

International Telecommunication Union  
World Summit on the Information Society

2011

ITU Contribution  
to the Implementation of the  
WSIS Outcomes

[www.itu.int/itu-wsis](http://www.itu.int/itu-wsis)

2012

2013

2014

2015



World Summit Geneva 2003  
Tunis 2005  
on the Information Society  
Turning targets into action





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**Background:** This report reflects contributions from all Sectors and the General Secretariat on the activities implemented from PP-10 (October 2010) to Council-11 (October 2011) with reference to the WSIS implementation and follow-up. Information on ITU activities related to WSIS may be referred to at [www.itu.int/itu-wsis](http://www.itu.int/itu-wsis)

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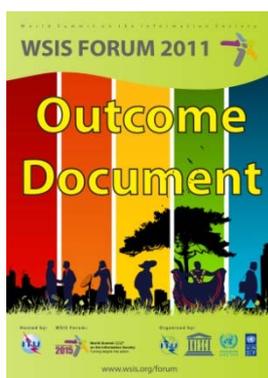


## I. Introduction

1. As stated in the Strategic Plan of the Union (2012-2015), adopted by PP-10, the implementation of the outcomes of the World Summit on the Information Society (WSIS) continues to be one of the priorities of the Secretary-General of the International Telecommunication Union (ITU).
2. At the **policy level**, PP-10 strengthened the Union's mandate in relation to the implementation of WSIS outcomes and agreed on the roadmaps for ITU's activities in its role as the sole facilitator for WSIS action lines C2, C5 and C6 in the implementation of WSIS up to 2015. Roadmaps are detailed plans to guide progress towards achieving the WSIS goals. The Dedicated Group on International Internet-related Public Policy Issues was created and tasked to identify, study and develop matters related to international Internet-related public policy issues. In 2009 ITU Council Resolution 1305 recognized the scope of work of ITU on international internet-related public policy matters, represented by topics listed in the resolution.
3. At the **operational level**, ITU has been carrying out the tasks assigned by the WSIS Outcomes Documents, in particular, in its capacity as:
  - a) Leading facilitator (along with UNESCO and UNDP) in coordinating the multi-stakeholder implementation of the *Geneva Plan of Action*.
  - b) Facilitator of Action Lines C2 (Information and communication infrastructure) and C5 (Building confidence and security in the use of ICTs); Upon the UNDP's request the ITU accepted to play the role of the Facilitator of Action Line C6 (Enabling Environment) on a temporary basis.
  - c) Co-facilitator of Action Lines C1, C3, C4, C7 and C11; and partner for AL C8 and C9.
  - d) Rotating chair of the United Nations Group on Information Society.
  - e) Implementation of other WSIS outcomes.
4. The **three Sectors** of the Union (Standardization, Radiocommunication and the Development Sector) and the General Secretariat have carried out major initiatives and activities that enhance the WSIS outcomes.
5. Within ITU, the effective coordination of ITU's strategies and activities in relation to WSIS has been ensured by a **WSIS Task Force** chaired by the Deputy Secretary-General.
6. This document is divided into 4 sections, following the introduction the second one provides an overview of the WSIS implementation activities undertaken since PP-10 by the ITU, the third section highlights forums, innovative initiatives and informs about the planned future activities to ensure the full implementation of the WSIS outcomes. The final section provides conclusions of the report.

## II. Overview of ITU activities undertaken since PP-10 in the context of WSIS implementation

### (a) Leading facilitator (along with UNESCO and UNDP) in organizing the multi-stakeholder implementation of the *Geneva Plan of Action*.



7. In 2011, ITU hosted the [WSIS Forum 2011](http://groups.itu.int/wsisis-forum2011/Agenda/OutcomeDocument.aspx), from 16 to 20 May, which was jointly organized by ITU, UNESCO, UNCTAD and UNDP. This event built upon the tradition of the annual WSIS May meetings, and its new format is a result of open consultations with all WSIS Stakeholders. The five day forum comprised of high-level panels, WSIS Action Lines meetings, thematic workshops, and various platforms for networking and initiation of partnerships. The WSIS Forum 2011 Outcome Document is available at: <http://groups.itu.int/wsisis-forum2011/Agenda/OutcomeDocument.aspx>

8. In line with Paragraph 109 of the Tunis Agenda, ITU, along with UNESCO and UNDP, plays a leading facilitating role in the implementation of the Geneva Plan of Action. The annual meeting of Action Lines Facilitators was held on 20<sup>th</sup> of May 2011 as an integral component of the WSIS Forum, with three main objectives: exchange of information among facilitators and other stakeholders; identification of issues that needed improvement; and discussion of the modalities of reporting and the overall implementation process.

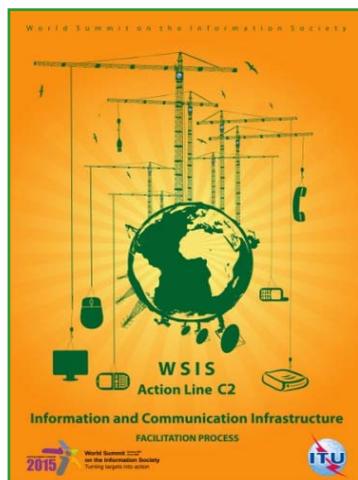


9. With aim of ensuring inclusiveness in the preparatory process of the [WSIS Forum 2011](http://groups.itu.int/wsisis-forum2011), in November 2010 the ITU facilitated amongst the organizers the launch of an Open Consultative Process on the thematic focus and format of the forum. Building upon this good practice of the open consultations a similar preparatory process for WSIS Forum 2012 was launched on 11 October 2011.

### (b) Facilitator of the WSIS Action Lines C2, C5, C6

#### Action Line C2: Information and Communication Infrastructure

10. Within the framework of the existing resources and given mandate, as well as in line with the Geneva Action Plan the ITU carries out several activities with regard to the WSIS Action Line C2 Plan of Action. These are oriented toward six domains as follows (1) Promotion of National ICT-Strategies; (2) Harmonization of the ICT policies in different regions; (3) Development of regional and large-scale national initiatives; (4) Launch of global thematic ICT infrastructure initiatives; (5) Development of a virtual financing platform and (6) Deployment of an online tool for ICT development assessment.



The 6<sup>th</sup> Facilitation Meeting on Action Line C2 was held in Geneva on 16 May 2011 as an integral part of the WSIS Forum 2011. Based on proposals received during the WSIS multi-stakeholder open consultation process, the theme for the Action Line Facilitation meeting was “Broadband Infrastructure for connecting the unconnected”. The Facilitation Meeting mainly discussed the following aspects, confirming the importance of sharing experiences and knowledge in order to expand the broadband connectivity in rural and remote areas: (1) Evolution of new telecom services in the next 10 years, (2) Importance of standardization for Broadband Wireless Access, (3) Importance of standardization for low cost, safe and efficient electrical supply, (4) Successful story of broadband infrastructure development, (5) Role of administration for providing broadband in rural and remote areas, (6) Cost effective Infrastructure and simplicity of network, (7) Social Impact of Broadband.

11. The Stocktaking Database is used as an effective tool for the exchange of information on the projects in relation to the implementation of Action Line C2. More information on WSIS Stocktaking can be found at [WSIS Stocktaking Information System](#).
12. With the aim of mobilizing additional funds and new partnerships to attain the WSIS goals including the development of infrastructure ITU initiated the [Connect Summit](#) series in 2007. Building upon the success of its first Summit, Connect Africa, held in Kigali, Rwanda, in October 2007, 2007 that resulted in commitments of 55 billion US Dollars from various stakeholders, ITU organized the second Summit, [Connect CIS](#) with partners on 25-27 November 2009
13. In Minsk, Belarus, the Summit gathered 353 participants from 18 Member States (10 from CIS Region), including five Heads of State (Republic of Armenia, Republic of Belarus, Republic of Kazakhstan, Kyrgyz Republic and Republic of Tadjikistan) and Government and one First Deputy Prime Minister. The administrations of 10 countries from the region were represented, including 7 at the Ministerial level. Some 40 leading ICT companies, development banks, international organizations and other stakeholders participated in the Summit. The Presidents (Heads of State) addressed participants of the Summit in a special session entitled, “Leaders Statements and Summit Declaration: Towards a Sustainable Information Society”, in which each President (Head of State) outlined their vision for the Summit and pledged their full support to the Connect CIS Initiative. The Summit concluded with the [Connect CIS Declaration](#).
14. Within the framework of the Connect the World initiative the ITU launched several initiatives relevant for the WSIS Action Line C2, including [Wireless Broadband Partnership](#), [Connecting Villages Initiative](#), [Connect a School](#), [Connect a Community](#).
15. Under the [Connect a School](#), [Connect a Community](#) initiative to improve access to broadband in schools and to enable them to serve as community ICT centers, ITU implemented a project in the Americas Region that initiated development of an online toolkit to share best practices with ITU



Members on policies and regulation to promote school connectivity and low cost computing device programmes for schools. Through a related project funded by the Kingdom of Saudi Arabia, the online platform for the toolkit and its repository of training materials for community ICT centres was finalized and three additional modules for the toolkit developed: providing ICT for indigenous peoples; using ICTs to promote education and job training for persons with disabilities; and community ICT centres for the promotion of the economic and social empowerment of women. Ten sets of training materials are also available online for free access by community ICT centres, focusing on the digital inclusion of rural users, indigenous peoples and women. The training materials for women have been tested in the Philippines and Bhutan.

16. ITU has provided advice to 3 Member States in developing national school connectivity plans (Mauritania, Tanzania and Nicaragua where ITU also connected five model schools with community ICT centres; Nicaragua now plans to connect several hundred schools in 2011 including with school-based community ICT centres) and is implementing projects, including in Mauritania, Niger and Tanzania, funded through a EUR 500'000 donation by France to equip and connect schools as community ICT centres. In addition, ITU is implementing a School Connectivity project of CHF1,000,000 for Comoros, Lesotho,, Sri Lanka, Sierra Leone and Tanzania. In order to facilitate building wireless broadband in the developing and the least developing countries in the Asia Pacific countries, ITU has implemented the "Master plan for wireless broadband in ASP" project since January 2011. The objective of this project is to assist the Asia and Pacific countries in developing their own wireless broadband master plan which will eventually provide access to broadband supported services and applications at rates that are affordable and comparable to those in developed countries. The project was funded by Korea and ITU. ITU has selected four beneficiary countries (Myanmar, Nepal, Samoa, Vietnam) and the experts have assisted to make the master plan for 4 countries.



17. Wireless Broadband Access Networks, ITU-McCAW Foundation-Partners: As a follow-up to the Connect Africa Summit, the ITU/Craig and Susan McCaw Broadband Wireless Network project for Africa is implementing Broadband wireless networks and developing ICT applications to provide free or low cost digital access for schools and hospitals, and for underserved populations in rural and remote areas in selected countries. The expected outcome of the project will include:
  - Deployment of Wireless broadband infrastructure for identified areas in selected countries in Africa;
  - Development of ICT applications
  - Training local experts on the operation of deployed wireless communication Network.
  - Development of national ICT broadband network plan for entire territory of the beneficiary countries.
18. The ITU continues to encourage the agencies responsible for development aid and assistance to attach importance to ICTs in the development process and to accord a high priority for resource allocation to this sector. To this end, ITU approaches potential donors to encourage them to join ITU's connectivity initiatives

19. The ITU organized (a) the [Pacific ICT Ministerial Forum](#) with the theme of “Connecting the Unconnected” in Tonga on 19-20 February 2009 preceded by a senior officials meeting on 17-18 February 2009. Several potential offers and projects were discussed that aimed to improve connectivity in the Pacific. The Forum adopted a [Communique](#) that aimed to make available and accessible to all the benefits of new technologies, especially Information and Communication Technologies to all. (b) the Tonga Declaration from the Pacific Regional ICT Ministers’ Meeting in June 2010 in Tonga, which endorsed the Framework for Action on ICT for Development in the Pacific (FAIDP); (c ) the recent Special Pacific Information and Communication Technology (ICT) Ministerial Forum Communiqué, Noumea, New Caledonia, 11 April 2011. For communiqué for the Pacific Islands please see:  
<http://www.itu.int/ITU-D/asp/CMS/Events/2011/PacificMinisterial/Communique2011.pdf>
20. The ITU successfully organized the Sub-regional Telecommunication Ministerial Forum for Cambodia, Lao PDR, Myanmar and Vietnam (CLMV) on 11-12 December 2009 in Vietnam with active participation from the business and government sector, such as the Australian Government, as well as sub-regional and global development partners. Focusing on the theme: “Towards an ICT-strengthened and connected CLMV Subregion”, the Forum issued a Communiqué which called on ITU and concerned parties to plan and implement initiatives announced during the Forum focusing on capacity building, public private partnership and enabling policy and regulatory frameworks.
21. The ITU organized five ITU Regional Development Forums in 2009, and five in 2010 one for each Region, and developed training materials in close collaboration with TSB and BR, for bridging the standardization gap and fostering the implementation of Next Generation Networks and Broadband Networks for developing countries as well as for addressing the transition from Analogue to Digital Terrestrial Television Broadcasting in developing countries
22. In addition the ITU carries out several activities as implementer of the WSIS Action Line C2, through its programmes and projects, for instance:
  - Connecting Remote/Outer Islands in the Pacific, ITU and Andorra Telecom;
  - ICT Applications and Satellite Diversity: Pacific Island States, ITU;
  - Rural Telecoms, ICT Services and Entrepreneurship Development, RSA-ITU-UPU. The project aims to activate the information market in rural and remote areas, using new technologies, and developing entrepreneurs at various levels of operation and services. We are currently working in Tanzania, Zambia and Mozambique. Post Offices are an integral part of this approach.;
  - Feasibility Study on Digital Broadcasting Roadmap in Africa and Asia Pacific, ITU-Republic of Korea;
  - Feasibility Study for the Implementation of Broadband Infrastructures in Africa and Asia Pacific, ITU and partners;
  - Harmonization of policies and guidelines for the ICT market and human/institutional capacity building in the field of ICT in three regions (Sub-Saharan countries, Caribbean countries, Pacific Island States), European Commission;
  - Implementation of the cooperation agreement signed between ITU and One Laptop Per Child (OLPC) to connect and educate children; and

