Plan of Action for the Information Society in
Latin America and the Caribbean
eLAC 2007

	A. Access and digital inclusion	
Goal	**Action**	**Deadline**
1 **Regional Infrastructure**	1.1 Promote the development of regional ICT infrastructure, including broadband capacity through backbones and interconnection of existing Network Access Points (NAP) with root servers, mirror servers and traffic exchange points.	Mid-2007
	1.2 Conduct regional studies that guide the development of this infrastructure and that take into account the need to increase security and trust and the cost-benefit factors of ICT within the framework of existing international, regional and subregional agreements.	Mid-2006
	1.3 Promote the creation of sustainable schemes and models for ICT penetration in the different countries of the region, as well as the generation of local associative proposals designed to arrange for improved connectivity conditions, particularly in disadvantaged areas.	Mid-2007
2 **Community Centres**	Considering the different subregional, national, and local realities:	
	2.1 Reduce by half the potential national average user base per community Internet access centres, or reduce its coverage to 20,000 people per centre, regardless of whether it is public or private.	Mid-2007
	2.2 Foster the quality and ensure the sustainability of Internet access centres, with community participation within a framework of respect for cultural diversity, and considering the needs of people with disabilities in accordance with international standards.	Mid-2007
	2.3 Offer training and information services, including, among others, those provided by radio and television based in local communities.	Mid-2007
	2.4 Support media based in local communities and projects that combine the use of traditional media with new technologies to facilitate the use of local languages, to document and preserve local heritage, including the landscape and biodiversity, and as a means of reaching out to rural, isolated and nomadic communities.	Mid-2007
3 **Online schools and libraries**	Considering local realities, particularly in rural, isolated or marginal areas:	
	3.1 Double the number of public schools and libraries that are connected to the Internet or connect one third of them, if possible via broadband, particularly those located in rural, isolated or marginal areas, while setting the application of ICTs in education within the context of local realities.	Mid-2007
	3.2 Considerably increase the number of computers per student in educational establishments and encourage its efficient use for learning.	Mid-2007
	3.3 Train at least one third of teachers in the use of ICTs.	Mid-2007

Plan of Action eLAC 2007

4 **Online health centres**	4.1	Double the number of health centres and hospitals in the region that are connected to the Internet or connect one third of them.	Mid-2007
	4.2	Promote ICT training programmes in health centres and hospitals	Mid-2007
5 **Employment**	Create a regional working group to:		
	5.1	Promote ICT capacity-building for the development of new forms of work and tele-work, encouraging their application, in particular, for local job creation.	Mid-2007
	5.2	Facilitate the creation of a network of social stakeholders to foster an exchange of experiences and to formulate proposals for creating local employment and jobs.	Mid-2007
	5.3	Maintain updated information on necessary skills and knowledge to ensure the region's inclusive and sustainable development.	Mid-2007
6 **Local government**	6.1	Connect at least half of local urban governments and one third of local rural governments to the Internet, ensuring local governments' staff capacity in relation to ICTs.	Mid-2007
	6.2	Encourage synergy in service delivery, including the provision of digital or analogue services, while supporting national ICT suppliers, applications and content, between local and national governments.	Mid-2007
	6.3	Promote ICT training programmes for local public officials.	Mid-2007
	6.4	Stimulate local development of information and access to local information, considering local and indigenous languages and the needs of people with disabilities.	Mid-2007
	6.5	Disseminate ICT access models in remote or rural areas with a view to encouraging their adoption in order to optimize local government administration, as well as improvements in the competitiveness of local productive capacity.	Mid-2007
7 **Alternative technologies**	Within the framework of existing efforts and in constant dialogue with the private sector and other sectors of society:		
	7.1	Create a regional working group to elaborate proposals on options and strategies for the development of digital television and other wired and wireless technologies in Latin America and the Caribbean, examining standards, interactivity and applications for the provision of universal access.	Mid-2007
	7.2	Consider carrying out, among other activities of the group, pilot tests of digital television applications and other available interactive technologies under different circumstances and in various countries of the region.	Mid-2007

