronavirus. It will help break chains of infection, and will complement the more conventional contact tracing being carried out by the cantons (regions). The app will undergo rigorous testing in the next few weeks.

The app uses Bluetooth technology to detect other smartphones nearby and measure how long they are in the vicinity. It registers any other phone with the app installed that is less than two meters away

for more than 15 minutes. If a person using the app tests positive for the coronavirus, they can enter a code into their app. This then warns all other app users registered as having been nearby when the person was infectious.

Having received a warning message, people can then:

- get tested immediately if they have symptoms of the disease or develop them;
- avoid any contact with others as they might be infectious themselves.

Use of the app will be voluntary and free of charge.

The app works on a decentralized basis: it does not collect or store any of the users' personal usage or location data. The system is designed to ensure anonymity. No one will be able to use the app to reconstruct who was in contact with whom.

We will develop the app in collaboration with the Federal Office of Information Technology, Systems and Telecommunication FOITT and the Swiss federal institutes of technology in Lausanne and Zurich (EPFL and ETHZ). It meets the highest privacy protection requirements.

Results of the initiative thus far, if possible, e.g. impacts, uptake, lessons learned – 50 words maximum:

See above.

Further resources on the initiative, e.g. Internet hyperlink:

<https://www.bag.admin.ch/bag/en/home/krankheiten/ausbrueche-epidemien-pandemien/aktuelle-ausbrueche-epidemien/novel-cov/situation-schweiz-und-international.html#-2097806982> (in English)

<https://actu.epfl.ch/news/epfl-and-eth-zurich-advance-digital-contact-trac-2/> (in English)

Initiative 5

Category (please mark): 6

Name of the initiative: Electronic customs proceedings

Type (new, emerging, existing but adjusted to COVID-19): new

Date of implementation: March / May 2020

Objective and brief description of the initiative – 100 words maximum:

Some customs proceedings are already completely electronic in Switzerland (e.g. customs declaration). However, in many cases, companies have to submit in paper further documents such as movement certificates or certificates of origin. In order to limit the spread of the new coronavirus, the Federal Customs Administration has decided to limit personal contacts as much as possible by using electronic communication (in particular email) whenever possible. In this context, the Customs Administration is accepting copies of movement certificates or certificates of origin as well as digitally signed certificates for the time being.

Results of the initiative thus far, if possible, e.g. impacts, uptake, lessons learned – 50 words maximum:

The initiative aims to facilitate trade in goods in the context of the new coronavirus.

Further resources on the initiative, e.g. Internet hyperlink:

<https://www.ezv.admin.ch/ezv/en/home.html>

TURKEY

G20 country: Turkey

Respondent details: Ministry of Industry and Technology

Initiative 1:

Category (please mark): (1) (2) (3) (4) (5) (6) **(7)** Other, i.e. ...

Name of the initiative: SME R&D and Innovation Grant Programme – Project Call on the COVID-19

Type (new, emerging, existing but adjusted to COVID-19): Existing but adjusted to COVID-19

Date of implementation: 28 March – 02 April 2020 (Date of Project Call) (The duration of the project may not exceed 9 months.)

Objective and brief description of the initiative – 100 words maximum: We have launched a special call to fund R&D projects to develop products that can be used in the diagnosis and treatment of the COVID-19. Within the scope of the call, participants are expected to submit R&D projects in the following areas: sanitation technology, mask, personal protective clothing, diagnostic kits with verification criteria (sensitivity, specificity, accuracy, precision, linearity), devices used in intensive care units, medicines, vaccines, applications that may affect the direct or indirect consequences of the epidemic. Also, any project that may be associated with the fight against the COVID-19 can be submitted within the scope of the call.

Results of the initiative thus far: impact, uptake, lessons learned – 50 words maximum: The overall number of applications exceeded our expectations. 446 companies applied with 444 projects. The projects cover a wide variety of products such as protective products used in the diagnosis and treatment, diagnostic kits which enable fast and reliable measurements, drugs, devices, software, patient follow-up applications.