- Under Special Assistance to LDCs, ITU provided assistance in establishing IXPs, for instance in Afghanistan and Haiti;
  - A Telecom Network Planning Manual for evolving network architectures (versions 4 and 5) to be used to facilitate the planning of network architectures and the transition to the Next Generation Networks;
  - ITU-D has made available a computer program to assist the Administrations of developing countries in performing their spectrum management responsibilities more effectively. This program is known as SMS4DC (Spectrum Management System for Developing Countries). The SMS4DC provides assistance on technical and regulatory procedures for managing spectrum allocated to the Land Mobile, Fixed and Broadcasting services, in full compliance with the relevant ITU recommendations. It includes the use of an open-source global digital terrain map. The software is designed for easy upgrade to accommodate revised ITU procedures and regulations. SMS4DC is intended to be a low-cost, entry-level spectrum management system; however, it is a very complex software tool with many technical features and functions.
  - Direct assistance was provided to Mali, Georgia, Kyrgyzstan, Moldova, Bhutan and Nepal in planning the countries' broadband infrastructure by making use of appropriate planning tools.
  - Guidelines for building Test Labs for conformance and interoperability of equipment and systems in developing countries are under finalization. They will be ready by the end of 2011
  - Assistance to Serbia for reinstating their broadcasting network as requested by PP Resolution 126.
  - Please see Annexure 1 for a list of all BDT Projects initiated since 30<sup>th</sup> September 2010 in the area of action line C2.
23. Furthermore, as mandated by its Membership within the framework of the Regional Initiatives, ITU develops a number of the large scale regional projects focusing on 28 regional initiatives facilitating development of the information and communication infrastructure in Africa, Arab, Asia-Pacific, Americas, Commonwealth of Independent States Regions and Europe. More information on these projects as well as the other projects can be found [ITU-D Projects webpage](#).
24. In the implementation of Action Line C2, ITU continues to be at the forefront of providing global standards for telecommunication. Between the period 1 Nov. 2010 – 14 Sept. 2011, ITU-T approved 208 ITU-T Recommendations (123 Recommendations, 72 amendments/corrigenda and 13 Supplements) to ITU-T Recommendations.
25. ITU standardization activities related to Next Generation Networks (NGN) continues on signalling protocols for QoS resource control, security, multimedia services over NGN, fixed-mobile convergence, service level requirements and architectural framework to provide new services based on Internet Protocol Television (IPTV). A key ITU-T Recommendation outlining objectives and design goals for future networks was approved in May 2011. New elements including mobility, content delivery, access, for service providers and identity management services were added to a key NGN architecture Recommendation.
26. ITU-T Study Groups focused on several subjects directly relevant to ICT infrastructure development, including the following: transport and access networks; security; home networks, cloud computing; and emergency telecommunications. A Global Standards Initiative on Internet

- of Things (IoT-GSI) will act as an umbrella for IoT standards development worldwide. Two draft Recommendations: IoT-overview and IoT-terminology are being developed.
27. New standards that will enable cost-effective smart grid applications such as distribution automation, smart meters, smart appliances and advanced recharging systems for electric vehicles were consented. In addition the first meeting of the FG Smart - Focus Group on Smart Grid was held.
  28. WTSA-08 approved, among others, Resolution 76 on Conformance and Interoperability testing to help in increasing probability of interoperability as requested by developing countries. ITU-T organized four IPTV interop events (July, September, December 2010 and July 2011) and a home networking interop event was held in the week of 23-27 May 2011 in Geneva. An [ITU Regional Seminar for the Africa Region on Conformance and Interoperability Testing Centre\(s\)](#) was held in Accra, Ghana, 4-6 July 2011.
  29. WTDC-10 approved Resolution 47 on enhancement of knowledge and effective application of ITU Recommendations in developing countries, including conformance and interoperability testing of systems manufactured on the basis of ITU Recommendations. A set of guidelines on building testing labs for conformance and interoperability of equipment and systems in developing countries is under development and will be published in early 2012. The guidelines will include the following topics: the process required for building testing labs; a site analysis (e.g. existing testing labs, knowhow); an economical analysis; financing opportunities; collaboration mechanisms; best practices; reference standards and ITU Recommendations. A questionnaire to collect information from ITU Members on the status of Conformance and Interoperability of Equipment and Systems was sent. Questionnaire and analysis of the received replies are available [here](#).
  30. Resolution 176 (Guadalajara, 2010) instructed the Directors of the three Bureaux to collect and disseminate information concerning exposure to electromagnetic fields (EMF), including on EMF measurement methodologies, in order to assist national administrations, particularly in developing countries, to develop appropriate national regulations. It asks the Director of the Telecommunication Development Bureau, in collaboration with the Directors of the Radiocommunication Bureau and Telecommunication Standardization Bureau to ascertain the requirement for, and as appropriate conduct, regional seminars and workshops in order to identify the needs of developing countries and to build human capacity in regard to measurement of EMF related to human exposure to these fields. The Bureaux have already taken concrete measures to move the work on this new Resolution forward within the framework of TU-T SG5 Questin 3/5, ITU-D Question 23/1 and ITU-R WP1/C with organizing workshops, starting development of Guidelines and measurement methods.
  31. With regard to radiocommunications, some areas that are being actively studied are: wireless internet access (terrestrial and satellite broadband), emergency radiocommunications (to support disaster prediction, detection, mitigation and relief), remote sensing systems (for providing information on environment control and climate change) and digital broadcasting (to help bridge the digital divide).

### Action Line C5: Building Confidence and Security in the use of ICTs

32. A fundamental role of ITU, following the World Summit on the Information Society (WSIS) and the 2006 ITU Plenipotentiary Conference, is to build confidence and security in the use of ICTs.
33. To facilitate discussions on work carried out in the area of cybersecurity under AL C5, the [AL C5 Facilitation Meeting](#) and a [High-Level Panel on Cybersecurity](#) were held during the WSIS Forum in May 2011. Moreover, this year, ITU in collaboration with the United Nations Department of Economic and Social Affairs and the Inter-Parliamentary Union, organized the [Fourth Parliamentary Forum](#) on “**The Triple Challenge of Cyber-Security: Information, Citizens and Infrastructure**”. The Forum focused on the representative, law-making and oversight responsibilities of members of parliaments in the area of cyber-security.
34. The ITU [Global Cybersecurity Agenda](#) (GCA), launched in 2007, continues to provide the framework within which the international response to the growing challenges to cybersecurity can be coordinated and addressed in response to its role as Facilitator for ALC5.
35. Within the framework of the GCA, ITU has continuously strengthen the collaboration with IMPACT. As of today, 130 countries are already members of the ITU IMPACT and a wide range of activities have been built upon five strategic pillars of the GCA framework.
36. The complementary nature of existing ITU work facilitates the implementation of ITU-D, ITU-T, and ITU-R activities in this domain and the following actions have been undertaken and achievements have been reached out.



#### 1) Legal Measures

37. Following the publications of the ITU-D [Understanding Cybercrime: A Guide for Developing Countries](#), and the [Toolkit for Cybercrime Legislation](#) in May 2009, activities have been carried out to facilitate the international harmonization of different cybercrime laws. In May 2011, ITU and UNODC signed an MoU to collaborate globally on assisting Member States in mitigate the risks posed by cybercrime with the objective of ensuring secure use of Information and communication technologies. The MoU enable the two bodies to work together on technical assistance to be provided to Member States on cybercrime and Cybersecurity, making available the necessary expertise and resources to facilitate the establishment of legal measures and legislative frameworks at national level, within the principle of international cooperation, for the benefit of all countries in the world.

## 2) Technical and Procedural Measures

38. In order to identify cyberthreats and countermeasures to mitigate risks, ITU-T has developed an overview of security requirements, guidelines for protocol authors and specifications for IP-based systems. ITU-T also provides an international platform for the development of the protocols that protect current and Next Generation Networks (NGN). ITU-T's work on secure communication services reviews enhancements to security specifications for mobile end-to-end data communications and considers security requirements for web services and application protocols.
39. ITU-T Study Group 17 (SG17) is the lead study group on telecommunication security and identity management with its role being reinforced by WTSA-08 Res. 50 and 52. SG 17 is also working on the implementation of WTSA-08 Res. 58 to "Encourage the creation of national Computer Incident Response Teams, particularly for developing countries" and is following Resolution 130 of the Plenipotentiary Conference. Study Group 17 is developing security standards in the area of cybersecurity, anti-spam, identity management, X.509 certificates, information security management, ubiquitous sensors networks, telebiometrics, IPTV security, virtualization security towards cloud computing security, and security architecture and application security, often in cooperation with external SDOs and Consortia. SG17 is also working on an international trust framework for digital identity management, which is a fundamental building block to all cybersecurity, online commerce, and child online protection. Two new Recommendations that counter spam and other unsolicited communications through an interactive gateway system were approved. In addition the use and application of the extended validation certificates as put forward in a new Recommendation will provide enhanced security to Internet users. Two new draft Recommendations have been matured that address the security aspects of "ubiquitous sensors in networks". A suite of global technical standards (CYBEX) that provide a common framework for exchanging information on cybersecurity was approved. A workshop in December 2010, addressed security challenges and was held alongside an Identity Summit and a series of tutorials on relevant topics. ITU-T also saw new and ongoing security and identity management standardization work in the area of cloud computing and virtual service platforms.
40. ITU-R's work in radiocommunication standardization continues, matching the constant evolution in modern telecommunication networks. ITU-R established clear security principles for IMT-2000 (3G) networks. It has also issued recommendations on security issues in network management architecture for digital satellite systems and performance enhancements of transmission control protocol over satellite networks.
41. As part of ITU's collaboration with the International Multilateral Partnership Against Cyber Threats (IMPACT), the [Global Response Centre \(GRC\)](#) plays a pivotal role in realizing the GCA objective of putting technical measures in place to combat new and evolving cyberthreats.

## 3) Organizational Structures

42. Access to the ITU IMPACT Global Response Centre (GRC) has been provided to the nominated cybersecurity technical focal points of Member States
43. Watch and warning systems and incident response are essential in responding to cyber attacks. ITU-D, through its partnership with IMPACT, is working with Member States to identify their specific cybersecurity needs and to assist relevant national, regional and international organizations in implementing related activities.

In light with WISA 08, WTDC 10 and PP 10 Resolutions, ITU has started to undertake activities aimed at facilitating the establishment of strategic structures with national responsibilities, such as Computer Incident Response Teams. Readiness assessments were undertaken in 24 countries, and the implementation phase will start within the Q2 2011. 2012 and PP, 24 countries have been assessed

#### 4) Capacity Building

44. Within the framework of GCA ITU facilitates the implementation and deployment of cybersecurity capabilities necessary to combat cyberthreats.
45. In line with its long tradition of public-private partnership, ITU has signed an MoU with Symantec. ITU will use Symantec's security intelligence, in the form of its quarterly Internet Security Threat Reports, to increase understanding of and readiness for cybersecurity risks.
46. By distributing this report – which captures data from across Symantec's Global Intelligence Network – to interested Member States, ITU aims to help better prepare governments in developing and developed nations alike to respond to the ever-growing risk from malware, cyber attackers and information thieves.
47. To assist Member States who wish to design or revise and review their national approach for Cybersecurity and Critical Information Infrastructure Protection (CIIP), ITU-D has developed the National Cybersecurity Strategy Guide. The *guide* assists Member States in developing their national strategy by examining existing capacity for addressing challenges to cybersecurity and CIIP, identifying requirements and outlining a national response plan.
48. ITU-D is organizing [regional cybersecurity forums](#) for all ITU regions, using these as a capacity-building vehicle for different ITU-D programmes and activities as well as an operational platform for cooperation at the regional and international level
49. In order to build capacity, ITU, through IMPACT's Training and Skills Development Centre, conducts high-level briefings for the benefit of representatives of Member States, providing invaluable exposure and privileged private sector insight on latest trends, potential threats and emerging technologies:
  - a) Trained over 200 cybersecurity professionals and practitioners.
  - b) Deployed 155 training scholarships (SANS Institute & EC-Council) to 29 Member States globally.
  - c) Trained 50 law enforcement officers worldwide on network investigation.

