



PITA TECHNICAL AND BUSINESS FORUM 1

Online – GoToMeeting

10-11 JUNE, 2020

TENTATIVE PROGRAM **THEME: Managing in the current crisis, driving new responses and Continuity**

DAY 1: 10 June, 2020 (Wednesday) ALL SCHEDULED TIMES IN FIJI TIME +12Hrs GMT

- 1030-1100** Arrivals online; Connect to online platform
- 1100-1130** **1.0** **SESSION 1: Welcome and Key Notes**
- 1.1** PITA Welcome
- 1.2** **TOPIC: Managing in the current crisis, driving new responses and continuity**
DESCRIPTION: This presentation is about the ICT sector response to COVID-19, the challenges and opportunities. While discussing some of the initiatives taken by the ITU and the responses from various stakeholders, regulators, operators and content providers.
 Some challenges specific to the Pacific, the need to assess our readiness and possible responses will also be discussed.
SPEAKER: Dr Ismail Shah, ITU Area Representative for South-East Asia; Regional Office for Asia and the Pacific ITU. [BIO]
- 1.3** **TOPIC: We are the change: the role of mobile technology for global economic resilience**
DESCRIPTION: 2020 will be the year known in the history books as the year that changed everything. COVID19 has created global response and economic impact not experienced within the living memory of most of the world's population. Two thirds of the population in APAC are connected to mobile but less than half of population using the mobile internet. Mobile internet provided a platform for communication of COVID19 health management information, measures for disease control and a resilience for minimising economic impact but large parts of the population remain unconnected. A year on from pioneer 5G launches, 5G has also played a role highlighting potential for an even more innovative future. The bells of time are again tolling the urgency to accelerate digital transformation and collaborate to improve crises resilience for economies, industry and society. We need to act for inclusive change!"
Julian Gorman, Head of Asia Pacific, GSMA [BIO]
- 1130-1230** **2.0** **SESSION 2: Presentations: SECURING REMOTE ACCESS AND ENABLING WAN NETWORKS:**
Moderator:
- 2.1** **TOPIC: CENTRIFY FREE TIER SECURE REMOTE ACCESS – Secure Remote Access for Administrators**

DESCRIPTION: With the move to remote working from home, granting remote administrators privileges access introduces risks, by employees, outsourced IT, vendors or other players. On the other hand, VPNs provide troublesome experience and don't enable least privilege, giving access to entire sub-net of machines and enabling lateral movement.

This presentation discusses the challenges of network administrators and external vendors accessing important telecom assets, issues with current practices such as utilizing VPNs and how using zero trust privilege can secure these assets and limit lateral movement after security breaches

SPEAKER: **Sean Walsh, Regional Manager (Centrify on behalf of MASER Group)**

2.2 TOPIC: **Cybersecurity Outside the Office**

DESCRIPTION: Working from home has become the new normal, and is likely to become permanent for many knowledge workers. While IT departments have overcome obstacles to meet the business needs of users accessing critical systems remotely, has security been sacrificed along the way?

Cybersecurity and business resilience are tightly connected. Business leaders need to understand the increased risk when making changes to business operations, and what they can do about it.

This presentation will be looking at the changes to traditional cybersecurity challenges around technology, but will also be peeling back the curtain to look at the less-discussed threats around the people and processes, and how those need to adapt as well.

SPEAKER: **Jamie Gillespie, Internet Security Specialist, APNIC** [[BIO](#)]

1230-1400

Lunch Break

1350

Re-connect to online platform

SESSION 3: Presentations: EMERGING NEEDS FROM PANDEMIC SITUATION

1400-1600

3.1 TOPIC: **Current Situation and implications for the Pacific region**

DESCRIPTION: Most recent view and assessment by ANZ, developments and current assessment of the future implications for Pacific region discussing on how COVID-19 is impacting the Pacific economies, how bad the downturn will be and how the Pacific countries can transition to a recovery

SPEAKER: **Kishti Sen, Pacific Economist, ANZ**

Cont'd Session 3: 14:00pm – 16:00pm

3.2 TOPIC: **Assurance, Continuity and use of technologies during Crisis**

DESCRIPTION: While focusing on the recent crisis and Telecoms responses, the session will include Asset Tracking (fire, Health assets during Pandemic), Security (COVID and driving touchless technologies), and Continuity with Digitisation Project for connected buildings, supply chain and operations amid the current crisis, Telstra experience

