

## Inputs extracted from the Submissions received during the Open Consultation Process for the Draft WSIS+10 Statement on the Implementation of WSIS Outcomes

Since the two Summits, in 2003 and 2005, WSIS Stakeholders have made every effort in implementing a common vision of the Information Society.

Overall;

- a) What are the main achievements in the area of the information society, in particular, in the implementation of the WSIS Action Lines, in the past ten years?

NO.	ORGANIZATION TYPE	STAKEHOLDER	COUNTRY	SUBMISSION
1	CIVIL SOCIETY	ASSOCIATION FOR PROGRESSIVE COMMUNICATIONS	SOUTH AFRICA	<p><b>Access</b></p> <p>There have been extensive improvements in basic access to ICTs in the past ten years, particularly through:</p> <ul style="list-style-type: none"> <li>• reduced cost of the hardware devices needed to use the internet and to set up networking, including lower cost computers, mobile phones, routers, wifi devices and wifi enabled computers and phones</li> <li>• propagation of network access in top-down (e.g. through efforts of government or institutions, operators and other businesses) and bottom-up ways (e.g. locally run wifi networks and hotspots, V-Sat installations, mesh networks and more)</li> <li>• reduction in cost of internet access (but not equally in all part of the world. Costs in most of Africa are still high)</li> </ul>

				<ul style="list-style-type: none"> <li>• a recent increase in fibreoptic cable connectivity including undersea cables, and,</li> <li>• in mobile telephony, though this achievement must be weighed against the growing digital divide in access to broadband services (see response b)).</li> </ul> <p><b>Adoption</b></p> <p>ICTs have been increasingly adopted by citizens in achieving their personal goals, and by governments, development actors and civil society organizations in delivering improvements in social and economic outcomes - but, again, with limitations referred to in response b). As a result of these, there has been substantial progress towards the development of a more connected society. The use of social media has increased dramatically, particularly among young people from both rich and poor backgrounds. However, this 'connected society' cannot be called inclusive, and many people are doubly excluded, firstly because they are already marginalized based on factors such as geographic location, poverty, or gender, and secondly because of being excluded from ICT tools and platforms which have been the primary means for accessing and sharing information.</p> <p>While WSIS was an important milestone in the development of international action to support the information society, it must be recognized that many major developments concerning ICTs that have taken place since WSIS were not necessary anticipated or covered in the WSIS Action Lines. For example the development of mass market mobile telephony and internet and the development of cloud computing. We also think it should be acknowledge that the Action Line implementation processes have also had a limited role in the follow-up process for WSIS because of lack of participation and lack of resources, but at the same time we do not think that this is cause for dismissing the value of the WSIS as it did serve to create awareness of, and demand for inclusion, from a wide range of stakeholders in the developing world.</p>
2	PRIVATE SECTOR	GTC	TUNISIA	Stakeholders are convinced by the big opportunities offered by the uses of ICTs. Stakeholders are convinced that the information society should be inclusive. National frameworks are have been adopted by government in order to boost the development of ICT. The creation of a multistakeholders IGF seems a big issue.

3	CIVIL SOCIETY	LE CIEL		One of the main achievements has been the wide-spread acceptance and implementation of Open Source technology, instead of costly 'closed source' technologies.
4	GOVERNMENT	TELECOMMUNICATION REGULATORY AUTHORITY	UNITED ARAB EMIRATES	<p>The UAE has made a great progress in fulfilling the WSIS recommendations since 2003/2005. The recommendations were translated into tangible policies, projects and services in all of the society's vital sectors. A significant element of the WSIS process is monitoring progress and taking stock of achievements. Here in the UAE, we have achieved several milestones in terms of implementing and following up on the progress made on the WSIS action lines with "collaboration" playing a key role. Being named 'Strategic Partner' for the WSIS Forum 2011, 2012 and the "Visioning Partner" for WSIS Forum 2013, gave the UAE a great opportunity to lead by example and encourage other stakeholders to commit and work toward the global information society vision, this was evident through the annual reports of UAE WSIS Committee "Successful Stories" capturing many of the UAE's achievements and initiatives in all of the WSIS action lines. These reports are available online through ITU/WSIS website and through the WSIS National Committee website <a href="http://www.wsjs.ae">www.wsjs.ae</a>. In addition, Some of the key areas of achievements and trends observed in the UAE and in the region as well:</p> <ol style="list-style-type: none"> <li>1. High level of Mobile Penetration</li> <li>2. The rise of Broadband Penetration</li> <li>3. The role of information society in bridging the digital divide and poverty reduction</li> <li>4. Public private partnerships</li> <li>5. Liberalization of telecom sector</li> <li>6. Capacity Building</li> </ol>
5	GOVERNMENT	MINISTRY OF TRANSPORT AND COMMUNICATION	LITHUANIA	Preparation of National Digital Agenda The Lithuanian Information Society Development Program for the year 2011-2019
6	PRIVATE SECTOR	KOPERASI CHP	INDONESIA	ICT for Development towards systems era

7	CIVIL SOCIETY	IDP	INDIA	<p>The most important achievements have been made in the following areas:</p> <ul style="list-style-type: none"> <li>- greater attention on the part of governments for the importance of having integrated ICT policies and greater attention for capacity building to ensure effective implementation of these at all levels; also improved availability of public information and access to and/or delivery of government, health and other services as a consequence</li> <li>- a reduction of the access gap in quantitative terms due to substantial investments in infrastructure and improved access to local language content as a consequence of the internationalization of the DNS, though qualitative gaps in physical access remain and access to content overall has not improved as much as would be hoped for (see for example continued restrictions in access to scientific knowledge or limited amount of content actually produced in local languages)</li> <li>- greater robustness of the quality of data collected to check progress on the action lines and continued efforts to improve benchmarks as well as data collection</li> <li>- firm establishment of the IGF as a crucial forum for multistakeholder policy dialogue related to Internet governance as well as growing experiences and recognition of the value of multistakeholderism in Internet governance more broadly, including the fact that roles of different stakeholders are often broader and more fluid than the Tunis Agenda had foreseen.</li> </ul>
8	CIVIL SOCIETY	GDCO	SUDAN	<ul style="list-style-type: none"> <li>- progress in e-infrastructure</li> <li>- progress in e-education</li> </ul>

9	GOVERNMENT	AGENCY FOR E-GOVERNMENT AND INFORMATION SOCIETY	URUGUAY	<p>Since 2007, Uruguay has developed its digital policy throughout different administrations, with a continuous, coherent and evolutionary effort in relation to the country's institutional strengths. These is reflected in the three versions, to the date, of the Digital Agenda Uruguay (ADU in Spanish), with objectives aligned at a regional (eLAC) and worldwide (WSIS) agendas.</p> <p>The Digital Agenda Uruguay is not just a Government plan but a national commitment, agreed by government organizations, the academy, the private sector and the organized civil society. All the interested parties take action in its orientation, execution and follow up, through a National Council for Information Society. These agreements are not restricted to a national plan of technology: its focus is put on social inclusion and on the promotion of national capabilities through ICTs.</p> <p>Besides, Uruguay has participated in all the instances of eLAC and has been recognized for its role in articulating the different action plans that have been defined in the eLAC. It has also played a preponderant role in the project of sub-regional integration called Digital Mercosur ("Mercosur digital"), which aims at promoting e-learning and e-commerce networks.</p> <p>Some prominent initiatives in this context include:</p> <ul style="list-style-type: none"> <li>• Education and ICT: <ul style="list-style-type: none"> <li>○ Ceibal Plan: Plan for the Educational Connectivity of Basic Informatics for Online Learning (Ceibal for its acronym in Spanish) with the objective of providing a computer tool (laptop) to all the students of public primary and secondary schools and their correspondent teachers, as well as connectivity from their educational institutions, aiming at reducing the digital divide. It intends to facilitate the access to technology to said students and their families, regardless their social status and geographical origin, thus democratizing knowledge and boosting learning processes in the academic field, as well as within everyday experience of students; and at the same time ensuring the students' and teachers' computer literacy.</li> <li>○ National Plan of Digital Literacy: it promotes said literacy in adults as a way of reducing the generational digital divide, boosting the use of ICTs in this population in order to improve and increase their access to educational and cultural commodities and services, therefore contributing to a better</li> </ul> </li> </ul>
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				<p>social inclusion.</p> <ul style="list-style-type: none"> <li>○ TIMBO Program: it makes scientific publications available for the community, through the National Agency for Research and Innovation (ANII in Spanish).</li> <li>○ Education in Robotics: simple and low-cost platform (Butiá project) that allows the students of public schools, together with their teachers and inspectors of Secondary Education, to familiarize with the programming of robots' behavior.</li> </ul> <ul style="list-style-type: none"> <li>● To Universalize Internet access: <ul style="list-style-type: none"> <li>○ Universal Internet Household Service: Through affordable connectivity prices, the governmental National Telecommunications Administration (ANTEL) has created a service of universal connectivity that supposes a unique small payment without further monthly costs, for a fixed connection of 512/128kbps and one GigaByte of traffic per month.</li> </ul> </li> <li>● To strengthen and improve the infrastructure of Internet connectivity. <ul style="list-style-type: none"> <li>○ Optical Fiber To The Home (FTTH) in all the country: this process has been initiated through ANTEL and by July 2013 there were more than half a million households with coverage and 145,000 already connected (of the 200,000 foreseen as the goal for the year 2013).</li> <li>○ 4G and other services: Currently 4G and LTE services are already being provided with partial coverage but they are increasing continuously. Also, actions have been taken in order to improve connectivity services in rural areas, by means of changing the technology of Ruralcel services to 3G (Uruguay has 3G nationwide coverage since 2008) and the provision of Rural Internet using cell technology.</li> </ul> </li> <li>● To promote the use of traditional communication media together with new technologies. <ul style="list-style-type: none"> <li>○ Digital Terrestrial Television: Its spread has been initiated, under the Japanese-Brazilian standards (ISDB-T), to reach all Uruguayans in an open, free and interactive manner. The analog switch-off is foreseen for 2015.</li> </ul> </li> <li>● To develop the infrastructure necessary to optimize connectivity between countries and to reduce costs:</li> </ul>
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				<ul style="list-style-type: none"> <li>○ Network for South American Connectivity for integration: a project under development in which Uruguay participates together with the countries that are part of UNASUR (Union of South American Nations), which includes an "optical ring of the South".</li> <li>○ Uruguayan Academic Advanced Network of data transmission -RAU2-: high speed academic and research network for exchanging information and for an efficient and effective collaboration of scientists, academics and researchers within and outside the country. It is integrated with the Latin American Advanced Networks Cooperation (CLARA in Spanish) and through it with other networks of this type in the world.</li> <li>○ RED.uy (Network.uy): Creation of a connectivity infrastructure for all the governmental entities to be interconnected in a secure manner, with the proper levels of service, computer security, high speed and availability.</li> </ul> <ul style="list-style-type: none"> <li>● Health and ICT: <ul style="list-style-type: none"> <li>○ Salud.uy /Health.uy: It is a Program of the Central Government that promotes the adoption of ICTs to improve and expand health care and information systems on health provision, with emphasis on the elaboration of the national digital medical record, as an element enabling said plans.</li> <li>○ Other digital solutions: Death certificates, perinatal medical records, Electronic Certificates of Birth (CNVe in Spanish) (safe identity at birth), granted with the "Inter-American Prize for Innovation in Effective Public Management- 2013", by the Organization of American States (OAS; or OEA in Spanish) in the category of Innovation in Institutional Coordination.</li> </ul> </li> <li>● e-Government: <ul style="list-style-type: none"> <li>○ Different solutions for innovating in the relationship between the citizens and the State through the use of ICTs, such as: <ul style="list-style-type: none"> <li>✓ One-Stop shop-like comprehensive solutions portals, such as "Portal del Estado Uruguayo" (Portal of the Uruguayan State) (portal.gub.uy), the guide of State proceedings and services (tramites.gub.uy) and the portal of open data (datos.gub.uy).</li> <li>✓ Transversal solutions, like the digital file in all organizations of the Central Administration.</li> <li>✓ Unified solutions like the digital record of suppliers of the State, the</li> </ul> </li> </ul> </li> </ul>
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				<p>processes: which are intended to expand online proceedings and services. Constituted by: an instrument of selection of proceedings with parameters based on surveys of public opinion, a model for change management, a model for process simplification and use of transversal resources of electronic government, a model for communication planning and a global indicator systems for its follow up.</p> <ul style="list-style-type: none"> <li>✓ Decree of simplification and modernization of administrative proceedings: covering all the administrative proceedings promoted ex officio or by an interested party, physical person or legal entity, before any entity of the Central Administration. Each organization must publish in its web site and in the “Portal del Estado” each proceeding they offer, with the corresponding indication of how to carry it out. The organizations also must analyze the proceedings they provide for the effects of assessing its pertinence and eliminating the requirements that are non-essential, except for those established by the law.</li> <li>✓ Cloud of the Uruguayan State: Informatics in the cloud as the consolidation tool that has the advantage of being scalable, fast, shared, efficient, stable, available. Service deployed in Ministries and the Presidency of the Republic.</li> <li>✓ State organisms with mobile applications: like General Tax Directorate, National Telecommunications Administration, Bank of the Republic, Local Government of Montevideo.</li> </ul> <ul style="list-style-type: none"> <li>• Use of the technology in citizen`s security affairs: <ul style="list-style-type: none"> <li>○ Police Management System: a digital tool/service that allows registering all police events that occur within the national territory, such as crimes, transgressions, accidents and acts of non-criminal nature that require police intervention. Data registered in this system constitute a highly valuable source of information for police management and for decision making processes in the Ministry of Internal Affairs.</li> <li>○ e-Learning platform of the National Police School.</li> <li>○ Central national system for the analysis of vehicular accident (road safety).</li> <li>○ National Center of Response to Incidents of Computer Security (CERTuy in Spanish).</li> </ul> </li> </ul>
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|  |  |  |  | <ul style="list-style-type: none"><li>• Promoting the development and exports of software and the industry of video games.<ul style="list-style-type: none"><li>○ The ICT industry in Uruguay, which puts the country as the main software exporter per capita in the region, has accomplished a strong average growth of 12% per year during the last decade.</li></ul></li></ul> |
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10	INTERNATIONAL ORGANIZATION	GESCI	KENYA	<p>With respect to the WSIS action lines in general, the degree to which the role that ICT plays in the development of information and knowledge societies as enablers of social inclusive, economic development, environmental sustainability and peace has been relatively significant but its potential remains significantly unfulfilled. The majority of developing countries now feature ICTs as key enablers of their national visions and plans for social and economic development. However, the use and incorporation of ICT as a tool or contributor in improving governance, raising levels of social equality and inclusiveness, by and large, remains under-exploited in spite of its increasing potential. While ICT has contributed somewhat to the widening of access to education in many successful efforts to reach EFA targets, its undoubted potential to improve the quality of teaching and learning has yet to be utilised. Greater, more effective, and more sustained use of ICT has been achieved in health and in in business and enterprise development.</p> <p>With respect to action line C2 'Information and Communication Infrastructure', the roll out of mobile telephony and internet infrastructure, albeit unevenly within countries, together with the availability of cheaper mobile handsets has significantly contributed to social inclusiveness and to improvements in the lives of people. Interpersonal communications, access to information and knowledge and cheap money transfer capability have rapidly increased in recent years changing the lives of people for the better. Broadband infrastructure continues to galvanise private sector development and, in some countries, is beginning to enhance public service delivery. National and regional broadband network infrastructure continues to be improved. Telecommunications and broadband internet infrastructure continue to be pushed out beyond capital cities to urban areas with national WANs being developed with large fibre pipes. Internet speeds continue to improve. However, most rural areas continue to suffer from lack of access to ICT. Lack of electricity reduces the likelihood of early access to ICT services in rural or remote areas.</p> <p>In reference to action line C3, access to information and knowledge has widened and deepened in the last 10 years with more opportunities available to exercise freedom of expression and engage in social networking than ever before. Traditional mass media (TV &amp; newspapers) have benefited from the use of ICT and are providing a significantly better news and information service to the</p>
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				<p>people, sic knowledge is also more widely available. Text messaging is relatively widespread and, with the imminent availability of cheap smart phones we will rapidly see the emergence of social media for communication and information. Developing country governments are beginning to provide more access (through open data initiatives and are even legislating for open data) through various communication resources, notably the Internet, to public official information. Establishing legislation to enable greater access to information and the preservation of public data is attracting more champions (such as Kenya).</p> <p>In terms of action line C7 'ICT Applications', even in the least developed countries new ICT applications and online services contextualised to local needs are beginning to ease daily hardships for the most marginalised of communities and citizens. In a few countries mobile money transfer applications have made personal financing and basic money management immeasurably easier (and even possible) for many of the world's poorest people. Programmers in developing countries continue to bring ICT applications to local health, finance and education markets, which further fuels creativity, entrepreneurship and innovation in domestic economies.</p> <p>With regard to action line C4 'Capacity Building' developing countries either have, or are, in the process of developing national policies for the use and integration of ICTs in education and training at all levels, including in curriculum development, teacher training, institutional administration and management, and in support of the concept of lifelong learning. Implementation is more patchy with vast numbers of schools and students not yet benefiting from the improvements that ICT can bring to learning and teaching. There is also more cognizance now of the importance of removing the gender barriers to ICT education and training and promoting equal training opportunities in ICT-related fields for women and girls.</p>
11	PRIVATE SECTOR	FIBERHOME	CHINA	Internet connects all over the world. More and more people spend more and more time online. ICT technology and applications are changing the world economy and society.
12	CIVIL SOCIETY	APIG	SWITZERLAND	From the user point of view, expansion of mobile telephone and, to a lesser extent, expansion of access to Internet, but Internet is still not sufficiently available, and too expensive, in developing countries.