#### 5) International Cooperation

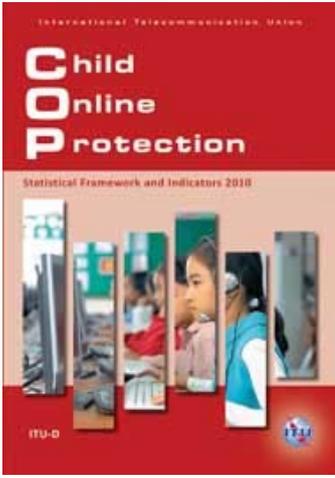
50. The GCA is based on international cooperation and strives to engage all relevant stakeholders in a concerted effort to build confidence and security in the information society.
51. Further reinforcing ITU's efforts in this area, ITU's work and relations with IMPACT continue to gain momentum. ITU-IMPACT is the first cooperative global venture to make available cybersecurity expertise and resources to enable interested Member States to detect, analyze and respond effectively to cyberthreats. Of particular benefit to developing countries and smaller states without the capacity and resources to develop their own sophisticated cyber

response centres, the coalition also benefits technically advanced nations by providing them with a global snapshot of potential and real online threats.

52. At its 20th session, the High Level Committee on Programmes (HLCP) of the United Nations Chief Executive Board for Coordination (CEB) discussed the impact of cyber-crime and cyber-threats. HLCP requested to ITU, in collaboration with UNODC, to organize a meeting of focal points to examine the policy and technology issues together; the meeting took place 1 July 2011 with the participation of some 35 UN agencies.
53. The main objective of the meeting was to develop a harmonized policy framework for the UN system to combat cybercrime and ensure Cybersecurity, and elaborate a possible establishment of one stream of work under the CEB, or a dedicated working group on the policy issues. The summary of the meeting and related proposals was submitted to the HLPC for the September 2011 Session.
54. At the request of the Economic and Social Council of the United Nations, a briefing on Cybersecurity was held for Member States during the General Segment of the Council's meeting at UN Headquarters in New York in July, 2010. The briefing was conducted by the ITU Liaison office to the United Nations.
55. On the 26th September 2011, the Government of Kenya (GOK) and the International Telecommunication Union (ITU) organized an high level Ministerial meeting. The goal of the Ministerial Forum was to provide a platform where Ministerial level participants and other senior experts can discuss issues of mutual interest around the opportunities and challenges to developing countries presented by information and communications technologies. The main topics discussed during the forum were: Broadband and cloud computing; Mobile Internet; and Cyber security and Privacy. The outcomes of the forum have been shared with the sixth IGF from 27th - 30th September 2011.
56. Moreover, during the ITU Telecom 2011, ITU is organizing a roundtable on "New and emerging cyber-threats, Critical Information Infrastructure Protection (CIIP)". The table, composed by leading policy-makers from a number of countries, will represent an opportunity to share some of the experience gained from formulating domestic policy, and brings Ministers' experience to bear on the best ways forward for designing policy frameworks and principles agreed at the global level.
57. To enable information access, dissemination and online collaboration among stakeholders working in cybersecurity, the [ITU Cybersecurity Gateway](#) was revamped in 2010. The feedback received from Member States participating in ITU cybersecurity initiatives (such as IMPACT services) would be incorporated into the Gateway.
58. Within the framework of the GCA and in conjunction with multistakeholder partners and other UN agencies, ITU launched the [Child Online Protection \(COP\)](#) Initiative on 13 November 2008 as



a multistakeholder effort aimed at bring together partners from all sectors of the global community to ensure a safe and secure online experience for children everywhere. The COP Initiative was presented to the ITU Council in 2008 and endorsed by the UN Secretary-General, Heads of States, Ministers and heads of international organizations from around the world.

59. At the Plenipotentiary Conference in 2010, Member States adopted new [Resolution 179, ITU's role in child online protection \(Guadalajara 2010\)](#), seeking to establish a mandate for ITU's work in this area and encourages ITU to continue its COP Initiative as a platform to raise awareness and educate stakeholders on this important issue.
60. In particular, this new Resolution requests the Council to maintain its Working Group on Child Online Protection (CWG-COP) in order to facilitate the membership's input and guidance on ITU's role in child online protection. Accordingly, the third CWG-COP meeting was held on 27 May 2011 and the fourth meeting is scheduled on 7 October 2011.
61. Resolution 179 also instructs the ITU Secretary-General to coordinate ITU activities with other initiatives at the national, regional and international levels, as well as bring this resolution to the attention of the UN Secretary-General with the aim of increasing the commitment of the UN system to child online protection. In line with this, ITU has entered into a new phase of concrete activities under the COP Global Initiative, which was launched by the ITU Secretary-General together with a new COP patron, *H.E. Laura Chinchilla*, President of Costa Rica, in November 2010. Through the COP Global Initiative, high-level deliverables such as *National strategy guidance*, *Interoperable technical standards*, *National hotlines*, *Raising awareness*, and *COP online platform*, were designed based on the five GCA/COP strategic pillars to be achieved by ITU and COP members in collaboration.
- 
- a) ITU has developed and distributed a survey questionnaire, carried out by ITU-D, which addressed a broad range of issues connected to policy and practice in the field of child online safety. This survey aimed to determine the current scope of national policy and legal frameworks related to child online safety across the world. As of September 2011, more than 90 Member States have replied to the detailed survey questions and the latest version of survey results is available at [http://www.itu.int/ITU-D/CDS/gg/COP/display\\_graphs.asp](http://www.itu.int/ITU-D/CDS/gg/COP/display_graphs.asp)
- b) In line with this COP Survey, ITU-D released the [Child Online Protection Statistical Framework and Indicators](#), in November 2010, which is the world's first attempt to provide the overall statistical framework related to the measurement of child online safety, with a particular emphasis on measures that are suitable for international comparison. The proposed structure of ITU's COP Statistical Framework and Indicators will enable Member States to assess the status of child online safety in their countries and identify aspects of child online protection that may require further effort.
- c) The last ITU-T Telecommunication Standardization Advisory Group (TSAG) meeting in February 2011 invited ITU-T Study Group 17 (SG 17, Security) to examine security-related guidelines/standards on child online protection issues. Accordingly, at the special session for Child Online Protection during the [SG 17 meetings in April and August 2011](#), the members agreed: to establish the *Correspondence Group on COP* and continue its research activity; to invite contributions from members of ITU-T SG 17 to its next meeting on the possible scope of activity in this area; and to discuss this issue at the next SG 17 meeting in February 2012.

- d) In order to support and strengthen ITU's activities under the COP Global Initiative, the *COP Special Envoy* was created and *Ms Deborah Taylor Tate*, who is the [WTISD Laureate in 2009](#), became the first COP Special Envoy in May 2011. COP Special Envoys are prominent individuals willing to contribute to ITU's efforts to raise awareness of the objectives and priorities of protecting children online and to do their utmost to support children's online safety.
  - e) ITU has been leading the discussion about protecting children online during the past WSIS Forums. At the WSIS Forum in 2011, ITU organized workshops and meetings on COP, including two thematic workshops: *New challenges to protect children online in the era of non-stop connectivity* and *Child Online Protection in Africa*, and several knowledge exchanges meetings with interested nations and stakeholders. The issue of child online protection was also one of major discussion points during the [AL C5 Facilitation Meeting, High-Level Panel on Cybersecurity](#) as well as the [Fourth Parliamentary Forum](#) on "The Triple Challenge of Cyber-Security: Information, Citizens and Infrastructure".
  - f) In addition, ITU is raising awareness on COP issues through the organization of workshops, forums, strategic dialogues and/or international/regional/national events. In 2011, ITU has been leading the discussion about child online safety by organizing *ITU Workshop for the CIS/Europe region "Integrated aspects of child online protection over the Internet" in Odessa, Ukraine* (February 2011), *Joint COP Workshops at the 6<sup>th</sup> Internet Governance Forum (IGF) in Nairobi, Kenya* (October 2011), *"COP Hands in Workshop: Call to Action" at ITU Telecom World, Geneva* (October 2011), and *ITU Workshop for the Arab region "Policy Advocacy and Capacity Building in Child Online Protection" in Muscat, Oman* (October 2011).
62. The last ITU-T Telecommunication Standardization Advisory Group (TSAG) meeting in February 2011 invited ITU-T Study Group 17 (SG 17) to examine security-related guidelines/standards on child online protection issues, including:
- a) The development of interoperable standards and related recommendations to protect children online. The aim would be to develop a widely shared approach which could be promoted across the whole industry.
  - b) Evaluating what options and possibilities exist for real global coordinated and consistent action to protect children online. Attention should be given to the elaboration of those capabilities (e.g. watch and warning and incident management) that would facilitate the gathering of threats and information sharing among different players.
  - c) Identifying the commonalities that span the different industry sectors (broadcasters, Internet, mobile) with the purpose of developing Codes of Conduct, or code of practices to help ITU Member States collaborate more effectively with the private sector/industry.
  - d) Establish cooperative arrangements between government and the private sector/industry for sharing information and developing specific capabilities aimed at mitigating the risks and extending the potential of ICT usage by children.
63. Accordingly, at the special session for Child Online Protection during the [SG 17 meetings in April and August 2011](#), the members agreed: to establish a *Correspondence Group on COP (April 2011)*; inviting comments on the appropriate scope of the SG 17 in this area; to invite contributions from members of ITU-T SG 17 to its next meeting on the possible scope of activity in this area.

### Action Line C6: Enabling Environment

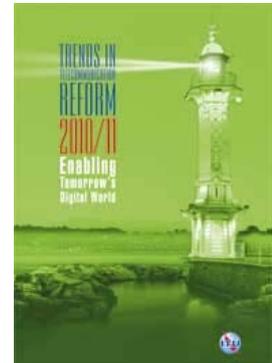
64. Recognizing the strong commitment of ITU's work towards bridging digital divide in the area of the enabling environment, UNDP officially handed over the lead facilitation role on WSIS Action Line C6 to ITU in May 2008. Since then, ITU has been acting as the sole facilitator for this Action Line building upon its regular work carried out within the framework of the ITU-D Programme 3: Enabling environment, in close collaboration with ITU-D Programme 2: Cybersecurity, ICT applications and IP-based network-related issues.
65. ITU organized the 4<sup>th</sup> WSIS Facilitation Meeting in May 2009 with the main task of identifying strategies for further implementation of this Action Line. Stakeholders reached a consensus that a platform for sharing best practices by all stakeholders can be a viable driver of WSIS implementation of the enabling environment for the years to come. For more detail see the [WSIS C6 portal](#) and the [meeting report](#).
66. Following tradition, ITU organized the 6<sup>th</sup> meeting on WSIS Action Line C6 the 16<sup>th</sup> May 2011. The meeting was organized as an interactive panel discussion, involving multiple stake-holders including national governments, regulators, industry, civil society and international organizations. Discussions explored the advantages and challenges of cloud computing technology to governments, industry and other ICT stakeholders, focusing on how it can help companies especially SMEs to reduce their IT costs and governments to provide services to populations at lower costs. The panel addressed the challenges linked to the legal and regulatory issues of cloud computing which are very specific in terms of competition (oligopoly), interoperability, sovereignty, privacy and security.
67. ITU continues to assist Member States and Sector Members in developing a pro-competitive policy and regulatory framework for telecommunications. More specifically, through Programme 3: Enabling environment, the ITU has undertaken numerous activities that foster the development of an enabling environment worldwide including information sharing, creation of tools for effective regulation, national and regional assistance, and creation of training materials and opportunities. Some of these ongoing activities include:



68. ITU-R continues to prepare for WRC-12, in particular, in relation to technical characteristics and spectrum resources for the provision of wireless broadband access.
69. The 10th edition of Trends in Telecommunications Reform 2009: Hands –on or hands-off? Stimulating growth through [effective](#) ICT regulation was published in 2010. The 11th edition of [Trends in Telecommunication Reform 2010/11 focusing on Enabling Tomorrow's Digital World](#) was published in March 2011.
70. The [ICT Regulation Toolkit](#), developed by ITU in partnership with the World Bank/infoDev, assists regulators in developing effective regulatory frameworks by sharing information on key regulatory issues and best practices. In 2010, module 1: Overview: Regulating the

Telecommunications Sector and parts of module 2: Competition and Price Regulation were updated. The overall Module 2 and Module 6: Legal and institutional Framework are currently being enhanced.

71. [The 10<sup>th</sup> Global Symposium for Regulators \(GSR\)](#) The 10th Global Symposium for Regulators (GSR) was held from 10-12 November 2010 in Dakar, Senegal. The overall theme of the event was *Enabling Tomorrow's Digital World*. The GSR produced best practice guidelines which focused on enabling open access. . To better engage industry in the planning of future policy and regulatory reforms, the GSR was accompanied by the Global Industry Leaders Forum (GILF) on 9 November 2010.



