[Draft Plan of Action

(Draft of the Chairman of Sub-Committee 2
Based on WSIS03/PC-3/3)

[Note: The whole document is in square brackets]

A. Introduction

1. [1][1] The Information Society envisaged in the Declaration of Principles will be realized in cooperation and solidarity by all stakeholders. The guiding principles of the Declaration are translated in this Plan of Action into concrete action lines to advance the achievement of the internationally-agreed development goals, including those in the Millennium Declaration by promoting the use of ICT-based products, networks, services and applications.

2. The Information Society is an evolving concept that has reached different levels across the world, reflecting the different stages of development. Technological change is rapidly transforming the environment in which the Information Society is developed. Consequently, the Plan of Action should be seen as an evolving framework when Information society is promoted at international, regional and national levels. The unique two phase structure of the WSIS provides an opportunity to take this evolution into account

3. [3] **Governments** have a fundamental role in developing and implementing comprehensive, forward-looking and sustainable e-strategies, adapted to the specific requirements of different communities and reflecting the stage of development and the structural characteristics of the countries.

4. [4] The commitment of **the private sector** is crucial for a sustainable development of infrastructures, content and applications. The private sector plays an important role in the development and diffusion of ICTs.

5. [5] The commitment of **civil society** is crucial for creating and equitable Information Society based on sustainable development and gender equality. Civil Society, including NGOs, work closely with local communities at the grass-roots level in implementing ICT-related initiatives for development. The involvement of civil society is crucial in the formulation of strategies for the Information Society.

> [**5A.** [6] **The Media**—in their various forms and with a diversity of ownership—has an important role in the development of the Information Society and it is recognized as an essential requirement for freedom of expression and a guarantee of the plurality of information.]

6. [7] **Multilateral organizations** have a key role particularly in assisting developing countries, in integrating the use of ICTs in the development process and making available necessary resources for building the Information Society, including for the design and implementation of national and regional e-strategies and in the evaluation of the progress made.

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[1] Numbers in brackets refer to the paragraph number in the earlier text (PC-3/3).

B. Objectives, goals and targets

7.   The objective of the Plan of Action is to put the potential of knowledge and technology at the service of development and to promote the use of information and knowledge for the achievement of internationally agreed development goals, including those contained in the Millennium Declaration. Moreover, the Plan of Action has also as an objective to address new challenges of the Information Society, which go beyond borders and individual capacities to solve.

8.   Information Society-related targets can serve as useful benchmarks for actions and for the evaluation of the progress made towards the attainment of the overall objectives of the Information Society.

9.   [9] Specific targets for the Information Society will be established as appropriate, at the national level in the framework of the national e-strategies and in accordance with the national development policies, taking into account the different national circumstances.

10.   [9] The following indicative targets can serve as global references for improving connectivity and access in the use of information and communication technologies (ICTs) to be achieved at the latest by 2015:

a)   All villages to be ICT connected[2] [2010] with a community access point [2015].

b)   All the world's population to be within wireless coverage.

c)   All primary [2015], secondary schools [2010] all universities [2005] and scientific research centres [2005] to be ICT connected.

d)   All public libraries [2006] and all cultural centres [2010], museums and archives and post offices to be ICT connected.

e)   All health centres [2010] and hospitals [2005] to be ICT connected.

f)   All local [2010] and central governments departments [2005] to be ICT connected and to have a website and email address.

g)   All primary and secondary school curricula [2006] to be revised to meet the challenges of the Information Society.

h)   All of the world's population to have access to domestic TV [2015] and radio [2010] services.

i)   The necessary technical conditions should be in place to permit all world languages [2010] to be present and used on the Internet.

j)   More than half the world's inhabitants to be ICT connected.

C)   Action Lines

11.   The establishment of the **policy framework for the Information Society** at all levels is a key task for governments and requires political commitment.

12.   The plan of action is a platform to build an inclusive and people-oriented Information Society which, taken as a whole, promotes the attainment of the internationally agreed development goals, including those contained in the Millennium Declaration. A second group of actions on the **Information Society for Citizens and Development** are specifically aimed at promoting these goals in a focused manner. Their implementation takes place at different levels (national, regional and international) by active participation of various stakeholders.