SPEAKER: Charles Ridler, Product Owner – IoT Connectivity, TELSTRA [[Bio](#)]

- 3.3** **TOPIC: [Fraud; How Fraud can destroy anyone’s business](#)**
DESCRIPTION: This presentation will discuss key factors why operators must consider implementing measures to ensure they and their customers can avoid potential vulnerability to fraud. Will share recent examples of fraud events and impact, industry wide efforts to address fraud including stopping payment flow, and how managed service platforms can assist in managing fraud and related activities.
SPEAKER: Jo Quinn, head of Carrier Solutions, TNZI
- 3.4** **TOPIC: [E2E Customer Experience](#)**
DESCRIPTION: Why End to End implementation (E2E) is critical for quality customer service and experience. Raising positive customer experience index for any customer journey through any Access Channel will lead to competitive advantage. This presentation will show how an E2E process can help operators ensure and improve customer experience and reduce complaints, churn and raise opportunities for more service and business.
Speaker: Adil Bertal, Business Development Director, SIGOS
- 3.5** **TOPIC: [Roaming beyond the COVID Crisis](#)**
DESCRIPTION: Beyond Covid-19 crisis how Mobile roaming wholesale enablers will evolve to 5G Roaming
SPEAKER: Cedric Gonin, Senior Marketing Director, Orange Int’l Carriers [BIO]

1600/15

End of Day 1

DAY 2: 11 June 2020 (Thursday)

- 1050** Re-connect to online platform
SESSION 4: Presentations: INDUSTRY OFFERINGS FOR NEW ENABLING SERVICE OPPORTUNITIES AND SOLUTIONS
- 1100-1230** **4.1** **TOPIC: [IConnect Epidemic Prevention and Control through the use of Thermal Camera’s and other IOT Devices](#)**
DESCRIPTION: Highlight the use of smart technologies in prevention and control of epidemic with case presentation on thermal screening and the support networks and applications required. Will share on examples use and impact.
SPEAKER: Mark Kuper, CDirector Carrier data, & Simon Lam, IoT Specialist, China Mobile International
- 4.2** **TOPIC: [Overcoming Challenges to Broadband Internet Access in the Pacific & New Opportunities with enabling regulatory and policy frameworks](#)**
DESCRIPTION: This presentation will share on the impact from the outcomes of WRC-19, and the continued deployment of new satellite networks and technologies over the PITA region, that can close the digital divides in the region and enable better access to healthcare, education, and economic opportunities. This presentation also aims to help address policy and regulatory matters and frameworks that would enable these technologies to serve the region, and connect the unconnected.
SPEAKER: Aaron Boyd, CEO, Welchman Keen(onbehalf of Viasat)

4.3 **TOPIC: Affordable Broadband internet for essential connectivity**
DESCRIPTION: The presentation will allow the audience to understand how access to affordable and high-speed internet is made easy for individuals, government entities, and businesses operating in remote areas in the Asia Pacific. Discussions of offering from Kacific for internet connectivity via their hybrid high performance satellite to provide broadband and also address connectivity gaps even to operations in remote and rural areas
SPEAKER: Brandon Sier, Chief Commercial Officer, Kacific Broadband Satellites International Ltd

4.4 **TOPIC: Management of interference into MSS and FSS operations**
DESCRIPTION: the development and roles of satellite systems, overview of Inmarsat MSS and FSS services, recent spectrum development and its possible interference impact on satellite systems and protection proposal.
SPEAKER: Mary Lim, Senior Manager, Regulatory and Market Access, Inmarsat

1230-1400 **Lunch Break**

1350 Reconnect to online platform

SESSION 5: Presentations: Cont'd S4 Industry Offerings for new enabling services and solutions

1400-1600 5.1 **TOPIC: Driving connectivity for touch-less technologies, Enabling access networks with fixed wireless: (1) 60GHz and Terragraph Mesh Solutions**
DESCRIPTION: This presentation will discuss the 60GHz, 11ay standard and Terragraph mesh network technology and how these can help achieve service penetration using wireless and fibre speed type connectivity
SPEAKER: Eddie Stephanou, Regional Technical Manager, Cambium Networks