72. [The 11<sup>th</sup> Global Symposium for Regulators \(GSR\)](#). The 11<sup>th</sup> Global Symposium for Regulators (GSR) was held from 21 to 23 September 2011 in Armenia city, Colombia. The theme of the event was *Smart Regulation for a Broadband World*. The GSR approved best practice guidelines on the theme: “ regulatory approaches to advance the deployment of broadband, encourage innovation and enable digital inclusion for all”. To better attract the industry and the private sector in the policy and regulatory reform, the GSR was preceded by the Global Industry Leader Forum (GILF) on 20 September 2011 and by the meeting of the Regulatory Associations on 19 September 2011.



73. The [Eleventh Forum on Telecommunication/ICT Regulation and Partnership in Africa \(FTRA-2010\)](#) was held in Banjul, the Gambia from 12-14 July 2010. The theme of the FTRA-2010 was *Fiber Optic broadband and sharing the capacity and open access principles to achieve Connect Africa Goal 1. Partnership and regulatory challenges*.
74. The [Twelfth Forum on Telecommunication/ICT Regulation and Partnership in Africa \(FTRA-2011\)](#) was held in Kigali, Rwanda (Republic of), from 13 to 15 June 2011 under the theme of *Cloud computing, new development of ICTs*.
75. A series of regional regulatory and financial meetings, workshops, training events and direct assistance activities were organized in 2010 and 2011.

- ITU continues to maintain the World Telecommunication Regulatory Database, which can be accessed from the ICT Eye, as well as the TREG website and Global Regulators' Exchange (G-REX), a password-protected online discussion forum reserved for regulators and policy makers. ITU also manages the ICTdec regulatory decisions clearinghouse, a one-stop access point to decisions originating from ICT decision making bodies developed in partnership with the World Bank. A recent development of the ICTdec platform allows decision making bodies from around the world to upload directly their decisions in the database. The system is available in all six ITU working languages. Programme 3 maintains the Tariffs Policies database, which focus on trends related to pricing, cost and tariff models, analytical accounting, interconnection rates, and price control of different services, this can also be accessed from the ICT Eye.
- ITU undertook various capacity-building activities, training and seminars to promote an enabling environment. Through a project funded by the EC, ITU led an initiative to support an integrated ICT market in West Africa, resulting in the adoption of a harmonized ICT legal framework currently being transposed into national law by 15 West African States. Building on the success of the West Africa project, ITU and the EC continued implementation of new

projects to harmonize ICT frameworks and build capacity in the field of policy and regulation in sub-Saharan Africa, the Caribbean and the Pacific Island States. A number of trainings were carried out under the ITU Centre of Excellence Network initiative to ensure the enabling environment on policy & regulation and economic and finance issues in Asia and the Pacific.

- In 2010, three regional seminars on costs and tariffs were organized in coordination with the ITU-T Study Group 3 Regional Group meetings for Africa, Asia and Pacific and Latin American and the Caribbean.
  - In June 2011 BDT Programme 3 organized in Geneva [the Executive-level training for Heads of Regulatory Authorities](#): Strategic impact of cost modeling and dispute resolution mechanisms
  - BDT Programme 3 has also supported the work of the ITU-D and ITU-T Study Groups on regulatory, economic and financial aspects of telecommunications.
  - Together with ITU-T Study Group 3, BDT Programme 3 organized in September 2011 a two-days' [Workshop on Taxation of Telecommunication Services and Related Products](#).
  - Training courses were developed for experts from national regulatory authorities and operators on 3G mobile network cost modeling (Level I and Level II). These training workshops are being organized on a regional basis in coordination with the Centres of Excellence (CoE) under the ITU Academy programme.
  - Under the category of research and development of tools, studies such as Case studies on the development of Next Generation Networks (NGN); and Mobile Termination Rates: To Regulate or not To Regulate have been prepared. During 2011, two studies on 1) taxation of telecommunications services and related products and 2) International Internet Connectivity are being developed and will be released in conjunction with related workshop organized jointly by BDT and TSB.
  - Other Regional activities on Regulatory Reform and Market Environment addressed topics such as Market Analysis, Number Portability, Policy and Regulations for Newly Established Regulators, Policy Harmonization as well as on numbering planning and convergence of numbering.
76. ITU also assists its Members to develop policies and regulatory measures to ensure accessible ICTs in line with Article 9 of the United Nations Convention on the Rights of Persons with Disabilities (CRPD) ITU together with its partner G3ict launched an online toolkit to share best practices with policy makers and regulators on promoting accessible ICTs for persons with disabilities. (<http://www.e-accessibilitytoolkit.org/>) ITU has prepared a print version of this toolkit which was published in accessible PDF, Braille and DAISY format on the ITU website. <http://www.itu.int/ITU-D/sis/PwDs/index.phtml>. ITU has shared best practices and provided capacity building on the e-Accessibility toolkit in a series of events, including in the Africa, Asia-Pacific, Arab States and CIS regions. All presentations from these regional events are available at: <http://www.itu.int/ITU-D/sis/PwDs/index.phtml>. ITU will organize a meeting on Digital Inclusion for All in Singapore from 21-23 June that will address persons with disabilities and ageing societies. ITU will publish a report on "Making TV Accessible" in September that will be available on the Special Initiatives website and the e-Accessibility toolkit.

### (c) Co-facilitator of Action Lines C1, C3, C4, C7, C11 and Partners for C8 and C9.

#### Action Line C1: The Role of Public Governance Authorities and all Stakeholders in the Promotion of ICTs for Development and Action Line C11: International and Regional Cooperation

77. In accordance with its mandate, the ITU continues to foster international and regional cooperation on a broad range of activities. ITU conducted several meetings, conferences and symposiums to provide a platform to broaden international dialogue on innovative means in harnessing ICTs for advancing development. For example, ITU organized the Global Symposium for Regulators and the 4<sup>th</sup> Global Industry Leaders Forum (September 21 – 23, 2011, Armenia City, Colombia), co-organized with Tunisia and UNCTAD the ICT4All Forum: Tunis+5 (Hammamet, Tunisia, November 2010), ITU Telecom World 2011 (Geneva, Switzerland, October 2011).

#### Action Line C3: Access to Information and Knowledge

78. ITU continues to promote universal access with equal opportunities for all, to scientific knowledge and the creation and dissemination of scientific and technical information. In 2010/11, ITU held numerous workshops, conferences and symposia, making extensive materials freely and widely available on the web. In addition, a number of online resources have been made available, including web-based information portals, practical ICT toolkits, and online databases, while existing resources were updated.

79. A [workshop](#) under the auspices of the World Standards Cooperation (WSC) was held to review and examine the standards needed for facilitating the development of accessible solutions around the world. To make audiovisual media accessible for persons with disabilities, an ITU-T Focus Group on Audiovisual Media Accessibility (FG AVA) was established recently and have had its first and second meeting in May and Sept. 2011 in Geneva. This will complement the ICT & telecommunication accessibility work currently carried out in the various ITU Study Groups, noticeably ITU-T Question 26/16 and ITU-D Question 20/1.

80. PP-10 created the academia membership and 23 members have joined ITU since. Building upon the success of the three Kaleidoscope events held in 2008 in Geneva, 2009 in Argentina and 2010 in India, the fourth Kaleidoscope conference will take place in Cape Town, South Africa, 12-14 December 2011. This year's conference, themed "*The fully networked human? – Innovations for future networks and services*", attracted the submission of 84 academic papers from 28 countries. A committee of 118 international experts selected 31 papers for presentation at the conference.

81. ITU co-organized and actively participated in the 2011 WSIS Facilitation Meeting on Action Line C3, entitled Access to Information and Knowledge for Persons with Disabilities. The session was organized with co-facilitator UNESCO ITU shared the main activities of the Development and Standardization sectors in promoting international cooperation on accessible ICTs for persons with disabilities in line with the United Nations Convention on the Rights of Persons with Disabilities. The Handbook version of the ITU-G3ict e-Accessibility toolkit was also disseminated in this session.

82. ITU Members passed resolutions on promoting accessible ICTs for persons with disabilities at both our Plenipotentiary Conference and the World Telecommunication Development Conference. ITU has provided technical assistance to create accessible multi-purpose community telecentres (MCTs) for persons with disabilities in Burkina Faso, Ethiopia, Sri Lanka

and Mali and ITU is developing text-to-speech engines for local languages in Mongolia and Sri Lanka to enable screen readers for blind people to use the Internet

#### **Action Line C4: Capacity-Building**

83. Within the framework of its mandate as co-facilitator for Action Line C4 ITU organized 6th facilitation meeting of AL C4 which took place during the WSIS Forum 2011. The meeting provided an opportunity to discuss and debate the intersection of the topics “Leadership, Innovation and Capacity Building”.
84. Additionally, ITU carries out several activities through its Human Capacity Building (HCB) programme, including regional and international trainings, workshops, e-learning toolkits, networks of experts etc. In 2011 ITU continued to organize a series of ITU Regional Human Capacity Development Forums, with objective to promote excellence in human capacity development in the information and communications technology (ICT) and telecoms sector in Africa (Anglophone Africa 3-5 August at Banjul Gambia, Francophone Africa 24-26 at Douala Cameroon). In 2011 ITU continued to promote *ITU Academy* as a common portal and platform (<http://academy.itu.int>) that allows for a single access point for ICT training opportunities whether delivered face-to-face, or through instructor or self-paced distance learning.
85. ITU organized many workshops and seminars since around the world, some in collaboration with all sectors, on implementation of relevant ITU decisions, bridging the standardization gap, standardization activity related to climate change, cybersecurity, NGN and accessibility.
86. In the first 3 quarters of 2011,, under the Centres of Excellence Network Initiative 69 training events were organized and 1640 participants trained. The events organized and the number of participants trained are shown below:  
  
2011
  - Centres of Excellence Network for the Americas region (CoE – AMS and COE-CAR): workshops and 13 distance learning courses, ~520 participants trained;
  - Centres of Excellence Network for the European region (CoE - EUR): 1 workshops and 1 distance learning courses, ~70 participants trained;
  - Centres of Excellence Network for the Arab region (CoE - ARB): 2 workshops and 2 distance learning course, ~90 participants trained;
  - Centres of Excellence Network for the CIS region (CoE - CIS): 4 workshops and 2 distance learning courses, ~300 participants trained;
  - Centres of Excellence Network for the Asia-Pacific region (CoE - ASP): 8 workshops and 1 on-line courses, ~280 participants;
  - Centres of Excellence Network for the African region (CoE - AFR): 17 workshops and 2 distance learning courses were organized and ~180 participants trained;
  - Centres of Excellence Network for Portuguese and Spanish speaking countries in Africa (CoE – AFR LSP): 10 workshops organized and ~200 participants trained.
87. In line with Action line C4(g), C6(l) and C7 (19), WSIS 2011 organized a briefing session on 16 May 2011 on Girls in ICT days to encourage more countries and companies to hold Girls in ICT Day events on the 4<sup>th</sup> Thursday of each April. This year events were held in countries around the world, including Colombia, the Dominican Republic, Germany and Serbia. BDT is developing a

Girls in ICT Portal to share information on mentoring, training, internship and scholarship programmes designed to encourage more young women and girls to enter careers in ICT. ITU and telecentre.org Foundation launched a joint “Telecentre Women Digital Literacy Campaign to train one million women to become digitally literate. More information about the campaign is available at [http://www.itu.int/ITU-D/sis/Gender/digital\\_literacy.html](http://www.itu.int/ITU-D/sis/Gender/digital_literacy.html).

#### **Action Line C7: ICT Applications (eHealth, eEnvironment and eGovernment)**

88. ITU is one of the co-facilitators together with UNESCO, UNDESA and Regional Commissions, ILO, ITC, FAO, UPU, UNEP, WMO, UNCTAD, WHO, etc. for the eight areas of ICT applications that are covered by WSIS Action Line C7. Within the framework of its mandate as co-facilitator for Action Line C7 ITU co-organized and participated in several facilitation meetings and thematic workshops which took place during the WSIS Forum 2011 such as the e-government workshop on “Greater Government Transparency and Citizen Engagement to Promote Effectiveness and Accountability in Public Service Delivery” jointly organized with UNDESA and WSIS C7 Facilitation meeting on e-Health jointly organized with WHO.
89. To build public awareness of the opportunities that ICT applications can bring especially to the government, health and environment sectors in developing countries, ITU has in addition to providing direct assistance to Member States also been developing scoping studies and implementation toolkits. ITU has conducted studies in the areas of e-government, e-environment and e-health and shared the findings through three main deliverables, scoping studies on “[Electronic Government for Developing Countries](#)”, “[ICTs for e-Environment – Guidelines for Developing Countries, with a Focus on Climate Change](#)”, and “[Implementing e-Health in Developing Countries—Guidance and Principles](#)” respectively. The studies overview the available technologies, applications, trends and key players in each sector, addressing specific challenges faced by developing countries in implementing such e-projects and providing recommendations for future actions. Drawing from the lessons and recommendations highlighted in the scoping studies, ITU is currently developing toolkits in each of the three areas to assist developing countries in the creation and implementation of national e-health, e-environment and e-government strategies. Produced in a series of modules, the toolkits provide principles and suggest course of actions to guide policymakers through the different stages in the life-cycle of a national e-strategy.
90. ITU’s role in relation to the use of ICTs for the protection of the environment (e-environment action line) was reinforced during PP10 with the approval of Resolution 182 (Guadalajara, 2010), “*The role of telecommunications/information and communication technologies on climate change and the protection of the environment*”, which further defined the key action lines to be further developed by ITU in this subject over the upcoming years.
91. Key activities promoted by ITU since the approval of Resolution 182 has been the organization of the [5<sup>th</sup> ITU Symposium on ICTs, the environment and climate change](#) (hosted by Egypt in Cairo on November 2010), as well as the [participation of ITU in the 2010 United Nations Conference on Climate Change](#) (hosted by Mexico in Cancun on December 2010).
92. In addition, in the past few months ITU has produced new reports on the role of ICTs in the protection of the environment and to address the challenges related with climate change. Key publications include the joint ITU-GeSI report “[Using ICTs to tackle climate change](#)”, the ITU-T technology watch reports “[ICT as an Enabler for Smart Water Management](#)” and “[Using Submarine Communications Networks to Monitor the Climate](#)” or the discussion paper for the 2010 Global Symposium of Regulators “[Climate Change and ICT regulation](#)”.

