World Summit on the Information Society

# WSIS+10
## VISIONING CHALLENGE

# WSIS BEYOND
# 2015

working together towardS **2015**

**World Summit** Geneva 2003
Tunis 2005
**on the Information Society**
Turning targets into action

**ITU**

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*Disclaimer: Please note that this is a living document to be further enriched by additional inputs and comments. This document aims at creating a single reference point for WSIS+10 meetings, reports and updates. This is an open document and WSIS Stakeholders are invited to provide additional inputs as necessary and to contribute to the preparatory process leading towards the WSIS+10 High-Level Event 2014*

# UN Secretary- General
# Message to World Summit on the Information Society (WSIS) Forum 2013

I am pleased to send greetings to all participants at this World Summit on the Information Society Forum.

Ten years after the first Summit took place in Geneva, information and communication technologies have gained even greater importance. Today, there are nearly 7 billion mobile phone subscriptions. More and more people are using the Internet, giving them access to vital information and knowledge. This is welcome progress.

At the same time, we must do more to close the digital divide and ensure that all people have access to transformational information and communications technology. The digital revolution must be inclusive and serve as an instrument to promote equality.

Your efforts are especially important as we accelerate efforts to achieve the Millennium Development Goals by the quickly-approaching 2015 deadline, and as we strive to define an ambitious and inspiring post-2015 development agenda. The ability to process data in new ways, in great volume, in real time, can help us to significantly improve policy-making, early warning and much else.

I count on you to identify ways to shape technological progress so that we may promote sustainable development, the overarching global challenge of our time.

In this spirit, I wish you great success.


Geneva, 13-17 May 2013

# Foreword by the ITU Secretary-General

Global leaders at the World Summit on the Information Society (WSIS), held in Geneva in 2003 and in Tunis in 2005, firmly committed to harness the power of information and communication technologies to "create, access, utilize and share information and knowledge" in order to achieve sustainable development and improve the quality of life of people everywhere.

Ten years on, we are at a critical juncture when we must take stock of the achievements, re-assess the evolving requirements of the Information Society and align the outcomes of the Summit with expectations of the post-2015 era.

The WSIS+10 High-Level Event, scheduled to be held at Sharm el-Sheikh, Egypt from 13-17 April 2014, will mark a major milestone in the evolution and development of the Information Society.

During WSIS Forum 2013, leaders at the Ministerial Round Table reaffirmed that the WSIS process should continue beyond 2015. They emphasized the importance of the review process as a multistakeholder platform in achieving a common vision of the people-centric, inclusive and development-oriented Information Society. This view was shared by all the participants attending various WSIS+10 related events. In addition, at the WSIS Forum 2013, the UN Group on the Information Society (UNGIS), endorsed a Joint Statement on the dialogue on the Post-2015 Development Agenda which triggered important discussions on the creation of synergies between the post-2015 agenda and the WSIS+10 process.

I am gratified to see such a high level of engagement and participation in the WSIS process. I believe that inputs from the recent WSIS Forum 2013 firmly set us on our way towards realizing the vision of the Information Society that will stand the test of time beyond 2015.

We now need to evaluate the existing WSIS framework and look for new, innovative ways in which it might be adapted for the future. It is time to look afresh at the goals of the Information Society and to set priorities, targets and appropriate measurement mechanisms as benchmarks for the next decade.

In accordance with ITU Council Resolution 1334 (Revised 2013), I have the pleasure of submitting this background document, which intends to serve as a comprehensive reference for all WSIS+10-related meetings and reports, in particular, for the open consultation process to develop expected outcome documents of the High-Level Event. This document includes outcomes of the WSIS+10 Visioning Track formulated at the WSIS Forum 2013; the multi-stakeholder meeting hosted by UNESCO, *Towards Knowledge Societies for Peace and Sustainable Development* (February 2013); WSIS+10 reporting from the regional level,

highlighting outcomes of the Regional Development Forums and UN Regional Commissions' meetings; the UNGIS Joint Statement on the Post-2015 Development Agenda; as well as ECOSOC and UNGA resolutions.

On behalf of ITU, UNESCO, UNCTAD and UNDP, I have the pleasure to invite you to contribute to the open consultation process to prepare for the WSIS+10 High-Level Event. It will result in two concrete outcomes, a WSIS+10 Statement on Implementation of WSIS Outcomes and a WSIS +10 Vision for WSIS Beyond 2015.

We look forward to your active participation in forthcoming meetings to be held at ITU Headquarters as part of the WSIS+10 High-Level Event Open Consultation Process on the 7-8 October 2013, 16-17 December 2013 and 17-18 February 2014; as well as, the WSIS+10 High- Level Event and Forum 2014 in Sharm el-Sheikh, Egypt.


Dr Hamadoun I. Touré,

Secretary-General

International Telecommunication Union (ITU)

# Chapter 1 - WSIS+10 High-Level Event: Preparatory Process

## Sharm el-Sheikh, Egypt, 13-17 April 2014

The WSIS+10 High-Level Event will be held from 13 to 17 April 2014 in Sharm el-Sheikh. This event will be an extended version of the WSIS Forum. It is designed to review the progress made in the implementation of the WSIS outcomes under the mandates of participating agencies, and to take stock of achievements in the last 10 years based on reports of WSIS Stakeholders, including those submitted by countries, Action Line Facilitators and other stakeholders.

The WSIS+10 High-Level Event will review the WSIS Outcomes (2003 and 2005) related to the WSIS Action Lines with the view of developing proposals on a new vision beyond 2015, potentially including new targets. This process will take into account the decisions of the 68th session of the UN General Assembly.

Invitation to Contribute to the Open Consultation Process

(*http://www.itu.int/wsis/review/mpp/)*

The preparatory process will comprise of a multistakeholder Open Consultation Process.

**WSIS+10 High-Level Event: Open Consultation Process**

The Open Consultation Process aims at ensuring the participatory and inclusive spirit of the WSIS+10 High-Level Event by actively engaging governments, civil society, the private sector and intergovernmental organizations in the preparatory process in an open and inclusive consultation process to develop multistakeholder consensus on the following:

This open and inclusive open consultation process will result in:

- Draft outcome documents for consideration by the WSIS+10 High-Level Event, by 1st March 2014:

- Draft WSIS+10 Statement on Implementation of WSIS Outcomes

- Draft WSIS+10 Vision for WSIS Beyond 2015 under mandates of the participating agencies

  *(Please see the Official Submission Form #1):* http://www.itu.int/wsis/review/mpp/

- Multistakeholder guidance on the Thematic Aspects and Innovations on the Format of the WSIS +10 High Level Event.

  *(Please see the Official Submission Form #2):* http://www.itu.int/wsis/review/mpp/

The Open Consultation Process for the WSIS+10 High-Level Event is structured in six phases as follows:

- **Phase One**: 15 July 2013- Initiation of the Open Consultation Process: Official Submissions (www.wsis.org/review)

  - Official Submission Form #1 on the Outcome Documents of the WSIS+10 High-Level Event

  - Official Submission Form #2 on the Thematic Aspects and Innovations on the Format

- **Phase Two**: 7-8 October 2013- First Physical Meeting (with remote participation facilities)

- **Phase Three**: 16-17 December 2013- Second Physical Meeting (with remote participation facilities)

- **Phase Four**:  17-18 February 2014- Third Physical Meeting (with remote participation facilities)

- **Phase Five**: 1st March 2014- Outcomes of the open consultation published on the website.

- **Phase Six**: 12 March 2014- Final Brief on the WSIS +10 High-Level Event

For further information please contact the WSIS Secretariat at wsis-info@itu.int
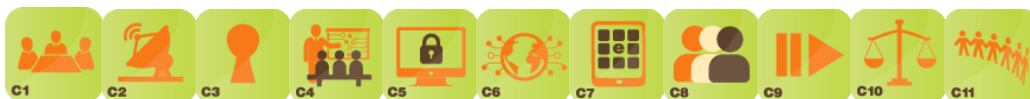
# Chapter 2 - WSIS Forum 2013: Statement on WSIS+10

The **WSIS Forum 2013** was held from the 13-17 May 2013 at the ITU Headquarters in Geneva. More than 1800 WSIS stakeholders, including representatives of governments, private sector, civil society and International Organizations, from over 100 countries, assembled at the International Telecommunications Union (ITU) in Geneva. This annual gathering of WSIS Stakeholders, co-organised by ITU, UNESCO, UNCTAD and UNDP, provided the perfect opportunity for multistakeholder visioning and discussion on the WSIS process including the Overall Review of the Implementation of the WSIS Outcomes (WSIS+10). The presence of so many leaders in Geneva, including over 50 ministers, was a sign, both of stakeholders' commitment to the WSIS Process and of the important role ICTs will continue to play in tomorrow's development agenda.

WSIS+10 related sessions formed the **WSIS+10 Visioning Track** that was organized in accordance to the  Plan of Action developed within the framework of the United Nations on the Information Society (UNGIS) Open Consultation Process on WSIS+10 (2011-2012, www.ungis.org) .

The WSIS+10 Visioning Track at WSIS Forum 2013 included the following:

- **WSIS+10 Plenary One (15 May 2013) and Two (17 May 2013)**

  *Series of official statements evaluating the WSIS process, putting forward strategic guidance on the Overall Review WSIS+10 were made by WSIS Stakeholders. The plenary benefitted from the views provided by the former UN Secretary General, Mr Kofi Annan, and from inputs by countries that hosted regional meetings related to the WSIS+10. All stakeholders were invited to submit written statements at the end of the Plenary.*

- **WSIS+10 Visioning Challenge**
    - o Focus on Geneva Phase -2003 (15 May 2013)
    - o Focus on Tunis Phase -2005 (16 May 2013)

*Two WSIS +10 Visioning Challenge sessions were held in World Café format. This proved to be a participative process methodology that enabled active involvement of each and every stakeholder in a generative discussion around key questions on the WSIS outcomes in context of the emerging trends and new challenges. The shared dialogue facilitated intensive peer exchanges and was an excellent means to express innovative ideas, reveal emergent trends and consolidate an open network of world-class experts.*

- **Ministerial Round Table (14 May 2013)**

  *Participants at the Ministerial Round Table shared their vision about the WSIS Review Process and the WSIS Beyond 2015. They reaffirmed their support for the WSIS Process as a multistakeholder platform pursuing a common vision for a people centric, inclusive Information Society. They encouraged the WSIS Process to continue beyond 2015, while taking note on the importance of the overall review process as requested by Tunis Agenda.*

- **High level Opening Session: *Identifying Emerging Trends in the ICT Ecosystem (13 May 2013)***

  *High level speakers representing all the different type of stakeholders presented the recent developments in the ICT ecosystem and their efforts directed towards implementation of the WSIS outcomes. Several emerging trends have been indicated and possible challenges and opportunities for the future were identified.*

In addition, civil society, the private sector and the academia held thematic workshops to gather insights on the WSIS Review Process. The different Action Line workshops focused on integrating their main outcomes with the vision for the process beyond 2015 and several country workshops addressed the challenges of the overall review at the national level.

Moreover, in context of the post 2015 development agenda and the WSIS+10 two substantive sessions, i.e. UNGIS Substantive Session (13 May 2013) and the High Level Substantive Session on ICTs and Post 2015 Goals (16 May 2013) addressed the role of ICTs for sustainable development beyond 2015.

The WSIS +10 Visioning Track included the input from the UNESCO hosted, Multistakeholder Event for the WSIS+10 Review on Towards Knowledge Societies for Peace and Sustainable Development and co-organized by UNESCO, ITU, UNCTAD and UNDP.

The outcomes of the WSIS+10 Visioning Track will constitute the WSIS+10 Visioning Challenge document that will serve as possible input into further discussions during the Commission on Science and Technology for Development (CSTD), the UN General Assembly as well as the ITU Council.

# Chapter 3 - WSIS+10 Tracks at WSIS Forum 2013:

## WSIS+10 Visioning Plenary One
### Wednesday 15 May 2013, 09h00 - 11h00





The plenary sessions on WSIS +10 provided all WSIS Stakeholders an opportunity to share their vision of the WSIS Review Process and the WSIS Process beyond 2015. Interventions made during these sessions provided multistakeholder inputs on the way forward. Plenary One provided a platform for interventions and, in particular, offered an opportunity to table proposals leading towards the development of multistakeholder consensus on the on-going WSIS Review Process.

**Panelists:**

- Guest of Honour H.E. Mr Kofi Annan, Founder and Chairman, Kofi Annan Foundation

- Dr Hamadoun Touré, Secretary-General, ITU

- Mr Jānis Kārkliņš, Assistant Director-General for Communication and Information, UNESCO; Former President of the Preparatory Committee Tunis Phase

- Mr Adama Samassekou, Président du CIPSH, Président du Réseau MAAYA, Ancien Secrétaire Exécutif de l'ACALAN ; Former President of the Preparatory Committee Geneva Phase



**Dr. Hamadoun Touré, Secretary-General, ITU** chaired the WSIS+10 Visioning Plenary One session. Dr Touré began by reminding that "today, we have a very important job to do, the job of building a vision for the WSIS process beyond 2015, in a multistakeholder environment". While highlighting success stories, showing how ICTs help empower people and organizations, Dr. Touré

emphasized the importance of the WSIS Review Process. He invited all WSIS Stakeholders to attend the WSIS+10 High-Level Event in Egypt next year. He informed the WSIS Stakeholders present that the ITU is in the process of collecting regional views on the process, through the Regional Development Forums (RDFs) and the preparatory meetings for World Telecommunication Development Conference 2014. Dr. Touré concluded his remarks by encouraging all stakeholders to engage actively in the WSIS+10 process, working together to maximize the benefits, thereby ensuring that the real needs and challenges are addressed in the vision of the WSIS Process beyond 2015.

**H.E. Mr. Kofi Annan, Founder and Chairman, Kofi Annan Foundation** was the special guest at the WSIS Forum 2013. Mr. Annan recalled that he was present at both the Geneva and the Tunis summits, and said it was fitting that he should be at the WSIS+10 Visioning session at a time when we are reviewing the achievements of the past ten years. He highlighted that 10 years is a long time in technological terms, since 2003 we have seen an explosion in mobile telephony, along with many other changes. Mr. Annan spoke of his wish to see ICT accessibility increase, along with multi-lingual and cultural content. He also reminded participants to focus on the next generation, the youth, which should benefit from what we do today.

**Mr. Jānis Kārkliņš, Assistant Director-General for Communication and Information, UNESCO; Former President of the Preparatory Committee Tunis Phase,** provided a briefing on the Multistakeholder event held by UNESCO in February 2013 that resulted in two outcomes documents that will feed into the ongoing review process. His intervention underscored the fact that modalities for 2015 still need to be defined; he invited the participants to concentrate on the present and future challenges and opportunities, and on ensuring technology's place in the post-2015 development agenda.

**Mr. Adama Samassekou, Président du CIPSH, Président du Réseau MAAYA, Ancien Secrétaire Exécutif de l'ACALAN; Former President of the Preparatory Committee Geneva Phase** reminded all stakeholders that the architecture of WSIS exists at three levels: the regional level, the national level, and the international level.  He opined that it was essential to review this architecture after 2015. Mr. Samassekou suggested guiding this progress through regional entities, such as the Arab League and the European Union. He reiterated the importance of broadband and spoke in favour of extending broadband for all, with assistance from ITU and UNESCO, and creating a multilingual and multicultural cyberspace. Mr. Samassekou spoke at length on language, and expressed his belief that much more must be done to deal with this issue in the future, suggesting setting up working groups to discuss language, along with the main WSIS action lines. Finally, Mr. Samassekou advocated a charter of ethics for the Information Society and sustainable development.

| Summary of Interventions from the floor (please refer to the session's webcast and recordings for more details) | |
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| **Country/ Organization** | **Summary of Interventions from the Floor** |
| **United Arab Emirates** | • During the WSIS Forum 2013, building on the discussions, thoughts and recommendations in the opening ceremony and the ministerial round table, we can conclude that the WSIS process as a whole has achieved a lot of things;<br><br>• WSIS is important as a framework for main ICT targets, and UAE believes that we are missing a midterm review to measure progress and think of fresh plans to go ahead;<br><br>• It is important to note that if we don't look back, we won't know how far we've come and how to progress;<br><br>• Technology has changed a lot since 2003. There are new challenges in the areas of Internet, broadband and spam;<br><br>• There is an urgent need to map the future WSIS targets with the MDGs to avoid the duplication of efforts;<br><br>• UAE has worked hard during the past ten years and implemented various initiatives to fulfil the WSIS Action Lines; domain names, country level names, e-cert unit and UAE ranks 2$^{nd}$ globally on broadband for home. |
| **Intel** | • Intel is committed to put all efforts to build a better world by implementing Millennium Developing Goals (MDGs);<br><br>• Intel is of the opinion that public-private partnerships are the right way to achieve fast, effective and affordable Internet access;<br><br>• Intel will continue supporting the implementation of WSIS goals through execution of Intel programs, in particular, improving education by using ICTs, as well as by supporting affordable and ubiquitous access to Internet and renewing our commitment as the Strategic Private Sector Partner of WSIS. |
| **ICANN** | • ICANN is an active and supportive member of the WSIS review process.<br><br>• We will participate in the Sharm el-Sheikh WSIS+10 High-level event and will extend the invitation to include the entire ICANN community in the WSIS Review Process. |
| **The United States of America (USA)** | • The US looks forward to the WSIS+10 high-level event in Sharm el-Sheikh;<br><br>• WSIS Review Process recommendations are expected to feed into the MDG process.<br><br>• The US looks to the CSTD to continue its role of evaluating all Action Lines. |

| Summary of Interventions from the floor (please refer to the session's webcast and recordings for more details) | |
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| **Azerbaijan** | • Last year Azerbaijan hosted the 7<sup>th</sup> annual meeting of the Internet Governance Forum; <br><br>• Azerbaijan is witnessing dynamic growth and has a long term goal of using oil revenues to develop other economic sectors; this will therefore encourage long term development of the ICT sector; <br><br>• The ICT sector has paved the way for important regional initiatives, such as the Trans-Eurasian Superhighway (TASIM). <br><br>• WSIS provides an excellent platform for exchange of ideas. |
| **Moldova** <br>(Represented by ITU's Development Sector ): | • WSIS+10 high-level event is to be held back-to-back with the WTDC in Sharm el-Sheikh, so, with the aim of creating synergy between both preparatory processes towards both WTDC and WSIS+10, the ITU-BDT is organizing a series of regional meetings in a multistakeholder format; <br><br>• Moldova hosted the Regional Preparatory Meeting (RPM) for the CIS; <br><br>• Key trends highlighted at the RPM : <br>   o   Access to broadband and mobile telephony <br>   o   The future of the Internet <br>   o   E-inclusion <br>   o   ICT's potential for fighting climate change, use in emergencies and preserving the ecology <br>   o   Social networks, trust, identification and intellectual property rights <br><br>• Recommend further study of these trends and use the results in the overall review and the vision of WSIS beyond 2015. |
| **Mr. Asif Kabani**, Pakistan, Civil Society (Remote Participant ) | • WSIS Forum gives an opportunity to multistakeholders to share their vision of the review process and process beyond 2015. |

| Summary of Interventions from the floor (please refer to the session's webcast and recordings for more details) | |
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| **Cambodia** | • Reconfirms its commitment to the WSIS Process;<br>• Despite our achievements in the development of the information society, there is still a lot of work to be done to make the transition to the Knowledge Society;<br>• Cambodia hosted a Regional Development Forum for Asia and the Pacific, in multistakerholder format. This regional review is of relevance to the Preparatory Review for WSIS+10 and identified a series of challenges:<br>   o Indispensable role of ICTs<br>   o Broadband for sustainability<br>   o Preservation of diverse cultures<br>   o Preservation of the ecology<br>   o Ensuring good governance and enhancing wellbeing and happiness |
| **Tunisia** | • Tunisia has set up a follow up unit for the summit, evaluating annual progress in each field. We try to be an active part of the WSIS process;<br>• We also organize a forum, on a yearly basis, to evaluate progress in the implementation of WSIS related activities in Arab and African countries and would like to take this opportunity to extend an invitation to all colleagues to join us in Hammamet on 11-14 November 2013;<br>• A few remarks for post 2015 process: we need concrete proposals for the 2015 process, but we have little time. Also, concrete plans have concrete costs; we need to think about implementing and financing, especially in the current financial context;<br>• Tunisia thinks we should reflect together on developing a worldwide digital fund – something that would allow developing countries to make progress; |
| **Poland** | • Poland believes that we must continue with the WSIS Process;<br>• We need to start prioritizing; from our point of view, development of infrastructure and digital literacy should be at the forefront of future efforts;<br>• Poland would like to highlight the problem of multiple UN organizations implementing related goals; scattered information in particular is an issue. We need to combine information sharing and supervision in one body;<br>• There is a requirement of a single international window for all information, collecting information in partnership from all UN Agencies. |

| **Summary of Interventions from the floor (please refer to the session's webcast and recordings for more details)** | |
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| **AHCIET (Asociación Iberoamericana de Centros de Investigación y Empresas de Telecomunicaciones)** | • Latin America has made great progress, but there are still important digital divides between countries and regions;<br>• Skills for enterprise and the economy of knowledge are primordial;<br>• We need a stable and transparent regulatory framework that helps competition;<br>• We must promote investment and public-private partnerships; both WSIS and elac provide information for public private partnerships.<br>• We must push for broadband networks;<br>• We must achieve consensus on the importance of the Digital Divide;<br>• The real challenge facing Latin American is to close the Digital Divide by 2020. At current trends, investment will be insufficient to achieve this goal. We must, therefore, promote joint action between the public and private sector. |
| **Hungary** | • Hungary believes we must focus our efforts on alleviating poverty;<br>• It is important to learn lessons from the MDGs process and agree that technology is crucial to the sustainable development agenda;<br>• Both the capability approach and social context are useful when evaluating progress. Opulence isn't sufficient to judge development; development should be a process that expands real freedoms;<br>• Hungary emphasizes that digital technologies are enablers, not substitutes; they are only meaningful when they enhance users' capabilities. Technology is a means and not an end in itself. |
| **Egypt** | • Egypt extends its invitation to the WSIS+10 high-level event taking place in Sharm el-Sheikh next year;<br>• Egypt has made continued efforts since 2002 and the different prep coms; our commitment is always the same;<br>• We are proud to have democratized the ICT sector in Egypt driven by the private sector and civil society;<br>• WSIS+10 High-level event will attempt to highlight important emerging issues;<br>• We emphasise our belief in open standards, cloud computing and the role of young people. |
| **The Internet Society (ISOC)** | • ISOC has been involved in all phases of the WSIS;<br>• We believe the essential ingredients for the review process can be found in the multistakeholder process;<br>• WSIS+10 review process is an opportunity to build on a shared version. |

| Summary of Interventions from the floor (please refer to the session's webcast and recordings for more details) | |
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| **Costa Rica** | • Extended an invitation to the BYND 2015 Global Youth Summit, taking place in September this year http://www.itu.int/en/bynd2015/Pages/default.aspx . |
| **Brazil** | • Will actively participate in the WSIS Review Process; <br> • We need to involve all stakeholders and feed into the MDG process; <br> • Modalities should be devised as a means to discuss what we want for post 2015; to see what we have achieved and what we have not achieved. It should be noted, for example, that there are some communities and countries where nothing has changed since 2003 in terms of ICTs; <br> • WSIS+10 should concentrate its efforts on accessibility, infrastructure, pricing, reduction of digital divide, content, multilingualism and multiculturalism, amongst others. |
| **Russia** | • Russia stresses that WSIS provides the perfect opportunity to share different views; <br> • Russia sees WSIS's key role as developing broadband, e-government, environment issues, infrastructure and Internet Government; <br> • Such forums are important to find the way forward to achieve our goals. |
| **Saudi Arabia** | • We all look forward to the 2015 summit, but the success of that summit will depend on the quality of the preparatory process Unfortunately modalities not yet in place; we need to do this soon; <br> • Modalities should come from the UNGA. <br> • To start with, we need to define the agenda of the overall review process; <br> • Saudi Arabia expressed concerns regarding the the February Review, where all the stakeholders were not involved in the drafting of the final statement; <br> • Saudi Arabia would like to highlight the lack of progress where Internet Government is concerned.  We support the multistakeholder model, and the Tunis agenda, but plans for governance have not been actualized. |

| Summary of Interventions from the floor (please refer to the session's webcast and recordings for more details) | |
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| **France** | • France would like to put forward a few ideas for the post 2015 Roadmap:<br><br>    o  We see WSIS as a platform for deepening international cooperation to meet new Internet related challenges.<br><br>    o  We believe that WSIS must base its strategy on linking informatics and development.<br><br>    o  Tunis agenda is outdated by new developments in ICT.  The future agenda requires new efforts by actors.  We need to think about local partnerships and other means of finding local innovative ICT solutions.  France believes we should seek new frameworks at the regional level.<br><br>    o  We need to modernise the framework of good governance for Internet governance; France supports the multistakeholder model, nevertheless we can make improvements.  We need to ensure transparency, flexibility and reactivity.  Improvements can be made to access, management, the involvement of states and the multistakholder platform.<br><br>• The challenges we need to meet after 2015 include: individual freedom, copyright issues, the protection of private data, cultural diversity etc. |

**Formal Statements submitted to the WSIS Secretariat are available here:**
http://www.wsis.org/forum/agenda/agenda.html?se=67
- Speech, Dr Hamadoun I. Touré, Secretary-General (ITU)
- Speech, H.E. Mr Kofi Annan, Founder and Chairman (Kofi Annan Foundation)
- Statement by the Kingdom of Bhutan
- Statement by AHCIET
- Statement by Deputy to the BDT Director (ITU)
- Statement by France
- Statement by INTEL
- Statement by the Kingdom of Saudi Arabia
- Session Recording

# WSIS+10 Tracks at WSIS Forum 2013:
# WSIS+10 Visioning Plenary Two

The WSIS+10 Plenary Two offered an opportunity to draw conclusions based on all interventions and inputs received from all stakeholders during the five days of the WSIS Forum 2013. Outcomes of Plenary One and Two provide necessary strategic guidance for building the vision for the WSIS process beyond 2015.

Mr Houlin Zhao, the Deputy Secretary General, ITU opened the Plenary Two and invited interventions from the floor.

| Summary of Interventions from the floor (please refer to the sessions webcast and recordings for more details) | |
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| **Country/ Organization** | **Summary of Intervention from the Floor** |
| **Sudan** | • Sudan salutes all of those who worked hard to make the WSIS summit happen;<br><br>• Set of fundamental ICT applications should be available that allow each individual to access basic applications and software;<br><br>• We want to be able to use programmes without restrictions; vital software should become a Human Right. |
| **The International Chamber of Commerce - BASIS** | • The ICC appreciates the opportunity to take part in these discussions;<br><br>• The ICC was the focal point for business throughout the 2003 and 2005 summits. We continue to represent business and business associations, at WSIS, today;<br><br>• ICC launched its BASIS Initiative in 2006, to bring business expertise and opinions to the process;<br><br>• Business remains committed and supports the WSIS review process;<br><br>• Experience since Tunis shows that having all stakeholders contribute is critical. We believe this approach should continue;<br><br>• We must keep the WSIS goals in mind, as well as the challenges faced by all stakeholders.<br><br>• The goal of the WSIS Review Process should maximise all resources to accomplish those goals.<br><br>• WSIS Review Process should feed into the Post 2015 Development Agenda. |

| Summary of Interventions from the floor (please refer to the sessions webcast and recordings for more details) | |
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| **Global Ethics** <br> **(Statement submitted by the Global Ethics)** | We, experts in the Information Society field, meeting regularly since the preparatory Conference of the Information Society Summit in 2003 and having reflected in depth during the annual forums since then, launch with this document an international call for the inclusion of an ethical dimension as a fundamental pillar of the Information Society post-2015. <br><br> **Considering that** the WSIS process from 2003 has provided a catalyst for forward movement with the Millennium Development Objectives (MDOs) and their realisation in 2015, notably as regards the use of ICT in the education, health and environment sectors. <br><br> **Considering particularly** the report of UNESCO in 2007 on the ethical implications of emerging technologies, and the multilateral conventions of UNESCO. <br><br> **Considering further that** the outcome of the WSIS Forum in 2013 will determine the process for the future, that the recommendations and the Action Plan of UNCTAD for 2012 is considered a goal for the Information Society process and that the Action Plan of UNCTAD for 2016 will define the outcome of WSIS+10. <br><br> **Recalling that** the engagement of UNDP in the environmental field will be completed by the Hyogo Framework for Action 2005 – 2015 with its 4 biannual sessions in Geneva Aware that the primary role that cities play in governance including access to the internet. <br><br> **Aware in particular** that diversities and their promotion are strategic issues for social harmony, public health and food security. <br><br> **Further aware** that the contribution of information, communication and knowledge to technological innovation and the ethics of society are substantial. <br><br> **Welcoming** the collaboration of ITU with the International Organisations implicit in the ethical information society process. <br><br> **Especially encourage** the contributions of non-State actors in hatching creative and innovative talent, which will constitute an enriching element to WSIS. <br><br> **Underline that** the WSIS Information Society process is a fundamental instrument for reaching sustainable development objectives. <br><br> **Recommend and request** <br> • that the principles of an ethical information society should be elaborated by experts under the egis of the International Organisations concerned; |

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| **Summary of Interventions from the floor (please refer to the sessions webcast and recordings for more details)** | |
| | • that free and fair access to information (open repositories) should be reinforced above all in favour of developing countries; |
| | • that ethical codes and legal regulations of professions involved in the production, distribution and archiving of information, communication and knowledge be promoted and reinforced; |
| | • that educational programmes promoting the responsible use of information and communication tools are reinforced that ethics must be systematically included as an essential topic in academic research, training and education, notably in the fields of internet technology, and professional training in the content of information; |
| | • that gender analysis and principles are fully integrated in WSIS related strategies and facilitate their implementation; |
| | • that investors and relevant organisations pay due heed to the values and standards of socially responsible investments (SRI) in all investments relating to technology and information and communication media; |
| | • that enterprises in the private sector, including small and medium enterprises, take initiatives for the introduction of ethics into the information society; |
| | • that cultural, linguistic and religious diversity be preserved as an expression of the diversity of ethical values and as a fundamental human right; |
| | • that the future governance of the internet be based on ethical values such as equity and inclusion; |
| | • that the UN General Assembly formally announces an International Ethical Information Society Year; |
| | • that UN Member States announce regional and national Ethical Information Society Days. |
| | **Request** the United Nations and the International Institutions to cooperate and take the lead to ensure the effective implementation of this call for action. |
| | **Encourage** the implementation of this call as a contribution to the realisation of Johannesburg + 15 in 2017 through the adoption of Sustainable Development Goals (SDGs). |

| Summary of Interventions from the floor (please refer to the sessions webcast and recordings for more details) |
|---|
| **The Economic and Social Commission for Western Asia (ESCWA)** | <ul><li>ESCWA has supported implementation of WSIS related activities in Arab countries since the beginning of the WSIS Process, in particular, promoting domain names, cyber legislation Arabic specific content and Arab Internet governance;</li><li>We have carried out periodical profiles of WSIS implementation in Western Asia;</li><li>For WSIS +10 we would like to stress on the regional dimension of the Information Society;</li><li>ESCWA is committed to playing its role.</li></ul> |
| **Morocco** | <ul><li>Since 2003 we have been talking about the professional content of the process. We believe that these past ten years focusing on access and connectivity has led to much change, and that the future should be devoted to professional content;</li><li>The next ten years should be devoted to diversity of content and linguistic pluralism;</li><li>Broadband is not being discussed enough;</li></ul> |
| **Uruguay** | <ul><li>Would like to thank the ITU and all the participants at the WSIS Forum.</li></ul> |
| **Germany** | <ul><li>Germany would like to thank the organizers of the WSIS Forum, which led to highly interesting debates;</li><li>Germany recognizes that the Internet has been much developed over the last five years, leading to excellent opportunities for development programmes and economic growth;</li><li>Challenges include protection of basic rights, freedom of information and of expression; and affordability, in some countries and in particular, in poor regions;</li><li>The WSIS Multistakeholder model has allowed the development of a free and open Internet. We believe that multistakeholderism must remain a pillar for all future action;</li><li>WSIS has given impetus to the international debate on the use of ICTs for sustainable development;</li><li>Look forward to an effective WSIS+10 process.</li></ul> |

| Summary of Interventions from the floor (please refer to the sessions webcast and recordings for more details) | |
|---|---|
| **Saudi Arabia** | • Saudi Arabia is committed to the WSIS action lines and is pleased to have contributed to the WSIS outcomes and Forum 2013 as partners;<br><br>• We thank the organizers, delighted with the organization of the WSIS Forum. |
| **The Internet Society (ISOC)** | • Wishes to thank the ITU for organising a successful meeting and for trying out new formats;<br><br>• Impressed with the open spirit of the WTPF. |
| **Tunisian Association for Communications, Civil Society** | • We discuss a lot of strategy and content but what about financing? Financing is really the main thing;<br><br>• A few steps have been taken, but we would like to see proposals for a future Millennium meeting in 2015 to try to find a real financing mechanism for the digital community. |
| **Bangladesh** | • We are committed to implementing the WSIS action lines;<br><br>• The government has declared vision 2021, Bangladesh has a vision of becoming a country in the middle income group;<br><br>• We would like to invite you all to participate at our Digital World Summit in December 2013. |
| **Bhutan** | • Given unanimous agreement that the Information Society must empower all people, Bhutan wishes to remind all stakeholders that the ultimate goals are freedom and happiness. |
| **United States of America** | • The US wishes to praise the organisers of the WSIS Forum 2013, highlighting the creativity and innovation of the sessions;<br><br>• The US looks forwards to next year's event and to the WSIS+10 review meeting in Egypt. |

| Summary of Interventions from the floor (please refer to the sessions webcast and recordings for more details) | |
|---|---|
| **United Kingdom** | • It has been a challenging week and an important week, but we believe that some issues need further dialogue in open settings. For instance, the role of government, capacity building and addressing vital issues like access – especially in developing countries – merit more attention, we look to the WSIS+10 to address those issues;<br><br>• WSIS Forum has proved to be a good opportunity to learn and to meet many committed stakeholders. The UK commends Dr Touré and all the staff for their hard work; |
| **Tunisia** | • Tunisia would like to underscore our heartfelt thanks for the flawless organization of the Forum;<br><br>• Another forum will be held in Tunis from 11-14 of November of this year. It will be an opportunity to work further with ITU, UNESCO, UNCTAD, the World Bank and others. We will mainly be discussing broadband and the networks of the future.<br><br>• The Focus will be on African and Arab countries, but we will draw on the experience of developed countries as well.The summit will also discuss the post-2015 agenda. |
| **Brazil** | • Congratulate organizers for the successful event.<br><br>• In the post 2015 WSIS process, we need to keep in mind the development angle.<br><br>• We need to reach out to the two thirds of people not yet touched by the Internet revolution; accessibility and pricing are also important topics to be considered beyond 2015.<br><br>• Brazil strongly supports multistakeholderism. |
| **Civil Society, Sudan** | • We would like to encourage all stakeholders to promote remote participation in WSIS Forum. It saves time, money and hassle with things like visas;<br><br>• We would also like to encourage all governments to support Civil Society's participation in WSIS. |

| Summary of Interventions from the floor (please refer to the sessions webcast and recordings for more details) | |
|---|---|
| **Finland** | • Finland supports the Review process, and the multistakeholder format;<br>• We would ask that the WSIS+10 visioning document be placed for public consultation for a certain period of time before publication;<br>• Finland looks forward to participating in future events. |
| **Media for Change, Civil Society, India** | • We held a session yesterday with 11 developing countries which led to fantastic discussions.<br>• WSIS Forum is a great and unique platform.<br>• We would like to underscore that remote participation cannot come close to the experience of actually being present in the room. We do need to facilitate participation, but by other means. |
| **Internet Federation for Information Processing, Canada** | • The IFIP represents over 50 country societies<br>• We congratulate the organizers for the excellent organization of the WSIS Forum that provided tremendous opportunity to engage with all stakeholders.<br>• We are going to encourage active participation in the WSIS Process from all our member societies. |
| **ICANN** | • ICANN participated at the WSIS+10 Visioning Challenge world café. It was a very interesting experiment.<br>• However it was limited to 120 participants and we would suggest that in the future it would be good to allow all stakeholders to participate in it and get their feedback. |

| Summary of Interventions from the floor (please refer to the sessions webcast and recordings for more details) | |
|---|---|
| **Intel** | • We are honoured to support ITU and the WSIS objectives.<br>• Together, with our own UN partners on MDGs, we are committed to making all efforts to build a better world.<br>• Although there have been major efforts to increase ICTs, costs remain prohibitive for many countries. Intel is convinced that public-private partnerships are the best way to achieve fast, effective, affordable and easy internet access. Intel will continue to support WSIS goals through our programmes for education and ubiquitous access to Internet.<br>• Intel's vision is to connect and enrich the lives of every person on the earth.<br>• Active contributor, committed to the WSIS Forum and WSIS Process. |
| **Oman** | • We are pleased and honoured to be strategic partners of WSIS 2013. Oman will continue its support for ITU related events. Our support stems from our vision of leadership in ICT.<br>• It is an honour to be here, and we thank the ITU for a successful event. |
| **United Arab Emirates** | • The UAE is extremely proud and honoured to participate.<br>• Being a Visioning Partner demonstrates our commitment, and our firm belief in the value of a process we want to lead.<br>• The UAE believes a midterm review to carry out benchmarking and evaluate our progress would have been useful.<br>• WSIS Action lines should be revisited again as we are faced with new challenges.<br>• E-waste, green ICTs, climate change, social media challenges, cloud computing and cybersecurity are issues that we must continue to discuss.<br>• We are currently compiling our national report and looking forward to 2015. |

**Ms Saba Imru, moderator of the WSIS+10 Visioning Challenge held in the format of the World Café provided a short briefing on the outcomes.**

- o The World Cafe format introduced as a new participative methodology in the WSIS Forum 2013.
- o The first day focused on the Geneva phase and its evolution over the last ten years; and on future challenges and opportunities.
- o Draft reports are available on the website, with detail on all ideas.
- o The main ideas expressed for expansion of WSIS action lines revolved around different ideas, some of them are as follows:
  - ▪ Capacity building: in particular, trainers should be trained to give people education in cybersecurity related issues
  - ▪ Cultural Factors: protection of multiculturalism and multilingualism
  - ▪ Green ICTs
  - ▪ Public Governance
  - ▪ Infrastructure such as cloud computing and broadband.
- o The second day focused on the WSIS Process Design: delegates indicated that they would like to see strengthening of:
  - ▪ The Regional Coordination and Preparatory Process.
  - ▪ The role of government to enable access.
  - ▪ Inclusiveness
  - ▪ The role of young people.

# WSIS Forum 2013:  Ministerial Round Table

## Main Outcomes by the Chairman
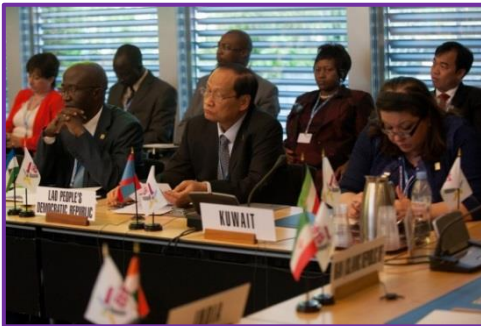
## WSIS FORUM 2013: MINISTERIAL ROUNDTABLE

## Tuesday, 14 May 2013, 15:30-18:30, ITU Headquarters, Geneva, Switzerland

## Main Outcomes by Chairman

More than 50 ministers participated at the Ministerial Round Table and shared their vision about the WSIS Review Process and the WSIS Beyond 2015. Meeting was chaired by Mr. Houlin Zhao, Deputy Secretary-General, ITU and co-chaired by former presidents of WSIS Preparatory Committees for Geneva (2003) and Tunis (2005) Phases respectively, i.e. H.E. Adama Samassekou and H.E. Janis Karklins.

Participants reaffirmed their support for the WSIS Process as a multi-stakeholder platform pursuing a common vision for a people centric, inclusive Information Society. Ministers encouraged the WSIS Process to continue beyond 2015, while taking note on the importance of the review process. They underlined without in-depth evaluation and review it will not be possible to define properly the new vision and objectives for the next decade. A need was felt to change mind-set by turning words into action in the coming years.

Ministers were of the view that the WSIS Process has generated positive impact on development of the information society worldwide and achieved good results so far. WSIS has remained a pertinent platform over the past ten years, for learning and sharing, in order to replicate success stories and not reinventing the wheel. WSIS provides an effective coordination mechanism at the global level and should continue to do so beyond 2015. While noting the complexity of the WSIS process, participants emphasized on need for strengthening of coordination, and reconfirmed that ITU and UNESCO are expected to play important role in the future.

Countries took this opportunity to report on their achievements and challenges. Some successes of the process were mentioned like connect a school, connect a community and it was emphasized that these should be replicated.

Recommending the way forward, countries commended the importance of linking the WSIS process with the post MDG process. It was felt that interaction between the Post 2015 Development Agenda and the WSIS+10 Review process would be necessary to create relevant synergies. There is an urgent need to ensure that development angle of the WSIS remains at the central point of discussions paving the way for accelerated implementation of the WSIS objectives. It was underlined that at the intergovernmental level, the ECOSOC through its Commission on Science and Technology for Development, and UN General Assembly will further discussions on this important issue. Some countries also suggested that in WSIS beyond 2015 more focus should be dedicated towards implementation leading towards concrete results. Countries cautioned that a lot of work still remains to be done to transit from information to the knowledge society.

Possible future vision of WSIS might consider measurable targets and objectives within certain time frames, setting key performance indicators that take into account global as well as regional particularities. It was suggested that proper planning and benchmarking will be crucial to future successes of the process. Further data collection and measurements needs to be integrated as part of the WSIS Review Process.

