#TechHacks: Design Innovation Workshop #1
Session details: Saturday, 25 November 2023, 10am – 4pm

S/N	Summary of Discussion	Action by
1	**Context Setting by Ministry of Communications and Information (MCI)**	
1.1	MCI gave an overview of its approach towards digital well-being, and noted the importance and prevalence of the issue. MCI also shared their interest to partner with and thanked the #TechHacks panel for their interest to offer solutions and suggestions on digital well-being.	
1.2	<u>Q&A</u> Lee Kok Tong [Josh] (Member) asked about MCI's key challenge in addressing digital gaps. MCI noted that digital issues are often multi-dimensional in nature, and that digital well-being is a key focus area. Members queried on the details of online safety regulations overseen by MCI, and how citizens can play a part in them. MCI noted that the Online Safety (Miscellaneous Amendments) Act includes Code(s) of Practice for corporations and companies to ensure they take proactive measures to safeguard online content. The Code(s) of Practice also sets out community guidelines that are relevant to the local context. On enforcement, MCI highlighted to the panel that it would be important to recognise trade-offs. In addition to regulation, there is scope to give attention to other interventions, such as user education and empowerment (e.g., promote positive use, increase awareness of helpful tech tools). Ben Chua (Member) noted that online harms is a vast topic that has already been addressed through several areas (e.g., regulation, community), and sought MCI's clarification on where the #TechHacks panel might add value to. MCI noted that a multi-stakeholder collaborative effort is important in tackling online harms. They assured the panel that they are an important resource in contributing the youth perspective on tech and digital well-being.	
2	**Introduction to Problem Definition & Analysis**	

2.1	Priya Narayan (Verian) gave a recap on the topics covered at the earlier workshop on 18 November 2023:
	    a. What is Public Policy?
	    b. Agenda Setting
	    c. Policy Formulation
	    d. What happens after Policy Formulation.
	
	Amy Tan (Verian) shared on problem definition skills and introduced the Knowledge Audit (Known-Unknown) Matrix to the panel. Members divided into 3 groups to discuss the various sub-topics (details in **Annex A**).	

3	**Introduction to Stakeholder Mapping**	
3.1	Priya shared on Stakeholder Mapping and its importance to policymaking.	

	Members conducted a preliminary stakeholder analysis on the following (details in **Annex B**):
	
	    a. Social media companies
	    b. The government (MCI)
	    c. Consumers
	
	Priya encouraged the panel to also consider other stakeholders that may be engaged in addressing the problem statement, and the importance of seeking and engaging stakeholders' views in the policymaking process.
		2

4	**Problem Statement Discussion**	

4.1	Dev Bahl (Lead) shared the upcoming milestones for the panel, which includes an organic panel-level discussion in December 2023 to scope the problem statement, ahead of the next Design Innovation workshop in January 2024.
	
	Members further divided into 3 sub-groups to investigate the following (details in **Annex C**):
	
	    a. Digital Well-Being
	    b. Digital Safety
	    c. Digital Inclusion and Literacy
	
	<u>Digital Well-Being</u>
	Key issues include overconsumption, and the physical and psychological impacts of technology (e.g. myopia). Discussions include the importance of safe digital spaces (i.e., where users maintain a culture of respect, empathy, and humility). This includes how information is consumed, the application of regulation, and understanding the rules of engagement with technology in safeguarding well-being of youths.
	
	<u>Digital Safety</u>
	Key issues include cyberbullying, doxing and sexual harassment. Key stakeholders include the Government, technological companies and end-users. Discussions include the need to improve current processes in reporting and handling malicious content, and the role of parents in educating children on online activities and interaction. Another area of interest includes personal responsibility, where users learn to be accountable for their actions online.
	
	<u>Digital Inclusion and Literacy</u>
	Key issues include providing equitable access to technology. Key stakeholders include groups such as seniors and low-income families. Discussions include supporting seniors to overcome the "fear" of services going online, and to be more receptive and confident in using technology, as well as parental education among low-income families on digital footprint, the repercussions of over-exposure to digital tools, and unhealthy online behaviour.
	
	Dev noted there may be cross-cutting issues and encouraged members to discuss further in the coming weeks. Members also expressed interest to organise networking and fireside chats with existing contacts in the digital space, to keep discussions going in December.
		Leads and members to note

5	Conclusion & Wrap-up	
5.1	Valerie Tan (NYC) concluded with a recap of upcoming engagement milestones in 2024. The next workshop will take place on 13 January 2024 at Raffles City Convention Centre, and will cover the topic of literature review and developing a research plan.	Leads and members to note

<u>Annex A: Knowledge Audit</u>

PDF
Knowledge Audit.pdf

<u>Annex B: Stakeholder Mapping</u>

PDF
Stakeholder Mapping.pdf

<u>Annex C: Problem Statements</u>

PDF
Problem Statements.pdf

Photos of post-its during problem statement discussions

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Attendance:

MCCY	Ms Mandy Lim (Senior Manager, Youth) Ms Lock Hui Ying (Senior Executive, Youth)
NYC	Ms Valerie Tan (Senior Manager, Youth Engagement) Ms Rachel Kwan (Senior Manager, Partnership Lab)
Verian	Ms Priya Narayan (Senior Associate, Policy Development & Evaluation) Ms Amy Tan Xiang Ru (Senior Consultant, Policy Development and Evaluation)
Leads	Mr Dev Bahl
Members	Mr Luo Chen Jun Mr Malcolm Ngio Yew Kiat Mr Lee Kok Thong [Josh] Ms Nandita Karthikeyan Ms Charmaine Tan Shiyan Mr Bryan Ong Cae Tze Ms Lien Hui Xuan Ms Dinah binte Aziz Mr Thaddeus Tan Loo Kai Mr Rishab Sharma Ms Shalini Kumar Ms Chin Char Min [Sharmain] Ms Nandhini Balakrishnan Mr Chong Chi Hoong Ms Evelyn Alimin Li Zhirui Ms Tiang Hui Hui Mr Mohamed Mikhail Kennerley Ms Azlin Zubairah Binti Mohamad Johari Mr Ben Chua Ms Katherine Chang Kun Chua
Absent with apologies	Leads: Ms Ong Wei Ching Ms Anthea Foong Mr Tan Zng Hiong Members: Ms Tessa Foo Xuan Ru Mr Rustam Shariq Mujtaba Mr Saishwar Thirumagan Sri Mr Nurhan Hafiz Bin Mohammad Nazri Mr Cameron Tan Shi Ern Mr Joshua Tseng Shi-Hao Ms Tabitha Lee Shi Yun Ms Kelly Chiew Ms Rachel Kuo Jing Ying Mr Matthew Ng De En Mr Mohamed Danish Nufael Bin Azaha