93. A new Recommendation ITU-T L.1400 (Overview and general principles of methodologies for assessing the environmental impact of ICT) was approved. ITU's one-size fits all universal charging solution (Recommendation ITU-T L.1000) was further improved to maximize the benefits for end users by extending its use to a wider variety of devices and making it even more energy efficient. A detachable cable with standardized end connectors will allow connection to devices including all mobile phones and other hand-held devices (including MP3/MP4 players, tablet computers, cameras, wireless headphones, GPS devices etc). This also means that it can be used for data transfer, avoiding an unnecessary duplicate cable and thus further reducing costs and e-waste.
94. To move forward the climate agenda, ITU has organized the 5<sup>th</sup> Symposium on ICTs, the Environment and Climate Change in Cairo on 2-3 November 2010. The symposium endorsed the "Cairo Roadmap on ICTs and Environmental Sustainability. The 6<sup>th</sup> Symposium will be held in Accra on 7-8 July 2011; [ITU Green Standards Week](#) will be held in Rome, 5-9 September 2011; and an ITU Workshop on Progressing the Climate Agenda through Green ICTs will be held in Seoul- Korea, 19 September 2011. ITU-GeSI Meeting on "Green Information and Communication Technologies (ICTs) for a Sustainable Future" held in New York. Director of ITU's Telecommunication Standardization Bureau, Malcolm Johnson, contributed three articles to the Guardian's Low carbon ICT blog in 2010. In April 2011, ITU-T launched a Green ICT Application Challenge.
95. ICTs can play a critical role in environmental protection and in helping countries to adapt to the effects of climate change. To this end, ITU-T SG5 is working on two new work areas: "Setting up a low cost sustainable telecommunication infrastructure for rural communications in developing countries" and on " Using ICTs to enable countries to adapt to climate change".
96. In addition to these activities, ITU has raised notably its profile in the co-facilitation of action line C7 e-environment by coordinating for WSIS Forum 2011, together with UNEP, WMO and the Basel Convention, a full day of activities around this action line. The "[e-environment day at WSIS Forum 2011](#)" included two thematic workshops on [energy efficiency](#) and [e-waste](#), respectively, and an [action line facilitation meeting](#) focused around the theme of the use of ICTs for the promotion of sustainable development. The day also included a session for the releases of publications and several networking opportunities for the participants.
97. For the upcoming months ITU will continue taking an active role on this action line, in particular by following the request from the participants in WSIS Forum 2011 to prepare an input on behalf of the WSIS process that can be sent as a contribution to the upcoming 2012 United Nations Conference on Sustainable Development (UNCSD 2012 or Rio+20). Other action line facilitators will be invited to contribute to this effort to document lessons learned from the WSIS process in using the information society to promote sustainable development and poverty eradication.
98. In collaboration with partners such as the Australian Government (DBCDE) and in line with other ITU's activities particularly on ICT infrastructure development, ITU has undertaken activities aiming at developing ICT applications suitable for local communities and particular user groups such as multi-purpose community telecentres (MCTs), Persons with Disabilities (PwDs), and marginalized people.
99. Under the Asia-Pacific Regional Initiative on NGN Planning, Migration and Applications to address the need for capacity building in the Asia-Pacific region both from policy

- makers/regulators and operators' perspective; a regional workshop on migration, technical, management, regulatory and security issues was organized in Tehran, Iran, in June 2009 attended by 54 delegates from 13 countries.
100. To facilitate national eHealth planning, ITU in collaboration with WHO are developing an "e-Health Roadmap development toolkit" that consists of a methodology and set of resources to guide country decision makers through a process by which a national e-Health roadmap can be elaborated.
  101. The Broadband Commission sub-group on e-Health that brings many e-Health leaders together, seeks to showcase the potential impact of low-cost technologies in achieving the MDGs .
  102. A report entitled Scaling e-Health services in step with ICT transformation was published to provide guidance to e-Health planners on which e-Health services can be deployed immediately with available infrastructure and which additional services can be added as the infrastructure is transformed.
  103. A "Country Assessment and Feasibility study" was conducted in Nepal to identify potential scalable and sustainable Mobile e-Health (mHealth) services for improved health outcomes as a model for replication in other countries.
  104. ITU in collaboration with WHO provided a background paper on Information and Communication Technology's contribution to accountability for women's and children's health to the Commission's on accountability for women and children's health that was set up by UN SG around the role that ICT could play to enhance accountability for resources and results for Women and Children's health to fulfil MDG 4 and 5.
  105. A Forum on Health Information Systems (HIS) is organized by USAID, WHO, ITU, DFID, NORAD among others in Manila, Philippines, 13-16 June 2011 to strengthen and accelerate country-owned and country-led strategies for planning and managing national HIS and to share experiences on developing country-led strategies.
  106. An Asia-Pacific Regional Forum on ICT Applications was held on 18-21 May 2011 in Bangkok, Thailand in collaboration with Ministry of Information and Communication Technology of Thailand (MICT) and ESCAP to advocate for ICT applications in all sectors and especially for promoting "Creative Economy".
  107. A Regional meeting on e-Health for Asia Pacific region in Tokyo, Japan hosted by the Japanese Ministry of Internal Affairs and Communications MIC, 10-11 March 2011.
  108. A report on "Mobile Government for responsive governments and connected society" was published to document the use mobile technologies to enhance government's performance, improve public service delivery, and engage citizens and civil society organizations in policy and decision making both in developed and developing countries.
  109. The Broadband Commission sub-group on e-government will provide a report that will introduce a duplicable pilot case on e-Government services including a) Enabling environment, b) Stakeholders' role, c) e-Government applications and d) Network infrastructure.

### **Action Line C8: Cultural diversity and identity, linguistic diversity and local content**

110. ITU actively facilitates access to and use of ICTs by Indigenous Peoples to contribute to their digital inclusion, social and economic development and preservation of their heritage and cultural legacy through the use of ICTs. In line with this goal ITU Members adopted Plenipotentiary Resolution 184 (Guadalajara, 2010) regarding facilities to provide fellowships to indigenous persons seeking to attend ITU events, workshops, training etc.
111. The ITU actively participated in the 2011 WSIS Session on Action Line C8, on “ICT and education”, presenting the related work developed by ITU, noting its leadership in developing a dedicated on-line training programme for indigenous communities .
112. During 2011, ITU jointly with regional Center of Excellence and Indigenous Fund for the Development of Indigenous Peoples in Latin America and the Caribbean- Fondo Indigena, will deliver three on-line training courses designed for 100 indigenous leaders on how to plan, develop and implement projects in their communities. Additionally, in relation to Action Line C8, Internationalized Domain Names (IDN) remains an issue for study in ITU-T Study Group 16 pending contribution from ITU membership.

### **Action Line C9: Media**

113. Number of recommendations relevant to providing access to ICTs through terrestrial and satellite radiocommunication and broadcasting infrastructures have been established, and are under study currently, broadcasting infrastructures are particularly relevant in developing countries and/or underserved areas such as remote and sparsely populated areas.
114. Moreover ITU carried out various studies for Internet Protocol TV (IPTV) that will enable enhanced, media rich delivery of content to users around the world, as well as Next Generation Networks (NGN) to reduce international imbalances affecting the media, particularly as regards infrastructure and technical resources. ITU-T is also working to enhance accessibility features of audio-visual media through the FG AVA, and is organizing an IPTV Application Challenge to promote innovative IPTV applications. The IPTV Application Challenge will motivate experts across the broad IPTV ecosystem to develop original and creative IPTV applications based on ITU’s suite of IPTV Recommendations.
115. ITU is in the process of implementing a project on Transition from Analogue to Digital Broadcasting aiming to assist the developing and least developed countries to smoothly shift to digital terrestrial broadcasting in all regions starting with the African Region, followed by Asia-Pacific, Central-Eastern Europe, CIS and the Caribbean ones.

### **(d) United Nations Group on the Information Society (UNGIS) (Para 103)**

116. In April 2006, UNGIS was endorsed by the CEB. UNGIS serves as an interagency mechanism to coordinate substantive policy issues facing the United Nations system’s implementation of the Geneva Plan of Action and Tunis Agenda for the Information Society adopted by the World Summit on the Information Society, thereby contributing to improving policy coherence in the UN system, as requested by the 2005 World Summit.
117. In May 2011 ITU co-organized the Special Session at the IV UN Conference on LDCs, in Turkey. The session focused on Harnessing Information and Communication Technologies for Development.

118. In May 2011, within the framework of the WSIS Forum 2011, ITU hosted Seventh Meeting of UNGIS consisting of High Level Segment and Working Level Meeting. During this meeting ITU took over the Chairmanship of the Group, from UNESCO, and coordinates with the Vice-Chairs in order to ensure the implementation of the UNGIS Work Programme 2011-2013. The UNGIS Work Plan mandated ITU to follow up on several UNGIS activities, including, WSIS+10, RIO+20, UNDAF, Joint Initiative on Mobile for Development, Stocktaking Process, etc.



119. The WSIS outcomes and the UN General Assembly Resolution 60/252 decided to conduct an overall review of the implementation of the Summit outcomes in 2015. The ITU Plenipotentiary Resolution 172 (PP-10) on the overall review of the implementation of the outcomes of the WSIS, including the possibility of holding a high-level event in 2014/2015 has requested ITU Secretary General to initiate the preparatory process at the UN Chief Executive Board (CEB). Consequently CEB tasked UNGIS to prepare, on the basis of an open consultation, an Action Plan to organize high-level meeting on the WSIS Review. The Action Plan would be presented to the CEB meeting in April 2012, and would take into consideration the strong support of the Commission on Science and Technology for Development served by UNCTAD.

120. The United Nations Group on the Information Society (UNGIS) held an Open Consultation Process on the UNGIS Overall Review of the Implementation of the WSIS Outcomes (WSIS +10) comprising of the following phases:



- Phase One: First Physical Meeting during the WSIS Forum 2011
- Phase Two: Online Consultation: [www.wsis-community.org](http://www.wsis-community.org) (15 June – 5 September 2011)
- Phase Three: Submission of Formal Contributions (15 June – 5 September 2011)
- Phase Four: Elaboration of the Draft Action Plan (By 15 September 2011)
- Phase Five: Second Physical Meeting (20 September 2011, 14:30 - 18:00, Room H, ITU Headquarters, Geneva, Switzerland)
- Phase Six: Presentation of the Outcomes: Action Plan (5 October 2011)

The results of the open consultation including all the **Formal Submissions received** and the draft **Plan of Action** are available at [www.ungis.org](http://www.ungis.org)

## (e) Implementation of other WSIS outcomes

### Emergency Telecommunications (Para 91 of TAIS)

121. ITU carried out various actions related to Emergency Telecommunications including:

- Disaster Relief: Assistance was provided to a number of countries. ITU has deployed satellite terminals for disaster relief operations in various countries such as Pakistan, Haiti, Indonesia, Malawi, Japan, among others.
- Direct Assistance to countries in the areas of policy, regulation, technology and designing of National Emergency Telecommunications Plans and drafting of Standard Operating Procedures, as well as disaster preparedness, early warning, dissemination of understandable warnings to those at risk, disaster relief/response and telecommunication network rehabilitation in the aftermath of disasters.
- Promotion of regional and international cooperation for easy access to, and sharing of, information for disaster management, climate change and exploring modalities to facilitate participation of all countries.
- Support countries with appropriate technologies for monitoring climate change, disaster prediction, detection and mitigation using remote sensing and Geographical Information Systems.
- Assist countries in considering the importance of environmentally sound disposal of ICT equipment.

122. ITU continues to define Recommendations in support of emergency communications specifying service definition, alert messaging, call prioritization for relief workers using multimedia and cable systems, telecommunications network management, and special functionality in signalling systems. ITU-T is continuing work on a Recommendation that defines service requirements for terrestrial mobile alerting broadcast capabilities and has begun work to provide guidelines for Member States who are in the process of selecting Message Identifier assignments to be used for such services. In addition work was completed on a document that provides an overview of standards development organizations (SDOs) and other industry organizations in support of emergency telecommunications. Also an ITU-T Recommendation indicating what features and mechanisms of a Next Generation Network (NGN) may be used to facilitate the requirements of emergency telecommunications was completed. Together with WMO, ITU held a [Common Alerting Protocol \(CAP\) Implementation Workshop](#).