13.   A third group of actions suggests **tools for implementation** for further developing ICT related solutions for the Information Society. These actions are taken at all levels and often as a part of the ongoing activities by appropriate stakeholders.

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[2] Using the most locally appropriate technology.

C1. The role of all stakeholders in the promotion of ICTs for development

14. The full and effective involvement of all stakeholders is vital in developing the Information Society requiring cooperation and partnerships between all of them.

Policy framework for the Information Society	Level
a) National e-strategies, including the necessary human capacity-building, should be developed for all countries by 2005, taking into account the differences among countries. [18 e]	N
b) Initiate at the national level a structured multi-stakeholder dialogue involving all relevant actors, to be responsible for devising e-strategies for the Information Society and for the exchange of good practices. [18 d]	N
c) Encourage all governments to include the specificitie s, roles and responsibilities of local and regional authorities in the elaboration and implementation of their national e-strategies. The private sector should be invited to take into account the special needs of local communities, cities and regions and engage in concrete projects to develop the information Society at local and regional levels.	N
Information Society for Citizens and Development	**Level**
d) Each country should establish at least one successful Public Private Partnerships (PPPs), by 2005 as a showcase for future action. [18 g]	N
e) Identify cooperative mechanisms, at the national regional and international levels, for the initiation of partnerships between stakeholders of the Information Society.	N, I, R
f) Explore the viability of establishing multi-stakeholder portals for indigenous peoples at the national level. [18 f]	N
Tools for implementation	**Level**
g) By 2005, relevant multilateral organizations should develop their own strategies for the use of ICTs for sustainable development and as an effective instrument to help achieve the goals expressed in the UN Millennium Declaration. [18 b]	I
h) Encourage a series of related measures, including among other things: incubator schemes, venture capital investments (local and international), government investment funds (including micro finance for SMEs), investment promotion strategies, software export support activities (trade counseling), support of research and development networks and software parks. [18 h]	N

C2.   Information and communication infrastructure

15. Infrastructure is central in achieving the goal of digital inclusion, enabling universal, sustainable, ubiquitous and affordable access to ICTs by all. This will require utilizing existing and new technologies.

Policy framework for the Information Society	Level
a) Governments should take action in the framework of national development policies in order to create an enabling environment for the necessary investment in ICT infrastructure and for the development of new services.	N
b) In the context of national e-strategies, devise, appropriate universal access policies and strategies, and their means of implementation, by 2005, and develop ICT connectivity indicators. [12 a + c + d]	N,
c) In the context of national e-strategies, provide and improve ICT connectivity for all schools, universities, health institutions, libraries, post offices, community centres, museums and other institutions accessible to the public. [11 c]	N
d) Develop and strengthen national, regional and international broadband network infrastructure, including delivery by satellite systems to help in providing the capacity to match the needs of countries and their citizens and for the delivery of new services. [11 f + 12 e]	N, R, I
e) In the context of national e-strategies, address the special requirements of the elderly, disabled, and other disadvantaged and vulnerable groups, including by appropriate educational administrative and legislative measures to ensure their full inclusion in the Information Society.	N
Information Society for Citizens and Development	**Level**
f) Design ICT equipment and services so that everyone, has easy and affordable access to them including the elderly, disabled, and other disadvantaged and vulnerable groups, and promote the development of technologies, applications, and content suited to their needs. [14 a + b]	N, R, I

g) In order to help illiterate people, develop low-cost technologies and non-text based computer interfaces to facilitate their access to ICT.	N, R, I
Tools for implementation	**Level**
h) Undertake international research and development efforts aimed at making available adequate and affordable ICT equipment for end users. [11 d]	N, R, I
i) Encourage the use of unused satellite capacity to improve low-cost connectivity in developing countries. [11 e]	R, I
j) Optimize connectivity among major information networks by encouraging the creation of regional traffic hubs, to reduce interconnection costs and broaden network access. [13 b]	R
[k) Develop methodologies for more equitable sharing of Internet transit and interconnection costs, thereby contributing to reducing the price of connectivity to end-users in developing countries, facilitating the universalization of access.] [13 c]	R, I
l) Encourage the development of national and regional ICT backbones and Internet Exchange Points. [13 d]	N, R
[m) Establish voluntary consultative guidelines for Internet traffic contracts.] [13 f]	N, R
n) Promote joint use of traditional media and new technologies. [13 g]	N, R, I

C3. Access to information and knowledge

16. ICTs allow people, anywhere in the world, to access information and knowledge almost instantaneously. Individuals, organizations and communities should benefit from unhindered access to knowledge and information.

