CONNECT 2020
A GLOBAL FRAMEWORK FOR ACTION IN THE ICT SECTOR

Updated 21 October 2014

A new set of Global ICT Targets and Goals

In the forthcoming 2014 ITU Plenipotentiary Conference (PP14), ITU Membership is gearing up to set out an ambitious vision for the ICT sector for the year 2020. The measurable targets representing the four key goals that are part of the proposed 2016-2019 ITU strategic plan set the high-level impact representing the change in the ICT sector that we all – as a Union, want to see in the world.

The proposed vision, *"an information society, empowered by the interconnected world, where telecommunication/ICTs enable and accelerate social, economic and environmentally sustainable growth and development for everyone"*, branded as "**Connect 2020**", is a framework based around the following four complementary goals and related targets to be achieved by 2020:

- **Growth** – enable and foster access to and increased use of telecommunications/ICTs
- **Inclusiveness** – bridge the digital divide and provide broadband for all
- **Sustainability** – manage challenges resulting from telecommunication/ICT development
- **Innovation and partnership** – lead, improve and adapt to the changing telecommunication/ICT environment.

Each goal reinforces the other; in **growing** ICT access, ITU Membership aim to foster growth in the use of ICTs and create a positive impact on short- and long-term socio-economic development. By **including** everyone, the benefits of ICTs would be extended to all – towards bridging the digital divide between the developed and developing worlds, as well as reaching marginalized and vulnerable populations. The ability to **sustain** the tremendous benefits from ICTs requires recognition that growth brings also challenges and risks that need to be managed. By **innovating** and advancing **partnerships**, the evolving ICT ecosystem can ensure its adaptation to the rapidly changing technological, economic and social environment.

The vision, goals and targets, grouped under the **Connect 2020** framework, have been elaborated in a process that lasted for more than a year and ensured wide participation of all stakeholders. ITU has engaged in an innovative public consultation process to gather views, managing to achieve active contribution of key entities that, in addition to Member States, included vendors of telecommunication/ICT equipment, telecom operators and other private sector organizations, international, regional and national associations and organizations, as well as civil society.

Setting the vision, goals and targets under the **Connect 2020** umbrella will be one of the major outcomes of PP-14. Since **Connect 2020** introduces the common and shared vision for the telecommunication/ICT sector, it is an invitation to all stakeholders, not only Member States, but also private sector, government agencies, academia and civil society, to work together towards the "**Connect 2020**" vision.

Connect 2020 Round Tables

The Connect 2020 Round Tables will be a series of five interactive discussions organized at PP-14 by ITU around the Connect 2020 strategic plan. Each of the Round Tables, to feature panelists from different stakeholders of the ICT ecosystem and to be attended by PP-14 delegates, will initiative a global dialogue on how to address the main challenges that may be faced to implement each of the goals and targets of Connect 2020:

Through this series of interactions, the Connect 2020 Round Tables will contribute to a global debate around the future evolution of the ICT sector and demonstrate ITU's capacity to bring together high-level officials, keynote panelists and industry experts to set a global ICT agenda at PP-14. The following table summarizes the five round tables.

Format

Round tables will begin with short (2-3 minute) introductory remarks by the moderator, followed by 40 minutes of Q&A / open discussion between panelists (and moderator). Panelists may expect 2 pre-confirmed questions which will be asked by the moderator. After the moderated discussion, 15-20 minutes is foreseen for unscripted questions from the audience.

Further information

ITU Secretariat - doug.court@itu.int

URL - http://www.itu.int/plenipotentiary

RT1 - Which technologies will connect the next 1.5 billion users?

Wednesday, 29 October - 13h to 14h ROOM D

ITU Membership aims to bring 1.5 billion additional users to the information society by 2020, particularly by providing increased access to high-speed broadband networks, services and applications.

