



Joint UNESCO and ITU  
Global Symposium on Promoting the Multilingual Internet



# Development programmes for universal access to ICTs

Mr. Désiré KARYABWITE  
IP Coordinator/ITU-BDT

Geneva, 9-11 May 2006



## 1. Introduction



### Building the Information society

- World Telecommunication Development Conference 1994 - Buenos Aires Action Plan
- World Telecommunication Development Conference 1998 - Valletta Action Plan
- World Telecommunication Development Conference 2002 - Istanbul Action Plan
- World Telecommunication Development Conference 2006 - Doha Action Plan



## 2. From Istanbul Action Plan To Doha Action Plan



### Istanbul Action Plan 6 programmes


- Regulatory reform
- Technologies and telecommunication/ICT network development
- E-strategies and e-services/applications
- Economics and finance, including costs and tariffs
- Human capacity building
- Special Programme for Least developed Countries (LDDCs)

### Doha Action Plan 6 programmes

- Regulatory reform
- Information and communication infrastructure and technology development
- E strategies and ICT applications
- Economics and finance, including costs and tariffs
- Human capacity building
- Least developed countries (LDCs) and small island developing states (SIDS), and emergency telecommunications

**Global E-Government Project**

ITU International Telecommunication Union




**Enhancing Government Services Through the Use of Secure and Trusted Internet Infrastructures and Applications**

**Project implementation period**

- Phase 1: January 2003-December 2005
- Phase 2: January 2006-December 2008

**Beneficiary countries**

- Phase 1: Cameroon (Africa), Kyrgyzstan (Central Asia) and Rwanda (least developed country (LDC), Africa)
- Phase 2: 10 countries globally selected from the regions of Africa, Asia, Europe and Latin America



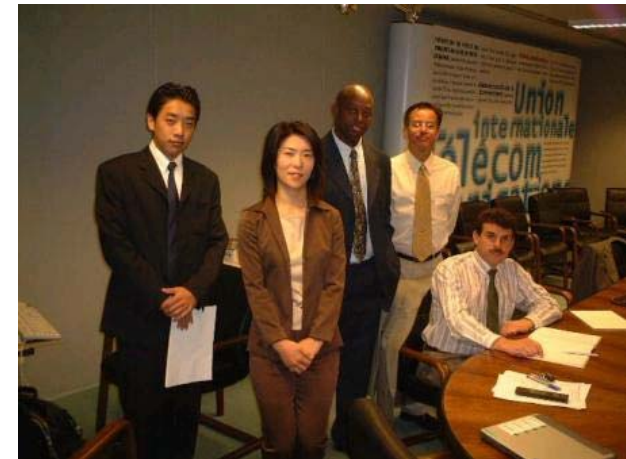
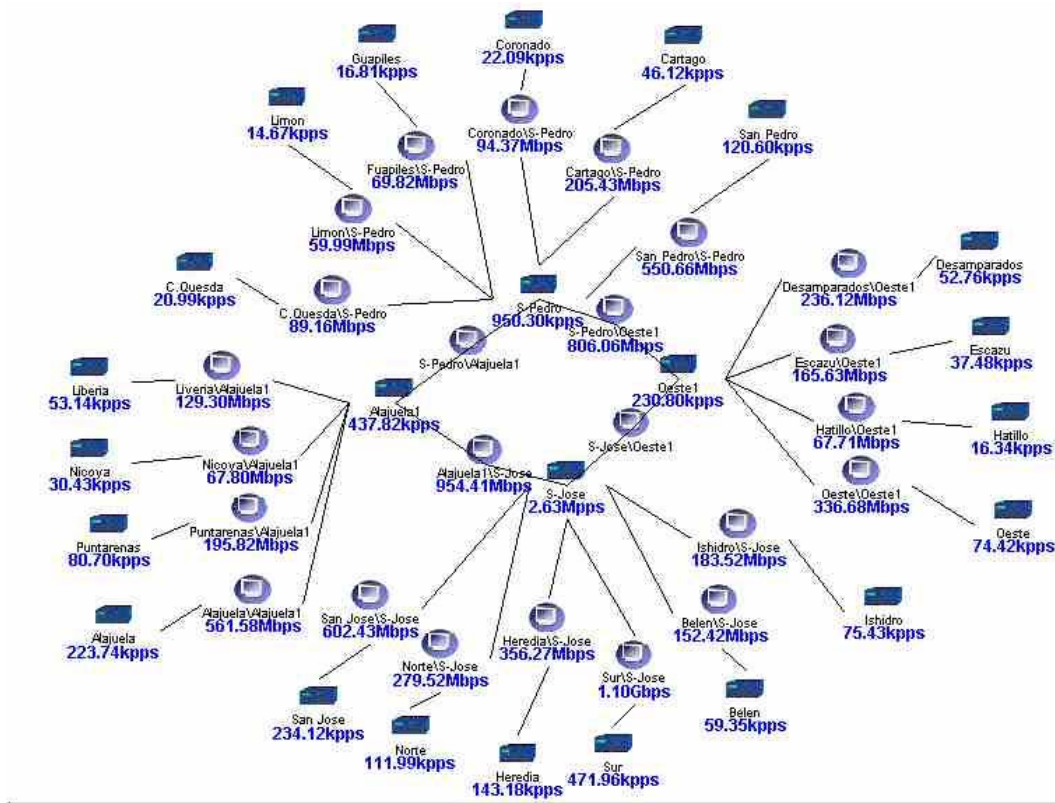
**Key success factors**