Policy framework for the Information Society	**Level**
a) Develop policy guidelines for the development and promotion of public domain information as an important international instrument promoting public access to information. [15 a]	N, R, I
b) Governments should provide adequate access on the Internet to publicly available official information. They should establish legislation on access to information and the protection of public data, notably in the area of the new technologies. [15 c]	N
[c) Create intellectual property mechanisms that protect and encourage the use of open source technologies and development processes. In addition, it would provide mechanisms that ensure that public interests are taken into account when community informatics processes involve the private sector.] [17 e]	N, I
Information Society for Citizens and Development	**Level**
d) Governments, and other stakeholders, should establish multi-purpose community public access points, providing affordable or free-of-charge access for their citizens to the Internet, and possessing sufficient capacity to provide assistance to users, in libraries, educational institutions, public administrations or other public places, while respecting intellectual property rights (IPRs). [16 a + b]	N
e) Encourage research and promote awareness among all stakeholders of the possibilities offered by different software development models, and the means of their creation, including proprietary, open-source and free software, to increase freedom of choice and reduce costs, especially in the developing countries. [17 a]	N, R, I
Tools for implementation	**Level**
f) Governments should actively promote the use of ICT as a fundamental working tool by local authorities. In this respect, the international community should support capacity building for local authorities in the widespread use of ICT as means of improving local governance.	N
g) Develop research on the Information Society, including on open-source/free software, innovative forms of networking, and the macro-impact of the ICT sector on the economy and productivity, and on adaptation of ICT infrastructure, tools and applications that are responsive to the needs of the poor, including women.	N, R, I
h) Support the creation and development of a public library service, adapted to the Information Society, including by renewing national library strategies and legislation, developing a global understanding of the need for hybrid libraries, and fostering worldwide co-operation between libraries. [16 c]	N, R, I
i) Encourage the creation of a worldwide portal to support open access journals and books, and	I

an open archive for scientific information. [15 e]	

C4.   Capacity building

17.   Everyone should have the necessary skills to benefit fully from the Information Society. Education, training and human resource development need to be promoted.

Policy framework for the Information Society	Level
a) Develop national policies to ensure that ICTs are fully integrated in education at all levels, including in curriculum development, teacher training, institutional administration and management, and in support of the concept of lifelong learning. [19 a]	N
b) Promote e-literacy skills for all, for example by designing and offering courses for public administration, and by establishing local ICT training centres with the cooperation of all stakeholders. [20 d + e]	N
c) In the context of national educational policies, ensure that young people are equipped with knowledge and skills to use ICTs, in creative and innovative ways, and to participate fully in the Information Society. [20 g]	N
d) Governments, in cooperation with other stakeholders, should create programmes for capacity building with an emphasis on creating a critical mass of qualified and skilled ICT professionals and experts. [21 a+b]	N
Information Society for Citizens and Development	**Level**
e) Develop pilot projects to demonstrate the impact of ICT-based alternative educational delivery systems, notably for achieving Education for All targets, including basic literacy targets. [19 b]	N, R, I
f) Conduct needs assessments on removing the gender barriers to ICT education and initiate awareness-raising programmes to sensitize decision-makers on this issue. Early-intervention programmes in science and technology should target young girls with the aim of increasing the number of women in ICT careers. [19 d]	N, R, I
g) Empower local communities, especially those in rural and underserved areas, in ICT use and promote the production of useful and socially meaningful content for the benefit of all. [20 c]	N
h) Reduce the digital, communications and information gaps between the national average and indigenous peoples and communities, through relevant connectivity and communications programmes and projects that provide services in the fields of political, economic and social development, including the use of indigenous peoples' information networks.	N, R
i) By 2005, design and implement regional and international cooperation activities to enhance the capacity of leaders and operational staff in developing countries, 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. [19 b]	R, I
Tools for implementation	**Level**
j) Design specific training programmes in the use of ICTs in order to meet the educational needs of information professionals, such as archivists, librarians, scientists, teachers, journalists, postal workers and other media workers. [20 b]	N
k) Promote the exchange of good practices on the integration of gender perspectives in ICT education, by 2005.	N, R, I
l) Develop distance learning and training as part of capacity-building programmes, and promote international and regional cooperation in this field. [19 e + 20 j]	N, R, I
m) Launch pilot projects to design new forms of ICT-based networking, linking education and research institutions in developed and developing countries. [19 f]	N, R, I
n) Activate volunteer programmes to provide ICT training, particularly in developing countries. [20 h]	N, R, I