Several challenges have been identified by the participants to be possible pursued in in the next phase of WSIS, including the following:

- Affordability for all, in particular affordability of terminals/ICT devices;
- Broadband for sustainable development;
- Creation of local content;
- ICT infrastructure development;
- Capacity building, including e-learning and investment in education;
- Fostering of the innovation, ICT entrepreneurship and software development at national and regional level, in particular in the developing countries;
- Preservation of culture and ecology;
- Ensuring good governance and wellbeing of all people;
- Accessibility;
- Cloud computing;
- Cybersecurity, Spam;
- ICT policy and regulatory frameworks;
- Use of ICTs for economic integration;
- Financial resources and new business models;
- Public-private partnerships to accelerate implementation and for addressing financial constrains;
- International multi-stakeholder cooperation;
- National awareness about significance of WSIS;
- Role of the existing WSIS mechanisms.

**Events Announced by Ministers**

Participants used this opportunity to report on the first regional meetings relevant to the WSIS+10 process recently held in Moldova, Cambodia, Uruguay, Tunisia. Also several other upcoming meetings were mentioned to be held in 2013/2014, including Global Symposium for Regulators (Poland), Connect Asia-Pacific Summit and Telecom World 2013 (Thailand), Global Youth Summit (Costa Rica), World Telecommunication Development Conference and finally High Level Event on WSIS+10 (Egypt).

# WSIS +10 Visioning Challenge: Geneva Phase (World Café)

## World Café @ WSIS +10 Visioning Challenge

### Day 1
### Geneva Phase (2003), Geneva Plan of Action - 10 Years After

**11:00-14:00, Wednesday, 15 May 2013**
**Geneva**

Facilitator's Report

**Summary**

The focus of the discussions for the first session of the WSIS+10 Visioning Challenge was a reflection on the Geneva Phase (2003) – Geneva Plan of Action, how this has evolved 10 years after and what opportunities lay ahead.

This session was held in World Café format, a participative process methodology that enables the active involvement of each and every participant in a generative discussion around key questions for the group.

The event assembled over 80 WSIS participants who engaged with energy in collaborative conversations, underlining the tradition of open dialogue amongst the representatives of this multi stakeholder global platform.





The photo collection of the event can be found at:

http://www.flickr.com/photos/itupictures/sets/72157633439725569/

# 1    Purpose, goals and questions

The purpose of this visioning exercise was to offer an opportunity for WSIS participants to explore together important aspects of the Geneva Plan of Action, review past successes, investigate future opportunities and finally engage in visioning the achievements and challenges of the WSIS Action Lines, in context on the WSIS Review process.

To this effect, the three conversation rounds of the WSIS+10 Visioning Challenge World Café were triggered, the important questions are listed below:

| Theme | Goal |
|---|---|
| **Conversation 1, Question 1**<br><br>In 2003, we had a common vision for building an Information Society ,<br><br>**10 years after what have we achieved and what opportunities are ahead of us?** | Taking stock of success and achievements<br><br><br>Exploring future opportunities |
| **Conversation 2, Question 2**<br><br>The common vision and guiding principles were translated into 11 Action Lines,<br><br>**Over the years in what ways has the scope of the Action Lines expanded?** | Identifying how the Action Lines have evolved |
| **Conversation 3, Question 3**<br><br>**What are the emerging themes that need inclusion in the WSIS Action Lines?** | Providing a multistakeholder vision and brainstorming on the achievements and challenges of the WSIS Action Lines |

## 2    Structure

The session was divided into three conversation rounds, each guided by a guiding question.  In addition, two town hall discussions were held to connect the various ideas that emerged, identify common trends, and determine the new initiatives.

The programme was structured as follows:

| | |
|---|---|
| 11:00 | Introduction |
| 11:30 | Conversation 1 |
| 12:00 | Conversation 2 |
| 12:30 | Midway Town Hall |
| 12:45 | Break   (light lunch) |
| 13:15 | Conversation 3 |
| 13:40 | Final Town Hall |
| 14:00 | Closing |

## 3    Opening remarks

**Mr Houlin Zhao, Deputy Secretary-General, ITU**

Mr Zhao gave a warm welcome to the delegates of the WSIS+10 Visioning Challenge session, and a special thanks to H.E. Majed Al Mesmar, Deputy Director General, Telecommunication Regulatory Authority the United Arab Emirates, for the constant commitment and support of UAE, especially as WSIS Forum 2013 WSIS+10 Visioning Partner.

Mr Zhao also welcomed H.E Mr. Samassekou Chairman of the WSIS Preparatory Committee Geneva. He stated that today, 10 years after WSIS was launched it is necessary to take stock of the existing framework and identify the new challenges that have arisen through development of technologies.

He further pointed out that the WSIS World Café was designed to enable the active involvement of each participant in a conversation over key questions. This session would facilitate the open exchange of ideas and discussions on important topics related to emerging trends.

He added that the outcomes of this session will be part of the WSIS 2013 Outcome document and the WSIS+10 Visioning Challenge document.

**H.E. Mr. Majed Al Mesmar, Deputy Director General, Telecommunication Regulatory Authority, United Arab Emirates**

H.E. Mr. Majed Al Mesmar, opened his intervention by welcoming and thanking all the WSIS delegates.  He said that UAE is proud to be a WSIS partner and that it is important to challenge views and perspectives, to answer key questions on this occasion. WSIS is an open and multi-stakeholder process, and the Visioning Challenge results will allow us to build on the existing framework. This session adds value and perspective touching upon emerging trends and priorities that we would like to see after 2015.

**H.E. Mr Adama Samassekou, Chairman of WSIS Preparatory Committee Geneva**

H.E. Mr. Samassekou warmly addressed the participants and expressed his pleasure at seeing the involvement of all stakeholders. He suggested it was important to focus on the fundamentals and to take into account stakeholders who have not been involved so far.

He emphasized on the fact that the spirit of WSIS is to formalize partnerships between private, public, governments, civil society and International Organizations. This kind of spirit is needed beyond 2015. Technology has developed very quickly and there is a real possibility for it to be misused. The WSIS Forum is thus extremely important and the ethical dimensions should be looked at while continuing to build multistakeholder partnerships.

# 4    Overall figures

- **83** participants
- **Three** conversation rounds
- Total event duration: **3 hrs**
- **201** ideas and suggestions
    - o   Conversation 1:  61 ideas
    - o   Conversation 2:  47 ideas
    - o   Conversation 3:  93 ideas
- 29 feedback forms received

# 5      Visual Summary of the Outcome

A visual record that summarizes the outcome of the session.
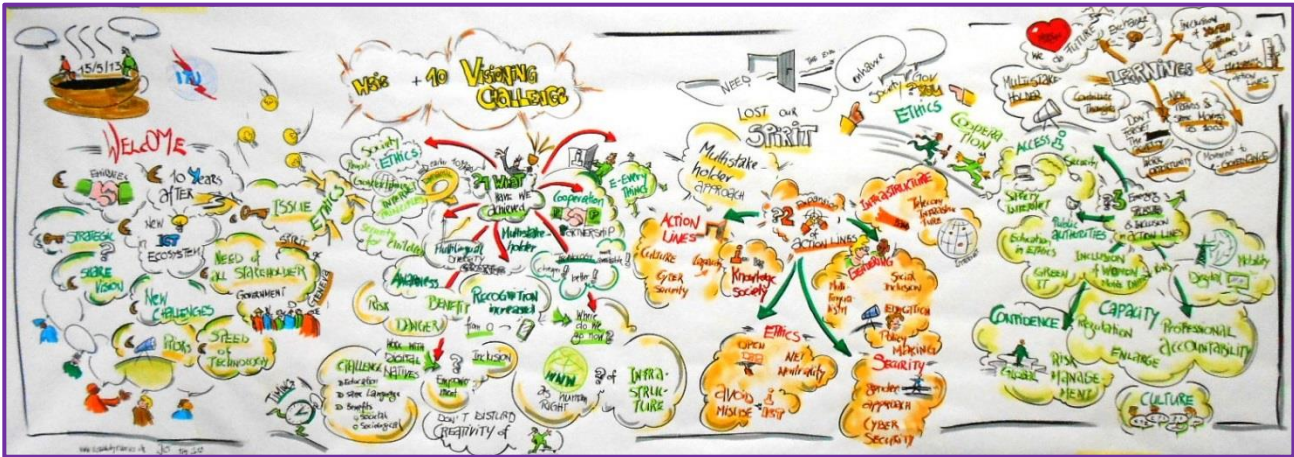


# 6      Summary of the Results of Conversation 1

During the first conversation participants explored the evolution of the WSIS vision.

Several perspectives emerged in response to **Question 1**:

In 2003, we had a common vision for building an Information Society.
**10 years after what have we achieved and what opportunities are ahead of us?**

*Past achievements*

In the area of past achievements, delegates highlighted the increased awareness of all stakeholders of the implications, benefits and drawbacks of the information society. Access, connectivity, mobile penetration and innovation in ICTs have all grown as has the involvement of civil society and private sector for ICT for Development.

*Future opportunities*

In terms of future opportunities, WSIS stakeholders identified several areas of interest.

**People oriented policies and advocacy,** with a strong focus on ethics, access to ICTs, inclusion of more actors including youth and elderly people, universal service and empowering rights through ICTs.

**Development of new technologies and innovation,** highlight ways to fill the infrastructure balance include increased mobile penetration, IPv6 strategy, SMART e-Government, FDNet, and national plans for integration of ICTs.

**Partnerships and cooperation**, where the participation of civil society was evoked as being essential, as were the exchanges of expertise, and the implementation of multi-stakeholder platform through WSIS.

**Cybersecurity** was seen as a big challenge and finally keeping the fast changing nature of ICTs in mind a proposal was made that there could have been a mid-WSIS review in Five years since its inception.

The full transcript of all the main ideas from Conversation 1 can be found below:

## Question 1

In 2003, we had a common vision for building an Information Society.
**10 years after what have we achieved and what opportunities are ahead of us?**

| Past Achievements: |
| --- |

1. Awareness has increased;

2. There is more awareness of the threats and dangers in the use of ICTs and there is a need to mitigate such threats (e.g. Cybercrime) through appropriate legislations;

3. Increased understanding of information society;

4. Awareness of the benefits and drawbacks (Risks of misinformation and misuse);

5. Increased awareness of decision makers;

6. Multi-stakeholder cooperation;

7. Better relations and communication among stakeholders. Drawing on diverse experiences and remits;

8. Increased mobile penetration (Bangladesh- from 1% in 2003 to 65% now);

9. Increased Internet usage (Bangladesh – from 0% to 21% now);

10. Created VSO to reduce digital divide;

11. Increased access and connectivity;

12. Better technology than 10 years ago;

13. Monopoly of the ICT sector has been broken and creativity and innovation has increased;

14. The world is in better terms of broadband and internet penetration;

15. More demand today for ICT 4D from civil society and private sector than 10 years ago;

## Future opportunities:

**People oriented policies & advocacy**

16. Needs for ethics on internet, an un-politicized charter involving: people (citizens), governments, civil society and technicians;

17. Empowering rights and freedoms though ICTs;

18. Human oriented technological development ahead of military oriented development (transcending the military dimension of ICT);

19. We need to develop more pertinent application to promote the development of the information society. We need apps development, ecosystems in different countries;

20. Global ethics- internet principles;

21. Creation of domain : respect of multi-lingualism and diversity;

22. Use of technology for bottom up approach to development (informing policy with the eyes of people and underrepresented groups);

23. Opportunity to connect further and create a knowledge society and achieve well-being and happiness of people;

24. Reduce digital divide;

25. Universal service obligation;

26. Accountability of actors for their actions. For ICT professionals that means having professionalism;

27. Empowering using smart multi actor approach;

28. Ending the idea of south and north technology. Transfer to unlock hidden opportunities and support real productive partnerships;

29. Children + Youth creativity should not be disturbed by WSIS;

30. Youth are very adept in technology;

31. There are more actors in the sector : old people (use tablets) and people with disabilities should be taken into account when making decisions;

32. Internet is a basic human right;

33. Broadband access for landlocked countries should be revisited so that citizens have access to ICT services;

34. Government need to be innovative in providing online services to their citizens;

35. How to improve access for underserved communities? There is an opportunity for integrating excluded populations;

36. Renew educational system  and digital natives;

## Development of new technologies & innovation

37. Infrastructural gap still exist;

38. Need for ultra-Band for Internet of Things;

39. Availability of national plans for the integration of ICTs in the planning of national development;

40. e-Government maturity;

41. Virtual health collaboration;

42. Increase mobile penetration: m-banking and money transfer;

43. Increase Internet access through mobiles in Kenya;

44. Access rural areas still a challenge in developing nations;

45. Smart e-Gov is for what? SMART: Seamless, Mobile, Agile, Responsive and Trusted;

46. Focus on SMART education , "Smart learning initiate";

47. Federal Network drive (FDNet);

48. Sustainability of growth. IPV6 strategy;

49. A geopolitical alert to technological realities;


## Partnerships and cooperation

50. Multi-stakeholder charter of fundamental principles for internet;

51. Elevate technology culture among government entities;

52. Greater cooperation between states and the international organization;

53. Possibility of exchange of expertise allowing implementation of applications nationwide;

54. Etablissement de feuilles de routes pour la mise en place de solutions ;

55. International organizations need to support mobilization around ICT4D for each government and a national long term ICT4D strategy + budget. ( broadband, skills capacity building , ICT for better services to citizens, teacher's education;

56. Participation de la société civile avec le secteur privé ;

57. Synergy of topics in discussions; implementing the multi-stakeholder platform vision through WSIS;

## Security

58. Cyber, safety, culture;

59. Cybersecurity is a big challenge;


## Other

60. Strengthening capacity and context development;

# 7 Summary of the Results of Conversation 2

During the first conversation participants explored the evolution of the WSIS vision and Action Lines.

The following trends emerged in response to **Question 2:**

The common vision and guiding principles were translated into 11 Action Lines.
**Over the years in what ways has the scope of the Action Lines expanded?**

**Social inclusion,** was highlighted, notably the involvement of civil society, multilingualism and access to other cultures as well as education and the need to manage information and knowledge.

**Gender** issues were considered and specifically the need to include women in the policy making and access to ICT.

**Security issues** were emphasised, including prevention of misuse, IPRs, child online protection and the need for greater responsibility by all stakeholders in the use of data. Furthermore, the **Ethical dimension** involved in a responsible use of ICTs was mentioned.

**The expansion of and access to infrastructure,** was considered by participants as essential, in particular as regard new Broadband technologies.

**Action Lines** were seen to have **expanded** in areas such as climate change, e-waste, open data, cyber ethics and cybersecurity, a social inclusive internet, social media and more. The interconnectedness of the action lines was also underlined.

The full transcript of all the main ideas from Conversation 2 can be found below:

## Question 2

The common vision and guiding principles were translated into 11 Action Lines.
**Over the years in what ways has the scope of the Action Lines expanded?**

**Social impact**

1. More forums on content development;
2. C1. Including the voice of civil society with youth, poor citizens and women represented in policy making;
3. Information vs. knowledge society;
4. Multilingualism "the right to access other cultures online";
5. S'inspirer des expériences de pays avances;
6. Patriarcat Etat – Constructeurs/éditeurs;
7. Etablissement de protocole d'accord en partenariat avec ces pays;

## Gender

8.    Gender issues;

9.    Social inclusion (forums on women and children);

10.    More emphasis on "education" to the right of underrepresented groups to internet/media (e.g. women);

## Security/ Cybersecurity

11.    Amplification of the security dimension of the information society;

12.    Preventing misuse of IT services (e.g. addiction, cybercrime);

13.    Security, combating threats, child online protection;

14.    Intellectual Property Rights;

15.    Limitations barriers to enter software market by entrepreneurs;

16.    Cybersecurity must be enhanced through ethical accountability for actions in the use of ICTs;

17.    Cyber ID misuse and abuse of ICT;

18.    Since 2005 technology has exploded and information both public and private has increased. Therefore there needs to be greater responsibility by all stakeholders in the use of this data;

## Ethics

19.    Open and ethical practices- independence of the world wide web;

20.    Sharing open data through smart devices;

21.    Linkages between new openings/opportunities and new barriers emerging, for example multilingualism, ensuring people's access to understand new languages;

22.    Ethical dimension related to the usages in the information society;

23.    Paradigm of being responsible;

24.    Emphasize Net neutrality building capacity around the topic (C3+C4);

25.    U-turn of markets and exposure of personal computers;

## ICT Infrastructure

26.    We have expanded to include broadband technologies;

27.    Externalization of contents and capacities → Cloud phenomenon (security, privacy, cost);

28.    Emphasis on the Broadband in the development of the Telecom infrastructure;

29.    Technology and Infrastructure choices that promote access and inclusion;

30.    Access:
       -   Lot of progress, necessity to share best practices and involve all stakeholders
       -   Wireless access as game changers in connecting rural areas

31.    Multi-Stakeholder participation in implementing all action lines, a lot of progress has been made in cooperation among different stakeholders. More can be done;

32.  Emergence of new Broadband technologies, 4<sup>th</sup> generation mobile networks;

33.  Islands of Internet;

**Action Lines Expansion**

34.  Innovation in AL C7 ICT Applications accessible to previously un-connected communities;

35.  Evolving action lines through:
     - Policy
     - Technology
     - Public/Private Partnerships

36.  Cross cutting characters of Actions Lines require emphasis;

37.  Expanding scope of AL C7 ICT Applications as it did not include ICT and climate change, e-waste, ICTs for transparency, open government/open data, etc.

38.  Content creation and e-services have expanded but there is more to come;

39.  Emphasis on interconnectedness of action lines (ethics, environment, human rights, gender issues, cyber security … etc.) child abuse, health, cyber identity;

40.  Expansion of action lines to include:
     - Openness of the internet
     - Social networks, wireless technology.

41.  Opportunity:
     - Assessing the impact of new technologies
     - Socially inclusive internet (gender, access for people with disabilities)

42.  C5/C10 Promote a culture of safe cyber culture;

43.  Build capacity around cyber security and wise use of internet;

44.  Develop a cyber-ethics and a cyber-legislation at a global level;

45.  Cannot replace culture by technology;

46.  All fixed → mobile but let's not forget the need for fixed to allow high bandwidth applications, e.8g. tele-medicine;

47.  Expanded to include better technology;

# 8    Summary of the Results of Conversation 3

During the third and conclusive conversation participants determined how the WSIS Actions Lines could be expanded beyond 2015 to reflect the developments of the last years and in preparation for future evolution.

WSIS stakeholders present produced an impressive number of over 90 items in response to **Question 3**:

**What are the emerging themes that need inclusion in the WSIS Action Lines?**

**Public Governance,** including green ICTs, interregional workshops between states and civil society, ICTs as a tool for governance and to protect resources.

**Infrastructure,** including broadband, cloud computing, physical infrastructure and cybersecurity.

Different aspects of **Access** were listed, access to services and information, inclusion of all stakeholders, unencumbered use of internet, continuation of open source and capacity building.

**Capacity Building** on new technologies, for practitioners and for women and youth.

**Security issues,** including content management, cybercrime, child online protection and risk management.

**Cultural** factors including the protection of culture through ICTs was evoked as were aspects related to **Ethics**, accountability and **Measurement** of goals.

**Cooperation,** inclusion of special partnerships with academia, civil society and private sector and volunteer work.

The full transcript of all the main ideas from Conversation 3 can be found below:

## Question 3

### What are the emerging themes that need inclusion in the WSIS Action Lines?

**Public Governance**

1. Green ICT;
2. Using technology to protect resources;
3. Balanced governance of the information society resources;
4. Contribution to visionary human resources development for a globalized world able to communicate peacefully;
5. ICT as a powerful tool for global governance (child protection, gender parity, environmental protection and conservation, fight against criminality, security of information, transparent communication, etc);
6. Multiplier des ateliers interrégionaux et inter-pays et la société civile.

**Infrastructure**

7. Broadband, mobility, radio elective spectrum, digital television;
8. Regulation mechanism to be split into two levels: physical infrastructure (controlled by Nation States) and global convention on cyber-security;
9. Cloud computing: infrastructure problems, stakes (accessibility, security and costs for the countries).

**Access**

10. Assess the effect of information society on the first generation of digital natives and correct drawbacks;

11. Accessibility especially for persons with disabilities, women, youth;
12. Open internet standards – from organizations like IETF, WBC, IEEE, ISOC
13. Innovation;
14. ICTs/broadband connectivity;
15. Cybersecurity;
16. Regulation development;
17. Accountability;
18. Access should include guiles for data roaming – universal accessibility;
19. Interoperability (very important);
20. Accessibilité aux plus jeunes enfants tout en protégeant leur innocence surtout contre les abus sexuels ;
21. Beyond access: what can we do with it? (open societies, innovation);
22. Human rights and freedom of expression: the importance to use the internet in unencumbered ways;
23. Inclusion of people: evaluation criteria of the penetrations of the information society;
24. Inclusion of women;
25. Continuation of open source;
26. Infrastructure;
27. Capacity building (social-technological);
28. Rule of law;
29. Culture, local content;
30. Diversity.

## Capacity Building
31. Ongoing capacity building related to new technologies and usages development;
32. Regulation of ICTS and practitioners;
33. Capacity building for women, youth and the disabled.

## Security
34. Global platform for cybercrime prevention;
35. Risk management of using ICTs within (an) economy (ies);
36. Safety and Internet;
37. Child online protection;
38. Security/Planning;
39. Balance;
40. Cyber-security is a principal concern for going forward;
41. Content management ;
42. Cyber-crime.

**Enabling Environment**

43.       Ubiquity or not.


**Application**

44.       Promotion of an integrated approach of 'smart education' through ICT;

45.       Research and development;

46.       Use of ICTs for disasters;

47.       Climate Change;

48.       Education around ethics of internet and using responsibility;

49.       E-business: business drivers and models need to be catered for ;

50.       Human-centered;

51.       Values-centered;

52.       Less technology based;

53.       Link to strategies.


**Culture**

54.       Preservations of cultural identities of peoples;

55.       Multi-linguism and cultural diversity;

56.       Citizens-centered;

57.       Disappearing technology – put humans in the centre;

58.       Bringing ICT in the domain of freedom of expression;

59.       More concretely, access and produce on an open internet;

60.       Respect des cultures nationales dans l'ouverture de la diversité;

61.       ICT and infrastructure needs to be dynamic in measure to adapt to the latest technology;

62.       In 2020 the PC generation will represent elderly people.


**Media**

63.       Social networks (important);

64.       Media and literacy;

65.       How do you handle information;

66.       Dealing with 'new' internet/media users from developing countries in an inclusive and constructive way;

67.       Connecting them to the internet should be the first step;

68.       How to use their participation to change policies/collect their opinions;

69.       Creating a body that deals and protects them;

70.       Partnerships – civil society inclusive;

71.       Lack of legal aspects – integration required.

**Ethics**

72. Professionalism in ICT;
73. Code of ethics;
74. Demonstrated professional development;
75. Following body of knowledge;
76. Best practices;
77. Ethics and professional accountability ;
78. Promotion and ethical dimension in the information society;
79. Policies should be technology neutral;
80. Ensure a transparent, open and inclusive governance of the internet in a multi-stakeholder fashion;
81. Renforcement des capacités et coopération entre les pays en voie de développement et les pays développés ;
82. Responsible internet ;
83. Ethics at the core of action lines;
84. Measurement of goals (model/methodology);
85. Intellectual property around the world.

**Cooperation**

86. Pan-stakeholder model should be included as action lines;
87. Special importance to partnerships – civil society, academia, private sector, government;
88. ITU to promote visibility of IT industry as a major partner in the multi-stakeholder approach;
89. Include all private sector industries in the achievement of WSIS goals and vision;
90. Tenir compte des besoins réels des gens avant tout ;
91. Sector-based action lines ;
92. Volunteer work ;
93. Ongoing assessment/review of actions within 10 years.

# 9 Midway Town Hall

Following the first conversation round, a town hall session allowed participants to share their experiences and insights with the group.

A need to convene sooner than 10 years for WISIS was expressed, emphasizing the rapid and dynamic changes in technology.

Many reiterated the benefit ICTs have on social economic development and called for stronger partnerships, also referred to as "multi-stakeholder charter" to ensure that all citizens of the world have access to ICTs.

The challenges that come with ICTs were recognized as well; security and privacy continue to raise issues which need to be mitigated.

An achievement has been how quickly e-government projects developed.

Inclusion of all social groups in society: women, elderly, disabled etc. was evoked in many instances and a greater focus on ethics and education was deemed necessary.

It was noted the all WSIS participants agree that the multistakeholder model is very effective. Perhaps a "multistakeholder charter" could be created.

What has been achieved is the recognition that the internet and ICTs are necessary for life. It started from nothing but now everybody needs the internet. To achieve the next step everybody must have affordable access to the Internet.

It is necessary to heighten awareness of the benefits and risk of ICTs. The challenge is to close the gap between evolution of technology and the overall regulatory bodies and the institutional framework. Education and capacity building must adapt and connect with the speed of the development of technology.

Young people do not always have adequate access to Internet and ICTs to support their education. Countries are working hard to improve on inadequate infrastructure.

We have seen the development of cheaper devices and better accessibility. We are now facing the challenge of mass computer literacy. There must be a significant focus on education infrastructure. Fortunately we are all speaking in the same language and terminology with regard to ICTs. However this also needs to be extended to country level.

## 10   Final Town Hall

WSIS Stakeholders present during the Visioning Challenge World Café expressed satisfaction with the opportunity of exchanges and they further added some key main insights that emerged from session. Some of the comments are captured below:

- This session has been a wonderful way for people to share their views in a comfortable environment. It is good to see so many new trends in the Action Lines, however we should not lose sight of the fact that there are existing issues which remain pertinent.

- Measuring the goals is essential. We must link the synergies between governments and all other stakeholders. Review on what we have achieved is never complete. We must look into the future. WSIS helps brings us together to create a new roadmap for the future.

- There is a need to have better cooperation between developed and developing countries regarding ICT education. In some ways the trainers (developed countries) need to be trained themselves in order to gain a better understanding of the key issues.

- All avenues of interaction need to be open. Often the views and work of ICT ministers who participate in WSIS Forum are not seen as mainstream by their respective governments. We also believe young people are missing from the process. Youth have a huge part to play in the future of ICTs for development. We have moved from digital governments to digital governance. There is a need for the process to be more inclusive.

- I would just like to say I have this magic feeling that we are shaping the future by being a part of this process today.

- I think we should consider that there are problems of poverty. The dream of WSIS was also to alleviate poverty. While it is important to have education, there must be jobs available for young people after their studies have finished.

- I would just like to say I hope session like this will have an influence on the WSIS interprets the idea of the multistakeholder model.

**Closing remarks by Mr Adama Samassekou, Chairman of WSIS Preparatory Committee Geneva**

Mr Samassekou summed up the day's work and encouraged future action. Highlights of his closing remarks are captured below:

Today we have had a fruitful dialogue among various partners; governments, civil societies and international organizations. This is what we need beyond 2015. The reason for WSIS is the potential there is for ICTs to benefit all humans. We believed ICTs will help accelerate the MDG goals. The priority is to use ICTs to make the lives of people better.

Why haven't we achieved this now?

We have lost the vision. We need to enhance dialogue between all sectors. 800 million illiterate people in the world today are unacceptable.

We must also include academia as they can tell us the effects of any misuse of ICTs. At all national levels we need to encourage governments to set up the multi-stakeholder approach. We must create a greater global platform to establish the impact and potential of ICTs. All of us here are committed to this cause and we are ready to fight for this.

Mr Samassekou warmly thanked the WSIS Stakeholders, the WSIS secretariat and the World Café organizing team.

# WSIS +10 Visioning Challenge: Tunis Phase (World Café)

# World Café @ WSIS +10 Visioning Challenge

**Day 2**
**Tunis Phase (2005), Tunis Agenda for the Information Society - 10 Years after**

**11:00-14:00, Thursday, 16 May 2013**
**Geneva**

Facilitator's Report

**Summary**

The focus of the discussions of the second World Café at WSIS +10 Visioning Challenge was a reflection on the Tunis Phase (2005), Tunis Agenda for the Information Society, how this has evolved in the last ten years and what opportunities lay ahead beyond 2015.

The event assembled over 80 WSIS participants, of which some had participated in the previous World Café on Day 1 of the Visioning Challenge, to discuss about the Geneva Phase (2003) – Geneva Plan of Action.

Together, the two events yielded a rich output reflecting the vision of the WSIS participants for the future of this multi-stakeholder platform beyond 2015.
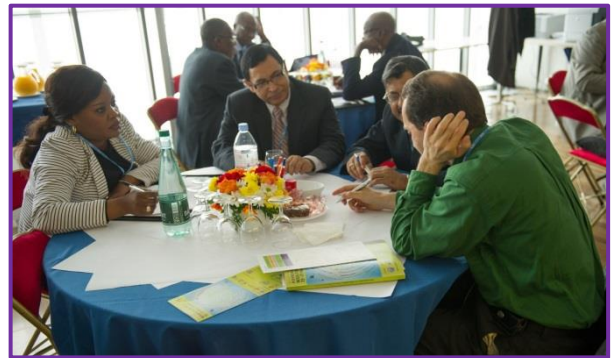


The photo collection of the event can be found at:

http://www.flickr.com/photos/itupictures/8744367522/in/set-72157633455272002

# 1     Structure

The session was divided into three conversation rounds, each guided by a strategic question.  In addition, two town hall discussions were held to connect the various ideas that emerged, identify common trends, and determine the new initiatives.

The programme was structured as follows:

11:00  Introduction
11:30  Conversation 1
12:00  Conversation 2
12:30  Midway Town Hall
12:45  Break (light lunch)
13:15  Conversation 3
13:40  Final Town Hall
14:00  Closing

# 2     Purpose, goals and questions

The purpose of the event was to offer an opportunity for WSIS participants to explore together their views on the evolution of WSIS Implementation Process, how its outcomes and impact can be strengthened and what are the challenges and opportunities ahead, beyond 2015.

To this effect, the three conversation rounds of the WSIS+10 Visioning Challenge World Café on the Tunis Agenda were triggered by the important questions listed below.

| Theme | Goal |
|---|---|
| **Conversation 1, Question 1**<br><br>**If we were to redesign the WSIS Implementation Process what are the key features and mechanisms we would integrate in it?** | Explore the potential for development of the Implementation Process |
| **Conversation 2, Question 2**<br><br>The WSIS Forum has evolved as a global multi-stakeholder coordination mechanism platform.<br><br>**What elements can be added to strengthen the outcomes of the Forum?** | Identify strengthening factors for the multi-stakeholder platform |
| **Conversation 3, Question 3**<br><br>**WSIS Beyond 2015? What are the opportunities and challenges that lie ahead of us?** | Vision the future of WSIS post 2015 |

# 3 Overall figures

- **80** participants
- **Three** conversation rounds
- Total event duration: **3 hrs**
- **192** ideas and suggestions
  - o Conversation 1: 83 ideas
  - o Conversation 2: 55 ideas
  - o Conversation 3: 54 ideas
- **42** feedback forms received

# 4 Visual Summary of the Outcome

A visual record summarizes the outcome of the session.
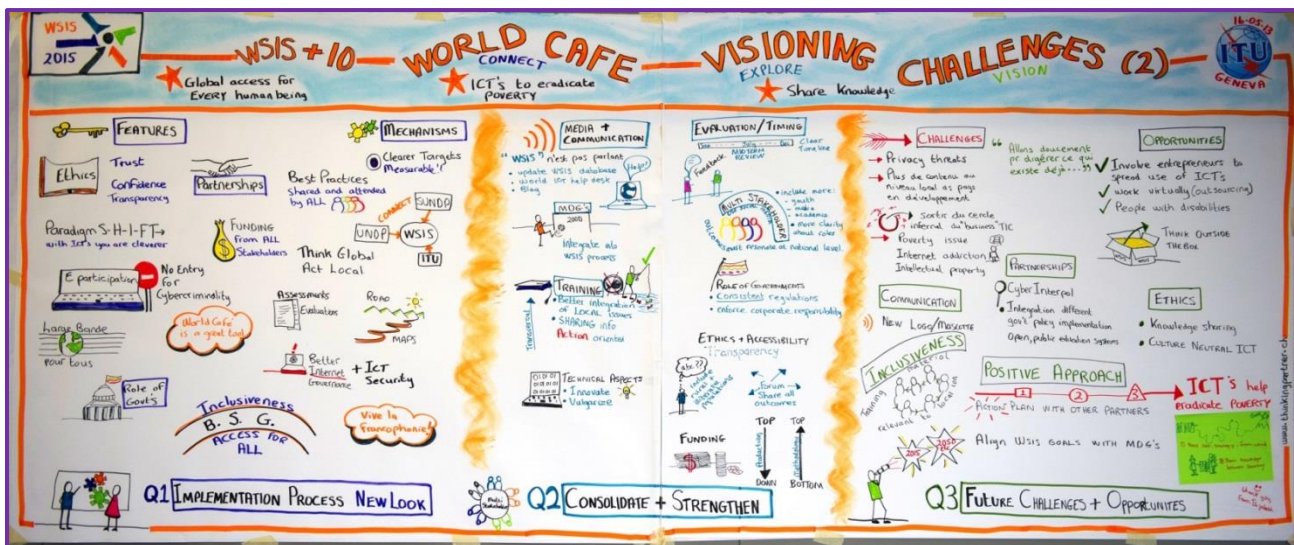
# 5 Summary of the Results of Conversation 1

Several perspectives emerged in response to **Question 1:**

**If we were to redesign the WSIS Implementation Process what are the key features and mechanisms we would integrate in it?**

**Mechanisms and Measurable Targets -** the process should include key implantation areas and clear targets, progress should be monitored and time frames set for implementation. Proposals were made also on the length of the overall process and on the intervals between Forum sessions.

**ITU/WSIS –** ITU to provide a repository of success stories and to ensure that the WSIS review process keeps pace with technology advancements.

**Regional Governments –** to strengthen regional coordination of the process and establish regional preparatory meetings for WSIS Forum.

**Role of Governments –** to create an enabling environment for access to internet and reduce the cost of broadband, establish tax waivers and introduce solid assessment methods.

**Ethics, Inclusiveness, Gender and Diversity** – these considerations appeared as a common thread throughout the conversations.

**Bridging the digital divide** - identify countries that require support , consider other divides such as urban-rural and gender, recycle old communication devices

**Partnerships and Collaboration –** clarify roles of existing stakeholders and include new partners

The full transcript of all the main ideas from Conversation 1 can be found below:

<div align="center">

**Conversation 1, Question 1**

**If we were to redesign the WSIS Implementation Process what are the key features and mechanisms we would integrate in it?**

</div>

**Mechanisms**

**Measurable Targets**

1. Evaluate progress in a way that includes a matrix of challenges and risks with respect to implementation;
2. Implementation of action line should be categorized;
3. Mise en place d'un processus d'évaluation basé sur les indicateurs fiables reflétant la réalité et le niveau de développement;
4. Take stock of the achievements made in the MDG, analyze weaknesses and challenges and build on them;
5. Need clear targets and clearer roadmap;
6. No review processes only visioning;
7. Assess the increased scope for action lines;

8. Key feature for implementation process multi-stakeholder model needs to be put in operation at all levels;

9. Put in place key result areas to be achieved by each action line;

10. Set a time frame for implementing each action plans;

11. Develop broad targets and evaluate regularly and possibly adapt;

12. To expend the time line maybe another 10 years;

13. Host WSIS forum only every 2 years and focus on special topics and regional meetings at all levels.

**Suggestions for the WSIS Forum**

14. Recognize social media in future WSIS processes;

15. Various sessions to be repeated during the period of WSIS;

16. One topic/issue for one day so that we can discuss thoroughly;

17. Review of processes every 3 years, because of changes in technology;

18. Encourage countries by inviting them to showcase their successes;

19. ITU to provide global policy for access to global services by anyone perhaps through taxation;

20. Moins d'objectifs mais des objectives réalisables, meilleures implications d'acteurs nouveaux comme l'Union Postale Universelle.

**WSIS Focus at a Regional Level**

21. Monitoring of implementation should be the result also of a network of NGO's that would have the capacity to include grassroots participation;

22. Incentivize sharing of practices and collaboration without prizes and funding;

23. Best practice showcase should be attended by all;

24. To strengthen regional coordination of WSIS implementation process and programme;

25. The need to establish regional preparatory meetings leading up to WSIS forum, for the purpose of streamlining the issues;

26. Développement de continues au niveau local ;

27. Try to influence the policy makers to join in the implementation process;

28. Roadmaps should be developed at an international, national and regional level in order to define and assign responsibilities;

29. Each member country must have representation in each session.

### Role of Governments

30.  Government to create an enabling environment to allow the population to fully utilize internet benefits as they wish;

31.  Internet governance for development;

32.  Ubiquitous society;

33.  Multi-stakeholderism;

34.  Cloud Computing;

35.  Plus fort engagement des états dans le développement des TICS dans les pays;

36.  Governments to play a facilitating role in creating enabling environment through tax waivers on ICT equipment to enhance private sector participation;

37.  There are two pathways: the productive society or the unproductive society;

38.  Two main agendas: education and public policy in ICT;

39.  Reduce price of broadband, countries to make it available to the poor and those who cannot afford high prices;

40.  Taking into account the outcomes of the evaluation process;

41.  Need for more solid assessment methods, criteria and indicators

### Funding

42.  More funding for collaboration on WSIS projects

43.  Fond de financement pour les pays du Sud

44.  Connectivity problem is a great challenge for many countries

### Technical Topics

45.  Increase the trust by providing better security;

46.  Standardization of the services in ICT (introducing a scaling);

47.  Information security: cloud, poor/lacking of proper policy, guideline acts and awareness;

48.  ICT for security and sovereignty;

49.  Internet will change the world for the better: better education, better health and better understanding;

50.  Expand broader access to internet for everyone. This will bring peace and understanding in the whole world and no more reasons for war, to put everyone connected to speak together, have affordable education and health;

51.  Should regroup the topics like networking, communications, etc;

52.  Reorganize the day: one day for how to develop (issue) then put recommendations ;

53.  Développement des stratégies dans la lutte contre le cyber criminalité.

**Ethics**

54.   Elaboration d'une charge des principes généraux d'éthique;

55.   Trust and confidence: e-participation;

56.   More integrity and honesty in the system;

57.   Transparency in monitoring and evaluation.

**Gender and Diversity**

58.   Renforcer l'égalité entre homme et femme;

59.   Integrate gender analysis throughout the process;

60.   Respect diversity;

61.   Cultural diversity;

62.   Redesign process towards greater inclusivity of all stakeholders.

**Bridging the digital divide**

63.   Not to lose sight of the fundamental challenges of poverty eradication; focusing on connectivity issues;

64.   Développement de la large bande dans tous les pays;

65.   People's actual access to cell phones, laptop and other ICT services;

66.   Provide active support to least developed countries;

67.   Actual access to ICT services such as cell phones, laptop and other electronic equipment;

68.   To strengthen the ethical dimensions in the WSIS action line;

69.   Charter and éthique pour le cyberspace;

70.   Qualité du contenu plutôt que la quantité;

71.   Participation accrue des intellectuels et les philosophes;

72.   Internet for all;

73.   Digital divide: urban-rural divide, gender divide, liberal-conservative, poor-rich divide;

74.   Old communication device recycling: manufacturer should make compatible device, locally developed, threat to the environment;

75.   Identify countries that are lagging behind in terms of WSIS implementation and provide special support to bring them up to standard;

76.   Identify LCCs: monitoring and supporting.

### Partnerships and Collaboration

77.     Clarifier le rôle de chaque partenaire: gouvernement, société civile, ONG;

78.     To use technology to share best practices across the globe;

79.     Encourage less open data;

80.     We are the only planet where there's life; we need to celebrate;

81.     Further engagement of all UN Agencies in the WSIS Process;

82.     Active involvement of PPP and civil society.

# 6     Summary of the Results of Conversation 2

The following trends emerged from **Question 2:**

**The WSIS Forum has evolved as a global multi-stakeholder coordination mechanism platform. What elements can be added to strengthen the outcomes of the Forum?**

**Role of Governments** - bottom up methodologies for outcomes, raise awareness and engagement amongst politicians, enforce more corporate social responsibility, develop consistent regulations and provide funding and resources.

**Evaluation and Timing** – reviews, evaluation and monitoring at different stages of the process.

**Ethics** - transparency and inclusiveness in sharing and drafting of outcomes.

**Accessibility** – captioning for all WSIS sessions to include persons with disabilities.

**Multistakeholders** – the number and type of stakeholders should be expanded to include international technical bodies and other social actors.

**Communication and Media** – use social media to create awareness, communicate more about WSIS, create and encourage remote participation.

**Capacity Building** – fostering innovation, train the trainers.

**Technical Areas** - expand these by including Could Computing and other emerging technologies.

The full transcript of all the main ideas from Conversation 2 can be found below:

## Conversation 2, Question 2

The WSIS Forum has evolved as a global multi-stakeholder coordination mechanism platform.
**What elements can be added to strengthen the outcomes of the Forum?**

### Role of Governments

48. Emphasis on bottom-up methodology for all Outcomes;

49. Avoir dans chaque pays une stratégie nationale de la société de l'information qui impliquerait les différentes parties à contribuer à la réduction de la fracture numérique;

50. Funding/financial resources;

51. Renforcer le rôle des gouvernements en sensibilisant d'avantage les politiciens et mieux éclairer sur les enjeux pour mieux les engager;

52. To enforce more corporate social responsibility;

53. Consistent government regulations;

54. Workshop to be repeated for maximum benefit.

### Evaluation and Timing

55. Feedback should be taken and considered after each session and for the overall program;

56. Post-evaluation after the Forum and how it contributes to other WSIS agendas;

57. Mid-term review should be introduced as one of the features of WSIS;

58. Timeline for implementation also monitoring and evaluation of the WSIS process.

### Access / Ethics

59. Transparency in drafting the outcome;

60. More inclusive rural/illiterate/poor;

61. Suivi évaluation au niveau régional;

62. Customization and acculturation (expecting cultural differences);

63. More representation;

64. Underrepresentation from youth.

### Accessibility

65. Captioning for all sessions of the WSIS so that all people – including persons with disabilities, multilingual participants can follow all proceedings more easily.