ITU is seeking to increase government efficiency and transparency in developing countries by providing Internet-based services and applications to citizens. ITU is working actively with beneficiary countries to ensure successful project implementation:

- ITU's E-Strategies Unit identifies, together with decision-makers in the beneficiary countries, the priorities, needs and user requirements for the project.
- A series of e-Government services are proposed to each government, including secure e-mails, e-Transactions, e-Procurement, e-Passport, e-Learning and online government information services.
- The evaluation of project impacts will be carried out 12 months after the service rolls out. Key performance indicators will be established taking into consideration various factors such as strategic objectives, cost efficiency, service delivery outcomes and social-economic benefits.
- Once implemented in the selected countries, this project can be replicated at low cost in other countries that meet the same criteria.



### 3. Universal Access to E-Services/Applications Infrastructure / COSTA RICA



IP Network Covering the territory of the country



### 3. Universal Access to E-Services/Applications Cameroon



- o **Secure e-mail:** A minimum of 100 user licenses to officials. Security features like digital signatures and encryption are provided.
- o **E-Mandate:** Through the use of Public Key Infrastructure (PKI) technologies, a secure tool for the processing of postal mandates via Internet in post offices



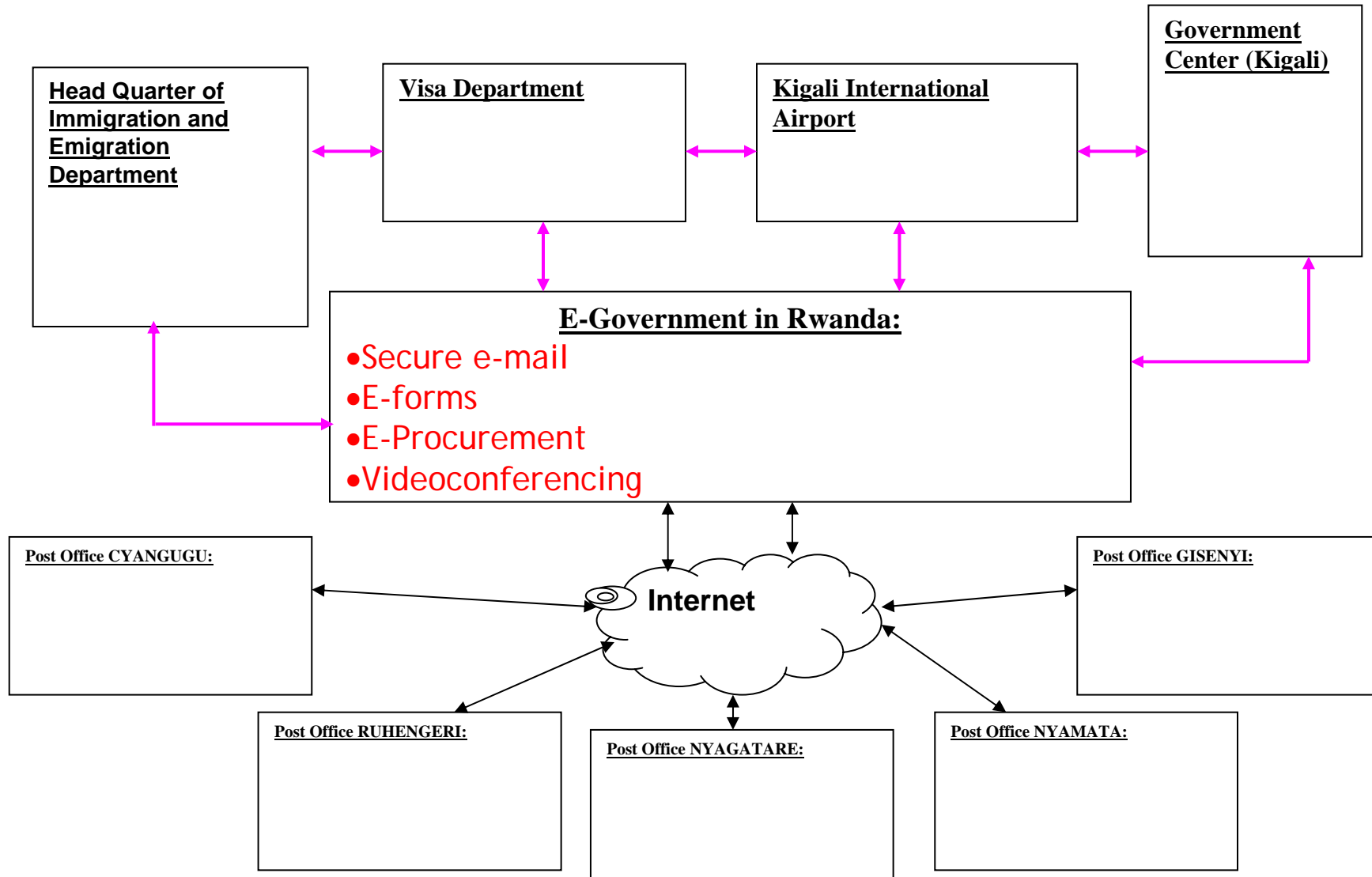
### 3. Universal Access to E-Services/Applications Kyrgyz Republic