C5.   Building confidence, trust and security in the use of ICTs.

18.   Confidence, trust and security are prerequisites for the Information Society. A global culture of cyber-security relies not only on technology but also on education and training, policy and law as well as international cooperation.

Policy framework for the Information Society	Level
[a] Take steps to enhance security, user confidence and other aspects of information and system/network integrity in order to avoid the risk of disruption and destruction of the network systems on which we are all increasingly dependent] [22 a]	N, R, I
[b] Promote international cooperation to tackle information networks security issues.]	I
[c] All stakeholders should promote the efforts of the United Nations at multilateral level to further the consideration of existing and potential threats in building confidence, trust and security in the use of ICTs.]	I
d) Governments, in cooperation with the private sector, should adopt a specific common policy against the global threat of crimes committed using information technology (cybercrime) through awareness raising and education, legislation and international co-operation. [24 a]	N, R, I
e) Take appropriate action at national and international levels on spam and cyber security.	N, I
f) Recognize the ongoing work to develop guidelines to fight cyber crime.	N, R, I
g) Recognize the ongoing work to develop *a framework for the implementation of electronic signatures.* [22 e]	N, R, I
h) Reassess legislation and regulation with respect to *data confidentiality and* electronic transactions, and ensure that laws and regulations recognize the legitimacy of electronic documents and methods of electronic signatures.	N
i) Develop a framework for the secure storage and archival of documents and other electronic records of information.	N, R, I
Information Society for Citizens and Development	**Level**
j) Support the development of security schemes that balance security measures with the individual's right to privacy, and draw upon the principles of existing guidelines and convention in various forums. [22 c]	N
k) Recognize the ongoing work to develop guidelines on data protection and consumer protection.	N, R, I
Tools for implementation	**Level**
l) Spread good practices in the field of information security and encourage their use by all parties concerned. [22 b]	N, R, I
m) Invite countries to set up focal points for real-time *security* incident handling *and response,* and develop an open co-operative network between these focal points *for sharing information and technologies on incident response.* [23 a]	N, R, I
n) Encourage the banking sector to further develop secure and reliable applications to facilitate online transactions.] [22 d]	N, R, I

C6. Enabling environment

19. To maximize the social, economic and environmental benefits of the Information Society, governments need to create a trustworthy, transparent and non-discriminatory legal, regulatory and policy environment. Examples for actions include:

Policy framework for the Information Society	Level
[a] Governments should foster a supportive, transparent, pro-competitive and predictable policy, legal and regulatory framework.]	N
[b] Ensure that legal regimes on database protection guarantee adequate protection that stimulates innovation and investment, while ensuring adequate access to databases by legitimate users. Limitations on protection should be ensured so as to maximise their availability for academic research and teaching purposes.] [30 a]	N, R, I
[c] Ensure that existing intellectual property regimes or international agreements that provide and promote intellectual property protection are adequately and effectively enforced.]	N, R, I
[d] Create appropriate business models for the marketing of content in digital format that take account of the intellectual property rights of all rights holders, including non–corporate ones, as well as the legitimate interest of users.]	N, R, I
e) Explore ways to strengthen protection against unfair use of indigenous knowledge, in accordance with work considered in multilateral organizations. [30 b]	N, R, I
[f) In co-operation with the relevant stakeholders, and respecting the sovereignty of States,	I

