

PRE-CONFERENCE PANEL DISCUSSIONS

In the lead-up to the MCI Insights Conference, four virtual panel discussions, helmed by IMDA and NLB, were held on 4, 6 and 13 November 2020. These virtual panel discussions allowed for deep and insightful conversations with industry and community stakeholders around the themes for the MCI Insights Conference.

a) Pre-Conference Panel 1: Creating Lifelong Learning Communities (4 November 2020)

This session explored how our libraries can move towards omni-channel modalities, and work with the public, partners and volunteers to co-create an inclusive community where knowledge is accessible to all. It was attended by 60 participants from NLB Board, Panel and Committee members as well as partners of the Public Libraries and Libraries and Archives Plan focus groups

The session was anchored and moderated by NLB Chief Executive Mr Ng Cher Pong, and featured the following panellists:

- Mr Seah Chee Huang, Deputy CEO, DP Architects
- Mr Tan Kay Yong, Chairman of Lifelong Learning Council
- Ms Divya Parmar, Client Partner (Hyper Island), Co-Founder (Women in Asia) and Curator (TEDxSingapore).

Key recommendations and outcomes

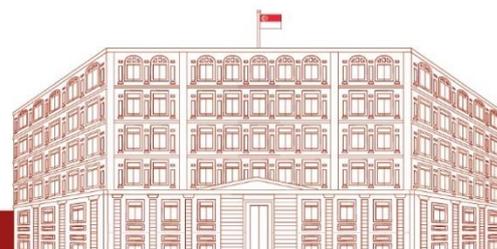
- Organisations should recognise the idea of lifelong learning as a strategic competitive advantage to develop solutions to tackle evolving needs and challenges.
- Lifelong learning should be integral to workplace culture, and embraced as a way of life to transcend divides.
- Learning in a group enables people to learn about different ideas, and creates collective knowledge. Learning communities can motivate individuals to persevere in their learning journey.

b) Pre-Conference Panel 2: Innovation, Opportunity, Talent: What Lies Ahead in our Journey for Digital Transformation (6 November 2020)

This panel comprised two sessions, collectively examining how industry, the research ecosystem and the Government could work together to develop and deploy digital solution to power the next bound of growth. The sessions also focused on how the industry and the Government could partner and collaborate to prepare the workforce for the future amid challenges through reskilling and job redesign. They were attended by 40 participants, including DISG account-managed companies, SGTech Council Members, companies that have participated in SG:D Spark, Company-Led Training, and Open Innovation Platform.

The panel was helmed by Senior Minister of State for Communications and Information Dr Janil Puthuchery. The panellists for the sessions were:

- Mr Lim Kuo-Yi, Co-founder and Managing Partner at Monk's Hill Ventures
- Mr Oliver Tan, CEO & Co-Founder, ViSenze AI
- Mr Quek Siu Rui, Co-founder and CEO, Carousell



- Mr Robert Yap, Board and EXCO Chairman, Sunseap Group
- Mr Santitarn Sathirathai, Group Chief Economist, Sea Group
- Ms Ong Chin Yin, Head of People, Grab
- Mr Jordan Dea-Mattson, Site Director, Indeed
- Mr Ng Kuo Pin CEO, NCS

Key recommendations and outcomes

- On empowering a vibrant innovation ecosystem
 - Contactless transactions present opportunities for businesses to innovate.
 - AI and data harnessing present a huge potential to improve service delivery.
 - Cohesive strategy needed to engage MNCs to foster more interactions with the local ecosystem.
- On navigating the future of work
 - The future workforce should possess basic digital literacy, empathy and communication, and risk-taking and entrepreneurial skills.
 - Exposing our workforce to diverse working cultures is needed to succeed internationally.
 - Remote working has created flexibility in collaborations and access to new regional opportunities.
 - Talent has been, and will be Singapore's unique value proposition as a regional hub.

c) Pre-Conference Panel 3: Building an inclusive digital society (6 Nov 2020)

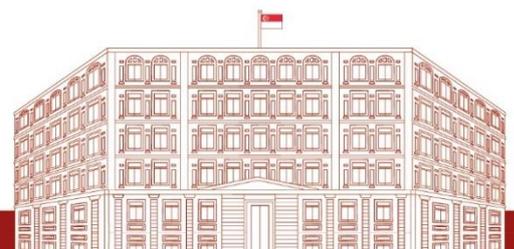
This session discussed how digital inclusion is no longer just a priority but an imperative, and how the government could partner industry and community to ensure a baseline of digital access and skills, and to change mindsets. The session was attended by 60 participants from the Digital Readiness Council, SG:D Friends, Media Literacy Council, Our Singapore Fund-Digital Readiness and Silver Infocomm Wellness Ambassadors.

The session was helmed by Senior Minister of State for Communications and Information Ms Sim Ann, and moderated by MCI Deputy Secretary Mr Alan Goh. The panellists for the session were:

- Mr Koh Juay Meng, Chairman, RSVP
- Mr Victor Zhu, Founder, Hatch Youth Services
- Ms Anita Low, Senior Director, TOUCH
- Mr Amit Shankar, Delivery Head, Cognizant

Key recommendations and outcomes

- Supporting seniors who have challenges adopting digital technology.
- Helping disadvantaged groups, low-income families for example, bridge the digital gap.
- Protecting the vulnerable from online risks and harms, cyber-bullying, scams and fake news, for example.
- Providing opportunities for citizens to be digital creators and change makers.
- Hosting a platform to invite participation from the public to join in the conversation on digital readiness [go.gov.sg/digital-ready].



d) Pre-Conference Panel 4: Content is King: An insight into the impact and power of media (13 Nov 2020)

This panel comprised two sessions, collectively examining the evolution of content, its impact on the media value chain, and the role of industry players and the Government in shaping content creation for the future. The sessions also focused on the role and responsibility of the media in shaping social discourse through content creation and stakeholder engagement. They featured 16 local and regional media players who are members of the Asia Video Industry Association (AVIA).

The panel was co-anchored by CEO AVIA Mr Louis Boswell, Chairman of AVIA Mr Joe Welch and MCI Deputy Secretary Mr Aaron Maniam.

Key recommendations and outcomes

- The virtual space has challenged existing assumptions and provided opportunities for Singapore to transcend scarcities in the physical space.
- The speed of change and democratisation of content is intensifying significantly. The industry and government will have to work in partnership to keep pace and maximise opportunities while addressing key business challenges, such as consumer patterns shift as the macro-economic landscape evolves.
- Maximising Singapore's potential as a regional hub would require commitment and concrete efforts to develop relevant infrastructure that allows space for experimentation, maintain good governance without imposing lugubrious regulatory burden, and sustain an ecosystem that nurtures and welcomes the right talent.