### International Internet Connectivity (Para 77c.ii and 50d of TAIS)

123. BDT is providing assistance to East African Community (EAC) and South African Development Community (SADC) countries on the creation of national Internet Exchange Points (IXPs) and achieving efficient and cost effective Regional Internet connectivity.

124. Following a revised version of ITU-T Recommendation D.50, which was approved in 2008 by the World Telecommunication Standardization Assembly (WTSA), a supplement to Recommendation ITU-T D.50 was agreed which recommends how those involved in the provision of IIC negotiate and agree to bilateral commercial arrangements enabling direct international Internet connections.

### Connect the World Initiative

125. Within the framework of the *Connect the World* initiative, launched by ITU in 2005, the Union dedicates significant efforts further development of this multi-stakeholder platform, with aim to help mobilize the financial, human and technical resources needed to implement outcomes of the World Summit on the Information Society (WSIS) and the World Telecommunication Development Conference (WTDC)
126. As part of this effort, ITU continues to organize high-level events known as *Connect the World* Summits ([www.itu.int/partners](http://www.itu.int/partners) ) in each region where Members have expressed an interest. Building on the success of the first event *Connect Africa* held in 2007, Rwanda, ITU and the second *Connect CIS* Summit in Minsk, Belarus 2009, ITU intends to organize the Connect Arab States Summit in Doha, Qatar from 5-7 March 2012, with the aim to leverage the huge market potential, and to mobilize the human, financial and technical resources which would support the rapid move to a true information economy and society.
127. In 2010/11, BDT continued to work on four global [Connect the World flagship initiatives](#). The aim of these initiatives is to build upon and strengthen promising projects that start in one region or with one industry partner, by providing an attractive, open platform and brand that can be promoted to additional partners globally and/or in various regions. [Wireless Broadband Partnership](#), [Connecting Villages Initiative](#), [Connect a School](#), [Connect a Community](#), [ITU Mobile Health Initiative](#), [ITU-IMPACT Collaboration on Cybersecurity](#).

### World Telecommunication and Information Society Day

128. World Telecommunication and Information Society Day ([www.itu.int/wtisd](http://www.itu.int/wtisd)), celebrated each year on 17 May, marks the anniversary of the signature of the first International Telegraph Convention in 1865 which led to the creation of the International Telecommunication Union. This occasion was recognized as World Telecommunication Day in 1973. Following the World Summit on the Information Society (WSIS) in 2005 and the 2006 ITU Plenipotentiary Conference in Antalya, Turkey, 17 May was designated as World Telecommunication and Information Society Day (WTISD).
129. The World Telecommunication and Information Society Day endeavors to raise awareness of the possibilities that the use of the Internet and other ICTs can bring to societies and economies, as well as of ways to bridge the digital divide. ICTs are increasingly in demand to meet the Millennium Development Goals. In the rural context, ICTs provide enhanced opportunities to generate income and combat poverty, hunger, ill health and illiteracy. The theme of this year's WTISD, "**Better life in rural communities with ICTs**", aims to ensure that ICTs will contribute to a better future for our rural populations. As a means of bringing global attention to this theme, ITU will present the annual World Telecommunication and Information Society Award to eminent personalities who have contributed to connecting rural communities to the benefits of ICTs.
130. As a means of bringing global attention to this year's theme: "Better life in rural communities with ICTs", ITU presented the **annual World Telecommunication and Information Society Award** to eminent personalities who have contributed to connecting rural communities to the benefits of ICTs. The Award presentation ceremony was held on Tuesday, **17 May**, in ITU headquarters. The following personalities were awarded:

- President of Finland Tarja Halonen

- Telecommunication innovator Sam Pitroda
- CEO of Inveneo Kristin Peterson

131. The updated [Resolution 68](#) (Rev. Antalya, 2006) invites Member States and Sector Members to celebrate the day annually by organizing appropriate national programmes with a view to:

- stimulating reflection and exchanges of ideas on the theme adopted by the Council
- debating the various aspects of the theme with all partners in society
- formulating a report reflecting national discussions on the issues underlying the theme, to be fed back to ITU and the rest of its membership

132. Accordingly, more than 30 national and international initiatives related to the celebration of the WTISD have been reported to the ITU. More information has been made available at <http://www.itu.int/wtisd/2011/initiatives.html>

### **Bridging the standardization gap (Paras 26g and 90 of TAIS)**

133. ITU is working to implement PP-06 Resolution 123 on bridging the Standardization Gap between developed and developing countries.

134. In 2010, numerous ITU-T's study groups saw increased participation, especially from developing countries. The use of remote participation tools increased and 15 workshops were held in developing countries during the period covered by this document. Four handbooks were published (DSL Story, Converging networks, Optical Transport Networks from TDM to Packet and Object identifiers (OIDs) and their registration authorities).

135. As a follow up to improve the response rate to a previous study, the Tool for Assessing Standards Capability (TASC) questionnaire was sent out again to member states of the developing world that had not yet responded to the initial survey. A total of 34 responses were received.

136. An ITU tutorial on Standardization took place in Pune, India, 13 – 15 December 2010.

137. The voluntary BSG fund to help bridge the standardization gap was established in August 2007. The Fund was used, inter alia, for supporting more events taking place in developing countries. Contributors are Nokia Siemens Networks, Microsoft, Cisco and the Korean Communications Commission (KCC). Funds were also used to provide fellowships.

138. The following ITU-T regional groups meetings took place since PP-10:

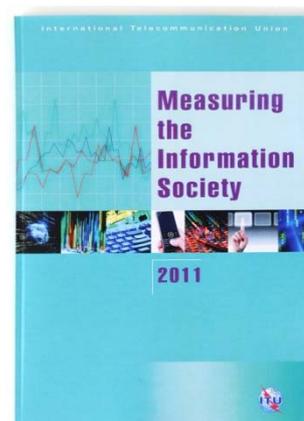
- SG 3 Regional Group for Africa (Botswana, May 2011);
- SG 3 Regional Group for Asia and Oceania (Thailand, March 2011);
- SG 3 Regional Group for Latin America and the Caribbean (El Salvador, February 2011).
- SG5 [Regional Group for the Africa Region](#) (Nairobi, Kenya, July 2010);
- SG 5 [Regional Group for Latin America and the Caribbean](#) (Buenos Aires, Argentina, December 2010);
- SG12 [Regional Group of SG12 on QoS for the Africa Region](#) (Nairobi, Kenya, July 2010).

### Measuring the Information Society (paras 113-119 of TAIS)

139. ITU continues to monitor the development of the digital divide, through appropriate benchmarks and indicators. The ITU maintains the World Telecommunication/ICT Indicators Database, which is updated regularly, disseminated widely and which can be accessed online through the ICT Eye. To improve data availability and comparability, ITU works closely with its member states, particularly the Ministries in charge of telecommunication, regulatory agencies, and national statistical offices.

140. In 2010-11, more than 100 statistical indicators from over 200 economies worldwide were collected through four annual questionnaires. The data were disseminated through the website (ICT Eye on line portal), CD-ROM, electronic download and printed publications such as the 36<sup>th</sup> edition of the Yearbook of Statistics, and the 14<sup>th</sup> and 15<sup>th</sup> edition of the World Telecommunication/ICT Indicators (WTI) database. In October 2010, ITU published The World in 2010: ICT Facts and Figures featuring estimates for key ICT indicators for the current year.

141. The 2011 edition of the ITU report *Measuring the Information Society* was launched in September 2011. The report features two key benchmarking tools to measure the Information Society: the ICT Development Index (IDI) and the ICT Price Basket (IPB). The IDI captures the level of ICT developments in 152 economies worldwide and compares progress made during the past two years. The IPB combines fixed telephone, mobile cellular and fixed broadband Internet tariffs for 165 economies into one measure and compares these across countries, and over time. The report also presents the latest global market trends, takes a closer look at broadband and analyses the digital divide among Internet users.

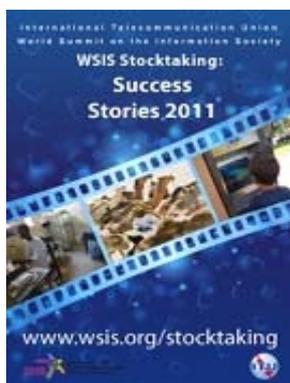


142. In November 2010, a new ITU report on Child Online Protection: Statistical Framework and Indicators was launched, providing a comprehensive framework and indicator for measuring different aspects related to child online safety, which can be compared internationally.

143. ITU is an active member of the Partnership on Measuring ICT for Development and together with UNCTAD and ECLAC, one of the three members of its Steering Committee. During 2010-2011, a core set of indicators on e-government was finalized, which will be added to the Partnership core list of ICT indicators developed in 2005 and updated in 2010. A new Task Group on Measuring the WSIS Targets was launched during the WSIS Forum 2010. Under the leadership of ITU, the Task Group developed and published in May 2011 (at the WSIS Forum) "Measuring the WSIS Targets. A Statistical Framework". The Framework includes a concrete list of indicators to monitor the 10 WSIS targets, which range from connecting villages, schools, and health centers to developing online content and providing people with ICT access. It is the first comprehensive framework for a set of measurable indicators for each of the ten WSIS targets and serves as a practical tool for policy makers and data producers in developing countries to monitor and assess information society developments, especially in view of the overall WSIS review in 2014. During the WSIS Forum 2011, the Partnership organized two sessions on "Measuring the ICT sector for policy analysis" presenting case studies from five countries (Brazil, Cameroun, Egypt, India and Malaysia). The Partnership contributed to a paper on measuring ICT Impact for the UN Commission on Science and Technology for Development (CSTD) in 2010-11



and ITU participated in the CSTD session in May 2011 discussing this topic. The resulting CSTD resolution on the WSIS implementation and follow up, which was adopted by the UN ECOSOC in July 2011, endorses the work of the Partnership and calls on the Partnership to further its work on measuring the impact of ICT.



144. To enhance the capacities of national statistical offices (NSOs) in developing countries to collect and disseminate ICT statistics, during 2010-11 ITU co-organized technical workshops and trainings at the country and regional level to exchange experiences and discuss methodologies, definitions, survey vehicles and data collection efforts related to ICT indicators. In this context, the ITU Manual for Measuring ICT Access and Use by Households and Individuals has been translated in to the five official languages of the Union and serves countries as a practical tool for collecting ICT household statistics. The ITU training course on ICT household statistics was delivered in 2011 in Suva, Fiji, for countries of the Pacific region, and in Amman, Jordan, for countries of the Arab region.

145. The 8th World Telecommunication/ICT Indicators Meeting (WTIM) took place in Geneva from 24-26 November 2010. The meeting attracted more than 250 participants from over 80 member states, public and private companies and regional and international organizations. The meeting focused on seven main topics: measuring the impact of ICT, ICT household statistics, infrastructure and access Indicators (especially broadband), e-government indicators, measuring the WSIS targets, child online safety and ICTs and climate change.

#### Maintaining the WSIS Stocktaking Database (Para 120)

146. Pursuant to the outcomes of the Tunis Agenda (Para 120) ITU continues to work on the WSIS Stocktaking ([www.wsis.org/stocktaking](http://www.wsis.org/stocktaking)) as a valuable tool for assisting the WSIS follow-up, beyond the conclusion of the Tunis phase of the Summit.

147. The WSIS Stocktaking process was initiated in 2004, during the Tunis phase of WSIS and, with time, it has become an effective tool for the exchange of information on projects and initiatives related to the implementation of the 11 Action Lines. As of September 2011, over 5,187 entries have been registered at the WSIS Stocktaking Database. The majority of the entries were submitted by governments, representing 58 per cent of total entries. Please note that one entry may contain information on more than one project. Following Para 120, the ITU Membership is encouraged to continue to contribute information on their activities to this public database. All countries are invited to gather information at the national level with the involvement of all stakeholders, to contribute to the stocktaking process. Information collected until March 2012 will constitute the basis for the next edition of the WSIS Stocktaking Report 2012 to be released at the WSIS Forum 2012.



148. WSIS Stocktaking Platform, launched in February 2010, transformed static database into a unique portal to highlight ICT-related projects and initiatives in line with WSIS implementation. The platform offers stakeholders exciting and interactive networking opportunities via Web 2.0 applications. In the framework of the WSIS Stocktaking Platform, all types of stakeholders can benefit from “the global events calendar”, “the global repository”, “case studies” components

and others that tend to extend networking and create partnerships in order to provide more visibility and add value to projects at the local, national, regional and international levels. As of September 2011 WSIS Stocktaking Platform attracted 2718 members, from 143 countries.