Further resources on the initiative, e.g. Internet hyperlink:
<https://www.tubitak.gov.tr/en/announcements/tubitak-has-launched-a-special-call-on-covid-19>

Initiative 2

Category (please mark): (1) (2) (3) (4) (5) **(6)** (7) Other, i.e. ...

Name of the initiative: As E-Commerce, “We Stand with the SMEs” Campaign

Type (new, emerging, existing but adjusted to COVID-19): New

Date of implementation: 08 May 2020

Objective and brief description of the initiative – 100 words maximum: A new campaign has been launched for the SMEs to mitigate the adverse effects of the pandemic and to accelerate their transition to e-commerce. SMEs have been facing various challenges due to recess caused by COVID-19's financial pressure on economies. The campaign aims to provide effective solutions for the SMEs. SMEs are encouraged to participate in e-commerce platforms to take advantage of the opportunities brought by this campaign.

Results of the initiative so far, if possible, e.g. impacts, uptake, lessons learned – 50 words maximum: So far, 25 businesses/e-commerce sites/ payment institutions and non-governmental organizations have participated in the campaign. They provided financial and technical support for the SMEs.

Further resources on the initiative, e.g. Internet hyperlink: <https://www.eticaret.gov.tr/haberler/36/detay>

Initiative 3

Category (please mark): (1) (2) (3) (4) (5) (6) (7) Other, i.e. ...

Name of the initiative: Remote Working for Technoparks and R&D and Design Centers

Type (new, emerging, existing but adjusted to COVID-19): New

Date of implementation: March 2020

Objective and brief description of the initiative – 100 words maximum: This policy initiative allows working remotely for all companies located within the Technoparks as well as the R&D and Design Centers. These centers will continue to benefit from tax exemptions and support mechanisms offered by the Government on condition that they shall notify the Ministry about the number of the personnel that would work online.

Results of the initiative thus far, if possible, e.g. impacts, uptake, lessons learned – 50 words maximum: The initiative assists social distancing measures while providing government support to the firms for engaging in business continuity and digital activities.

Further resources on the initiative, e.g. Internet hyperlink:

Initiative 4

Category (please mark): (1) (2) (3) (4) (5) (6) (7) Other, i.e. ...

Name of the initiative: Monitoring of the Quality of Service (QoS) and Easing the Radio Link (RL) Frequency Assignments to Increase the Transmission Capacity

Type (new, emerging, existing but adjusted to COVID-19): Existing but adjusted to COVID-19

Date of implementation: March 2020

Objective and brief description of the initiative – 100 words maximum: Within the scope of the legislation, four biggest ISPs are obliged to send their QoS reports to the regulatory authority. There are different kinds of KPIs for the QoS such as data transmission speed, supply time for initial connection and fault repair time. The downstream and upstream average data transmission speed measurements are monitored remotely on a daily and monthly basis.

Results of the initiative thus far, if possible, e.g. impacts, uptake, lessons learned – 50 words maximum:

Further resources on the initiative, e.g. Internet hyperlink:

Initiative 5

Category (please mark): (1) (2) (3) (4) (5) (6) (7) Other, i.e. ...

Name of the initiative: Easy Terms of Payment and Remote Contracts

Type (new, emerging, existing but adjusted to COVID-19): New

Date of implementation: March 2020

Objective and brief description of the initiative – 100 words maximum: The Mobile Network Operators are obliged to create practices which are in favor of their customers such as providing discounted/free voice, message and data benefits, and flexibility in bill payments without penalties. Also, operators may use/promote alternative methods for social distancing such as signing new contracts using a secure electronic signature through the e-Government Gateway.

Results of the initiative thus far, if possible, e.g. impacts, uptake, lessons learned – 50 words maximum:

The initiative helps social distancing while providing business continuity and resilience in the electronic communications sector with digital solutions.