governments should work to internationalize the management of Internet resources in order to achieve a universally representative solution.] [29 a]	
g) Governments should continue to update their domestic consumer protection laws to respond to the new requirements of the Information Society. [28 i]	N
[h) Foster international dialogue among all interested parties (governments, private sector, civil society and relevant organizations) in order to ensure the most appropriate management structure. The second phase of WSIS in Tunis should review the outcome of this dialogue.] [29 b)]	N, R, I
i) Promote effective participation by developing countries in international ICT forums and create opportunities for exchange of experience. [23 j + k]	N, R, I
j) Examine options to address the problem of spam in appropriate forums, at national and international levels. [28 g]	N, R, I
Information Society for Citizens and Development	**Level**
k) Define and ensure consumer protection in the Information Society, particularly in e-commerce transactions, notably through the fight against spam, the detection of illegal contents, the transparency of e-transactions, the security of e-payments, and e-contracts, the efficient access to adapted recourses, an enhanced international co-operation and the harmonization of local regulations. [28 f]	N
l) Governments, and other stakeholders, should actively promote user education and awareness about online privacy and the means of protecting privacy. [28 a]	N
m) Invite relevant stakeholders to ensure that practices designed to facilitate electronic commerce also permit consumers to have a choice over whether or not to use electronic communication. [28 h]	N
n) Recognize ongoing work in the area of effective dispute settlement systems, notably alternative dispute resolution (ADR), which can promote settlement of disputes. [23 f]	N, R, I
Tools for implementation	**Level**
o) Encourage a positive general business environment for fostering entrepreneurship, innovation and investment, by removing administrative obstacles, creating incentives, minimizing bureaucracy, fighting corruption and promoting transparency. [23 g]	N, R
p) Implement appropriate policies to support the development of Small and Medium and Micro-sized Enterprises (SMMEs) in the ICT sector, especially through government procurement, and with particular reference to the promotion of participation by women. [25 h]	N
r) Governments should act as model users and early adopters of e-commerce.	N
s) Governments, in cooperation with other stakeholders, should raise awareness of the importance of international interoperability standards for global e-commerce. [26 a]	N, R, I
t) Governments, in cooperation with other stakeholders, should promote the development and use of open, interoperable, non-discriminatory and market-driven standards. [26 b]	
u) Take measures in order to ensure a global harmonisation of frequency bands, in particular for mobile communications, which would facilitate ubiquitous and affordable access.	N

C7.   ICT applications

20.   ICT applications can support sustainable development, including in the fields of public administration, business, education, health, employment, environment, agriculture and science. Examples for action include:

E-government	Level
a) Develop policy guidelines on e-government at local, national and regional levels. [32 a]	N, R
b) Formulate and implement e-government strategies aimed at innovating and promoting transparency in public administration and democratic processes, improving efficiency, and strengthening relations with citizens. [32 c]	N
c) Support, international co-operation initiatives, in the field of e-government, in order to enhance transparency, accountability and efficiency. [32 b]	R, I
d) Develop national e-government initiatives, at all levels, adapted to the needs of citizens and entrepreneurs, to achieve a more efficient allocation of resources and public goods.	N