				From the formal point of view, agreement to revise the ITRs (and the frank discussions that took place at WCIT-12), the revisions of relevant ITU Resolutions and Recommendations, and the WTPF outcomes.
13	GOVERNMENT	MINISTRY FOR FOREIGN AFFAIRS	SWEDEN	<p>Much progress has been made in the field of information society for the last 10 years. The number of internet users have increased dramatically and internet has empowered people around the world by promoting freedom of expression, increasing accountability in the society, exposing corruption, creating new business opportunities, facilitating free trade and serving as a platform for cultural exchange. Further media has become increasingly accessible and interactive.</p> <p>The Internet Governance Forum has served as an important platform for multistakholder exchange on important issues pertaining to WSIS-action lines. Other multistakholder for a have also played an important role in facilitating dialogue and progress on the WSIS action lines</p>
14	GOVERNMENT	ANRT	MOROCCO	<p>In Morocco, main achievements related to Action Lines 1, 2, 3 and 6 were:</p> <p>1. National ICT strategies: - E-Maroc and Maroc Numeric 2013</p> <p>2. Upgrading and strengthening the legislative framework for the digital economy: Morocco has set up an appropriate legislative and regulatory framework to promote the development of the digital economy. The legislative and regulatory framework aims to: Promote the development of electronic transactions and exchanges; Protect users against the risks caused by the development of new information technologies; Establish the legislative framework in line with the changes induced by the development of ICT and to harmonize it with the international legal environment, including the partners of Morocco. Thus, there has been the adoption of a number of laws and regulations, including especially:</p> <p>Law No. 24-96 on the post and telecommunications;</p> <p>Law No. 07-03 supplementing the Criminal Code regarding the offenses of the automated data processing : This law provides sanctions for all unauthorized in an automated data processing intrusions;</p> <p>Law No. 53-05 Act on the electronic exchange of legal information : This law establishes the legal regime applicable to data exchanged electronically (cryptography) and electronic signature. It also determines the application to transactions by service providers of electronic certification legal framework and rules to abide by them and the holders of electronic certificates. In</p>

			<p>addition, the Act establishes a national authority for the approval and monitoring of electronic certification.</p> <p>Law 09-08 on the protection of individuals with regard to the processing of personal data: This law aims to ensure effective protection of individuals against the abuse of the data likely to affect their privacy and to harmonize the Moroccan system of protection of personal data with those of its European partners in particular. In addition, the Act establishes a National Commission for Protection of Personal Data (CNDP). She is responsible for ensuring that the processing of personal data is lawful, legal and do not violate privacy, fundamental freedoms and human rights.</p> <p>Law No. 31-08 establishes the measures to protect consumers, including consumer protection online This law sets as its main objective the strengthening and protection of consumer rights, and that, by ensuring better information, protecting against unfair contract terms and certain business practices, and providing additional provisions conventional warranty, the after-sales service and over-indebtedness. Similarly, and in view of the important role of the consumer movement in the information, education and legal protection of consumer rights, the law grants of public benefit associations consumers the right to sue in interest representation collective consumer.</p> <p>Decree No. 2-08-444 establishing a National Council for information technology and the digital economy. The National Council is established under the Prime Minister and is responsible for coordinating and monitoring and evaluating the implementation of national policies for the development of information technology and the digital economy.</p> <p>3. Information and Communication Infrastructure: In Morocco, Three telecoms operators are offering fixed, 2G and 3G services for both national and international traffic. Those operators' networks cover 99% of Moroccan population. A FTTH network is deployed in big cities. 4G services will be available in 2014. - Morocco adopted a program called PACTE (Programme d'Accès généralisé des TELécommunications) in order to ensure access to telecommunications services for citizens in 9263 rural localities (with 2 million inhabitants) with no networks coverage. This program will end by December, 2013. At Mid-2013, 94% of these program objectives were reached.</p> <p>4. Access to information and knowledge: in this area many programs were</p>
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				<p>launched: - GENIE Program with the aim to generalize access to ICT in Education. This program was launched on 2006 and renewed on 2009 and he will closed by end 2013. This programme has four components: Infrastructure, training, numeric resources and usage development. - INJAZ Programme with the aim to generalize ICT access to all students. This programme is in his fourth edition and until 2013, more 63.420 students benefit from it. - CAC programme with the aim to create 400 ICT Community Access Centre. By end 2012, 74 Centres were created. - «Nafid@» Programme gives a financial help for teachers in order to access ICT. Until now, more than 150.000 teachers benefit from this programme.</p>
15	GOVERNMENT	NATIONAL COMMISSION FOR PERSONAL DATA PROTECTION	MOROCCO	<ul style="list-style-type: none"> <li>• Raising awareness and strengthening respect of privacy and protection of personal data: <ul style="list-style-type: none"> <li>o Law No. 09-08 of 18 February 2009 related to the protection of individuals towards personal data processing;</li> <li>o Creation of the National Commission for Personal Data Protection -CNDP-.</li> </ul> </li> <li>• Establishment of an ICT strategy (Digital Morocco 2013 strategy);</li> <li>• Remarkable and significant Investment in ICT development projects;</li> <li>• Vulgarization and democratization of access to the information society for different segments of society, especially disabled people and illiterate particularly in rural areas;</li> <li>• Raising Awareness of decision makers in the public and private sector about the importance of ICT;</li> <li>• Establishment and implementation of several e-government projects;</li> <li>• Establishment of public funds to help small and medium enterprises to develop information systems;</li> <li>• Reduction of Internet access prices (ADSL, 3G ...)</li> <li>• Development of E-commerce</li> <li>• Training and strengthening ICT-related human capital;</li> <li>• Strengthening digital trust and security in the ICT sector.</li> </ul>
16	INTERNATIONAL ORGANIZATION	UNESCO (Irmgarda Kasinskaite-Budeberg)	FRANCE	<p>With the increasing connectivity of people through mobile networks, a gradual shift of the access discussion from access to infrastructure towards access to skills and relevant content can be observed. The open source community and various community projects have served to spur a variety of innovations, which are addressing user needs and are also supporting this shift. A heightened awareness in the general public around the importance of multilingualism and of disabilities led to an increase in initiatives in these fields and also resulted in greater international cooperation among interested stakeholders.</p>

17	INTERNATIONAL ORGANIZATION	UNESCO (Mauro Rosi)	FRANCE	Under a C8 Action Line Perspective: --the adoption (by UNESCO's General Conference) and then the implementation of the Recommendation concerning the Promotion and Use of Multilingualism and Universal Access to Cyberspace. --A growing awareness of the importance of cultural diversity in all spheres of life, including the technology-related dimensions, and of the need for a more holistic and integrated approach to sustainable development. --Creation of the International Indigenous ICT Task Force and its Indigenous portal, with its vision to "strengthen the global Indigenous community by bridging the digital divide between Indigenous Peoples".
18	INTERNATIONAL ORGANIZATION	UNESCO (Fengchun Miao, Zeynep Varoglu)	FRANCE	Improved access to information and communication technologies (ICT) in education over the past 10 years enhanced user's capacities for individual development, for active participation in society and also supported the development of a skilled work for a global economy, giving also new opportunities for social mobility. Developing the use of ICT in education has a multiplier effect throughout the education system, by enriching learning and providing students with new sets of skills; by reaching students with poor or no access (especially those in rural and remote regions); by facilitating and improving the training of teachers; and by enhancing educational management and information systems.
19	INTERNATIONAL ORGANIZATION	UNESCO (Paul Hector)	FRANCE	There is an increasingly shared understanding that ethical principles for inclusive knowledge societies derive from the Universal Declaration of Human Rights and comprise the right to freedom of expression, universal access to information, particularly that which is in the public domain, the right to education, the right to privacy and the right to participate in cultural life.
20	INTERNATIONAL ORGANIZATION	UNESCO (Xianhong Hu)	FRANCE	Ten-Year (2003-2013) Report on WSIS C9 Media Media (C9) The implementation of WSIS Action Line C9 media has been significantly advanced past ten years in all its areas, chiefly of promoting freedom of expression, media development, community radio and media literacy, notably in light of digital convergence between media and ICTs. Freedom of expression and



			<p>media development have been widely recognized as particularly important for progress towards inclusive knowledge societies. Freedom of expression has been reaffirmed by stakeholders to apply on-line as well as off-line. The UN Plan of Action on the Safety of Journalists and the Issue of Impunity is well under way of implementation at regional and national levels.</p> <p>1. UNESCO has successfully convened a total of eight facilitation meetings on C9 media in its capacity of the “facilitator” of Action Line C9 at annual WSIS Fora. These facilitation meetings have well served to exchange outcomes of projects and initiatives, initiate joint ventures between stakeholders and trigger debates on emerging issues related to C9 media. Four sub-themes and sub-groups of stakeholders have been identified during the facilitation process: i. Freedom of expression ii. Media development iii. Community radio and iv. Media literacy, with a sub-facilitator designated to provide a report in each area at the annual facilitation meetings. These eight facilitation meetings have also addressed a wide range of issues from public-service and digital broadcasting transition, community radio to social media, media and information literacy as well as freedom of expression on Internet and human rights implications of media and ICTs convergence. Notably, freedom of expression and media development, particularly promoting online freedom and privacy protection, were debated during a dozen events at WSIS+10 review meeting (February 2013) and also at the WSIS Forum 2013 (May 2013), and acknowledged as key issues to envision within the post-2015 WSIS agenda.</p> <p>2. UNESCO, together with C9 stakeholders, promoted freedom of expression and freedom of information and safety of journalists including on Internet and all digital platforms through organizing the International Symposium on Freedom of Expression at UNESCO HQ in 2011, as well as the annual global celebration of World Press Freedom Day (WPF) on 3 May in the past 10 years. Each year, World Press Freedom Day is also celebrated in more than 100 countries. UNESCO also supported the organization of a Pan African Conference on Access to Information to be held in Cape Town, South Africa in September 2011, marking the 20th anniversary of the Windhoek Declaration on a Independent and Pluralistic African Press.</p> <p>A significant development on the safety of journalists is the UN Plan of Action on the Safety of Journalists and the Issue of Impunity which was endorsed by the UN Chief Executives Board on 12 April 2012. The Plan was prepared during the 1st UN Inter-Agency Meeting on this issue, convened by the Director General of</p>
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			<p>UNESCO at the request of the Intergovernmental Council of the International Programme for the Development of Communication (IPDC). The Plan of Action aims to create a free and safe environment for journalists and media workers, both in conflict and non-conflict situations, with a view to strengthening peace, democracy and development worldwide. As a first step in 2013, the implementation of the plan has been taking place in four pilot countries, Iraq, Nepal, Pakistan and South Sudan. UNESCO's Work Plan on the Safety of Journalists and the Issue of Impunity, adopted by the UNESCO Executive Board in 2013, sets out specific activities for UNESCO that support the conditions for journalists to work without fear.</p> <p>3. In the context of a rapidly-changing Internet environment, UNESCO has several mandates from its member states to facilitate a multi-stakeholder approach as regards the Internet, and this includes promotion of freedom of expression online. The Organisation has launched a UNESCO Series of normative publications on Internet freedom including "Freedom of Connection - Freedom of Expression: The Changing Legal and Regulatory Ecology Shaping the Internet" (2011) and "Global Survey on Internet Privacy and Freedom of Expression"(2012). The Series will be followed by ongoing research projects on safety of online media actors and the role of Internet intermediaries in promoting online freedom to be finalized by 2014.</p> <p>UNESCO, together with other stakeholders, has organized and co-organized a total of 16 workshops promoting online freedom in the past seven Internet Governance Fora since 2006, to ensure freedom of expression has been prominent within the WSIS and IGF process as part of fostering normative work at international level as regards online freedom of expression.</p> <p>In this context, UNESCO is consulting on a new draft concept "Internet Universality". This has been presented at 10 international events including Stockholm Online Freedom Conference 2013, World Press Freedom Day 2013 conference, and a seminar at the UN Human Rights Council during 2013. The concept "Internet Universality" proposes an updated UNESCO vision and strategy for the promotion of underlying norms and values which contribute to shaping global Internet Governance and use as "Human rights based and thus free", "Open", "Accessible for all" and driven by "Multi-stakeholder participation".</p> <p>4. The International Programme for the Development of Communication (IPDC), established in 1980, has continued to play a lead role in UNESCO's media development efforts, providing support to 684 locally-driven projects in more</p>
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21	INTERNATIONAL ORGANIZATION	UNESCO (e-Science)	FRANCE	<p>In the area of e-Science the WSIS process was instrumental in supporting research on emerging trends in e-Science which provided a better understanding of these trends, its impact and future direction.</p> <p>Clear examples of major achievements of e-Science are the application of IT to</p>



			<p>organize the findings of molecular biology research (bioinformatics) and to the management and exchange of biological and ecological data (computational biology and biodiversity informatics), as well as the design of novel systems reproducing biological systems (synthetic biology). Computer-based modeling and its application to problems such as climate change and related projections is another example of application of e-Science. The 2013 Report of the High-Level Panel of Eminent Persons on the Post-2015 Development Agenda states that there have been innovative initiatives to use mobile technology and other advances to enable real-time monitoring of development results. At the same time, the Report calls for a new data revolution to strengthen data and statistics for accountability and decision-making purposes, on the basis of information technology. The Rio+20 process acknowledged the need for a global sustainable development report. Potentially E-Science has a unique role to play in the implementation of these recommendations by proposing a web-based platform (with complementary mobile applications) that critically reviews and synthesizes new knowledge in as a real time as possible to strengthen the interface between science, policy and society. E-Science plays a major role also in relation to including various groups and communities in the scientific process and this also improves science, society and policy relations.</p> <p>With the rapid emergence of mobile technologies, the past decade has also seen a significant expansion of e-citizen science. The most innovative projects, such as the Extreme Citizen Science (ExCiteS) project (United Kingdom), the Red Fractal project (Spain), the Igliniit project (Canada) or Cybertracker (South Africa), use a science co-creation approach in which non-scientist stakeholders participate in all stages of the scientific process. This approach not only improves understanding and trust of science and scientists, but also makes science more inclusive, with improved rigour and real-world applicability.</p>
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22	GOVERNMENT	IRAN NATIONAL COMMITTEE FOR WSIS, INFORMATION TECHNOLOGY ORGANIZATION	IRAN	<p>1. Development of e-health, e-commerce, e-learning, e-government, etc as the main aspects of using ICT in everyday life will facilitate achievement towards MDG goals.</p> <p>2. Developing countries and Non-developed countries will use ICT in their lives according to international ICT services.</p> <p>3. Convergence between mass media and new media lead to easier, more efficient and more affordable access to information and content</p> <p>4. Emergence of social media based on user generated content which produce and share the largest amount of knowledge and information in the human history while rise concerns about privacy, intellectual property right, safety and security of the users.</p>
23	CIVIL SOCIETY	ACCESS	UNITED STATES OF AMERICA	<p>As noted in the Final Statement and Final Recommendations from the WSIS+10 Review Event Towards Knowledge Societies for Peace and Sustainable Development that emerged from the Paris 2013 meeting, multistakeholder processes have become an essential and unique approach to engagement in addressing issues affecting the knowledge and information societies. While not an achievement in and of itself, we feel that growing acceptance and institutionalization of multistakeholder processes is a necessary precondition for achieving the Action Lines and fulfilling WSIS's goal of a people-centered, inclusive and development-oriented Information Society.</p> <p>Additionally, there have been significant achievements with regard to expanding information and communication infrastructure (C2) over the last ten years, which in turn has led to advances in other action lines, such as access to information and knowledge (C3). However advances have been uneven, and as a result we are left with a wide digital divide, which we note in the following section. We also see progress with regard to international and regional cooperation (C11). In particular we consider the Internet Governance Forum and regional and national iterations of it as key processes in advancing international and regional cooperation around internet-related public policy.</p>
24	CIVIL SOCIETY	CTS	BRASIL	<p>Some achievements have been reached in terms of: expanding information and communication infrastructure (C2), though merging the digital divide still represents a major challenge for accomplishing the WSIS mandate; increasing the usage of ICT applications (C7) for different socio-economic purposes, which can</p>

				<p>be accessed particularly on a variety of cases worldwide about e-business, e-learning and e-government initiatives. International and regional cooperation has also been growing, which can be accessed by the emergence of regional IGFs, where countries within regions come together to assess challenges and further steps on IG, but also by the emergence of joint initiatives for improving infrastructure, such as building regional IXPs, and so on. Finally, awareness of the importance of ICTs have increased positively.</p>
25	CIVIL SOCIETY	CDT	UNITED STATES OF AMERICA	<p>CDT believes that the WSIS Action Lines have helped draw attention to the role that ICTs can play in realizing development goals.</p>
26	CIVIL SOCIETY	IFLA	NETHERLANDS	<p>The library community has been an active stakeholder of the WSIS process since the preparatory phases of the Geneva 2003 Summit. The WSIS Plan of Action recognizes the key role of libraries in achieving universal access to information and knowledge, with Article 6 (Objectives Actions and Targets of the Agenda) making it a specific objective to “connect public libraries, cultural centres, museums, post offices and archives with ICTs”</p> <p>IFLA is the moderator of the sub-theme ‘Libraries and Archives’ in the WSIS Action Line C3 ‘Access to Knowledge’ which states in C3 10 (d): “Governments, and other stakeholders, should establish sustainable multi-purpose community public access points, providing affordable or free-of-charge access for their citizens to the various communication resources, notably the Internet. These access points should, to the extent possible, have sufficient capacity to provide assistance to users, in libraries, educational institutions, public administrations, post offices or other public places, with special emphasis on rural and underserved areas, while respecting intellectual property rights (IPRs) and encouraging the use of information and sharing of knowledge.”</p> <p>IFLA is also the moderator of the sub-theme ‘Heritage’ in the Action Line C8 which states in C8 23 (c): that “Support efforts to develop and use ICTs for the preservation of natural and, cultural heritage, keeping it accessible as a living part of today’s culture. This includes developing systems for ensuring continued access to archived digital information and multimedia content in digital repositories, and support archives, cultural collections and libraries as the memory of humankind.”</p>