Further resources on the initiative, e.g. Internet hyperlink:

Initiative 6

Category (please mark): (1) (2) (3) (4) (5) (6) (7) Other, Cyber security

Name of the initiative: Activities of the National Computer Emergency Response Team (TR-CERT)

Type (new, emerging, existing but adjusted to COVID-19): Existing but adjusted to COVID-19

Date of implementation: March 2020

Objective and brief description of the initiative – 100 words maximum:

COVID-19 threat intelligence report was published on CERT Communication Platform, which is a secure communications platform among the national CERT and sectoral and institutional CERTs, and shared with the relevant parties. 42 malware reviews and 569 malware information were shared in the report.

Results of the initiative thus far, if possible, e.g. impacts, uptake, lessons learned – 50 words maximum:

Especially due to the increase in the use of remote working methods, 7816 vulnerabilities have been detected by scanning remote management services and necessary warnings have been issued to the relevant public institutions and organizations on CERT Communication Platform and with an official letter. 482 harmful droppers and command & control centres related to COVID-19 were blocked.

Further resources on the initiative, e.g. Internet hyperlink:

UNITED ARAB EMIRATES

G20 partner country: United Arab Emirates

Respondent details:

Initiative 1

Category (please mark): (1) (2) (3) (4) (5) (6) (7) Other, i.e. ...

Name of the initiative: COVID-19 Dashboard

Type (new, emerging, existing but adjusted to COVID-19): New

Date of implementation: March, 2020

Objective and brief description of the initiative – 100 words maximum:

The COVID-19 Dashboard is built to provide decision makers with current and forecasted state of the pandemic in order to monitor the spread of the virus and predict healthcare requirements. Various interactive visualisations were developed to demonstrate the COVID19 situation on daily basis using high-resolution datasets and optimized forecasting. The forecasting model is built based on latest scientific research to model the spread of COVID19 and can answer various questions such as what the effect of conducting a number of experiments is or introducing some measures. The work is a joint effort between Smart Dubai and DHA.

Results of the initiative thus far: impact, uptake, lessons learned – 50 words maximum:

The dashboard is provided to the Senior Management for decision making

Further resources on the initiative, e.g. Internet hyperlink: the dashboard is not available for public

Initiative 2

Category (please mark): (1) (2) (3) (4) (5) (6) (7) Other, i.e. ...

Name of the initiative: Food Security Dashboard

Type (new, emerging, existing but adjusted to COVID-19): New

Date of implementation: April 2020

Objective and brief description of the initiative – 100 words maximum:

The Food Security Dashboard is a leadership dashboard designed to support data driven decision making in the vital area of food security. So that demand and supply can be managed, it shows for key food groups reserves, levels of local production, import volumes, pricing and consumption. This dashboard presents key indicators for quick analysis and policy formulation, and in future will be incorporate future forecasting models based on data available and scenario planning.

Results of the initiative thus far, if possible, e.g. impacts, uptake, lessons learned – 50 words maximum:

The dashboard is provided to the Senior Management for decision making.

Further resources on the initiative, e.g. Internet hyperlink: the dashboard is not available for public

Initiative 3

Category (please mark): (1) (2) (3) (4) (5) (6) (7) Other, i.e. ...

Name of the initiative: Covid 19 Micro-App Service (Dubai Now)

Type (new, emerging, existing but adjusted to COVID-19): Existing but adjusted to COVID-19

Date of implementation: April 2020

Objective and brief description of the initiative – 100 words maximum:

The "COVID-19" micro-app service was availed on DubaiNow (our unified application for consumer facing services) within days of lockdown. Designed as a one stop shop for all information related to the COVID situation in the Emirate, the micro-app contains easy to navigate and constantly updated information on the virus itself, testing options, statistics on new cases, city management measures and emergency numbers. Further, the service has a dedicated business section including official workplace guidelines. A new "COVID-19" donation service was launched on the app to collect community contributions and donations to support initiatives aimed at vulnerable groups.

Results of the initiative thus far, if possible, e.g. impacts, uptake, lessons learned – 50 words maximum:

Publically available micro-app for consumption by the general public and business.