E-business	Level
a) Governments and international organizations, together with the private sector, should promote the benefits of international trade and the use of e-business, and promote the use of e-business models in developing countries. [33 a]	I
b) Through the adoption of an enabling environment, and based on widely available Internet access [and a broadband infrastructure,] Governments should seek to stimulate private investment, new applications, content development and to foster public/private partnerships. [33 b]	N, R, I
c) Government policies should favour assistance to, and growth of SMMEs, both in the ICT industry and elsewhere, as well as their entry into e-business, to stimulate economic growth and job creation as an element of a strategy for poverty reduction through wealth creation. [33 c]	N
E-learning (see section C4)	
E-health	**Level**
a) Strengthen institutional partnerships, with the participation of multilateral organizations, in using ICTs to improve the flow of reliable, timely and high-quality health information and in support of healthcare services. [35 b]	N, R, I
b) Facilitate access to the world's medical knowledge and locally-relevant content resources for strengthening public health research and prevention programmes and promoting women's health, such as content on sexual and reproductive health and sexually transmitted infections, and for priority diseases including HIV/AIDS, malaria and tuberculosis. [35 c]	N, R, I
c) Monitor and control the spread of dangerous and contagious diseases, and provide alerts, through the creation of a common information system.	N, R, I
d) Promote the development of international standards for the exchange of health data, taking due account of privacy concerns. [35 e]	N, R, I
e) Encourage the adoption of ICTs to improve and extend health services to remote and underserved areas and vulnerable populations, recognising women's roles as health providers in their families and communities. [35 a]	**N, R, I**
f) Strengthen and expand ICT-based initiatives for providing medical and humanitarian assistance in disasters and emergencies. [35 d]	N, R, I
E-employment	**Level**
a) Promote best practice and labour standards, and where appropriate new labour standards, for all workers including e-workers and e-employers, built on principles of social justice and gender equality, and in compliance with relevant ILO Conventions. [36 a]	N, R, I
b) Promote new ways of organizing work and business with the aim of raising productivity, growth and well-being through investment in information and communication technologies and human resources. [36 b]	N, R, I
c) Promote teleworking to allow citizens, particularly in the developing countries, to live in their societies and work anywhere, and to increase employment opportunities for women, and for those with disabilities. [36 c]	N, R, I
E-environment	**Level**
a) Governments, in cooperation with other stakeholders, should seek to maximize the use of ICTs as an instrument for environmental protection and the sustainable use of natural resources. [37 c]	N
b) Government and the business community should initiate actions and implement projects and programmes for the environmentally safe disposal and recycling of discarded ICT hardware and parts. [37 d]	N, R, I
c) Establish monitoring systems, using ICTs, to forecast natural disasters, to monitor environmental impact, including of global warming, and to prevent man-made disasters, particularly with regards to the needs of Small Island Developing States. [37 a+b]	N, R, I
E-agriculture	**Level**
a) Ensure the systematic dissemination of information using ICTs on agriculture, animal husbandry, fisheries, forestry and food, in order to provide ready access to comprehensive, up-to-date and detailed knowledge and information, particularly in rural areas. [38 a]	R, I
E-science	**Level**
a) Ensure that all universities and research institutions have affordable and reliable high-speed	N

Internet connections to support their critical role in information and knowledge production, education and training, and to support the establishment of partnerships, cooperation and networking between these institutions.	
b) Promote electronic publishing, differential pricing and open access initiatives to make scientific information affordable and accessible in all countries on an equitable basis. [39 c]	N, R, I
c) Promote the use of peer-to-peer technology to share personal scientific knowledge and pre-prints and reprints written by scientific authors who have waived their right to payment. [39 a].	N, R, I

C8. Cultural [identity] and linguistic diversity and local content

21. The promotion of cultural and linguistic diversity enriches the information society and fosters dialogue among cultures.

Policy framework for the Information Society	Level
a) Create policies that support the protection, promotion and enhancement of cultural diversity and cultural heritage within the Information Society. This includes safeguarding the cultural heritage as a common trust, keeping it accessible as a living part of today's culture and developing standards for its preservation, enhancement, and exploitation, making full use of the potential of ICTs. [40 a, i]	N, I
b) Support efforts [to develop an international framework] for the preservation of digital heritage, including developing systems for ensuring continued access to archived digital information and multimedia content in trusted digital repositories, and support archives and libraries as the memory of humankind. [41 e]	N, R, I
c) Develop and implement policies that preserve and promote diversity of cultural expression and indigenous knowledge and traditions through the creation of varied information content and the digitization of the educational, scientific and cultural heritage. [40 a ii]	N, R
d) Develop national policies and laws to ensure that libraries, archives, museums and other cultural institutions can play their full role of content—including traditional knowledge—providers in the information society, more particularly by providing continued access to recorded information. [41 d]	N
e) Local authorities should support local content development, translation and adaptation, digital archives, and diverse forms of digital media. These activities can also strengthen local and indigenous communities. [41 c]	N
Information Society for Citizens and Development	**Level**
a) All citizens should be provided access to radio and television services, which meets their need for content that is relevant to their own cultures and languages. [40 c]	N, R
b) Through public/private partnerships, foster the creation of varied local and national information content, available in the mother tongue of users, thereby helping to preserve and disseminate local and national culture, language and natural heritage, and to safeguard family and community cohesion. [41 a]	N
c) Foster, through public-private partnerships, the creation of local and national cultural content and give recognition and support to ICT based work in all artistic fields.	N, R, I
d) Strengthen programmes focused on gender-sensitive curricula in formal and non-formal education for all and enhancing communication and media literacy for women so as to build the capacity of girls and women to develop ICT content. [41 h]	N
e) Nurture the local capacity for the development and marketing of software in local languages, as well as content that is relevant to different segments of population, including non-literate, especially in developing countries and countries whose economy is in transition. [41 b]	N
f) Give support to media based in local communities and support projects combining the use of traditional media and new technologies for their role in facilitating the use of local languages, for documenting and preserving local heritage, including landscape and biological diversity, and as a means to reach rural and isolated communities. [41 f]	N
g) Enhance the capacity of indigenous peoples to develop content in their own language.	N, R
Tools for implementation	**Level**
h) Governments, through public/private partnerships, should promote technologies and R&D programmes in such areas as translation, iconographies, voice-assisted services and the	N, R, I