				<p>In terms of main achievements in the past ten years, IFLA would highlight:</p> <ul style="list-style-type: none"> <li>• The increasing provision of Internet access through all types of libraries all over the world. The IFLA World Report series (2003; 2005; 2007; and 2010) shows that access through public, school, university and research libraries has increased with each survey, and that library users in both developed and developing countries can increasingly expect to find their local library institution offering Internet access at free or low cost<sup>1</sup>.</li> <li>• Increasing awareness by policymakers of the value of libraries as providers of public access to ICTs, and tools to combat the digital divide. Public libraries are uniquely positioned to offer public Internet access and training to individuals who would otherwise not be connected to the digital world. Achievements in this area are illustrated by (but not limited to) the major country-level projects undertaken by the Bill and Melinda Gates Foundation's 'Global Libraries' initiative that has seen substantial government investment in public library systems in countries such as Botswana, Chile, Latvia, Lithuania, Poland, Romania and Ukraine<sup>2</sup>.</li> <li>• The increasing work being undertaken by public libraries to support development projects and initiatives based on the use of information and sharing of knowledge. There are more than 315,000 public libraries worldwide, 73 percent of them in developing and transitioning countries. The Beyond Access initiative<sup>3</sup> and the Electronic Information for Libraries (EIFL) Public Library Innovation Programme<sup>4</sup> shows that libraries are partnering with development practitioners and donor agencies to deliver policy objectives in the areas of literacy, education, employment, agriculture and health.</li> <li>• The embrace and development of open access policies by academic and research libraries worldwide. Open Access is a concept that is overwhelmingly supported by national library associations and implemented at institutional, national and regional levels. Librarians have been active advocates of open access, which facilitates the free, immediate, online availability of research articles, coupled with the rights to use these articles fully in the digital</li> </ul>
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<sup>1</sup> [http://www.ifla-world-report.org/files/uploaded/ifla\\_wr/IFLA-WR-2010-Analysis-and-Conclusions.pdf](http://www.ifla-world-report.org/files/uploaded/ifla_wr/IFLA-WR-2010-Analysis-and-Conclusions.pdf) - for more detail see pages 12-20

<sup>2</sup> <http://www.gatesfoundation.org/What-We-Do/Global-Development/Global-Libraries>

<sup>3</sup> <http://www.beyondaccess.net>

<sup>4</sup> <http://www.eifl.net/plip>

				<p>environment. The ROARMAP (Registry of Open Access Repositories Mandatory Archiving Policies) shows that mandates for Open Access, driven by libraries, have increased year on year since 2003<sup>5</sup>.</p> <ul style="list-style-type: none"> <li>• The Vancouver Declaration on Digitization and Preservation<sup>6</sup>. UNESCO organized an international conference <i>The Memory of the World in the Digital age: Digitization and Preservation</i>, in September 2012 in Vancouver, Canada, to explore the key issues affecting the preservation and long-term accessibility of digital documentary heritage. IFLA was represented and actively involved in this conference which resulted in the Vancouver Declaration. The Declaration's main recommendations included: <ul style="list-style-type: none"> <li>○ A cohesive, conceptual and practical digital strategy to address the management and preservation of recorded information in all its forms in the digital environment;</li> <li>○ Digital preservation frameworks and practices for management and preservation;</li> <li>○ An international legal framework of copyright exceptions and limitations to ensure preservation of and access to cultural heritage in digital format;</li> </ul> </li> </ul>
27	GOVERNMENT	CITC	SAUDI ARABIA	<p>For clarification, please note that Saudi Arabia's responses to this questionnaire are related to the ITU-coordinated WSIS+10 High-Level Event as an extended version of the WSIS Forum, to address the progress made in the implementation of the WSIS outcomes under the ITU's mandate, and not to the Overall Review to be held by UNGA in 2015, as recognized in paragraph 111 of the Tunis Agenda and for which UNGA will consider the modalities by the end of 2013. Further, our responses pertain primarily to action lines under the responsibility of ITU.</p> <p>Many reports and studies document the achievements in the area of the information society. Saudi Arabia has been especially committed to the WSIS outcomes and action lines and has made significant progress in all areas. However, we still have a long way to go, and this underscores the continuing need for commitment, diligence, mutual support and goals among all countries.</p>

<sup>5</sup> <http://roarmap.eprints.org/>

<sup>6</sup> [http://www.unesco.org/new/fileadmin/MULTIMEDIA/HQ/CI/CI/pdf/mow/unesco\\_ubc\\_vancouver\\_declaration\\_en.pdf](http://www.unesco.org/new/fileadmin/MULTIMEDIA/HQ/CI/CI/pdf/mow/unesco_ubc_vancouver_declaration_en.pdf)

				One achievement which we would like to highlight, however, is the establishment of the Council Working Group on International Internet-related Public Policy (CWG-Internet) Issues within ITU. The CWG-Internet represents the only international body intended for governments to directly address public policy issues related to the information society
28	INTERNATIONAL ORGANIZATION	UNEP		International initiatives, standards-making work and programmes have been established under the ITU, the Basel Convention on Control of Transboundary Movements of Hazardous Wastes and their Disposal, UNEP, UNIDO and other international organizations that provide sustainability standards and technical guidelines on environmentally sound life-cycle management of ICT equipment including e-waste
29	PRIVATE SECTOR	US CIB	UNITED STATES OF AMERICA	<p>The WSIS Action Lines have served the WSIS process well. They continue to stimulate development and constitute a sound framework for realizing the goal of a globally inter-connected Information Society.</p> <p>According to the ITU, in 2006, 408 million in developing countries were Internet users. In the last seven years, that number has increased to 1.8 billion. Relatedly, mobile broadband subscriptions have skyrocketed in the developing world, increasing from 43 million subscribers to 1.2 billion subscribers in the past four years.</p> <p>Bridging Digital Divide -- These data points serve as a testament to the enormous progress which has been made since the Tunis Agenda was adopted towards bridging the global digital divide and contributing to poverty eradication and economic development. Such a dramatic increase likely would not have been possible without the global commitment to the principles in the Tunis Agenda which have preserved and promoted the flexible Internet that allows for the freedom to innovate and connect.</p> <p>This framework, established through the WSIS summit, has led to significant accomplishments across all WSIS Actions Lines. In particular, both governmental and non-governmental stakeholders have made significant progress in promoting ICTs (C1), improving infrastructure (C2), and building capacity, confidence, and security (C4-C6). The inter-related nature of the Action Lines has ensured that</p>

				<p>achievements in one area stimulate progress in other areas.</p> <p>Multistakeholder Model -- These data points also demonstrate the power of the multistakeholder model for global Internet governance. As affirmed in the WSIS Tunis Agenda, this model is multilateral, transparent and democratic, with the full involvement of governments, the private sector, civil society and international organizations. In 2005, the global community found that this model has “worked effectively,” and the robust growth in the ICT sector since then only reaffirms the strength of the model.</p> <p>Post-2015 -- As a result, the US Council for International Business (USCIB) does not support holding a WSIS Summit in 2015 or re-defining the Action Lines or goals of the WSIS process. A Summit, in particular, would detract attention from pressing forward with WSIS Action Lines implementation as well as divert precious financial resources.</p> <p>Continued thorough and thoughtful evaluation of progress on what has been accomplished since 2005 through the WSIS process will provide an even better understanding of what practical measures need to be developed to further implement improvements.</p>
30	GOVERNMENT	MINISTRY OF FOREIGN AFFAIRS	ARGENTINA	<p>Develop a national fiber optic plan for interconnecting all the country “Argentina Conectada”</p> <p>Giving computers to high school students, more than 3 million computers have been given to students as part of the plan “Conectar Igualdad”.</p> <p>Create a portal for online content, educ.ar</p> <p>Cybercrime law</p> <p>National Digital Agenda</p>
31	GOVERNMENT	INNOVATION TECHNOLOGY AND INFORMATICS OFFICE OF THE PRESIDENCY OF EL SALVADOR	EL SALVADOR	<p>The engage of the governments, social society and businesses to work together in order to accomplish some of the WSIS Action Lines, even when economy dynamics and natural disaster may be a challenge in the invest in activities and resources to improve in the information society of the countries</p>
32	GOVERNMENT	INFORMATION TECHNOLOGY	OMAN	<p>Document available on <a href="http://www.itu.int/wsis/review/inc/docs/submissions/WSIS10-HLE-">http://www.itu.int/wsis/review/inc/docs/submissions/WSIS10-HLE-</a></p>

		AUTHORITY		OC_OfficialSubmissions-ITA.Oman.Add.pdf
33	GOVERNMENT	DEPARTEMENT OF STATE	UNITED STATES OF AMERICA	<p>Enormous progress has been made since the two Summits towards building the people-centered, inclusive, development-oriented information society called for in the WSIS Declaration of Principles. With almost as many mobile phone subscriptions as people in the world, for the first time in human history people worldwide can communicate with one another. Mobile technology has helped the world to meet one of the WSIS goals - to ensure that by 2015 “more than half of the world’s inhabitation have access to ICTs within their reach” - and thus have effectively narrowed the digital divide with respect to voice communications. Equally significant is the gain in Internet use since the 2003 WSIS in Geneva. For example, subscription to fixed wired broadband service rose from 220 million in 2005 to 696 million in 2013, a gain of about 15% compound annual growth rate (CAGR). Similarly, the number of individuals using the Internet increased from 1.024 billion in 2005 to 2.749 billion in 2013, a CAGR of approximately 13%. Both developed and developing countries have experienced increased use of mobile broadband technologies and related applications in trade, government, health, environment, and education. The emergence of new services, including social networks and cloud computing, in the last few years have increased the means to access and distribute information. Social networks have revolutionized the way content is created and consumed. These networks have made it possible for end users to create and distribute content locally that in many instances has significant social and political effects. Cloud computing has enabled end users to access services without investing in hardware, thus reducing the cost of access. Much progress has been made with respect to enhanced multistakeholder cooperation in Internet governance since 2005. Enhanced cooperation is evolutionary and has been implemented on a broad, global scale. Much like the goals and objectives of the WSIS, enhanced cooperation is an on-going endeavor. Examples of progress include:</p> <ul style="list-style-type: none"> <li>• The annual review and assessment by the UN Commission on Science and Technology for Development (CSTD) of progress made in implementing the WSIS outcomes and Main Action Lines, including a five-year review submitted to ECOSOC and UNGA in 2010;</li> <li>• The creation of eight annual meetings of the Internet Governance Forum (IGF), which have contributed greatly to global, multi-stakeholder dialogue on Internet issues and have catalyzed the proliferation of national and regional IGFs</li> </ul>



				<p>around the world that bring the dialogue on these important issues to the local level.</p> <ul style="list-style-type: none"> <li>• The report of the CSTD Working Group on Improvements to the IGF (A/67/65E/2012/48 and Corr. 1) provided to ECOSOC and UNGA in May 2012, and associated recommendations from the report being implemented with guidance from the IGF Multi-stakeholder Advisory Group;</li> <li>• In 2009, the United States executed the Affirmation of Commitments with the Internet Corporation for Assigned Names and Numbers (ICANN). This agreement provides a model of enhanced cooperation by establishing mechanisms and timelines for the multi-stakeholder review of ICANN's performance of its core tasks. What had once been a unique role for the U.S. government has been expanded to include the participation of the international – and multi-stakeholder – community through review processes.</li> <li>• In 2010, ICANN and UNESCO signed a memorandum of understanding to support the introduction of top-level Internationalized Domain Names (IDNs) in order to offer new opportunities and benefits for Internet users around the world by allowing them to establish and use domains in their native languages and scripts. Currently there are 32 country code TLD IDNs in the root zone files, representing 22 countries and territories and 15 languages</li> </ul>
34	PRIVATE SECTOR	ICC-BASIS	FRANCE	<p>-Significant progress in building multistakeholder projects and initiatives which implement the WSIS action lines in particular, major investments have been made to expand ICT infrastructures and provide access to a significant number of new people around the world.</p> <p>- The CSTD has provided an excellent opportunity to assess the implementation of the WSIS outcomes and provides practical guidance which enables stakeholders to further implement improvements based on the current Action Lines framework</p>
35	GOVERNMENT	MINISTRY OF INTERNAL AFFAIRS AND COMMUNICATIONS	JAPAN	<p>- Significant changes are made in C2: Information and communication infrastructure.</p> <p>Specifically:</p> <ul style="list-style-type: none"> <li>- Increase of Internet users and broad bandization (fixed-network: transition from ADSL to optical fiber network, wireless: introduction of 3G and 4G)</li> <li>- Increase of mobile users</li> </ul>
36	ACADEMIA	SPIDER,	SWEDEN	The significance of ICT for development is better understood by policy and

		STOCKHOLM UNIVERSITY		decision makers
37	GOVERNMENT	DEPARTMENT OF CULTURE, MEDIA AND SPORT	UK	The main achievements is first fold that awareness of the need to provide suitable and robust ICT infrastructure in developing countries is there – which will help in delivering the Millennium Development Goals post 2015. Also as infrastructure like submarine cables; Internet Exchange Points (both locally and regionally) and mobile phone networks have become more available the benefits of lower International interconnection costs and the creation of local content is becoming established to the benefit of local citizens and businesses, as well as governments being able to start to deliver government services to its citizens. There has also been good moves in public-private partnerships to accelerate implementation of infrastructure projects
38	CIVIL SOCIETY	INTERNET SOCIETY	SWITZERLAND	<p>In the past ten years, the Internet has proved to be a major driver for development, living up to paragraph 80 of the Tunis Agenda reminding us that the Internet should be seen “as a means to support development efforts to achieve internationally agreed development goals and objectives, including the Millennium Development Goals”. The Internet Society believes this achievement is the result of the development of multistakeholder processes involving all relevant actors, in all regions.</p> <p>In line with the Final Statement of the 2013 WSIS Review Event in February 2013 (<a href="http://www.unesco.org/new/fileadmin/MULTIMEDIA/HQ/CI/CI/pdf/wsis/WSIS_10_Event/wsis10_final_statement_en.pdf">http://www.unesco.org/new/fileadmin/MULTIMEDIA/HQ/CI/CI/pdf/wsis/WSIS_10_Event/wsis10_final_statement_en.pdf</a>), we believe “the decade since WSIS has seen very considerable progress towards the people-centered, inclusive and development-oriented Information Society” and that “the multistakeholder approach and implementation at the international level proved to be a considerable asset in taking forward the WSIS Themes and Action Lines.”</p> <p>The multistakeholder approach recognizes that various stakeholders, including civil society, private sector, the academic and technical communities and governments, all have respective responsibilities, expertise and valuable know-how to bring to the table. Cooperation among these stakeholder groups has vastly improved over the past 10 years, and there are many examples of intergovernmental processes opening to non-government stakeholders’ participation, and the opposite is true as well.</p>

				<p>Providing a platform for all stakeholders to interact on an equal footing, we consider that the creation of the Internet Governance Forum (IGF) represents one of the most significant outcomes of WSIS, and recognition of the value of multistakeholder cooperation. As a global forum, but also through regional and national initiatives, this participatory multistakeholder platform in Internet policy matters has blossomed across all regions. This positive development is in line with paragraph 80 of the Tunis Agenda, which calls for “the development of multi-stakeholder processes at the national, regional and international levels to discuss and collaborate on the expansion and diffusion of the Internet”</p>
39	CIVIL SOCIETY	ICANN	BELGIUM	<p>The Information Society has grown immensely in scale and importance over the past ten years. In that timeframe, the number of Internet users has increased 250% to 2.7 billion people. Over the past five years alone, fixed-broadband prices for consumers (as a share of GNI per capita) dropped by 82%. An array of new information-based and entertainment services has flourished to provide everything from social media to e-government applications in every region of the globe. Each of the WSIS Action Lines has played a part in this ongoing transformation.</p> <p>WSIS Action Lines have also helped to raise awareness within the international community about the challenges many communities continue to face to realize the benefits of the Information Society. This achievement has focused attention on the need to develop solutions suitable for developing and less-developed countries to build an inclusive Information Society. While challenges yet remain, myriad successes and the continued rapid growth of the Information Society across every economy stand as a testament to the ongoing evolution.</p>
40	GOVERNMENT	OFFICE OF ELECTRONIC COMMUNICATIONS	POLAND	<p>Information society is created by different groups of entities, who are taking action for the development and implementation of technologies in the ICT sector for the common good and to improve living standards.</p> <p>The main achievement of the current implementation process of the WSIS+10 is the interest itself of so many actors and institutions, both national and international, on the initiative of joint shaping the information society and making them aware of the</p>

				<p>challenges that this process entails.</p> <p>The rules and principles, that have been defined in Geneva in the year 2003, and strengthened and developed in Tunis in the year 2005, became the basis for a wide variety of actions and activities that led to the gradual inclusion of more and wider social circles into the structure of the world wide web.</p> <p>These useful initiatives have identified areas of mutual interest and cooperation at local, regional, national and international levels, leading to the increase of public awareness of the goals and needs of individuals and groups.</p> <p>This process has also showed that the ICT sector constitutes the basis for the shaping of the information society and the starting point for its further development</p>
41	GOVERNMENT	RURA	RWANDA	<p>Development of national e-strategies, including the necessary human capacity building which consist of:</p> <ul style="list-style-type: none"> <li>• National development policies to support competitive environment for the necessary investment in ICT infrastructure</li> <li>• Capacity building to provide the market with skilled human resource for development of ICT sector and meet demand for private sector</li> <li>• ICT Market Liberalization</li> <li>• Mechanisms at the national, regional and international levels for the initiation and promotion of partnerships among stakeholders of the Information Society</li> <li>• Information and Communication Infrastructure (National Optic Fiber Backbone up to district level)</li> <li>• Universal access policies and strategies for last mile solution</li> <li>• Digital Broadcasting Network Infrastructure</li> </ul>
42	MINISTRY	MINISTRY OF TRANSPORT, INFORMATION TECHNOLOGY AND COMMUNICATIONS	BULGARIA	<p>The biggest achievement in the area of information society is the recognition of the value of multistakeholders' cooperation. The Tunis Agenda has created two tracks based on the multistakeholders' philosophy – the Internet Governance Forum and a process of 'enhanced cooperation'. The purpose of the latter is "to keep Internet going" and make it available for a wider range of users and to result in open, democratic and resilient Internet as a key factor for the establishment of</p>