**Multistakeholders**

66.     Increasing multistakeholder participants by having a Standard Body and define protocol for multistakeholder cooperation over internet;

67.     Asking standard bodies like IMF to join this event;

68.     Ensure every country's participation in every summit;

69.     Ensure that processes are more open to all stakeholders;

70.     Strengthen true multi-stakeholder participation;

71.     Update WSIS stakeholder groups to include more:
-   Youth
-   Media
-   Academia

72.     Multistakeholders as ICANN, IANA, IGF, IAB, IRTF, IETF, IEE, UDRP, CCTLDs, gTLDs, and ISOC are invited to share their contributions with WSIS for the future;

73.     More clarity about the respective roles of government, private sector, and civil society through an inclusive conversation among all stakeholders;

74.     Ensure that outcomes resonate at the national level;

75.     Invite vendors to be part of participants;

76.     Actors:
- a. The youth;
- b. The parliamentarians:
    o - Public policy
    o - Economy
    o - Education

77.     Value:
a.  Refresh the attributes of WSIS to see the particular differences among countries;
b.  Pragmatic approach from ICT Policy (PPP)  i.e. training program for the stakeholders to add to the process.

**Communication and Media**

78.     Use of social media;

79.     Involved the social media for creating more awareness;

80.     WSIS n'est pas parlant;

81.     Introduce zonal forum for every continent;

82.     A blog can be opened to share the knowledge, experience, implementation challenges;

83. Update WSIS data basis to 2015 for policy discourse
- 2 billion mobile → 7 billion
- 800m intern users → 25 billion

84. Remote participation:
   - Saves times
   - Saves money
   - Saves expenditures on infrastructure

85. Introduce a world WSIS ICT help desk where countries can note their concerns and ask for help;

86. Timeline management for each session to have more time for delegates to share ideas.

**Training**

87. Capacity building:
- Better representation
- For  local issue

88. Capacity building:
   - Workshops
   - Training
   - Seminars
   - Conferences
   - Train the trainers

89. Sharing technology know how and innovative experiences;

90. Include transversal issues relating to skills, competences and capacity;

91. Outcomes of the Action line sessions must be available right after the session.

**Technical Areas**

92. Implement newest technology in the internet access – "Cloud Computing";

93. The Review Process;

94. Vulgariser la notion de société de l'information en vue d'une meilleure compréhension par le grand public.

**Integration of the post MDG's process with WSIS**

95. Integration of the post millennium development goals process with the WSIS process.

# 7    Summary of the Results of Conversation 3

Clear proposals on many aspects of the future evolution of WSIS emerged in response to **Question 3:**

**WSIS Beyond 2015? What are the opportunities and challenges that lie ahead of us?**

**Challenges –** a number of challenges were identified such as security threats, aligning WSIS goals with MDG, ensuring that every voice is heard, relevance in local languages, poverty issues, leaving no country behind, intellectual property rights.

**Opportunities –** an even greater number of opportunities were identified in the following areas:

**Advocacy & Accountability –** advocacy for knowledge sharing, multicultural and multilingual content and access for every human being, ICTs to reduce the geographical gaps; include WSIS dialogue into treaties and conventions, measure targets and progress.

**Capacity building & Innovation** – connect health and agriculture, ICTs to empower SMEs, develop cybersecurity skills

**Partnerships and collaboration –** sharing knowledge between countries on development of ICTs, improve regional coordination.

**Security -** a global convention on cyber security and a cyber Interpol.

The full transcript of all the main ideas from Conversation 3 can be found below:

### Question 3

### WSIS Beyond 2015? What are the challenges and opportunities that lie ahead of us?

| Challenges |
|---|
| 1.  Security threats; |
| 2.  More alignment between WSIS goals & MDGs process beyond 2015; |
| 3.  Développer plus de contenue au niveau local par les pays en développement; |
| 4.  Addictions to internet, lifestyle issues, children are not playing anymore; |
| 5.  Privacy + piracy; |
| 6.  Sortir du cycle infernal du business par TIC; |
| 7.  Common level of understanding on ICT; |
| 8.  No country is left behind in global society; |
| 9.  Ensuring every voice is heard – especially youth; |
| 10.  Make the multi-stakeholders really work; |
| 11.  Poverty issues in development country could be challenge; |
| 12.  Crime, suicide, terrorism; |
| 13.  Relevance, content in local language; |
| 14.  WSIS beyond 2015 : a catalyzer of the next MDGs; |
| 15.  Intellectual property issues vs. open software/data. More out of the box thinking needed. |

## Opportunities

### Advocacy  & Accountability

16.     al Outreach;

17.     ing sure that 2/3 of the worlds is connected so there will be better business
        opportunities in ICTs;

18.     necting the next 5 billion people to the Internet and giving developing countries an
        access to economic opportunities;

19.     quage  and culture neutral  IT services;

20.     ponsible internet;

21.     al divide; women, children , illiterate;

22.     reduced  geographical  gaps:  Explore  cyber  world;  work  virtually,  global  village,
        outsourcing;

23.     b, mascotte qui symbolise le WSIS en général sur le réle  des TIC dans le domaine
        sociale, économique et culturel ;

24.     ler  une  certaine  qualité  de  vie:  allons  doucement  pour  diriger  de  qui  est  déjà
        disponible;

25.     s models -ethical, moral, legal binding;

26.     d  to  map  action  plan  from  WSIS  with  other  organization  to  ensure  ICT  can  really
        eradicate poverty;

27.     WSIS will be totally accessible both actually and remotely  to persons with disabilities
        with captioning and accessible remote tools;

28.     n and inclusive approach to WSIS process;

29.     note responsible  and ethical behavior in the use of ICTs;

30.     portunity  for  global  access  for  every  human  being;  open  technology  standards  for
        everyone so we have global interoperability;

31.     goal is that after 2015 developers and manufacturers realize to use universal design to
        make  ICTs  accessible  to  all  people  in  the  world  so  no  one  is  left  out  of  the  global
        conversation;

32.     S 2015: inclusion of youth and other multi-stakeholders in ICT, access, knowledge;

33.     blish a global village;

34.     urer les objectives réalisés dans les 11 lignes d'action (état des lieux) et en deuxième
        temps, définir des objectifs limites, quantifiables ou mesurables ;

35.     sive  information  society  in  a  multicultural,  multi-lingual,  local  content  and  its
        diversity;

36.     ll be a good idea if we could put WSIS dialogue into treaties and conventions;

37.     tive  multistakeholder  approach  to  implement  targets,  actions  lines  and  cultural
        diversity.

**Capacity building & Innovation**

38. Support capacity for the development of cybersecurity skills;

39. Develop infrastructure and connectivity;

40. Use of common applications by member countries will make prices cheaper;

41. Ensuring development of connections;

42. Connecting on health and agriculture;

43. Easy to reach our goal by electronic way;

44. Opportunity for opening local development to be proactive in usage of ICTs;

45. Beyond 2015, the goal is that 2/3 of the world be connected to the internet and will increase broadband;

46. ICT for the Empowerment of SMEs;

47. Facilitations of government policy implementation;

48. Leverage economic opportunities & benefit among countries on the digital economy;

49. Developing countries can help in capacity building.


**Partnerships and collaboration**

50. Regional coordination;

51. Good social activities and cultural forces need to rely on strong open public educational system;

52. To make it possible for all countries to be involved in a knowledge sharing process regarding development of ICTs in their countries.


**Security**

53. Global convention on Cybersecurity;

54. Establish a cyberinterpol.

# 8 Comments from the Town Halls Discussions

The town hall discussion started with a summary of the results of the outcome World Café held on Day 1 of the Visioning Challenge (15 May), which focused on the Geneva Phase (2003) – Geneva Plan of Action, which yielded over 200 ideas and proposals around the achievements of the Action Lines, their expansion and the way they should be developed in the future.

Delegates expressed their appreciation for the World Café process which allows for open dialogue and active engagement of everyone. Comments include:

- Through the conversation light emerges

- This debate is a very important for the human exchange of experiences

- World Café is great format to debate  and to hear other WSIS stakeholders views and opinions

- Thank you for this opportunity to run a lively discussion and conversation

Several comments were made with reference to the content of the World Café:

- The issue of the privacy and security was evoked as an important component to be included into the debate for WSIS.

- The notion of inclusiveness and the reinforcement of the multi-stakeholder platform were emphasized. Participants consider diversity, respect for cultures, inclusion of new stakeholders such as youth and the elderly, as well as new organizations, as being areas for expansion.

- It was also said that digital divide would be better addressed through welcoming the under-represented groups into the WSIS process.

- The fact that post MDG process should be more integrated into the WSIS+10 process. These should be in a closer relation, since WSIS serves as a catalyst for the MDGs. WSIS started at the same time as MDGs started and this correlation should be maintained.

- The importance of the intellectual property in the online world and ICTs world to protect users and knowledge exchange.

# Chapter 4 - WSIS Forum 2013: Open Consultation Process : Views on WSIS+10

| | Organization | Stakeholder Type | Country | Views on WSIS+10 |
|---|---|---|---|---|
| 1 | Central Agency for Information Technology (CAIT) | Government | Kuwait | to be discussed in the coming weeks |
| 2 | ACSIS | Civil Society | Tunisia | NULL |
| 3 | UN Women | International Organization | United States | NULL |
| 4 | Tshwane University of Technology | Other | South Africa | NULL |
| 5 | The World Bank Group | International Organization | United States | Open Government   ICTs for peace   Equal access and opportunities to ICTs   ICTs and the Sciences, technology and Innovation agenda: How do we overlap? Where are the major policy and action gaps? |
| 6 | Network for Information & Computer Technology (NICT) | Civil Society | India | Let us have some presentations of projects those who have been piloted some time ago and what is their status and how they have scaled up sustainable taking the benefit of piloted projects to the masses. |
| 7 | LET'S GOWEX SA | Business Sector | Spain | None for the moment. |
| 8 | Fundacion Cibervoluntarios / Cybervolunteers Foundation | Civil Society | Spain | NULL |

| | Organization | Stakeholder Type | Country | Views on WSIS+10 |
|---|---|---|---|---|
| 9 | Appeo, Inc. | Business Sector | United States | Mobile Health Applications for medical professionals and for patients and wellness/prevention    Real time language translation applications    Microwork Sourcing Applications on mobile platforms    Online Education on Mobile platforms |
| 10 | Anita Borg Institute - Women Transforming Technology | Civil Society | United States | 1. Women and Technology 2. Recruitment, Retention and Advancement of Technical Women 3. Women and ICT |
| 11 | University of São Paulo, City of Knowledge | Other | Brazil | Creative Currencies - New Models of Monetary Creation Beyond Speculation and Volatility |
| 12 | Internet Society | Other | Switzerland | NULL |
| 13 | gedaref digital city organization GDCO | Civil Society | Sudan | NULL |
| 14 | AL AWAEL, Education and Learning | Civil Society | Algeria | NULL |
| 15 | Evolving Consulting | Business Sector | Cameroon | Analysis of synergies between ICT and MDGs (Millennium Goal for Development) Measuring the effectiveness of STEM in development (in education, for Gender equalities, etc.) |
| 16 | HURIDOCS | Civil Society | Switzerland | As we are to date still most interested in understanding WSIS and the WSIS+10 process more thoroughly, we do not wish to make strong demands. However, we feel that global debate on the links between human rights and the information society are needed as well as on the challenge of making (human rights) information available and accessible (in other words navigating the amounts of data online and providing the right tools for everyone to do so). |
| 17 | ARTICLE 19 South America | Civil Society | Brazil | NULL |

| | Organization | Stakeholder Type | Country | Views on WSIS+10 |
|---|---|---|---|---|
| 18 | UNCTAD | International Organization | Switzerland | NULL |
| 19 | ITU | International Organization | Switzerland | NULL |
| 20 | Tunisian Association for Communication and space Sciences ATUCOM | Civil Society | Tunisia | faire l'état des lieux d'avancement dans le domaine de la traduction électronique (pour les principales langues internationales) |
| 21 | Ministry of Communication | Government | Morocco | NULL |
| 22 | Computer & Communications Industry Association (CCIA) | Business Sector | Switzerland | As we head to the 2015 review of the MDGs and the WSIS+10 stocktaking at substantially the same time, ensuring that discussions at the WSIS Forum explore ideas that put the knowledge economy at the heart of what comes next vis a vis the MDGs are essential. Having sessions which ensure that those organisations and processes already engaged in MDG follow-up are represented and heard from is therefore important, as otherwise there's a possibility of duplicating efforts between the two review processes. |
| 23 | Commonwealth Telecommunications Orgnaisation | International Organization | United Kingdom | NULL |
| 24 | ITU | International Organization | Switzerland | NULL |
| 25 | International Telecommunication Union | International Organization | Switzerland | NULL |
| 26 | ITU | International Organization | Switzerland | NULL |
| 27 | UNDP / e-SI | International Organization | South Africa | Innovation and mobile application to create job opportunities in less develop countries. |
| 28 | Affilieted network for | Government | Tunisia | Direct contact with social media and civil society the emphasis their crucial role in |

| | Organization | Stakeholder Type | Country | Views on WSIS+10 |
|---|---|---|---|---|
| | Social Accountability | | | the country of Arabic spring. |
| 29 | ORTS | Other | Senegal | NULL |
| | e-Skills Institute | Government | South Africa | None at this stage. |
| 30 | information technology organization | Government | Iran (Islamic Republic of) | NULL |
| 31 | Modria Inc | Business Sector | United States | We would like to organise an online competition for all participants in which they can take the role of persons in dispute in fictional scenarios, whether over privacy, breach of contract, defamation etc etc. We will provide neutral facilitators to help resolve the disputes.  The cases will take place through asynchronous discussions throughout the period of the Forum. |
| 32 | Spider, Stockholm University | Other | Sweden | NULL |
| 33 | Lady Shri Ram College for Women, Delhi University | Civil Society | India |  An Open Mic on core internet values-Permission less innovation, integrity, inclusivity, interoperability, openness, end-to-end, layered architecture, open, multistakeholder governance, and expanding access to the Internet for all people.   -An experiential live wall art installation for suggestions and testimonials |
| 34 | China Internet Network Information Center | Business Sector | China | NULL |
| 35 | China Internet Network Information Center | Business Sector | China | NULL |
| 36 | Information Technology Organization of Iran | Government | Iran (Islamic Republic of) | NULL |
| 37 | KUNS VENTURE | Business Sector | Nigeria | WE WANT THE ORGANISER TO INVITE ALOT AFRICAN BUSINESS MEN AND |

| | Organization | Stakeholder Type | Country | Views on WSIS+10 |
|---|---|---|---|---|
| | | | | GOVERNMENT OFFICIAL FOR THIS KIND OF MEETING PROGRAMM. |
| 38 | Daccapo / Faber Libertas | Other | Italy | NULL |
| 39 | Centre for Community Informatics Research, Development and Training | Other | Canada | NULL |
| 40 | Daccapo / Faber Libertas | Other | Italy | NULL |
| 41 | Daccapo / Fiber Libertas | Other | Italy | NULL |
| 42 | Uraxs Communications | Business Sector | Switzerland | Educating the masses. I would like to see the ITU engage the many stakeholders in the industry to put on as many workshops and information sessions as possible. |
| 43 | ITDMDC: Information Technology and Digital Media Development Center | Government | Iran (Islamic Republic of) | * The ways for enhanced cooperation among the countries for WSIS+10,  * The format of the WSIS+10 country, regional and international reports,  * Discussions on reviewing and revising the Goals and Action Lines for the WSIS+10,  * Discussions on the challenges which has remained unsolved such as the Internet Governance, and new challenges such as Cyber security issues.    ***It is important to provide negotiation room for countries official delegates*** |
| 44 | Auriga Spa | Other | Italy | NULL |
| 45 | Informatici Senza Frontiere | Other | Italy | NULL |
| 46 | Informatici Senza Frontiere | Other | Italy | NULL |
| 47 | Informatici Senza Frontiere | Other | Italy | NULL |
| 48 | Informatici Senza Frontiere | Other | Italy | NULL |
| 49 | Informatici Senza Frontiere | Other | Italy | NULL |

| | Organization | Stakeholder Type | Country | Views on WSIS+10 |
|---|---|---|---|---|
| 50 | Informatici Senza Frontiere | Other | Italy | NULL |
| 51 | Bidirectional Access Promotion Society | Civil Society | India | NULL |
| 52 | China Internet Network Informa-tion Center | Business Sector | China | NULL |
| 53 | Information Technology Organization of Iran | Government | Iran (Islamic Republic of) | NULL |
| 54 | SMART SOLUTIONS CONSULTANTS NIGERIA | Civil Society | Nigeria | EDUCATIONNFOR YOUTH. |
| 55 | Queens College GSLIS, City University of New York | Other | United States | None as yet. |
| 56 | USAID | Government | United States | 1)  Public-Private engagements Partnerships, Joint Ventures; for example that 'buy-down' risk for private companies; that subsidize or kick-start a public service that has good probability of strong development impact   Examples of engagements taken to scale, and scaled in other countries, in Africa continent. Equity investments in public ICT infrastructure and services - success stories? Best practices? Lessons Learned, necessary environments?     2) ICTs for growth and development of agriculture sector in Africa Examples that target and are accessed by smallholder farmers in Africa; Success stories, from Africa? |

| | Organization | Stakeholder Type | Country | Views on WSIS+10 |
|---|---|---|---|---|
| 57 | Ministère des Arts et de la Culture | Government | Togo | Depuis Tunis 2005,le Fossé numérique va toujours en se creusant entre les pays du Nord et ceux du Sud.Dix aans Génève 2003,il y a lieu de faire l'état des lieux et de créer un Fonds à accès démocratique et confier la gestion à l'UNESCO.Le FSN créé et basé à Génève manque totalement de visibilité et de crédibilité.   NB: Je sollicite autant que faire se peut la prise en charge de ma participation. Etant Point focal, j'ai participé à presque tous les Prepcom (Génève 2003 etTunis2005) avec toujours une prise en charge provenant des Nations unies et gérée par l'UIT (Voir Mme Christine Jouvenet) |
| 58 | Uganda Christian University | Other | Uganda | NULL |
| 59 | Cellular Operators Association of India | Other | India | NULL |
| 60 | CENTRE AFRICAIN D'ECHANGE CULTUREL | Civil Society | Dem. Rep. of the Congo | Design of digital tablets (iPAD, NOKIA ...) containing all elements of information on the WSIS process since its genesis until 2012. These tablets will be sold at prices accessible to the public. |
| 61 | Radio Tulsipur | Civil Society | Nepal (Republic of) | It is so important for developing countries, but we are facing too difficult for visa to pass in Geneva, so if may be possible please salve it. |

| | Organization | Stakeholder Type | Country | Views on WSIS+10 |
|---|---|---|---|---|
| 62 | Forum Africain pour la Promotion des Nouvelles Technologies de l'Information et de la Communication | Civil Society | Congo (Rep. of the) | For greater involvement of local people, we envision the establishment of local structures outreach to rural well-founded ICT'' better life in local communities through ICT'' theme for the year 2011 to be applied. The goal is the integration of the notion of ICT by people and their leaders. In our research since 2008 in the DRC and RC, local communities actually live in total darkness in relation to the use of ICT reasons why we are currently setting up project finally allow these communities to benefit the merits of ICT. In addition, the development of ICT in rural areas allow for the protection of the environment and climate change through ICTs.   Pour une meilleure participation des populations locales, nous envisageons la mise en place des structures locales de sensibilisation des populations rurales aux bien fondés des TIC ''mieux vivre dans les communautés locales grâce aux TIC'' thème de l'année 2011 qui doit être appliqué. Le but est l'intégration de la notion des TIC par les populations ainsi que de leurs dirigeants. Dans nos recherches effectuées durant depuis 2008 dans en RDC et RC, les communautés locales vivent effectivement dans le noir total par rapport à l'utilisation des TIC raisons pour laquelle nous sommes en train de mettre en place de projet enfin de permettre à ces communautés de bénéficier des bien fondé des TIC. En outre, le développement des TIC dans les milieux ruraux permettre la protection de l'environnement et le changement climatique par les TIC. |
| 63 | Save the Education and Health of the Child Foundation | Civil Society | Nigeria | NULL |

68

| | Organization | Stakeholder Type | Country | Views on WSIS+10 |
|---|---|---|---|---|
| 64 | Bangladesh Institute of ICT in Development (BIID) | Business Sector | Bangladesh | A global campaign can be initiated through developing strategic partnership of relevant stakeholders in thematic areas like ICT and Agriculture. Awareness among the policy makers and mobilizing actors including telecom regulators to achieve the goals. This campaign will coordinate and organize national level events in line of WSIS +10.    FAO, ITU jointly can take the lead and we (BIID) will be happy to become the lead partner to organize and implement.   Regular reports will be submitted upon implementing specific events and share with all relevant stakeholders. |
| 65 | Bangladesh NGOs Network for Radio and Communication (BNNRC) | Civil Society | Bangladesh | Try to involve regional network like SAARC |
| 66 | IT Organization of  IRAN | Government | Iran (Islamic Republic of) | NULL |
| 67 | La Commission Nationale de contrôle de la protection des Données à caractère Personnel (CNDP) | Government | Morocco | NULL |
| 68 | Agence Nationale de Réglementation des Télécommunications | Government | Morocco | NULL |

| | Organization | Stakeholder Type | Country | Views on WSIS+10 |
|---|---|---|---|---|
| 69 | Ministry of Higher Education, Scientific Research and Management Training/ National Center for Scientific and Technological Research | Government | Morocco | NULL |
| 70 | Universite de Geneve | Other | Switzerland | NULL |
| 71 | Kharazmi University | Government | Iran (Islamic Republic of) | 1- application of media and ethics<br>2-How to exchange information and not to be limited in one -way direction of information.<br>3-Preparing and presenting a basic method for    data presentation at the following levels:<br>Political     - Cultural     - Economical<br>Each level includes sub-divisions. |
| 72 | Forum Africain pour la Promotion des Nouvelles Technologies de l'Information et de la Communication | Civil Society | Congo (Rep. of the) | Evaluating the evolution of ICT in every region of the world by the actors in the regions concerned and other experts and then propose possible practical solutions to allow each region to achieve the goals by 2015.   Evaluer l'évolution des TIC dans chaque région du monde par les acteurs des régions concernées et les autres experts et ensuite proposer des pistes des solutions pratiques afin de permettre à chaque région d'atteindre les objectifs en 2015. |

| | Organization | Stakeholder Type | Country | Views on WSIS+10 |
|---|---|---|---|---|
| 73 | The Tunisian Association for Communication and space Sciences ATUCOM | Civil Society | Tunisia | It is to involve experts in the study of space applications for the development of the knowledge society and information given that 80% of the satellites are used in telecommunications and distance learning. • This is to investigate the impact of Remote Sensing (assisted by digital media) to the hydraulic research and agricultural development • It is to contribute to research on extra-terrestrial intelligence • This is to examine the impact of ICT on the creation of new jobs. • It is to study the impact of ICT in rural areas and youth employment • It is back to the issue of electronic translation • It is to involve parliamentarians in the upcoming conference to further develop the direct and participatory democracy (parliamentary associations were not part of the 16 families of civil society) • It is particularly suitable to refer to theories of communication to sit a solid knowledge society and information. |
| 74 | gedaref digital city GDCO Sudan | Civil Society | Sudan | connecting people with disability out of school; children e-learning telecentres connected illiterate farmers sustainability of organization |
| 75 | Compartel-Ministerio TIC | Government | Colombia | NULL |
| 76 | HIVE COLAB | Other | Uganda | NULL |
| 77 | ADEA (www.adeanet.org) | Other | Tunisia | NULL |
| 78 | Global Knowledge Partnership Foundation | Other | Spain | NULL |
| 79 | Global Knowledge Partnership Foundation | Other | Spain | NULL |

| | Organization | Stakeholder Type | Country | Views on WSIS+10 |
|---|---|---|---|---|
| 80 | SEMANTIS | Civil Society | Belgium | Presentation of the initiative, methodology and results, "web marmots" conducted at Le Monde des Possibles, Liège, Belgium |
| 81 | Agency for e-Government and Information Society | Government | Uruguay | I'd like to see how countries developed their strategies (2005-2015) in order to meet WSIS commitments in a comprehensive way, the challenges they faced, the new elements that had to introduce in response to lessons learned and changes in their contexts and matters that have been identified as outstanding. A 2005-2015 plan was agreed by all stakeholders and is critical to review what we did, what we learned, what was left unresolved and the new challenges we face, as an input to evolve it.   It is extremely important to discuss how the process for "Self-evaluation National Review Reports" will be carried out. It is critical to address such aspects as when should the report be delivered? How is going to be collecting and analyzing this information? How are we going to take advantage of this information as input to WSIS Beyond 2015? Thinking about a new global agreement beyond 2015 if implies a conscious assessment of the results of the current agreement (2005-2015) and incorporate the lessons learned for the future.   We must decide in coming months how WSIS+10 First Review Event outcomes will be processed to contribute to the discussion on text and, in general, how will be prepare that text for the discussion at WSIS Forum 2013.   WSIS Forum 2013 has a special and different emphasis than previous forums: it should focus on (1) closing WSIS 2005-2015 process and (2) map out WSIS beyond 2015. Understanding this approach is what will allow that WSIS Forum 2014 can achieve the finalization of the forward looking outcome, so we can achieve the presentation of all review reports and the adoption of the forward looking outcome at 2014 High-Level Meeting as is stated in the Plan of Action. |

| | Organization | Stakeholder Type | Country | Views on WSIS+10 |
|---|---|---|---|---|
| 82 | Global Knowledge Partnership Foundation | International Organization | Spain | NULL |
| 83 | Department of Informatization of the Ministry of Communications and Informatization of the Republic of Belarus | Government | Belarus | NULL |
| 84 | ITU | International Organization | Switzerland | [oijh[oih][pnhiu[ |
| 85 | Israel Ministry of Foreign Affairs | Government | Israel | NULL |
| 86 | IFIP International Professional Practice Partnership (IFIP IP3) | International Organization | Australia | Suggested topic: Partnership in developing Professionalism amongst those developing creative tools for software development. Professionalism involves changing attitudes in practitioners, that is the sellers of ICT services and goods as well as the buyers (governments, customers, civil society) and thus is an evolutionary process that will likely take decades to realise fully.  It will extend beyond the WSIS endpoint and frameworks need to be established now to continue the dialogues over the timespan. The dialogues must start now! |
| 87 | Internet Corporation for Assigned Names and Numbers (ICANN) | International Organization | Belgium | Sessions on: WCIT:  lessons learned |
| 88 | Health and Environment Program | Civil Society | Switzerland | ? |

| | Organization | Stakeholder Type | Country | Views on WSIS+10 |
|---|---|---|---|---|
| 89 | The International Federation of Library Associations and Institutions (IFLA) | Other | The Netherlands | NULL |
| 90 | Information Technology Authority | Government | Sultanate of Oman | Suggested Topics:<br>ICTs and Improving Road Safety<br>eHealth<br>eEducation<br>Open Government Data<br>Governemt Transparency |
| 91 | ITU | International Organization | Switzerland | NULL |
| 92 | Telecentre.org Foundation | Civil Society | Philippines | Consider organizing/facilitating informal meet-ups of like minded groups/persons. |
| 93 | Computer & Communications Industry Association (CCIA) | Business Sector | Switzerland | As we head to the 2015 review of the MDGs and the WSIS+10 stocktaking at substantially the same time, ensuring that discussions at the WSIS Forum explore ideas that put the knowledge economy at the heart of what comes next vis a vis the MDGs are essential. Having sessions which ensure that those organisations and processes already engaged in MDG follow-up are represented and heard from is therefore important, as otherwise there's a possibility of duplicating efforts between the two review processes. |
| 94 | Ministry of Communication and Information Technology of Indonesia | Government | Indonesia | ? |
| 95 | Ministry of Industry, Energy Tourism | Government | Spain | NULL |

| | Organization | Stakeholder Type | Country | Views on WSIS+10 |
|---|---|---|---|---|
| 96 | CESIR | Civil Society | France | La synergie inter-réseaux et la problématique des infrastructures générales en Afrique : un cercle vertueux |
| 97 | Intel GmbH | Business Sector | Germany | NULL |
| 98 | Intel GmbH | Business Sector | Germany | NULL |
| 99 | Intel GmbH | Business Sector | Germany | NULL |
| 100 | Intel GmbH | Business Sector | Germany | NULL |
| 101 | Intel GmbH | Business Sector | Germany | NULL |
| 102 | Intel GmbH | Business Sector | Germany | NULL |
| 103 | National ICT Alliance of Afghanistan (NICTAA) | Civil Society | Afghanistan | NULL |
| 104 | Open Source Alliance of Central Asia (OSACA) | Civil Society | Afghanistan | Genderizing the WSIS Targets -- Give recognition to the extent to which country reports on each action line (C1 to C11) are disaggregated by gender and case studies profile women's progress<br>Open source as a national strategy -- Give recognition to countries that utilize open source for WSIS and MDG implementation at the national level |
| 105 | Telecommunications Regulatory Authority | Government | United Arab Emirates | Review of Initial examples of Country Reports ( using the Statistical Methods to measure WSIS Targets)<br>Review of Prioritie for the Information Society ( Creating a Survey for governments and private entities )<br>Knowledge Society or Information Society (The Economical Factors and Gains)<br>Ways to disseminate WSIS principles in government practices |
| 106 | CNSS | Government | Morocco | Avoir des contact(networking); Connaitre les innovations TIC 2013 (Knowing ICT 2013 innovations) |
| 107 | World Pulse | International Oragnization | United States | NULL |

| | Organization | Stakeholder Type | Country | Views on WSIS+10 |
|---|---|---|---|---|
| **108** | Department of Telecommunications, Ministry of Communications & IT | Government | India | ? |
| **109** | Association for Progressive Communications | Civil Society | Ecuador | Please see question 1. Additionally, the WSIS=10 Forum is an unique opportunity to critically assess the implementation of the WSIS outcomes and adoption of the WSIS principles at national, regional and global levels. The sessions should make sure the perspectives of the various stakeholders are presented on that regard and that evidence, cases and practices are used to illustrate the evolution, status and challenges related to the implementation of the WSIS outcomes and principles. |
| **110** | HP | | | |
| **111** | Mexico | | | |
| **112** | Tanzania | | | |
| **113** | Poland | | | |
| **114** | UNDESA | | | |
| **115** | WHO/ITU | | | |
| **116** | WMO/UNEP/ITU | | | |
| **117** | UNESCO | | | |
| **118** | UNESCO | | | |
| **119** | UNESCO | | | |
| **120** | UNESCO | | | |
| **121** | UNESCO | | | |
| **122** | UNESCO | | | |
| **123** | WSIS Stocktaking | | | |

| | Organization | Stakeholder Type | Country | Views on WSIS+10 |
|---|---|---|---|---|
| 124 | ITU | | | |
| 125 | CONGO | | | |
| 126 | ITU | International Organization | Switzerland | to organize a round table |
| 127 | Food and Agriculture Organization of the United Nations (FAO) | International Organization | Italy | NULL |

# Chapter 5 – WSIS+10 Views : Outcomes of the Sessions at WSIS Forum 2013

| The table below summarises the views on WSIS+10 that were captured during the sessions at the WSIS Forum 2013Views on WSIS+10 | |
|---|---|
| **HLD1: Women's Empowerment in the Information Society: Systematic, Scalable Strategies** | Despite progress, women still lack access, requisite skills, awareness and are not well represented in decision-making positions in the ICT sector. The above outcomes reflect areas for action in any forward looking document. |
| **HLD2: Smart Climate Change Monitoring: Expanding Access to Information on Weather, Climate and Water (World Meteorological Organization/International Telecommunications Union)** | Smart Climate Monitoring advancement and development is fundamental as weather and climate issues continue to capture increased attention globally. A better understanding of how climate will evolve as a result of climate change will be fundamental to enable decision makers to take actions in climate change adaptation. Participants in this session encouraged the WSIS+10 process to review how to incorporate further elements related to Climate in WSIS process, possibly through a creation of a specific action line on Climate with focus on:<br><br>• Encouraging the linkage between communities, partners, national and regional at;<br>• Formulating how the WSIS process could contribute to the implementation of the Global Framework for Climate Services to help support the response to climate change;<br>• Defining how developing countries could be active in using more sophisticated applications for climate based on ICTs |

| The table below summarises the views on WSIS+10 that were captured during the sessions at the WSIS Forum 2013 Views on WSIS+10 | |
|---|---|
| **HLD3: ICT Innovations and Standards** | Following the WSIS+10 Plan of Action, please list of emerging trends and possible implications for the WSIS process beyond 2015 <br><br> • Indicators for socio-economic impact of ICT Innovations: Undertake studies on the link between innovations, standards and patents and developing indicators to assess the socio-economic impact of ICT innovations <br> • Boost partnerships: enhance cooperation at international, regional, and national level, between organizations, research institutes, governments, and civil society, on ICT innovation management issues and encourage developed countries to support efforts in developing countries. |
| **HLD4: Securing Cyberspace in a Borderless World: Vision 2015 and Beyond** | Global response to cyberattacks with the establishment of international cooperation on a government-to-government, government-to-business, business-to-business and government-to-citizen basis. <br><br> Investment in cybersecurity measures, infrastructure, capacity building and raising awareness in unconnected countries. <br><br> Need for exchange of information among countries. European Commission plans to launch the Global Internet Policy Observatory (GIPO). <br><br> Child Online safety constituted a successful milestone for international cooperation in the area of Cybersecurity but there is still a need to develop an international framework for actions. Children are the future economic drivers and it is essential that they will be good digital citizens and good future leaders. |

| The table below summarises the views on WSIS+10 that were captured during the sessions at the WSIS Forum 2013Views on WSIS+10 | |
|---|---|
| **Action Line C2: Infrastructure Broadband Backbone Connectivity: Economic, Regulatory Policy and Technical Aspects (International Telecommunications Union)** | Considering data traffic explosion, new technologies to lower the cost of Broadband backbone infrastructure development is necessary. (Panel Discussion) |
| | As the data centers changed from hardware defined to software defined, software based solutions running on standardized hardware can be implemented to the telecommunication network to reduce expenses, and increase scalability. (Intel) |
| | The importance of background data for planning a reliable and efficient broadband backbone network without duplication is increasing. The knowledge of the current situation of regional and cross-border broadband network is an essential data for identifying the missing linkage for connecting the unconnected. (ESCAP and ITU) |
| | Network need to be planned by using a database referring to a common GIS. (CESIR) |
| | To create a functional continental wide broadband backbone, we need a functional organization at the regional, national, and continental level to operate and maintain such network. (CESIR) |
| | To avoid duplication of efforts, ITU should keep on taking the leadership role in ICT/Telecommunication development.(CESIR) |
| **Action Line C9: Media Internet Universality: Conceptualizing Evolving Mediascape and Updating Strategies for Post-2015 (United Nations Educational, Scientific and Cultural Organization (UNESCO))** | – General strategy recommendations, calling upon UNESCO to provide and promote: <br> – A debate on conceptualization of media <br> – A multi-stakeholder consultative process <br> – A coordinated strategy with ITU and UNCTAD |
| | Specific recommendations to be implemented by legal and non-legal measures, calling upon UNESCO to provide and promote: |
| | -   Template international policy frameworks |
| | Strategies in the following area: Freedom of expression |
| | -   Right to information <br> -   Public interest <br> -   Media development <br> -   Professional training <br> -   Gender <br> -   Protection of minors <br> -   Privacy |

| **The table below summarises the views on WSIS+10 that were captured during the sessions at the WSIS Forum 2013**Views on WSIS+10 | |
|---|---|
| **Action Line C4: Capacity Building**<br><br>**Developing National e-Skills for a Knowledge Society**<br><br>**(International Telecommunications Union)** | • Common visioning as to the goals of e-skilling programmes between the private and public sector;<br>• Readiness challenge: ICT Infrastructure development often exceed the user's understanding due to the lack of knowledge;<br>• Resource mobilization challenge on the way to e-skilling;<br>• Measuring of impact of e-skilling in a particular country. |
| **Action Line C7: ICT Applications: E-Agriculture**<br><br>**Enhancing Strategies for E-Agriculture: Status, Lessons Learned and way Forward (Food and Agriculture Organization/ CTA)** | - A multi-stakeholder approach to develop and implement e-agriculture strategy needs to be supported.<br>- Youth must be mentored and encouraged to enhance the agricultural sector through their own ICT innovations, ICT service development and provisions, as well as through the implementation of ICT innovations developed elsewhere.<br>- The importance of ICT in national and regional agricultural policies and investments plans needs to be assessed and enhanced.<br>- Resources are needed for the sharing of good practices and capacity development in e-agriculture strategy development.<br>- E-agriculture strategies should be highlighted by WSIS Stocktaking and in the outcomes processes, so as to fully reflect the development of ICT/mobile phone use in the agricultural sector and to identify more opportunities.<br>- Support is needed for countries and regional organizations to develop e-agriculture strategies.<br>- Affordable and quality ICT access, providing relevant, quality and actionable content is needed in rural areas, with a particular focus on smallholder agricultural stakeholders and women. |

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| **Action Line C7: ICT Applications: E-Health**<br><br>**ICT for Improving Information and Accountability for Women's and Children's Health (World Health Organization/International Telecommunications Union)** | The main trends of note are:<br><br>1. the increasing use of mobile technologies in health services/information; projects are still on a trial basis and have not so far reached large scale;<br>2. the need for sound evidence (and sharing the evidence) as to the impact of eHealth, through credible and reproducible evaluation mechanisms;<br>3. the on-going need for communities of expertise to support health professionals working in remote areas;<br>4. the commitment to adopt national eHealth strategies and focus on integrating ICTs to support the priorities of the health sector;<br>5. the on-going need to ensure affordable, reliable connectivity to health centres, institutions and remote areas. This is a core aspect of the WSIS commitments that has yet to be realized.<br><br>The WSIS process must remind the world that core commitments have not been met, and that we have to re-double our efforts in this. |

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| **Action Line C6: Enabling Environment**<br><br>**Future Consumer Behaviour and Demand: Industry Outlooks on Future Services and Applications and Associated Bandwidth Requirements (International Telecommunications Union)** | • Enhance greater collaboration and participation in multistakeholder processes of consumers, with a view to ensure that their needs are well taken into consideration and they benefit from the broadband services.<br>• Consumer awareness, innovation to promote resource efficiency, cooperation between ICT and environmental sectors in the field of Greening the ICT sector.<br>• Review with the view to adapting international guidelines related to consumer protection policies with respect to IP based networks and Cloud computing environment.<br>• The need for smart regulation based on open consultation involving all stakeholders, inclusive of actions and good coordination.<br>• The need for a regulatory framework that balances the interests of suppliers and users, in areas such as the protection of intellectual property rights, data protection and digital rights management, without disadvantaging innovation.<br><br>Develop and promote favorable policies and regulatory framework, fair, transparent, stable, predictable and non-discriminatory that promote competition, foster continued technological and service innovation, and encourage investments on broadband infrastructure, services and applications.<br><br>• Given the rapid pace of change in technology compared with the time needed to introduce and implement new legislation and regulations, adapt the regulatory environment to tackle the main threats facing consumers, for example the misuse of their personal data, whilst ensuring consumers enjoy the benefits.<br>• Ensure that consumers are informed about potential security and privacy challenges they may face with online services and have access to timely and accurate information, including about speeds and data traffic management.<br>• The establishment of a culture of security that promotes trust in ICT applications, one in which there is effective enforcement of privacy and consumer protection based on the strengthening of cross international cooperation. |

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| **Action Line C7: ICT Applications:**<br><br>**E- business, E-Commerce and Development**<br><br>**(United Nations Conference on Trade And Development, International Trade Centre and Universal Postal Union)** | In the context of the review of the WSIS 10 years of implementation, ITC, UNCTAD and UPU led an open consultation on the e-business action line process between December 2012 and mid-February 2013, involving a wide range of stakeholders such as trade bodies, international organizations, businesses, governments and civil society across the globe.<br><br>The review highlighted the emergence of a number of enabling factors that speed up the development of e-commerce, such as for example the improvement in telecom regulations, improved infrastructure, the emergence of new business opportunities, illustrated by offshoring. The fact that e-commerce had become accessible via an increasing number of devices and platforms, notably via mobile phones, was seen as a massive enabling factor in developing countries<br><br>The consultation identified several challenges to be addressed, including rural access to ICTs and the high cost of telecommunication services and broadband in developing countries. As a result SMEs and micro-enterprises lagged behind in effectively using ICT tools. Other challenges identified included the scarcity of viable ICT services targeting the people at the base of the pyramid, little participation of developing countries as producers of ICT goods and services, the need to adapt the legal and regulatory business environment, including in key areas such as secure online and mobile payments, and consumer protection rules, the development of digital content. Cross-border e-commerce would increasingly have to address issues such as taxation, electronic authentication and payments, privacy, open access, information security and the fight against online fraud, intellectual property rights and consumer protection. |

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| **Action Line C7: E-Environment ICT [Dividends/Solutions] Towards a Sustainable Environment: Inputs for WSIS+10 (International Telecommunications Union/World Meteorological Organization/United Nations Environment Programme)** | Looking into the future, the WSIS+10 process should analyse if action line C7 e-environment should be reviewed to broaden its scope into e-sustainability. This change would allow for more flexibility to the areas that have been brought to the attention of this action line. There is a need to translate all data we have to useful information for the most vulnerable people. |
| | It is also essential that the action line spurs inter-sectoral cooperation between the ICT community and the environmental community, the meteorological community, and other groups working around sustainability. This collaboration should take place at the international, national and regional levels. |
| | Finally, communities also need to be actively involved in the application of ICTs to address sustainability issues, in particular climate change. While ICTs are critically important, the challenge of climate change can also be fully met through stronger political will. |
| | The WSIS+10 review is an opportunity to review the role that the information society can play to address the new environmental challenges of our times, such as climate change, the loss of biodiversity, land degradation, or the acidification of oceans. |
| | In addition the WSIS+10 process will have to look at the environmental footprint of the ICT sector, and explore ways to continue reducing negative impact, improving energy efficiency and tackling the e-waste problem. The ICT sector should adopt a lifecycle approach. This could be addressed by promoting that relevant organizations, such as ITU, undertake work around the collaboration between the ICT sector and the renewable energy sector. |
| | Complementing the previous recommendation, the WSIS process could also look at how the use of ICTs improves the environmental footprint of other sectors, looking into emerging technologies such as smart grids. |
| | Adaptation to climate change and disaster risk reduction is another issue to be brought to the attention of the WSIS+10 process. This could cover issues such as using ICTs to promote DRR, and putting more emphasis in climate change adaptation. |