Further resources on the initiative, e.g. Internet hyperlink:

Initiative 4

Category (please mark): (1) (2) (3) (4) (5) (6) (7) Other, i.e. ...

Type (new, emerging, existing but adjusted to COVID-19): Existing but Adjusted to COVID-19

Date of implementation: 08-Mar-2020

Objective and brief description of the initiative – 100 words maximum:

Due to higher bandwidth demand on government services as a result of residents opting to stay at home and utilize the digital services offered by the government, as well as the introduction of bandwidth-demanding solutions to enable government employees to work from home, Smart Dubai planned and executed an increase of 300% on the Government Network bandwidth to accommodate the growth in network demand.

Results of the initiative thus far, if possible, e.g. impacts, uptake, lessons learned – 50 words maximum:

Further resources on the initiative, e.g. Internet hyperlink:

Initiative 5

Category (please mark): (1) (2) (3) (4) (5) (6) (7) Other, i.e. ...

Name of the initiative: Providing Microsoft Teams Collaboration tool for Dubai Government Departments to support Work from Home initiative

Type (new, emerging, existing but adjusted to COVID-19): New Service

Objective and brief description of the initiative – 100 words maximum:

The Government of Dubai initiated Work from Home due to the COVID-19 pandemic, therefore Smart Dubai took the initiative with cooperation of Microsoft to provision Microsoft Teams service to all the government entities in order to keep the employees connected and perform their work from home. Employees can chat, meet, collaborate and conduct audio & video calls instantly with people from inside and outside the organization.

Results of the initiative thus far, if possible, e.g. impacts, uptake, lessons learned – 50 words maximum:

Dubai Government employees are fully connected while working from home and able to collaborate and meet with people inside and outside the organization.

Further resources on the initiative, e.g. Internet hyperlink:

UNITED KINGDOM

G20 country: United Kingdom

Respondent details: Department for Digital, Culture, Media and Sport

Initiative 1

Category (please mark): 7

Name of the initiative: Be the Business Digital

Type (new, emerging, existing but adjusted to COVID-19): new, existing but adjusted to COVID-19

Date of implementation: 1 May 2020

Objective and brief description of the initiative – 100 words maximum:

To help businesses make intelligent decisions about adopting digital technologies. Be the Business is a business-led charity supported by Government that helps small and medium sized businesses to improve their productivity through best-practice leadership and management skills and increased use of existing digital technologies. Be the Business were developing an online toolkit that guides business leaders through the steps from choosing the right technology for their business to implementing and embedding technology. They are now adapting it for the COVID-19 context to help business use digital tools to support their recovery and build resilience.

Results of the initiative thus far: impact, uptake, lessons learned – 50 words maximum:

Be the Business have learned about the need to keep guidance general and applicable to all businesses and technologies. Trying to be too specific makes guidance less relevant for many businesses. Be the Business have focused on peer advice and practical step-by-step advice to help businesses break down the barriers to adopting existing digital technologies.

Further resources on the initiative, e.g. Internet hyperlink: <https://bethebusiness.tools/>

Initiative 2

Category (please mark): 7

Name of the initiative: Business Support Platform

Type (new, emerging, existing but adjusted to COVID-19): Emerging

Date of implementation: Autumn 2020

Objective and brief description of the initiative – 100 words maximum:

BEIS is leading work to provide by autumn 2020, a gateway to tailored interactive digital support and content that gives business owners the confidence, encouragement and tools to take positive action towards recovery post COVID-19 and ultimately, growth. The service will support the delivery of SME policy priorities around: mid-longer term COVID-19 recovery; access to finance, and; reform of local business support. It will be an important channel post

COVID-19 as we revisit ambitions around productivity of firms with the potential to grow, and support for start-ups and high-growth companies.

