

## MID-TERM REPORT

# The Coronavirus (COVID-19) Response ICT Case Repository



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STOCKTAKING

CONTINUE SHARING  
YOUR PROJECTS AND  
EXPERIENCES ON THE  
IMPLEMENTATION OF  
WSIS ACTION LINES

#WSIS Stocktaking just launched mid-term special report on #covid19 Response – ICT Case Repository.

We have invited community to share how are they using #ICTs to help their communities respond to the Coronavirus pandemic, ensuring the impactful use of the WSIS Action Lines in advancing SDGs.

150 solutions were submitted within a month. Thank you all for sharing your success stories with the world.

We will be featuring here an elsewhere on WSIS social media projects and activities that have been introduced during the Coronavirus disease around the globe, which provided solutions for efficient and secure continues work, social engagements, and life at large.

As a part of the WSIS Stocktaking ongoing efforts to promote the good use of ICTs in making social impact, and in order to provide useful, replicable and actionable information to all WSIS community and beyond, the platform [www.wsis.org/stocktaking](http://www.wsis.org/stocktaking) continuous to collect projects and activities on how ICTs are assisting stakeholders in their everyday life, work, and combating challenges caused by this extraordinary pandemic.

We invite all to EXPLORE, SUBMIT, SHARE and PROMOTE this repository as we look forward to publish a final report during the virtual WSIS Forum 2020 final week (7-10 September).

WSIS Stocktaking Platform [www.wsis.org/stocktaking](http://www.wsis.org/stocktaking)

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**Social Watcher  
Information Age Consulting  
Private Sector, Kuwait**

<http://information-age-consulting.com> & <https://watcher.social/site/en>

Social Watcher is a large-scale community service which utilizes media and ICT tools and expertise. The service utilizes Artificial Intelligence, Text Mining, Big Data analytics and visualization, and Natural Language Processing to analyze the public opinion regarding political and social issues in Kuwait and study the impact of those political and social issues on the Kuwaiti society. During Corona Virus outbreak, we developed an online indicator which provides an analysis of the public interaction with the spread of the Corona virus in the State of Kuwait during the days when the virus spread in the country. The indicator implemented as an online dashboard which shows daily updates statistics about corona virus cases in Kuwait using Data Visualization techniques. The dashboard also shows the trending tweets and hashtags in Kuwait on Twitter during the period of the spread of Corona virus in Kuwait.

## BENEFICIARIES

Governmental Organizations that have interest in understanding public opinion trends in relation to Corona Virus outbreak. Journalists, media professionals, decision makers, politicians, professionals Interested in the Kuwaiti public affairs, and the general Public.

## ICT TOOLS

Artificial Intelligence, Text Mining, Big Data analytics and visualization, Natural Language Processing, and Web Services Integration.

## CHALLENGES / PARTNERSHIP / SUSTAINABILITY / REPLICABILITY

We have several challenges: 1- The running cost of data analytics software and the cost of web hosting. In this respect, Social Watcher offers its service for free and this means that the cost of running this service is handled by the project owners. 2- The time and efforts needed to keep up with the event. 3- The time and efforts needed for the collection of data, preparation and cleansing of data, analysis of data, visualization of data, and presentation of results (designing infographics for example). 4- Decision makers, politicians, and many media professional lack the understanding the role of social media analytics to identify the public opinion. 5- Misunderstanding of our efforts by some political figures. 6- Illiteracy in understanding interactive infographics and interactive dashboards among some of our audience. 7- Resistance to change by some of our targeted audience segments. 8- Since our reports are freely available for the public through an open access web platform, our efforts are at the risk of being stolen by others. The project is sustainable through continuous Research and Development (R&D) to enhance the social media analytics, text mining, and natural language processing tools and methods we use and through responding to user's feedback. This project is replicable through using the same analysis methods and applying and adapting the same social media analytics and visualization tools to the social media content published in other societies and countries.

### WSIS Action Lines



### Sustainable Development Goals