				<p>more progressive knowledge based society.</p> <p>The IGF has marked a significant progress in the wider implementation of the multistakeholders' approach towards an inclusive information society. The IGF has stimulated the exchange of views and ideas about a wide range of Internet issues, including critical Internet resources. However, responding to the novel challenges the IGF should improve its methods and procedures to include on an equal footing all existing stakeholders and even go further to reflect the dynamic development in the field by inviting more stakeholders. The IGF should work not only globally but pay particular attention to regional and local IGF fora and establish a stable network. The IGF could contribute greatly to prioritizing the enhanced cooperation process. The IGF network can be a vehicle for enhanced cooperation aiming at bridging the digital divide and particularly at developing the ICT in the developing countries.</p>
43	INTERNATIONAL ORGANIZATION	ESCWA	LEBANON	<p>1. Since 2003, ESCWA has been assisting ESCWA member countries in building the information Society according to the WSIS outcomes. Following the most relevant ESCWA's achievements and activities in this regard:</p> <p>* Formulating policies and plan of actions for building information society in Western Asia and following-up on its progress : ESCWA became involved in the WSIS since its beginning by organizing the Second Regional Preparatory Conference for WSIS (Damascus, 22-23 November 2004) under the theme "Partnership for Building the Arab Information Society", which resulted in a Regional Plan of Action (RPoA) that provides the regional framework for building Information Society in Western Asia in line with the WSIS action lines . ESCWA also published "Guidelines for the formulation and implementation of ICT policies in 2007. ESCWA also held a conference on the Regional Follow-up to the Outcome of the World Summit on the Information Society (Damascus, 16-18 June 2009), which provided a forum where various WSIS stakeholders in the region met, presented, discussed and reviewed the progress made towards the implementation of the eleven WSIS action lines, as well as the execution of the RPoA for building the information society. The Conference's participants agreed on Damascus Proclamation that specifies the role of the various stakeholders in implementing the WSIS.</p> <p>* Profiling the information society in Western Asia : Biennial profiling of the information society at the national and regional level started in 2003. Six editions</p>

			<p>of the Regional Profile of the information society in Western Asia were published by ESCWA in accordance with the WSIS action lines. ESCWA works in partnership with focal point institutions in member countries to prepare the national profiles of the information society. The various editions of the regional profiles of information society provide a regional review of the information Society in the ESCWA region, thus assisting decision makers in their planning and enhancing national capacities for realizing such society. Moreover, it allows national authorities to compare their status with that of other countries in the region, thereby promoting opportunities for cooperation and regional integration in an increasingly knowledge economy. A set of recommendations is made in each edition covering all the WSIS action lines.</p> <p>* Promoting the Measurement of Information Society in Western Asia: Following its inception in 2003, the ICT Division (ICTD) at ESCWA focused parts of its work programme on building and enhancing the capacities of member countries for measuring the Information Society. Since then, and over the course of every biennium, a series of outputs and events dedicated to a measurement theme, of interest to the region, were carried-out for that purpose. These outputs and events included five specialized publications, six EGMs, and various capacity-building workshops held throughout the Arab region. As a founding member of the Partnership on Measuring ICT for development, ESCWA also played a leading regional role in defining key ICT indicators and appropriate measurement frameworks, which take into accounts the development priorities and needs of the region. In addition, ESCWA contributed to the development of the Core ICT Indicators (2005 and 2010 versions), and to a number of other Partnership publications, workshops, and global meetings and events.</p> <p>* Promoting the ICT Sector in the Arab region: In response to the WSIS outcomes, ESCWA included in 2004 a dedicated programme on "Developing the ICT Sector" within the RPoA for building the information society in Western Asia. In the same context, and since 2007, ESCWA produced a series of publication and convened meetings focusing on promoting the investment in the ICT sector in the Arab region. ESCWA published in 2011 a study entitled "Promoting the ICT Sector to Meet the Challenges of the Knowledge Economy", which analyzed the status of the ICT and proposed a future vision to promote the ICT sector. Additionally, ESCWA developed in 2013 a study entitled "Competitiveness of the ICT Sector in the Arab</p>
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			<p>Region: innovation and investment imperatives" that provides guidance and practical recommendations to boost competitiveness and promote innovation and investment in the ICT sector. ESCWA also organized a number of meetings to promote ICT sector in the region.</p> <p>* Building trust and confidence in cyber space by developing and harmonizing cyber legislation in the Arab countries : A reliable legal framework for cyberspace provides the foundation for the development of the ICT sector in the Arab region and fosters an enabling environment for the knowledge society. ESCWA implemented between 2009 and 2012 a project for the regional harmonization of cyber legislation to promote the knowledge society in the Arab world. Within the framework of this project, ESCWA developed and published a comprehensive set of "ESCWA Cyber Legislation Directives" which are designed to assist Arab countries in the development of national cyber laws and thus harmonize cyber legislation at the regional level. The project capitalized on partnership with various stakeholders such as UN agencies and the League of Arab States. The project's activities succeeded in making noticeable advances for raising the awareness of decision and policymakers in the region on cyber legislation through regional and national capacity workshops as well as customized country-specific advisory services. Furthermore, ESCWA published recently a policy note entitled "Development and harmonization of cyber legislation in the Arab region" which includes recommendation for completing, enforcing and harmonizing cyber legislation packages in Arab countries.</p> <p>* The Arab Internet Governance Forum : ESCWA became engaged in the global Internet Governance Forum (IGF) since it began in 2006 as a multi-stakeholder platform for policy dialogue. Within this framework, ESCWA played a major role in the inception and maturity of the Arab Working Group on Internet Issues. In 2009, in cooperation with LAS, ESCWA developed the "Arab Dialogue on Internet Governance" (ArabDIG), an initiative that produced in 2010 a publication entitled "Arab Regional Roadmap for Internet Governance: Framework, Principles and Objectives". In 2012, ESCWA and LAS established the Arab Internet Governance Forum (IGF). The adoption of ESCWA resolution 306 entitled "Development of the Arab IGF process and sustaining efforts in the Arabic domain names field" during the 27th ESCWA's Ministerial Session emphasized the importance that ESCWA places on Internet governance issues in general and on supporting the Arab IGF</p>
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			<p>process in particular. "The Conference and Public Consultation to Establish the Arab IGF", which took place at the end of January 2012, spawned the Arab IGF (AIGF) process as a decentralized platform falling under the joint umbrella of ESCWA and LAS and involving several stakeholders. Under the slogan "Better Internet for a Better Arab World", the First Annual Meeting of the Arab IGF took place in Kuwait in October 2012 and drew 350 participants. The Second Annual Meeting is planned for Algeria in October 2013 under the slogan "Partners for Development".</p> <p>* Promoting Digital Arabic Content (DAC) and its industry : ESCWA realized the importance of the Arabic language online as one of the main pillars for building a knowledge-based economy and providing investment opportunities in the field of ICT in the Arab region. Accordingly, ESCWA launched the regional "Digital Arabic Content Initiative" (DAC) in 2003 which led to a series of activities, including two studies: Enhancing Arabic Content on Digital Networks (2003) and Digital Arabic Content: Opportunities, Priorities and Strategies (2005). ESCWA also implemented a two-phased project, the first in 2008 and the second in 2013, on the "Promotion of the Digital Arabic Content Industry through Incubation", which included organizing awareness campaigns on the importance of DAC and its industry, launching national competitions to select the best DAC proposals. A number of studies related to the status of digital Arabic content industry, its future perspectives and the DAC business models were published in the framework of these projects. These studies are highly relevant to entrepreneurs, government and private sector.</p> <p>* Arabic Domain Names System and the Arab gTLDs initiative: In 2003, ESCWA joined the regional move towards an Arabic Domain Names System (ADNS) as a leader and coordinating body and the Arabic Domain Names Task Force (ADN-TF) was formed under its auspices. In the same context, ESCWA has promoted the use of the Arabic language in the Top-Level Domains (TLDs) of Internet addresses as part of the global Internationalized Domain Names (IDNs) programme. Following a series of activities and as a member of the Steering Committee of the Arab TLD project, ESCWA hosted in 2012 its final meeting with the UAE Telecommunications Regulatory Authority (TRA) with the purpose of assigning the operational mandate of the intended Arab TLDs registry functions to the UAE TRA on behalf of LAS. This involved developing standards on the use of Arabic in</p>
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			<p>domain names as well as supporting the process for applying for the Arab TLDs “.arab” and “.عرب” to ICANN in collaboration with the League of Arab States, which is the owner of these names, the ITU, and TRA of the UAE. The Arab TLDs have already been approved during the ICANN evaluation process. ICANN has already announced the approved list of newly applied for domain names including include “.arab” and its equivalent in Arabic “.عرب” as well as 14 domain names that use the Arabic language.</p> <p>* Featuring the role of ICT on socio-economic development: In an increasingly connected world, ICTs are playing a major role in enabling change. Understanding the role of ICT in socio-economic development in the Arab region was of great importance for the ESCWA member countries. ESCWA started its publication series on the impact of ICT on socio-economic development in 2009 by publishing a report on the “Impact of ICT on Community development in ESCWA member countries. In 2013, ESCWA published two reports related to the impact, the first is entitled “Impact of e-services on social and economic development” and the second is entitled “Impact of ICT on Arab Youth”. Furthermore, ESCWA organized an Expert group meeting on the role of ICT on socio-economic development in 2013. The EGM focused on the required actions needed to enhance the impact of ICT on socio-economic development, in such a way to catalyze positive change in the development challenges in the region.</p> <p>* Academy of ICT Essentials for Government Leaders in the ESCWA Region (AIGLE): In February 2013 ESCWA started the AIGLE project. This project will build enhanced capacities in policymaking to create and sustain an environment that promotes the transition towards a knowledge-based economy. For the implementation of this project, ESCWA will build upon lessons learned and the achievements of a similar academy that was launched in 2008 by the Asian and Pacific Training Centre for Information and Communication Technology for Development (APCICT), situated in Korea (ESCAP region). ESCWA will develop a structured and comprehensive ICT training curriculum, consisting of core modules that will be disseminating through training of trainers sessions, workshops and online platform.</p> <p>* Knowledge Networks through ICT Access Points for Disadvantaged Communities: This project was implemented between 2006 and 2010 globally by</p>
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				<p>the five UN regional commissions, with ESCWA as the lead agency. It aimed to maximize the benefits of ICT access points in disadvantaged communities by transforming existing telecentres in selected countries into networked knowledge hubs. It also established a knowledge-networks portal for the ESCWA region, which hosts information of relevance to the communities served. Partnership for the ESCWA region component of the project involved NGOs from Egypt, Jordan, Lebanon, the Sudan, the Syrian Arab Republic and Yemen.</p> <p>* ESCWA Statistical Information System: As part of its role as a key knowledge repository for its member countries, ESCWA developed the ESCWA Statistical Information System (ESIS), a bilingual (Arabic/English), database-driven application for organizing, storing and presenting data in a standardized way. Compliant with international statistical standards, the system incorporates a core database, which can be accessed through both desktop and web-based components. Designed to help policymakers and decision makers reach informed, evidence-based decisions on socio-economic development issues, the system also increases accessibility and data sharing between national statistical offices, government departments, UN agencies and other organizations in the region.</p>
44	GOVERNMENT	MINISTRY OF COMMUNICATIONS AND INFORMATION TECHNOLOGY	EGYPT	<p>The Follow-up on the Implementation of the World Summit on the Information Society is considered one of the most important topics, addressed extensively on the global level. It is our collective conviction that Information and communication technologies are becoming indispensable instruments in achieving the internationally agreed upon Millennium Development Goals and the WSIS targets. The WSIS emphasized the importance of harnessing the ICTs for achieving the developmental goals, which our peoples aspire to in their endeavors for better quality of life. Therefore, plenty of efforts were exerted to bridge the digital divide as a first step towards building the digital economy. When we look at the implementation mechanism of the different WSIS action lines, we note that a lot of activities took place in a multi-stakeholder environment. While we were setting the WSIS agenda back in 2000, the world had yet to know the full potential of ICTs. Governments and non ICT sectors were gradually learning how the new technologies can affect their work. Today, this agenda has to be set not only with multi stakeholders from the ICT sector, but also with stakeholders from other sectors as well. We have to admit that our success in 2003 and 2005 have set in motion ICTs as a tool affecting society at large. To live up to the expectations we</p>

			<p>set, it is duty as ICT institutions, not to monopolize this debate, but to open up to all beneficiaries. Thus, multistakeholderism becomes a MUST. With the new models of partnership and multi stakeholderism that were introduced for ICT development in the different regions and communities, a number of achievements were realized, such as the development of public information infrastructure that was perceived at different rates across the continents. The ICT development permeated key public services, especially in government, education, health, small and middle enterprises, e-government. It is worth-noting that governments around the globe have developed national e-government initiatives and services at all levels, adapted to the needs of their citizens and business communities, to achieve a more efficient allocation of resources and public goods. In addition, initiatives were developed to provide access to remote areas and all segments of the society including the under-served and people with disabilities. The reduction of internet prices and introduction of new means of connecting to the internet, such as USB modems and Mobile Internet were noted. This had led to equal development in the field of e-business and e-commerce initiatives. The introduction of International Domain Names was a major success that contributed to the enrichment of cultural and linguistic diversity on the internet. Training and capacity building programs are considered as a prominent feature of the ICT development in the past 10 years. Training initiatives and programns were addressed to various segments on the academic and operational levels. The enhanced use of ICTs has meant exerting efforts towards enhancing user confidence and protecting data, especially with the enhancement of the commercial aspects of the Internet signified by e-business and e-commerce developments. This meant harmonized efforts for the formulation of related legislations. This is in addition to attention paid to child online safety. In summary, the ICTs development was rightly perceived and have affected communication among peoples, nations and regions on the social, economic and political levels. The benefits are huge and the challenges are not less as well. Therefore, collective efforts are much needed to complement previous achievements.</p>
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## b) What key identified challenges would need to be addressed in the next 10 years?

NO.	ORGANIZATION TYPE	STAKEHOLDER	COUNTRY	SUBMISSION
1	CIVIL SOCIETY	ASSOCIATION FOR PROGRESSIVE COMMUNICATIONS	SOUTH AFRICA	<p>As the last ten years have shown, it is difficult to predict developments in the information society over a tenyear period.</p> <p>The following six key information society-related challenges can be identified.</p> <p>1. Ensuring continued extension of access for all to ICTs, particularly access to broadband, particularly in developing countries and among marginalised communities in all countries. This is essential to enable equitable outcomes from the information society and to address the growing digital divide in broadband access. Millions of people still lack affordable and reliable access to the necessary tools (e.g. smart phones or computers) and connectivity (internet infrastructure with sufficient bandwidth to enable them to make full use of the power of networks). In many countries internet users are faced with slow broadband speeds, especially in areas outside major cities, traffic caps may limit the amount of data that can be exchanged, and complex tariff packages limit competition or the user’s ability to manage costs. For those that cannot afford their own equipment and connectivity, public access facilities (e.g. in in public libraries) offer the only alternative, however, public investment in libraries, telecentres, and multi-purpose community centres is often very limited. At the industry level – internet providers often lack access to sufficient spectrum or competitively priced telecom infrastructure, ISP licensing and content control may be too onerous for small or new market entrants, and interconnection regulations usually favour the dominant providers. A variety of indirect factors may also serve to limit internet accessibility; grid power may be unavailable, and high import duties may be levied on ICT equipment, which, along with luxury taxes on</p>

			<p>internet and voice services, further reduce their affordability.</p> <p>2. Recognising that the information society is primarily a matter of human development rather than technological development and broadening the range of people and communities that benefit from ICTs. The engagement of mainstream development experts, international agencies concerned with human development outcomes, and civil society. alongside technological expertise, must be strengthened to ensure that human rather than technological outcomes are prioritised. Principles of social justice, non discrimination and women’s empowerment are also necessary for an inclusive and people-centred development oriented Information Society. As ICTs and the internet become more pervasive in social and economic and political development, this emphasis on human rather than technological development becomes more not less important.</p> <p>3. Maintenance of the openness and multi-stakeholder character of ICT and of internet standards, development and governance, within a framework which also protects the internet against disruption by criminal or malign activity. Open systems and standards are essential in order to sustain the innovation that has characterised the development of the information society and to inhibit its dominance by powerful governmental or commercial interests. Network neutrality as a principle remains important even if it needs to be applied in new ways in the light of convergence of platforms, applications and content.</p> <p>4. Meeting real and expressed needs. Ensuring that the proliferation of data, and efforts at open government and open data actually meet the needs of ordinary people, and effectively contribute to transparency and accountability rather than just flooding the internet with data for which there is no demand, and which does</p>
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			<p>not make a difference in people's lives.</p> <p>5. Protection and reinforcement of human rights, particularly privacy, freedom of expression and freedom of association, in a rapidly changing context, ensuring equal respect for and enforcement of human rights online and offline. This is critically important in the light of global concern about government surveillance and commercial exploitation of data and about the growing prevalence of criminal activity, including fraud, online.</p> <p>6. Environmental sustainability, and harmful outcomes of the massive increases we will see in ICT production and consumption. This ranges from energy consumption, to sourcing of conflict minerals for the production cycle, to disposing of massive ICT waste. Unless there is a substantial shift in the approach to hardware design to be more sustainable (e.g. with devices that last longer and are upgradable) this challenge is likely to escalate.</p> <p>7. Reaching consensus on how to govern and regulate (or not) the internet and internet-related activity.</p> <p>All the above challenges have related to this question. We have only scratched the surface of these challenges. Our belief is that the challenge is not longer simply a case of how to govern the internet. It is a case of all other governance and regulatory processes taking the internet and internet-based activities into account. There can be no separate set of rules of the internet, but all other 'rules' and guidelines should take the internet into account. Current debates on internet governance and regulation have been territorial, and focused on institutional modalities which is not, in our view, an enduring approach. All institutions involved in governance, and all stakeholders will need to give consideration to some internet related activity. We do not need 'new' rules, or new rights or new institutions – existing ones need to</p>
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				adapt.
2	PRIVATE SECTOR	GTC	TUNISIA	Main Challenges for the next ten years: deployment of Broadband networks and focusing on National Capacity Building. The Financement mechanism is still in our thinking a big issue.
3	CIVIL SOCIETY	LE CIEL		Technology is moving very quickly. In many areas of the world, earlier, more costly technologies are still attempting to come up to speed; while in other regions, technology is still absent or very limited. The challenge is to identify emerging technologies which could be 1. effective and 2. costeffective..
4	GOVERNMENT	TELECOMMUNICATION REGULATORY AUTHORITY	UNITED ARAB EMIRATES	ICT infrastructure, Broadband penetration and local content ICT Capacity building and Open Data Maturity of e-government and Smart/Mobile government Information security, Spam, IPR and consumer protection and Its economic and social implications International multi-stakeholder cooperation Private Sector participation, incentives and role SME's, e-business and Entrepreneurship support Global and National awareness about the significance of WSIS and its direct relevance to National Strategies and Policies
5	GOVERNMENT	MINISTRY OF TRANSPORT AND COMMUNICATION	LITHUANIA	The Lithuanian Information Society Development Programme 2011–2019 (hereinafter referred to as “Programme”) has been drafted bearing in mind that information society development is a dynamic and rapidly changing process in numerous areas of public and State activities, and successful involvement of the public sector in the promotion of the positive and minimisation of the negative effects of this process would be a significant contribution to the sustainable development of an information society.