Results of the initiative thus far, if possible, e.g. impacts, uptake, lessons learned – 50 words maximum:

Results from the discovery and alpha phases indicated that business users cannot be treated as one homogeneous group and their needs would best be met through bespoke services aimed at priority user groups. BEIS intends to conduct further research to review user needs in the context of COVID-19 and to prioritise user needs, aligned with our policy priorities to support SMEs.

Further resources on the initiative, e.g. Internet hyperlink: N/A

Initiative 3:

Category (please mark): 3

Name of the initiative: The Skills Toolkit

Type (new, emerging, existing but adjusted to COVID-19): New

Date of implementation: 28 April 2020

Objective and brief description of the initiative – 100 words maximum:

To help boost the nation's skills while people are staying at home. Free courses are available through a new online platform hosted on the gov.uk website, called The Skills Toolkit. The new platform gives people access to free, high-quality digital and numeracy courses to help build up their skills, progress in work and boost their job prospects.

These are the skills which are highly valued by employers and sought after in a wide range of jobs. With more people expected to be working and studying remotely in the coming months, the platform offers a great opportunity to learn new skills to help to get ahead online and gain the knowledge we'll all need for the future. The platform also offers employees who have been furloughed an opportunity to keep up their skills development while they are at home.

Courses on offer cover a range of levels, from everyday maths and tools for using email and social media more effectively at work to more advanced training. Individuals will be able to access courses helping them to create great online content developed by the University of Leeds and the Institute of Coding, to understand the Fundamentals of Digital Marketing from Google Digital Garage and to learn how to code for data analysis from the Open University. All courses are online and flexible, so people can work through them at their own pace.

Results of the initiative thus far, if possible, e.g. impacts, uptake, lessons learned – 50 words maximum:

N/A

Further resources on the initiative, e.g. Internet hyperlink: <https://theskillstoolkit.campaign.gov.uk/>

Initiative 4

Category (please mark): 1

Name of the initiative: Vulnerable Consumer Commitments

Type (new, emerging, existing but adjusted to COVID-19): New

Date of implementation: 29 March 2020

Objective and brief description of the initiative – 100 words maximum:

The UK's major telecommunications providers have agreed a set of important commitments to support and protect vulnerable consumers and those who may become vulnerable due to circumstances arising from Covid-19.

The UK's major internet service and mobile providers have all agreed the following commitments:

- All providers have committed to working with customers who find it difficult to pay their bill as a result of Covid-19 to ensure that they are treated fairly and appropriately supported.
- All providers will remove all data allowance caps on all current fixed broadband services. All providers have agreed to offer some new, generous mobile and landline packages to ensure people are connected and the most vulnerable continue to be supported. For example, some of these packages include data boosts at low prices and free calls from their landline or mobile.
- All providers will ensure that vulnerable customers or those self-isolating receive alternative methods of communication wherever possible if priority repairs to fixed broadband and landlines cannot be carried out.

These commitments are in addition to a range of supportive measures offered by the individual providers to their customers affected by circumstances arising from Covid-19.

Results of the initiative thus far, if possible, e.g. impacts, uptake, lessons learned – 50 words maximum:

N/A

Further resources on the initiative, e.g. Internet hyperlink:

<https://www.gov.uk/government/news/government-agrees-measures-with-telecoms-companies-to-support-vulnerable-consumers-through-covid-19>

Initiative 5

Category (please mark): 1

Name of the initiative: Telecommunications Support for the NHS

Type (new, emerging, existing but adjusted to COVID-19): Existing but adjusted to Covid-19

Date of implementation: 10 April 2020

Objective and brief description of the initiative – 100 words maximum:

The UK's major internet and mobile companies, namely BT/EE, Openreach, Sky, talktalk, Virgin Media, O2, Three, Vodafone, Cityfibre, Gigaclear, Tesco Mobile, giffgaff, Hyperoptic and KCOM, have agreed to work with NHS England and NHS Improvement, and NHSX to:

-
- Offer identified NHS frontline staff, who are existing customers, the mobile data access, voice calls and text they need, at no extra cost, on their personal mobiles used for work purposes, to enable the staff to work remotely without fear of extra charges and limitations;
 - Ensure NHS clinicians working from home have, wherever possible, prioritised broadband upgrades to superfast or other improvements they might need, in order to perform tasks, such as consultations carried out via video conferencing and to download/upload large medical files. Clinicians with slow or standard broadband speeds, for example, would be eligible to be upgraded to superfast speeds where their current connections are insufficient. Some providers will upgrade customers who are NHS workers on to faster speeds without any extra charge;
 - Improve connectivity in care homes that have slow, or no, broadband connections, wherever possible; and
 - While patients having remote consultations will get the best experience on a fixed broadband connection, there are a small proportion of mobile-only households. Operators have already agreed generous data allowances for their vulnerable mobile customers, so that patients that can only use a mobile connection for their video consultations will have sufficient data available.

Results of the initiative thus far, if possible, e.g. impacts, uptake, lessons learned – 50 words maximum:

N/A

Further resources on the initiative, e.g. Internet hyperlink:

<https://www.gov.uk/government/news/industry-and-government-joint-statement-on-telecommunications-support-for-the-nhs>

UNITED STATES

G20 country: United States of America

Respondent details: White House Office of Science and Technology Policy

Initiative 1

Category (please mark): (1) (2) (3) (4) (5) (6) (7) Other, i.e. ...

Name of the initiative: Granting Providers Additional Spectrum to Support Increased Broadband Usage

Type (new, emerging, existing but adjusted to COVID-19): New

Date of implementation: Several Actions Since March 15, 2020

Objective and brief description of the initiative – 100 words maximum:

The FCC has granted Special Temporary Authority to numerous providers of both fixed and mobile wireless service in all parts of the country to access additional spectrum to augment their capacity. It also has temporarily waived certain technical rules to enable service providers to meet increased customer demand for broadband during the coronavirus pandemic.

Results of the initiative thus far, if possible, e.g. impacts, uptake, lessons learned – 50 words maximum:

These actions help consumers participate in telehealth, distance learning, and telework, and simply remain connected while practicing recommended social distancing.

Further resources on the initiative, e.g. Internet hyperlink: <https://www.fcc.gov/keep-americans-connected> <https://www.fcc.gov/coronavirus>

Initiative 2

Category (please mark): (1) (2) (3) (4) (5) (6) (7) Other, i.e. ...

Name of the initiative: Connecting the Unconnected and Promoting Remote Learning

Type (new, emerging, existing but adjusted to COVID-19): Existing But Adjusted and New

Date of implementation: Ongoing

Objective and brief description of the initiative – 100 words maximum:

To help low-income consumers stay connected, the FCC has temporarily waived certain requirements of the Lifeline program, which helps lower income citizens gain more affordable access to communications services. The FCC also examined a number of programs to connect schools and individuals who are deaf or have a speech disability and relaxed the rules to help extend service to more

people during this pandemic.

The FCC and the Department of Education are working to promote the use of \$16 billion in funding from the CARES Act's Education Stabilization Fund for remote learning.

Results of the initiative thus far, if possible, e.g. impacts, uptake, lessons learned – 50 words maximum:

The FCC's actions will ease burdens on Lifeline subscribers, allow Lifeline carriers to focus their efforts on assisting customers, and help connect the unconnected.

Through the FCC-DOE effort, the agencies are working with governors, states, and local school districts as they leverage funding to best help students learning from home during COVID-19.

Further resources on the initiative, e.g. Internet hyperlink: <https://www.fcc.gov/keep-americans-connected>

<https://docs.fcc.gov/public/attachments/DOC-363379A1.pdf>

<https://docs.fcc.gov/public/attachments/DOC-363076A1.pdf>

<https://docs.fcc.gov/public/attachments/DOC-364006A1.pdf>

Initiative 3

Category (please mark): (1) (2) (3) (4) (5) (6) (7) Other, i.e. ...