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| **Action Line C5: Cybersecurity (International Telecommunications Union)** | • Introducing cyber risk analysis and management of risks<br>• National, regional and international frameworks all important, and all to be pursuit<br>• Ensuring child online safety as element to be injected in the work stream of the action line C5 |
| **Action Line C1: The Role of Public Governance Authorities and all Stakeholders in the Promotion of ICTs for Development**<br>**And Action Line C11: International and Regional Cooperation**<br>**And Action Line C7: ICT Applications: E-government (United Nations Department of Economic and Social Affairs (UNDESA)/ Division for Public Administration and Development Management (DPADM))** | The Partnership on Measuring ICT for Development plays an important role in monitoring the progress that has been made in the global information society.<br><br>Need to step up support in the review of current e-strategies in line with new development agenda.<br><br>Need to raise awareness of National Statistical Offices on the role of ICT4D and to put in place systematic data collection processes and methodologies in line with the core ICT indicators adopted by the Partnership<br><br>Need to promote a multi-stakeholder approach to measuring ICT4D and WSIS Targets in order to get the maximum information<br><br>To stimulate the role of parliaments in the promotion of the Information Society<br><br>To promote the use of ICT as a means to modernize parliamentary processes and increase transparency<br><br>Global community of parliamentary ICT professionals and Members of Parliament<br><br>Since its inception in 2005, out of 267 national parliamentary chambers around the world, 246 participated in one or more activities of the Global Centre for ICT in Parliament, and 148 have participated on more than 5 occasions.<br><br>Mobile signature: it is possible to enter a legally binding relation with the government using mobile signature. Some countries have started building the infrastructure. The mobile is used to electronically sign.<br><br>World of Open Data: Over 260 country and city Open Data initiatives. No "standard" solution – each has national context World Bank has a lot of knowledge about what works and what does not – and has done it itself. |

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| | eGovernment facilities of the Kingdom of Bahrain are designed to enable access to people with disabilities. |
| | The WSIS Targets meta-data questionnaire got a relatively low response rate. There is a lack of data, a lack of awareness/visibility, a lack of coordination. |
| | The WSIS plan of action envisaged an inclusive Information Society that put the potential of knowledge and ICTs at the service of development and promoted the use of information and knowledge for the achievement of the MDGs and other internationally agreed development goals, all in an effort to overcome the many challenges that we faced then and still today in bridging the digital divide at the national, regional and international levels. |
| | Need to improve the capacity of policy makers on legal and regulatory issues. |
| | Need to ensure the exploitation of the opportunities that telecom and ICT services can offer on top of the infrastructure. |
| | Need to develop systematic mechanisms for maintaining ICT data and statistics for policy analysis. |
| | Need to mainstream geoinformation in the e-strategies. |
| | Parliaments at the lower income levels are closing the technology gap. The speed and direction are very encouraging, but persistent gaps exist and need to be addressed. |
| | There are various levels of security in mobile services. Administration of keys is much more secured however, in some cases, it requires more computing power. |
| | More governmental transparency and accountability is needed. |
| | In terms of e-services, there is a need for infrastructure. |

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| | More governmental transparency and accountability is needed. |
| | In terms of e-services, there is a need for infrastructure. |
| **WSIS Stocktaking and WSIS Prizes (International Telecommunications Union)** | It was highlighted that preparatory process for the Overall Review WSIS+10 will require significant reporting on ten-years achievements and identification of challenges to be addressed beyond 2015 and WSIS Stocktaking will play an important role as reporting mechanism and repository of best practices. |

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| **Measuring ICT and Gender (The Partnership on Measuring ICT for Development)** | The meeting recalled the WSIS mandate on gender and ICT, the commitment of the information society to gender equality and the need for gender-specific data to assess progress in this respect. |
| | To date very little data are available to assess the different facets of the gender digital divide, especially in developing countries. In the context of the WSIS+10 review and the post 2015 development agenda it is important to give special attention to and further develop this area of measurement. In this context the Partnership on Measuring ICT for Development can help build the capacity of developing countries to collect and disseminate official sex-disaggregated and gender-related ICT statistics. |
| | Evidence to date shows that the gender divide varies by region, country and within countries, and may depend on education and income. The meeting welcomed the Partnership Task Group on Gender initiative and its future report, which will look beyond existing statistics and propose new areas of measurement at the intersection of gender and ICT. The meeting welcomed further consultation on the priority areas of relevance to policy makers when addressing the gender digital divide. |
| | All stakeholders were encouraged to participate in these consultations, based on inputs from the Partnership to ensure that gender-equality is adequately reflected in the new goals and targets of the post 2015 development agenda |
| **Measuring the WSIS Targets (The Partnership on Measuring ICT for Development)** | The enabling role of ICTs, and the importance of ICT measurement, must be highlighted in the post-2015 WSIS agenda, as well as the post-2015 UN development agenda. |

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| **Rwanda:**<br>**Rwanda Approach for Universal Access Implementation towards 2015 and Beyond** | • Continuously align ICT needs with the development of skills to meet the market demand.<br>• Youth workforce should be part of solution and play a main role in innovation, job creation using ICT as tool<br>• To have strong Leadership commitment in policy establishment, implementation and targets with a well-established monitoring and evaluation system to measure the impact of ICT in all sectors of the socio-economic development.<br>• To put more effort in communication and awareness to gain consensus and commitment of all stakeholders in implementation and achievement of WSIS goals/targets. |
| **India: Empowerment Through Mobile – Innovative Applications for Socio-Economic Development (Department of Telecommunications/OnMobile)** | • The Mobile phone is going to be an inevitable part of the ICT agenda going forward<br>• Mobile Governance, Mobile Commerce, Mobile Money and related technologies are going to play a significant role in efforts towards socio economic development of nations<br>• Mobile web/internet will play a significant role going forward in extending better access to information and services in the developing nations, considering that the mobile phone is and will continue to be an immediate and most efficient means to jump the evolution curve.<br>• Governments taking lead role in creating enabling environment for M-Governance on a common platform across the country. |
| **Spain: M-Health: A Snapshot of the Spanish Experience**<br>**(SETSI-Red.es, Ministry of Industry, Energy and Tourism of Spain)** | Relevant emerging trends are:<br>• Ageing and chronic diseases monitoring.<br>• Safe guidelines for m-health applications.<br>• Mobile technologies in telemedicine.<br>• Sustainability and cost effectiveness of m-health technologies.<br>• Business models for m-health services.<br><br>Among the main challenges, the development of profitable and sustainable business model by service providers, and the availability of guidelines for a safe and effective use of mobile applications both by patients and physicians, can be mentioned. |

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| **Enabling Innovation at the Grassroots Through Telecentres (Telecentre.org Foundation/Gedaref Digital City Organization)** | • Telecentres of the Future: telecentres as channels of distribution – of education, formation, employability, information… and as start ups' centres. Telecentres to be connected and linked within the different organizations of the community (transversal), providing innovation for the social and economic change of the Community.<br>• Open Data<br>• Innovation hubs |
| **The Internet: An Environment for Creativity (World Intellectual Property Organization)** | The structural changes brought about by the digital revolution and the Internet may challenge the balance between the interests of professional creators and consumers.  On the other hand, in some instances (e.g. collaborative models, User Generated Content) traditional demarcations between creators and users are progressively blurring.<br><br>Society and Policy Makers should monitor those two trends in order to guarantee that the Internet continues to foster creativity, but also that some economic incentives to creators are safeguarded.<br><br>Building on those outcomes and with the purpose of deepening the analysis of those issues, WIPO, together with ISOC, is proposing a Thematic Workshop on "Content Creation, Access to Information and the Open Internet" (http://www.intgovforum.org/cms/view-proposals) for the Internet Governance Forum 2013. |

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| **Emergency Telecommunications and Alerting: Saving Lives and Climate Change Adaptation efforts for DRR (ITU and Partners)** | Emergency telecommunications has become a focal point in today's environmental issues as natural disasters continue to increase globally. With this in mind, participants in this session encouraged the WSIS+10 process to review how emergency telecommunication can be useful in the outcome of the WSIS process. Such review may include the following elements; <br><br>• Exploring further options of increasing improved preparedness through workshops, private-public partnerships and projects <br>• Encouraging additional multi-disciplinary hybrid of technology to assist in multi-hazard situations <br>• Incorporating policies to help set a universal standard that is globally accepted when a natural disaster strikes <br>• Enhancing education to better inform people on climate change adaptation <br>• Use of Emergency Telecommunications and Alerting to reduce the digital divide, educate people on challenges of climate change and to save lives. |
| **Open Data: Make the Most of Public Assets (Global Knowledge Partnership Foundation/Centre for the Development of Information and Communication Technologies in Asturias (CTIC Foundation))** | Different stakeholders have to foster close partnership to address the challenges brought about by open data in order to fully harness its potentials and moving forward towards information society for all. |
| **Bridging Prevention, Education and Intervention in an ICT Environment: Supporting a 360 Degree Approach to Child Online Protection (Global Knowledge Partnership Foundation /Victim Support/CTIC Foundation)** | Promote the goal of the efficient use of technology as well as promoting the safe and responsible use of ICT, which directly lead to the opportunity to expect individual, social, and economic benefits of ICT process and the use of technology for development The awareness about Child Online Protection should include the challenges and opportunities of ICT for children but also all citizens involved, since to stay in the margin of this area would mean exclusion from the Information Society. Furthermore, it is the responsibilities of all citizens to create safe online environment for future generation. |

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| **Environmentally Sound Management of E-Waste: Emerging Issues, Challenges and Opportunities (International Telecommunications Union/United Nations Environment Programme/Secretariat of the Basel Convention)** | E-waste has become a major environmental issue, due to the acceleration in the uptake of ICT worldwide. On this regard, the participants at this session encouraged the WSIS+10 process to review how e-waste is addressed in the outcome of the WSIS process. Such review may include the following elements:<br>• Explore the possibility of promoting the introduction of self-funding mechanisms to cover the cost of proper handling e-waste;<br>• Measurable indicators on e-waste to be included in the WSIS process beyond 2015.<br>• Adopt strategic policies, international standards and regulatory approaches that are sensitive to local context.<br>• Improve the quality of information regarding e-waste, to support policy makers to make better decisions.<br>• Motivate WSIS stakeholders to share best practices on reducing e-waste and promoting lifecycle management of ICT equipment.<br>• Encourage ICT sector to contribute to the development of global standards that reduce e-waste and simplify recycling old equipment.<br>• Broaden the scope of the ICT and environment action line and apply a life-cycle approach for sustainable management of ICT equipment, not limited to but including issues of climate change and e-waste management. |
| **Women, ICT and Development (WICTAD) Coalition: Strategies for Advocacy and Coalition Building (WICTAD Coalition/UNWOMEN)** | In accordance with UN Declarations and Conventions, a people-centred, inclusive and development-oriented Information Society must be guided by the principles of gender equality, non- discrimination and women's empowerment as contained in the Beijing Declaration and Platform for Action (Fourth World Conference on Women) and the Convention on the Elimination of All Forms of Discrimination Against Women (CEDAW).<br>Women are not only consumers or beneficiaries of ICT, they must be equal producers, innovators and decision-makers in the knowledge society. To achieve this, we need to fully integrate gender analysis and principles in WSIS related strategies and their implementation. Efforts should go beyond techno-centric solutions towards advancing women's innovative and meaningful use of ICTs for their empowerment and development. |

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| **Speed Up! Towards a Generation of E-Literacy for All (Global Knowledge Partnership Foundation and International Institute for Communication and Development)** | The greatest challenges for the global community working to advance the information society now lie in eliminating the gap between those groups that have the devices, connectivity, skill to make meaningful use of ICTs, and those groups that do not. These two groups are increasingly found within the same country, and those that have not yet enjoyed real opportunities to integrate the use of ICTs in their personal and professional lives are increasingly marginalised, ultimately exacerbating information gaps and increasing income inequality. |
| | At the same time, the number of technologies that are creating disruptions to companies and ecosystems are increasing at an alarming rate. Expect even more technologies to emerge, radically altering the power shift of those who use these technologies to gain power over existing institutions. It is our collective responsibility to ensure that as many groups in society as possible have real opportunities to understand, appropriate and use these technologies, in order for all sectors in society to make full use of the potential they offer. The shifts in power that these new technologies will make possible cannot be the exclusive realm of the younger, educated, urban generations, but rather must be offered to all generations, geographies, and industries. |
| | A key requirement if we are to achieve an information society accessible to all is to support the emergence and growth of individuals and groups that can meaningfully interface between the needs of the currently excluded communities and those that can provide technological devices, skills and relevant solutions – there is need for a larger cadre of local facilitators the world over capable of bringing people, technology and socio-economic development closer together. |

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| **Ethics in the Information Society (Global Ethics)** | • Reinforcing free and fair access to information (open repositories)<br>• In favour of developing countries<br>• Need for promoting and developing ethical codes and legal regulations of professions involved in the production, distribution and archiving of information, communication and knowledge<br>• Reinforcing educational programmes promoting the responsible use of information and communication tools<br>• Integrating gender analysis and principles are fully integrated in WSIS related strategies and facilitate their implementation<br>• Investors and relevant organisations pay due heed to the values and standards of socially responsible investments (SRI) in all investments relating to technology and information and communication media<br>• Preserving cultural, linguistic and religious diversity as an expression of the diversity of ethical values and as a fundamental human right<br>• The future governance of the internet be based on ethical values such as equity and inclusion<br><br>Knowledge societies can be sustainable, coherent, innovative and integrative if they are based not only on pragmatic opportunities or political or financial interests, but on ethical values. In a globalized multicultural world these values have to be global values while at the same time respecting the diversity of contextual values.<br><br>Access to information, communication, education and knowledge is a basic right and public good. Open access for free or for affordable costs enables participation of all in the development of societies. It has to be further promoted by the WSIS+10 processes.<br><br>People, human beings, as senders and receivers are the key actors of information, communication and knowledge. How to filter, digest and assimilate information and knowledge? How to use them for enrichment and not confusion, for identity building and not identity-loss, for respect of diversity and not increase of uniformity, for more equality instead of more inequality? |

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| | The production, processing, dissemination, control and archiving of information, communication and knowledge need political power to set the legal frame and economic power to provide the necessary investment capital. Fast technological development, ethical standards and regulatory framework have to be more synchronized. |
| **Women4MDGs – Thought Leadership (INWES-International Network of women engineers and Scientists)** | • Launch an evaluation or assessment of High position Jobs because when a woman fail in high position this affect the others <br> • Launch an agreement with private sector, in favour of home working promotion for women <br> • Capitalize on Women entrepreneur as policy maker by bringing them on the top of pyramid – Ecosoc status , PNUD to involve more and more women on the circles of influence <br> • Launch awards in ICT, inspirational model, digi-girls to demonstrate that « The nerd factor doesn't have to take away » <br> • Initiate Training workshop « leader to be » (5 days) including life coach |
| **ICT4D in WSIS +10: Recommendations from Academia (Spider, Stockholm University and Partners)** | • Researchers have a clear role to play to generate evidence base for policy and implementation <br> • Academia plays an important role in training future leaders <br> • Research needs to be strengthened, especially capacities and opportunities for researchers in the global south <br> • More research is needed in ICT4D, especially on gender, children and youth, environmental sustainability <br> • Research can contribute to more participatory design and development <br> • Support the development of Living Labs – this movement should be led by academia with support of governments <br> • Insert digital literacy and computing skills from primary school <br> • Research and Teaching needed on Ethics and Legal Issues <br> • Research on ICT for Living Labs and/or Liquid Democracy <br> • Research publishing industry raises financial and copyright issues <br> • Reinforce participatory discussions, research and collaborations among academics and practitioners belonging to different disciplines |

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| **Cybervolunteerism (ICVolunteers/Cybervolunteers))** | During discussion, it was stressed that there should be some kind of official recognition of cybervolunteerism. Further, it was suggested that organizations involving cybervolunteers ought to co-develop a 'cybervolunteers ethics charter'. In line with this proposal, online discussion about main issues related to cybervolunteerism would be useful.<br><br>Cybervolunteerism is a transversal issue. It touches on many action lines, one of which is C4. Capacity Building, but also C3. Access to information and knowledge, C6. Enabling environment, C7. ICT Applications (E-learning, E-health, E-employment, E-environment, E-agriculture, E-science), C8. Cultural diversity and identity, linguistic diversity and local content, C9. Media, C10. Ethical dimensions of the Information Society, C11. International and regional cooperation. |
| **TASIM, EuraCA : New Platforms for Improving Connectivity in Eurasia (Ministry of Communications and Information Technologies of the Republic of Azerbaijan)** | • Cyber Security<br>• Broadband Expansion<br>• Internet Regulation<br>• Further promote universal access to information and knowledge with due respect for free flow of information.<br>• Harness the potential of ICTs to help in achieving the internationally agreed development goals, including the Millennium Development Goals.<br>• Fully integrate gender equality perspectives in WSIS related strategies and facilitate their implementation.<br>• Enhance the participation of youth, and their access to the benefits of the information revolution as key priorities.<br>• Continue focusing on the needs of disadvantaged and marginalized groups, including indigenous peoples and people with disabilities, to solve the problem of inaccessibility.<br>• Make efforts to address the challenges in the availability, affordability, quality of access and use of broadband, in order to reduce the digital divide and possible risks of exclusion from the Information Society. |

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| **Online Dispute Resolution (Modria Inc)** | 1. ODR is encouraging more use of conflict resolution solutions outside of the jurisdiction bound courts. <br><br> 2. ODR , in providing resolution solutions outside of court systems, is removing barriers to cross-border trade and cultural exchange. <br><br> 3. Governments (eg UK in launch of its GCloud) are moving to more SaaS solutions to reduce development and implementation cost/delay and, at same time, give the opportunity of improving e-government experience through accessible and intuitively designed platforms. <br><br> 4. As court systems around the world are moving towards increased court annexed ADR, this will in turn, lead to more court annexed ODR. |
| **Child online Protection in MENA and South East Asia (Information Technology and Digital Media Development Center)** | • Inserting "safety" in cyberspace, particularly Child Online Protection (COP), in the WSIS+10 documents. It means that "safety" should be added to the revised version of the Principles and Action Lines as a main pillar of Action Line 5 beside security and confidentiality. <br><br> • Some phrases should be added which insist on the governments commitments and private sector responsibilities to provide a safer internet for families and children and to fulfill their obligations based on the UN Convention on the Rights of Child and its optional protocols. <br><br> • Establishment of COP workgroup to harmonize the related activities at regional and national level should be added to the WSIS+10 documents. <br><br> • As a complementary part of the Tunis agenda which says "incorporating regulatory, self-regulatory, and other effective policies and frameworks to protect children and young people from abuse and exploitation through ICTs into national plans of action and e-strategies" (par. 90.q.), we recommend adding COP as a component of cyber law and the other related laws. <br><br> • Providing fund and the other technical assistance for less developed countries by the UN or developed countries to implement their commitment to the Tunis Agenda which insists on Helpline - "We encourage countries, and all other interested parties, to make available child helplines, taking into account the need for mobilization of appropriate resources. For this purpose, easy-to-remember numbers, accessible from all phones and free of charge, should be made available." (par. 92.) |

| The table below summarises the views on WSIS+10 that were captured during the sessions at the WSIS Forum 2013 Views on WSIS+10 | |
|---|---|
| **Promoting Local IT Sector Development through Public Procurement (Deutsche Gesellschaft für Internationale Zusammenarbeit (GIZ) on behalf of Federal Ministry for Economic Cooperation and Development (BMZ) and UNCTAD)** | Developing a competitive national ICT sector continues to be a priority for many developing countries. A competitive local IT sector is essential for developing countries to sustain and expand the use of ICT in both public and private sectors.<br>Further attention should be provided to the different mechanisms available to support the development of national capabilities in producing ICT goods and services. Public procurement is one such instrument to consider that should be further explored. |
| **Why We Need an ICT Profession to Grow Our Citizenry, Our GDP and Our International markets (IFIP)** | Currently ICT Specialist demand will drop by 60% in the next 3 years. By 2014, 60% of IT Roles will be business facing; over 50% will have business and non-IT Experience. By 2016, 80% of leading-edge firms will be developing those with multiple skills/with a focus on Professionalism and Business. Business Analysts are already in high demand. There are 35M computing workers growing 30% yearly for the next five years. There is an added 17.5 million in ICT that are not even accounted for. However skills shortages and shortages in STEM will blunt business, industry, governments, education, society, sustainability, security, economic development, and GDP growth without a focus on professionalizing the computing worker. ICT is heavy integrated into business, industry, governments, education, society, sustainability, security, economic development and accounts for 50% of GDP growth producing a five times total factor productivity gain. Underlying ICT is a professional and skilled workforce. The IFIP IP3 global professionalism program adds significant value to producing the required outcomes to support ICT:<br>Global standards; Quality assurance; Protection of the public; AL C5<br>Professionalism, Trust, Code of Ethics; AL C10<br>Stronger Voice for the IT practitioner, a Sense of Common Identity; AL C5<br>The feeling of being an Engineer or Executive over a Geek/Pirate; AL C4<br>Business Solutions over Technical Features; AL C5<br>A Career path, progression, recognition, and mobility over an isolated job; AL C4<br>And growing GDP and innovation over skill shortages and shortages in Science Technology Engineering, Math or STEM; AL C4 |

| | |
|---|---|
| **The table below summarises the views on WSIS+10 that were captured during the sessions at the WSIS Forum 2013** Views on WSIS+10 | |
| | Professionalism in ICT is not yet on the agenda for WSIS in any action line though it is often mentioned in considerations of "ethics" and in "confidence", capacity building. Ethics is but one component of professionalism and is concerned with the behaviour of actors in the production and use of ICTs. To date the capacity building aspect of WSIS+10 has been limited to a single category of actors, that of users of ICTs. It is time to broaden this to include those who act as agents for the production and provision of ICTs, that is, the ICT professionals. |
| **I-INFORM: Internet Governance Today (Global**<br><br>**Knowledge Partnership Foundation---GKPF, Non Profit Organizations Constituency – NPOC/ICANN)** | Internet is powerful and ubiquitous medium in the information Society. Even though countless individuals are using it, only very few have the power to govern it. The main reason behind this is lack of knowledge and attention by the general internet user about internet governance. If we are to achieve greater benefits of Internet that fuelled the current Information Society, we have to create large scale awareness of Internet Governance, which I-Inform is trying to achieve. |
| **Egov Frame Session (Republic of Korea: MOSPA/NIA)** | Nowadays, Information Technology is more important and changes rapidly as ever since it has proven its potential benefits of productivity and economic growth.  In terms of e-Government, concerning on effective use of computing resource with lower cost is getting popular. One way to solve this concern is cloud computing. In this context, open platform is needed to develop at the WSIS +10 for developing countries at the era of cloud computing. |
| **The Establishment of COP National Framework (International Telecommunications Union/Commonwealth Telecommunications Organisation)** | The need to set up regulations and update legislation which contains relevant provisions related to child online safety.<br>It is essential to have a holistic approach starting from prevention.<br>Importance of digital citizenship and political willingness. |

| The table below summarises the views on WSIS+10 that were captured during the sessions at the WSIS Forum 2013 Views on WSIS+10 | |
|---|---|
| **To be or not to be Identified – Hamlet's Quandary in the Digital Era (The Internet Society (ISOC))** | The way forward is through inclusive multistakeholder collaboration. |
| **Public Access to the Internet and the Role of Libraries as an Agent of Development (IFLA )** | Libraries and librarians as key players for public access to knowledge in the information society. Libraries as centres of excellence in supporting innovation and entrepreneurship. |
| **Cross-Networks Synergy (XNS) – Synergie Inter-Réseaux (SIR) (CESIR)** | • Bringing the multisectoral approach fostered by XNS into the WSIS+10 process for social and economic appraisal of its outcomes and  objectives <br> • Linking more closely Energy with ICT, especially in DC projects planning  and implementation <br> • XNS is both an innovative  financiel  mechanism and an efficient tool for   land-use and planning policies <br> • XNS is key for regional integration and sustainable endogenous  development |
| **Ensuring Internet Access and Better Governance by Deepening Multistakeholderism – A Developing Nation's Perspective (Media for Change/FICCI)** | India has 950 million telecomm users, 150 million are online and has the highest number of social media users. Developing nations and emerging economies will be the critical mass in global conversations on Governance and information access for all.  IT is important therefore to actively seek and facilitate more voices from diverse stakeholder groups to inform the debate and dialogue on governance issues. <br><br> The panel saw representation from about 8 developing nations and each had a wonderful and unique story to tell and innate challenges that they face. It is there important to a facilitating environment to hear, listen, tell and share these unique experiments without over engineering them or being prescriptive. There is a great need for digital policy literacy and a need for cooperation and building bridges between core nations and those on the periphery of the world information order. Governments and Intergovernmental bodies need to proactively and on a sustained basis engage with members form the civil society, academia and the technical community. Only a culture of confluence and not of conflict can bring together seamless integration and a healthier and more meaningful engagement. |

| The table below summarises the views on WSIS+10 that were captured during the sessions at the WSIS Forum 2013Views on WSIS+10 | |
|---|---|
| **Empowering Women: ICTs for Women's Entrepreneurship (United Nations Conference Trade And Development/ International Labour Organization)** | • Public-private partnerships are making possible innovative approaches to training women entrepreneurs in ICTs, though the sponsoring of e-learning initiatives or peer-peer informal learning strategies for women entrepreneurs.<br>• The establishment of a simple technology and information center in women entrepreneurs associations in developing countries is one way to facilitate the uptake and learning of ICTs among women entrepreneurs, especially in places where connectivity is limited.<br>• While weak ICT and electricity infrastructure in many developing countries hinders rural women entrepreneurs from adopting ICTs, innovative solutions are emerging.  Rural women entrepreneurs increasingly are providing service stations to recharge mobile phones.  The distribution of solar-powered computers, rather than electricity-based computers, may be an effective strategy to overcome infrastructure constraints.<br>• Thanks to improved broadband connectivity and Internet access, new opportunities are emerging for women entrepreneurs in the area of freelancing.<br>• The joint ILO-UNCTAD initiative was a good illustration of the importance of leveraging ICTs as an enabler for development, in this case related to women entrepreneurship development. |
| **The Elephant in the Room: Why the Economic Dimension Needs Higher Priority in Internet Governance Policy Debates (International Digital Economy Alliance (International Digital Economy Alliance (IDEA))** | There is a growing interest among trade negotiators in the possibilities brought about by the Internet as a vehicle for trade in services. The very question is an emerging trend itself, and how new trade negotiations engage with the Internet will have great implications for the development of the Internet through 2015 and beyond.<br><br>This workshop topic does not directly address WSIS action lines. It is a developing area of thought and practice that was not reflected in the original action lines. The challenge for WSIS + 10 is to fully engage on this topic so that a full body of thought can be developed going forward |
| **COP Partners Meeting Closed Meeting** | COP is a multistakeholder initiative which provides guidance for action to promote the online protection of children worldwide |

# Chapter 6 - WSIS+ 10 and the Post-MDG Process

In 2000, world leaders gathered in New York to sign the United Nations Millennium Declaration. The Millennium Goals led to a surge in efforts for development around the world, but were, necessarily, a product of their time. While the target of "making available the benefits of new technologies" was included in MDG 8, the importance of ICTs had yet to become fully clear. Since 2000, technology has progressed in leaps and bounds; today, uses are being found for technology that could not have been imagined 13 years ago. ICTs have rapidly established themselves as a fundamental pillar of developmental strategies. Thus, in 2003 and 2005, the international community assembled twice for the World Summit on the Information Society, recognizing the major impact ITCs could have on development. In 2006, the United Nations Group on the Information Society was formed to coordinate the efforts of different UN agencies promoting development through information communication technologies. Despite such progress, a lot more can be done for people around the world, by focusing on ICTs as a motor for change.

With the 2015 deadline for achieving the MDGs fast approaching and the Post-2015 UN Development Agenda and Sustainable Development Goals (SDGs) processes well underway, this year's WSIS Forum was able to make many important suggestions and recommendations for the future. Multiple sessions, not least of all UNGIS and the Ministerial Round Table, came to a similar verdict: stakeholders should ensure that ICTs, as vital drivers of sustainable development, are included prominently in the UN's post-2015 development framework. ICTs empower people, opening up access to a wealth of knowledge; to financial and healthcare services; and to new opportunities for employment and exchanges. They also enable life-saving operations in disaster zones, as well as preventive action based on smart monitoring systems. Placing ICTs at the forefront of the post-MDG framework will ensure a rapid diffusion of these benefits, as well as many others, and will ultimately prove rewarding for global society in its entirety.

# Joint Statement United Nations Group on the Information Society (UNGIS) on the Post-2015 Development Agenda

**Joint Statement**

**United Nations Group on the Information Society (UNGIS)**

**May 2013**

**Geneva**

*In keeping with its mandate to promote policy coherence and programme coordination in the UN system, as well as provide guidance on issues related to inclusive Knowledge Societies and especially on information and communications technologies (ICTs) in support of internationally agreed development goals, the 30 members of the UN Group on the Information Society (UNGIS) respectfully submit this joint statement to the UN Secretary General and the UN Task Team. The statement is a collective contribution to the dialogue on the Post-2015 Development Agenda, a unified effort to harness inter-agency expertise and experience to support deliberations on Post-2015 priorities, and a united commitment to a UN community poised to address development challenges in the 21st century.*

When the Millennium Development Goals (MDGs) were established in 2000, the international community was only beginning to understand the catalytic potential of ICTs to advance development agendas and priorities. One of the targets under Goal 8 calls for making the benefits of technologies, particularly ICTs, available to all. Two years before the deadline for achieving the MDGs, Target 18 seems achievable by 2015 when it comes to access to mobile services. However, the potential of ICTs as key enablers for inclusive development have yet to be fully acknowledged, harnessed and specifically linked to the achievement of all other MDG targets.

**1.**     In 2003 and 2005, at the two phases of the World Summit of the Information Society (WSIS), the international community agreed on a set of commitments that recognize ICTs as enablers for development. World leaders representing Governments, civil society, private sector and the technical community set out a strategic framework for their deployment and use with the engagement of and in partnership with multi-sectoral stakeholders. This framework captures the potential of ICTs in enhancing access, especially of vulnerable populations, to education, health care and other public services, to information, finance and knowledge, and the role of ICTs for the protecting the environment, for mitigating natural disaster risks, ensuring sustainable use of natural resources and sustainable food production and for women's empowerment. This is in line with the internationally-agreed development goals in general and with environmental protection and the sustainable use of natural resources in particular, as mentioned in both the Rio Principles and Agenda 21. In this context it is important to note that there is an existing UN goal for the post-2015 sustainable development era that already addresses a key component of the information society. UNGIS was established in 2006 to ensure coherence in the implementation of these commitments across the UN system.[1]

**2.**     Thirteen years since the UN Millennium Summit and ten years after WSIS 2003, the ICT landscape has changed dramatically.   Rapid innovation, diffusion and uptake of mobile technologies and improved access to the Internet have greatly expanded the gamut of opportunities that ICTs offer to promote inclusive development. As demonstrated by the ongoing overall review of the implementation of WSIS outcomes, international cooperation and multi-stakeholder collaboration on the strategic use of ICTs to address a wide range of issues during the past decade has produced a wealth of knowledge, experience and expertise – valuable resources that should be fully harnessed by the UN system as it defines a new development agenda for the coming decades. Today we know that:

> **2.1**   ICTs provide a platform to better integrate and accelerate delivery on all three pillars of sustainable development -- economic growth, social inclusion and environmental sustainability.

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[1]     GA Res 60/1 notes: The 2005 World Summit Outcome and the principle of integrated and coordinated implementation of and follow-up to the outcomes of the major United Nations conferences and summits in the economic, social and related fields, supporting stronger UN system-wide coherence and international cooperation that specifically raised and stressed the issues of science and technology (including ICTs), as well as building an inclusive information society, and implementing the WSIS Outcomes in addressing new challenges and in helping bridge the digital divide by enhancing digital opportunities for all.

**2.2** ICTs in general, and the Internet in particular, play an important part in ensuring rights-based development, especially enabling wider exercise of freedom of expression and press freedom, which in turn are critical to combating corruption, ensuring gender-sensitivity, deepening accountability, and promoting socially inclusive development.

**2.3** ICTs have become critical drivers and essential tools for the creation of jobs and the delivery of basic public services, for improving access to knowledge and education, for empowering women, enhancing transparency, and for giving marginalized populations a voice in decision-making processes that directly affect their own lives.

**2.4** ICTs play a transformative role in governance and institutional development at the global, regional, national and local levels, which are essential for sustainable development.

**2.5** Regional cooperation, through the sharing of best practices, policies, experience that can pro-actively facilitate mutually beneficial solutions that are particularly relevant to a given regional context.

**2.6** The enabling power of ICTs can greatly enhance the technical effectiveness of development work, as well as the way in which common objectives are defined, set, monitored and achieved.

**2.7** Most importantly, ICTs by themselves cannot guarantee the achievement of development goals. Strategic policies, human capacity, appropriate knowledge management, relevant content development, infrastructure deployment, and an enabling environment are critical factors to ensure that the potential of ICTs for sustainable development is fully harnessed by and for all.

**2.8** Affordable access to ICTs will continue to transform people's lives, as this enables people to empower themselves, their communities and their societies.

Despite the significant progress made to date, inequalities in access to ICT networks/infrastructure, education and technological progress and to innovation systems remain vast, within and between countries. Significant threats and risks, important digital and knowledge divides, including around gender, remain. They need to be addressed pro-actively, hand in hand with non-technology related barriers, in order to achieve an inclusive and a people-centred Information Society.

**3.**    UNGIS therefore proposes that:

**3.1** **The potential of ICTs as key enablers of development, and as critical components of innovative development solutions, is fully recognized in the Post-2015 Development Agenda.** Taking into account the importance of relevant content, skills and an enabling environment, ICTs, including broadband Internet, mobile technologies and relevant ICT applications, should be fully recognized as tools that can help empower people, enable wider exercise of human rights including freedom of expression, foster access to information,   open up employment opportunities, expand access to learning,

education, and basic services. In collaboration with other stakeholders, the UN system should seek to take full advantage of ICTs in addressing the development challenges of the 21st century and to recognize them as cross-cutting enablers for the achievement of all three pillars of sustainable development.

**3.2** **The Post-2015 Development Agenda reflects lessons learned during the past decade in the implementation of the WSIS outcomes**. UNGIS urges building on what has been learned on the potential of ICTs since the MDGs were established in 2000, specially acknowledging that WSIS 2003/2005 has galvanized significant international cooperation and collaboration on ICTs as enablers for development.

**3.3** **Interaction between the Post-2015 Development Agenda and the WSIS+10 Review processes be established to create synergies.** Such interaction is important to ensure that efforts across the UN System are coherent, connected and coordinated to achieve maximum, sustainable impact.

**4.** **UNGIS stands ready to assist the implementation of the recommendations made above**. UNGIS -- with its 30 members -- offers a valuable knowledge and resource base that has been developed in the past decade on a multi-stakeholder basis focusing on innovative tools and approaches to tackle multiple development challenges. This knowledge and resource base can help inform the setting of the Post-2015 Development Agenda. UNGIS can provide assistance particularly in the following ways:

**4.1** Consultative engagement with the bodies tasked to shepherd the post-2015 process, including by providing substantive expertise in support of the Open Working Group as it starts to frame proposals to the General Assembly.

**4.2** Making experts available to Member States through their Permanent Representatives to the UN, specifically as they reflect on lessons learned in the past 10 years in WSIS.

**4.3** Consultative engagement with all relevant groups within the UN system, including at the regional level and within the UN Development Group, to facilitate the effective integration of ICT-enhanced, innovative development solutions in their own frameworks.

**5.** In keeping with its mandate, UNGIS is committed to both support the UN community as it frames the post-2015 Development Agenda and help deliver on the new set of goals by ensuring policy and programme coherence, and providing guidance on the central role of ICTs in development.

**Members of UNGIS**

FAO, IAEA, ILO, ITU*, OECD, UN Women, UNCTAD*, UNDESA*, UNDP*, UNECA, UNECE, UNECLAC, UNESCAP, UNESCO**, UNESCWA, UN-Habitat, UNHCR, UNICEF, UNIDO, UNITAR, UNODC, UNRWA, UNWTO, UPU, WB, WFP, WHO, WIPO, WMO, WTO

**UNESCO is UNGIS' 2013 Chair

*ITU, UNCTAD, UNDP and UNDESA (2013) are UNGIS' Vice-chairs

**About UNGIS**

UNGIS serves as an interagency mechanism, which aims at coordinating substantive and policy issues facing the United Nations system's implementation of the Geneva Plan of Action and Tunis Agenda for the Information Society adopted by the World Summit on the Information Society, thereby contributing to improving policy coherence in the UN system, as requested by the 2005 World Summit. Subsequently, UNGIS ensures coordination within the United Nations development system to respond to the international attention being given to science and technology and technology transfer as reflected by the outcomes of the 2005 World Summit.

More information on UNGIS can be found at: www.ungis.org, or email us at:  contact@ungis.org .

# WSIS Forum 2013: Outcomes of the High-Level Substantive Session on ICTs and Post 2015 Goals

The World Summit on the Information Society (WSIS) was the first UN Summit to draw attention to the opportunities and challenges of the emerging Information Society in the dawning digital era. At the two phases of WSIS in 2003 and 2005, world leaders representing Governments, civil society, private sector and the technical community set out a strategic framework for their deployment and use by establishing a set of WSIS targets and commitments.

This framework captures the potential of ICTs in enhancing access, especially of vulnerable populations, to education, health care, information, finance and knowledge, protecting the environment, mitigating natural disaster risks, ensuring sustainable use of natural resources and sustainable food production. This is in line with internationally-agreed development goals in general and with environmental protection and the sustainable use of natural resources in particular, as mentioned in both the Rio Principles and Agenda 21.

With the 2015 deadline for achieving the MDGs fast approaching and the Post-2015 UN Development Agenda and Sustainable Development Goals (SDGs) processes well underway, the WSIS Forum can make an invaluable contribution in ensuring that ICTs, applications and services, be underlined and included prominently in the UN's post-2015 development framework as vital drivers of sustainable development.

It is important to note that there is an existing UN goal for the post-2015 sustainable development era that already addresses a key component of the information society. The Istanbul Programme of Action (IPoA) for the Least Developed Countries (LDCs), sets out an ambitious objective that all citizens of the LDCs should have access to the Internet by 2020. In addition, ICT networks were elevated in the action plan as an essential developmental infrastructure that should be considered on a par with energy, water and transportation infrastructure.

The High-Level Substantive Session provided a platform for a dialogue on this important issue in a multistakeholder set up, and engages stakeholders in assessing the existing synergies and strong linkages between these processes and the WSIS outcomes, mandates and follow-up, while evaluating options and strategies to inject WSIS objectives in the post-2015 sustainable development agenda. It also explored the enabling environment that allows ICTs to act as a catalyst for the three pillars of sustainable development: economic growth, social inclusion and environmental sustainability.

The Session urged all stakeholders to ensure that ICTs, and especially access to mobile telephony and broadband Internet access, need to be fully recognized by the international community in the UN's post-2015 development agenda to empower people intellectually and financially, to open up fresh employment opportunities, and to give people greater access to learning and education, and health services.

Please find below the main outcomes of the session, the high-level substantive session:

- Acknowledged the vital importance of Information and Communication Technologies (ICTs) as vital drivers and essential tools for the creation of jobs, for the delivery of healthcare and, most importantly, for giving people access to knowledge and education.

- Recognized that ICTS are an increasingly important catalytic infrastructure with the potential to better integrate, deliver and enable all three pillars of sustainable development - economic prosperity, social inclusion and environmental sustainability.

- Affirmed the importance of ICTs in the post-2015 framework as critical infrastructure and a driving force for development and for improving people's lives.

- Recognized that WSIS Forum can make an invaluable contribution in ensuring that ICTs, applications and services, be underlined and included prominently in the UN's post-2015 development framework as vital drivers of sustainable development.

- Encouraged and urged all stakeholders to advocate that ICTs, and especially access to mobile telephony and broadband Internet access, are prominently recognized as key enablers for development in the UN's post-2015 development agenda.

- Endorsed the UNGIS Joint Statement on the Post-2015 Development Agenda at the WSIS Forum 2013.


**SOME KEY QUOTES:**

**H.E. Mr Mostafa Faruque Mohammad, Minister of Information and Communication Technology of Bangladesh**

- For a Least Developed Country like Bangladesh which lacks essential natural resources and physical infrastructure, ICTs could be the vital driving force and most suitable device for creation of jobs, for ensuring healthcare and above all, for access to knowledge and learning.

- All the countries of the South which have achieved remarkable growth have greatly expanded their service and investment in ICT. Now, there is a direct link between expansion of broadband and the growth of GDP.

**Maj. Francois Régis Gatarayiha, Director General, Rwanda Utilities Regulatory Authority**

- ICTs are among the basic needs of daily life, they should be part of every MDG going forward.

- We should go beyond looking at ICTs as an enabler or critical infrastructure, but as a way of life. ICTs transform the life of the people. We should even change the way we measure their impact and changing the targets that currently limit ourselves to counting the number of networks, distributed devices or the number of people using ICT as a tool.  Rather, we should focus at how ICTs are transforming people's lives and what are ICTs being used for.

- In Rwanda, the ICT 20/20 agenda will measure transformation by what we denominate as "SPREAD":

> S = services, solutions, systems
>
> P = private sector led multi-stakeholder partnership, people centric
>
> R = relevant, reliable and rural areas
>
> E = enabler, education, employment generation
>
> A= accessibility, affordability
>
> D = demand driven

**Valeria Betancourt, Manager of the Communication and Information Policy Programme, Association for Progressive Communications**

- Need to prioritise participation in upcoming years in translating the Multi-stakeholder approach discourse and dialogue into multi-stakeholder practice and collaboration at national and global levels. The multi-stakeholder approach is one of the key outcomes of the WSIS process.

