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Note: This Executive Summary captures the main achievements, challenges and recommendations of the Action Line during the 10-year period of WSIS Implementation; this has been submitted by the Action Line Facilitator in response to the request by the participants of the Third WSIS+10 MPP meeting.

10-Year WSIS Action Line Facilitator's Reports on the Implementation of WSIS Outcomes
WSIS Action Line – C1: The role of public governance authorities and all stakeholders in the promotion of ICTs for development
Lead Facilitator: UNDESA

Executive Summary

1. **Achievements**

ICT has become a powerful tool for public authorities and stakeholders to generate economic growth, stimulating job creation and enhancing employment prospects. The inter-connectivity it has provided enhanced cooperation among stakeholders and vastly improved communication leading to improved decision making and service delivery in general. As a result, Governments have managed to provide more efficient and effective services at lower costs, while simultaneously sharing information with citizens, thereby effectively enhancing citizen engagement in decisions about policies and service delivery options.

The data revolution and generation of large datasets, particularly in the last 5 years, opened new avenues for governments to share information and to co-create services in collaboration with civil society. These, coupled with advances in broadband and mobile technology has seen the promotion and use of a broad array of innovative ICT applications, from almost all geographic regions of the world, to address pressing needs in health, e-learning, human security, and business development as showcased in the Compendium of ICT Applications on E-Government, published by UNDESA. In this regard, Open Government Data (OGD) is an important initiative that strengthens public governance in the promotion of ICTs for development. Both the World Bank Institute and UNDESA have done some considerable research in this area and published their findings[1].

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[1] http://www.unpan.org/ogdce and https://wbi.worldbank.org/wbi/devoutreach/article/1278/enabling-open-government

In support of public government authorities in ICT for development, UNDESA and the Inter-parliamentary Union (IPU) launched the Global Centre for Information and Communication Technologies in Parliament, which played a unique and critical role in building the ICT capacity of parliaments with particular focus on the needs of small and developing democracies. Since inception, 246 out of the 267 national parliamentary chambers in the world have participated in various activities in four inter-related areas of analysis and research services, advocacy, awareness and coordination and information services. High quality service and multi-stakeholder support have been achieved by promoting a structured dialogue among parliaments, centres of excellence, international organizations, the civil society, the private sector and the donor community, while promoting the sharing of experiences, the identification of best practices and the implementation of appropriate solutions for government authorities.

Governments have routinely designed and implemented national strategies for ICTs in development with the support of UN agencies such as UNDESA, UN Regional Commissions, World Bank, African Development Bank and international financial institutions, as well as other development partners. Specifically, the World Bank focuses on broadband deployment, ICT-enabled industry, skills and development applications, while the ITU Dedicated Group on International Internet-related Issues provides a forum for governments to discuss Internet policy issues. ECLAC, for example, undertook workshops in its region on electronic government as a tool for transparency, based around experience in Europe and Latin America.

A combination of these new ICTs and traditional public administration concepts, have enabled governments to deliver online services and reach out to citizens on a previously unmatched scale.

Since the GA entrusted UNDESA with developing and implementing the United Nations Public Administration Network (UNPAN) in 1999, the Network has continued to build the capacity of Member States, through regional and national institutions, by facilitating information exchange, experience sharing, and training in the area of public sector policy and management.

2. Challenges

1) Allocating adequate resources for ICT projects.

2) Competencies of the personnel involved in the delivery of the projects. Strong project management and coordination skills as well as technical knowledge are required.

3) Access and affordability issues by the citizens. Many citizens worldwide still cannot afford to access e-services. For example, fixed broadband prices have dropped significantly in recent years but there are still huge differences among countries when it comes to affordability. ICT services continue to be more affordable in high income economies and less affordable in low income economies.

4) Existence of digital divide. Many disadvantaged groups still do not have access to the ICTs.

3. Recommendations

1) Encourage greater regional and international dialogue and collaboration in promoting ICTs for development

2) Encourage to develop national ICT policies and legal frameworks

3) Foster greater multistakeholder engagement and cooperation at the local, national, regional and international levels among all stakeholders through capacity building, research and knowledge sharing for development of the ICT sector

4) Adopt policies and frameworks through multistakeholder consultation for the development of relevant, timely and accurate data and for the effective collection, application and open exchange of the same; ensuring respect for human rights and privacy. Moreover, the design of international frameworks to implement global best practices for the exchange of data would be an effective tool to achieve data interoperability

5) Promote the availability of affordable access to ICT as a key to the success of the all stakeholders' efforts to establish an information society and bridge existing and emerging inequalities in digital economy

6) Ensure that the services resulting from policies and frameworks can be accessed by citizens in the community, through affordable and public access to ICTs and training and encourage a feedback process as well as a monitoring and evaluation mechanism.

7) Development of national ICT policies, legal and regulatory frameworks by each state with involvement of stakeholders through an inclusive process