



How far are we towards meeting the Goals of WSIS Action line C.5?

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23 May 2008



ITU Global Cybersecurity Agenda (GCA)

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We do not know!!!



There is no way to answer that question without assessing the current situation and identifying means of measuring progress!!

23 May 2008



► **Multi-stakeholder WSIS community should agree on a common and coherent way forward for doing both**

23 May 2008



- **As a sole Facilitator of Action line C5, ITU is proposing that way forward:**



- With its 191 Member States and more than 700 Sector Members, ITU was (is) uniquely placed to launch in 2007 a framework for international cooperation in cybersecurity: the Global Cybersecurity Agenda
- In the context of this existing framework, ITU is proposing a Methodology to measure progress towards C5 and providing the tools (e.g. a Gateway) to coordinate efforts to implement it.



Outline of this talk

- **Background from WSIS outcomes documents**
- **Measuring performance in a multi-stakeholder environment**
- **Examples of attempts to measure Cybersecurity related subjects (OCDE, ENISA, ITU, etc.)**
- **The GCA**
- **The proposal: a Gateway allowing stakeholders to participate in the areas they find more relevant to their expertise and mandates**



Why measuring progress towards meeting the goals of C.5?

- Par. 28 of the Geneva Plan of Action: International performance evaluation + Benchmarking to follow up the implementation of the objectives, goals and targets.
- Par. 112-120 of the Tunis Agenda: Periodic evaluation of the implementation of WSIS using appropriate indicators and benchmarking



Why measuring progress towards meeting the goals of C.5?

- **With less than 8 years left to meet the goals of WSIS, it is vital to see how far are we with the implementation of WSIS Action Line C.5**



- **Measuring Performance in a multi-stakeholder environment:**
 - **THE challenge**



Measuring Performance in a multi-stakeholder environment

- How to measure performance in the Public, Nonprofit, Civil Society, etc. sectors?
- Not all organizations, programmes, actions, etc. are equal regarding performance measurement (PM).
- The results may be very long termed and intangible factors important
- For example, policy oriented organizations are difficult to incorporate to PM (annual measures may look meaningless or having no real value)

Source: T. H. Poister, *Measuring Performance in Public and Nonprofit Organizations*



Measuring Performance in a multi-stakeholder environment: a challenge

- **“What gets measured gets done”**

Osborne and Gaebeler (1994)



Examples of attempts to measure Cybersecurity related subjects

- OCDE
- ENISA
- ITU
- Others



OECD

Unclassified

DSTI/ICCP/IIS(2007)4/FINAL



Organisation de Coopération et de Développement Economiques
Organisation for Economic Co-operation and Development

29-Jan-2008

English text only

DIRECTORATE FOR SCIENCE, TECHNOLOGY AND INDUSTRY
COMMITTEE FOR INFORMATION, COMPUTER AND COMMUNICATIONS POLICY

DSTI/ICCP/IIS(2007)4/FINAL
Unclassified

Working Party on Indicators for the Information Society

MEASURING SECURITY AND TRUST IN THE ONLINE ENVIRONMENT: A VIEW USING
OFFICIAL DATA



ENISA

- **“Ultimately, information security awareness is about people’ behaviors. These are always hard to measure, so this is a challenging area for most organizations”**

Source: ENISA, Current practice and the measurement of success, July 2007



ENISA

- **Main approaches to assessing the effectiveness of information security awareness activities:**
 - ❖ **Process improvement**
 - ❖ **Attack resistance**
 - ❖ **Efficiency and effectiveness**
 - ❖ **Internal Protections**



Others

- ITU-D
- Existing Indicators programmes:
Partnership on measuring ICT for
development
- National and regional initiatives
- etc.



So, what about C5?



ToR for Moderators/Facilitators of WSIS Action Lines

Avoid duplication of activities by:

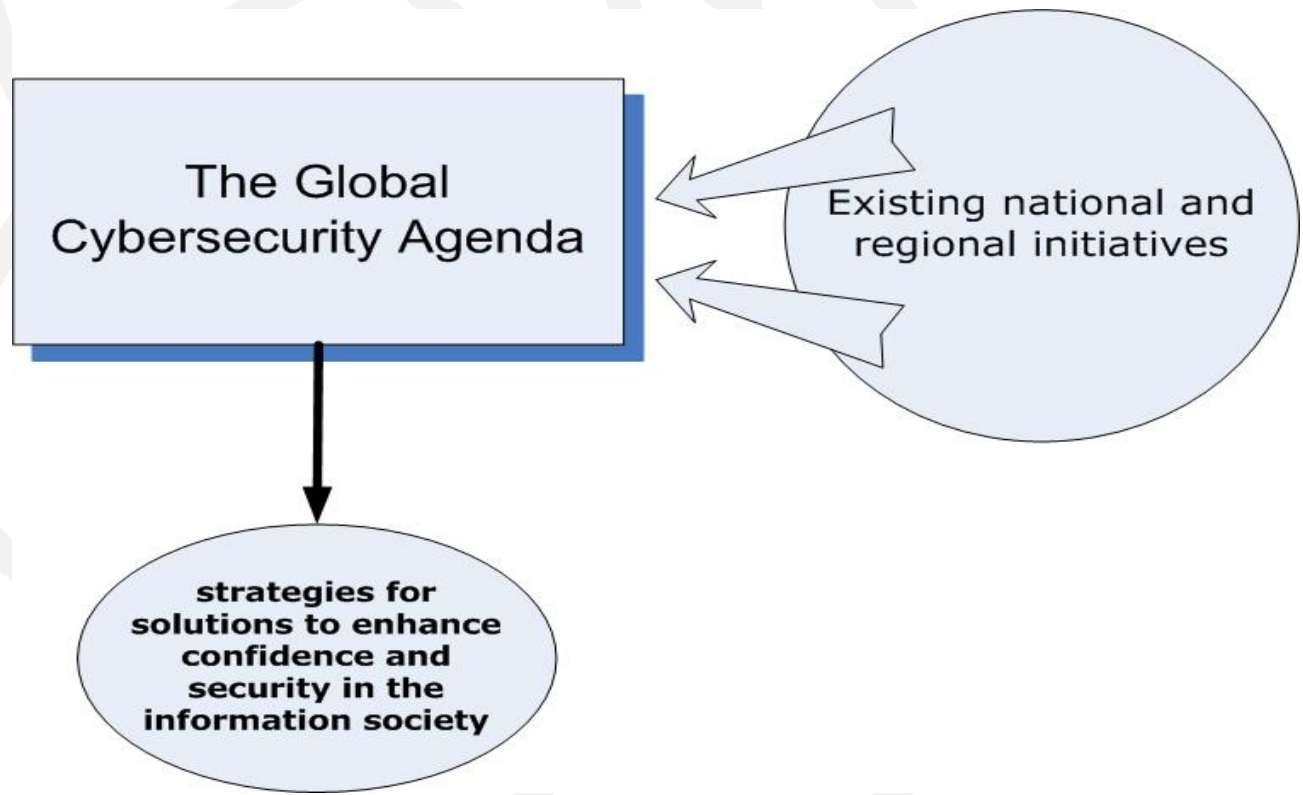
- information exchange,
- creation of knowledge,
- sharing of best practices and assistance in developing multi stakeholder and stakeholder and public/private partnership

Implement WSIS Plan of Action at the international level (+information-sharing and promotion of WSIS goals)

Take the lead in facilitating the work of multi-stakeholder teams of interested parties



