

Digital Leadership Forum Program

July 7, 2023

(IT-Park complex)

BPO & IT Services Outsourcing Sessions 2023		Comments
Venue: Congress Hall		
Tashkent Time	Speakers and Topics	
08.00-09.00	Registration of Participants	
9:00 – 9:05	Moderator: Paul Scanlan and Bakhodir Ayupov Opening Video <i>Welcome to the BPO and IT Outsourcing Summit 2023</i>	
9:05 – 9:15	Opening Remarks - Welcoming all guests to BPO Summit and inviting to the scene Speaker: Sherzod Shermatov - Minister of Digital Technologies	
9:15 – 9:30	Presentation Sherzod Shermatov - Minister of Digital Technologies	
9:30 – 9:50	Presentation: From Local Success to Global Excellence: Transforming Uzbekistan into Central Asian IT Hub Speaker: Farkhad Ibragimov - CEO, IT-Park Uzbekistan	
9:50 – 10:05	Welcome remarks and presentation: Epam Systems' experience in Uzbekistan Speaker: Holger Friedrich, Managing Director Epam System Germany	
10:05 – 10:15	Presentation: The Future of Customer Experience in a Globalized World Speaker: Michael Zdanowski, Ryan Strategic Advisory	
10:15 – 11:00	Official opening ceremonies Regional office of "Huawei"; Opening of the BPO center of "ZTE"; Presentation of new business model of Uzbektelecom Official start of the "Subscriber control" system Opening of "Acharya" University. Opening of a new business direction of "Veon"; Presentation of AdTech project and "OQ" brand Photo session.	
11:00 – 11:30	Coffee Break	
"Strategic economic development through BPO and IT Outsourcing"		
Venue: Congress Hall		
11:30 – 11:40	Topic: Enabling Cross Border Collaboration in Asian Science Parks Speaker: Sunkook Kwon - Secretary General, ASPA	
11:40 – 11:50	Topic: How is the BPO and IT industry improving with Amazon`s use of technology? Speaker: Almas Moldakanov - Territory Manager, Amazon WS	
11:50 – 12:40	Panel Discussion: The Future of BPO and IT Outsourcing : Trends, Challenges, and Opportunities Moderator: Bakhodir Ayupov - ITPU	
	FDI and SME Development: A Recipe for Economic Growth Speaker: Sean McEllin - Owner at Saviday & Regional Director, IDA Ireland	

	The Rise of Artificial Intelligence and Machine Learning in Customer Experience Speaker: Simon Kriss - Chief Innovation Officer, CX Innovation Institute	
	Strategies of BPOs for Successful Adaptation in a Globalized World Speaker: Stephen Loynd – Founder, TrendzOwl	
	Building High-Performing Teams: Leadership and Talent Development in the BPO Industry Speaker: Ahmed Aboulezz - Chief Executive Officer, Raya CX	
12:40 – 12:50	Networking	
12:50 – 13:00	Conclusion and closing remarks	
13:00- 14:00	Lunch	
Venture capital ecosystem of Uzbekistan: overview and implementation of international strategies Venue: Uzbektelecom building, 2nd floor, Khiva		
Tashkent Time	Speakers and Topics	
11:35 – 12:20	Panel Discussion: Further prospects for the development of digital transformation in Uzbekistan and the benefits of creating an international center Moderator: Olimjon Umarov - Advisor, Aloqaventures Speakers: - Mohammed Alblooshi - Head of Innovation Hub, DIFC - Bekzhan Mutanov - Director, AIFC Tech Hub (online) - Madina Nurmatova - Program Coordinator, IFC - Jakhongir Radjabov - Deputy director on innovations, IT Park Uzbekistan - Golib Kholdjigitov - Head, Foreign Investors Council of Uzbekistan	
12:20 – 13:00	Panel Discussion: Central Asian studies: increasing the potential of venture capital in Uzbekistan and foreign countries Moderator: Dilshod Zufarov - Head, UzVCA Speakers: - Abdulazal Tashkhojaev - Investment Director, UzVC - Sardor Mukhamedaliev - Regional Partner, ICLUB - Ruslan Rakymbay - Investment Director, Quest Ventures - Denis Kalyshkin - Investment Director, I2BF Ventures	
13:00 – 14:00	Lunch	
Global IT Skills Gap: Investing in IT Education to Address the Demand Venue: Uzbektelecom building, 3rd floor, Bukhara		
Tashkent Time	Speakers and Topics	
Conference: "Global IT Skills Gap: Investing in IT Education to Address the Demand"		
11:00 – 11:30	Registration	
11:30 – 11:40	Presentation: Unlocking Uzbekistan's IT Education: Exploring Human Potential	