6	PRIVATE SECTOR	KOPERASI CHP	INDONESIA	<p>"planning process" from education, planning, society and industry. Typical stadiums/ phases are</p> <ol style="list-style-type: none"> <li>1) identification, 2) methodology, 3) assessment, 4) the alternative, 5) control and 6) evaluation</li> </ol>
7	CIVIL SOCIETY	IDP	INDIA	<p>As we will argue under the next question, it is essential that an inclusive, development-oriented information society takes as its starting point a rights-based approach to development. The question that then automatically poses itself is: what kind of Internet and technology landscape do we require to ensure that such development can materialise and what changes are required to the current set-up to achieve this? It is in the answer to these questions that the keys to the main challenges for the next decade – identified and as yet unidentified - can be found. The answers to this question broadly fall in two categories:</p> <ol style="list-style-type: none"> <li>1) issues related to the architecture of the Internet and mobile technology landscape as such. <ul style="list-style-type: none"> <li>Examples include: <ul style="list-style-type: none"> <li>- the implementation and protection of network neutrality across platforms;</li> <li>- the corporatisation and monopolisation of the Internet and mobile telephony access and platforms, often by transnational companies that are difficult for individual states to regulate;</li> <li>- widespread imbalances between surveillance on the one hand and protections of freedom of expression online on the other, undermining the empowering potential of the Internet while contributing to the growth of police states worldwide;</li> <li>- a lack of support for innovation from the bottom up that would allow the poor and marginalised to give shape to the future development and their own use of technology themselves;</li> <li>- etc.</li> </ul> </li> </ul> </li> <li>2) issues related to the national and global Internet governance architecture, and</li> </ol>



				in particular to the question of how multistakeholderism can be strengthened and further institutionalised in order to achieve appropriate solutions to the above posed problems.
8	CIVIL SOCIETY	GDCO	SUDAN	1- connecting people with disability 2- out schoolchildren (illiteracy) 3- mobile roaming 4- broadband cost and width 5- women

9	GOVERNMENT	AGENCY FOR E-GOVERNMENT AND INFORMATION SOCIETY	URUGUAY	<p>At a global level there are problems of equity within the countries, between countries and between regions. There are problems of non-compliance with the goals that were established within access plans, for example in connectivity, generation of capabilities and effective application of ICTs for the Information Society.</p> <p>At any specific level there is a great challenge in the institutionalization, not only at a global level, but also in the institutionalization within each country. The institutional structure is related to the conceptual definition of topics and to how it is structured as an organization. In some countries this has suffered advances and setbacks.</p> <p>There are topics that are strengthened in political associations, groups of decision makers and others that have not reached this level of maturity yet.</p> <p>A balance must be reached. The balance between what must be regulated and what must not. The balance between aspects that must be decided through a process involving multiple parties and the decisions that must be made by governments. The balance between the digital economy and social inclusion. Between openness and privacy. Between property rights and distribution. Between globalization and the country's jurisdiction. And so on. With the technology, the frontiers between several topics have become more diffuse and it is necessary to find the equilibrium required to create a society focused on people, as well as to be inclusive and oriented towards the development of the information society we all want.</p> <p>To include everyone in the information society is the most important challenge from a social point of view. In order to achieve this, it is necessary to address at least the following inequalities: the pre-existing socioeconomic ones, those inherent to technology access and those arising once one is immersed in the digital world.</p> <p>We consider the following key aspects in particular:</p>
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			<p>☑ Inclusion: policies must continue to be developed for the deployment of access infrastructure, providing connectivity to more social sectors and covering all the territory of the country. To meet the demands of citizens who require digital services at every level, through new channels. The new devices will allow a digital deployment at levels we still cannot even imagine.</p> <p>☑ Application in Health Care Sector: the dichotomy between the knowledge the patient acquires searching the Internet and the use of social networks versus the medical knowledge, best practices and health regulations in the country must be addressed. The alignment of all health care providers with regards to the use of ICTs in their clinical management, to get integrated to new networks of services and information in the field. The development of telemedicine at new levels, with mobile devices, distance intervention and controls, which allows improving health care services in all the national territory.</p> <p>☑ Application in Education: Teaching informatics as a Basic Science in all branches of education. Not attached to technologies. A greater offer of different studies at graduate and postgraduate level to create specialists in IT and Informatics in areas in which the country has specific – market- needs and which are necessary for the productive development of the country as a whole. To strengthen the human capital related to the technical and creative aspects of the audiovisual industry. Distance education, new ways of learning from primary school, education for the new generation.</p> <p>☑ Application in the Government: To generalize electronic transactions. Utilization of the Internet and ICTs in justice administration, legal records and electoral mechanisms.</p>
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10	INTERNATIONAL ORGANIZATION	GESCI	KENYA	<p>In general, countries must widen access to communications media, information and knowledge through improved telecoms and broadband internet infrastructural provision. This, together with the availability of cheap smart phones and mobile devices will lead to their mass diffusion and provide</p>

			<p>access to online content and the localisation of ICT applications, support e-commerce, e-health and e-agriculture.</p> <p>GESCI is concerned that the provision of a quality learning experience to equip youth and adult learners with the knowledge, skills and attitudes to lead their societies towards inclusive, peaceful and sustainable development is still severely lacking in most developing countries. In particular, GESCI recognises that a lack of appropriate policies (including a lack of policy coherence across key knowledge society sectors such as ICT, Science and Innovation, and Education) and a growing skills gap between rich and poor within countries, between countries, and between regions of the world, is hindering economic and social development. Without the required human capital to fuel economic and social development, developing countries will not be able to develop sustainably, eradicate the digital divide and transition from agrarian and (in some cases industrial) to knowledge societies.</p> <p>Education policies, while increasingly acknowledging the central role of ICTs in the modernisation and enhancement of education, face tremendous challenges when it comes to their implementation. These challenges include the lack of capacity of teachers to integrate ICT in the learning experience to inculcate 21st century skill sets in youth; lack of access to ICTs; lack of infrastructure (especially in rural areas); lack of implementable policies (policies that are visionary but not realistic and do not take account of parallel challenges and opportunities in other sectors that will impact policy implementation). The lack of power and physical school facilities continues to be a huge impediment to the exploitation of the enormous potential that ICT had to improve the quality</p>
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			<p>of teaching and learning.</p> <p>A critical issue is the lack of appropriate and transformational leadership to craft and champion knowledge society enabling policies; an outdated Technical and Vocational Skills Development (TVSD) sector that cannot equip unemployed youth with the skills they require to be absorbed by modern industries/knowledge industries or to be equipped with the entrepreneurial skills for selfemployment and job creation.</p> <p>GESCI believes that there is an urgent need to provide modern training in a wide range of digital and technology-based skills to meet existing employment opportunities but also to allow creative youth to participate in the development and growth of digitally-based industries including the cultural industries.</p> <p>The massive pressure on the education system as a consequence of dramatic increases in primary enrollment and the introduction of free basic education, has been eased immeasurably by greater provision of schools and teachers but with insufficient educational budgets to provide a quality education to young people. However, this success had led to a reduction in the quality of both teaching and learning, mostly due to the lack of teachers and the poor quality of those employed.</p> <p>GESCI believes that the challenge of fully meeting Goal 3 of the MDGs (achieving universal primary education) cannot be met by traditional responses and expenditures. For many countries the capital cost of building and equipping increasing numbers of schools together with associated running costs, the provision of power and funding traditional models of teaching and learning are beyond their reach. ICT now enables a new community-based model which will</p>
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			<p>provide an intergenerational approach to primary education and which, in additions to delivering the regular curriculum, would adopt a “One Planet Earth One People” approach to issues of the environment and sustainable development and to ethical issues relating to safe and responsible use of the internet.</p> <p>There exists a resoundingly insufficient promotion of open education resource (OER) content and applications resulting in the slow creep of proprietary software monopolization in developing country virgin markets. This is happening despite national policy promoting OER. Finally, the action lines do not pay due regard to the role that ICTs can play in ‘legitimising’ or accrediting informal education, which is the nature of the education the majority of those earning a basic wage in developing countries have had.</p> <p>C2. Information and communication infrastructure: an essential foundation for the Information Society</p> <ul style="list-style-type: none"> <li>- Encourage the use of unused wireless capacity, including satellite, in developed countries and in particular in developing countries, to provide access in remote areas, especially in developing countries and countries with economies in transition, and to improve low-cost connectivity in developing countries. Special concern should be given to the Least Developed Countries in their efforts in establishing telecommunication infrastructure.</li> <li>- Governments should take action, in the framework of national development policies, in order to support an enabling and competitive environment for the necessary investment in ICT infrastructure and for the development of new services.</li> <li>- Develop and strengthen national, regional and international broadband network infrastructure, including delivery by satellite and other systems, to help in providing the capacity</li> </ul>
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			<p>to match the needs of countries and their citizens and for the delivery of new ICT-based services. Support technical, regulatory and operational studies by the International Telecommunication Union (ITU) and, as appropriate, other relevant international organizations in order to:</p> <ul style="list-style-type: none"> <li>- Promote the provision of global high-speed satellite services for underserved areas such as remote and sparsely populated areas;</li> <li>- Explore other systems that can provide high-speed connectivity.</li> </ul> <p>C3 Access to Information and Knowledge</p> <ul style="list-style-type: none"> <li>- Encourage research and promote awareness among all stakeholders of the possibilities offered by different software models, and the means of their creation, including proprietary, opensource and free software, in order to increase competition, freedom of choice and affordability, and to enable all stakeholders to evaluate which solution best meets their requirements.</li> <li>- Encourage initiatives to facilitate access, including free and affordable access to open access journals and books, and open archives for scientific information.</li> <li>- Governments, and other stakeholders, should establish sustainable multi-purpose community public access points, providing affordable or free-of-charge access for their citizens to the various communication resources, notably the Internet. These access points should, to the extent possible, have sufficient capacity to provide assistance to users, in libraries, educational institutions, public administrations, post offices or other public places, with special emphasis on rural and underserved areas, while respecting intellectual property rights (IPRs) and encouraging the use of information and sharing of knowledge.</li> </ul> <p>C4 Capacity Building</p>
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			<ul style="list-style-type: none"> <li>- Develop domestic policies to ensure that ICTs are fully integrated in education and training at all levels, including in curriculum development, teacher training, institutional administration and management, and in support of the concept of lifelong learning.</li> <li>- In the context of national educational policies, and taking into account the need to eradicate adult illiteracy, ensure that young people are equipped with knowledge and skills to use ICTs, including the capacity to analyse and treat information in creative and innovative ways, share their expertise and participate fully in the Information Society.</li> <li>- Work on removing the gender barriers to ICT education and training and promoting equal training opportunities in ICT-related fields for women and girls. Early intervention programmes in science and technology should target young girls with the aim of increasing the number of women in ICT careers. Promote the exchange of best practices on the integration of gender perspectives in ICT education.</li> <li>- Develop distance learning, training and other forms of education and training as part of capacity building programmes. Give special attention to developing countries and especially LDCs in different levels of human resources development.</li> <li>- Design and implement regional and international cooperation activities to enhance the capacity, notably, of leaders and operational staff in developing countries and LDCs, to apply ICTs effectively in the whole range of educational activities. This should include delivery of education outside the educational structure, such as the workplace and at home.</li> </ul> <p>C6 Enabling Environment</p> <ul style="list-style-type: none"> <li>- Governments should foster a supportive, transparent, pro-competitive and predictable policy, legal and regulatory framework, which provides the</li> </ul>
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			<p>appropriate incentives to investment and community development in the Information Society.</p> <ul style="list-style-type: none"> <li>- Governments need to formulate national strategies, which include e-government strategies, to make public administration more transparent, efficient and democratic</li> <li>- Governments, in collaboration with stakeholders, are encouraged to formulate conducive ICT policies that foster entrepreneurship, innovation and investment, and with particular reference to the promotion of participation by women.</li> <li>- GESCI would contend that access to knowledge and information must be immeasurably more equitable in terms of both reach and quality, than it is currently, in order for African knowledge societies to emerge. In Africa's knowledge societies ICTs will act as an enabler for an inclusive and dynamic learning experience (that enriches both formal and informal education) that will inculcate skills in a (majority) youth population who will then be equipped for employment and to contribute to their domestic economies through legitimate and ICT enabled small-to-medium enterprise development, supported by national policies that foster regional trade harmonization.</li> </ul> <p>Such national enterprise development policies should provide SMEs with local, domestic, regional and international export markets for refined and added-value goods and services (through technological innovation, and the contextualization of available innovations to meet local and regional agricultural, health, commercial, and educational needs).</p> <p>Access to capital will be more widely available to support enterprise creation, and this capital will be brought, in part, and initially, through increased foreign investment triggered by the availability of appropriate human resource capital for knowledge intensive</p>
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			<p>industries.</p> <ul style="list-style-type: none"> <li>- Recognising the economic potential of ICTs for Small and Medium-Sized Enterprises (SMEs), they should be assisted in increasing their competitiveness by streamlining administrative procedures, facilitating their access to capital and enhancing their capacity to participate in ICT-related projects.</li> </ul> <p>Governments should act as model users and early adopters of e-commerce in accordance with their level of socio-economic development.</p> <p>C8. Cultural diversity and identity, linguistic diversity and local content</p> <ul style="list-style-type: none"> <li>- Create policies that support the respect, preservation, promotion and enhancement of cultural and linguistic diversity and cultural heritage within the Information Society, as reflected in relevant agreed United Nations documents, including UNESCO's Universal Declaration on Cultural Diversity. This includes encouraging governments to design cultural policies to promote the production of cultural, educational and scientific content and the development of local cultural industries suited to the linguistic and cultural context of the users.</li> <li>- Support efforts to develop and use ICTs for the preservation of natural and, cultural heritage, keeping it accessible as a living part of today's culture. This includes developing systems for ensuring continued access to archived digital information and multimedia content in digital repositories, and support archives, cultural collections and libraries as the memory of humankind.</li> <li>- Locally produced content and cultural expression through ICT. Through the digital expression of cultural diversity Africa will develop its cultural creative industries, alleviating pressure on the traditional tourism sector.</li> </ul>
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				- Develop and implement policies that preserve, affirm, respect and promote diversity of cultural expression and indigenous knowledge and traditions through the creation of varied information content and the use of different methods, including the digitization of the educational, scientific and cultural heritage.
11	PRIVATE SECTOR	FIBERHOME	CHINA	Ensure the sustainable development of Internet and a transparent, inclusive and effective international governance of internet.
12	CIVIL SOCIETY	APIG	SWITZERLAND	Lowering the cost of connectivity for users in developing countries. Coming to an international agreement on the issues that proved contentions at WCIT-12, in particular security and combating spam.
13	GOVERNMENT	MINISTRY FOR FOREIGN AFFAIRS	SWEDEN	Some of the main challenges are to ensure that all human rights, including the freedom of expression and the right to privacy, are protected online, to bridge the digital divide by promoting an affordable and accessible internet and increase ICT-literacy, to avoid trade protectionism in the field of ICT, to ensure an equal participation of all stakeholders in internet governance and to better make use of ICT:s to improve all fields of human development.
14	GOVERNMENT	NATIONAL COMMISSION FOR PERSONAL DATA PROTECTION	MOROCCO	<ul style="list-style-type: none"> <li>• Protect privacy and personal data;</li> <li>• Improve the security of information systems;</li> <li>• Reduce the digital divide and increase digital trust;</li> <li>• Strengthen the legal and regulatory systems at the local and international levels;</li> <li>• Reduce telecom costs and vulgarize internet access (mobile phones, tablets ...);</li> <li>• Strengthen the role of ICTs in sustainable development;</li> <li>• Democratize access to information;</li> <li>• Strengthen human resources specialized in ICT.</li> </ul>