**José Clastornik, Director of Uruguay's Agency for Electronic Government and the Information Society (Agesic),Chair of the Ministerial Conference on the Information Society in Latin America and the Caribean eLac**

- The need to take into account the new realities and the ubiquity of the ICTs. The e in e-Government will probably not be necessary in the future. Government should be e-Government, society should be information society.

- Our role as governments, besides guiding the roles of the different actors, is to correct the disparities in ICT access and use, not because of access to the technology in itself, but the right that we all have to access the opportunities that they bring.  When public policies are understood in this way, main changes can take place.

- It's about balance, balance between what should be regulated and what should not, balance among the issues that must be decided through a multistakeholder process and the decisions that governments must take, between digital economy and social inclusion, between openness and privacy, between property rights and sharing, between globalization and country jurisdiction.. The necessary balance to build a people centric, inclusive and development orientated information society that we all want.

**Ms Husniyya Mammadova, Head of the Deputy Head of Economic Cooperation and Development, Ministry of Foreign Affairs of Azerbaijan**

- The experience of the MDGs implementation framework clearly suggest that we should identify means to achieve these objectives, equally important is to make best use of tools which enable economic growth and social development, drive innovation and progress, enhance transparency and accountability. In our view ICTS one of those powerful tools that can help achieve these objectives.

- We strongly believe that ICTs should be better deployed in the service of sustainable development and support ITU and its partners in the efforts to adequately addressed ICTs in the post 2015 agenda.

**Mrs Audrey Plonk, Global Security and Internet Policy Specialist, INTEL**

- The proliferation of ICTs contributes to sustainable development of national economies and global citizens.

- Public Private Partnerships are fundamental to achieving the MDG's, SDG's and WSIS post 2015.

- The Tunis agenda is an enduring document and that its principles and commitments, contained therein, are sufficiently visionary to carry us well beyond 2015.

- As we come up with new goals in the MDG and SDG processes, if ICTs can't serve to meet that goal, than maybe we need to think about whether it is the right goal.

# Chapter 7 - UNESCO Multistakeholder Event, February 2013

# Towards Knowledge Societies for Peace and Sustainable Development

## Final Statement

Please note that this documet is also available at:
http://www.unesco.org/new/fileadmin/MULTIMEDIA/HQ/CI/CI/pdf/wsis/WSIS_10_Event/wsis10_final_statement_en.pdf

**Towards Knowledge Societies for Peace and Sustainable Development First WSIS+10 Review Event Final Statement**

**Final Statement**

**25-27 February 2013, UNESCO Headquarters, Paris**

**Information and Knowledge For All: an expanded vision and a renewed commitment**

**Introduction**

Ten years ago, the representatives of the peoples of the world, assembled in Geneva in 2003 and in Tunis in 2005 for the first and second phases of the World Summit on the Information Society adopted a common vision of the Information Society, identified its key principles and outlined the main challenges towards an Information Society for All based on shared Knowledge.

The decade since WSIS has seen very considerable progress towards the people-centred, inclusive and development oriented Information Society. The multi-stakeholder approach and implementation at the international level proved to be a considerable asset in taking forward the WSIS themes and Action Lines. Still, major challenges lay ahead for counteracting the wide disparities in development and enabling entire groups and countries to benefit from universal access to information and knowledge.

Therefore, we participants in the First WSIS+10 Review event, assembled in Paris, France, from 25 to 27 February 2013,

*Committed* to the human rights and fundamental freedoms proclaimed in the Universal Declaration of Human Rights and other universally recognized legal instruments,

*Recalling* that the Preamble to the Constitution of UNESCO affirms, "that the wide diffusion of culture, and the education of humanity for justice and liberty and peace are indispensable to the dignity of man and constitute a sacred duty which all the nations must fulfil in a spirit of mutual assistance and concern",

*Convinced* that the development of information and communication technologies (ICTs) contributes to peace and sustainable development,

*state the following:*

- Multistakeholder processes have become an essential and unique approach to engagement in addressing issues affecting the knowledge and information societies.

- The key to empowering people for sustainable development and peace is education - education that reaches out to all members of society, education that provides genuine lifelong learning opportunities for all.

- In the context of the constant expansion of the Internet and the potential of the emerging ICTs to facilitate interaction and to generate and acquire knowledge, it is important to protect and promote freedom of expression.

- Indigenous and traditional knowledge are fundamental in building pathways to develop innovative processes and strategies for locally-appropriate sustainable development. This knowledge is integral to a cultural complex that also encompasses language, systems of classification, resource use practices, social interactions, ritual and spirituality. These unique ways of knowing are important facets of the world's cultural diversity, and provide a foundation for comprehensive knowledge societies.

- Scientific knowledge is a key factor in the innovation process and in finding pathways to sustainable development which are respectful of the environment. Science is acknowledged as a common or public good that is to be shared universally.

- Knowledge societies should seek to ensure full respect for cultural diversity, and that everyone has the right to express themselves, to create and disseminate their work in the language of their choice.

- Global ICT connectivity and affordability are experiencing positive trends, although two thirds of the world's population still lack access to Internet. Accessibility, though, remains an important challenge.

- The rapid diffusion of mobile communication, establishment of Internet exchange points (IXPs), the increased availability of multilingual content and Internationalized Domain Names (IDNs), and the advent of new services and applications, including m-health, mobile transactions, e-Government, e-education, e-business and developmental services, which offer great potential for the development of the knowledge societies.

- Broadband related infrastructure and access is one of the key aspects in achieving the information and knowledge societies, bringing social and economic benefits.

- Significant efforts have been made in order to strengthen the establishment of the national ICT and Broadband strategies and policies.

*The participants also invite all Stakeholders to:*

- Respect freedom of expression, as defined in the Article 19 of the Universal Declaration of Human Rights, media pluralism, multilingualism, equal access to education, science and technology and artistic and cultural expressions remain essential for progress towards inclusive knowledge societies, and enhanced cultural diversity. Freedom of expression off-line applies on-line.

- Further promote universal access to information and knowledge with due respect for free flow of information.

- Pursue the goal of universal access to, and preservation of, information in order to build sustainable knowledge societies. In the quest for universal access to information and knowledge attention should be paid to infrastructure, accessibility to quality multilingual content and to application of knowledge, public access and building capacities of people to leverage information for sustainable development.

- Harness the potential of ICTs to help in achieving the internationally agreed development goals, including the Millennium Development Goals.

- Participants are also invited to recognize the importance of maintaining an open Internet based on open standards development processes, as key enablers for an inclusive knowledge and information societies.

- Promote and ensure the safety of online journalists, bloggers and human right activists.

- Protect privacy and foster dignity to which everyone is entitled in cyberspace.

- Acknowledge the importance of and renew their commitment to the Internet Governance Forum (IGF).

- Respect human diversity in all its forms, including cultural and linguistic diversity. The preservation of the richness and diversity of the universal heritage are concepts that are enshrined in many international normative texts and national constitutions and legislations.

- Develop measures and policies to safeguard endangered languages and promote multilingualism.

- Fully integrate gender equality perspectives in WSIS related strategies and facilitate their implementation. Efforts should go beyond techno-centric solutions towards advancing women's innovative and meaningful use of ICTs for their empowerment and development.

- Enhance the participation of youth, and their access to the benefits of the information revolution as key priorities.

- Continue focusing on the needs of disadvantaged and marginalized groups, including indigenous peoples and people with disabilities, to solve the problem of inaccessibility.

- Encourage international and interdisciplinary reflection and debate on the ethical challenges of emerging technologies and the information society.

- Support e-learning through a) the skills to effectively handle information that are reflective, creative and adept at problem solving to generate knowledge, b) transformative mechanisms that enable citizens to fully participate in knowledge societies and influence the decisions which affect their lives, c) the development of inclusive and open pedagogies and practices.

- Promote information and media literacy as indispensable individual skills to people in the increasing information flow.

- Facilitate the open access to scientific information in all parts of the world, especially in least developed countries.

- Encourage research and facilitate frameworks to favour open access to information and knowledge while respecting intellectual property rights.

- Continue exploring how the practices and philosophy of the Free Software and Open Source movements can be applied to other challenges of knowledge societies bedsides software.

- Take a holistic approach when fostering the information and knowledge societies. This will require attention to both the use and production of the variety of ICT goods and services. The ICT-producing sector should contribute to job creation, innovation and entrepreneurship as well as help to sustain ICT use throughout society. It is therefore important to create an enabling environment for the local ICT sector to grow and to attract investment.

- Make efforts to address the challenges in the availability, affordability, quality of access and use of broadband, in order to reduce the digital divide and possible risks of exclusion from the information society.

- Coordinate and cooperate in a multi-stakeholder and inclusive manner at regional and international level in order to ensure that the appropriate enabling environment is created for the further development the ICT ecosystem.

- Contribute to the upcoming work of the working group of the Chair of CSTD on enhanced cooperation.

- Take further steps to improve the availability of data related to measuring the 10 WSIS targets.

- Ensure that the lessons learned during the WSIS review processes inform, as appropriate, the formulation of development goals post 2015.

- Report on the WSIS implementation within the framework of the WSIS process, facilitating elaboration of the vision beyond 2015, to be based on up-to-date information, and identified achievements, gaps and challenges.

The Event offered a unique opportunity for all WSIS stakeholders to review progress made and lessons learned. The  outcome of this Review Meeting will serve as an input into the discussions during the WSIS Forum 2013 in Geneva in May  as well as inform the work of the Commission on Science and Technology for Development, the designated system-wide  focal point for follow up to the WSIS outcomes, when it meets at its 16th  Session.

Inspired by the vibrant debate at this review meeting, and the strong support of the diverse participants, we pledge our renewed commitment to realising the full potential of knowledge societies for peace and sustainable development.

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# UNESCO Multistakeholder Event, 25-27 February 2013

# Towards Knowledge Societies for Peace and Sustainable Development

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## Final Recommendations

Please note that this document is also available at:
http://www.unesco.org/new/fileadmin/MULTIMEDIA/HQ/CI/CI/pdf/wsis/WSIS_10_Event/wsis10_recommendations_en.pdf

## Towards Knowledge Societies for Peace and Sustainable Development
## Final Recommendations

### I.        Introductory Remarks by UNESCO, ITU, UNDP and UNCTAD

The Event *Towards Knowledge Societies for Peace and Sustainable Development*, hosted by UNESCO and co-organized with ITU, UNDP and UNCTAD in Paris from 25 to 27 February 2013, marks a significant step in the WSIS+10 Review process.

Convened in the framework the overall review process of the World Summit on the Information Society, 10 years after its holding in Geneva, and subsequently in Tunis, this Event contributed to the on-going review of the outcomes of major UN Conferences. It addressed in synergy all dimensions of the WSIS achievements, debated related challenges and issues at stake for the future, and outlined common views about the post 2015 arrangements and sustainable development targets in which ICTs should be adequately recognized as enabler of inclusive development and peace.

Access to ICTs has increased tremendously in a decade. Mobile phones now reach into almost every corner of the world, bringing connectivity to many people including in poor and remote communities. The Internet has brought unprecedented information access to a third of the world's population, affecting almost every aspect of society. New interactive services have become available, increasing opportunities for free expression and social networking. More importantly, information and knowledge societies lead to new approaches to re-affirm the freedom of expression in cyberspace and in the new media landscape generated by ICTs, including the Internet. Broadband infrastructure and cloud computing will further influence business development and the delivery of public services in developing countries. ICTs also contribute to the objective of enhancing human diversity in all its forms, including cultural and linguistic diversity, both tangible and intangible.

This transformation in information and communication has empowered individuals, enabled economic growth and contributed towards achieving the Millennium Development Goals (MDGs). Access to information and knowledge is, however, far from being universal and equitable. Many people are still excluded from the benefits of the information revolution because of existing challenges in access to affordable ICTs as well as a lack of appropriate policies and skills. Recognising the potential of broadband to accelerate the social and economic progress of countries, there is still an urgent need to bridge the gap between the richest and poorest countries and to address disparities of human capacities and of access to content. Important divides also prevail within countries. Overcoming these challenges will help humanity reap full value from the opportunities that lie before us.

The emergence of the Information Society has raised many hopes. However, information and knowledge are not only forces for social transformation. They are also essential for achieving the promise of sustainable development, mutual understanding and peace. Knowledge Societies build on the sum of human ingenuity, technical innovation and the power of information and knowledge. They have the potential to achieve lasting, positive impacts on education, economic prosperity, social inclusion and environmental protection, taking humanity forward to a new era of peace and sustainable development. Taking advantage of these 2 opportunities should be at the heart of the post-2015 development agenda and the forthcoming Sustainable Development Goals (SDGs).

Urgent action is needed by the WSIS Stakeholders, Governments, Private Sector, Civil Society and International Organizations to ensure that everyone has the skills and capabilities to participate in the Knowledge Societies, facilitated by accessible and affordable ICTs. Participants in the Paris Review Event pledged themselves to build on the achievements made since the WSIS and to work together in this common endeavour for a better world as delineated in the recommendations assembled out of the debates during this gathering.

## II.      Plenary and Session Recommendations[1]

**Thematic Forum II: *Freedom Rights and Ethics*** (UNESCO, 25 February)

- Universal human rights, as recognized in the international standards of the human rights edifice, should be at the core of the debate on Internet governance and regulation. The same rights that are applied in the offline world should also be applied online. Decisions should be based on democratic principles, including inclusiveness, transparency, openness, economic growth, equal participation and empowerment of all sectors of society.

- The multi-stakeholder model for Internet governance has proven successful in platforms such as the Internet Governance Forum and should be maintained.

- UNESCO should create a coalition of "content professionals" to defend ethical values and Net Neutrality, and more largely, the rights and freedoms of those who create, process, transmit and preserve content that enriches the knowledge society and public interest.

- Non-state actors, including Internet intermediaries, should apply international human rights standards to guide their commercial and economic choices.

- UNESCO should play a central role in the debate on the importance of Information and Communication Technologies for sustainable development, and the protection of human rights, in 2015 and post-2015.


**Session 1:      *Public and industry regulatory initiatives in the field of intellectual property enforcement*** (ISOC, 27 February)

- Copyright enforcement mechanisms, irrespective of whether they are based on self-regulatory or purely public based initiates should adhere to principles of the rule of law and, in particular, the one relating to due process; they also should provide legal certainty for all stakeholders.

- All initiatives relating to the enforcement of copyright should be based on inclusive, mulitstakeholder processes that - at the very minimum - reflect transparent and accountable processes.

- Copyright enforcement should respect and take into consideration the architecture and nature of the Internet.

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[1] Please note that the WSIS+10 session organizers and authors of the recommendations are responsible for the choice and the presentation of the facts contained in these recommendations and for the opinions expressed therein, which are not necessarily those of the co-organizers and do not commit the coorganizers.

**Session 2:** *Contested Governance: Exploring the Evolving Policy-making Environment and Considering Collaborative Solutions from the Netroots* (IAMCR, 27 February)

- Research should be commissioned to provide an understanding of the ecology of actors at the top and at the bottom of the governance chain. There is an urgent need to investigate empirically existing and competing models for organizing governance (bill of rights, carta for privacy, internet declarations…), including "do not regulate/hands off" models to regulation. How different these models are? How sustainable are these models? This research should be empirical, not ideological and provide a comparative matrix or template of service to decision-makers from all stake-holding parties.

- The role of academics should be to broaden the definition of internet governance, beyond IGF. It seems urgent to take into account current core issues (transparency, openness, diversity, interoperability) and Incorporate new central issues (copyright, ownership, labour, content regulation, accountability) as they have consequences on freedom of expression and building of knowledge, that is under the aegis of UNESCO.

- Research efforts should be applied to bridging the current knowledge gap between different actors, models, good practices, and should apply itself to the scalability and continuous effectiveness and relevance of the initiatives that are emerging at the different levels of the internet governance chain, often not at top or bottom level but at middle national or multinational levels. Researchers could help facilitate exchanges and changes at this intermediary level of action, where there currently is a lot of distrust, so that it is possible to move from contested governance to collaborative governance.

**Session 3:** *The new PII – Privacy-impacting Information* (ISOC, 27 February)

- We encourage all stakeholders to help raise awareness among Internet users about online privacy and data protection issues, as well as privacy-protecting tools and strategies.

**Session 4:** *WGIG + 8: Stock-Taking, Mapping, and Going Forward* (Center for Internet Society, 27 February)

- A report with analysis based on the background report of the Working Group on Internet Governance (WGIG) and the final WGIG report, which can take stock of the progress made since then, the new issues and themes that have arisen, and which could be presented at the Internet Governance Forum. One important part of this would be focusing on the benefits of the Internet Governance Forum itself, and on the role of the WGIG process and the WGIG report in underscoring the importance of multistakeholder processes.

- We should continue building on and advancing the themes of Internet rights and principles and enhanced cooperation, as two large developments since the WGIG report.

- The Internet Governance Forum should be strengthened.

**Session 5:** *Promoting Freedom of Expression and Privacy on the Internet* (UNESCO, 26 February)

- In striking the balance between freedom of expression and privacy, an elastic public interest test can be used.

- Individual users should be educated in Media and Information Literacy to protect their own privacy and freedom of expression.

- Internet intermediaries should be more transparent about requests they receive from Governments for data access and their sharing practices.

**Session 10:** *Open solutions for addressing global challenges* (UNESCO, 26 February)

- Fostering the use of Open Systems Solutions as both effective rapid-response deployments and sustainable long-term development priorities to address the major United Nations identified challenge areas including Climate Change, Post-Conflict / Post-Disaster Response (PCPD), Gender and Minority Empowerment, and Access to Quality Education and Knowledge.

- Securing and enhancing the creation of multi-sector Open Knowledge Commons that enable access to the rapidly growing range of Open Systems, their components and solutions.

- Acknowledging and supporting open innovation at the grass-roots, including small scale and independent incubators, highlighting the interconnectivity between individual tools and methodologies to create thoroughly comprehensive Open Systems Solutions at all levels of enterprise, community and society.

**Session 13:** *Multistakeholder Principles* (ICC BASIS, 27 February)

- *Fundamental Design/Operational Principles:*
  There are some fundamental design/operational principles that constitute multistakeholder approaches and processes. These include: open participation to all stakeholders; ability for all stakeholders to contribute; self-organization; engagement on equal footing; transparency; bottom-up agenda-setting; and due process. There has been progress in the engagement of stakeholders and open participation, and the IGF has catalysed the creation of regional and national IGF initiatives on all continents. Nevertheless, on-going efforts are needed to broaden engagement of stakeholders, particularly in developing countries.

- *Governance Of and On the Internet:*
  There is a distinction between governance of the Internet (i.e. logical layer of protocols, DNS, addresses, etc.), where a distributed ecosystem of multistakeholder governance exists, and the governance on the Internet (regarding usage, freedom of expression, privacy, cybercrime, etc.) where existing mechanisms, such as the IGF, continue to evolve in response to deficiencies identified through multistakeholder discussions. Thus, the time is right to establish multistakeholder principles publicly and efficiently to set the premise by which governance of the Internet and governance on the Internet develop. It also is important to continue to improve existing mechanisms enabling multistakeholder governance of the Internet.

- *Challenges of Multistakeholder Formats:*
  Using multistakeholder formats to address key policy issues and for decision-making (beyond open consultations) raises specific challenges. Such challenges include how to form multistakeholder advisory groups, how to achieve balanced geographical representation, how to build capacity to promote effective participation, the role of steering groups, risks of capture, management of conflicts of interest, representation and decision making, and general legitimacy.

- *Roles of Stakeholders:*
  The respective roles of stakeholders are interdependent in addressing topics and implementing solutions. They have shared responsibilities on all issues, with different weights according to the different topics and the stages of the discussion in the governance workflow. Moreover, each stakeholder group must grapple with its own internal differences. This makes the multistakeholder process richer, but more challenging.

- *Evolving Mechanisms for the Multistakeholder Model:*
  Multistakeholder mechanisms and frameworks should continue to evolve to address concrete problems, on a distributed, issue-by-issue basis. Such mechanisms are an effective way to address Internet governance issues, as opposed to relying exclusively on traditional inter-governmental processes. Governance in the knowledge society will continue to benefit from expanded government interaction with other stakeholders.

- *Exchange Among International Organizations:*
  As the Internet increasingly impacts all facets of individuals' lives, the new multistakeholder approach engages with a broad stakeholder community, involved in development, access to knowledge, governance, and environmental, science and technology and trade policies. All forums and organizations relevant to Internet governance therefore should liaise with relevant international processes and institutions to bring about new layers of understanding and contribute to policies relevant to Internet access.

- *Progression of the Multistakeholder Model:*
  The WSIS +10 review process should be fully multistakeholder and not regress from the progress made during the past 10 years. The process should involve existing organizations and processes, such as IGF, the WSIS Action Lines Forum, and the CSTD, which in the past decade have improved cooperation among different stakeholders. This has helped to unleash the potential in the multistakeholder model to address the social, political, and economic growth envisioned in the Tunis Agenda.

**Session 14:** *Open Access to Scientific Information and Research – Myths and Truths* (UNESCO, 26 February)

- To promote the case of Open Access, a broadest possible and inclusive approach is essential. There is pressing need to broaden the context of Open Access and maximize its role in both knowledge dissemination and knowledge conservation.

- Berlin Declaration provides an excellent instrument to declare an organization as Open Access. UNESCO, with its mandate in the area of OA and because of its intergovernmental character, should consider signing the declaration to affirm its position.

- There is a greater need to promote Open Access in the Global South, especially by inculcating new thinking on ranking mechanisms, building impact factor metrics and local value attribution.

**Session 17:** *The place of Education in Knowledge Societies: Changing Paradigms, Managing SustainableEducation* (IFIP, 26 February)

- Redefining Education: School systems should enable teachers and students to integrate formal and informal learning supporting new approaches offered through new media and learning technologies. Revision of policies and procedures could take place at multiple levels: national, state/provincial, and local.

- Collaborate learning and research: Support collaborative research, of practitioners and researchers, addressing learners effective use of new technologies in formal and informal learning; developing a formative, performance based culture of assessment utilizing tools for learning together, also including analytical techniques and gamification. Use modern, innovative videos; Automatic assessment tolos; Gamification techniques; Learning analytics in order to teach differently, better in the digital age. Harness the power of digital technology for teaching using innovative pedagogies.

- Digital Literacy and Informatics: Develop a curriculum for teaching Computing including Digital Literacy and in particular Computer Science/ Informatics that will allow children in K12 education to have an access to knowledge that will make them creators of technology – not just its consumers.

- Explore internationally uses of blended education models and ICT-based models for educational organisation, content, knowledge and communication management ,and make these accessible to individual stakeholder groups – parents particularly, but also school and educational managers, teachers, advisers and politicians.

- Explore the ICT skills needed by each different stakeholder group to engage with and support education and make these widely accessible in the context of lifelong learning.

- Explore evolving practices of intergenerational learning and make accessible how digital technologies are needed by, and can be used to support practices across, generations.

**Session 18:** *Adoption and teaching of Open/Libre technologies in Higher Education curricula and Professional recognition for FOSS engineers and practitioners* (IFIP, 27 February)

- UNESCO/WSIS should encourage changes to Computer Science/Software Engineering curricula to include both Open Source tools and Open Source Methodology to recognise the innovative and transformative power of these and their consequent impact on economies. Approaches to ACM and other CS curriculum should now be taking into account Free and Open Source software explicitly to ensure its inclusion.

- UNESCO/WSIS should encourage universities and other educational institutions in the provision of knowledge and skills for industry, government and practitioners that will better their understanding of the innovative and transformative power of Free and Open Source software in the economy.

- UNESCO/WSIS should take a leadership role in promoting education in the collaborative skills required to excel in open source. Further they should seek the development of education techniques and resources that lead to such skills development as an adjunct to and context of Computer Science education.

- UNESCO/WSIS should support the development of education modules about risk management in the selection of FOSS and proprietary software for IT projects.

- UNESCO/WSIS should support the development of education modules about the benefits of Open Source adoption and the best practices in doing so.

- UNESCO/WSIS should promote the development of arguments and tools helping business and governments better understand their quality requirements on the IT projects they use and develop.

- UNESCO/WSIS should actively promote the development and application of rigorous auditing of IT projects by properly qualified IT Project Management Specialists to ensure standards of practice can emerge to guide future decision making and operation.

- UNESCO/WSIS should take a leadership role in promoting the encouragement of granular certification carried out by communities' experts to facilitate external trust in both experts and communities.

- National, regional or international certification must ensure that the benefits of certification recognise the high level of innovation that is provided by the application of good ICT practice.

- UNESCO/WSIS should actively support those accreditation schemes which recognise those granular certification programs that build on innovation in the professional practice of ICT.

**Session 19:** *The future of mobile learning: implications for education* (UNESCO, 26 February)

- WSIS recommends the use of mobile devices as an important element of intervention to expand learning opportunities as well as to increase the quality of learning since these are the most prevalent interactive ICT in the hands of people today, in both developed and developing countries.

- WSIS recommends the use of mobile technologies as they have the potential to respond to the challenges of particular educational contexts in formal and informal settings; supplement and enrich formal schooling; and, in general, make learning more accessible, equitable and flexible for learners.

- WSIS recommends the use of mobile technologies as they have a unique role to play in the strengthening of educational systems, by improving communication between stakeholders and supporting educational management information systems (EMIS) and school leaders.

- WSIS recommends the use of mobile technologies as they can supplement teaching and empower teachers by assisting them to reach more learners in more effective ways, providing a broader spectrum of pedagogical approaches and improving the quality of learning.

- WSIS recommends the use of mobile devices for wider benefits to women and girls which further support and extend beyond learning, including their use as a security measure, granting improved status in communities, promoting feelings of being more connected to the world and to other women, increasing the potential for economic opportunities, and increased autonomy.

**Session 24:** *Using E-Science to Strengthen the Interface between Science, Policy and Society: High Level Roundtable* (UNESCO, 26 February)

- Operationalizing e-Science is a necessity and urgency. ICTs are recognized as a priority in many countries and further recognition to this end should be promoted.

- E-Science can act as an important tool in the development of applications in sectors critical to society such as natural disasters, agriculture, water security, health, poverty, education, research and innovation and intellectual property. Many societal opportunities have arisen as a result of the application of e-Science tools, including in relation to dealing citizen choices and science-based evaluation of issues at the heart of society's priorities and preoccupations.

- Harnessing the true potential of digital science anticipates the transformational capacity of science within science itself as well as in terms of the various applications of society for the benefit of society.

- Access to ICTs remains a challenge to be tackled and met. These include access to the Internet, the needed cultural change to promote the use of the Internet and the need to develop tailored policies to support e-Science.

- There is a clear enabling environment for investing on the contribution of e-Science to enhancing the effectiveness of the science-policy interface. This is provided inter alia by the post-2015 MDGs and SDGs processes, the Rio+20 Conference outcomes and the newly-formed Scientific Advisory Board to the UN Secretary-General and the UN system. The host of scientific assessments carried out so far in relation to climate change, biodiversity and ecosystem services and agriculture indicate that we need a web-based multidisciplinary knowledge system that critically reviews and synthesize new knowledge in as a real time as possible.

The session strongly supported the initiative by UNESCO to develop a web-based platform to facilitate eScience in support of policy and for the benefit of science and society. This platform will allow the open and free access to scientific knowledge; and allow countries to optimize their capacities to promote the Internet to pursue their development and learning objectives.

The session recommended the development and operationalization of the proposed e-Science platform by UNESCO. The platform should be directed to significantly strengthening the science-policy interface. It should be designed and tailored so as reflect the dynamics of the science-policy interface at the national, sub-regional and regional and global levels. The web-based platform should also assist in linking the current discussions on international targets such as the post-2015 MDGs and the SDGs. The platform must be demand-, not supply-driven. Strategic partnerships should be sought with the private sector so as to ensure the necessary technological support to the platform and also meeting the need for guaranteeing the funding required to make the platform operational.

**Session 25:** *Indigenous Peoples' Innovative and Emerging uses of ICTs* (UNESCO, 26 February)

- WSIS processes commit to adhere to applicable international standards and commitments, particularly the United Nations Declaration on the Rights of Indigenous Peoples (UNDRIP) and other international instruments. An overarching principle will be to ensure the full and effective participation of Indigenous Peoples at all stages of strategy and programme development, as well as in implementation, evaluation, and monitoring.

- Foster policies and projects that ensure or enable para and per-indigenous approaches to ICTs. Emerging programmes and policies should move toward para and per-indigenous initiatives that enable Indigenous Peoples to develop, control, and maintain culturally appropriate approaches to ICT development and usage, on their own, or in partnership with other stakeholders, in accordance with their own priorities and perspectives.

- Indigenous Peoples participation should be prioritized within the WSIS process.

- Expansion of wireless capacity to increase quantity and quality of access for Indigenous Peoples is critical. A strategy to develop appropriate Universal Indigenous Connectivity was a central theme promoted by Indigenous Peoples during the WSIS process. Within this framework, the expansion of wireless capacity employing new wireless standard for Wireless Regional Area Networks (WRAN), addressing the challenges mentioned in the footnote, should be a priority.

- Foster policies and programmes that promote media pluralism with a focus on Indigenous media. Develop programmes and policies that: support sustainable Indigenous Media development; ensure adequate protection of traditional knowledge and the safety of Indigenous journalists; remove policies denying Indigenous Peoples access and control of communications networks and frequencies; and support to Indigenous-to-Indigenous media initiatives.

- Consideration of all types of ICTs, including radio, TV and mobile telephony, in service design development could increase effective engagement of some Indigenous Peoples. Policies and programmes should consider literacy as well as emphasise assessing and scaling applications that are already benefiting Indigenous communities.

- Undertake research and relevant action to address the lack of disaggregated data concerning Indigenous Peoples and ICTs. Accurate and disaggregated measurements of ICT adoption, usage, digital divide between different Indigenous Peoples and other impacts are needed to aid policymakers and programme developers to make well-informed decisions. Strategies to mainstream findings across sectors should include consultations, deployment policies, conferences, and programmes inclusive of, and with the full and effective participation of, Indigenous Peoples.

- Long-term goals need to include long-term support strategies. Long-term support for capacity building, secured sustainable funding resources, as well as on-going monitoring and evaluation need to be prioritized and not only short-term projects with limited sustainability.

- Appropriate and culturally sensitive E-government and E-community initiatives should be expanded. National and international e-strategies should have a specific Indigenous Peoples focus when these strategies are being developed in areas where they reside. Providing alternative ways for Indigenous Peoples to access e-services should be a priority.

- Knowledge and knowledge societies have different definitions, there are different types of knowledge. Indigenous knowledge has evolved over centuries and encompasses language, systems of classification, resource use practices, social interactions, ritual and spirituality. These knowledge societies need to be respected and strengthened, with appropriate safeguards, to enable locally appropriate sustainable development.

**Session 26:** *Linguistic Diversity: Review of National and International Policies and Measures* (UNESCO, 26 February)

- Opportunities to develop measures and policies to safeguard endangered languages and promote multilingualism can be identified in the framework of the existing UNESCO International normative tools, and in particular its Conventions in the field of culture.

- The first most important step, especially in countries where many languages are spoken, is to identify, map and survey all the languages. The second step is to document those that require most urgent attention.

**Session 27:** *Developing World and Civil Society Origins and Concerns as they relate to the WSIS agenda and its future* (UNESCO, 26 February)

- UNESCO should be open and reflective about intellectual history of the process that led to WSIS, and about the WSIS process itself. In this spirit it should commission a broad-based study on the legacy of central ideas and concepts about WSIS, including those highlighted by the MacBride Commission and the process of the New World Information and Communication Order.

- Academic institutions should include WSIS in their curricula of international communication, including its substance, the historical process leading to it and the global developments carrying it forward.

- UNESCO should note the urgency for developing new modes of communication in many developing countries and rural areas of the world and as a concrete measure expand the powers of the International Programme for the Development of Communication (IPDC) so that it may serve as a funding mechanism for digital solidarity.

- UNESCO should conduct a report examining the various public assets in equitable conditions of participation in Information Society, including anticipated losses of not-for-profit education systems, public service media Information Society infrastructure and free-at-the-point-of delivery access to culture. The report should also include an evaluation of Information Society policy outcomes.

**Session 28:**   *Exploring the Evolving Mediascape* (UNESCO, 26 February)

- In the context of media convergence, UNESCO should conduct a debate on the conceptualization of media.

- Media and Information Literacy is needed to empower users and engage all individuals in the knowledge society.

- Media pluralism and diversity should be protected by Governments.

**Session 29:**   *Promoting Freedom of Expression and Media Development in Arab States* (UNESCO, 26 February)

- Media regulation should be reduced and simplified to facilitate media freedom, independence and pluralism.

- Training should focus on improving professional standards in journalism.

- Recognizing the differences that exist between countries in the Arab region, media development should adapt to national contexts and needs.

**Session 30***:*   *Citizen Journalism* (UNESCO, 27 February)

- Citizen journalism is an emerging field that warrants further recognition, discussion and debate.

- Citizen journalists should be provided the same rights and protections as traditional journalists.

- Media and Information Literacy is needed for people to develop a critical attitude toward information.

**Session 31:**   *Community Media Panel: "Enabling Policies, Legislative Environments and Sustainable Measures"* (UNESCO, 27 February)

- Reaffirming the provision of Article 19 in the Universal Declaration of Human Rights and the International Covenant for Civil and Political Rights as the basis for international standards on community broadcasting;

- Recognizing the achievement of community broadcasting in fostering and facilitating free, independent and pluralistic media as an essential component of democratic governance and sustainable development;

- Recalling the growing contribution of community broadcasting in expanding access to inclusive information, cultural diversity, education, dialogue, speech, multilingualism, and promotion of safety in health, conflict and natural disasters;

- Taking into account that sound policies and enabling legislative and regulatory frameworks are prerequisite for the development of community broadcasting and that their enforcement is dependent on a vibrant civil society as well as participation-driven community broadcasters;

- Further taking into account the voluntary nature and capacity limitations that distinguish community broadcasting from the commercial and public broadcasting sector;

- Expressing concern that community broadcasting, consistent with international standards, must be sustainable in all aspects of their practice;

The WSIS+10 Sub-Committee on Community Media calls upon and urges:

*Governments to:*

- Legally recognize community broadcasting by introducing, strengthening and enforcing public policies, legislation and regulatory frameworks and by amending restrictions on ownership;

- Enable and guarantee the independence of national regulatory authorities ;

- Support the establishment of independently managed national funds to strengthen standards of practice;

- Establish and facilitate fair legal practice by considering fast-track licensing measures; free taxation; free spectrum and frequency allocations in analogue and digital bandwidths, and replace harsh penalties such as imprisonment for community broadcasters operating without a license;

*Independent Regulatory Authorities to:*

- Build a framework to distinguish community broadcasting from commercial and public broadcasting;

- Allocate equitable transmission capacities for community broadcasters;

- Introduce minimum standard requirements to facilitate the legal creation of community broadcasters;

- Allocate free analogue and digital frequencies through transparent and accountable mechanisms;

*The international donor community to:*

- Establish and strengthen partnerships with civil society and intergovernmental organizations such as UNESCO;

- Support experience sharing and training to address legislative, professional and ethical shortcomings;

- Provide legal-support backing to protect community broadcasters from threat and violation;

- Support policy development required for enabling community media legislative and regulatory frameworks;

- Enhance innovative participation, e.g. programming by women and young people for their constituencies, and strengthen technological convergence;

*The International Telecommunication Union (ITU) to:*

- Include community broadcasting in the wide framework of radio frequency planning to ensure that their operations do not contribute to and are managed free from frequency interference;

*Member States of United Nations Educational, Scientific and Cultural Organization (UNESCO) to:*

- Increase extra-budgetary contributions to UNESCO and to the International Programme for the

- Development of Communication, for community media so that it remains a strengthened priority of multilateral cooperation;

*The United Nations Educational, Scientific and Cultural Organization (UNESCO) to:*

- Create increased awareness among UNESCO Member States about the significance of community broadcasting in free, independent and pluralistic media, democratic governance and sustainable development.

**Session 33:** *Avoiding e-waste: Sustainable life-cycle management of ICT equipment* (UNESCO, 26 February)

- Avoiding or minimizing e-waste as well as protecting workers health and the environment have to be considered by producers, service providers, users and regulatory authorities as essential parts of the ICT equipment life-cycle management.12

- Standardization and regulation authorities should aim at ICT equipment that makes more efficient use of resources, is designed for longer life, for easy and effective dismantling and recovery of valuable parts.

- Producers should develop equipment that is designed to minimize e-waste through optimized use of electronics, longer life and easy and efficient disassembly.

- Governments should consider e-waste management as a multi-stakeholders approach and a part of integrated solid waste management building on the 3R concept (reduce, reuse and recycle), Life Cycle Assessment and Value Chain Assessment.

- In developing countries, most wastes are handled by the informal sector. Governments need to look for integrated solutions to e-waste and other solid waste management together with the local garbage community.

**Session 36:** *Current and emerging ethical and societal challenges of the information society*
(UNESCO, 26 February)

- UNESCO should encourage international and interdisciplinary reflection and debate on the ethical challenges of emerging technologies and the information society, in particular through the Information for All Programme (IFAP) and the work of the World Commission on the Ethics of Scientific Knowledge and Technology (COMEST). Such reflection and debate should have a multitiered dimension that connects to policy and advisory bodies, with particular attention to participation of developing countries and sensitivity to their needs. Among themes of particular relevance in examining the interface between information technologies, social transformation and governance are the relation between human rights and ethical principles for the information society; the challenges of interculturality in information ethics; the possible tensions between freedom of expression and moral harm; issues of privacy and security; issues of free access to public and governmental information; and the fundamental question of personal and collective identities in a digital world.

- In order to support equitable participation of all stakeholders, efforts should be made, including through UNESCO programmes where appropriate, to build or strengthen regional and national capacity in to analyse, discuss and respond to the ethical challenges of the information society.

- Awareness should be raised of the ethical implications of the information society, particularly amon young people, along with life-long education initiatives to equip all citizens with the skills and competence to participate actively and knowledgeably in the information society. New info-ethica and info-civic pedagogical paradigms, including but not limited to e-learning, could be envisaged in this regard to support new modes of global citizenship fully integrating digital media and virtual political spaces.

- Freedom of expression should be affirmed as a fundamental right and as the basis for reflection on its responsible use in the context of broader consideration of freedom of access to information particularly public and governmental and of the right to communication in a framework of cultural sensitivity, tolerance, and dialogue.

- Consideration should be given to the ethical principles that bear on technological and social issues in the information society and underlie specific regulatory frameworks, whether or not such principles are enshrined in existing normative instruments or codes of conduct. Of particular importance in this regard is analysis of gaps and lags that hamper policy in the face of the ethical challenges of the information society, with a view to supporting policy-makers and stakeholders in moving in synchrony with technological advance rather than reacting after the fact.

**Session 37:** *Beyond the Code: Are Human Rights part of the Internet's DNA?* (ISOC, 26 February)

- The open, end-to-end, interoperable and decentralized design of the Internet should be maintained as a key enabler for an inclusive and open knowledge and information society. By empowering users at the edges rather than the center of its architecture, the Internet embodies democratic values and fosters a wide range of Human Rights.

- The open and transparent processes upon which Internet standards are developed should be supported, as they ultimately allow the users to define what the Internet is and what the future knowledge society will become. From its very early days, the Internet has evolved through empowered users and communities - these processes need to be sustained.

- Digital literacy should be promoted and aim to empower Internet users, in particular younger generations, with a greater understanding of the applicability of existing human rights to the uses and practices emerging in the online environment.

**Session 40:** *Reviewing gender equality and women's empowerment in the knowledge society: Setting an agenda for WSIS+10* (UN Women/APC/UNESCO /US State Department)

- In accordance with UN Declarations and Conventions, a people-centred, inclusive and development oriented Information Society must be guided by the principles of gender equality, non- discrimination and women's empowerment as contained in the Beijing Declaration and Platform for Action (Fourth World Conference on Women) and the Convention on the Elimination of All Forms of Discrimination Against Women (CEDAW).

- Women are not only consumers or beneficiaries of ICT, they must be equal producers, innovators and decision-makers in the knowledge society. To achieve this, we need to fully integrate gender analysis and principles in WSIS related strategies and facilitate their implementation. Efforts should go beyond techno-centric solutions towards advancing women's innovative and meaningful use of ICTs for their empowerment and development.

WSIS should ensure women's equal and meaningful participation in the knowledge society by:

- Establishing equality in women's access to ICTs, in all its forms, by taking into account the differences in levels of access, opportunity and participation of women and men and addressing the disadvantages and barriers that women and girls experience in the knowledge society.

- Integrating gender analysis and principles in national digital and e-strategy frameworks and agendas and developing proactive policies and programmes across all sectors for women as active and primary agents of change in owning, designing, using and adapting ICT.

- Developing and collecting gender and sex-disaggregated data, and undertaking research and impact analysis on gender and ICT, including for evidence based policy making and programming.

- Adopting effective monitoring and accountability frameworks, including actual targets within WSIS framework, for commitments on gender equality and women's empowerment.

- Building capabilities of women and girls to use ICTs for agency, empowerment and citizenship. To empower girls and women throughout their life cycle, as shapers and leaders of society, gender responsive educational programs and appropriate learning environments need to be promoted.

- Promoting awareness and prevention of prevalent discriminatory and negative gender stereotypes and violence against women in the online world.

- Ensuring that women's rights are taken into account in internet rights and principles and dialogue and reporting on ICT dimensions are facilitated within women's rights frameworks.

- Ensuring parity in women's representation in high levels and decision-making in the ICT (public and private) sector and governance structures.14

- Building the skills and environments necessary for women to enter, remain and progress in IC careers.

- While ensuring shared responsibility of all stakeholders to contribute efforts, resources and investments to reach WSIS commitments on gender equality, it is important for there to b mechanisms for holistic monitoring of gender commitments across all spheres of the review process.