Name of the initiative: Efforts to Keep Americans Informed

Type (new, emerging, existing but adjusted to COVID-19): Existing But Adjusted and New

Date of implementation: Ongoing

Objective and brief description of the initiative – 100 words maximum:

To keep Americans informed about the latest COVID-19 scams, the FCC is doing consumer outreach: For instance, the FCC has provided tips to consumers to help them optimize their home networks and avoid coronavirus-related robocalls during the pandemic and have promoted the effectiveness of Wireless Emergency Alerts in order to make such messages more accessible.

The FCC also urged broadcasters to use their platform to promote social distancing, and they have voluntarily done so. They have also expanded news coverage of the COVID-19 pandemic, providing Americans with the information that they need to stay safe and healthy. And they've raised funds in their communities to help those in need.

Results of the initiative thus far, if possible, e.g. impacts, uptake, lessons learned – 50 words maximum:

Consumer outreach and broadcaster efforts are ongoing.

Further resources on the initiative, e.g. Internet hyperlink: <https://www.fcc.gov/keep-americans-connected> <https://www.fcc.gov/consumers>
<https://www.fcc.gov/broadcasters-serving-their-communities-response-covid-19-pandemic>

Initiative 4

Category (please mark): (1) (2) (3) (4) (5) (6) (7) Other, i.e. ...

Name of the initiative: Making Online Learning Resources More Accessible

Type (new, emerging, existing but adjusted to COVID-19): New

Date of implementation: March 2020

Objective and brief description of the initiative – 100 words maximum:

As part of OSTP's COVID-19 technology initiative, the Chief Technology Officer of the United States called upon American technology companies to make online learning resources more accessible for the workforce, as well as for teachers, parents, and students, as more Americans are encouraged to stay home amid the COVID-19 outbreak. The technology industry answered the call and launched TechforLearners.org, a new resource for business professional development, educators, administrators, and public officials who are turning to online training and learning as coronavirus response disrupts businesses and school systems.

Results of the initiative thus far, if possible, e.g. impacts, uptake, lessons learned – 50 words maximum:

TechforLearners.org is a searchable online database of education technology tools that facilitate online training, allowing educators to search for free and discounted tools and services by workforce or grade level, product type, and subject matter. The site, coordinated by the Software & Information Industry Association, is continually updated with additional resources as they become available.

Further resources on the initiative, e.g. Internet hyperlink:

<https://www.techforlearners.org/>

Initiative 5

Category (please mark): (1) (2) (3) (4) (5) (6) (7) Other, i.e. ...

Name of the initiative: Keep Americans Connected Pledge

Type (new, emerging, existing but adjusted to COVID-19): New

Date of implementation: Launched March 13, 2020; Extended April 30, 2020

Objective and brief description of the initiative – 100 words maximum:

The FCC has used market-based tools and has called on broadband and telephone service providers to maintain connectivity for all, asking them to take the “Keep Americans Connected Pledge.” The Pledge involves three commitments: (1) not to terminate service to any residential or small business customers because of their inability to pay their bills due to the disruptions caused by the coronavirus pandemic; (2) to waive any late fees that any residential or small business customers incur because of their economic circumstances related to the coronavirus pandemic; and (3) to open Wi-Fi hotspots to any American who needs them.

Results of the initiative thus far, if possible, e.g. impacts, uptake, lessons learned – 50 words maximum:

The response from service providers across the nation has been resoundingly positive. More than 700 service providers have taken the Pledge. The FCC also has challenged companies to go above and beyond the Pledge, urging them to expand existing or develop new low-income broadband programs, relax their data usage limits in appropriate circumstances, and take steps to promote remote learning and telehealth. Many companies that are taking additional steps are doing so at no extra cost to consumers.