- o **Public Internet Access:** equip and connect to Internet 16 sites, of which 5 are located in Bishkek and 11 are located in provinces.
- o **E-Government web portal:** provide information from the government in a systematic and structured way to the citizens of the Republic
- o **E-Agriculture:** - Enable rural farmers in Madaniyat to have access to information on the price of their produce and facilitate the establishment of direct relationships with potential buyers in order to get a better return for their produce . - Vital information on agriculture to the rural population.



### 3. Universal Access to E-Services/Applications Rwanda







### 3. Universal Access to E-Services/Applications Rwanda



- o Literacy % pop. 15 + = 48%
- o Official Languages: Kinyarwanda, English and French
- o Population: approximately 8 Million
- o Population Density : 300 per km<sup>2</sup>
- o Pop. Growth rate: 2.9%
- o 54% Female & 46% Male



### 3. Universal Access to E-Services/Applications Internet Access in local (Swahili) language



Project was developed as a result of the articulated priorities of the ITU-Telecom Youth Forum Africa, held in Cairo on May 2004.

- Illiteracy and ICTs inaccessibility as a challenge to be overcome and proposed the use of local languages in e-learning and Internet access as a solution
- In collaboration with the Tanzania Commission for Science and Technology, the Youth Programme supported the development of a software enabling translation from English into Swahili.
- This Project targeted to promote use of the Internet in those countries where Swahili is spoken (Burundi, Congo, Kenya, Uganda, Rwanda, Tanzania and other Swahili speaking communities including Oman in the Gulf).





### **3. Universal Access to E-Services/Applications "Arab IP & e-Services / Application Task Force"**



Recommendations ( *Cairo, Egypt, 25-26 September 2005* )

- 1. Define a mechanism based on common policies and criteria in the application of E-Government with the cooperation with the existing experience in the Arab countries.**
- 2. Extend in generalizing the arabization of the Domains Names on the internet by inviting the Arab countries to participate in the project of the Gulf Cooperation Council in coordination with ITU.**
- 3 Hold a workshop for the responsables for the e-business in the Arab countries (e-Signature, e-Services, e-Contract) which has as objective to agree on preparation of one legal framework concerning the e-transactions.**
- 4. Strengthen the cooperation and partnerships between the Arab Administrations and the Arab private sector for activation and extension in the e-business**



## 4. Conclusion



1. ITU-D - Doha Action Plan: Internet multilingualization: Contribute the ITU's expertise to the development of multilingualization of the internet and support the process of introduction of various tools for multilingualization
2. ITU-D role in contributing towards building a global information society and closing the digital divide can only be fully achieved through partnership and collaboration with other players.
3. ITU-D broad mandate, experience and large membership which includes both public and private sector are unique features that would facilitate the transformation from digital divide to digital opportunities for all and in Local languages.



## THANK YOU FOR YOUR ATTENTION

Desire.karyabwite@itu.int

IP Coordinator, ITU-BDT

Tel: +41 22 730 5009

Fax: +41 22 730 5484

<http://www.itu.int/ITU-D/>