**Session 44:** *Identifying Emerging Trends and Vision Beyond 2015: Action Line C2 Information and communication infrastructure, C5 Building confidence and security in the use of ICTs,C6 Enabling Environment* (ITU, 27 February)

- The established facilitation mechanisms both at the international and regional level have proven to be inclusive and outcome oriented.

- The WSIS Forum integrates the Action Line related facilitation meetings, including those on Action Line C2, C5, C6, that lead towards main Meeting of Moderators and Facilitators of Action Lines ensuring effective coordination of the implementation of the WSIS outcomes.

- The distinction between the facilitation and implementation roles of the WSIS Process need to be made clearer as there is often a confusion between these two roles amongst the stakeholders.

- ITU roadmaps for WSIS Action Lines C2, C5, C6 as detailed plans to guide progress towards achieving the WSIS goals, provide a broad vision and detailed overview of the activities planned within the mandate of the ITU. The roadmaps may be perceived as a framework to serve as a template for the other WSIS Action Line moderators/facilitators to strengthen the implementation mechanism of the WSIS process, and ensuring that activities are reflected in regular planning of facilitators/ moderators Of the Action Lines.

- Regional level action line coordination and implementation is encouraged for coordinating regional inputs.

- In this regard, series of the ITUs Connect Summits have provided the perfect platform that aims to mobilize human, financial and technical resources for the implementation of the connectivity targets of the WSIS and the Regional Initiatives.

- Activities like Global Symposium for Regulators, Global Cybersecurity Agenda effectively facilitated implementation of the respective action lines.

- Emerging trends for Action Lines C2, C5, C6, identified through the multi-stakeholder approach in 2012 should be further expanded during the upcoming WSIS Forum 2013.

**Session 45:** *"The web we want" What can WSIS plus 10 deliver – a view from civil society* (Global Partners for Best Bits, 27 February)

- We would like to highlight our concerns that current internet governance mechanisms are deficient. For example, they are unable to successfully address inequalities in internet access, threats to data privacy and network neutrality.

- We also acknowledge and support the notion that governments do have a legitimate role to play in internet governance, for example in the areas outlined above.

- In this context, we would like to strongly recommend that the best way forward is to develop and grow the IGF. Through, for example, enable the IGF to issue soft law in the form of recommendations or declarations.

- Alongside enhancing the IGF it is essential that current accountability and transparency deficiencies of the IGF.

**Session 48:** *Enhanced Cooperation: from deadlock to dialogue. Reflections on what needs to be done* (ISOC/APC/ICC BASIS)

- Enhanced cooperation has been occurring in many different ways; the CSTD working group on enhanced cooperation will be an opportunity to gather input on how and where enhanced cooperation is happening, and where there may be room for improvement. The discussions on enhanced cooperation have been happening in many contexts including the WSIS +10 review event in February, and should continue at the IGF and in other spaces.

**Session 50:** *Enhanced cooperation and the Internet addressing organizations* (ICANN and Apnic, 27 February)

- For the working group of the Chair of the CSTD on enhanced cooperation to document the concrete practices that have been developed within and among existing organizations.
- For all stakeholders and processes to foster efforts to ensure participation and inclusion of governments and other stakeholders form developing countries.
- Encouragement to all stakeholders to follow and contribute to the work of the upcoming Working Group of the chair of the CSTD on enhanced cooperation.

**Session 51:** *Rights-Based Principles and the Internet: Taking Stock and Moving Forward* (Internet Rights and Principles Dynamic Coalition, 26 February)

- The full range of human rights should be the normative foundation of any internet policy making and internet governance processes.
- Encourage all initiatives around human rights and principles to ensure that consultations, formulation and implementation engage all sectors of civil society in particular grassroots communities.
- Reinforce the principles of multistakeholder dialogue and open participation as the way of working in all internet governance arenas together with generating concrete outcomes.

- Theme for IGF Bali 2013 and WSIS 2015 should be Human Rights and Principles for the Internet.
- The creation of a dedicated UN Special Rapporteur on Human Rights and the Internet as a monitoring and accountability mechanism for the online environment.

**Session 52:    Cybersecurity – Searching for a common understanding** (ISOC, 27 February)

We invite all stakeholders to work together to better understand cyber threats and risks, and through cooperation and mutual assistance to develop policies and strategies that enable innovation, economic growth, and preserve the fundamental principles of the open Internet.

**Session 53:    *Digital Safety of Journalists*** (UNESCO, 26 February)

- Journalists, both off-line and online, should receive technical training in digital safety.
- Greater awareness is needed by journalists, media companies and Governments on the digital threats that journalists face in order to enhance the safety of journalists.

**Session 57:    *Spring Dance*** (Free Press Unlimited, 27 February)

- UNESCO needs to realize and build policy on the basis of the notion that the digital world is moving from the first stage (internet as search and survey pool) through the second stage (internet and  digital communication as a tool for conversation) into the third stage (digital communications 1 platforms engaging citizens providing meaning and action): a hyper individual media context in which journalists working on and for digital platforms, in sync with citizen reporters networks, will grow to perform important and crucial functions providing meaning, context and actionable results to citizens, redefining the shape of journalism.
- There is a huge and potentially growing technology, education and resource gap between traditional media-actors in countries at risk (repressive and fragile countries) and technology opportunities 3.0 in the speedily modernising digitally connected areas of the world where the third wave of digital innovation is evolving. This highlights the urgent need for UNESCO to foster and facilitate knowledge sharing, to harness co-creation and technologic cooperation empowering all media actors, as the basis of progress for their work to foster freedom of expression and media freedom. That can only happen when digital communications are secure and safe, and citizens are protected, also against their governments.

**Session 59:    *Money for content: Successful Business Conditions for Quality Content*** (World Summit Award, 27 February)

- Make support for local content industries key part of ALL WSIS / Post WSIS Agendas in order to ensure cultural and linguistic diversity: Quality Content with local relevance should be considered as crucial factor to create a sustainable and inclusive Knowledge Society. Content, monetization for Content and an environment to enable content creation should be included in all WSIS recommendations for local and regional ICT agendas. Strengthening the local and regional content industry must become a priority of the WSIS and post WSIS agenda as this is

the only way to ensure the cultural and linguistic diversity of peoples around the world in the digital age.

- Stop condescension, paternalism and content censorship : The condescension, paternalism and content censorship of governments and policy makers how content should be developed and distributed is a major obstacles around the world for a the development of a rich knowledge society and should be replaced by truly multi-stakeholder dialogues on a local and regional level. Governments, developers, creative and the industry should work together in an equitable dialogue especially in the areas of educational content. Teachers should be involved in crowd sourcing content, but unions should be excluded in order to assure that content is politicized in the narrow sense for and interests. Content producers and creators have innovative ideas and technologies, but the surrounding to enable the creative process and bring ideas into market should be facilitated by governments and the industry.

- Telcos and content producers should work together:

  WSIS and Post WSIS agenda should advocate that telecom providers should offer content producers, platforms and marketing support for the creation of local app stores, regional knowledge repositories and high quality content in order to address the local and regional needs for cultural identity and democratic participation.

**Session 60:** *Youth 4 Action: Using Internet and mobile for peace and development* (WSYA, 26 February)

- Policy makers should consider best practice examples of the power of the young generations in the civil society when suggesting that future citizens must take an active role in building up knowledge societies. Young people are already doing a lot; policy makers are often out of touch and do not know about what young people are already doing and achieving.

- International organizations and policy makers should actively support global best practice competitions for young people using ICTs to achieve social, educational and cultural goals, including the UN MDGs and build their recommendations to maximize the use of technologies on the example of innovative use and high quality e-content and applications.

- UNESCO, ITU, UNDP and the UN organizations in the WSIS process should not start projects which parallel existing civil society efforts; rather they should actively seek out the proven civil society actors and already successful collaborative networks between NGOs, universities and social innovation incubators in order to optimize results in a multi stake holder form and manner.

- UNESCO, ITU, UNDP and the UN organizations should work towards including the private sector and encourage this sector to support youth initiatives for global best practice and develop cooperative programs with NGO networks and their partners (peer to peer mentoring).

- The international development organizations should work with WSIS stakeholders to include the and support their initiatives in order for longer terms sustainably and lasting impact regarding the U MDGs and the post 2015 WSIS Agenda (Sustainable Development Goals SDGs)

**Session 64:** *Stakeholder Accountability in Sustainable Knowledge Societies* (UNESCO, 26 February)

- In the light of UNESCO's mission, highest priority should be given to facilitating learning processes and to the organisation of networked learning. This can be achieved by fostering balanced partnerships among private sector, public sector and civil society organizations as well as individuals and other groups.

- UNESCO should encourage research and debate on a balanced legal system to protect intellectual property and to favour access to information for all in knowledge societies.

- UNESCO should give a very high priority to stimulating participatory initiatives, valuing diversity and giving individuals and local communities visibility and voice.

## III.     Recommendations form the Working Papers research and open consultation process

### 1.     Renewing the Knowledge Societies Vision: Towards Knowledge Societies for Peace and Sustainable Development

1.1     Giving priority to learning processes and the organization of networked learning in the light of UNESCO's mission is essential. All people need the abilities to evaluate digital information critically in the light of other sources of knowledge. Education through formal and informal learning processes, mixing online with offline where necessary, should be given a high priority, as should multilingualism to foster diverse and inclusive learning environments. This also means that information and media literacies must be strengthened throughout all segments of society.

1.2     Strong emphasis should be given to the training of trainers combining effectively all the resources available from face-to-face interaction to digital networking. Achieving autonomy, a key aim of education, requires the help of competent trainers. The development of digital networks offers new opportunities that should be taken up and given the appropriate financial and technical resources to enlarge and improve the training of teachers.

1.3     Facilitating the rapid circulation of scientific knowledge in all parts of the world, especially in less developed areas, should be given priority. Scientific knowledge is a key factor in the innovation process and in finding pathways to industrial development which are respectful of the environment. As science is acknowledged as a common or public good, it should be shared universally. Well established universities and laboratories should be encouraged to share rapidly their discoveries and their know-how, especially with institutions located in less developed areas.

1.4     Encouraging research and debate on a balanced legal system to protect intellectual property and to favour access for all is essential. The market exchange and the creative commons models should be articulated with each other to stimulate the creation and sharing of information. Arrangements are needed to devise new business models and to promote the sharing of information. At the same time, it is essential to consider the implications of information sharing for the protection of individual privacy.

1.5 Fostering balanced partnerships among the private sector, the public sector and civil society organizations, as well as individuals and other groups, should be a priority. Digital networks and access to information are being developed through private and open applications of ICTs across the whole of the economy, polity and social environment. Companies, governments and civil society organisations are often working in isolation or their relationships are contested. In all of these contexts, efforts are need to privilege participatory bottom up action.

1.6 Stimulating participatory initiatives, valuing diversity and giving individuals and local communities visibility and voice should be a very high priority. Even when efforts are made to promote local participation, insufficient attention is given to what is necessary to ensure that applications of digital technologies are participatory in sense that they are empowering for all those involved. Innovation and learning processes are most successful when they are open to the unexpected and to changes in the environment.

1.7 Responsiveness to the interests of women, people with disabilities, native peoples, and marginalized people and groups should be a consideration of the highest priority in all measures to promote knowledge societies. All policy measures must seek ways of addressing inequality and social injustice especially through measures that respect human rights. Networking offers new opportunities for empowerment of women and other marginalised and excluded groups, but the opportunities cannot be realised without attention to discriminatory practices, privacy considerations and ethical issues.

1.8 UNESCO should take a leading role in all the areas covered by its mandate, encouraging collaborations among those in and outside the UN System with the resources to host information portals, to foster measures which support open data initiatives and make information more accessible, and provide guidance about how to link data and interpret it in ways that are meaningful to those whose interests are often neglected. UNESCO should increase its presence on the internet, provide access to information, and foster interconnections among groups working on similar problems. This includes attention to open standards for information sharing, the implications of the increasing scale of data resources, including 'big data', and the growing importance of cloud computing for data and information access.

1.9 Fostering environments in knowledge societies that employ fair employment practices and respect the human rights of voluntary contributors and paid workers is essential for diversifying and improving livelihoods and should be an important priority for UNESCO in collaboration with other organizations. Open data and information are making it easier to generate new knowledge in support of development goals and many of these activities fall within UNESCO's mandate. UNESCO should strengthen its coordination with other agencies which have mandates with respect to labour practices.

## 2. Review and Strategic Directions for Building Inclusive Knowledge Societies for Persons with Disabilities

2.1 Developing policies in support of inclusive Knowledge Societies. United Nations Agencies should cooperate in supporting countries to implement the WSIS Action Lines and the dispositions of the UN Convention on the Rights of Persons with Disabilities by:

- Supporting national legislative initiatives promoting accessibility including to information, and Information and Communication Technologies

- Helping governments develop national policies and roadmaps for accessible ICT infrastructure, contents and services with appropriate stakeholders

- Encouraging governments to fund and develop processes to ensure the participation of Organizations of Persons with Disabilities in policy making about information and ICT accessibility

- Assisting governments in adopting public procurement rules incorporating ICT accessibility criteria consistent with existing international standards

- Promoting good practices in accessible e-government, the use of standards, and the adoption of accessibility considerations at the inception of new web development projects

2.2 Setting measurements and targets for inclusive Knowledge Societies. WSIS should define targets for the inclusion of persons with disabilities in the Knowledge Society and develop appropriate measurement tools by:

- Defining methodologies in cooperation with UNESCO, ITU and civil society to facilitate the implementation of national data collection on the accessibility of information, ICTs, media and knowledge for persons with disabilities

- Encouraging Governments to Apply Census and Survey Methodologies Defined by the UN Group on Disability Statistics in order to accurately measure disabilities prevalence in support of policy making

- Supporting and participating in the existing work of Civil Society in measuring and benchmarking the progress made by States Parties to the CRPD in implementing ICT accessibility

2.3 Building capacity to implement accessibility for persons with disabilities. International organizations 20 should encourage governments to develop capacity building programs as a prerequisite to implement accessible contents, services and technologies by:

- Supporting awareness raising and training programs on ICT accessibility for ICT professionals, teachers, librarians, media, policy makers and other stakeholders developing ICT based contents and services in partnership with academia and the private sector

- Promoting research and development of universally designed products and Universal Design principles among developers

- Supporting the participation of national stakeholders in international ICT accessibility standards activities and to promote international ICT accessibility standards in their jurisdictions notably ISO, ITU, W3C and DAISY/ePUB3

- Developing, supporting and leveraging national centers of expertise on assistive technologies serving multiple stakeholders involved in supporting persons with disabilities including in education, employers and rehabilitation services

- Deploying digital literacy and accessibility programs for senior citizens and persons with disabilities with an emphasis on relevant contents and services such as health, employment, cultural, government and information services

- Providing incentives for community based institutions and telecenters to train persons with disabilities in the use of ICTs and accessing relevant information and knowledge

- In addition, United Nations agencies should cooperate to research and document countries good practices in making available technology tools for persons with disabilities and their benefits for the wider community and Knowledge Society

2.4 Promoting accessible and assistive information and communication technologies in support of Inclusive Education:

- Governments should ensure that accessible contents and services and assistive technologies are made available to students with disabilities throughout their education system and that teachers are trained and supported in their implementation

- UNESCO should promote widely the conclusions of its report on Accessible ICTs and Personalized Learning for Students with Disabilities and Incorporate an Inclusive Education component in its ICT Competency Framework for Teachers

- UNESCO, in cooperation with relevant institutions, should develop a model policy for national education institutions to promote accessible and assistive technologies in support of Inclusive Education

- Such model policy should include procurement criteria based upon standards including but not limited to the DAISY/ePUB3 and W3C - WAI guidelines as an incentive for publishers, information services, web services and hardware vendors to develop accessible education tools and contents

- UNESCO, in cooperation with education institutions, should research and document how technology can assist students with disabilities in excelling in inquiry based learning and becoming proficient in participating in all aspects of the Knowledge Societies

2.5 Promoting accessibility solutions and innovation. International Organizations, in cooperation with civil society should contribute to promote solutions and innovations that can remove barriers for persons with disabilities to participate in the Knowledge Societies:

- ITU should promote solutions for accessible media services and contents and UNESCO serve as a forum for disability and accessibility related media issues taking into consideration a human-rights based approach

- The Broadband Commission should dedicate research efforts to overcome the low rates of adoption of broadband services by persons with disabilities

- UNESCO, in cooperation with ITU and other international agencies and civil society, should accompany the rapid transformation of knowledge sharing and dissemination via mobile platforms by promoting accessible mobile tools, contents and services for persons with disabilities including for general news and information, special education, participation in social networks and independent living

- ITU and United Nations agencies should cooperate to promote the use of mainstream mobile technologies for persons with disabilities in low resource environments to enhance their participation in the Knowledge Society

- UNESCO, in cooperation with ITU and other relevant agencies, should undertake a technical and economic evaluation of the best ways to promote the development of sustainable speech software in minority languages and seek to engage a dialogue with industry on those matters

- UNESCO, in partnership with WHO, ITU and other international organizations and research institutions should identify and promote good practices and innovations in "anywhere anytime" contextual knowledge generation and delivery, leveraging new types of devices for seniors and persons with disabilities including but not limited to health, rehabilitation and emergency support services

### 3. Literacy and Competencies Required to Participate in Knowledge Societies (C3: Access to Knowledge and C9: Media)

3.1  Maximizing mobile technologies and promoting m-learning;

3.2  Cultivating 21st century competencies with objectives such as responding to the specific needs of the new socio-technological environment, narrowing the "digital use divide", fostering media pluralism and contesting restrictions on freedom of speech;

3.3  Establishing collaborative networks and strategic partnership;

3.4  Education reform and Teacher Training;

3.5  Contextualizing initiatives for specific cultural settings;

3.6  Considering the power of individuals (particularly the Net Generation) in the civil society when suggesting that more research should be conducted in this respect.

### 4. The Future of Open Systems Solutions, Now (C3: Access to Knowledge)

4.1  Fostering 'Access to Open Access' by creating public use access spaces and lowering barriers for access to technology;

4.2  Developing universal criteria and vocabulary for more rapid implementation and better understanding of FOSS and Open Systems Solutions;

4.3  Fostering the use of Open Systems Solutions as effective long-term sustainability priorities to address UNESCO's four key challenge areas;

4.4  Fostering professional training ('education of the educators') as well as children's elementary education into and through Open Systems;

4.5 Acknowledging, supporting and promoting small scale, independent or user defined FOSS incubators, highlighting the interconnectivity between individual tools and methodologies to create thoroughly comprehensive Open Systems Solutions;

4.6 Linking the economic and long-term sustainability advantages of Open Systems Solutions in the allocation of public funds and procurement processes;

4.7 Securing and enhancing the creation of accessible Open Knowledge Commons that enable access to the growing range of Open Systems Solutions, including FOSS, Open Data, Open Hardware and their related processes, methodologies and experiences.

## 5. Indigenous Peoples, WSIS, and Emerging Uses of ICTs (Action Line C8: Indigenous Peoples and ICTs)

5.1 Foster policies and projects that enable para and per-indigenous approaches to ICTs: emerging programmes and policies should move toward para- and per-indigenous initiatives that enable Indigenous Peoples to develop, control, and maintain culturally appropriate approaches to ICT usage, on their own, or in partnership with other stakeholders.

5.2 Consideration of all types of ICTs, including radio, TV and mobile telephony, in service design development could increase engagement of some Indigenous Peoples: policies and programmes should emphasise assessing and scaling applications that are already benefitting Indigenous communities.

5.3 E-government and E-community initiatives should be expanded: national and international e-strategies should have a specific Indigenous Peoples focus, when being developed in areas where Indigenous Peoples reside. Providing alternative ways for Indigenous Peoples to access e-services should be a priority.

5.4 Expansion of wireless capacity to increase quantity and quality of access for Indigenous People is critical: a strategy to develop appropriate Universal Indigenous Connectivity [1] was a central theme promoted by Indigenous Peoples during the WSIS process. Within this framework, the expansion of wireless capacity employing new wireless standards for Wireless Regional Area Networks (WRAN) should be a priority.

5.5 Foster policies and programmes that promote media pluralism with a focus on Indigenous media: develop programmes and policies that: support sustainable Indigenous Media development; ensure adequate protection of traditional knowledge and the safety of Indigenous journalists; remove policies denying Indigenous Peoples access and control of communications networks and frequencies; and support Indigenous-to-Indigenous media initiatives.

5.6 Long-term goals need to include long-term support strategies: long-term support for capacity building, the securing of sustainable funding resources, as well as on-going monitoring and evaluation need to be prioritized.

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[1] In this context basic infrastructure, affordability, literacy skills, and relevant content are identified as key barriers and enablers.

5.7 Encourage research to address the lack of disaggregated data concerning Indigenous Peoples and ICTs: accurate measurements of ICT adoption, usage, and impacts among Indigenous Peoples are needed to aid policymakers and programme developers to make well-informed decisions. Strategies to mainstream findings across sectors should include consultations, deployment policies, and programmes which are inclusive of Indigenous Peoples.

**6. Exploring the Evolving Mediascape: Towards updating strategies to face challenges and seize opportunities (Action Line C9: Media)**

6.1 General strategy recommendations, calling upon UNESCO to provide and promote:

- A debate on the conceptualisation of media as they are retooled by digital convergence, around the main issues of freedom of expression and development;

- An arena for discussing supra-national decision-making policy tools and templates, using Freedom of Information (FOI) and Media and Information Literacy (MIL) methodology as a basis for consensus-building;

- A multi-stakeholder consultative process that needs to incorporate clearly the media industry in all sectors (public, private and community) and Civil Society Organizations (CSOs) as accredited partners;

- A coordinated strategy with ITU and UNCTAD;

- Independent research to show evidence of impact of legislation and initiatives in freedom of expression and its connection with media, culture and development;

- Awareness raising campaigns, disseminating findings and policy templates, to help diagnose issues, elaborate strategies and identify key parameters for information and knowledge creation, preservation, access and sharing.

6.2 Specific recommendations to be implemented by legal and non-legal measures, calling upon UNESCO to provide and promote:

Templates for national policy frameworks and to foster multistakeholder strategies (between governments, private sector and civil society organizations) in the following areas:

- Freedom of expression, right to information, gatekeeping and user-aggregated content;

- Public interest, ownership and spectrum issues;

- Media development;

- Professional training and quality content;

- Media and information literacy (MIL);

- Gender;

- Illegal and harmful media content and protection of minors;

- Privacy;

- Content development and appropriation via mobile telephony;

- Emerging transnational regulatory mechanisms and enabling environments.

6.3 Suggestions for raising general public awareness of WSIS, calling on UNESCO to:

- Promote an enabling environment for freedom of expression and information, to help "broadcast" media navigate the change towards digital convergence, to foster the information commons;

- Engage in pro-active communication towards decision-makers and the general public about goals and achievements of WSIS in the framework of Millennium Development Goals;

- Make its own proposal for Internet governance with human rights at the centre and development as its goal, with people-centred issues and knowledge societies in mind, including issues of freedom of expression; media independence, pluralism and diversity; production of local content; and multilingualism;

- Enlist researchers and practitioners and ensure they use WSIS perspectives and action lines more in the field of communication for development;

- Support all these media initiatives in terms of human rights and actively promote media ethics.

## 7. E-learning

E-learning should:

7.1 Harness the development of open pedagogies, resources and practices to support inclusive knowledge societies

7.2 Support programmes on literacy education with a specific focus on women and girls, and for students and youth in emergency contexts to promote the universal access to high-quality primary education.

7.3 Re-orientate the national or institutional curriculum for students in the light of opportunities and challenges presented by the knowledge economy at a digital age, including reviewing and re-defining the learning outcomes and human value objectives for the digital generation, reforming the content and format of curriculum and innovating the teaching and learning methodologies according to the redefined learning outcomes.

7.4 Broaden the access to higher education and life-long learning opportunities with a view of equity in tertiary education context, including the development of the quality assurance mechanism for online learning process, and the validation and accreditation of the outcomes of e-learning programmes both formal, and non-formal and informal learning settings.

7.5 Enable the networking of teacher institutions, schools, and individual teachers to support professional development including through the provision of equitable access to the Internet to schools and institutions.

## 8. Ethical and Societal Challenges of the Information Society

8.1 Encouraging international and inter-disciplinary reflection on the ethical challenges of emerging technologies and the information society. This would entail the facilitation of a critical conversation in which ethicists, scientists and social scientists, software developers,

policymakers, and citizens can come together to identify the emerging challenges of the information society with a view to examining the interface between information technology, social transformation, and governance. It should, ideally, have a multi-tiered dimension that connects public debate with policy and advisory bodies.

8.2     Foregrounding infoethics and its sub-fields (such as the issues of privacy, security, and malice) as thematic priorities for local, governmental, and inter-governmental reflection with a view to expanding the engagement with these issues beyond Europe and the USA. This biased nature of the discussion has created an inequity of ethical knowledge and know-how and the conditions for even more exacerbated political and social divides.

8.3     Analyzing existing normative instruments and ethical codes of conduct and beginning preliminary discussions on their lacunae and policy "time-lags" in the face of the ethical challenges outlined in this report. Steps should be taken to design the proper protocol and implementation mechanism that would assure that policy-makers and stakeholders move in synchrony with technological advance and not find themselves simply reacting "after the fact."

8.4     Engendering public debate and awareness-raising on the ethical implications of information society, particularly vis-à-vis young people. Reflect on the possibility of new info-ethic and info-civic pedagogical paradigms that could equip young people more effectively to confront the challenges of the information society and foster new modes of virtual citizenship.

8.5     Developing robust and specific rights-based paradigms to the information society which will supplement and/or be merged with the study of normative frameworks for the ethics of the information society. It will be of particular interest to examine if the two approaches can indeed be synthesized or if, rather, one is more effective than the other.

8.6     Examining further the antinomies between freedom of expression and moral harm. Reaffirm support for the right to communication and freedom of expression while continuing to bolster greater cultural sensitivity, tolerance, and dialogue.

8.7     Examining in greater depth the new debates emerging from intercultural information ethics and what constitutes "being one self" in a digital world, particularly in relation to cultural and other "primordial" identifications.

8.8     Creating new paradigms of responsible e-Learning and digital education which take into account an awareness of the risks specified in this report. Such paradigms would profit from technological advances and greater digital access, but reaffirm their commitment to philosophy, not only a way of life, but as a non-digital enterprise that also requires modes of sustained reflection on the self and others that thrive in non-digital circumstances and contexts. Responsible e-Learning would provide a means of potentially bridging traditional modes of "knowing" with new forms of learning. As this report concludes, it will be imperative not to confound "information" with "knowledge", and it will be necessary to bring one domain to support the other.

**9.    Multistakeholder principles session** (submitted by the facilitator, ICC BASIS based on preparatory discussions with the panellists and moderator)

9.1    The WSIS, and the adoption of the Tunis Agenda, set out important principles for the Information Society, including Internet Governance. There are some **fundamental design/operational principles** that constitute multistakeholder approaches and processes. These include: open participation to all stakeholders; ability for all stakeholders to contribute; self-organization, engagement on equal footing, transparency, bottom-up agenda-setting, due process. The engagement of stakeholders and the open participation progressed positively, and the IGF has catalysed a wide movement of the creation of regional and national IGF initiatives on all continents.

9.2    There is a distinction between **governance of the Internet** (i.e. logical layer of protocols, DNS, addresses, etc...), where a distributed ecosystem of multistakeholder governance exists and the **governance on the Internet** (regarding usage, freedom of expression, privacy, cybercrime, etc...) where mechanisms are emerging as they become applied online.

9.3    The **time is right** to establish multistakeholder principles publicly and efficiently to set the premise by which governance of the Internet and governance on the Internet develop.

9.4    **Using multistakeholder formats to address key policy issues and for decision-making** (beyond open consultations) raises specific challenges, such as how to form multistakeholder groups like the MAG, how to achieve balanced geographical representation, the role of steering groups, risks of capture, management of conflicts of interest, representation and decision making and general legitimacy.

9.5    The **respective roles of stakeholders** are interdependent in addressing topics and implementing solutions: they have shared responsibilities on all issues, with different weights according to the different topics and the stages of the discussion in the governance workflow.

9.6    **New multistakeholder mechanisms and frameworks** may be needed to address concrete problems, on a distributed, issue-by-issue basis, and they can only emerge through multistakeholder initiatives, not purely intergovernmental processes. Governance in the knowledge society requires currently a much wider engagement of governments with other stakeholders in the public remit for which the traditional strictly intergovernmental organizations settings are not the most appropriate as they are not able to follow the trends and the political and technical needs, essential components of the policy-making process.

9.7    As the Internet increasingly impacts all facets of individuals' lives, the new multistakeholder approach engages with a broad stakeholder community, namely those involved in development, environmental and science and technology policies, trade, access to knowledge, and governance. **As such, the IGF should** outreach to liaise with relevant international processes and institutions seeking new layers of understanding and impact on those policies, as can be the case with affordable Internet access.

9.8     The **WSIS +10 review process and events must be fully multistakeholder** and demonstrate the progress made in this regard since Tunis. The processes such as IGF itself constitute an important tool towards permanently improving cooperation among different stakeholders. The multistakeholder approach is an essential component of the current knowledge society public policy ecosystem, not only to answer to society's increasing demands for more participation in the political dialogue but also to unleash the creative potential of nongovernmental stakeholders for social, political and economic growth, actually directly responding to the Tunis Agenda goals.

## 10.    WSIS Forum Session

10.1    WSIS Forum continues to provide the perfect platform for the annual coordination of multistakeholder implementation at the international level as requested by Tunis Agenda.

10.2    WSIS Forum engages all WSIS stakeholders i.e. government, private sector, civil society and international organizations to network, learn, share views and opinions as well as implementation experiences, while building partnerships and developing set of concrete recommendations for the WSIS follow-up.

10.3    With the objective of making the WSIS Forum more result oriented, the annual WSIS Forum Outcome Document has evolved as the multistakeholder reporting document that captures key observations, recommendations and highlights emerging trends in the ICT ecosystem. This is an important reference document for all WSIS stakeholder to plan their yearly implementation activities and projects.

10.4    WSIS Forum is increasingly recognized as mechanism to identify emerging trends in the ICT ecosystem in a multistakeholder format, with expert inputs facilitated by the UN Agencies in their roles as the facilitators of particular WSIS Action Lines.

10.5    Country workshops organized during the WSIS Forum have evolved as an effective mechanism to report on WSIS related activities at the national level and led towards elaboration of 10-year National Reporting Templates for WSIS+10, to be used by countries for the purposes of self-evaluation of progress in implementation of the WSIS outcomes.

10.6    WSIS Forum is an international multistakeholder platform to develop multistakeholder consensus on WSIS+10, WSIS Review. Proposed mechanisms to arrive to the multistakholder consensus, like plenaries, ministerial round tables, and visioning exercises are expected to advance preparatory work for the WSIS+10 review.

## 11.    WSIS Prizes and Stocktaking Process Session

11.1    Pursuant to the Tunis Agenda (§120), the International Telecommunication Union maintains WSIS Stocktaking database that serves as one of the valuable tools for assisting with the follow-up on the implementation of WSIS outcomes. WSIS Stocktaking database is crucial in the collection of best practices that highlight efforts undertaken by governments and other stakeholders to bridge digital divide and achieve WSIS goals. WSIS Stocktaking provides a beneficial role as medium to share the experience, review world class ICT related projects and learn best practices.

11.2 WSIS Stocktaking platform is as an effective means of sharing information among stakeholders that is beneficial for ICT4D community. The platform provides the space for online discussions, reporting,consultations and networking.

11.3 The WSIS Stocktaking Process has multi-stakeholder nature, in particular engagement of civil society in this activity is of high value.

11.4 WSIS Stocktaking has proved to be an excellent tool to monitor progress to achieve the WSIS goals, and the series of the WSIS Stocktaking Reports are seen as significant contribution to the process facilitating identification of trends in implementation of WSIS outcomes the Information Society.

11.5 WSIS Stocktaking has been playing a crucial role during these 9 years and its role becomes even more significant with respect to the WSIS+10 review process of the implementation of the WSIS outcomes. The 10–Year Country Reporting Template that was elaborated at WSIS+10 Plenary at WSIS Forum 2012 on the multi-stakeholder consensus basis, will be used for the purposes of national reporting for WSIS+10.

11.6 Beyond 2015, it is expected that the reporting mechanism will evolve to address the new requirements of the WSIS process.

11.7 In 2012 United Nations Economic and Social Council (ECOSOC) resolution 2012/5 "Assessment of the progress made in the implementation of and follow-up to the outcomes of the World Summit on the Information Society" reiterated the importance of sharing the best practices at the global level, and while recognizing excellence in the implementation of the projects and initiatives which further the WSIS goals, encourages all stakeholders to nominate their projects to the annual WSIS Project Prizes, as an integral part of the WSIS Stocktaking process, while noting the report on the WSIS Success Stories.

11.8 In this context the WSIS Project Prizes initiative was also recognized by ICT4D community as unique international contest of the WSIS process. The contest has an open character that encourages engagement of all stakeholders: governments, private sector, civil society, international organizations, academia and others. It creates a new opportunities for stakeholders to showcase their excellence in implementation at the international level.

11.9 It was proposed to investigate the possibilities of adding upon existing mechanism a review committee.  Subject of further discussion at the WSIS Forum 2013.

# UNESCO Multistakeholder Event, February 2013, Towards Knowledge Societies for Peace and Sustainable Development

Final Recommendations from Sessions Organized by the International Telecommunications Union (ITU)

1.    **WSIS Forum Session**

- WSIS Forum continues to provide the perfect platform for the annual coordination of multistakeholder implementation at the international level as requested by Tunis Agenda.

- WSIS Forum engages all WSIS stakeholders i.e. government, private sector, civil society and international organizations to network, learn, share views and opinions as well as implementation experiences, while building partnerships and developing set of concrete recommendations for the WSIS follow-up.

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- WSIS Forum is increasingly recognized as mechanism to identify emerging trends in the ICT ecosystem in a multistakeholder format, with expert inputs facilitated by the UN Agencies in their roles as the facilitators of particular WSIS Action Lines.

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**2. Identifying Emerging Trends and Vision Beyond 2015: Action Line C2 Information and communication infrastructure, C5 Building confidence and security in the use of ICTs,C6 Enabling Environment (ITU)**

- The established facilitation mechanisms both at the international and regional level have proven to be inclusive and outcome oriented.

- The WSIS Forum integrates the Action Line related facilitation meetings, including those on Action Line C2, C5, C6, that lead towards main Meeting of Moderators and Facilitators of Action Lines ensuring effective coordination of the implementation of the WSIS outcomes.

- The distinction between the facilitation and implementation roles of the WSIS Process need to be made clearer as there is often a confusion between these two roles amongst the stakeholders.

- ITU roadmaps for WSIS Action Lines C2, C5, C6 as detailed plans to guide progress towards achieving the WSIS goals, provide a broad vision and detailed overview of the activities planned within the mandate of the ITU. The roadmaps may be perceived as a framework to serve as a template for the other WSIS Action Line moderators/facilitators to strengthen the implementation mechanism of the WSIS process, and ensuring that activities are reflected in regular planning of facilitators/ moderators of the Action Lines.

- Regional level action line coordination and implementation is encouraged for coordinating regional inputs.

- In this regard, series of the ITUs Connect Summits have provided the perfect platform that aims to mobilize human, financial and technical resources for the implementation of the connectivity targets of the WSIS and the Regional Initiatives.

- Activities like Global Symposium for Regulators, Global Cybersecurity Agenda effectively facilitated implementation of the respective action lines.

- Emerging trends for Action Lines C2, C5, C6, identified through the multi-stakeholder approach in 2012 should be further expanded during the upcoming WSIS Forum 2013.

**3. WSIS Prizes and Stocktaking Process Session**

- Pursuant to the Tunis Agenda (§120), the International Telecommunication Union maintains WSIS Stocktaking database that serves as one of the valuable tools for assisting with the follow-up on the implementation of WSIS outcomes. WSIS Stocktaking database is crucial in the collection of best practices that highlight efforts undertaken by governments and other stakeholders to bridge digital divide and achieve WSIS goals. WSIS Stocktaking provides a beneficial role as medium to share the experience, review world class ICT related projects and learn best practices.

- WSIS Stocktaking platform is as an effective means of sharing information among stakeholders that is beneficial for ICT4D community. The platform provides the space for online discussions, reporting, consultations and networking.

- The WSIS Stocktaking Process has multi-stakeholder nature, in particular engagement of civil society in this activity is of high value.

- WSIS Stocktaking has proved to be an excellent tool to monitor progress to achieve the WSIS goals, and the series of the WSIS Stocktaking Reports are seen as significant contribution to the process facilitating identification of trends in implementation of WSIS outcomes the Information Society.

- WSIS Stocktaking has been playing a crucial role during these 9 years and its role becomes even more significant with respect to the WSIS+10 review process of the implementation of the WSIS outcomes. The 10–Year Country Reporting Template that was elaborated at WSIS+10 Plenary at WSIS Forum 2012 on the multi-stakeholder consensus basis, will be used for the purposes of national reporting for WSIS+10.

- Beyond 2015, it is expected that the reporting mechanism will evolve to address the new requirements of the WSIS process.

- In 2012 United Nations Economic and Social Council (ECOSOC) resolution 2012/5 "Assessment of the progress made in the implementation of and follow-up to the outcomes of the World Summit on the Information Society" reiterated the importance of sharing the best practices at the global level, and while recognizing excellence in the implementation of the projects and initiatives which further the WSIS goals, encourages all stakeholders to nominate their projects to the annual WSIS Project Prizes, as an integral part of the WSIS Stocktaking process, while noting the report on the WSIS Success Stories.

- In this context the WSIS Project Prizes initiative was also recognized by ICT4D community as unique international contest of the WSIS process. The contest has an open character that encourages engagement of all stakeholders: governments, private sector, civil society, international organizations, academia and others. It creates a new opportunities for stakeholders to showcase their excellence in implementation at the international level.

- It was proposed to investigate the possibilities of adding upon existing mechanism a review committee. Subject of further discussion at the WSIS Forum 2013.

4. **Measurement of the WSIS targets within UNESCO's fields of competence: The role of statistics in building inclusive knowledge-based societies through ICT** (Participation by ITU, lead of Partnership for Measuring ICTs for Development)

**In General:**

1. Countries are invited to collect data on the WSIS Targets and to coordinate the WSIS Targets data collection at the national level. In particular, the session has highlighted the lack of data in the area of culture, content, language and education, and countries are encouraged to pay special attention to data in these areas.

3.  Top Level Domain registries must do everything possible to enable the deployment of IDNs. In particulr this means ensuring that their policies on registrars, pricing and registration eligibility are not barriers to the adoption of IDNs and positively encourage them.

4.  Reformuler les indicateurs sur le multilinguisme et la diversité linguistique en tenant en compte les difficultés qui empêchent à l'heure actuelle d'identifier les usages linguistiques des internautes, les élargir aux usages multiples du cyberespace (toile, réseaux sociaux, messagerie, VoIP, téléphonie mobile et tablettes, jonction radio-Internet, audiovisuel, etc.) et insister sur la caractérisation du cyberespace par langue afin de déceler l'utilité des informations dont chaque communauté peut disposer.

5.  Appliquer ces indicateurs au niveau mondial en instaurant un observatoire permanent de l'usage linguistique du cyberspace, afin de pouvoir orienter toute politique destinée à promouvoir l'usage du cyberespace en langue maternelle et combattre ainsi la disparition des langues, tout en luttant contre les discriminations d'accès.

# Chapter 8 – Regional Development Forum (RDF) for the CIS, 19-21 February 2013, Moldova

## Summary of Discussions

## 1 Introduction

The ITU Regional Development Forum for the CIS region (RDF-CIS) was organized by the Telecommunication Development Bureau (BDT) of the International Telecommunication Union (ITU) in Chisinau, Republic of Moldova, on 18 February 2013, at the kind invitation of the Government of the Republic of Moldova (Ministry of Information Technologies and Communications of the Republic of Moldova).

This meeting was held on the eve of the ITU Regional Preparatory Meeting for the CIS region (RPM-CIS) with the main goal to consider setup key trends in the development of telecommunications/ICT over the past year. Its main objective was to have an open and interactive exchange of opinions and discussions to improve telecommunication/ICT in the CIS countries. Outcomes of the meeting will serve as an input to the RPM-CIS and preparatory process of the overall review of the World Summit on the Information Society (WSIS+10).

The meeting was attended by around 90 participants representing 10 Member States from the CIS region and 2 other Member State, 2 recognized operating agencies, 3 scientific/industrial organizations and 5 other entities dealing with telecommunications and 5 regional and international organizations. The list of participants can be found here.

This report provides brief overview issues discussed and challenges identified during the meeting. Annex includes meeting agenda.

**Session 1:     Trends in telecommunications/ICT development in the CIS**

This session focused on providing an overview of the efforts made by countries in the CIS region to create a more dynamic ICT sector. It addressed examples of national concepts for ICT development, including programmes for broadband access, views on effective legislation, the role of the private sector in the creation of an enabling environment for the development of ICT, promotion of broadband access and development of e-services. Series of issues, challenges and proposals for follow-up were identified during the discussion, as follows:

- Delivery of public e-services and e-literacy is an important challenge in the region that needs to be addressed in coordinated manner.

- There are significant efforts directed towards elaboration of strategies for the region, with the aim to standardize legislation, plans and actions of all administrations of CIS. Nevertheless there is a need for model lows and concrete strategies facilitating development of the ICT sector.

- Monitoring of trends and collection of appropriate ICT statistics are important for development of ICT policies and strategies. Timely collection of statistical information and its transmission to appropriate regional and international bodies has strategic meaning.

- While internet of things is becoming a reality and wins importance for socio-economic development, there are several challenges, including the following: need for new algorithms, protocols, transition to IPv6, interoperability, security paradigms, computing power, information management *etc.* Cybersecurity is vital to further development of e-services in the region. There is significant work going on in this field, in particular within the framework of the ITU Study Group 17. Involvement of stakeholders in ongoing works is indispensable.