	Speaker: Rustam Karimjanov - Deputy Minister of Digital Technologies of the Republic of Uzbekistan	
11:40 – 11:50	Presentation: The Rise of Online Learning: Exploring the Growth and Impact of IT Education in a Digital Era Speaker: Siddhartha Nagar - Customer Success Manager, APAC	
11:50 – 12:00	Presentation: Future-Ready IT Education: Equipping Students with the Skills for Technological Advancements Speaker: Manirul Islam - Director, Institute of Continuing Education	
12:00 – 12:10	Presentation: Digital learning and transformation of education Speaker: Choi Keeyoung - Vice President, Inha University in Korea	
12:10-12:20	Presentation: IT education cluster development perspectives Uzbekistan. Speaker: Vishesh Chandrashekar – CEO Acharya University.	
Panel discussion: "Shaping the Future: Adapting IT Education for the Jobs of Tomorrow"		
12:20 – 12:25	Welcome remarks Moderator: Muzaffar Djalalov - Rector, Inha University in Tashkent	
12:25 – 12:55	Discussion of the speakers: Naina Chaudhary - Vice Chancellor (India), Amity University in Tashkent Robert U. Franz - Professor, Brandenburg University of Applied Sciences Byoung Joon Kim - Vice president for general affairs, Kookmin University (South Korea) Prof. LIU Wenfeng - Director of Department of International Cooperation and Exchange, Xi'an Jietong University	
12:55 – 13:00	Q&A Session Closing remarks Moderator	
13:00 – 14:00	Lunch	
"Women GAP in Tech" session Round table: Involving women into IT sector /Women Empowerment Venue: Uzbektelecom building, Aquarium, 3rd floor		
Tashkent Time	Speakers and Topics	
11:30 – 11:35	Opening Remarks Zulaiho Makhkamova - Deputy Prime Minister of the Republic of Uzbekistan	
11:35 – 11:45	Topic: Efforts are being made to involve women to the IT industry Kamola Sobirova - Advisor to the Minister of Digital Technologies	
11:45 – 12:20	Round table discussion: Experience of countries and companies around the world in involving and supporting women in the IT sector Ceren Guven Gures, PhD (3 min) - Country Programme Manager UN Women – Uzbekistan Yulia Yakovleva (3 min) - Director of "Exadel in Tashkent" (USA) Esin Unal Yilmaz (3 min) - Head of Advisory Council for CIS countries of MasterCard Corporation (USA)	

	<p>Nazima Davletova (3 min) - Chairwoman of the Board of Trustees at Massmedia</p> <p>Murod Khusanov (3 min) - Founder and CEO of Calypso Impactful Accelerator</p> <p>Aidai Ismailova (3 min) - Managing Director Technopark Coworking (Kyrgyzstan)</p> <p>Asem Nurgaliyeva (3 min) - Advisor to the Minister of Digital Development, Innovation and Aerospace (Kazakhstan)</p>	
12.20 – 12.45	Advices and suggestions from participants of session “Women GAP in Tech”	
12.45 – 12.55	Q&A	
12:55 – 13:00	Final part and photo session	
13:10 – 14:00	Lunch	

<p>Artificial Intelligence Session</p> <p>Discussion: Ethical and Regulatory Issues in Artificial Intelligence</p> <p>Venue: Aloqabank building, Main Conference Room, 3rd floor</p>		
Tashkent Time	Speakers and Topics	
11:30 – 11:35	<p>Opening Remarks</p> <p>Moderator: Aziz Atabekov - Director Of Digital Technologies and Artificial Intelligence Research Institute</p>	
11:35 – 12:45	<p>Speakers:</p> <p>Taehwan Kim - Korea Industry Intelligentization Association, Founder & Vice-president (Korea)</p> <p>George Held - VEON AdTech, CEO (USA)</p> <p>Raghbir Sandhu - Bikal Technologies, CEO (UK)</p> <p>Ray Hung – NUWA Robotics, CEO (China)</p> <p>Bobur Rakhimov – Advisor to the Minister of Higher Education, Science and Innovation (Uzbekistan)</p> <p>Aziz Nasriddinov – Chungbuk National University, Professor (Korea)</p> <p>Rajan Tripathi – Amity University, Professor (India)</p> <p>Aziz Atabekov - Digital Technologies and Artificial Intelligence Research Institute, Director (Uzbekistan)</p>	
12.45 – 13.00	<p>Q&A</p> <p>Final part and photo session</p>	
13:00 – 14:00	Lunch	

At 14:00 All the members depart to GovTech session at the Uzbek Cinema center.

<p style="text-align: center;">GovTech session: Digital government in Uzbekistan: overview, problems and solutions</p> <p style="text-align: center;">Venue: Uzbek cinema</p>		
Tashkent Time	Speakers and Topics	
15:00 – 16:00	<p>Panel discussion: Implementation of the digital government system within the framework of the “Digital Uzbekistan – 2030” strategy</p> <p>Moderator: Stephen Cole</p> <p>Sherzod Shermatov – Minister of Digital Technologies of the Republic of Uzbekistan</p> <p>Boris Tadić – Advisor on cooperation with state bodies, VEON, President of Serbia (2014-2012)</p> <p>Hamadoun Touré – Secretary General, International Telecommunication Union (2007-2014)</p> <p>Giorgi Margvelashvili – President of Georgia (2013-2018)</p> <p>Paul Michael Scanlan – Chief Technology Officer, Carrier Business Group, Huawei Technologies</p> <p>Chae Sub Lee – Director, Telecommunication Standardization Bureau of the International Telecommunication Union (2014-2018)</p> <p>Tiziana Bonapace – Director ICT and Disaster Risk Reduction Division, UN Economic and Social Commission for Asia and the Pacific</p>	
16:00 – 16:30	Coffee break	
16:30 – 17:30	<p>Panel Discussion: The Digitization Status of Public Administration Organizations: Global Trends and Future Prospects</p> <p>Moderator: Aziz Mukhitdinov + CNN representative</p> <p>Ihom Mukhtorov – First Deputy Chairman of the Customs Committee of the Republic of Uzbekistan</p> <p>Hassan Haidar – Chief Information Officer, JSC Xalq Banki</p> <p>Alexey Khen – Deputy Mayor of Tashkent</p> <p>Abdullah Alhammadi – Director of Strategy and Future Department, Ministry of Justice of United Arab Emirates</p> <p>Miguel de la Cruz – Regional Director for Central Asia, ACIR</p> <p>Leon Kuhlmann – Transformation Director, Epam Systems</p>	
17:30 – 17:40	Discussion and end of session	
19:00-22:00	Dinner at Hotel Hilton 21st floor.	