15	INTERNATIONAL ORGANIZATION	UNESCO (Irmgarda Kasinskaite-Budeberg)	FRANCE	Recent developments, which show South-North knowledge flows, need to continue stimulate innovation across the globe. Online banking (m-pesa) and the crowdsourcing of information (ushahidi) are wellknown examples. Accessing stable and sustainable funding continues to pose challenges and while this is not restricted to initiatives aimed at providing access to persons with disabilities, this presents a striking example of this challenge.
16	INTERNATIONAL ORGANIZATION	UNESCO (Mauro Rosi)	FRANCE	-Universal access to information consumption and production, in the framework of the respect of the moral and economic right of the authors. A specific challenge in this respect will be the creation of business and policy models conducive to its financing, including language and education measures. --Continued focus on the special situation of Indigenous peoples, as well as to their heritage and legacy. -- Continue focusing on the needs of disadvantaged and marginalized groups, including Indigenous peoples and ethnic minorities, to solve the problem of inaccessibility.
17	INTERNATIONAL ORGANIZATION	UNESCO (Fengchun Miao, Zeynep Varoglu)	FRANCE	- Affordability: Most developing countries are struggling to equip schools with sufficient basic ICT devices and digital resources. Without assurances of guaranteed budget, developing countries are unlikely to be able to maintain and update their ICT devices. However, at the same time, the installed base of mobile phones provides a more affordable solution to make use of existing devices to connect teachers and schools, as well as to promote literacy. - Capacities: Often national policy makers lack the capacity to formulate judicious ICT in Education Master Plans, or to manage and monitor the implementation of these plans. Meanwhile, both the technical and pedagogical capacities of concerned Ministry of Education (MoE)

			<p>departments in managing and implementing ICT in education programmes are generally low. Teacher education institutions of developing countries also lack institutional capacity, particularly qualified teacher trainers, to develop and provide training programmes for teachers on the use of ICT in education. As a consequence, few teachers receive the appropriate pre- and in-service training needed to enhance their capacities to integrate ICT into teaching and learning. School administrators often lack awareness or capacity in planning and in providing the necessary support to teachers for the effective use of ICT in teaching and learning practices.</p> <p>- Inclusion: Poor, rural and other disadvantaged populations typically receive poorer education, even though they have special educational needs; the challenge is to ensure that the introduction of ICT favours inclusive education by helping to decrease rather than to increase these inequalities. About ten per cent of the world's population has a disability of one form or another. Education systems of most developing countries are often not fully equipped to address diverse needs of learners with disabilities, and have limited knowledge and awareness about new opportunities provided by ICT to access education for persons with disabilities. Teachers often lack the skills to use ICT to help disabled schoolchildren to become equal participants in the learning process.</p> <p>- Content: ICT integration complicates the process of educational content development and dissemination by making far more content and teaching models available, but also facilitates it by providing more comprehensive information and new learning and learning management tools. There is a lot of hope on the power of open educational resources (OERs) to address</p>
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				<p>these issues. Yet, countries often find difficulties in reusing existing resources either because of language issues or of the lack of adequacy to curricula. In addition, there is a need for national repositories that address the needs of schools and universities while providing some pointers for quality assurance.</p> <p>- Quality Assurance: Advanced ICT skills themselves have been rapidly evolving knowledge domains and ICTs have been enabling knowledge deepening and creation, problem solving skills, and other 21st century skills across traditional subject areas, but the curriculum systems of developing countries have not been duly reformed to embrace those new learning outcomes and human development opportunities. The “quality” of children’s ICT-based informal learning and e-safety of children online are often out of the policy makers’ sight or capacity in developing countries</p> <p>Therefore, there is a strong need for continued ICT in Education policy development, for support for teachers competencies to integrate ICT into their professional practice to support the development of 21st Century Knowledge Society skills, for systematic integration of ICTs into curricula and evaluation systems, for a formal recognition of informal learning.</p>
18	INTERNATIONAL ORGANIZATION	UNESCO (Paul Hector)	FRANCE	<p>One of the most challenging ethical issues is the continued inequity of access in terms of human capacities and access to technologies between countries, and between urban and rural communities within countries.</p> <p>Along with the benefits of a digitally connected world come the threats of misuse and abuse.</p> <p>Already countries are building mechanisms to protect their people against these risks, for example</p>

			<p>to ensure the safety of children on the Internet, but clearly a lot more needs to be done to address the ethical implications of the information society. There are continued challenges in building and reinforcing linkages among ethicists, scientists, policy-makers, judges, journalists, and civil society</p> <p>to assist Member States in enacting sound and reasoned policies on ethical issues in science and technology. In the field of ethics, there is a continued need to:</p> <p>Address the emerging ethical challenges by providing an intellectual forum for multidisciplinary, pluralistic and multicultural reflection on ethics of science and technology, through a laboratory of ideas.</p> <p>Enhance standard-setting, by pioneering normative action based on the: Universal Declaration on the Human Genome and Human Rights (1997); International Declaration on Human Genetic Data (2003); Universal Declaration on Bioethics and Human Rights (2005); Ongoing discussion on revision of the 1974 Recommendation on the Status of Scientific Researchers (2011~).</p> <p>Provide a free global repository of updated information on ethics institutions, experts, legislation, codes of conduct and teaching programmes around the world, through a clearinghouse.</p> <p>Continue capacity-building efforts, by providing Member States and other stakeholders with the necessary tools and technical support for the enhancement of their national ethics infrastructure</p> <p>Catalyze international cooperation, by cooperating with key international stakeholders in the field of ethics of science and technology and fostering coordination among the major actors.</p>
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19	INTERNATIONAL ORGANIZATION	UNESCO (Xianhong Hu)	FRANCE	<p>The overarching global trend with respect to media pluralism, freedom, independence and the safety of journalists over the past several years is that of disruption brought on by technologies, and to a lesser extent, the global financial crisis. Technological convergence has meant an expansion of media platforms, particularly in the mobile space, as well as an increase the potential for free expression. This convergence has enabled the emergence of citizen journalism and spaces for independent media, while at the same time fundamentally reconfiguring journalistic practices and the business of news. With this opportunity, however, has come a challenge. The convergence has up-ended traditional economic and organizational structures in the media, legal and regulatory frameworks, journalism practices, and media consumption and production habits. The predominant trend towards technical convergence means that content originating in broadcasting, print and the internet can now be accessed on multiple platforms (including computers and mobile phones), at more locations, by more users, and through a variety of new intermediaries and aggregators, leading to an overall rise in media pluralism. The internet and Web 2.0 applications and platforms have greatly extended the quantity of both professionally published and user-generated content, the capacity for interaction with content, and the redistribution of content to global audiences. The challenge is that despite expanded media pluralism, there remain problems of media concentration and the dominance of traditional media outlets in much of the online arena. Another challenge is that at the same time as providing opportunity, media</p>
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			<p>convergence has also led to emerging threats to the free flow of information and to privacy, including of journalistic sources and processes. These threats have included the data-mining, filtering and surveillance capabilities that digitized media enables. This is compounded by the exclusions related to the digital divide. The expansion of the media ecosystem has led to new actors entering the field, from information and communication technology (ICT) firms, such as mobile and internet service providers, to technology companies that own the online platforms through which news is produced and disseminated, to private equity firms that are buying up flailing media outlets in North America. The increased importance of new intermediaries has led to the emergence of a trend towards the 'privatization of censorship.' Search technology and personalization have also become new gatekeepers, and enabled new dynamics of censorship. In addition to these developments, long-standing limitations to press freedom such as restrictive laws and attacks on journalists and media outlets have continued, although there has been a trend towards passage of freedom of information laws and scrapping of criminal defamation laws. The effects of the global economic crisis have compounded the technological shifts underway, with largely negative impacts on many media business models, thus impacting the sustainability of media outlets and the job security of professional journalists. Yet amid these disruptive trends there is a concurrent trend of stasis with respect to many legal regulatory frameworks, with the exception of those related to the internet, and antagonism between some governments and media.</p>
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				<p>In addition, there are ongoing challenges to the independence of regulatory bodies, self-regulation and journalistic professionalism.</p> <p>The safety of journalists has attracted more attention at the global level, but casualties have continued to rise and impunity for the killers of journalists has remained as the predominant trend. This poses a continuing challenge.</p>
20	INTERNATIONAL ORGANIZATION	UNESCO (e-Science)	FRANCE	<p>One major challenge will be how to identify best practices in e-science and provide policy guidance on how they may be mainstreamed. Another would be how to provide greater support (including financial) to implementing the recommendations of the WSIS +10 review process.</p> <p>Another major challenge has been to ensure more inclusivity. E-science has great potential to open up science to the most marginalized, but more progress must be made in this area.</p>
21	GOVERNMENT	IRAN NATIONAL COMMITTEE FOR WSIS, INFORMATION TECHNOLOGY ORGANIZATION	IRAN	<ol style="list-style-type: none"> <li>1. Security, confidentiality and safety challenges have made great challenges for each person, company and country.</li> <li>2. Digital divide not due to access divide but because of inequality in usage and production of information has been intensified result in wider knowledge divide.</li> <li>3. The lack in producing content in local languages threatens the local cultures and life styles more than before.</li> <li>4. Political conflicts between countries make barriers against the usage of ICT technologies and services that threaten the sustainable development of the Information Society.</li> <li>5. Convergence of mass media and social media lead to situation in which the former regulatory standards for media are not effective anymore and new approach for regulation and self-regulation is needed</li> </ol>

22	CIVIL SOCIETY	ACCESS	UNITED STATES OF AMERICA	Expanding affordable access Safeguarding and advancing human rights Deepening multistakeholder governance Ensuring the internet's open architecture and interoperability
23	CIVIL SOCIETY	CTS	BRASIL	Merging the Digital Divide. Ensuring the open an interoperable architecture of the web, through fostering open standards, but also ensuring net neutrality. Ensuring Human Rights are protected in the Internet. Creating a multistakeholder mechanism for Internet Governance.
24	CIVIL SOCIETY	CDT	UNITED STATES OF AMERICA	The UNGIS joint statement on the post 2015 development agenda, issued in May 2013, notes that “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.” CDT agrees with this assessment and believes that there is insufficient emphasis in the WSIS review output documents (including the Emerging Trends Beyond 2015 report) on key building blocks that could facilitate ICTs playing their important role in development. Some of these these building blocks are touched upon later in the UNGIS statement: “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.” CDT believes that these “critical factors” - or building blocks - are the key challenges that need to be addressed in the next 10 years, and include, among others: - Protecting, respecting and promoting human rights and recognition of their

				<p>importance to realizing economic development;</p> <ul style="list-style-type: none"> <li>- Establishing environments that will facilitate economic and social development on a foundation of human rights and the rule of law</li> <li>- Building models of governance at national, regional, and international levels that are open, transparent, and inclusive, and encourage multistakeholder participation in policy development and decision-making;</li> <li>- Ensuring that the Internet remains open, unconstrained by technology mandates and burdensome regulation, and free of limitations on what, when, and how users can communicate, access information, and build community.</li> </ul> <p>All of the above are essential to realizing information/knowledge societies for all citizens, to ensuring continued economic and social development, and to realizing the goals of the Post 2015 Development Agenda.</p>
25	CIVIL SOCIETY	IFLA	NETHERLANDS	<p>While the past ten years have seen great advances in Internet penetration worldwide, and large increases in the ownership of personal Internet-connected devices such as PCs, laptops, tablets and mobile phones, only 35% of the world's population is connected to the Internet. In light of this it is clear that there is still a big challenge to reduce the digital divide and ensure that everyone has access to information in the digital age. Huge numbers of the world's population already rely on public access to ICTs to participate in the information society, and the library community does not see this situation fundamentally changing in a short space of time. We will still need to ensure that the correct infrastructure, funding and information policies are in place to support</p>

				<p>the participation of all people in the information society, and this means that public access to ICTs at a community level must remain a priority in any post-WSIS framework. IFLA wishes to see policymakers concentrate on ensuring that all members of society have access to ICTs, including those who cannot afford personal devices, and developing frameworks that help people develop media and information literacies that will help them understand the digital environment that they live and work in. In short: access, and skills.</p>
26	GOVERNMENT	CITC	SAUDI ARABIA	<p>The Ministerial Round Table at WSIS Forum 2013 identified a number of challenges. We would reaffirm the following:</p> <ul style="list-style-type: none"> <li>-Internationalization of Internet governance.</li> <li>-Actualization of enhanced cooperation, to enable governments, on an equal footing, to carry out their roles and responsibilities, in international public policy issues pertaining to the Internet.</li> <li>- Full multilingualization of the Internet including email, search engines and native capability for Unicode.</li> <li>- Technical evolution of the Internet to address known weaknesses and to increase speed and capability, while maintaining full interoperability and stability.</li> <li>- Full deployment of IPv6 and retirement of IPv4.</li> <li>-Deployment of e-services to marginalized and disadvantaged members of society.</li> <li>-Addressing ethical issues related to emerging technologies and the information society.</li> <li>-Addressing e-environment issues and challenges.</li> <li>-Developing agreed goals and time-based targets along with enhanced monitoring and reporting.</li> </ul>

27	INTERNATIONAL ORGANIZATION	UNEP		<p>Uncontrolled dumping of obsolete e-products and rudimentary material recovery processes without adequate protective measures have resulted in environmental pollution while exposing millions of people to toxic substances and emissions, particularly in less developed nations and countries with economies in transition. A good part of avoiding e-waste can be done because the technology for environmentally sound dismantling and disposal of e-waste exists, but it has to be linked to the product life-cycle to become economically viable. Sustainable supply chains are increasingly becoming strategic for executives, employees and consumers, but bring along a number of challenges including constant innovation, the realization that it is a process with midterm gains and that sustainability advances quickly become obsolete especially in the ICT sector, where products are replaced in very short times.</p>
28	PRIVATE SECTOR	US CIB	UNITED STATES OF AMERICA	<p>Promoting Investment in Broadband Development -- The single most important issue for developing economies is the question of how to create a sustainable broadband ecosystem that attracts investment and promotes the use, development and deployment of broadband and related products and services. Strategies that have promoted broadband deployment and, in turn, helped to fuel to growth of the Internet include: (1) open and competitive markets with minimal and fair regulatory intervention; (2) a strong reliance on voluntary commercial arrangements; and (3) policies that promote efficiency through engineering-driven design, such as the creation of IXPs and hosting capabilities. Policies that reduce network efficiency and increase costs, such as requirements that certain functions to be performed locally, should be avoided. Locally relevant Content – Content is clearly a driver of broadband adoption. Increased availability of</p>

			<p>content local communities find relevant to them will drive adoption and a sustainable broadband ecosystem. Policies that promote the continued creation of locally relevant content should be encouraged, including protections for expression, the press, privacy and intellectual property and the development of ecommerce infrastructure including consumer protections and trusted online payment systems. Such policies should not establish mandatory must-carry regimes that unduly burden distributors of content.</p> <p>Promoting Freedom of Expression – An issue of growing concern is the number of countries in the world that are blocking content or requesting removal of content for political reasons thereby violating fundamental free expression principles. This not only limits basic human rights, but also impedes legitimate data and information flows necessary for the economic development that WSIS participants pledged to pursue nearly a decade ago.</p> <p>Institutional Capacity – Capacity-building remains critical to ensuring that institutions throughout the world are better able to collaborate on-line to address developmental issues and share information that can improve the quality of life for all people. Such information may be of a practical nature referenced in our answer to Question 1 a).</p> <p>Protecting Intellectual Property (IP) -- IP protection and enforcement is the foundation of important sectors that drive demand for broadband and drives creativity, innovations and the creation of content users want. Governments should ensure adequate and effective protection of IP to advance demand for broadband and other ICT services, the creation of locally relevant content and the growth of legitimate online marketplaces. Protection of IP also facilitates access to information and technology developed elsewhere that can be used to train and nurture local talent.</p> <p>Privacy –It is important to promote respect for privacy in the digital age. Business</p>
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				<p>and government should work together in developing practices aimed at ensuring protection for personal data in a manner that not only provides effective protection of sensitive personal data and privacy, but also enables the data flows that are needed by new technologies and business models to foster both economic growth and societal benefits.</p> <p>Security -- Public trust and confidence in the availability, reliability, and resiliency of information systems and networks, including the Internet, must continue to be strengthened in order to realize ICT-enabled economic growth and ensure the seamless operation of global business. This should entail pursuing greater global cooperation toward achieving cohesive, compatible, cybersecurity policies and agreement among governments aimed at preventing unreasonable government intrusion without appropriate oversight protections.</p>
29	GOVERNMENT	MINISTRY OF FOREIGN AFFAIRS	ARGENTINA	Connect all the population to the Internet
30	GOVERNMENT	INNOVATION TECHNOLOGY AND INFORMATICS OFFICE OF THE PRESIDENCY OF EL SALVADOR	EL SALVADOR	<p>To strengthening the concept and incorporation of “information society” into the development agenda of the countries.</p> <p>To improve the ICT penetration as platform for the information society.</p> <p>To revise and provide sub-lines for countries that have not shown advances in the implementation of the WSIS Action Lines in the last ten-years.</p>
31	GOVERNMENT	INFORMATION TECHNOLOGY AUTHORITY	OMAN	<ul style="list-style-type: none"> <li>- Open Government Data</li> <li>- Security</li> <li>- Telecom tariffs</li> <li>- Government accountability and transparency</li> <li>- ICT research and innovation</li> </ul>