- There is a need for coordinated approach for implementation of digital signature in CIS countries. Case study of Moldova provided good example how this challenge might be addressed. In Moldova digital signature was introduced through authentication principle, which was developed based on sim cards. This enables delivery of series of e-services through government, administration, banking, commerce etc. Appropriate legal framework gives digital signature the same legal status as it would be a real one.

- Public-private partnership was suggested as an efficient way for implementation of projects, like digital signature. Close cooperation between all stakeholders based on win-win approach is compulsory. Each country has its own particularities and legal set-up. In this context it is compulsory that Governments develops appropriate strategies. Regional coordination and international cooperation in this context is important.

- Slow development of the legal basis enabling development of the e-services triggered discussion leading towards concrete proposal of taking actions at the regional level to develop regional approach for legal framework in field of e-services. RCC will initiate the works in close collaboration with Moldova.

**Session 2: Enabling Environment for the development of the Telecommunication/ICT sector in the CIS: Broadband Policy, e Applications, and cyber security.**

This session addressed key trends in ICT development in CIS countries, in particular infrastructure building, especially for broadband access, Internet development, including broadband Internet, investment in the ICT Sector over the last few years, the development of ICT services and measures taken by countries to enhance security and confidence in the use of ICT.

Open exchange of experiences and in-depth discussion led towards identification of series of key challenges faced by CIS countries while offering practical solutions for the promotion of ICT services. The following presents some of issues discussed:

- Strategic meaning of broadband infrastructure and e-services for socio-economic development of CIS countries was reiterated. Rural areas still remains a challenge for many countries and significant efforts need to be dedicated in order to avoid broadband divide.

- Even though in some countries fixed broadband is still at low level, rapid implementation of 4G technologies creates an opportunity for connecting people to broadband.

- Several countries reported on their national strategies, noting evolution of the policy frameworks for ICT ecosystem, taking into account convergence in the ICT sector, i.e. mobile and fixed technologies, broadband infrastructure and access, broadcasting, e-services, etc.

- Creation of digital content and e-services will have positive impact on demand, fostering investment in the infrastructure. While many countries are doing progress in implementation of e-government services, and even creating single window for service delivery to citizens and privates sectors many challenges needs to be addressed by administrations, including security issues, digital signature, document flow, communication systems, cloud computing. Coordinated approach between administrations might possibly accelerate implementation of such e-services.

- Ongoing coordination of efforts in the region led towards creation of new Strategy and Action Plan on Information Society up to 2015, where broadband, e-applications, cybersecurity and capacity building remains on the top of the agenda. While institutional setup for implementation of this strategy is under processing, administrations reiterated importance for this regional approach.

- Work on cybersecurity under ITU Study Group 17 results in elaboration series of technical recommendations. It was suggested to create a regional group to facilitate development of the standards reflecting regional views and interests, including those in field of security. It was recommended that existing structures should be used instead of setting up new structures.

**Session 3:      Development of Public-Private Partnership for Improved Capacity-building in the ICT Sector**

This session examined the capacity for mutually profitable cooperation between public institutions, private sector and scientific/educational institutions for improved capacity building in the ICT Sector. It focused on the potential for closer cooperation between universities, telecommunication companies, the private sector and ITU-D in the field of personnel training for the ICT Sector.

- It was noted that high-level of innovation dynamics in the ICT industry requires close collaboration between educational entities and the ICT industry.

- Higher education entities need to work hand in hand with private sector in order to ensure that training curriculums are up-to-date and reflect real needs of industry.

- There is a lot of interest of the private sector in fostering human capacity building in CIS. Several win-win partnerships were presented during the meeting. It included PPPs on testing centers and academic chairs set up thanks to the private sector.

- Distance and remote education is an important mechanism in building human capacity in many CIS countries. Exchange of best practices in this field would be of high value.

- Close cooperation between higher education establishments in CIS is important. Initiatives like International Rectors' Conference of Telecommunication Universities, was noted as effective mechanism for coordination amongst academic institutions.

- New approach for the ITU Academy was noted, as a new mechanism for building human capacity worldwide. New approach leading towards certification with academic accreditation was appreciated. Stakeholders were encouraged to cooperate with ITU on the project.

**Session 4:      Roundtable Dialogue: The future of the information society in the CIS**

This session provided an opportunity for a roundtable discussion on all issues considered in sessions 1, 2, 3 of the Forum, with participation of representatives of all CIS countries, ITU-D Sector Members, as well as invited participants. The main objectives of the round table was: to identify "bottlenecks" in ICT development; bring to light obstacles to creating free competition in the ICT market and non-discriminatory access to infrastructure and frequency resources; find possible solutions to the problem of distortion and discriminatory practices in price settings; trace ways of creating an integrated infrastructure and avoid the appearance of parallel infrastructures, in particular for countries with limited resources. Also, the roundtable participants had an opportunity to share their views on influence of implementation of the WSIS outcomes on the future of the information society.

The Forum recognized:

- Necessity of collaboration and close cooperation between state bodies and the private sector companies, as well as the higher education institutions.

- Need for creation of a specialized fund for the purposes of upgrading qualifications and capacity building of the CIS countries. The fund could be created through private-public partnership, in particular at the cost of communication providers.

- Necessity of creation of a teaching resource e-database aimed at facilitation of a system of education, training and advanced training for the CIS countries in the field of infocommunication, including the possibility to use information resource of ITU.

The Forum encouraged to support:

- The international project on the Centres of Excellence, initiated by ITU and supported by many countries, with special attention to search for new sources of financing and ways to ensure financial sustainability of the Centres of Excellence.

- Development of cooperation between higher education institutions of the CIS countries, providing specialist trainings in the field of infocommunication technologies and communications systems.

- Development of activities at the telecommunication universities as an essential mechanism leading towards upgrading qualifications of teaching staff and practical training of the students.

The Forum recommended to telecommunication providers and IT companies to:

- Provide students with paid jobs based on programmes and schedules agreed with specialized universities;

- Take active part in composing of curriculums and programmes of the CIS higher education institutions, which provide professional training in the field of infocommunciation technologies and communication system.

The Forum considered a number of upcoming trends in the activities in the field of ICT, which appeared after the World Summit on the Information Society, including:

- broadband access and mobility;

- future Internet, including the Internet of things, "smart" networks and objects, etc.;

- potential of the ICTs and climate change;

- use of ICTs in emergency situations;

- energy efficiency and ecology;

- environment friendliness;

- virtualization and cloud computing;

- trust, identification, intellectual property rights;

- social networks;

- expanding rights and opportunities, as well as protection of vulnerable groups of society, especially of children and youth, as well as of people with disabilities;

- further internationalization of the Internet governance and international efforts aimed at building confidence and security in field of information, energy, and transport.

Moreover Forum recommended to further study above listed trends and use results in preparatory process of the overall review of the implementation of the WSIS outcomes and identification vision beyond 2015.

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Chairman, RDF-CIS
Pavel Filip, Minister of Information Technology and Communications
Republic of Moldova
18 February 2013, Chisinau, Republic of Moldova

For further details please visit:
http://www.itu.int/en/ITU-D/Conferences/WTDC/WTDC14/RPM-CIS/Pages/default.aspx

# Chapter 9 - Regional Development Forum for the Asia-Pacific Region, 29 April 2013, Cambodia

## Summary of Discussions

## 1.    Introduction

The ITU Regional Development Forum for the ASP region (RDF-ASP) was organized by the Telecommunication Development Bureau (BDT) of the International Telecommunication Union (ITU) in Phnom Penh, Kingdom of Cambodia, on 29th April 2013, at the kind invitation of the Royal Government of Cambodia (Minister of Posts and Telecommunications, Cambodia).

This meeting was held on the eve of the ITU Regional Preparatory Meeting for the ASP region (RPM-ASP) with the main goal to consider setup key trends in the development of telecommunications/ICT over the past year. Its main objective was to have an open and interactive exchange of opinions and discussions to improve telecommunication/ICT in the ASP countries. Outcomes of the meeting will serve as an input to the RPM-ASP and preparatory process of the overall review of the World Summit on the Information Society (WSIS+10).

The meeting was attended by around 172 participants from 21 Member States of the ASP region and 1 other Member State, 4 recognized operating agencies, 4 scientific/industrial organizations and 3 other entities dealing with telecommunications and 8 regional and international organizations. The list of participants can be found here.

### Session 1:    Harnessing Digital Opportunity through Broadband

The session reaffirmed the indispensable role of information and communication technology (ICT)/ broadband for sustainable socio-economic development, preservation of diverse cultures and the ecology, ensuring good governance, and enhancing the wellbeing and happiness of all people. The eight panelists deliberated a wide range of key challenges that developing / least developed countries face, primarily due to differences in geography, literacy rates, demography, level of development, as well as different national/political priorities, policy and regulatory barriers, and lack of access to sizable funds for investment in infrastructure.  Some countries still do not harness the full potential of broadband for accelerated development.

The session identified key challenges in respect of ICT infrastructure including lack of access to, and cost of, International connectivity (for Landlocked Developing Countries), high international mobile roaming rates and very high international data roaming rates, high cost of access in rural / remote areas especially in countries with difficult terrains and Island nations, unavailability of

suitable frameworks for infrastructure sharing, lack of local content in local languages, lack of availability of interconnected regional / national Internet Exchange Points, regulatory barriers to flexible and efficient rights to spectrum for broadband services and finally the need to build skill sets to adapt to the fast changing technological innovations.

Despite the challenges, the fast pace of ICT development, commitment of leadership for ICT / broadband as engine for socio-economic development, resolve for removing regulatory barriers, offers unprecedented opportunity for the industry to make sizable investment in backbone networks as well as developing mobile applications covering practically all aspects of human needs such as education, health, entertainment, emergency and finally achieving all Millennium Developments Goals and beyond. The following presents the main outcomes of discussions:

- The concept of the information society, and the terminology used in this sector, evolves with time. But ICT is ultimately about people and must not be understood as referring to technology alone. The objective is to create society that learns how to learn. Diverse approaches are prevailing in the region, including the development of ICT for the well-being and happiness of the people.

- Currently we experience transition from connected to digital life. In order to accelerate this transition there is a need for innovation, entrepreneurship and multi-stakeholder engagement.

- Broadband should be perceived as a basic human right to ensure accelerated socio-economic development and that it benefits all citizens. In this context affordability is one of the challenges to be addressed by several countries.

- In order to ensure accelerated roll-out of the broadband infrastructure considerations, should be given to the following: a) political will and understanding of issues, b) clarity, certainty and transparency in policy and regulatory framework to foster investment in ICT ecosystem, c) multi-stakeholder approach, including smart partnerships and/or public private partnership that ensures efficient and effective use of resources, d) infrastructure sharing, e) access to the right of way, including simplified and coordinated administrative procedures.

- Connectivity needs for landlocked developing countries as well as small islands include submarine cables, internet exchange points, as well as satellite connectivity. Bilateral, regional and international cooperation are required to address these existing challenges and create investment opportunities.

- Create incentives for encouraging investment in next generation backbone and next generation access (NGA) network that can support good quality wireless broadband. In this context diverse measures could be considered, including partnerships, use of universal service funds, tax rebates, spectrum management, licensing, switch over.

- Leverage opportunities arising from the transition from analogue to digital broadcasting, especially availability of digital dividend bands for wireless broadband, to provide affordable solutions to the citizens.

- Spectrum needs to be managed efficiently and effectively and creatively to promote affordable broadband wireless access.

- While creating affordable access, consideration should be given to promote cloud computing to develop platforms for creating multi-lingual local content and applications, taking into account the challenges of security, privacy, data protection, interoperability etc..

- Develop future strategies taking into account emerging trends and implications resulting from social cohesion and environmental challenges.

- Promoting international bilateral and regional cooperation for identifying investment opportunities and fostering partnerships, while developing joint projects to address key regional challenges, including infrastructure, ICT applications in field of health, education, agriculture, tourism etc. Mobilize requisite resources.

**Session 2:      Digital Empowerment for All**

This Session addressed the pressing issues and challenges related to promoting digital engagement for all, including people with special needs who would benefit from increased socio-economic inclusion in the digital society, thereby contributing to their social and economic empowerment, while exploring ICT-enabled solutions and potential regional initiatives for accessibility, availability and affordability for all.

Several developing countries are facing serious barriers in improving ICT/internet access and usage particularly in poor rural and underserved areas. These include the cost of devices and connections, the low speed and quality of internet connections, limited availability of ICT services outside major urban areas and more generally, inherent development challenges related to poverty and literacy levels. Policy initiatives, public private partnership and awareness building with are some of the key success factors to be taken into account when planning and implementing related initiatives and projects for the inclusive and sustainable development in ICT.

Sustained efforts are required to foster people-public-private partnerships (PPPPs) especially through the ITU  to implement the dispositions of international Conventions, Resolutions, Declarations and Plans of Action related to people with special such as persons with disabilities (PwDs), women and girls, youth, ageing societies into national legislations, regulations and development programs.

The following presents the main outcomes of discussions:

- Connectivity and affordability in rural areas still remain a challenge to be addressed in the future. While mobile technologies are opening new opportunities for all global citizens empowering them and bringing ICTs to the edge, there is still a need to continue to create ICT centers that may play multiple-role in building country capacities in field of ICTs.

- Health sector witnesses a shift from communicable to non-communicable diseases. ICTs still remain key in development of assistive technologies. ICTs may also play an important role in civil registration, surveillance and monitoring of an epidemic nationally and cross borders through e/m health applications, what was identified as topic for further studies to give this idea a more formal shape.

- ICT service providers could consider provision of e/m-health care facilities as part of their strategy for social corporate responsibility.

- Support of government, in particular in creation of enabling environment for innovation and integration is desirable. In many cases close coordination between different sectors is required in order to ensure that ICT innovations are not refrained from the market because of old regulations. Very often ICTs require vertical integration at country or regional level that may be ensured through coordinated approach.

- Subsidy on ICT services/equipment to bring the unconnected within the connected circle could be considered and possible mechanisms could be developed.

- Innovation leads to several pilot projects providing evidence how impactful ICTs may be. There is a need for coordinated approach to ensure sustainability of some of these projects.

- Public private partnership is one of effective ways to foster innovation and to promote the usage of ICT solutions on the global scale. There is a need for quick solutions responding to real needs.

- Coordinated efforts are required at the national, regional and international level in field of accessibility, including standardization, popularization of screen readers, captioning, and video/audio description for blind, etc.. Several emerging technologies have been identified as those requiring special attention in the near future, including the following:
    - Speech synthesis for minority languages in each country
    - Tools for captioning
    - Tools for or audio description
    - Wireless telephone handset with accessibility features
    - Programs to facilitate the usage of telephony by people with disabilities
    - Tools for accessible website development and tools for accessibility checking
    - Standard software protocol for talking ATM

- Human capacity building still remains the challenge in many countries and should be addressed at national, regional and international level.

- Voluntarism is one of mechanisms to build the capacities in field of ICTs not only at the country level but at regional as well as international level which enable transfer of knowledge via involvement of youth in the process. Regional or global ICT volunteer programs may be a catalyst for ICT development.

**Session 3:    Creating a Smarter, Safer and Greener Society**

The session deliberated on the growing recognition for the needs of creative and innovative ICT strategies for sustainable and inclusive development.  The role of technological innovation as an enabler of development and socio-economic growth is now widely recognized. To encourage and support this, policymakers have turned their attention to initiatives that foster innovation and entrepreneurship. It is believed that business creators and the investors who fund them can play an important role in creating new industries and revitalizing national economies. To encourage this, both developed and developing countries have launched many national and regional public initiatives to encourage these activities. These strategies, manifested in policies and programs, are aimed at harnessing the full potentials of ICTs to improve the lives of people with greater emphasis on socio-economic outcomes. In the build-up to Smarter, Safer and Greener society,

public-private-peoples' partnerships (4Ps) are essential encompassing multiple sectors or stakeholders.

The main outcomes of discussions include:

- Information management is necessary to harness the full potential of technology by attributes such as accessibility, availability and adaptability of information.

- The focus should be on management of big data using the new analytical, procedural and operational frameworks to foster innovation and effective use of ICT for socio-economic development. Transition from internet of things to internet of everything makes this challenge formidable.

- Smart ICT society needs both smart ICT systems and smart knowledgeable human capital that ICT needs to develop

- People-centered Innovation must be encouraged in every way possible, and barriers to entry and e-participation lowered, wherever possible, to encourage e-empowerment of all stakeholders.

- In addition to focusing on energy efficiency smart society should leverage on convergence of ICT to provide education, health, banking, tourism, etc.

- In an era where digital citizenship is clearly emerging as a trend, it may be useful to define the principles as well as lay down priorities frameworks that would manage fear of unknown through multi-stakeholder engagement emphasizing on global digital literacy.

- ICT development challenges involve many stakeholders and a multi-stakeholder approach (including public-private-people partnerships) can help to ensure that all interests, concerns and contributions are brought to bear

- In long term interest it is important to invest in technologies and frameworks that are robust to disasters. The issue of disaster is also linked with climate change mitigation and adaptation that should receive high priority.

- With the ICT becoming pervasive, e-waste management is critical to build global digital society.

- Smart use of established technologies, creation of disaster management, disaster eversion and disaster impact reduction

- There is a need for adoption of the harmonizing emergency numbers. International coordination will be indispensable in this regards. It is important for countries to have clear, single and well-advertised distress point of contact.

- Identifying the right technology for a specific time, place and community, there is a need to well manage ICT for sustainable urbanization.

- The growth of ICTs in all dimensions – data volumes, user populations, devices, applications etc. – introduces new complexities and challenges to human capacity, that need to be met with stronger emphasis on capacity building for management of these challenges.

**Session 4:      Multi-Stakeholders Roundtable: Ways Forward**

This session provided an opportunity for a roundtable discussion on all issues considered in sessions 1, 2 and 3 of the Forum, with participation of representatives of all ASP countries, ITU-D Sector Members, as well as invited participants. Having discussed and recognized the needs and challenges in creating Digital Intelligent Greener Innovative Transparent Accessible Living (DIGITAL), this Session aimed to review the outcomes of all three Sessions and brainstorm amongst multi-stakeholders to propose the priority areas that can be considered for Asia-Pacific Regional Initiatives and Development Agenda at the Asia-Pacific Regional Preparatory Meeting (RPM-ASP), as well as to identify regional views, trends and recommendations to constitute an input for the preparatory process of the Overall Review of the Implementation of the WSIS Outcomes (WSIS+10).

Participants took note on the summaries of each session presented above, while additional considerations were articulated:

- The ASEAN region has an ICT Master Plan 2015 comprising three pillars focusing on economic transformation, people empowerment and engagement as well as innovation. Development of infrastructure, human capital and bridging the digital divide are necessary foundations of the Master Plan. Some of the key issues included cybersecurity, spectrum management, broadband proliferation and empowerment of people.

- The importance of political will and development of human capital was recognized and the need for building digital citizenship and inclusion, advocating digital literacy and empowerment, as well as addressing privacy and security concerns were considered as priorities.

- Need was also recognized to encourage innovation in the use and application of ICTs, to focus on encouraging permission and enablement of innovation, to continue lowing barriers to innovation, and to propose innovation and creativity as integral aspects of digital literacy.

- Unique needs of Pacific Islands Countries were recognized including high cost of infrastructure, emergency communication, telecommunication, new wired, wireless and broadcasting technologies, broadband access and uptake, relevant policies and regulation.

- Need was recognized for smart partnerships, including Government Leadership, Strategic Alliances (the importance of multiple stakeholder PPPs), relevance (Content, training, learning eservices broadband access support), affordability (At least 50% subsidy and low interest rate loans over 24/35 months), availability (Ease of ordering process, marketing strategy), sustainability plan.

For further details please visit:

http://www.itu.int/en/ITU-D/Conferences/WTDC/WTDC14/RPM-ASP/Pages/default.aspx

# Chapter 10 - Regional Development Forum for Americas (RDF-AMS), 19 August, Uruguay

## Summary of Discussions

## 1. Introduction

The ITU Regional Development Forum for the AMS region (RDF-AMS) was organized by the Telecommunication Development Bureau (BDT) of the International Telecommunication Union (ITU) in Montevideo, Uruguay, on 19th August 2013, at the kind invitation of the Government of Uruguay (Minister of Industry, Energy and Mining, Uruguay).

This meeting was held on the eve of the ITU Regional Preparatory Meeting for the AMS region (RPM-AMS) with the main goal to consider key trends in the development of telecommunications/ICT over the past year. Its main objective was to have an open and interactive exchange of opinions and discussions among participants to improve telecommunication/ICT in the AMS countries. Outcomes of the meeting will serve as an input to the RPM-AMS and preparatory process for the WSIS+10 High-Level Event.

The meeting was chaired by Mrs. Carolina Cosse, President of ANTEL, Uruguay and it was attended by 106 participants from 14 Member States of the AMS region, 2 recognized operating agencies, 1 other entity dealing with telecommunications and 9 regional and international organizations. The list of participants can be found [here].

This report provides a brief overview of issues discussed including some of the challenges identified during the meeting. The meeting's agenda can be found here.

### Session 1: A World of Content

The session reaffirmed that in a world where access to information is an absolute necessity and where the knowledge imperatives of new generations are based on Internet content and the way it is shared, satisfying the increasing demand for quality content to fulfil such different knowledge needs has created some new challenges.

In terms of "clicks per minute", the world's attention is no longer dominated by the traditional-content experience, but focused on radically different tools and interactive community-based services. Internet usage no longer emphasises just information research, but video posting, content creation, information sharing and the connection of people and organizations, thus

presenting an exciting new world of opportunities for its users who expect rich and rewarding experiences.

Despite insufficient infrastructure and opportunities, Latin America is an important receptacle of ideas and new propositions for this globalized world in which we now live, offering new ways to explore and increase local content and knowledge, opening new ways and possibilities to showcase the region to its people and to the rest of the world.

During this session, a wide range of issues, emerging trends, challenges and opportunities relevant to the Americas region were discussed by panellists. The following presents a summary of the statements of the panellists:

- In order to reduce Internet connection prices and offer better tariffs it is recommended to establish regional, sub-regional and national Internet Exchange Points (IXPs).

- While developing national policies and strategies it is important to shift from technology centric to service oriented approaches.

- As the Governments have a huge repository of information, following approaches of open government or open data, new services might be offered to all stakeholders to foster the development of the knowledge society.

- It is required to foster development of the content and applications at the state policy level.

- In order to ensure further roll-out and improvement of the ICT infrastructure there is a need for local content development, taking into account that local content and infrastructure reinforce each other.

- Taking into account innovation dynamics, the world of content experienced a big shift within the last decade starting from a situation where the content was localized, followed by the arrival of the web 2.0 , and ending up with apps nowadays. Policy fostering content development including apps would impact positively on the Internet ecosystem.

- The BDT Director launched recently the initiative "m-powering development" which is designed to take advantage of the high penetration of mobiles globally using them for applications like m-health, m-education and m-banking, among others, to foster economic development and improve the quality of life of people who still don't have access to the benefits of the information society.

- Latin America generates 10% of the content of its consumers. There was general consensus to generate more local content and mobile applications provides new opportunities to do so.

- There is a need for appropriate enabling environment fostering innovation in the ICT ecosystem, financed by diverse mechanisms, including venture capital. Latin America needs to be ready to accept risks related to innovation.

- There are best practices in the region proving that ICT may become a significant sector in the economy, e.g. in Uruguay, software is the first export good after agriculture.

- In Latin America human capacity building at all levels is necessary to close the content gap, not only in the ICT domain but also in digital literacy. Young software developers should be encouraged and supported.

- There is a need to foster creative thinking in education systems that would address requirements of the ICT sector as well as to facilitate young local entrepreneurs to step into the global markets.

- In order to avoid brain drain in the region appropriate public policy measures should be put in place.

- At the national level innovative public policies are necessary to achieve digital inclusiveness.

- Further awareness building activities in the region are necessary to ensure that the challenges and opportunities related to the content development are well understood.

- Public Private Partnerships (PPPs) are vital for development of local content. There is a need for identification of local agents, e.g. communities that would ensure that the PPPs are sustainable.

**Session 2: How to Connect and Dialogue: Infrastructure & Access Issues**

This Session addressed the pressing issues and challenges related to infrastructure and access issues. Panellists reaffirmed that infrastructure and access must be adequate, up to date, and have sufficient capacity to meet demand, reflecting the needs for reliable transport and availability of information.

Connectivity in the Americas region was explored from different angles: investment in broadband; development of universal and affordable access to homes, schools, government, public services, businesses, and public and rural areas; multiple convergent interactive services; interoperability; cost reduction; creation of local and regional traffic exchange points.

During this session, a wide range of issues, emerging trends, challenges and opportunities relevant to Americas region were identified by panellists. The following presents a summary of the statements of the panellists:

- Fixed broadband is fundamental for development of information society in Latin America, particularly for schools, hospitals, public administrations, etc. Mobile broadband will play an important role in connecting people in the region, becoming affordable and accessible. However, differences between fixed and mobile services must be taken into account.

- It is expected that in the coming 4 years Latin America will experience significant growth in mobile broadband subscriptions and as a consequence data traffic will grow exponentially.

- Machine to machine communication becomes more and more complex and is a source of heavy data traffic.

- In order to let mobile broadband growth efficient spectrum management and licensing will play an important role. Attention was drawn to the new licensing models solutions like Authorized Shared Access (ASA).

- National Broadband Plans should not remain as political documents but should be implemented and assessed.

- There is empirical evidence that broadband plans have a positive impact on growth of the broadband infrastructure and access. However, it is still important that such plans focus on supply and demand side measures.

- o Some supply-side measures may include the following: (1) spurring competition and investment; (2) allocating and assigning spectrum; (3) reducing infrastructure deployment costs; (4) core network expansion modalities; and (5) policies that increase inclusive broadband availability.
- o Demand-side measures may include the following: (1) increasing the affordability of devices and access; (2) government leadership in broadband use and online activity; (3) increasing ICT skills; (4) spurring online and local content (including applications, new technologies and services); (5) as well as ensuring consumer protection and empowerment.

- The role of ICTs as an enabler for socio-economic development needs to be understood. In particular, broadband provides unique opportunities for accelerated growth. However, all sectors need to recognize its value and enabling role while becoming strong advocate for knowledge societies.

- In Latin America affordability still remains a barrier for raising broadband penetration. Broadband benefits are still unknown to the people. Governments may play an important role in providing meaningful first broadband experience which is expected to boost demand for access and services.

- Universal access funds and national projects are important tools for Governments to accelerate broadband penetration growth especially in unserved and underserved area.

- Broadband infrastructure divide may be also addressed by creation of public private partnerships.

- Some countries do apply fixed access with mobile coverage to serve remote or rural areas.

**Session 3: Sharing knowledge: The Way to Build Inclusive Societies**

The session deliberated on the way to build inclusive societies, how content can be channelled to create real knowledge transfer that will generate a positive impact on the lives of all.

A wide range of issues, trends, challenges and opportunities relevant to Americas region were discussed. The following presents a summary of the statements of the panellists:

- There is a fundamental need to improve education programmes at all levels:
  - o To include young people in educational discussions in order to harness their enthusiasm and use of social networks to share experiences and knowledge.
  - o To increase the deployment of infrastructure (especially in state schools) that will promote connectivity between teachers and students.
  - o To stimulate distance education programmes in ICTs and champion training programmes based on virtual education systems.
  - o To improve the link between universities and business. Universities need to understand training programme requirements and have access to the latest technological trends. Thereafter, they can implement a system of organic transition between education / training and work activities that will allow new graduates to quickly contribute to the private or public sectors.

- o   To produce skills necessary to create innovation, particularly in the ICT domain.
- o   To ensure high dynamics in content generation especially among he youths.

- Improvement of education system to follow multistakeholder approaches by involving different stakeholders in order to improve the efficiency and the effectiveness of ICTs.

- Actions towards building human capacity in field of ICT address not only students but also teachers, family, administration, etc. There is a need for enhanced engagement in the ICTs to make it a living and breathing system. Solutions might be worked out within Idea Labs, clearing houses and online platforms.

- Heading towards enhanced knowledge sharing as it was suggested there is a need to focus on sustainable smart cities rather than in high level national initiatives that lack support in the field. Cities are powerful engines of economics growth, fuelled by intensive interpersonal communication and high concentrations of specialized skills.

- It still remains a challenge for the Americas region on how the region transforms information into knowledge, how to share the knowledge from a strategic perspective, how to create more think tanks and how to take advantage of the clearing houses.

- Evaluation of public policies still remains an important practice in the knowledge sharing.

- The role communities can play in the transformation of information into knowledge is significant because not all information is relevant to everyone.

- Innovative approaches aimed at knowledge sharing may be designed. For instance, the universal funds may be used towards the content development and ICT applications, including e-learning.

- The BDT Director launched recently the initiative on "Smart Sustainable Development Model" which aims principally to create actions necessary to deploy the crucial telecommunications infrastructure that would contribute to giving rapid assistance in cases of natural disasters. Also, it could be used as a working tool to foster economic and social development, providing community telecommunication services where people can access education, health or best practices in any particular field.

**Session 4: Towards the WSIS+10 High-Level Event**

This session provided an opportunity for a roundtable discussion on the preparatory process for the WSIS+10 High-Level Event. The WSIS+10 High-Level Event will be an extended version of the WSIS Forum to address the progress made in the implementation of the WSIS outcomes related to the WSIS Action Lines under mandates of the participating agencies, while providing a platform for multi-stakeholder coordination of the implementation of the WSIS outcomes, with involvement and participation of all WSIS action line facilitators, other UN agencies and all WSIS stakeholders. The WSIS+10 High-Level Event will review the WSIS Outcomes (2003 and 2005) , in particular, related to the Action Lines with a view to developing proposals on a new vision beyond 2015, potentially also exploring new targets. The meeting will be organized taking into account decisions of the 68th Session of the UN General Assembly.

An open and inclusive consultation process has been set up in order to develop Draft Outcome Documents for consideration by the WSIS+10 High-Level Event, by 1st March 2014:

- Draft WSIS+10 Statement on Implementation of WSIS Outcomes

- Draft WSIS+10 Vision for WSIS Beyond 2015 under mandates of the participating Agencies

All stakeholders have been encouraged to contribute to the preparatory process. Panellists deliberated on recommendations of relevancy to the WSIS+10 preparatory process for the WSIS+10 High-Level Event. The following presents a summary of the statements of the panellists:

- Complexity of WSIS process, in particular its cross cutting character requires interaction at each level, i.e. national, regional and international.

- Collaboration amongst all stakeholders involved in the implementation of the WSIS outcomes at the regional level should be taken into account.

- Regional organizations and initiatives need to be strengthened in the future.

- Regional coordination in implementation of WSIS outcomes has an important role to play in order to avoid duplications of efforts.

- Number of national initiatives related to the cybersecurity gradually grows, indicating greater awareness by the countries.

- Regional digital agendas generate a greater impact on ICT development, e.g. Europe, LAC.

- A more holistic approach towards the information society should be applied, in particular , in the creation of legal frameworks to implement actions and activities by the governments

- International dialog on the Internet needs to continue to avoid its fragmentation.

- Evolution of cybersecurity and privacy issues should be further discussed. There is a lot of work going on in this filed in the ICT sector worldwide. There are also new dimensions to be analyzed.

- Costs of the international connectivity needs to be further studied.

- There are several issues that deserve more attention in the future, including but not limited to quality of service, ethics, security, financial mechanisms and flows, Internet exchange points (IXPs), access policies, regulations and legislation.

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# Chapter 11 - Follow-up Workshop on the Implementation of the World Summit on the Information Society (WSIS), WSIS+10 12 March 2013, UNCC, UNECA, Addis Ababa, Ethiopia

## Summary Report

Attended by participants from over 15 countries, the workshop organised by ECA on the follow-up on the implementation of the World Summit on the Information Society (WSIS) in Africa, WSIS+10, was held on 12 March 2013 at the UN Conference Centre, UNECA, Addis Ababa, Ethiopia. The workshop aimed to facilitate the sharing of experience on the status of the implementation and follow up to the action lines of the WSIS. It has also explored ways of coordinating and undertaking the ten-year review of the WSIS including updates on progresses in global information society issues and regional initiatives such as in the area of Internet Governance and measuring and evaluating e-government.

The session of the workshop commenced with opening remarks by Mr Makane Faye, OIC of the Knowledge and Library Services Section, who highlighted the progress made in Africa in implementing the WSIS outcomes where the role of the governments have been highly significant in putting in place the right policy, legal and regulatory environment including investment in the ICT sector. As a result, he indicated that in the last few years Africa's perception as investment destinations has improved. However, he emphasised the need to assess the positive picture in terms of digital inclusiveness and the spread of ICT applications across a range of socio-economic sectors. In this context, he advised participants that ECA and other UN agencies have embarked on the ten-year review of the WSIS implementation with an initial survey by ECA on the availability of data on indicators in countries. One of the objectives of this workshop, he said, is therefore that to explore ways and mechanisms to coordinate this review process including start the visioning process for the WSIS beyond 2015. In his opening remarks, Mr Moctar Yadely, Head of Information Society Division of the African Union Commission, said that African countries need to effectively participate in the global information society not only by effectively exploiting the benefits derived by new ICTs but by actively leading in ICT innovations. He also reiterated the need for countries to participate in the ten-year review of the WSIS to ensure their active participation in the global information society agenda. On her part, Eng. Sally Metwally, Acting CEO at Technology Innovation & Entrepreneurship Center (TIEC), Egypt stated that while Egypt welcomes the significant progress

that has been achieved in many parts of the world, including Africa, in the areas of mobile telephones and access to ICTs, Egypt believes that more efforts need to be exerted towards bridging the gap, in internet access and broadband connectivity.

The presentation made by Mr Andrew Rugege, Director, ITU Regional Office for Africa on the 'Overall Review of the World Summit on the Information Society (WSIS+10)' highlighted the milestones in the process of monitoring the WSIS implementation globally demonstrating the reporting mechanisms and country report templates. He advised that the WSIS 2012 Forum have launched preparations for the WSIS+10 and multi-stakeholders consensus reached on the following:

- preliminary indications for the scope of the possible **forward looking outcome**, setting agenda beyond 2015

- **templates for the reports** of the lead facilitators on the Action Lines

- **templates for the national self-evaluation** reporting on the implementation of the WSIS outcomes

He advised that some countries have started undertaking self-evaluation based on countries templates and have published reports. Among the countries that published their reports include UAE, India, Iran and Oman. He advised that countries in Africa need to start taking stock of their achievements in implementing the WSIS incorporating multi-stakeholder actions through the country reporting template. Templates are also available for WSIS Action Line Facilitators. The Partnership on Measuring ICT for Development provided a list of key indicators comprising of 11 targets and 49 indicators to assess the global information society. He informed that country data collection on WSIS targets and preparation of assessment reports will be undertaken between 2013 and 2014 and the final report on the achievement of the WSIS targets will be presented in 2014 at ITU High-Level Meeting. To this effect, he emphasised that the UN Regional Commissions would be spearheading the collection of information using the WSIS+10, 10-Year Country Reporting Template in the different regions.

Presenting the results of the meta-data questionnaire-administered survey undertaken by ECA from November to December 2012 under the title 'Measuring the WSIS outcomes in Africa', Mr Abebe Chekol, ICT for Development Expert, ISTD/ECA, indicated that only ten countries (Benin, Congo (Brazzaville), Egypt, Gabon, Gambia, Libya, Mali, Senegal, Tunisia and Uganda) out of fifty-three responded to the questionnaire. Based on the results of the survey, data is largely available in most of the WSIS targets and indicators with the exception of few targets. He also advised participants on the challenges and issues to measuring impact which include lack of awareness and capacity among national statistical offices of the role of ICT for development and measuring impact, lack of systematic data collection processes, and the cross-sectoral nature of ICT making it difficult to coordinate data collection. In conclusion, he highlighted that the availability of data more or less corresponds with the level of progress made on each of the WSIS targets by the respective countries. Accordingly, he said that data is largely available in majority of the targets except on some of the targets, namely, Target 2 – i.e. connect all secondary schools and primary schools with ICTs; Target 3 – i.e. Connect all scientific and research centres with ICTs; Target 4 – i.e. Connect all public libraries, museums, post offices and national archives with ICTs; and Target 7 – i.e. Adapt all primary and secondary school curricula to meet the challenges of the information

society, taking into account national circumstances. He advised participants that countries are recognising the importance of ICT indicators to monitor and measure impact as interest grows for more investment. However, he said that there is a need to promote a multi-stakeholder approach to measuring ICT4D and WSIS action lines.

During the country presentations, representatives from Benin, Congo (Brazzaville), Egypt, Gabon, Gambia, Libya, Mali, Senegal and Tunisia have briefed participants on the process they followed in responding on the meta-data questionnaire survey undertaken by ECA including the challenges they faced in this process. To this effect, the availability of data as rightly highlighted by the ECA's report on the survey was more or less similar in the countries represented.

Mr Makane Faye, OIC Knowledge and Library Services Section, made a presentation on the e-government core indicators developed under the leadership of ECA within the Partnership on Measuring ICTs for Development which have been approved by the Statistical Commission of the UN last year. Since then a manual has been prepared for training national statistical offices and ministries in charge of ICTs on the use adoption and use of indicators at country level.

Mr Moctar Yadley also made a presentation on the establishment and activities of the African Internet Governance Forum (AfIGF) since its launch in September 2011 in Nairobi, Kenya at the 6th IGF. He informed participants that AfIGF aims to serve as a platform for an inclusive multilateral, multi-stakeholder and multilingual discussion on issues pertinent to the Internet in Africa in general and Internet Governance issues in particular. During the launch, the Republic of Egypt has offered to host the 2012 AfIGF conference. Accordingly, co-organised by AUC, ECA and the Government of Egypt, the 2012 AfIGF took place from 3 to 4 October 2012 in Cairo, Egypt bringing together over 100 participants from all over the continent and discussed Africa's participation in the IG agenda and shape the way for Africa's participation in the seventh annual IGF meeting that was held in Baku, Azerbaijan from 6 to 9 November 2012. He advised participants that this process has enhanced Africa's effective participation in the global Internet Governance forum and agenda to ensure its specific issues addressed in international IG debates.

Participants made extensive discussions on the topics addressed and made the following recommendations:

To

**ECA and AUC:**

- To organize a region-wide consultation on the ten-year review of the WSIS and preparatory workshops for the planning and visioning WSIS beyond 2015

- To coordinate the setting up of a regional observatory including an institutional mechanism for the observatory on the information society and to maintain stocktaking database on WSIS indicators; and to establish standard data collection mechanisms to encourage creation of national observatories;

- To enhance the ongoing investment in deploying e-government in Africa, conduct capacity building and training on the adaption and use of the internationally approved set of core e-government indicators involving national statistical offices and leading personnel in ministries in charge of ICTs in Africa

**Member States**

- To undertake national level awareness campaign among stakeholders on the WSIS action lines and the respective targets and indicators in order to enhance the collection and maintenance of data on indicators and provision to the regional stocktaking database (observatory).

- The key to making Internet Governance a success at both the sub-regional and regional level is dependent on the take up and active participation at the national level. In this regard, countries need to encourage the establishment of national IGF processes and an active participation at the sub-regional and regional IGF initiatives.

# Chapter 12 - Fourth Ministerial Conference on the Information  Society in Latin America and the Caribbean

Plan of Work 2013-2015 for the implementation of the plan of action for the Information and Knowledge Society in Latin America and the Caribbean (eLAC2015 ) 2013-2015

Montevideo, 3-5 April 2013

**Plan of Work 2013-2015 for the implementation of the plan of action for the Information and Knowledge Society in Latin America and the Caribbean (eLAC2015 ) 2013-2015**

## I.    INTRODUCTION

The third Ministerial Conference on the Information Society in Latin America and the Caribbean, held from 21 to 23 November 2010, culminated with the adoption of the Lima Declaration, which initiated the third phase of the Plan of Action on the Information and Knowledge Society for Latin America and the Caribbean (eLAC2015).

eLAC2015 was developed by means of a participatory process with a public consultation involving stakeholders from the public, private and academic sectors and civil society. The Plan identifies 6 priorities, 10 lines of action and 26 goals for 2010-2015. It also outlines eight key areas for the development of the information and knowledge society in the region: (i) access, (ii) egovernment, (iii) the environment, (iv) social security, (v) productive development and innovation, (vi) enabling environment, (vii) education, and (viii) institutional structure for a policy of State.

Fourteen working groups were also created in the following areas: access and infrastructure; e-governance and interoperability; technological waste; ICT, health and social security; innovation and appropriation of ICTs by microenterprises and SMEs; digital contents; software and information technology services; telework; legal framework for the information and knowledge society, ebusiness, Internet governance, gender, financing, and digital development for education.

The eLAC2015 follow-up mechanism has three levels of coordination and cooperation: the ministerial follow-up conference, the Presiding Officers and national focal points. Three observers will be invited to participate in meetings of the Presiding Officers as representatives of civil society, the private sector and the region's community of Internet experts, respectively. In 2010, the Presiding Officers comprised representatives of Brazil, Cuba, Ecuador, El Salvador, Mexico, Peru and Uruguay.

eLAC2015 has successfully brought the governments of the region together in a political commitment to prioritize the universalization of broadband, achieve a transactional and participatory e-government, use information and communication technology (ICT) to ensure access, security and continuity of health care for users of health services, achieve access to ICT for all microenterprises and SMEs, promote the use of ICT for regional integration and provide universal access to ICTs for education and expand their use in this field.

The discussions which took place at the Preparatory Meeting for the fourth Ministerial Conference on the Information Society in Latin America and the Caribbean, held in Quito in October 2012, confirmed the validity and relevance of the goals set out in the Plan of Action, as well as the importance of continuing the activities of the various working groups. They also highlighted the advisability of identifying the main political and institutional challenges for 2013-2015. Accordingly, this document, which was prepared by the Economic Commission for Latin America and the Caribbean (ECLAC) in its capacity as technical secretariat of eLAC2015, proposes the thematic areas upon which efforts should be focused under the Plan of Action to 2015 and sets forth a plan of work appropriate for tackling these challenges. It goes on to identify a set of emerging issues and describe the challenges relating to the sustainability of eLAC2015 activities. Lastly, it reviews the activities conducted in 2010-2012 (see annex 1) and specifies the renewed composition of the follow-up mechanism (see annex 2). 4

## II.    CHALLENGES FOR 2013-2015

In view of the institutional challenges facing eLAC2015 in the context of the political discussions and  dialogue approaching in the region and worldwide, and given the need to advance the roll-out of the  digital economy in order to promote the development of inclusive and innovative information  societies in Latin America and the Caribbean, there follows an outline of the priorities that should  guide the activities of the regional platform for 2013-2015, strengthening the lines of action set forth  in the existing plan of action.