Plan of Action eLAC 2007

B. Capacity-building and knowledge creation

Goal		Action	Deadline
8 Software	8.1	In the context of efficiency and social inclusion, establish a regional working group to exchange experiences and criteria used for the development and use of open-source software and free software, which includes studies on technical, economic, organizational, training and security challenges.	End of 2006
	8.2	In the context of criteria of efficiency and social inclusion, the group will also analyse the use of proprietary software in order to disseminate best practices and to maximize efficiency, coexistence with other forms of licensing, interoperability and possibilities of migration.	End of 2006
	8.3	Promote and encourage the development of the software industry, content, applications and informatics services, using such instruments as an appropriate legal framework, measures to strengthen the university-enterprise relationship, measures to promote complementary and cooperative business partnerships, human resources development and the expansion of access to markets.	Mid-2007
9 Training	9.1	Provide ICT literacy training to at least 2.5% of the working-age population annually, taking into account gender equity, focusing on entrepreneurs, professionals and workers in microenterprises and small businesses; on public servants; on disadvantaged, marginalized or vulnerable communities; and on the unemployed and making content available for these purposes that is directed towards indigenous peoples and communities.	Mid-2007
	9.2	Formulate and disseminate ICT training programmes for women aimed at improving their position in the labour market, developing innovative potentials and strengthening solidary networks at the national and regional levels.	Mid-2007
10 Research and education networks	10.1	Develop and expand at the national, subregional -- especially in the Caribbean -- and regional levels advanced ICT-based networks for research and education while strengthening existing networks, such as the CLARA network.	End of 2006
	10.2	Interconnect these networks with similar networks in other regions.	End of 2006
11 Science and technology	11.1	Promote national, subregional and regional interactive and cooperative networks among scientific and technological institutions, involving them in local production systems and promoting the creation of technology poles and parks in the countries of the region that can develop innovation activities for the production of high-value-added goods and services.	Mid-2007
	11.2	Promote the development of local technology industries involved in the supply of inputs and technology for the development and maintenance of infrastructure.	Mid-2007
	11.3	Promote production and regional exchange of local, national and regional content, and its indexation by and for all actors of society, that strengthen citizen participation and human development, especially content linked to science, technology, digital inclusion and training for employment.	Mid-2006

Plan of Action eLAC 2007

12 **Firms**	12	Promote ICT training and support strategies for micro-, small and medium-sized enterprises and ventures.	Mid-2007
13 **Creative and content industries**	13.1	Establish a regional working group, with the participation of all stakeholders, to research the development and challenges of creative industries and content-development industries, while forming regional cooperation mechanisms and seeking solutions for common problems, such as the financing of an economy of intangible goods, distribution of cultural goods and services, and communication in the region, and perfecting the capacity for local production of content that respects diversity and cultural identity.	Mid-2006
	13.2	Foster, in local communities, a network of social stakeholders that are committed to the production and diffusion of cultural goods that contribute to the reinforcement of regional identity and the development of local employment.	Mid-2007
	13.3	Support media based in local communities for the creation of original content that meets their information and development needs and that addresses their linguistic and cultural diversity and identity, taking into account social initiatives.	Mid-2007
14 **Internet Governance**	Taking into account the "Geneva principles" adopted in the first phase of the World Summit, particularly those of multilateralism, transparency and democracy in Internet governance and ongoing initiatives:		
	14.1	Promote regional dialogues, exchanges and cooperation on national experiences in Internet governance; training in Internet resource management (domain names, IP numbers and protocols); international interconnection costs, cyber-security, spam, and related institutional and technological aspects.	Mid-2007
	14.2	Participate actively in the tasks of the Working Group on Internet Governance of the United Nations, while it exists.	End of 2005

C. Public transparency and efficiency

Goal	Action		Deadline
15 **Electronic government**	15.1	Create and/or strengthen instruments for exchanging e-government services, such as the e-Government Network of Latin America and the Caribbean (REDGEALC), developing regional cooperation for the transfer of technologies, platforms, applications and software, as well as the corresponding knowledge, skills and best practices.	Mid-2007
	15.2	Form a working group to elaborate an agenda of priorities for the implementation of interoperability standards for e-government services.	Mid-2006
	15.3	Promote the electronic integration of public administrative systems via one-stop shops in order to improve the management of intragovernmental procedures and processes.	Mid-2007
	15.4	Contribute to the use of electronic/digital signatures in governmental procedures, both by public officials and civil servants and by citizens.	Mid-2007
	15.5	Promote the adoption of information security and storage models at all levels of government with a view to engendering trust in the digital information managed or provided by the State.	Mid-2007

Plan of Action eLAC 2007

	15.6	Promote the adoption or development of electronic means of payment for the purpose of encouraging the use of e-transactions with the State.	Mid-2007
	15.7	Promote electronic contracting mechanisms in government.	Mid-2007
	15.8	Promote the creation of mechanisms for standardizing and consolidating geo-referenced information with a view to providing decision-making tools for government and the private sector.	Mid-2007
16 **Electronic education**	16.1	Promote and strengthen national networks of educational portals, including public, private and civil society initiatives, with special attention being devoted to the Millennium Development Goals on universal primary education and to multicultural content, especially content oriented towards indigenous peoples.	Mid-2007
	16.2	Link national educational portals with a view to establishing a Latin American and Caribbean network of educational portals so that educational experiences and content can be shared, and promote the adaptation, localization and development of educational content for dissemination via this network.	Mid-2007
17 **Electronic health**	17.1	Promote and strengthen national health service networks, including public, private and civil society initiatives.	Mid-2007
	17.2	Promote and strengthen regional health information networks, such as those of the Pan American Health Organization and the Regional Library of Medicine and Health Sciences (BIREME), with attention being devoted to convergence towards common standards for interoperability, to application and software exchange, and to virtual health library portals.	Mid-2007
18 **Disasters**	18	Strengthen the regional and international interconnection of digital information networks for disaster prevention, while considering regional administration and coordination of assistance in the event of disasters.	Mid-2007
19 **Electronic justice**	19.1	Encourage existing regional initiatives to integrate ICTs in national justice systems, such as the e-justice project being promoted by the supreme courts of the Ibero-American countries.	Mid-2006
	19.2	Implement a regional agenda to integrate ICTs into justice systems.	Mid-2006
20 **Environmental protection**	20	Promote and strengthen existing regional initiatives for the use of ICTs for environmental protection and the sustainable use of natural resources, considering the concurrence of the public and private sectors, civil society, and indigenous peoples and communities.	Mid-2007
21 **Public information and cultural heritage**	21.1	Promote and encourage initiatives and policies that, through the use of ICTs, provide citizens with wider access to public information and to the cultural, historic, scientific and educational heritage, including its preservation in electronic media.	Mid-2007
	21.2	Foster a regional dialogue for the exchange of experiences, as well as the diffusion and adaptation of good practices.	Mid-2007