The Global Cybersecurity Agenda





GCA's 5 Pillars

HLEG

Legal Measures

Technical and
Procedural measures

The GCA

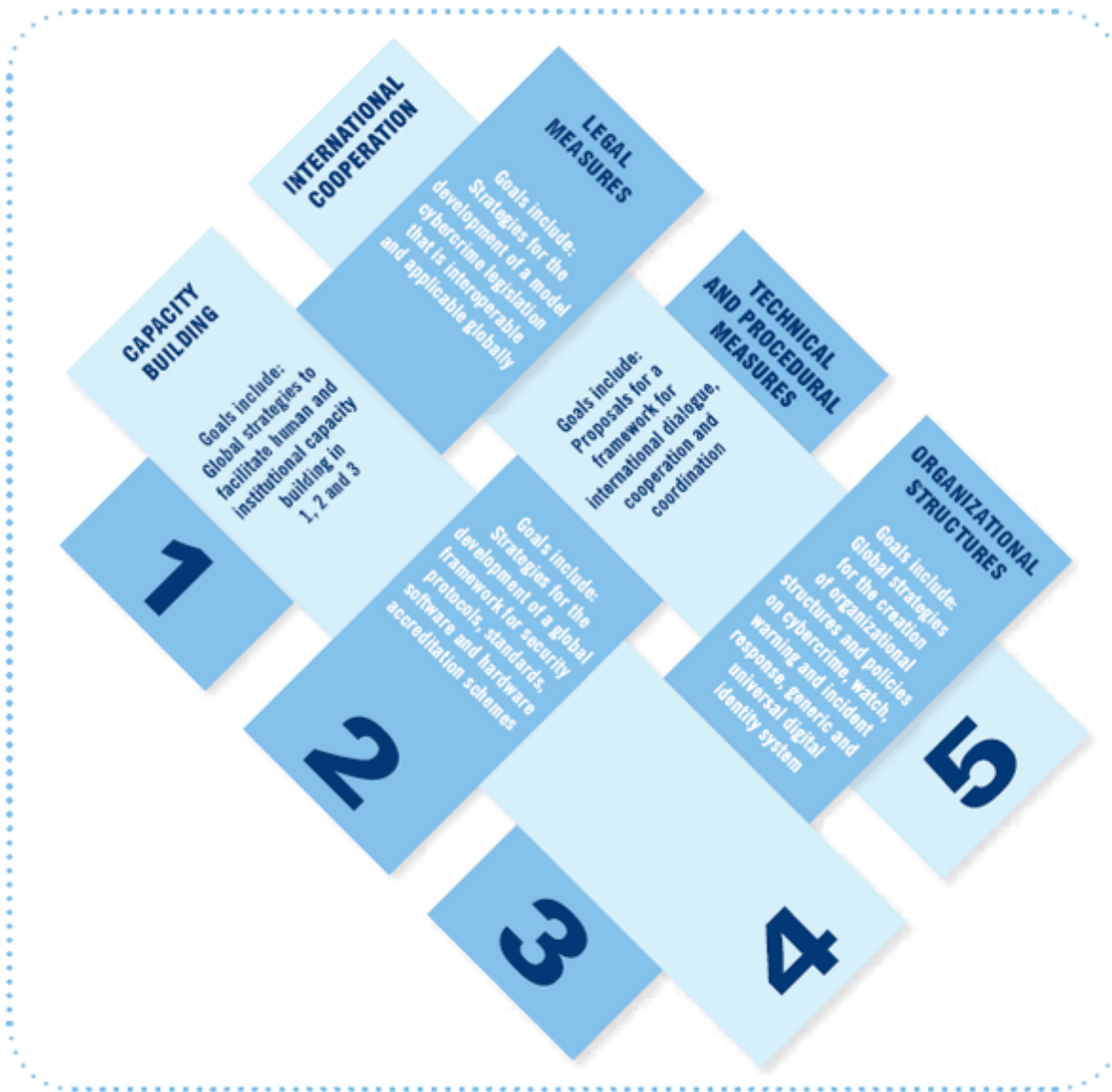
Organizational
Structures

International cooperation

Capacity building



GCA's 5 Pillars

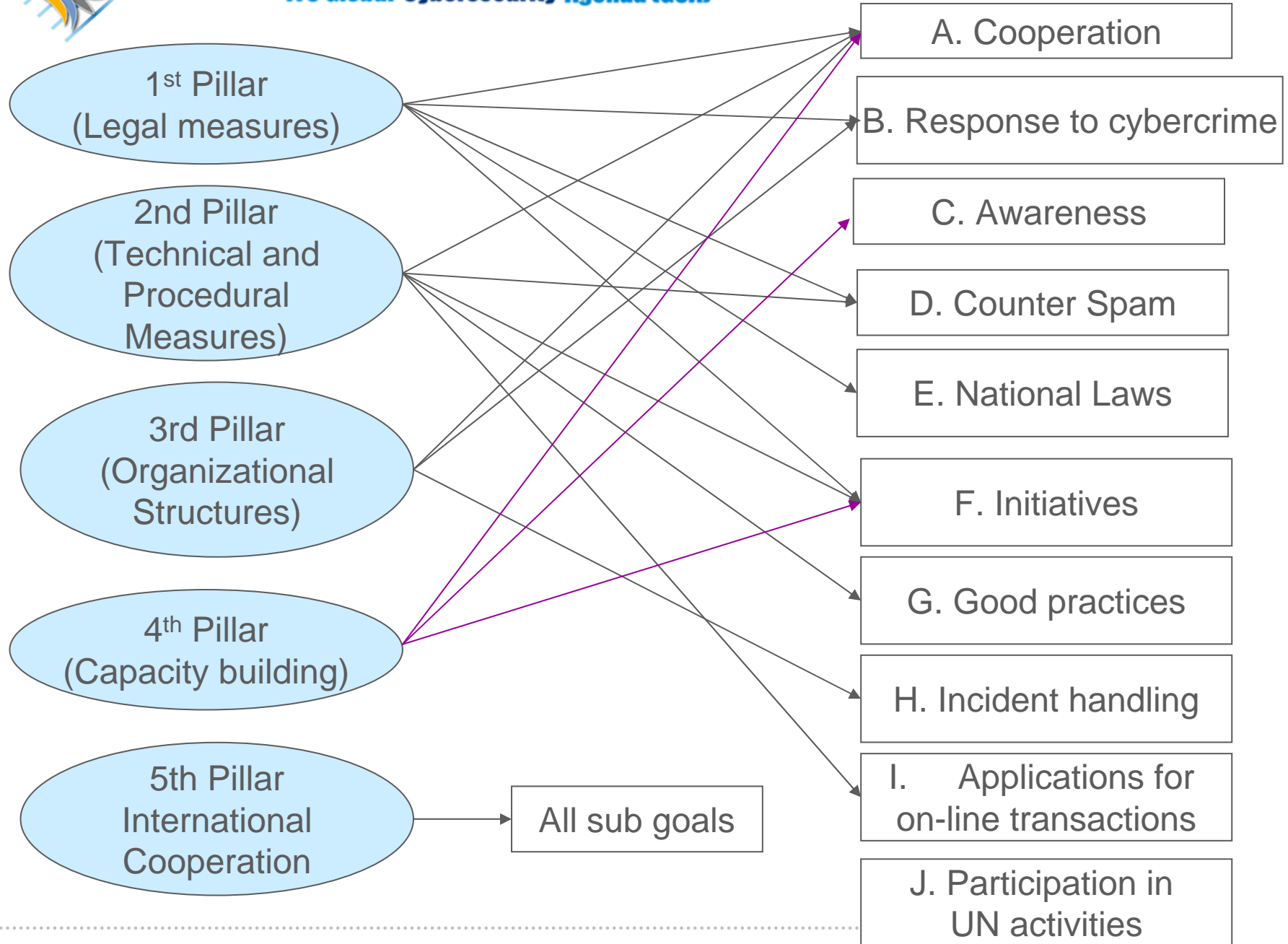




- **Let's map GCA's 5 Pillars to the WSIS Action Line C5 sub-goals (a to j)**



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- **Then propose some indicators and invite stakeholders to participate in the areas they find most relevant to their expertise and mandates, through...**



■ **A Gateway:**



- **Implement a web based platform allowing stakeholders:**
 - to share information,
 - report about activities and results (individual performance measurements –providing reporting templates, guidelines, etc.)
 - combine results to provide an overall performance measurement of progress towards the Action line's sub-goals. Including templates for indicators (wording, phrasing, scope, etc.)

C5's Goals			
A	Promote cooperation among the governments at the United Nations and with all stakeholders at other appropriate fora to:	A.1	enhance user confidence, build trust, and protect both data and network integrity
		A.2	consider existing and potential threats to ICTs
		A.3	address other information security and network security issues
B	Governments, in cooperation with the private sector, should prevent, detect and respond to cybercrime and misuse of ICTs by:	B.1	developing guidelines that take into account ongoing efforts in these areas
		B.2	considering legislation that allows for effective investigation and prosecution of misuse
		B.3	promoting effective mutual assistance efforts
		B.4	strengthening institutional support at the international level for preventing, detecting and recovering from such incidents
		B.5	encouraging education and raising awareness

C	Governments, and other stakeholders, should actively promote user education and awareness about online privacy and the means of protecting privacy
D	Take appropriate action on spam at national and international levels
E	Encourage the domestic assessment of national law with a view to overcoming any obstacles to the effective use of electronic documents and transactions including electronic means of authentication
F	Further strengthen the trust and security framework with complementary and mutually reinforcing initiatives in the fields of security in the use of ICTs, with initiatives or guidelines with respect to rights to privacy, data and consumer protection