## A. INTEGRATING THE REGION INTO THE WORLD SUMMIT ON THE INFORMATION SOCIETY REVIEW PROCESS (WSIS+10)

eLAC arose as the region's response to the WSIS process and as a shared vision in the approach to 2015. It therefore represented ratification in the region of the principles agreed upon at the Summit and in the Millennium Development Goals (MDGs). Pursuant to resolution 60/252, the United Nations General Assembly decided to conduct an overall review of the implementation of the Summit outcomes in 2015. As part of this process, in April 2012, the Chief Executives Board for Coordination held an open consultation process on the overall review of the implementation of the World Summit on the Information Society Outcomes (WSIS+10) prior to a high-level meeting in 2014, during which a review of WSIS will be carried out and the agenda beyond 2015 will be laid down.

The region must be actively involved in this process, for two reasons. First, to evaluate progress towards the WSIS objectives and thereby clearly establish how much headway has been made and, second, to develop a regional perspective on the prospects and future challenges of the information society.

**B. ENCOURAGING DEBATE ON INTERNET GOVERNANCE**

The Plan of Action recognizes the importance of Internet governance in the implementation of policies that facilitate the development on the information society at the international level, and states that it "must be multilateral, transparent, democratic and development-oriented with Governments participating fully on an equal footing. It must also engage the private sector, civil society, the community of Internet experts and international organizations. Net neutrality must be promoted, and discussions fostered at the relevant regional and subregional levels" (eLAC2015, F.2). This is in line with the outcomes of the World Summit on the Information Society (WSIS), in which Internet governance is considered a core issue of the information society agenda (Tunis Agenda for the Information Society, 2005, paragraph 29).

The full, coordinated and effective participation of developing countries, particularly those in the region, in institutional bodies and discussions on Internet governance is crucial for defending and guaranteeing the above-mentioned principles in regional and international forums. Yet, the region's governments have participated little in such deliberations to date.

The challenge, then, is to promote greater participation in and coordination with forums on Internet governance by Latin American and Caribbean governments, through capacity-building and the construction of appropriate analytical frameworks, as well as convergence with civil society organizations, the private sector and the technical community involved in these discussions.

**C. FAST-TRACKING GROWTH OF THE DIGITAL ECONOMY: ICTS FOR PRODUCTION CHANGE AND SUSTAINABLE DEVELOPMENT**

Over the past 10 years, most of the countries of Latin America and the Caribbean experienced their fastest growth period since the 1960s, outpacing both the global average and the advanced economies. Not only was major headway made in reducing unemployment, poverty and indigence, but also for the first time in several decades, the countries achieved positive results in terms of income distribution.

However, during that same period, some of the problems which had dogged the region's production structure for decades —such as natural-resource-intensive production and exports— worsened. The production structure also remains highly heterogeneous, with large productivity gaps between sectors and business segments. Employment is largely concentrated at the lowest level of productivity and therefore contributes little to economic growth (low-productivity sectors in the region represent 10.6% of GDP, but 50.2% of employment). As a result, labour productivity in the region has been virtually stagnant for more than 30 years.[1]

The region must therefore tackle the challenge of devising structural reform policies capable of redefining its economies' pattern of specialization —and consequently their position in the world economy— and their pattern of job creation. What is at stake is the ability of the region's societies to sustain high growth in production activity and employment, particularly quality employment.

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[1]    See ECLAC, "Structural heterogeneity, labour market segmentation and social inequality", *Structural Change for Equality: An Integrated Approach to Development* (LC/G.2524 (SES34/3)), Santiago, Chile, 2012.

In light of these considerations, it is necessary, among other things, to restructure industrial development and innovation policies to place particular emphasis on generating and embedding knowledge in production activities, creating higher value added, increasing skilled labour and training human resources. Structural change is driven by innovation based on new technologies and knowledge generation. The diffusion and incorporation of ICTs into the production sector and the development of ICT products and services sectors are essential to this effort.

The effective development of the digital economy is now crucial for production change, competitiveness and social and digital inclusion. A radical shift has occurred in the world's production, trade and consumption habits over the past few years. The growing use and production of digital applications and content by individuals and businesses, in addition to the increasing use of ICTs in different production and management processes, the rise in e-business as a channel for transactions between economic stakeholders and the emergence of new sectors associated with the production and delivery of these services, completely alter the organizational pattern and dynamic of the business fabric and can underpin large productivity rises.

However, in the region, policies geared towards redressing the digital economy's underdevelopment are very unambitious, where they exist at all. Industrial and innovation policies are, on the whole, weak and not particularly aimed at modernizing ICTs in the production sectors or coordinated with specific efforts to do so.

Although these issues are present in the stated goals of the Plan of Action and the composition of the relevant working groups, the activities associated with them have not yet received due attention. The challenge is therefore to focus particularly on eLAC2015 activities which are linked to these issues, for example, by developing policies which promote the ICT sector (promoting 1 See ECLAC, "Structural heterogeneity, labour market segmentation and social inequality", Structural Change for Equality: An Integrated Approach to Development (LC/G.2524 (SES34/3)), Santiago, Chile, 2012.6 the software and digital content industry and training of human resources) and increasing the incorporation of ICTs into users' sectors (digitalization of production, trade, services, management and logistical processes).

## D. STRENGTHENING INFRASTRUCTURE ROLL-OUT

The roll-out of infrastructure in the region poses a tremendous challenge, given the need to close the connectivity divide and bearing in mind the rapid growth in Internet users, the growing demand for data, the falling costs of access devices and convergence in services. Regional coordination mechanisms should therefore be strengthened in an effort to afford equitable and appropriate access to ICTs, in the interests of human and economic development in Latin America and the Caribbean.

Steps must also be taken to increase the roll-out, interoperability and interconnection of networks within the region and between the region and the rest of the world, promoting greater local traffic and local storage of international content and expanding crucial infrastructure and the development of content and interactive and interoperable applications. In view of the imminent increase in data traffic, it is essential to create the conditions to coordinate regional harmonization of the radio-electric spectrum, bearing in mind that mobile networks will dominate access to ICT services.

The massive roll-out of Internet Protocol version 6 (IPv6) is yet another significant challenge in the short term for promoting the sustainable deployment of infrastructure. Countries can contribute significantly to this objective by promoting the adoption of IPv6 at the State level and coordinating with technical organizations and the private sector.

Another area of effort within the framework of eLAC2015 is to coordinate work by the region's countries and stakeholders on issues of network security and stability.

Lastly, work is needed to ensure the sustainability, development and use of academic and scientific networks in Latin America and the Caribbean, with a view to enhancing cooperation on education and research.

### III. PLAN OF WORK FOR 2013-2015

A cross-cutting plan, in addition to the actions already undertaken by the working groups, is needed to address the lines of action and existing challenges in the framework of eLAC2015. Accordingly, the following plan of work is proposed, defining the urgent, priority objectives and activities for 2013-2015. The group of countries that commit to this plan will be responsible for implementing the activities described below.

1. Promote opportunities for exchanging experiences and political dialogue on the information society in Latin America and the Caribbean (led by Mexico and Costa Rica).

   - Hold ministerial follow-up conferences and preparatory meetings.

   - Monitor the development of the information and knowledge society in Latin America and the Caribbean.

2. Ensure the region is involved in the World Summit on the Information Society review process (WSIS+10) (led by Uruguay).

   - Ensure eLAC2015 is represented at the WSIS Forum.

   - Disseminate and implement WSIS+10 process inventory and self-evaluation mechanisms (preparation of national reports).

   - Ensure eLAC2015 is represented at the high-level meeting on WSIS.

   Increase and coordinate the participation of Latin America and the Caribbean in regional and international debates on Internet governance (led by Brazil, with the collaboration of the Association for the Progress of Communications (APC)).

   - Ensure participation in all multilateral forums, international organizations, forums and opportunities for discussion on Internet governance, especially the Commission on Science and Technology for Development of the Economic and Social Council of the United Nations.

   - Ensure participation in the organizing committee of the Regional Preparatory Meeting of the Internet Governance Forum and in the Internet Governance Forum.

   - Ensure participation in meetings of the General Advisory Committee (GAC) of the Internet Corporation for Assigned Names and Numbers (ICANN).

3. Fast-track the expansion of the digital economy: ICTs for production change and sustainable development (led by ECLAC, with the collaboration of Peru).

Conduct comparative analyses on technical and regulatory matters and leverage capacity building and exchange of experiences to strengthen policies on:

- Fostering the development of the ICT sector (for example, by promoting the software and digital content industry, training human resources).

- Encouraging the introduction of ICTs into users' sectors (digitalization of production, trade, logistics, services and management processes).

- Encouraging cross-border e-business (training SMEs and creating a master plan to strengthen the regional e-business ecosystem).

- Facilitating the creation of more and better opportunities for decent work through telework and by taking advantage of the impact of ICTs on employment.

4. Increase investment in and the roll-out of connectivity infrastructure that will help to narrow intraregional and interregional gaps and to lower access costs and improve service quality (led by theLatin American and Caribbean Internet Addresses Registry (LACNIC)).

- Generate multisectoral forums —complementing existing regional initiatives— to exchange experiences with a view to analysing the situational factors that drive up the costs of rolling out infrastructure or that discourage investment; and to propose solutions and promote the construction of telecommunications infrastructure to connect the region with the rest of the world through several a variety of competing channels.

- Encourage efficiency and transparency in the allocation and use of the electromagnetic spectrum as an essential condition for the development of telecommunication services and for leveraging their social and economic impact, within a multisectoral setting.

- Promote the efficient use of telecommunications infrastructure with due consideration for rights of way and land use.

  Create an attractive environment and incentives for internet exchange points (IXP) and content providers in the region, as well as for the establishment of regional content providers and the deployment of root server copies.

- Accelerate the adoption of IPv6 and set up forums for dialogue with operators on deploying IPv6 in services, applications, and networks.

## IV.    RELEVANT AND EMERGING ISSUES

Efforts carried out under eLAC2015 have contributed to the progress observed with regard to the information society in the region. These advances are reflected in, among other things, the level of mobile telephony coverage, Internet access, investment in broadband infrastructure, rising mobile broadband penetration, ICT programmes for education and e-government policies. However, ICTs are evolving constantly and throwing up new challenges in terms of penetration. Accordingly, a set of emerging issues which are deemed important for digital development in the region, and which should therefore inspire regional cooperation initiatives in the framework of eLAC2015, are set forth below.

• Promoting action to raise awareness of the rights and responsibilities associated with the use of new technologies.

• Promoting action to ensure the exercise of human rights in the digital environment.

• Promoting policies on open government data as part of e-government initiatives.

• Encouraging the use of new technologies for public security.

• Recognizing that digital television represents an opportunity for the information society because it increases efficiency, interactivity and technological convergence.

• Taking steps to mainstream the gender perspective across all policies designed to close the digital divide and promote the generation of statistics and information on the gender gap and the differentiated impacts of ICTs.

• Encouraging the use of ICTs to contribute to environmental protection, efforts to combat climate change, the sustainable use of natural resources and the prevention and mitigation of natural disasters.

• Promoting dialogue and the adoption of regional measures with a view to improving the transparency, quality and costs of cross-border and international roaming services in order to benefit users.

• Enhancing cooperation on cybersecurity and protection of critical infrastructure in order to ensure sustainability and user protection.

• Promote ICT mainstreaming in education as a tool for achieving inclusion and improving quality, encouraging the development of public policies in the region and experience-sharing in this connection.

• Promoting the inclusion of persons with disabilities in the ICT ecosystem.

• Fostering universal digital literacy, affording priority to rural and vulnerable areas.

• Strengthening initiatives on mainstreaming ICTs in the health sector.

## V.        SUSTAINABILITY CHALLENGES

The technical secretariat of the Plan of Action has supported most of the institutional activities until now through the ECLAC@LIS2 project, with increasing assistance from the countries, particularly in terms of working group activities. With the conclusion of the project in 2013, it is necessary to ensure the sustainability of activities, not only those relating to the platform and follow-up mechanism, but also the cross-sectoral and priority initiatives which arise in this document.

Although ECLAC will continue to act as technical secretariat (see annex 2), it is proposed that the countries provide broader support for the activities of the Plan of Action, as outlined below:

- The member countries and organizations must finance their own participation in all activities, meetings and conferences organized within the eLAC2015 framework.

- The forthcoming preparatory meeting and ministerial conference should be financed by the host countries.

- The chairs of the working groups should ensure financing for the activities set forth in their plans of work with the support, where possible, of the member countries and organizations.

- The countries should ensure that the projects and activities included in the plan of work are carried out. Such projects and activities should be financed by the countries interested in leading them and, where possible, with the support of other organizations or international cooperation.

- The countries should contribute, to the extent possible, to financing for eLAC2015 activities.

- The countries should make efforts to involve regional financing mechanisms in the promotion of eLAC2015.

## VI.    CONCLUSIONS AND RECOMMENDATIONS

eLAC2015 has proven to be a successful, multisectoral platform for political dialogue and cooperation between the various countries, by promoting the exchange of experiences, capacitybuilding, the production of statistics, the preparation of analysis documents and the creation of  opportunities for debate and discussion on ICT policies in the region.

eLAC2010 identified education as a priority and eLAC2015 focused efforts on the  massification of broadband. Setting aside the varying degrees of progress made in these two areas at the national level, both are firmly on the public agenda of the region's countries and no government  today is unaware of the need to advance in this direction. It is also widely recognized that national strategies must be prepared to promote the information society.

The progress outlined represents an incentive to improve and expand policies which leverage the deployment of ICTs at the national and regional levels. However, this progress must not be allowed to mask the challenges which lie ahead. Although the region has bridged, to a certain extent, some of the gaps with more advanced countries in terms of ICT penetration (such as in mobile 10 telephony), the population's access to broadband services —the basic infrastructure for the development of the information society and an essential service for driving the economy and increasing competitiveness— is still significantly more limited than in more developed countries. At the same time, within the region the roll-out and uptake of ICTs shows large asymmetries between and within countries, by geographical area and level of income.

Challenges remain in terms of significantly increasing capacities to use and develop applications and content in the region. The same is true of mainstreaming ICTs into government, education, health, the environment and the development of an enabling environment, among others. Overall, clear progress has been made in these fields, but efforts must still be broadened and intensified.

Although the goals in the Plan of Action remain valid, new emerging areas must be addressed, such as the rights and obligations in the digital era, open government data policies, the promotion of telework strategies, the use of new technologies in public safety, efficient allocation and use of the electromagnetic spectrum, digital television and the inclusion of women in the ICT ecosystem. Priority must also be given to enhancing regional cooperation on urgent or strategic matters, such as the digital economy, active participation in international forums on Internet governance and regional participation in WSIS review processes and in the discussions on the agenda beyond 2015.

# Annex 1

**MAIN ACTIVITIES CARRIED OUT IN 2010-2012**

The main activities carried out within the framework of the Plan of Action between 2010 and 2012 are described below.

Between 2010 and 2012, the Presiding Officers, as the executive body of the follow-up mechanism, held nine meetings to follow up and review the Plan of Action: seven were virtual meetings and two were face-to-face.

The working groups of eLAC2015 promoted networking and the creation of interdisciplinary teams of specialists in different research areas relating to the information society. These networks fostered regional cooperation and collaboration on policy analysis, capacity-building, the exchange of good practices and the implementation of programmes and projects on ICTs, by organizing workshops and seminars and producing documents and reports. There were initially 330 participants in the working groups representing government (64%), the private sector (12%), civil society (13%), academia (9%) and international organizations (2%). Ten groups have presented plans of work to date.

A meeting for the coordinators (chairs and vice-chairs) of the eLAC2015 working groups was held at ECLAC headquarters in Santiago on 6 March 2012. On that occasion they discussed the lines of action and guidelines for management of the groups and evaluated a summary of the objectives, results and expected working methods. Thirteen representatives also held an open discussion on the challenges regarding the integration and functioning of the working groups.

The working groups carried out the following main activities:

- The working group on technological waste helped to organize a regional platform to address the environmentally sound management of waste in the region, which involved 14 countries. The group met twice, first at the Seminar on environmentally sound management of waste electrical and electronic equipment, from 30 November to 2 December 2011 at ECLAC headquarters, and second on 11 October 2012 in Quito. The group's main activities included launching a website (see [online] http://www.gtdtelac2015.mintel.gob.ec/), and organizing a photographic competition on technological waste as part of an awareness campaign. The group is also preparing a regional document on recycling electronic equipment, which will provide information specific to the countries of the region on this issue and will be used later for proposing specific actions for each country and for continuing with the implementation of electronic recycling plans, projects and programmes.

- The working group on telework, comprising seven countries, identified best practices and distributed them in the region in the form of a manual. It has also disseminated information on the Tripartite telework observatory and the certificate of teleworkers' competence in the region. In addition, the group monitored the bill on telework in Argentina, telework regulation in Colombia and development of the bill in Costa Rica on  the promotion, regulation and implementation of telework. The group met on two occasions: on 11 August 2011 at ECLAC headquarters and on 26 and 27 July 2012 in Bogota, in the framework of the First International Telework Fair.

- The working group on ICTs, health and social security, comprising ten countries, has developed an agenda around regional challenges relating to electronic health, and has established partnerships with several institutions. The group has addressed issues such as alternatives for training human resources in ICTs and health, competency-based curricula, electronic health records and interoperability standards. The group organized the second Regional Seminar on e-Health and Telemedicine in Latin America and the Caribbean, jointly with the Latin American and Caribbean Economic System (SELA), on 26 and 27 July 2011 in Caracas. The group's first meeting was held in collaboration with ISALUD University on 22 June 2012, during which the plan of work was discussed and regional and international experiences in the area of ICTs and health were exchanged.

- The working group on gender, in which four countries participated, lobbied for the issue of gender and ICTs to be included in the agenda of the eleventh session of the Regional Conference on Women in Latin America and the Caribbean, held in Brasilia in 2010. Partly thanks to these efforts, the theme for the next session of the Regional Conference, which will take place in 2013, is "Gender equality, empowerment of women and ICTs". The group also provided support for the production of a document on mapping digital agendas, digital inclusion plans and gender inclusion in the countries of Latin America and the Caribbean, with a view to analysing digital agendas in the region from a gender perspective and identifying guidelines for developing policies to encourage women's appropriation of the digital paradigm and to close gender gaps in the use of ICTs. The preliminary results of this study were presented during the panel entitled "Gender perspectives in digital agendas", which was organized by the working group during the seminar on the eLAC2015 regional plan and the progress of digital policies in the region, which took place in October 2012 in the framework of the fourth Ministerial Conference on the Information Society in Latin America and the Caribbean.

- The working group on access and infrastructure, involving eight countries, organized research into experiences and social connectivity models in the region aimed at improving the quality and coverage of public services in education, health and electronic government, among others. The findings were presented during the panel entitled "Connectivity models in public networks", which the working group organized during the seminar on the eLAC2015 regional plan and the progress of digital policies in the region.

- The working group on digital content provided support for the study "Panorama de la comunicación y de las telecomunicaciones de Brasil" —for the publication *Conteúdos em Multipataformas*— prepared by the Institute of Applied Economic Research (IPEA), the Federal Government of Brazil and the Brazilian Federation of Scientific and Academic Associations on Communication. It also supported the mapping of digital media in Ecuador carried out by the International Centre of Advanced Communication Studies for Latin America (CIESPAL). In addition, the chair participated in various regional events, such as the Latin American Federation of Communication Schools (FELAFACS), held in 2012, and provided support for the management of training activities at different universities in the region.

- The working group on digital development for education presented its plan of work, which was focused on four areas: (i) dialogue on the use of social networks in education, (ii) characterization of good practices in initial training in ICTs for teachers, (iii) training of education portal technical teams in the production of multimedia content, and (iv) dialogue on teaching models associated with polices of mass equipment supply (1-to-1 models).

- The working group on Internet governance prepared a report on issues of concern, which were addressed at the Regional Preparatory Meeting for the Internet Governance Forum (LACIGF), held in Bogota, from 24 to 26 September 2012. The group also held a meeting in the framework of LACIGF, coordinated by the Office of the President of Peru and attended by representatives of the governments of Argentina, Brazil, Cuba and the Plurinational State of Bolivia, and organizations such as the Latin American and Caribbean Internet Addresses Registry (LACNIC), the Internet Society (ISOC) and the Latin American and Caribbean Top-Level Domain Association (LACTLD).

- The working group on financing met on 11 October in Quito during the Preparatory Meeting of the fourth Ministerial Conference on the Information Society, with a view to identifying sustainable alternatives for eLAC2015 activities. The working group also organized the panel entitled "Opportunities and cooperation perspectives for digital development in the region" during the seminar on the eLAC2015 regional plan and the progress of digital policies in the region, which was carried out in the framework of the Quito meeting.

- The working group on software and information technology services held a meeting in the framework of SummIT Paraguay 2012, on 14 June in Asunción, in order to prepare a work agenda for the group. The Secretariat on Polices for Informatics of the Ministry of Science, Technology and Innovation of Brazil attended the meeting in its capacity as vice-chair of the group, and the meeting was supported by the Paraguayan Chamber of Software Industry (CISOFT), the Chamber of Informatics Wholesalers of Asunción (CADMI) and the Federation of Latin American, Caribbean and Spanish Information Technology Entities (ALETI).

- Continuing work carried out in the framework of eLAC2010, the working group on the enabling environment, chaired by Peru, presented an updated analysis of the regulatory situation in the region in terms of personal data protection.

By coordinating national statistical offices and the ministries responsible for promoting ICT policies, and with assistance provided by the working group on ICTs of the Statistical Conference of the Americas of ECLAC (SCA-ECLAC) and the Observatory for the Information Society in Latin America and the Caribbean (OSILAC), the eLAC2015 Indicators Commission prepared a list of indicators for eLAC2015. This list contains a frame of statistical reference for evaluating and monitoring the goals set forth in the Plan of Action. The document was prepared during the workshop of the eLAC2015 Indicators Commission, held in Santo Domingo on 21 and 22 November 2011. The Commission comprises representatives of Argentina, Brazil, the Bolivarian Republic of Venezuela, Chile, Colombia, Cuba, the Dominican Republic, Mexico, Panama and Uruguay.

As part of cross-sectoral initiatives of the Plan of Action and under the theme "Dialogues for Inclusive and Innovative Digital Agendas in Latin America and the Caribbean", the technical secretariat helped to organize meetings during which regional and international experiences were exchanged on the design, institutional framework and implementation of digital agendas, and issues were discussed relating to the regulatory environment, capacities and sustainability strategy models, among others. The meetings are described below:

- The first meeting was organized to support the development of the Bolivarian Digital Agenda (ADB). It took place on 8 and 9 August 2011 in La Paz and was organized in coordination with the Agency for the Development of the Information Society in Bolivia (ADSIB), which reports to the Office of the Vice President of the Plurinational State of Bolivia. Authorities and experts from Live Digital Plan of Colombia, the Agency of Electronic Government and Information Society of Uruguay (AGESIC), and the Avanza Plan of Spain participated in the event, sharing their experience and knowledge to help establish a frame of reference for action and steps to follow towards building ADB.

- The seminar entitled Estrategia Ecu@dor Digital 2.0 took place on 15 and 16 November 2011 in Quito and was organized in coordination with the Ministry of Telecommunications and the Information Society of Ecuador (MINTEL). Representatives of AGESIC, the Avanza Plan of Spain, the National Office of e-Government and Information Technology (ONGEI) of Peru and the National Broadband Plan of Brazil, among others, participated in the event. It was an opportunity to exchange experiences with authorities from the telecommunications sector, academics and suppliers of telecommunications services, with a view to contributing to the digital agenda implementation process in Ecuador.

- The second Digital Dialogue workday was held in Santiago on 20 March 2012, with a view to supporting the preparation of the Digital Development Strategy 2013-2020 of Chile. It was organized by the Executive Secretariat of Digital Development Chile and the ECLAC@LIS2 project and was attended by representatives of the Ministry of Economic Affairs, Industry and Employment of France, and Google, among others.

- The Digital Agenda Forum: Towards the implementation of a Participatory, Inclusive and Innovative e-Paraguay Platform was held on 27 April 2012 in Asunción. The event was organized jointly by the Paraguay ICT Master Plan, the Cabinet of the Office of the President of the Republic and the ECLAC@LIS2 project. Experts from Colombia, Ecuador, Peru and Uruguay participated in the meeting, at which the creation of the Ministry of Information Technologies and Communication of Paraguay (SETIC) was officially announced.

- The seminar on the eLAC2015 regional plan and progress of digital policies in the region was organized on 10 October 2012 in Quito, on the eve of the Preparatory Meeting of the fourth Ministerial Conference on the Information Society in Latin America and the Caribbean. The event was an opportunity to put forward different experiences and discuss current issues relating to digital strategies in the region. The meeting was organized jointly by the ECLAC@LIS2 project and the Ministry of Telecommunications and the Information Society of Ecuador (MINTEL).

# Annex 2

## COMPOSITION OF THE FOLLOW-UP MECHANISM, WORKING GROUPSAND SUSTAINABILITY FRAMEWORK

In 2010, it was decided that the follow-up mechanism would have three levels of coordination and cooperation: the ministerial follow-up conference, the Presiding Officers and the focal points. One representative each of civil society, the private sector and the region's community of Internet experts participate in the follow-up mechanism as observers.

## 1.    Ministerial follow-up conference

This Conference is the body which manages and oversees the general conduct of eLAC2015.

It is responsible for assessing fulfilment of the lines of action, priorities and goals agreed upon and for making any adjustments and changes considered necessary within the institutional structure of the plan. Meetings of the Conference are organized with the support of the technical secretariat, but are financed by the host country. Member countries are responsible for their own participation in the meetings of the Conference.

The next ministerial conference will take place in Mexico in 2015. The preparatory meeting for the ministerial conference will take place in Costa Rica in 2014.

## 2.    The Presiding Officers

The Presiding Officers constitute the executive body of the Plan of Action and comprise two representatives of each of the following subregions: the Andean countries, the Southern Cone, the Caribbean, and Mexico and Central America. They serve until the following ministerial follow-up conference.

The main roles of the Presiding Officers are to: (i) supervise activities carried out in the  framework of eLAC2015, (ii) ensure that the commitments made at the ministerial conference are fulfilled, (iii) represent and appoint representatives of eLAC2015 at other forums and international organizations, (iv) organize and hold regular coordination meetings, (v) make adjustments and changes to the plan of work, as required, and (vi) report to the wider eLAC membership on the meetings held, the activities carried out and the decisions taken.

## THE COMPOSITION OF THE PRESIDING OFFICERS

| Region | Country | |
|---|---|---|
| Andean countries | Ecuador | Colombia |
| Mexico and Central America | Mexico | El Salvador |
| Southern Cone | Uruguay (chair) | Argentina |
| The Caribbean | Cuba | [pending] |

The following agencies are invited to participate as observers at meetings of the Presiding

Officers:

(i)     The Association for the Progress of Communications (APC) as the representative designated by civil society organizations.

(ii)    The Ibero-American Association of Research Centers and Telecommunication Enterprises (ACHIET) and the Federation of Latin American, Caribbean and Spanish Information Technology Entities (ALETI) as the representatives designated by private sector associations.

(iii)   The Latin American and Caribbean Internet Addresses Registry (LACNIC) as the representative designated by the region's community of technical experts.

Each Presiding Officer will have the same weight in decision-making processes and, where possible, agreements will be reached by consensus. Face-to-face meetings shall be self-financed by the member countries and institutions.

## 3.     Focal points

The focal points act as national-level liaisons for the eLAC2015 follow-up mechanism. Each country will appoint or ratify an entity as a focal point by 30 April 2013.

The main functions of the focal points are to: (i) organize, coordinate and promote the country's participation in the process, (ii) ensure the necessary means for the country to be represented at preparatory meetings and the ministerial follow-up conference, and (iii) identify the institutions that will serve as the chair and vice-chairs of the working groups.

## 4.     Working groups

The working groups are forums for dialogue and cooperation between the stakeholders — government, civil society, the private sector and the technical community— in the eLAC2015 process. The basic principle for joining and participating in the working groups is openness. Any organization which expresses an interest in participating in a working group may do so.

• Main functions: (i) encourage networking and the development of collaboration mechanisms, (ii) support the exchange of experiences and good practices, (iii) foster capacity-building, (iv) promote dialogue and scientific exchange, and (v) help to create institutional links with other forums and organizations.

- Coordinators: one country is appointed to serve as the chair and another as the vice-chair of each group. Coordinators must be sure to attend the ministerial follow-up conference and the meetings organized by the Presiding Officers.

- Desired activities: (i) organize seminars, workshops and training courses, (ii) propose studies, guides and manuals, (iii) maintain collaborative platforms to promote the flow of information, (iv) organize information and awareness-raising campaigns on the issues concerned, and (v) create projects which support public policies, among others.

- Plan of work: the chair of the group must prepare the plan of work for 2013-2015, which must be presented to the Presiding Officers by 31 May 2013. The members of the group are responsible for formulating and agreeing upon the plan. 17

- Financing: the chair of each group should ensure —where possible with the cooperation of the member organizations— financing for the activities set forth in the group's plan of work. The chair is also encouraged to seek alternative sources of financing.

- Operating guidelines: the technical secretariat will prepare a procedures manual to guide the activities of the working groups, with a view to encouraging the participation of all stakeholders, enhancing transparency and ensuring fulfilment of the objectives set forth in the plan of work. It is also suggested that regional agencies which share the working groups' objectives be invited to provide technical or secretarial support for their work.

- Periodic reports: the working groups shall submit periodic reports on their activities to the wider eLAC membership.

## WORKING GROUPS

| Area | Working groups | Chair | Vice-Chair |
|---|---|---|---|
| A. Access | Access and infrastructure | Chile | Mexico |
| C. Environment and ICTs | Technological waste | Peru | Guatemala |
| D. ICTs and social security | ICTs, health and social security | Argentina | Cuba |
| E. ICTs and productive development and innovation | Digital content | Brazil | Peru |
| | IT industry | Colombia | Argentina |
| F. Enabling environment | Cybersecurity | Uruguay | Argentina |
| | Telework | Argentina | Costa Rica |
| | Legal framework for the information and knowledge society | Peru | Paraguay |
| | Electronic trade | Paraguay | [pending] |
| | Consumer protection | Brazil | Uruguay |
| | Internet governance | Brazil | Argentina |
| | Gender | Costa Rica | [pending] |
| G. Education | Digital development for education | Argentina | Peru |

## 5.     Technical secretariat

ECLAC shall continue to carry out the following duties as technical secretariat:

- Coordinate the follow-up mechanism, in particular by providing support to the Presiding Officers and the chair, and coordinating the working groups.

- Maintain the eLAC2015 virtual platform.

- Produce studies and substantive information, and coordinate and prepare the final eLAC2015 follow-up, in coordination with the Working Group on Measurement of Information and Communications Technologies of the Statistical Conference of the Americas of ECLAC.

- Provide technical support for the organization of the fifth Ministerial Conference on the Information Society in Latin America and the Caribbean and its preparatory meeting.

- Seek alternative sources of finance to better support eLAC2015 activities.

- Provide technical support for the implementation of the plan of work described in section III.

# Fourth Ministerial Conference on the Inforation Society in Latin America and the Caribbean

## Montevideo Declaration

Montevideo, 3–5 April 2013

We, the representatives of the countries of Latin America and the Caribbean meeting in the city of Montevideo from 3 to 5 April 2013 at the fourth Ministerial Conference on the Information Society in  Latin America and the Caribbean,

*Reiterating* the principles and objectives agreed upon during the first and second phases of the World Summit on the Information Society, held in Geneva in December 2003 and in Tunis in November 2005, with a view to channelling the potential of information and communications technologies to promote the Millennium Development Goals,

*Recalling* the Bávaro Declaration adopted in the Dominican Republic in January 2003, the Rio de Janeiro Commitment and Plan of Action for the Information Society in Latin America and the Caribbean (eLAC2007) adopted in Brazil in June 2005, the San Salvador Commitment and Plan of Action for the Information Society in Latin America and the Caribbean (eLAC2010) adopted in San Salvador in February 2008, and the Lima Declaration and the Plan of Action for the Information and Knowledge Society in Latin America and the Caribbean (eLAC2015) adopted in Lima in November  2010,

*Recognizing* that the global objectives of the Geneva Plan of Action are to be met by 2015 and that implementation of the Plan of Action for the Information and Knowledge Society in Latin America and the Caribbean (eLAC2015) represents an important contribution to the fulfilment of the Millennium Development Goals,

*Reaffirming* our common desire and commitment to build a people-centred, inclusive and development-oriented information society based on human rights and on the principles of peace, solidarity, inclusion, freedom, democracy, sustainable development and cooperation,

*Renewing* our commitment to involve civil society, the private sector and the scientific and technical communities in an open, participatory and multisectoral dialogue in accordance with the principles laid down at the World Summit on the Information Society,

*Mindful* that, pursuant to resolution 60/252, the General Assembly of the United Nations decided to conduct an overall review in 2015 of the implementation of the outcomes of the World Summit on the Information Society, 2

*Mindful also* that 2013 marks a major milestone in the follow-up to and evaluation of the Plan of Action for the Information and Knowledge Society in Latin America and the Caribbean (eLAC2015), and thus to reviewing the progress made towards meeting the targets of the World Summit on the Information Society for 2015,

*Mindful further* that information and communications technologies are a useful tool for promoting human development, social inclusion and economic growth,

*Recognizing* the important contribution that information and communications technologies can make to improving the coverage and quality of social services in connection with education, health and safety, and to promoting respect for gender equity, diversity and fundamental rights in the digital environment,

*Emphasizing* the importance of fast-tracking growth of the digital economy as the key to changing production patterns, generating quality employment, creating value added at the local level and enhancing the region's competitiveness and integration into global markets, and the need for further policies on structural change that foster more knowledge- and innovation-intensive production activities and that promote sustainable growth with social equality,

*Recognizing* that the use of information and communications technologies can contribute to the protection of the environment, efforts to combat climate change, the sustainable use of natural  resources and the prevention and mitigation of natural disasters,

*Stressing* the importance of regional participation in the various forums for discussion on Internet governance, with a view to fostering the sustainability, robustness, security, stability and development of the Internet as a fundamental part of the infrastructure of the information society,

*Aware* that requests have been submitted to the Internet Corporation for Assigned Names and Numbers (ICANN) to register the generic top-level domain (gTLD) names ".amazon" and ".patagonia" in several languages,

*Recognizing* that, with a view to defending sovereignty and human rights, it is necessary to protect the present and future rights of the countries and peoples of Latin America and the Caribbean in the information society and to prevent circumstances from arising that would limit their  opportunities for legitimate advancement and development in the digital environment,

*Recognizing also* the positive trends and opportunities arising from technological convergence and global connectivity, and in particular the development of high-speed netwoks, the  use of cloud computing, big data analytics, open government and the develoment of digital content  and applications,

*Recognizing further* that several countries in the region face conditions and limitations which place them on an unequal footing in relation to the pursuit of development and the enjoyment of the benefits of the information society,

*Renewing* our commitment to design and implement policies and regulation on the information society which are based on respect for and compliance with the Declaration of Human Rights,

*Declare*

Our commitment to continue making progress towards meeting the goals identified in the Plan of Action for the Information and Knowledge Society in Latin America and the Caribbean (eLAC2015) and carrying out the activities of the various working groups,

Our firm determination to enhance regional collaboration on the information society, undertaking joint efforts to highlight the progress made in Latin America and the Caribbean in the overall review of the implementation of the World Summit on the Information Society outcomes and to participate actively and in a coordinated manner in the discussions that will guide the agenda beyond 2015,

Our resolve to reject any unilateral measure at variance with international law and the Charter of the United Nations that impedes the full achievement of economic and social development by the countries of the region and runs contrary to the well-being of its citizens,

Our commitment to promote access to telecommunications services by means of initiatives that help to expand infrastructure, reduce the costs and improve the quality of service access, promote international connectivity, and encourage the efficient use of networks,

Our determination to promote research, technological development and innovation in information and communications technologies, as the basis for the information and knowledge society.

*We resolve to:*

1.  *Adopt* the plan of work 2013-2015 to enhance progress towards the commitments established in the Plan of Action for the Information and Knowledge Society in Latin America and the Caribbean (eLAC2015);

2.  *Endorse* the new composition of the eLAC2015 follow-up mechanism;

3.  *Work* to find financial mechanisms to support all stakeholders in the region in the forging of synergies for the activities envisaged in the plan of work 2013-2015 for the implementation of the Plan of Action for the Information and Knowledge Society in Latin America and the Caribbean (eLAC2015);

4.  *Continue* to strengthen existing cooperation with stakeholders outside the region and seek out new opportunities for collaboration;

5.   *Recognize* the work of governmental and non-governmental entities and agencies in the region, invite them to play an active part in the implementation of Plan of Action for the Information and Knowledge Society in Latin America and the Caribbean (eLAC2015), and request the technical  secretariat to coordinate with these stakeholders in order to avoid the duplication of efforts, maximize  resources and pool experience;

6.   *Reaffirm* the commitment of the countries of the region with respect to the implementation of the World Summit on the Information Society outcomes (WSIS+10), scheduled for review at highlevel meetings in 2014 and 2015, at which the future agenda will also be defined;

7.   *Strengthen* the coordination of the countries of the region and other relevant stakeholders and their participation in forums on Internet governance;

8.   *Recognize* the work carried out by the Economic Commission for Latin America and the Caribbean in its role as technical secretariat of eLAC and the vital importance of those efforts for the continuity of the process;

9.   *Recognize* also the importance of the support provided by the European Commission to eLAC since its inception, foster the consolidation of achievements and the operation of successful regional organizations, including the Latin American Telecommunications Regulators Forum (REGULATEL) and RedCLARA, and invite the European Commission to continue cooperating at the policy and strategic levels, given that emerging trends raise common challenges on which cooperation would benefit both regions;

10.  *Reject* any attempt to appropriate, without the consent of the respective countries of Latin America and the Caribbean, the denominations "amazon" and "patagonia" in any language, or any other generic top-level domain (gTLD) names referring to geographical areas or historical, cultural or natural features, which should be preserved as part of the heritage and cultural identity of the countries of the region;

11.  *Express our gratitude* to the people and the Government of Uruguay for the outstanding organization of the fourth Ministerial Conference on the Information Society in Latin America and  the Caribbean;

12.  *Thank* the Governments of Costa Rica and Mexico for their kind offer to provide continuity to the eLAC process by hosting the forthcoming ministerial meetings on the information society in Latin America and the Caribbean in 2014 and 2015, respectively, and accept with gratitude.

# Chapter 13 - Partnership on Measuring ICT for Development

The Partnership on Measuring ICT for Development is actively involved in the WSIS+10 review process and has taken on the lead role of assessing the progress that has been made in terms of achieving the WSIS Targets. This includes the preparation of a final quantitative report on the assessment of the WSIS Targets, which will analyze and discuss the achievements made within each one of the WSIS targets. The report will be based on available data for the 49 indicators identified in the Partnership's 2011 Measuring the WSIS Targets statistical framework document. It will be launched at the WSIS+10 high Level meeting on the overall review of the WSIS, to take place in April 2014.

In preparation for this final quantitative report on the WSIS Targets, and to assess the availability of country data on the WSIS targets, the Partnership sent out a WSIS Targets meta-data questionnaire in December 2012. The response rate to the meta-data questionnaire was 30 per cent. The meta-data questionnaire highlighted a lack of awareness and visibility of the WSIS Targets. It further showed that many countries lack national coordination to collect data on the WSIS Targets, which cut across many different areas (health, education, etc). The results of the meta-data questionnaire suggest that data availability is higher for basic ICT infrastructure, access and household data and lower for data in the area of culture, content, language and education. In July 2013, the Partnership, through the UN Regional Commissions, the OECD and UNCTAD, will send out the WSIS Targets questionnaire to WSIS focal points in all countries to collect data for the indicators identified to track the WSIS Targets. The results of this questionnaire will be used as an input to the final 2014 WSIS assessment report and all countries are encouraged to respond to this questionnaire. This survey will be the last opportunity to contribute data to the final assessment report.

For more information, and to access the WSIS Targets questionnaire please visit http://www.itu.int/en/ITU-D/Statistics/Pages/intlcoop/partnership/followup.aspx

The results of the meta-data questionnaire, and the progress and challenges that the Partnership is facing in monitoring the WSIS Targets were presented at the WSIS Forum 2013, which included a session on Measuring the WSIS Targets.  The main outcomes of the session were as follows:

Statistics are critical for assessing the state of advancement of countries in the access, use and impact of ICTs and for policy making

The Partnership on Measuring ICT for Development has an important role in monitoring the progress that has been made in the global information society.

Countries are encouraged to respond to the WSIS Targets questionnaire and to support the Partnership on Measuring ICT for Development in the final assessment report on the WSIS Targets

ICTs are important enablers of development and the importance of ICT measurement must be highlighted in the post-2015 WSIS agenda, as well as the post-2015 UN development agenda.

# Chapter 14 – Commission on Science and Technology (CSTD), Economic and Social Council (ECOSOC) and UN General Assembly

**Commission on Science and Technology (CSTD):**
Sixteenth Session
http://unctad.org/en/pages/MeetingDetails.aspx?meetingid=213

**Economic and Social Council (ECOSOC):**
CSTD Report on the sixteenth session (3-7 June 2013)
Economic and Social Council Official Records, 2013, Supplement No. 11
http://www.un.org/ga/search/view_doc.asp?symbol=E/2013/31

**United Nations General Assembly Resolution**  A/RES/67/195 : Information and communications technologies for development:
http://www.un.org/ga/search/view_doc.asp?symbol=A/RES/67/195