149. With the aim of engaging the partners in the exchange of knowledge a series of online interviews with key WSIS stakeholders have been conducted since 2010. All interviews are available at [www.wsis.org/stocktaking](http://www.wsis.org/stocktaking)
150. Following the recommendations of WSIS stakeholders and the ITU membership, with the aim of highlighting ICT-related projects and initiatives in context of WSIS implementation and follow-up, the electronic Version 1.1 of WSIS Stocktaking: Success Stories (<http://www.wsis.org/stocktaking>) was launched during the WSIS Forum 2011. The Success Stories publication provides examples of WSIS Implementation projects and facilitates transfer of experience and knowledge at global level. The publication aggregates several voluntary contributions from around the world that were collected from active members of the WSIS Stocktaking Platform during the period 2010–2011, and illustrates the key lessons drawn from the management of these projects. By sharing these case studies, stakeholders are intending to facilitate transfer of knowledge, experiences and models for project implementation. Success Stories 2011 aim at encouraging other stakeholders to share their experiences of the WSIS implementation.
151. Within the framework of the WSIS Forum 2011, a special interactive session on the WSIS Stocktaking process was held, with the aim of discussing real needs of the WSIS process and ways to address them through the WSIS Stocktaking related activities. The following present some of recommendations:

- Create a mechanism to evaluate and reward stakeholders for their efforts on the implementation of WSIS outcomes. WSIS Project Prizes 2012 ([www.wsis.org/stocktaking/prizes](http://www.wsis.org/stocktaking/prizes)) are an immediate response to the requests expressed by WSIS stakeholders during the WSIS Forum 2011. This is an opportunity for all stakeholders to provide worldwide visibility to their projects and be recognized internationally. Engaging with the international community, there will be opportunities to extend professional networks, to facilitate the creation of partnership and financing opportunities, to be referenced in the WSIS Process and highlighted in the **WSIS Stocktaking Report on Success Stories 2012** (the previous version of the publication is available at [www.wsis.org/stocktaking](http://www.wsis.org/stocktaking)).



- Maintain the WSIS Stocktaking platform in order to leverage the activities of stakeholders at the national, regional and international levels and endorse the contributions;
- Gain the support of member states in drawing the attention to the WSIS process and WSIS Stocktaking;
- Continue to promote WSIS Stocktaking as an effective tool for assisting with the follow-up of the WSIS Process, beyond the conclusion of Tunis phase of the Summit;

- Develop plan of action towards 2015 in order to ensure that WSIS Stocktaking assists efficiently overall review of the implementation of the WSIS Outcomes;
- Ensure effective coordination with CSTD Secretariat in order to ensure that the WSIS Stocktaking assists WSIS Follow-up in most effective way as requested by Tunis agenda;
- Develop framework for analytical evaluation of the progress in the WSIS implementation, considering qualitative measurement methodologies;
- Building upon Success Stories 2011 publication, consider detailed evaluation of the WSIS implementation, e.g. at the country level;
- Ensure timely elaboration of the WSIS Stocktaking Report 2012.

### Internet Governance Forum

152. ITU actively participated in the 5<sup>th</sup> IGF in September 2010 (Vilnius, Lithuania). Three Dynamic Coalition meetings were organized or co-organized by ITU aimed at raising awareness of ITU initiatives in the areas of Internet and Climate Change, Accessibility and Disability, and Child Online Safety. ITU provided funds for the participation of 33 experts from developing countries (through financial assistance from the government of Canada). ITU continued this level of participation at the 6<sup>th</sup> IGF held in Nairobi, Kenya from 27-30 September 2011. ITU organized or co-organized meetings in partnership with other members of Dynamic Coalitions in areas that were previously listed.

153. In addition, ITU co-hosted a High-level Ministerial Forum with the Government of Kenya on 26<sup>th</sup> September 2011 just prior to IGF 2011 to discuss issues related to opportunities and challenges to developing countries presented by ICTs. The meeting, a round table discussion of Ministers, focused on the three topics: Mobile Internet, Cybersecurity and Privacy, and Boosting access to Broadband and Cloud Computing. The Ministerial forum was attended by Ministers from all over the world. Also invited were high level representatives from intergovernmental organizations, the private sector, technical and civil society communities.

### III. Forums, innovative initiatives and future actions

#### (a) Forums

##### *WSIS Forum*

154. WSIS Forum 2011 was held from 16- 20 May 2011 in Geneva, Switzerland. The Forum provided structured opportunities to network, learn and to participate in multi-stakeholder discussions and consultations on WSIS implementation. The Forum was hosted by ITU and jointly organized by ITU, UNESCO, UNCTAD and UNDP. The Forum took place at the ILO Conference Center. This event built upon the tradition of annual WSIS May meetings, and its new format is the result of open consultations with all WSIS Stakeholders.



155. The Forum has attracted more than 1150 WSIS Stakeholders from more than 140 countries. Several high-level representatives of the wider WSIS Stakeholder community graced the Forum, more than 20 Ministers and Deputies, several Ambassadors, CEOs and Civil Society leaders contributed passionately towards the programme of the Forum. Among participants there were more than 80 members of parliament, as well as several C-level representatives of the private sector and civil society. Remote participation was an integral component of the WSIS Forum over 1000 stakeholders followed and contributed to the outcomes of the event in a remote manner from all parts of world. Onsite networking was facilitated by the imeetYouatWSIS online community platform. More than 250 on-site participants have actively used the tool prior and during the event which has facilitated in fruitful networking leading to win-win partnerships.

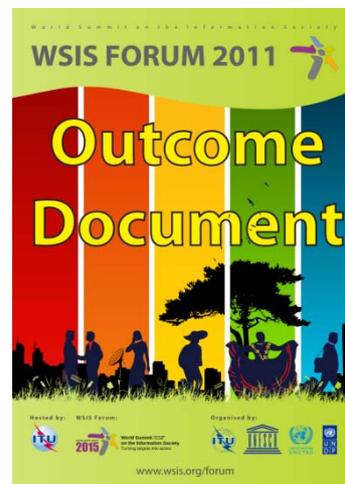
156. Action Line Facilitators from various UN agencies, regional commissions, the private sector, governments and civil society not only reported and assessed their own efforts towards WSIS implementation and follow-up, but also shared their future plans to achieve the targets set in the WSIS Outcome documents. Programme of the Forum consisted of more than 100 sessions structured in 12 different types of meetings in 6 parallel streams.

- 5 High Level Sessions and Dialogues
- 17 Interactive Action Line Facilitation Meetings
- 4 Interactive Sessions
- Action Line Facilitators Meeting
- 25 Thematic Workshops
- 6 Country Workshops
- 25 Briefings and Publication Releases
- 3 Meetings of the UN Group on the Information Society including Open Consultation on the Overall Review of the Implementation of the WSIS Outcomes
- IGF Open Consultation Meeting and MAG

- Parliamentary Forum on Shaping Information Society
- 15 Exhibition Stalls
- Several Knowledge Exchanges

157. To learn more details on the sessions the ITU membership is invited to consult the Forum website, [www.wsis.org/forum](http://www.wsis.org/forum) or the Programme Brochure made available prior to the meeting at <http://groups.itu.int/wsis-forum2011/Agenda.aspx>.

158. On 20 May 2011, WSIS Forum 2011 the Secretariat released a Draft Outcome Document, a compilation of reports submitted by all session organizers. The WSIS Forum 2011 Outcome Document is available at: <http://groups.itu.int/wsis-forum2011/Agenda/OutcomeDocument.aspx>



#### *Dedicated Group on International Internet-related Public Policy Issues*

159. The Dedicated Group on international Internet-related public policy issues was established as an integral part of WG WSIS, open only to all Member States, in accordance with Resolution 75 (WTSA, 2008), and Council Resolution 1282 (Mod. 2008). It is tasked to identify, study and develop matters related to international Internet-related public policy issues, to disseminate its outputs throughout ITU's membership, and to contribute to the work of WG - WSIS on international Internet-related public policy issues within the mandate of ITU pursuant to the relevant resolutions of the Plenipotentiary Conference (Antalya, 2006) and Council Resolutions (C08-1282, C09-1305). Res. 140 (Rev. Guadalajara, 2010) requests the Council to modify Resolution 1282 adopted by the Council at its 2008 session to establish a working group of the Council for the Dedicated Group on international Internet-related public policy issues, open only to Member States with open consultation to all stakeholders. Accordingly, the Dedicated Group is a forum for all governments, on an equal footing, to discuss public policy issues pertaining to topics listed in Resolution 1305. These topics could potentially fall under several Action Lines:

- AL C2: Availability, affordability, reliability, and quality of service, especially in the developing world
- AL C5: Combating Cybercrime, Dealing effectively with spam, Issues pertaining to the use and misuse of the Internet, Respect for privacy and the protection of personal information and data, Protecting children and young people from abuse and exploitation
- AL C6: International public policy issues pertaining to the Internet and the management of Internet resources, including domain names and addresses

160. The Dedicated Group has held five meetings in till date. The fifth meeting of the Group was held on May 25, 2011.

## (b) Innovative multi-stakeholder initiatives

### The Global Cyber security Agenda (GCA)

As noted in Paragraph 32, in May 2007, ITU Secretary-General launched the GCA: a framework for international cooperation in cyber security. The GCA is made up of seven main strategic goals and builds upon the following five work areas or pillars: (1) Legal Measures; (2) Technical and Procedural Measures; (3) Organizational Structures; (4) Capacity Building; and (5) International Cooperation. It builds on existing national and regional initiatives to avoid duplication of work and encourage collaboration amongst all relevant partners. At the C5 Action Line Facilitation meeting during the WSIS Forum 2011 it was reiterated that within the overall framework of the cyber security agenda (GCA), international organizations such as IMPACT and ITU, are deploying joint services in order to harmonize at the international level different national approaches to better prepare countries to face cyber threats and solve cyber-attacks, through information sharing, awareness raising and trainings. The momentum generated by the GCA and the broad nature of this ITU initiative have resulted in interest from other stakeholders and opportunities for collaboration and cooperation. Specific initiatives already undertaken under GCA umbrella include:

### International Multilateral Partnership Against Cyber-Terrorism (IMPACT) & ITU

The Government of Malaysia offered to make available the infrastructure of the International Multilateral Partnership Against Cyber-Terrorism (IMPACT) as the home of the GCA. IMPACT is backed by a USD 13 million infrastructure and has agreed to make its state-of-the-art global headquarters in Cyberjaya, Kuala Lumpur, available as one of the physical homes of ITU's Global Cyber security Agenda. As of today, ITU's relationship with IMPACT continues to gain momentum, with over 130 Member States now part of the ITU-IMPACT coalition. Within the overall framework of the cyber security agenda (GCA) ITU-IMPACT is the first cooperative global venture to make available cybersecurity expertise and resources to enable Member States to detect, analyze and respond effectively to cyberthreats. In particular, ITU IMPACT is deploying joint services in order to harmonize at the international level different national approaches to better prepare countries to face cyber threats and solve cyber-attacks, through information sharing, awareness raising and trainings.

- In this regard, in May 2011, WSIS stakeholder community during the WSIS Action Line C5 Facilitation Meeting re- confirmed the need to better coordinate at any level (National, Regional International), and through organizations such as ITU, ensuring harmonization of efforts and sharing of best practices to advance the work and build the necessary capacity.
- Cybersecurity Gateway
  - Gateway is a collaborative platform where civil society, academic institutions, industry, private sector, NGOs, governmental and international organizations can share information resource on national and international cybersecurity related initiatives.
- Child Online Protection Initiative (COP)

The COP Initiative is an international collaborative network based on a multi-stakeholder and multi-sectoral partnership for joint action to promote the online protection of children worldwide, through education and awareness-raising on e-safety, facilitating the development and use of appropriate technologies, including a framework for cooperation among relevant stakeholders in the protection of children online. A yearlong call for action was launched by ITU Secretary-General on 18 May 2009 to consider the year 2009- 2010 the child online safety year. Through the COP Initiative, ITU has drawn together members of existing initiatives and worked with them to develop initial sets of guidelines in 2009 for the different stakeholders. In line with the new Resolution 179 (Guadalajara,

2010), ITU is taking the next step to develop a cybersecurity strategy for child online safety, under the framework of the COP Global Initiative, delivering significant national and societal benefits.

- *Emphasizing* on the commitment of the ITU to connecting the world responsibly to ensure cybersecurity, enable cyberpeace, and protect children online, the ITU's role to facilitate the implementation of WSIS Action Line C5 “*Building confidence and security in the use of ICTs*” and the establishment of the Child Online Protection (COP) as a special initiative within the GCA framework of the ITU.

### The Connect the World Initiative

161. As noted in Para 66, in 2005, ITU launched the *Connect the World* initiative to help mobilize the financial, human and technical resources needed to implement outcomes of the World Telecommunication Development Conference (WTDC) and the World Summit on the Information Society (WSIS).

162. As part of this effort, ITU is organizing high-level events known as *Connect the World* Summits in each region where Members have expressed an interest. These Summits bring together like-minded stakeholders to work together on concrete actions and projects to expand information and communication (ICT) networks and access as a means of spurring investment, employment and broader social and economic development.