32	GOVERNMENT	DEPARTEMENT OF STATE	UNITED STATES OF AMERICA	While global growth has been enormous, the gains with respect to Internet and broadband have been uneven. Almost two thirds of the world's population, especially in developing and least developed countries, still lack access to the Internet and have yet to realize the benefits of broadband services and information and communication technologies (ICT). For many in developing countries, the lack of last mile coverage, infrastructure capable of supporting both voice and content, affordability and access to valuable education and skills are some of the impediments to broadband access.
33	PRIVATE SECTOR	ICC-BASIS	FRANCE	<ul style="list-style-type: none"> <li>-Ensure the necessary legal, policy and regulatory frameworks and approaches are implemented at national levels to continue to promote investment in ICTs and infrastructure,</li> <li>foster entrepreneurship and innovation</li> <li>-Continue to focus on broadband deployment</li> <li>-Continue emphasis on improving access to knowledge and information in developing countries</li> <li>-Institutional Capacity building remains critical to ensure institutions throughout the world are better able to collaborate on-line to address developmental issues and share information that can improve the quality of life for all people.</li> <li>-Development of relevant local content</li> <li>-Continue to focus on ICT for development issues</li> </ul>
34	GOVERNMENT	MINISTRY OF INTERNAL AFFAIRS AND COMMUNICATIONS	JAPAN	<ul style="list-style-type: none"> <li>- Steady implementation of infrastructure development and bridging the digital divide</li> <li>- Improving safe and sound environment of ICT usage that will enable all users to enjoy its benefits</li> </ul>
35	ACADEMIA	SPIDER, STOCKHOLM	SWEDEN	Integrate ICT in Post-2015 development agenda

36	GOVERNMENT	UNIVERSITY DEPARTMENT OF CULTURE, MEDIA AND SPORT	UK	<p>The main challenges for developing countries are two-fold, the first is to ensure that the momentum in infrastructure projects is increased, especially in delivering robust broadband networks (fixed; mobile and satellite) where they are needed, and especially in land-locked countries – which will enable their citizens and businesses to take advantage of the technology and services that can run over the broadband network. The second challenge for telecoms and other ICT related markets, especially in developing countries is to embrace the ‘liberalized markets’ concept by ensuring that their telecom/ ICT domestic markets are non-discriminatory to new entrants and that their markets take on competitive regulatory regimes which will encourage direct inward investment for developing their ICT infrastructure and services in the future – which will benefit their citizens and businesses alike.</p>
37	CIVIL SOCIETY	INTERNET SOCIETY	SWITZERLAND	<p>Bringing the remaining billion of Internet users online: Tremendous progress has been achieved in connecting developing countries to the Internet in the past 10 years since WSIS, but technical and regulatory challenges remain to connect rural areas in upcoming years. Further efforts should be done to lift barriers to Internet development, namely in Africa. In many countries, the development of Internet access services is still held back by constraints on key inputs, notably in relation to the terrestrial connectivity between the submarine cables, the IXPs, the ‘lastmile’ access infrastructure – whether fixed or wireless – and the Internet service providers (ISPs) that deliver access to the end-users. Policy remedies are required that remove roadblocks to new market entry and expansion, promote of investment by providing clear rules, and provide strong</p>

				<p>political leadership to achieve ICT goals. Building and connecting technical and human infrastructure is also essential to foster ubiquitous, reliable, and sustainable Internet infrastructures around the world that drive economic and social development. Further efforts should be done to facilitate core network development, interconnection and Internet traffic exchange. Critical to technical development is the “human” infrastructure – trained experts who build and maintain the Internet infrastructure in their corner of the globe. Furthermore, in addition to efforts to develop local infrastructure, efforts to localize hosting and digital content production would also contribute to spurring economic growth, jobs and social progress at the local level. Finally, another key challenge is to ensure that the Internet remains sustainable, i.e. a global, open and interoperable network for innovation and information sharing. The Internet is an extraordinary platform for existing and new business opportunities – enabling commerce to flow between all parties in dynamic ways, opening new territories, encouraging competition, expanding market presence, and creating new business models. Open Internet standards - based on cooperation, technical-merit, voluntary adoption or open participation - are the building blocks that have fostered permission-less innovation and borderless commerce.</p>
38	CIVIL SOCIETY	ICANN	BELGIUM	<p>The application of the WSIS Action Lines does not sufficiently reflect the importance of the multistakeholder process in enabling the Internet to flourish. The decentralized decision-making structure (such as seen in ICANN) has allowed different multistakeholder</p>

				<p>organizations to focus on their areas of expertise, in order to develop and disseminate international best practice. This structure should be supported and strengthened over the next 10 years by the WSIS process. ICANN stands ready to play its part in this.</p> <p>The WSIS process should also support all stakeholders in engaging with the multistakeholder organizations that are at the forefront of international best-practice on critical issues, such as spam and cybersecurity. Increasing participation in the multistakeholder organizations by all stakeholders from developing countries will help to further disseminate best-practice, improving security, and enable more users to benefit from innovative technologies and policies.</p>
39	GOVERNMENT	OFFICE OF ELECTRONIC COMMUNICATIONS	POLAND	<p>One of the challenges facing today's information society, and which has provided the basis of its shaping, is the accelerating technological progress in the ICT sector, and at the same time the absence of the availability of these devices and the growing so-called digital exclusion among different social groups.</p> <p>The second issue is the growing gap in the level of well-being and therefore the access to the new ICT technologies between developed and developing countries, which does not foster the building of a global information society.</p> <p>Finally, the development of this society brings serious challenges, inter alia in the field of cyber security, net neutrality and content management in the Internet.</p> <p>In addition, along with the further development of ICT technology, there will be a need to reform the current system of education. It is because the new jobs will emerge, for the pursuit of which the current young generation will have to be prepared. At the same time, one must bear in mind the principle of maintaining the gender equality in access to all levels of education.</p>

				On the other hand, due to the progressive aging of the population in developed countries, the ICT sector will face new challenges, but also the technological and technical capabilities in the area of health care.
40	GOVERNMENT	RURA	RWANDA	<p>Cyber Security &amp; Online Child Protection</p> <ul style="list-style-type: none"> <li>• Illiteracy</li> <li>• Affordability of broadband devices and services</li> <li>• Total inclusion to Broadband services especially for people with disabilities</li> <li>• Capacity building</li> <li>• Cloud computing</li> </ul>
41	MINISTRY	MINISTRY OF TRANSPORT, INFORMATION TECHNOLOGY AND COMMUNICATIONS	BULGARIA	<p>In the next ten years the ICTs will continue advancing and accelerating innovation. This in turn will have a profound impact on the economy, social life and culture. UNESCO has put forward the concept of inclusive “knowledge societies” to signify a comprehensive vision of human development, reaching beyond connectivity and technology. The tenth anniversary of WSIS will be the beginning of a new chapter that builds on the lessons learned over the past decade especially concerning the complex foundations of a more equitable and prosperous life for humanity. In the next 10 years the genuine social and particularly human potential of the Internet has to be fully developed and entrenched. Such globally relevant goal should be premised on full respect for and enjoyment of human rights especially of the right to freedom of expression. Freedom of expression as a fundamental right in a democracy should be effectively guaranteed in the multidimensional digital environment. This will result in more openness, diversity and creativity and in wider participation.</p>
42	INTERNATIONAL ORGANIZATION	ESCWA	LEBANON	<p>Despite similarities among countries of the Arab region, there are distinct economic and social differences which distinguish the GCC sub-region from the rest. Non-GCC countries suffer from</p>

				<p>poverty and high unemployment rates, especially among women and youth. Countries of the region remain more of consumers than producers of ICT related products and share the following overarching challenges, to varying degrees: (a) Weak, and sometimes incomplete, legal and regulatory framework for the ICT sector and cyber space; (b) Fragmentation of ICT applications and services for socio-economic development; (c) Low ICT readiness and utilization; (d) Affordability of ICT devices for all, including smart devices with broadband wireless access; (e) Low broadband penetration and affordability as well as limited use for sustainable development; (f) Insufficient efforts in the area of Cyber security and cyber safety; (g) Inadequate regulation that ensures freedom of access to information and privacy; (h) Limited production of substantive digital content, particularly in Arabic; (i) Poor production of accurate and timely statistics for ICT measurement and analysis for policy-making and decision support purposes; (j) Human skills gap, particularly in ICT related fields; (k) the use of social media still not optimized; (l) Limited focus on e-governance trends including e-participation.</p>
43	GOVERNMENT	MINISTRY OF COMMUNICATIONS AND INFORMATION TECHNOLOGY	EGYPT	<p>Throughout the past 10 years, the ICT sector has forged for itself a very special niche. However, the journey is still full of challenges, using the stocktaking exercise of the ITU and WSIS targets to monitor efforts on the national, regional and global levels. The majority of the different case studies highlighted important areas of work that need to be addressed as a key challenge for the future or beyond 2015, including both developed and developing countries, such as:</p> <ul style="list-style-type: none"> <li>• Broadband Development</li> <li>• Content Industry</li> <li>• Cloud Computing</li> <li>• Social Networking and Freedom of Expression</li> </ul>

				<ul style="list-style-type: none"> <li>• Global guidelines or principles for Online Code of Ethics</li> <li>• ICT for Democracy</li> <li>• Communications and Intellectual Property Rights</li> <li>• Network Security</li> <li>• Digital Identity Management</li> <li>• Capacity building</li> <li>• Open Source Technology</li> <li>• Training and addressing people's with disabilities</li> <li>• Innovation</li> <li>• Measuring the impact of ICT on development</li> <li>• Using ICT in sustainable development</li> <li>• Big data</li> </ul>
44	INTERNATIONAL ORGANIZATION	UN WOMEN	UNITED STATES OF AMERICA	<p>Gender: Despite progress, women still lack access, requisite skills, awareness and are not well represented in decision-making positions and as producers in the ICT sector. These are critical areas for action in any forward looking document. Promoting awareness and prevention of prevalent discriminatory and negative gender stereotypes and violence against women in the online world.</p> <p>General: Preserving the public good nature of the internet and open systems; ability of societies to adapt to unforeseen developments in the landscape; broadband without increasing further gaps in access; improved engagement of youth as partners; urbanization; skills gaps, particularly for women; privacy and security issues as technology advances, becomes “smart” and convergence takes place ; need to take a much less siloed approach within government to ICTD policy and investments; promoting green and sustainable ICTS – not just their application to support sustainability but also in their production – including conflict minerals - and waste management.</p>



**c) What do the WSIS Stakeholders envision for an information/ knowledge society ensuring that the youth, women, poor, persons with disabilities and indigenous peoples benefit from the enormous opportunities provided by the ICTs?**

NO.	ORGANIZATION TYPE	STAKEHOLDER	COUNTRY	SUBMISSION
1	CIVIL SOCIETY	ASSOCIATION FOR PROGRESSIVE COMMUNICATIONS	SOUTH AFRICA	<p>The full participation of all citizens of the world must be a priority for the information society. The full involvement of women, older people (and in some parts of the world young people who do not yet have access), people with disabilities and indigenous peoples, in the development of ideas and policies concerning the information society is essential if their concerns, needs and interests are to be fully incorporated in policies and outcomes of the information society. This can only be achieved by the strengthening of the inclusive, multistakeholder (multi-stakeholder processes are not necessarily inclusive, but they can be) processes which have developed within WSIS and other information society fora, enabling the participation of such groups and their civil society representatives. All stakeholders should seek to extend participation in their own policy and decision-making processes, and assess the impact of their decisions on geographical, social and gender inclusiveness. Integrate gender analysis should be included in national digital and e-strategy frameworks and agendas to develop proactive policies and programmes across all sectors. It is important to recognise that ICTs can exacerbate the problems faced by disadvantaged groups as well as offering new opportunities. Particular attention should be paid by all stakeholders to ending technology-based violence against women and girls and to preventing the sexual and financial exploitation of children and other vulnerable groups.</p>

2	PRIVATE SECTOR	GTC	TUNISIA	All these "Categories" should be equal when it come to the uses of ICT. Same chance should be offered to every person to work, to acheive a dream using ICT. More work should be done in that sens, are problems still exist (mainly for women and persons with disabilities).
3	CIVIL SOCIETY	LE CIEL		Many of the challenges require societal changes to perceive women, children, etc., as valuable, and even equal, members of society
4	GOVERNMENT	TELECOMMUNICATION REGULATORY AUTHORITY	UNITED ARAB EMIRATES	The WSIS Stakeholders in the UAE envision the ease of access for all segments of society through current and advanced ICT infrastructures and frameworks. An example of a key initiative from UAE is the "Echo of Silence" in 2009. This initiative aims to bridge the digital divide by providing advanced technology services and training to the hearing and speech impaired people. This initiative gives the opportunity to communicate with ease through ICT services and enable them to remain active in the society. We are also in the view that in order to harness the opportunities provided by the ICT's to the women, poor and persons with disabilities there is an urgent need to establish international technical standards and promotion of proper policy and regulation. Moreover the content and application development has to take into account the persons with disabilities and their accessibility.
5	GOVERNMENT	MINISTRY OF TRANSPORT AND COMMUNICATION	LITHUANIA	The purpose of the programme is to define the priorities, objectives and tasks of information society development in order to maximise the social and economic advantages provided by information and communication technologies, primarily the internet as a very important instrument for economic and social activities, the use of which allows one to provide or receive services, work, access

				entertainment, communicate and freely express opinions.
6	PRIVATE SECTOR	KOPERASI CHP	INDONESIA	The planning process has to produce the Planners as well as Planning, Plans and Contractors
7	CIVIL SOCIETY	IDP	INDIA	An information society that has the interests of the most poor and marginalised people of our societies at its heart is necessarily an information society that takes as its starting point a rightsbased approach to development. As economist Amartya Sen has argued, it is not by our wealth, but by our freedom that the quality of our lives should be measured. By asking what it is we need from technology to put such a rights-based approach to development into practice, we will be able to formulate a plan for the next decade that will effectively address the needs of the most marginalised. As such an approach will sharpen our objectives and required actions, it is also likely to ensure a far wider and more substantial engagement of all stakeholders than has hitherto been the case.
8	CIVIL SOCIETY	GDCO	SUDAN	1- reducing the cost of e-infrastructure 2- training and capacity building 3- wide spread of telecentres

9	GOVERNMENT	AGENCY FOR E-GOVERNMENT AND INFORMATION SOCIETY	URUGUAY	<p>It is visualized as an empowered and demanding society. We are now in a model where we push the different sectors of the society in the direction of each line of action. When we come to an adoption stage as the one presented, the model will be defined by the demand and problems will be different. There always be different levels of inclusion, the divide can exist although access divides may be smaller, new basis of the divide will be higher, and at that point other problems will have to be addressed, more likely related to appropriation and the capacity of satisfying the demand.</p>
10	INTERNATIONAL ORGANIZATION	GESCI	KENYA	<p>There's a solid evidence base that confirms that assistive technologies provide an enhanced learning experience for those with a range of disabilities. Exploiting assistive technologies will diminish the need to assign those with disabilities to specific institutions. Moreover, those with disabilities and with the least means to access education beyond their local educational institutions would have an opportunity to continue with their education with the aid of assistive technologies and associated teaching practices. Through holistic technology integration the Technical and Vocational Skills Development sector can reform its course offerings to align with knowledge industries and in so doing attract and absorb growing unemployed youth into the workforce. Women who are traditionally assigned to 'typical' female courses in TVSD institutions, which, when work can be found in these areas (knitting, beauty care etc.), attracts low-pay, can, through the modernification of course offerings through ICT, be endowed with skills that will raise their standards of living and therefore those of their families and wider communities. In short, women, children, and those with disabilities, in a knowledge society, will have equal educational opportunities and</p>

				universal access to a quality education and health care systems.
11	CIVIL SOCIETY	APIG	SWITZERLAND	We all envisage this, the question is how best to achieve it. Discussions should continue in various forums, including ITU, regarding how best to achieve our common goals.
12	GOVERNMENT	MINISTRY FOR FOREIGN AFFAIRS	SWEDEN	It is important to increase affordable access, increase ICT-literacy, promote local content production, promote multilingualism and protect human rights.
13	GOVERNMENT	ANRT	MOROCCO	Better cooperation with more funding and assistance for ICT initiatives in developing countries
14	GOVERNMENT	NATIONAL COMMISSION FOR PERSONAL DATA PROTECTION	MOROCCO	<ul style="list-style-type: none"> <li>• Strengthen protection of personal data;</li> <li>• Enhance security and digital trust;</li> <li>• Strengthen the legal and regulatory frameworks;</li> <li>• Democratize access to information;</li> <li>• Reduce information access costs (computers, smartphones, tablets, telecom costs ...);</li> <li>• In the national ICT policies and strategies, require accessibility tools and techniques aiming to facilitate access for disabled and illiterate people, audio, video, multimedia guides, multilingual translation and dialects;</li> <li>• Mobilize public funds devoted to encourage access to the information society including the purchase of equipment (computers, tablets ...), internet access (ADSL, 3G ...), training in the use new technologies ...;</li> <li>• Provide training and strengthen human resources;</li> <li>• Promote research and development (R&amp;D) and encourage young people to innovate in ICT.</li> </ul>

15	INTERNATIONAL ORGANIZATION	UNESCO (Irmgarda Kasinskaite-Budeberg)	FRANCE	<p>Accessibility considerations should be based on a human rights approach, be a design feature of all projects and be built into the national procurement policies and strategies. National authorities should request the development and integration of accessible and inclusive ICTs and these should also be integrated into national ICT teacher training programmes. Efforts to promote the shift to accessible public information services and products should be supported by active awareness campaigns.</p>
16	INTERNATIONAL ORGANIZATION	UNESCO (Mauro Rosi)	FRANCE	<p>Under the perspective of the C8 Action Line:  --the Recommendation concerning the Promotion and Use of Multilingualism and Universal Access to Cyberspace contains useful orientations in this respect (see art 6 to 14). Working for the full application of the Recommendation (and possibly its updating) would be more consistent than creating a new normative or conceptual platform.  --Adherence to applicable international standards and commitments, particularly the United Nations Declaration on the Rights of Indigenous Peoples. An overarching principle should 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 para and per-Indigenous approaches to ICTs, that is policies and projects designed with and by Indigenous Peoples themselves.  --Undertake research and relevant action to address the lack of disaggregated data concerning Indigenous Peoples and ICTs in order to enable policy-makers and programme developers to make wellinformed decisions.</p>