This round table will analyze which technologies and solutions will enable this growth, identifying the technical, policy and regulatory aspects that need to be addressed to achieve this goal. As next key ITU events following the Plenipotentiary Conference will be the Radiocommunications Assembly and World Radiocommunications Conference, ways to best use radio spectrum in bringing future generations of wireless communications to everyone will feature strongly in the discussion.

Featured panelists:

- Mr **François Rancy**, *Director, Radiocommunication Bureau, ITU*
- Mr **Paul Mitchell**, *General Manager, Technology Policy, Microsoft.*
- Ms **Veena Rawat**, *Senior Spectrum Advisor, GSMA*
- Mr **Chris Murphy**, *VP for Regulatory Affairs, Inmarsat*

*The round table will be moderated by Mr **Gary Fowlie**, Chief, ITU Liaison Office to the UN in New York.*

INCLUSIVENESS

RT2 - Achieving full digital inclusion: feasible by 2020?

Thursday, 30 October - 13h to 14h ROOM D

Advanced ICT technology promises an "always on" society. But how do we ensure that everyone is part of the technology revolution? Can we halve the digital divide by 2020 and achieve digital inclusion for all?

Ensuring ICT inclusiveness requires moving beyond questions of access and affordability to ensuring ICT accessibility for people with specific needs and enabling everyone to play a role in creating the ICT future they want.

This round table will explore the different dimensions of ICT inclusiveness, including digital inclusion for people with specific needs and using ICT to empower women and girls, youth and persons with disabilities.

Featured panelists:

- Dr **Hamadoun I. Touré**, *Secretary-General, ITU*
- H.E. Amb. **Mindel de la Torre,** *International Bureau Chief, FCC*
- Mr **Miguel Raimilla***, Executive Director,Telecentre.org Foundation*
- Ms **Kathy Brown,** *President and CEO, Internet Society*

*The round table will be moderated by Mr **Paul Conneally**, Head of Communications, ITU*

SUSTAINABILITY

RT3 - Ensuring the long term benefits of development: Managing unprecedented growth in a sustainable way.

Friday, 31 October - 13h to 14h ROOM D

Over the last two decades, the global use of ICT-enabled applications has experienced such an amazing growth rate that it has become one of the success stories of industrial development. However, this unprecedented growth has also resulted in a number of challenges that may endanger efforts to sustain the development of the ICT sector. Issues such as building confidence and security in the use of ICTs and the expanding environmental footprint of ICT networks, services and applications are some of the main challenges facing the ICT sector today.

This round table will look at these challenges and reflect on how the main actors in the ICT ecosystem should work together to ensure the sustainability of the sector.

Featured panelists:

- Mr **Houlin Zhao**, *Deputy Secretary-General, ITU*
- Mr **Aaron Boyd**, *Chief Strategy Officer, ABI Research*
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*The round table will be moderated by Ms **Sarah Parkes**, Senior Communications Officer, ITU*

INNOVATION

RT4 - Addressing the emerging innovation challenges in ICT-enabled markets

Monday, 3 November - 13h to 14h ROOM D

Within a relatively short period of time information and communication technologies (ICTs) have transformed our lives. Not only have they radically changed the way we communicate, we rely on them every day to do business, travel, be creative, stay healthy and in shape. The ICT sector has seen a tremendous amount of innovation, and ICTs underpin innovation in principally all areas of life and sectors of the economy, and thereby act as a driver of development, economic growth and prosperity.

Based on examples from different sectors, the round table aims to identify common factors of success as well as challenges faced by organizations when conceiving and rolling out innovative ICT-enabled products and services. Panelists will discuss the role of public-private partnerships across sectors in creating a climate for innovation and how the ITU can help address some of the challenges identified as part of its "Connect 2020" vision.