development of necessary hardware and software, such as standard character sets, language codes, electronic dictionaries, terminology and thesauri, multilingual search engines, machine translation tools, internationalised domain names, content referencing as well as general and application software. [40 b]	

[C9. Media

22. The media plays an important role in the Information society and is an essential requirement for freedom of expression and a guarantee of the plurality of information.

Policy framework for the Information Society	Level
a) Encourage the media—print and broadcast as well as new media—to continue to play an important role in the Information Society.	N, R, I
b) Governments should [encourage][preserve or develop legislation that guarantees]the independence and plurality of the media. 42 a	N
c) Take appropriate measures—consistent with freedom of expression—to [combat][limit exposure to] obscenity in media content and to prevent abusive uses of ICTs. 42 g	N, R, I
Information Society for Citizens and Devebpment	**Level**
a) Encourage media professionals in developed countries to establish partnerships and networks with the media in developing ones, especially in the field of training. 42 d	N, R, I
b) Promote balanced and diverse portrayals of women by the media. 42 f	N, R, I

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[C10. Ethical dimension of the Information Society

23. The information society should be subject to universally held values and seek to promote the common good and to prevent abusive uses of ICTs.

Information Society for Citizens and Development	Level
a) All actors in the Information Society should seek to promote the common good, protect privacy and prevent the abusive uses of ICTs[, such as acts of racial discrimination, xenophobia, and paedophilia]	N, R, I

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C11. International and regional cooperation

24. Close international cooperation among all stakeholders in all aspects of the information society is vital. Advantage should be taken of the opportunities offered by international and regional institutions and the UN Regional Commissions.

Policy framework for the Information Society	Level
a) Governments of developing countries should raise the relative priority of ICT projects in requests for international cooperation and assistance on infrastructure development projects from developed countries and international financial organizations. [44 b]	N, R, I
Information Society for Citizens and Development	**Level**
b) Within the context of the UN's Global Compact and building upon the UN Millennium Action Plan, build on and accelerate public-private partnerships, focussing on the use of ICT in development. [44 c]	I
c) Invite multilateral organizations to mainstream ICTs in their work programmes and to assist developing countries and countries with economies in transition to prepare action plans to support the fulfilment of the goals indicated in the declaration of principles and in this plan of action. [18 a]	I

[D Financing
25.   Realizing the ambitious actions in this action plan requires strong commitment by all stakeholders.