### *Connect Africa Summit*

163. The [\*Connect Africa Summit\*](#), the first in the series, was held in Kigali, Rwanda in October 2007 and generated the level of financial commitment of more than 55 billion USD to be spent for the development of inclusive information society in Africa. As part of follow-up to *Connect Africa*, several actions by ITU and partners are under implementation. More information on them is available on at the Summit's website. In 2008, ITU launched two new partnerships, among others:

- **Wireless Broadband:** in the spring of 2008, BDT secured US\$ 4 million from the Craig and Susan McCaw Foundation and added another US\$2.4 million from the ITU ICT Development Fund to start wireless broadband projects. ITU is now working closely with the African Development Bank to build on this foundation to help meet the demand of Member States in the region, and has begun discussions with the Islamic Development Bank. Missions have been organized to a number of countries and concrete implementation is underway;
- **Capacity Building:** ITU is implementing ICT capacity building projects for Spanish and Portuguese speaking countries in Africa, including a centre of excellence, Internet Exchange Points (IXPs) and youth scholarships. The Government of Spain has provided financial support for each of these projects. The Government of Portugal has also assisted by providing financial support for the centre of excellence.

### *Connect CIS Summit*

164. As the second regional event in the series, ITU organized the *Connect CIS Summit* with partners on 26-27 November 2009 in Minsk, Belarus. The Summit gathered some 353 participants from 18 Member States (10 from CIS Region), including five Heads of State (Republic of Armenia, Republic of Belarus, Republic of Kazakhstan, Kyrgyz Republic and Republic of Tajikistan) and Government and one First Deputy Prime Minister. The administrations of 10 countries from the region were represented, including 7 at the Ministerial level. Some 40 leading ICT companies, development banks, international organizations and other stakeholders participated in the

Summit. The Presidents (Heads of State) addressed participants of the Summit in a special session entitled, “Leaders Statements and Summit Declaration: Towards a Sustainable Information Society “, in which each President (Head of State) outlined their vision for the Summit and pledged their full support to the Connect CIS Initiative. The Connect CIS Summit concluded with the [Connect CIS Declaration](#).

165. This Summit was organized in partnership with the Regional Commonwealth in the Field of Communications, the Commonwealth of Independent States Executive Committee, the World Bank, the European Bank for Reconstruction and Development, the European Investment Bank, the Islamic Development Bank, the United Nations Economic Commission for Europe and the United Nations Global Alliance for ICT and Development among others.

166. The overall objective of the *Connect CIS Summit* was to mobilize the human, financial and technical resources to support a rapid, region-wide transition to digital infrastructure and services, widely recognized as the engine of future economic growth and social and economic development. Priorities include rolling out broadband Internet, expanding rural connectivity, creating a policy and regulatory environment to support investment and new business models, enhancing ICT training and human capacities and stimulating locally relevant applications and services.

### Global Flagship Initiatives

167. In early 2009, BDT launched four global [Connect the World](#) flagship initiatives. The aim of these initiatives is to build upon and strengthen promising projects that start in one region or with one industry partner, by providing an attractive, open platform and brand that can be promoted to additional partners globally and/or in various regions:



1. *Wireless Broadband Partnership*: high-speed connectivity for developing countries, with extra capacity for public uses, including schools and hospitals. This global flagship initiative builds on the wireless broadband project in Africa mentioned above;
2. *Connecting Villages*: low cost solutions for basic connectivity in rural areas;
3. *Connect a School, Connect a Community*: partnership effort to promote broadband school connectivity to serve both students and the communities in which they live, with a special emphasis on groups with special needs; and,
4. *ITU Academy Partnership*: training and courseware on cutting-edge ICT innovations in areas such as NGN and mobile.
5. *ITU Mobile Health Initiative*: partnership effort to support developing countries making the best use of mobile technologies to assist patients and improve health services. The initiative will facilitate the launch of demonstration projects and provide capacity building to develop simple and cost-effective mobile applications that respond to critical national health priorities.

6. *ITU- IMPACT Collaboration*: to facilitate the deployment of solutions and services to address cyber threats at a global scale, together with ITU Member States and leading global partners from industry and academia.

168. Each of the flagship initiatives outlines clear roles for government, industry and other partners, with ITU playing a neutral brokering and expert role. These initiatives will enhance donor/partner recognition and ITU visibility globally and in the regions, as well as provide greater coherence in partner outreach.



### Broadband Commission for Digital Development

169. In May 2010 ITU and UNESCO announced the establishment of a top-level Broadband Commission for Digital Development, with the aims of defining strategies for accelerating broadband roll-out worldwide and examining applications that could see broadband networks improve the delivery of a range of social services, from healthcare to education, environmental management, safety and other domains across society.

170. The establishment of the Broadband Commission in 2010 came five years after the WSIS, and ten years after the launch of the Millennium Development Goals (MDGs). Expanding broadband access in every country is key to accelerate attainment the MDGs by the target date of 2015. The Broadband Commission will therefore define practical ways in which countries – at all stages of development – can achieve this, in cooperation with the private sector.

171. The Broadband Commission for Digital Development believes that high-speed, high-capacity broadband connectivity to the Internet is an essential element in modern society, with wide economic and social benefits. Its mission is to promote the adoption of broadband-friendly practice and policies so that the entire world can take advantage of the benefits.

172. More specifically, the Broadband Commission wishes to demonstrate that broadband networks:

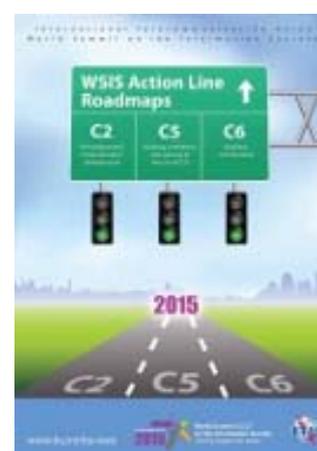
- i) have the same level of importance as roads and electricity networks; and are basic infrastructure in a modern society;
- ii) are uniquely powerful tools for achieving the MDGs;
- iii) are remarkably cost-effective and can offer impressive rates of return-on-investment (ROI) for both developed and developing economies;
- iv) underpin all industrial sectors and are increasingly the foundation of public services and social progress ;
- v) must be coordinated nationally by governments in partnership with industry, in order to reap the full benefit of these powerful tools.



173. The Commissioners represent governments from around the world, relevant industries, international agencies and organizations concerned with development. The group is co-chaired by President Paul Kagame of Rwanda and Mr Carlos Slim Helú, Honorary Lifetime Chairman of Grupo Carso, with ITU Secretary-General Dr Hamadoun Touré and UNESCO Director-General, Ms Irina Bokova serving as joint vice-chairs.
174. To help advance its work, the Broadband Commission has issued two reports since its inception: the first presented to UN Secretary-General Ban ki-Moon in New York in the final quarter of 2010, and the second officially published during the Commission meeting in June 2011 at UNESCO HQ in Paris. In addition to the reports, the Commission has established a set of thematic working groups which will be operational until October 2011. Each of these groups has been tasked with presenting a deliverable to the Broadband Leadership Summit scheduled to take place during the opening two days of ITU Telecom World 2011, in late October in Geneva.
175. In addition to the annual meetings and working group activities, the Broadband Commission, at the bidding of H.E. President Paul Kagame of Rwanda, convened for a regional meeting in the Rwandan capital Kigali in September 2011. The purpose was to solicit feedback from regional constituents, including ministers and regulators, as well as members of the private sector. Several Broadband Commissioners were also present to offer expertise and guidance. Young people were given special attention at this meeting, and as many as 300 youths from the surrounding areas were deeply incorporated into the programme. This allowed them to mingle with high-level decision and policy makers, and also gave them an opportunity to voice their needs and concerns.
176. Looking ahead, the Broadband Commission will host the first major Broadband Leadership Summit on 24 – 25 October in Geneva. This unique event brings together key decision makers from almost all walks of life, in a bid to foster relationships which may result in services rollout. Expectations for the event are high, and the agenda promises to be both informative and enlightening.

### Roadmaps for WSIS Action Lines C2, C5, C6

177. In line with its mandate and the WSIS outcome documents, the ITU continues to play a key role in the WSIS implementation and follow-up process, in particular, as the WSIS Action Lines Sole Facilitator for AL C2 (Information and Communication Infrastructure), AL C5 (Building Confidence and Security in the Use of ICTs), and AL C6 (Enabling Environment).
178. With the aim of strengthening the implementation mechanism, ITU Council 2009 agreed on the framework for roadmaps of ITU's activities in its role as the sole facilitator for the above mentioned WSIS action lines in the implementation of WSIS up to 2015. Roadmaps are detailed plans to guide progress towards achieving WSIS goals. They provide broad vision and detailed overview of the activities planned within the mandate of the Union. Direct links between the activities and the strategic goals and relevant resolutions, programmes and initiatives of the ITU are highlighted. The roadmaps include timeframes, expected results, impact on ITU's human and financial resources as well as list relevant partners. In 2011 the Roadmaps were updated and made available at the ITU portal for WSIS related activities [www.itu.int/itu-wsis](http://www.itu.int/itu-wsis)



179. Elaborated framework may serve as a template for the other WSIS Action Line moderators/facilitators to strengthen the implementation mechanism of WSIS process. It has been widely disseminated amongst the WSIS Action Line Facilitators, members of the United Group on the Information Society as well as WSIS stakeholders. The Roadmaps can be accessed at [www.itu.int/itu-wsis](http://www.itu.int/itu-wsis)

### WSIS Stocktaking Portal

180. A revamped WSIS Stocktaking Platform has been launched in 2010 to foster the implementation of WSIS outcomes. The platform is based on a community-building approach offering fresh options for networking, collaborating and the exchange of information. It has also been enriched with new social networking tools, so the new platform can become a new portal for project managers in ICT development programmes and connect practitioners on the ground. [www.wsis.org/stocktaking](http://www.wsis.org/stocktaking)

### **(c) Future Actions**

181. The following major ITU-WSIS related events and initiatives are planned for 2011-12:

- WSIS Forum 2012
- Follow up to the UNGIS Open Consultation on Overall Review of the Implementation of the WSIS Outcomes (WSIS+10)
- WSIS Project Prizes 2012
- Regional Human Capacity Building Forums
- Regional Development Forums
- Global Symposium for Regulators
- Global Human Capacity Development Symposium
- World Telecommunication Development Conference
- Plenipotentiary Conference
- TELECOM 2011

## IV. Final conclusions

182. As presented above the ITU initiated, facilitated and implemented several activities related to the implementation of the WSIS outcomes. The three ITU sectors, ITU-R, ITU-T, ITU-D, and the General Secretariat played an active role in this process in their respective areas of expertise and brought out the complimentary role between the sectors with reference to WSIS. As the leading UN specialized agency focusing on ICTs, ITU organized several of these activities on its own and in partnership, highlighting and prioritizing the importance of multi-stakeholder collaboration. Participation from the governments, international organizations, civil society and private sector from all over the world was noted in all these efforts, which significantly contributed to the progress towards achievement of the WSIS goals.

183. All Member States, Sector Members and Associates are invited to participate actively in implementing WSIS outcomes, contribute to the WSIS stocktaking database maintained by ITU, and participate actively in the activities of WG-WSIS and in ITU's further adaptation to the information society; as well as to make voluntary contributions to the special trust fund set up by ITU in 2011 to support activities relating to the implementation of WSIS outcome.

## ANNEXURE: 1

### List of signed BDT projects since September 2010

	Project Number	Project Name	Signature Date
<b>AFRICA REGION</b>			
1	9URT10003	SMS4DC Support Services for Tanzania	30 Sept. 2010
2	9RAF10083	Workshop related to guideline(s) on Open Access to Submarine cable (including licensing and interconnection associates frameworks) in West Africa	25 Oct. 2010
3	7GLO07066	Création d'un cyberspace et d'un centre de formation intégré pour les personnes handicapées au Mali	1 Oct. 2010
4	7BKF10007	Assistance du Burkina Faso pour la mise en œuvre du concept de e-Conseil des Ministres	22. Nov. 2010
5	9RAF10084	Connecter une école, connecter une communauté en Afrique subsaharienne	23 Dec. 2010
6	9URT11004	Connect a School, Connect a Community in Tanzania	15 May 2011
7	9ANG11006	Support to Telecommunications Sector in Angola	20 June 2011
8		Connecter une école, connecter une communauté au Niger	9 August 2011
<b>ASIA AND PACIFIC REGION</b>			
9	9THA10011	Seminar on Universal Service Obligation in Thailand	11 Oct. 2010
10	9THA10012	Licensee Monitoring and Compliance Framework	29 Nov. 2010
11	9RAS10036	Master Plan For Wireless broadband in Asia and the Pacific	26 Nov. 2010
12	9RAS10037	CLMV Subregional Workshop on IP/NGN Technologies and Services	23 Nov. 2010
13	9RAS11039	ITU NBTC Training Program 2011	27 April 2011
<b>AMERICAS REGION</b>			
14	9CHI10012	Agreement between ITU and SUBTEL relating to the loan of satellite telephones	9 May 2011
15	9RLA11009	AMS CoE Regional Project: Management of capacity building activities	9 May 2011
16	9COL10035	Preparing some titles of a Spectrum Management Manual	End of 2010
<b>GLOBAL</b>			
16	7GLO11068	International Telecommunication Union –School Connectivity in Five ITU Member States	20 May 2011
	3GLO07-059	Spectrum management assessment for developing countries	30 September 2011