17	INTERNATIONAL ORGANIZATION	UNESCO (Fengchun Miao, Zeynep Varoglu)	FRANCE	<p>National policy and public funds should ensure the key populations of youth, women, poor, persons with disabilities and indigenous peoples benefit from quality learning opportunities based on the effective use of ICTs in- and outside of the classroom. This requires also that teachers worldwide have the competencies necessary to integrate ICTs into their professional practice effectively.</p> <p>- National policy and public funds should ensure those disadvantaged peoples acquire the skills and opportunities to enjoy equal access and make full use of broadband Internet connectivity and basic ICT devices.</p>
18	INTERNATIONAL ORGANIZATION	UNESCO (Xianhong Hu)	FRANCE	<p>UNESCO has long recognized that the Internet has enormous potential to bring the world closer to peace, sustainable development and the eradication of poverty. To that aim, it is crucial to promote Internet based universal norms including human rights based, openness, accessible for all and driven by multistakeholder participation as set out in the draft UNESCO concept of “Internet Universality”, so as to optimize the development of Internet as a means towards achieving information/knowledge societies.</p> <p>By promoting Internet based on norms of “Internet Universality”, specific concerns will be given to empowering youth, women, poor, persons with disabilities and indigenous peoples to benefit from mobile learning, education for girls, cultural and linguistic diversity, media and information literacy, research into climate change, freedom of expression, universal access to information, bioethics and social inclusion, and etc.</p>

19	INTERNATIONAL ORGANIZATION	UNESCO (e-Science)	FRANCE	<p>One way to address this concern is by ensuring greater use of mobile technology, which is more widely available to rural people and easily adaptable to accommodate local languages.</p> <p>With regards to e-science, an important step towards increased inclusivity is following bottom-up and inclusive approaches to science, including a citizen science approach, where local communities, indigenous peoples, youth, women, the poor, people with disabilities etc. can participate fully in the scientific process. If this is genuinely opened up, as for example in the Extreme Citizen Science programme based at University College London, the concerns of these marginalized segments of society can be placed more centrally in the scientific agenda. An innovative use of ICTs is key to enabling a citizen science approach.</p>
20	CIVIL SOCIETY	ACCESS	UNITED STATES OF AMERICA	<p>We envision inclusive and democratic decision-making processes that give voice to all marginalized communities, including the youth, women, poor, persons with disabilities and indigenous peoples. We see the best way to ensure that these communities benefit from the enormous opportunities provided by the ICTs is to include them in decision-making that meets the particular challenges that they face. Additionally, expanding affordable access, safeguarding human rights, and maintaining the internet's open architecture, will ensure that they enjoy the full benefits of an information/knowledge society.</p>
21	CIVIL SOCIETY	CTS	BRASIL	<p>Ensuring access to a wide diversity and accessible content and building an inclusive decisionmaking process, which includes providing opportunities for capacity building, are the first steps and pre-requirements for enabling that marginalized communities could benefit</p>



				from the opportunities of ICTs.
22	CIVIL SOCIETY	CDT	UNITED STATES OF AMERICA	<p>CDT envisions an information/knowledge society in which all persons have a voice in their community, in the governance of their country, and in the development of policies that are important to them. Their voices should be heard and their opinions respected, and they must have access to the technologies -- and particularly the Internet -- that enable them to express themselves.</p> <p>ICTs empower people to learn, to trade, to create, to find community and to contribute. But ICTs do not thrive in a vacuum - they require, among others:</p> <ul style="list-style-type: none"> <li>- Infrastructure that allows for widespread affordable access;</li> <li>- Social and political conditions that encourage people to use the Internet freely (rule of law, human rights respecting policies);</li> <li>- Broader structures that enable people to take advantage of social, economic, and educational opportunities online;</li> <li>- Governance models that support broader participation in shaping the future of the information society.</li> </ul> <p>As we note in this submission, any future development agenda will need to continue to focus on these important enablers so that everyone can have a voice and enjoy the benefits of an information/knowledge society.</p>
23	CIVIL SOCIETY	IFLA	NETHERLANDS	<p>This question is worded in quite a difficult way. If we were to develop an information/knowledge society that benefited the most vulnerable and marginalised members of society then it would need to have a number of characteristics:</p>

				<ul style="list-style-type: none"> <li>- access to ICTs would need to be available regardless of location or cost to ensure that all members of society, not just those able to pay, could access the Internet</li> <li>- safe spaces, both online and off, should be available to build confidence in vulnerable users</li> <li>- relevant and useful multilingual and local digital content should be available to ensure that all members of the community are able to understand and participate in online life</li> <li>- training and capacity building in media and information literacy should be available to help users develop their abilities to evaluate and interact with online information resources</li> <li>- information policies work for the benefit of all, regardless of their race, national or ethnic origin, gender or sexual preference, age, disability, religion, economic circumstances or political beliefs.</li> </ul>
24	GOVERNMENT	CITC	SAUDI ARABIA	<p>Different marginalized and disadvantaged groups have different needs and all must be taken into account in national and regional strategies. Factors which are common to all include:</p> <ul style="list-style-type: none"> <li>-Reach of broadband infrastructure and affordable services to everyone, including through universal service and universal access.</li> <li>-Availability of affordable user devices, including through subsidization programs.</li> <li>-Availability of simplified devices, including text-free interfaces and applications aimed at the illiterate.</li> <li>-Ongoing education and support programs on the advantages, uses, options and applications of ICTs, including education on inclusion of marginalized and disadvantaged groups.</li> <li>-Development and availability of relevant and meaningful local content in local languages and scripts, including content aimed at marginalized and disadvantaged groups.</li> </ul>

				<ul style="list-style-type: none"> <li>- Support of local ICT industry and related employment.</li> <li>- E-services programs aimed at all segments of society.</li> </ul>
25	INTERNATIONAL ORGANIZATION	UNEP		E-waste is a mix of risks, threats and opportunities in the public mind that requires the direct involvement of developing countries' experts and decision makers. An integrated approach for management of ICT equipment, which encompasses health, environmental and socio-economic considerations, is a crucial part of international and national sustainable development strategies.
26	PRIVATE SECTOR	US CIB	UNITED STATES OF AMERICA	Our best chance for ensuring that youth, women, poor, persons with disabilities, and indigenous peoples benefit from the opportunities provided by ICTs lies in the current WSIS Action Lines framework. This approach will continue to encourage multiple stakeholders to give concerted and thoughtful consideration of practical means of implementing policies to address challenges involved in bridging the global digital divide.
27	GOVERNMENT	MINISTRY OF FOREIGN AFFAIRS	ARGENTINA	First step is to establish the infrastructure that can provide access to all the communities in the country. Then there is the education of the users, development of the platforms for promoting capacity building, learning and working.
28	GOVERNMENT	INNOVATION TECHNOLOGY AND INFORMATICS OFFICE OF THE PRESIDENCY OF EL SALVADOR	EL SALVADOR	It does in order that the Action Lines provide general lines for the action of the government, businesses and civil society to work for the penetration of the ICT, the ensure of the human rights by internet and the providing of the tools for the digital inclusion of the society with priority of the excluded groups.

29	GOVERNMENT	INFORMATION TECHNOLOGY AUTHORITY	OMAN	Stakeholders should provide all facilities that give youth, women, poor, persons with disabilities and indigenous people fair chance to use ICT in their life and get benefits from new technology. In short, they should be treated equally.
30	GOVERNMENT	DEPARTEMENT OF STATE	UNITED STATES OF AMERICA	An enabling environment with adequate market and regulatory reforms would spur competition and improve access to ICTs by making them more affordable. Affordable access to ICTs not only has the potential to transform lives of citizens and communities, but also to help the marginalized persons with disabilities and indigenous people by empowering them and their communities. Enabling women's access to communications technologies and investing in women's access to employment, health, and education correlates with greater economic growth and more successful development outcomes. Access to education and skills development programs are also foundational elements for many of the world's people. Ensuring youth, women, the poor, indigenous people and persons with disabilities benefit from the opportunities provided by ICTs should remain a cross-cutting priority for bridging the digital divide. Cooperation between governments, the private sector, non-governmental organizations and civil society is often necessary for progress.
31	PRIVATE SECTOR	ICC-BASIS	FRANCE	The current action lines framework needs further implementation. It provides the necessary framework as it is, and the key is for national policy, legal and regulatory initiatives and approaches to pay specific attention to youth, women, poor, persons with disabilities and indigenous people when addressing the range of issues that impact their ability to benefit from the opportunities of ICTs and

				the information society.
32	GOVERNMENT	MINISTRY OF INTERNAL AFFAIRS AND COMMUNICATIONS	JAPAN	-To create an environment that enables all users of ICT, including youth, women, poor, persons with disabilities and indigenous peoples, to use ICT in safety and security. - To promote research and development in order to create ICT innovation that will be easily accessible to all
33	ACADEMIA	SPIDER, STOCKHOLM UNIVERSITY	SWEDEN	Digital inclusion
34	GOVERNMENT	DEPARTMENT OF CULTURE, MEDIA AND SPORT	UK	There should be a basic principle that ICT infrastructure and electronic services that run over it – whatever technology is employed – should be made available to all users irrespective of their status – whether that is by age; sex or disability. There should be greater emphasis on ensuring that ICT products and services follow the ‘universal design for all’ principles from the outset – which allows them to be used by all users wherever possible.
35	CIVIL SOCIETY	INTERNET SOCIETY	SWITZERLAND	About 40 years since its creation, the Internet has evolved to become one of the main drivers of economic and social development, reaching more than 2 billions individuals worldwide. As such it has proven to be a key tool to achieve the Millennium Development Goals, providing enormous opportunities for the youth, women, underprivileged people, persons with disabilities and indigenous peoples. The Internet Society fundamentally believes that the Internet should be open and accessible to everyone. The Internet offers an opportunity for inclusiveness – to view the global community of its users as one while recognising its rich diversity. The true potential of the network for economic and

			<p>social development relies in its ability to empower all parts of society. Developing a global cadre of leaders-successors who can successfully address the complex issues that occur at the intersection of technology, policy, and business is a key objective for the Internet Society. To meet the rapidly changing demands of Internet governance and development, the next generation of Internet leaders will require a multidisciplinary skill set as well as the capabilities and experience to work with people at all levels of society. Since its inception in 1992, the Internet Society has been at the forefront of global education and capacity building, bringing essential information and training to individuals across the world. The Next Generation Leaders is a training and professional development programme that is specifically geared towards preparing the world's next generation of leaders to address the key challenges that arise in the development of the Internet (<a href="http://www.internetsociety.org/what-we-do/leadership-programmes/next-generation-leaders-nglprogramme">http://www.internetsociety.org/what-we-do/leadership-programmes/next-generation-leaders-nglprogramme</a>). The programme is open to individuals between the ages of 20 and 40 years old, and consists of both theoretical and experiential components. The theoretical component is delivered via the organization's cutting edge Learning Management System (LMS), which allows for the integration of the knowledge of ISOC's subject matter experts with enhanced features and advanced development tools to deliver interactive courseware in moderated, self-paced and mobile learning formats. The experiential component includes a number of fellowships to participate in key meetings of the Internet Governance Forum, World Bank and OECD. Further efforts should be made to advancing women in computer sciences and engineering, a field that is dominated by men's presence. This will not only contribute to greater</p>
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36	CIVIL SOCIETY	ICANN	BELGIUM	<p>To enable all stakeholders to benefit from the opportunities enabled by the Internet, it must remain open, single, secure and universal. The WSIS process can support this by broadening support for the multistakeholder model, and emphasizing the benefits of the decentralized decision-making structure to ensure participation of youth, women, poor, persons with disabilities and indigenous peoples. Multistakeholder Internet organizations (such as ICANN) are actively engaged with widening participation from all communities and stakeholder groups. At ICANN all stakeholders, from wherever globally, can participate at meetings.</p>
37	GOVERNMENT	OFFICE OF	POLAND	<p>The information society is primarily an open society and subject to the so-called</p>



		ELECTRONIC COMMUNICATIONS		<p>digital inclusion.</p> <p>To ensure this, the stakeholders, both public and private, must take up global and local initiatives and cooperate closely in order to ensure inter alia the improved access to ICT devices, the implementation of interactive multi-annual programs and the deployment of educational applications and promoting equal opportunities, as well as the protection of national heritage, and also to support various types of bottomup activities, such as public benefit organizations (NGOs). They should also take up the multisectoral activities, from the national development strategies to the regional and local programs, in order to improve public awareness and acceptance in the field of the ICT sector.</p>
38	GOVERNMENT	RURA	RWANDA	<ul style="list-style-type: none"> <li>• Policies towards total inclusion designed for people with special needs</li> <li>• Education for all to eradicate illiteracy</li> <li>• Special programs to alleviate poverty supported by access to funds for low income population</li> <li>• Facilities for access to broadband and usage by low income population</li> </ul>
39	MINISTRY	MINISTRY OF TRANSPORT, INFORMATION TECHNOLOGY AND COMMUNICATIONS	BULGARIA	<p>WSIS Stakeholders have to ensure active inclusion of all groups and segments of society. This means to harness their potential to the benefit of all humanity. The Internet should be considered a key factor on the path towards knowledge society which has the potential to bring benefit to the billions of people in the world. The steps undertaken towards this ambitious goal have to bridge the digital divide in any society and in every dimension – global, national or regional, to develop the necessary skills and infrastructure facilitating access to the Internet, the fight against cybercrime and all risks generating in the digital environment through cooperation and assistance in order for to allow different nations to share knowledge and responsibility on an equal footing.</p>
40	INTERNATIONAL	ESCWA	LEBANON	Reaching an inclusive and people-centered Information Society will require the

	ORGANIZATION			<p>involvement of all stakeholders in leveraging the transformative potential of ICT a better and more sustainable socio-economic development.</p> <p>Developing countries still have a substantial digital divide to cross and reap the benefits of ICT and broadband in transforming the lives of communities particularly the youth, women, poor, and persons with disabilities.</p> <p>Countries of the Arab region should aim to enhance national capabilities in harnessing ICT4D and to enable integration into the global economy. They should also promote innovation to establish a leading and productive ICT sector at the national and regional levels with high prospects for a digital content sector at the global level.</p> <p>Previous efforts to improve penetration and affordability of ICTs must be continued and sustained.</p>
41	GOVERNMENT	MINISTRY OF COMMUNICATIONS AND INFORMATION TECHNOLOGY	EGYPT	<p>Inclusion is a key factor in the development of ICT. Inclusion means that the benefit from ICT development be directed to various segments of the society. This includes and is not limited to youth, women, poor, persons with disabilities and indigenous peoples.</p> <p>Youth are igniting societies with their enthusiasm, creativity and forward looking. If there will be a group to think outside any box, it should be youth. In addition, the largest segment of ICT users in any given community is formed of youth. Hence, there is a need to focus on developing youth capabilities through means of ICTs in various domains, including education, health, and environment. Providing youth with easy access to ICTs will enable them to get oriented to the world of economy and business, and hence enable them for better job creation and employment. The development of ICT needs innovative thinking; a requirement that is found in fresh minds of youth. There is a need to cater for this innovative capabilities through providing incubation facilities for brilliant ideas, and embracing promising endeavours that are expected to be</p>

			<p>entrepreneurial successes. Knowledge transfer and sharing of best practices is necessary while building youth capabilities in related areas of ICTs. This is to be through organizing camps and specialized events where youth lead with their views, ideas and lessons learnt. In addition, ICT means should facilitate youth contribution in policy making and public governance. This means that ICT has the role of reducing the gap between public governance and young citizens.</p> <p>Women do not only comprise half of any given society, but they are as well a driving force on many levels. Enabling them will be in favor of the development of large segments of the society and the community at large.</p> <p>Women, if educated, they will facilitate the education of a whole nation. Hence, there is a need to address women issues through ICTs. There is an equal need to involve women in ICT training and raising awareness. Capacity Building should be geared towards catering for their daily lifes and concerns, like access to health care, exercise of legal rights and participation in government. ICTs as an enabler will help women to develop their economic profiles, and hence their gender equality, self-independence and self-realization. In this regard we suggest that the international community should start to think about working on developing a crosscutting program/initiative on “using ICT to empower girls in rural areas” to fight the concept of early marriage for young girls, especially in rural areas in developing countries and LDCs. Encourage mobile developers and industry inventors to develop mobile application dedicated for women in rural areas “mobile money technology” to deal with their own business, in order to have their self-independence and self-realization. Poverty is not only lack of money, but in the first place lack of resources and access to knowledge and eventually to development. ICTs have proved to be a source for developing economies and societies. Sustainable access to</p>
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42	INTERNATIONAL ORGANIZATION	UN WOMEN	UNITED STATES OF AMERICA	UN Women endorses the recommendations that were provided at the Paris WSIS+10 meeting which frame the gender issues a forward looking framework should address. In order that gender inequalities in the knowledge society are removed and that the knowledge society actively empowers women in all aspects of their lives, it is necessary to apply a gender lens in all aspects of the knowledge society, across sectors and from strategies and planning through implementation and investments. This includes on the demand and supply side, from awareness, literacy and meaningful engagement to affordable access, appropriate policy frameworks and relevant content. An important way of ensuring this is realized is though women's leadership and participation in decision-making.