G	Share good practices in the field of information security and network security and encourage their use by all parties concerned
H	Invite interested countries to set up focal points for real-time incident handling and response, and develop a cooperative network between these focal points for sharing information and technologies on incident response
I	Encourage further development of secure and reliable applications to facilitate online transactions
J	Encourage interested countries to contribute actively to the ongoing United Nations activities to build confidence and security in the use of ICTs



GCA's Pillars	C5's Goals	Performance indicators, Indexes of progress, etc.	Stakeholders' activities
Legal Measures	A		
	B.2	Number and scope of national laws related to effective investigation and prosecution of misuse of ICTs	
	B.3	Number and trends of projects (multilateral and bilateral) implementing mutual assistance efforts	
	D	Number of instruments and actions on spam and malware both at national and international levels; Index of "spamity"	
	E	Number of countries undertaken an assessment of national law (with a view to overcoming any obstacles to the effective use of electronic documents and transactions including electronic means of authentication); Number of electronic means of authentication	
	F	Number of legal measures related to rights to privacy, data and consumer protection	



GCA's Pillars	C5's Goals	Performance indicators, Indexes of progress, etc.	Stakeholders' activities
Technical and Procedural Measures	A.1	Number and trends of initiatives / projects to enhance user confidence, build trust, and protect both data and network integrity	
	B.2	Number and scope of national laws related to effective investigation and prosecution of misuse of ICTs	
	B.3	Number and trends of projects (multilateral and bilateral) implementing mutual assistance efforts	
	D	Number of instruments and actions on spam and malware both at national and international levels; Index of "spamity"	
	E	Number of countries undertaken an assessment of national law (with a view to overcoming any obstacles to the effective use of electronic documents and transactions including electronic means of authentication); Number of electronic means of authentication	
	F	Number of legal measures related to rights to privacy, data and consumer protection	



- **So, again, how far are we towards meeting the Goals of WSIS Action line C.5?**



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Thanks