Further resources on the initiative, e.g. Internet hyperlink:

<https://www.fcc.gov/keep-americans-connected>

Initiative 6

Category (please mark): (1) (2) (3) (4) (5) (6) (7) **Other, i.e. ...**

Name of the initiative: Rural Health Care Program and COVID-19 Telehealth Program

Type (new, emerging, existing but adjusted to COVID-19): Existing But Adjusted and New

Date of implementation: Ongoing

Objective and brief description of the initiative – 100 words maximum:

To promote telehealth solutions for the patients of rural hospitals and clinics, the FCC has made an additional \$42 million immediately available through the FCC’s Rural Health Care Program. The FCC also established a \$200 million COVID-19 Telehealth Program to help health care providers provide connected care services to patients at their homes or mobile locations in response to the pandemic. This new initiative was proposed by the FCC to United States Congress and fully funded by Congress as part of the recently enacted COVID relief legislation.

Results of the initiative thus far, if possible, e.g. impacts, uptake, lessons learned – 50 words maximum:

The FCC’s action on rural health care will help ensure that healthcare providers have the resources they

need to promote telehealth solutions for patients during this outbreak.

As of April 30, 2020, the FCC's COVID-19 Telehealth Program has funded 30 health care providers in 16 states for a total of \$13.7 million in funding.

Further resources on the initiative, e.g. Internet hyperlink:

<https://www.fcc.gov/keep-americans-connected>

<https://www.fcc.gov/general/rural-health-care-program>

<https://www.fcc.gov/covid-19-telehealth-program>

Initiative 7

Name of the initiative: NIST Telework Cybersecurity Resources

Type (new, emerging, existing but adjusted to COVID-19): New and existing

Date of implementation: March 2020

Objective and brief description of the initiative – 100 words maximum:

Remote working is an important work option at this time, but it also brings some cybersecurity risks to organizations that can be understood and managed. To help with this, NIST offers telework cybersecurity resources, through NIST Special Publication (SPs) and other published recommendations. Resources include telework information and guidance for workers and organizations as well as related content on mobile device security, security configurations and checklists, and Transport Layer Security (TLS).

Results of the initiative thus far: impact, uptake, lessons learned – 50 words maximum:

These resources have been broadly shared with government and industry in the U.S. and elsewhere to help teleworkers help increase the security of their remote work methods and have thus far received positive responses.

Further resources on the initiative, e.g. Internet hyperlink:

Full list of resources can be found on the NIST Computer Security Resource Center (CSRC) at:

<https://csrc.nist.gov>

Individual links to resources:

Telework:

- **For Organizations:**
-

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- [ITL Bulletin: Security for Enterprise Telework, Remote Access, and Bring Your Own Device \(BYOD\) Solutions](#);
 - [Guide to Enterprise Telework, Remote Access, and Bring Your Own Device \(BYOD\) Security](#) (SP 800-46 Rev. 2).
 - **For Teleworkers:**
 - [Telework Security Basics](#) (blog post) and [Telework Security Overview and Tip Guide](#) (graphic);
 - [Preventing Eavesdropping and Protecting Privacy on Virtual Meetings](#) (blog post) and [Tips for Securing Conference Calls](#) (graphic);
 - [User's Guide to Telework and Bring Your Own Device \(BYOD\) Security](#) (SP 800-114 Rev. 1).

For related content, see:

- **Mobile Device Security:**
 - [Mobile Device Security: Cloud and Hybrid Builds](#) (SP 1800-4) ;
 - [Mobile Device Security: Corporate-Owned Personally-Enabled \(COPE\)](#) (Draft SP 1800-21);
 - [Guidelines for Managing the Security of Mobile Devices in the Enterprise](#) (SP 800-124 Rev. 1);
 - [Draft SP 800-124 Revision 2 \(March 2020\)](#) is now available for comment through June 26, 2020 (added 3/24/20).
 - **Security Configurations and Checklists:**
 - [National Checklist Program Repository](#);
 - **TLS:**
 - [Guidelines for the Selection, Configuration, and Use of Transport Layer Security \(TLS\) Implementations](#) (SP 800-52 Rev. 2)
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To be replaced by back cover

<https://www.oecd.org/coronavirus/en/#policy-responses>

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