Plan of Action eLAC 2007

	D. Policy instruments	
Goal	**Action**	**Deadline**
22 **National strategies**	22.1 Establish or confirm a coordinating entity or mechanism for national strategies in every country of the region, which takes into account participation by civil society and the private sector.	November 2005
	22.2 Promote and strengthen national action plans for the development of the information society in all countries of the region, ensuring participation by civil society and the private sector, as well as relevant entities of the public sector.	Mid-2007
23 **Financing**	23.1 Establish a working group with members of public, private, subregional, regional and international organizations to evaluate national and regional needs for financing ICT development.	November 2005
	23.2 Suggest initiatives for optimizing the use of financial resources and instruments and, if necessary, propose new ones, with the aim of mobilizing more resources, considering subregional, regional and international financial and cooperation agencies and the particular features of each country.	Mid-2007
24 **Universal access policies**	24.1 Examine, with the active participation of civil society, the private sector and academia, public policies for universal access, expanding this concept to include all ICTs in order to advance towards a second generation of universal access programmes.	Mid-2006
	24.2 Carry out and support, with the active participation of civil society, the private sector and academia, systematic efforts to hold a regional dialogue on technology and service convergence and public policies oriented towards the universalization of access and cost reduction in Internet access in order to include low-income sectors and rural or remote areas.	Mid-2007
25 **Legislative framework**	25 Establish subregional working groups to promote and foster policies for harmonizing norms and standards, with the aim of establishing legislative frameworks that merit trust and offer security at both the national and regional levels, paying special attention to legislation on the protection of privacy and personal data, cyber-crime and ICT crime, spam, digital or electronic signatures, and electronic contracts as a framework for the development of the information society.	November 2005
26 **Indicators and measurement**	26.1 Support and foster, with technical cooperation programmes, institution-building and methodological strengthening and the development of ICT access and usage indicators, differentiated by gender and social group and in accordance with the ITU definitions of community access indicators and the recommendations of the World Summit side event on monitoring the information society, taking into account their ongoing evolution and incorporating them into questionnaires and statistical instruments suited to the regional reality.	Mid-2007
	26.2 Elaborate comparative studies on the economic and social impact of ICTs, particularly in reference to previously agreed national and international development goals, including the Millennium Development Goals and the objectives set forth in the World Summit Plan of Action related to indigenous peoples.	Mid-2007

	26.3	Carry out annual technical seminars, with the participation of national and regional statistical offices, such as those of the Observatory for the Information Society in Latin America and the Caribbean (OSILAC).	Mid-2007
		E. Enabling environment	
27	27.	Establish a regional mechanism for follow-up to the themes of the World Summit and the implementation of eLAC 2007 in accordance with the situation and priorities of each country, taking advantage of the existing structures and regional cooperation agencies, within the framework of their capacities and competencies, and in close collaboration with civil society, the private sector and the academic sector, taking into account the agreements reached in the Geneva and Tunis phases of the World Summit, as well as in the regional conferences in Bávaro and Rio de Janeiro.	Mid-2006
28	28.	Promote concrete measures of solidarity and assistance to facilitate access to the benefits of the information society by the region's relatively less developed countries, small island developing States and other countries facing special difficulties in applying their national strategies for the development of the information society.	Mid-2006
29	29.	Devise concrete regional initiatives and proposals for overcoming obstacles to the effective implementation of national strategies for the development of the information society arising from the prevailing international economic, trade and financial order, exploring possible formulas, such as debt relief, as a means of promoting investment to boost infrastructure development and training in the use and development of ICTs.	Mid-2006
30	30.	Request that the ITU and relevant regional organizations report on a regular basis to the Summit's follow-up mechanism on activities to safeguard the use of the radioelectric spectrum in the public interest, in accordance with the principle of legality and in full observance of relevant international laws and agreements, as well as national and international regulations.	Mid-2006