Actions	Level
a) Create a digital solidarity fund. The international community is called upon to provide technical and financial cooperation at both the multilateral and bilateral levels, in particular with a view to giving the opportunity to less developed countries to create their ICT infrastructure [48 b)]	I
b) It is proposed to organize, by 2005 at the latest, a donors' roundtable for the purpose of mobilizing the necessary financial resources.	I
c) The international community is called upon to respond appropriately through technical and financial cooperation at both the multilateral and bilateral levels to the relative priority given by LDCs to the development of their ICT infrastructure.	I
d) The private sector should be encouraged to provide ICT goods and services at preferential conditions for specific categories of users, notably not-for-profit organizations directly involved in poverty alleviation.	N, R, I
e) ICTs should be fully mainstreamed into strategies for Official Development Assistance (ODA) through more effective donor information-sharing and co-ordination, and through analysis and sharing of best practices and lessons learned from experience with ICT-for-development programmes.	N, R, I
f) The Monterrey Consensus adopted by the International Conference on Financing for Development recognized that the resources necessary for development must be generated from both domestic and international sources. Developing countries are encouraged to create domestic conditions that are conducive both to generating domestic and attracting international resources and to using these resources effectively for development. For their part, developed countries are encouraged both to provide the additional resources they signalled at the Conference and work towards creating an international environment that is more conducive to development.	N, R, I
g) The unsustainable debt burden should be reduced through debt relief and, as appropriate, debt cancellation.	N, R, I
h) Developed countries that have not already done should make concrete efforts to fulfil the target level of 0.7 per cent of their Gross Domestic Product as ODA, and the target of earmarking 0.15-0.20% for LDCs.	N, I
i) In developing countries, a mechanism should be established to finance universal access (such as a universal access fund) in order to narrow the digital divide, especially in rural areas.	N, I
j) Financial support should be provided for the preparation of e-strategies and development projects at the national, regional and international levels.	N, R, I
46 g) International organisations and the donors' community should co-ordinate and find synergies to optimise funds and resources for e-Government projects.	I

26.   [10] The Information Society must serve the interests of all nations and all the people of the world, in a manner that secures their fair, balanced and harmonious development. This will require specific actions to assist the most vulnerable countries and communities:

Actions	Level
10 a) Establishing an international fund to finance the initiation, study and implementation of ICT projects in rural areas, particularly in the Least Developed Countries (LDCs), within three years (2006).	I
10 b) Establishing, particularly in the LDCs, multipurpose access points in order to provide a wide range of e-services/applications in rural areas.	R, I

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E)   Implementation
27.   A realistic international performance monitoring and benchmarking (both qualitative and quantitative) exercise, through comparable statistical indicators *and research programmes*, should be developed to follow up the implementation of the objectives, goals and targets in the action plan.

Actions	Level
a) In cooperation with the countries concerned, develop and launch a composite ICT Development (Digital Opportunity) Index. It could be published annually, or every two years, in an ICT Development Report. The index could show the statistics while the report would present analytical work on policies and their implementation, depending on national circumstances, including gender analysis. [45 a)]	I
b) Appropriate indicators and benchmarking, including community connectivity indicators, should clarify the magnitude of the digital divide, in both its domestic and international dimensions, and keep it under regular assessment, and tracking global progress in the use of ICTs to achieve internationally agreed development goals, including those of the Millennium Declaration and the Istanbul Action Plan. [45 b)]	N, R, I
c) Gender-specific indicators on ICT use and needs should be developed, and measurable performance indicators should be identified to assess the impact of funded ICT projects on the lives of women and girls. [11 + 45 c)]	N, R, I
d) Develop and launch a website on good practices and success stories, based on a compilation of contributions from all stakeholders, in a concise and compelling format. The website could be periodically updated and turned into a permanent experience-sharing exercise. [45 e)]	N, R, I
e) All countries and regions should develop their statistical infrastructure and provide high-quality, independent, and accessible statistical information on the Information Society, with basic indicators and analysis of its key dimensions. Priority should be given to setting up coherent and internationally comparable indicator systems. 45 f)	N, R

[**F) Towards WSIS phase 2 (Tunis)**

28. To take advantage of the unprecedented win-win situation that an Information Society can yield, concrete action and global commitment are now required. During the **second phase of the WSIS**, in Tunis, actions to be undertaken could include:

Actions	Level
a) Elaborate a Charter of digital solidarity for the Information Society 48 a)	I
b) Develop, for presentation at Tunis in 2005, a Framework Document for Information Society Measurements and Analysis. 48 c)	I
c) Measure progress in implementing the plan of action since the first phase. 48 d)	N, R, I
d) Elaborate regional action plans. (48 e)	R

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