Featured panelists:

- Mr **Malcom Johnson**, *Director, Telecommunication Standardization Bureau, ITU*

- Dr **Robert Pepper**, *Vice President, Global Technology Policy. CISCO*

- Ms **Jung-Hee Song**, *Chairperson, Women in Science, Engineering and Technology in Korea*

- Mr **Francis Wangusi**, *Director General, Communications Authority of Kenya*

*The round table will be moderated by Ms **Patricia Lusweti**, Head, Support Services Division, Administration and Operations Coordination Department, ITU*

Tracking impact

RT5 - Building a robust monitoring framework for the global ICT agenda

Tuesday, 4 November - 13h to 14h ROOM D

The Connect 2020 global ICT goals are accompanied by a set of targets which will be expressed through concrete indicators. Assessing progress towards the achievement of the targets requires the availability of high-quality, timely and reliable data in countries and a robust international measurement framework.

This roundtable will review the baseline of the global ICT targets and related indicators, and identify areas where increased efforts will be required to ensure the targets can be assessed. It will provide an overview of existing mechanisms at the national and international levels for tracking ICT progress, including the ITU World Telecommunication/ICT Indicators Symposium (WTIS) and its related Expert Groups. The session will also consider tools that could be used to report on annual progress towards the targets, such as the Measuring the Information Society Report.

Featured panelists:

- Mr **Brahima Sanou,** *Director, Telecommunication Development Bureau, ITU*

- Dr **Seung Keon Kim**, *Director General, Korea Association For ICT Promotion (KAIT)*;
- Ms **Methini Thepmani**, *Permanent Secretary, Ministry Of Information and Communication Technology, Thailand*;
- Mr **Jeferson Nacif**, *Head, International Affairs, National Telecommunication Agency (Anatel), Brazil*.

*The round table will be moderated by Dr **Cosmas Zavazava**, Chief, Project Support and Knowledge Management Department, ITU*

Connect 2020
On the basis of the framework set out in the draft ITU Strategic Plan 2016-2019

July 2014

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1

About Connect 2020

• Set the global agenda for the ICT sector for 2020.

– *"An information society, empowered by the interconnected world, where telecommunication/ICTs enable and accelerate social, economic and environmentally sustainable growth and development for everyone"*

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Connect 2020 is supported by the definition of a set of overarching goals and targets

1 GROWTH
Enable and foster access to and increased use of telecommunications/ICTs

2 INCLUSIVENESS
Bridge the digital divide and provide broadband for all

3 SUSTAINABILITY
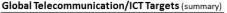Manage challenges resulting from the telecommunication/ICT development

4 INNOVATION & PARTNERSHIP
Lead, improve and adapt to the changing telecommunication/ICT environment

Global Telecommunication/ICT Targets (summary)
- **Target 1.1**: Increased **access**
- **Target 1.2**: Increased **use**
- **Target 1.3**: Increased **affordability**

- **Target 2.1**: Reduced **access gap**
- **Target 2.2**: Reduced **use gap**
- **Target 2.3.A**: Reduced **affordability gap**
- **Target 2.3.B**: Increased **affordability of broadband**
- **Target 2.4**: Increased **broadband coverage**
- **Target 2.5.A**: **Gender equality** online
- **Target 2.5.B**: Increased **accessibility**

- **Target 3.1**: Increased **cybersecurity readiness**
- **Target 3.2**: Reduced **e-waste**
- **Target 3.3**: Reduced **Green House Gas emissions**

- **Target 4.1**: Environment conducive to **innovation**
- **Target 4.2**: Effective **partnerships**

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Global Telecommunication/ICT Targets endorsed by Council-2014

Goal 1 Growth – Enable and foster access to and increased use of telecommunications/ICTs

- **Target 1.1**: Worldwide, 55% of households should have access to the Internet by 2020
- **Target 1.2**: Worldwide, 60% of individuals should be using the Internet by 2020
- **Target 1.3**: Worldwide, telecommunication/ICTs should be 40% more affordable by 2020