5.2 **TOPIC: Driving connectivity for touch-less technologies, Enabling access networks with fixed wireless: (2) WIFI6**
DESCRIPTION: This presentation will describe WiFi6, discuss underlying technology, drivers, and new improvements for service deliveries and comparison to 5G
SPEAKER: Roy Wittert, Regional Sales Director, Cambium Networks

5.3 **TOPIC: Hawaiian Telcom COVID response experience**
DESCRIPTION: COVID-19 has suddenly and dramatically impacted the globe and in turn providers of telecommunications services as the Governments, Businesses and Residents transitioned to working, learning and communicating remotely from their homes. Hawaiian Telcom will share its experience of COVID-19's impact on our business, customers and networks and our immediate and on-going response strategies and actions. Including steps taken to ensure employee safety, managing employees transition to Work from Home, as well as the impacts on our Networks.
SPEAKER: Francis Alueta, Director of Network Operations, Hawaiian Telcom

5.4 **TOPIC: Blockchain Project / cross-border payment service for carriers led by CBSG**

DESCRIPTION:

- What is "Carrier Blockchain Study Group" called CBSG; To introduce CBSG's history and activities so far.

- New opportunities for digital payment for carriers; To introduce new upcoming service that will be designed to allow traveling mobile subscribers to use their mobile payment app with local merchants while abroad.

- Why is important; CBSG aims to provide telecom members and their customers various services such as secured global digital payments, clearing and settlement, personal authentication, and other services using blockchain technology.

As first commercial use case, Softbank is aiming to launch a new cross-border payment service in this year, and also with greater preference in situation like COVID-19, for digital payment method as a new norm. In light of the pandemic, customers' needs for digital payment is rapidly growing.

This presentation will share on this topic in the aim to support carriers bring new services to telecom and their subscribers.

SPEAKER: Norioki Sekiguchi, VP, Global Business Division, Softbank Corp & Yule Liu, Head of Business Development - Asia and MENA, TBCASoft Inc

5.5 **TOPIC: Why Service Providers Should Offer Managed SD-WAN**

DESCRIPTION: Currently there is a hype around SD-WAN as a technology for enterprises to reduce WAN Bandwidth costs. Service Providers also struggle to sustain costs with growing DIY over the top SD-WAN implementations by Enterprises.

This presentation discuss how Managed SD-WAN will help service providers to offer value added services with agility, flexibility and faster time to market as enterprises move their workloads from on-premise to cloud, and cost per Gbps becoming a major issue. SD-WAN potentially can bring down the WAN costs for enterprises as it rides on the cheaper Broadband networks. This can be Major disruption to Service Providers existing revenue streams from LL and MPLS L2/L3 services. It is important for Service providers to retain these enterprises by offering better Managed SD-WAN service with SLAs and value added services.

SPEAKER: Harindha Fernando, Chief Technical Officer, nCINGA [BIO]

5.6 **TOPIC: Consolidation and regional set-ups to improve resilience**

DESCRIPTION: Uncertainty, operational costs. Death or roaming revenues, satellite operator disappearances are now becoming valid topics, which members will need to review and consider response plans. Isolated Small Island members relying on Cloud may have new concerns with satellite connectivity.

This presentation aims to discuss on the role of regional hub and diversifying partners for continuity with a case study of a small island using the voice hub, review and analyse on how to reducing operational costs whilst not losing sight of new projects such as 5G, VoLTE, VoWIFI solutions

SPEAKER: Andreas Hipp, Cataleya [BIO]

ACKNOWLEDGEMENTS

PITA wish to extend its appreciation and acknowledges the efforts of all the Speakers with their value contribution to this online forum.

FEEDBACKS

PITA also notes this high number of online participations and will be keen to hear back on feedbacks from participants, on relevance and practical value of the sessions, as well as the impact of the session for your rating

- ⇒ Score of 5 - Highest Impact, met the expectations and current needs for information
- ⇒ Score of 3 – Satisfied with practical value of presentation and information obtained
- ⇒ Score of 1 – Most of the sessions not relevant or minimal practical value.

Also comment on quality and format of the online session, speaker delivery, and suggestions for future improvements.

Copy and paste the above in the email and Send your feedback to [PITA Manager](#)

COPIES of PRESENTATIONS

Copies of Presentations and additional information papers and media will be made available at the PITA Online Repository for this event, with access code to be sent out to registered participants.

For any questions or assistance, contact the [PITA Manager](#)