Goal 2 Inclusiveness – Bridge the digital divide and provide broadband for all

- **Target 2.1.A**: In the developing world, 50% of households should have access to the Internet by 2020
- **Target 2.1.B**: In the least developed countries (LDCs), 15% of households should have access to the Internet by 2020
- **Target 2.2.A**: In the developing world, 50% of individuals should be using the Internet by 2020
- **Target 2.2.B**: In the least developed countries (LDCs), 20% of individuals should be using the Internet by 2020
- **Target 2.3.A**: The affordability gap between developed and developing countries should be reduced by 40% by 2020
- **Target 2.3.B**: Broadband services should cost no more than 5% of average monthly income in developing countries by 2020
- **Target 2.4**: Worldwide, 90% of the rural population should be covered by broadband services by 2020
- **Target 2.5.A**: Gender equality among Internet users should be reached by 2020
- **Target 2.5.B**: Enabling environments ensuring accessible telecommunications/ICTs for persons with disabilities should be established in all countries by 2020

Goal 3 Sustainability – Manage challenges resulting from the telecommunication/ICT development

- **Target 3.1**: Cybersecurity readiness should be improved by 40% by 2020
- **Target 3.2**: Volume of redundant e-waste to be reduced by 50% by 2020
- **Target 3.3**: Green House Gas emissions generated by the telecommunication/ICT sector to be decreased per device by 30% by 2020

Goal 4 Innovation and partnership – Lead, improve and adapt to the changing telecommunication/ICT environment

- **Target 4.1**: Telecommunication/ICT environment conducive to innovation
- **Target 4.2**: Effective partnerships of stakeholders in telecommunication/ICT environment

Connect 2020 is also a framework for international and national cooperation

CONNECT 2020

Strategic Goals and Targets

1   2   3   4

International cooperation

ITU objectives & outcomes	National commitments	Private sector commitments	Other stakeholders

Cooperation at national level

- ITU-R outputs
- ITU-T outputs
- ITU-D outputs
- Intersectoral outputs

- Government agencies
- Industry
- Private sector orgs
- R&D and Academia

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How ITU aligns its Strategic Plan with Connect 2020

Vision
the better world ITU wants to see

An information society, empowered by the interconnected world, where telecommunication/information and communication technologies enable and accelerate social, economic and environmentally sustainable growth and development for everyone

Mission
ITU's role in contributing to the vision

To promote, facilitate and foster affordable and universal access to telecommunication/information and communication technology networks, services and applications and their use for social, economic and environmentally sustainable growth and development

Values
ITU's shared and common beliefs that drive its priorities and guide all decision making processes

- Inclusiveness
- Transparency
- Universality
- Innovativeness
- Neutrality
- Service-orientation
- People-centered
- Continuous improvement
- Results-based
- Efficiency
- Synergies through collaboration

Strategic Goals

GROWTH

INCLUSIVENESS

1. Enable and foster access to and increased use of ICTs

2. Bridge the digital divide and provide broadband for all

4. Lead, improve and adapt to the changing ICT environment

3. Manage challenges resulting from ICT environment

INNOVATION & PARTNERSHIP

SUSTAINABILITY

Targets

This ITU strategic plan will be adopted by ITU Membership at PP14,

after over a year of work by ITU membership, which included open and public consultations

Secretariat

SG provides input to Council
(No.74A, Const.)

Council 2013

Council shall initiate the preparation of a draft SP
(e.g. by creating a CWG)
(No. 62A, Convention)

CWG coordinates the elaboration of the draft SP
(Res. 1358 / C13)

Council 2014

PP14

Adopts the Strategic Plan for the Union
(No.51, Convention)

Draft SP

Final Draft SP

Strategic Plan 2016-2019

Public consultations

CWG SP-FP*

* Council Working Group for the Elaboration of the Draft Strategic and Financial Plans for the Union for 2016-2019

• Member States
• Sector Members
• Advisory Groups

WTDC-14

RAG and **TSAG** input on ITU-R and ITU-T Outcomes and Outputs

Provide input for the preparation of a draft SP
(No. 62A, Convention)

Secretariat

SG coordinates the Implementation of the SP
(No.86A c) bis, Const.)

July 2014

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