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Message to the WSIS Forum 2011
Geneva, 16 May 2011

It gives me great pleasure to welcome you to this year’s WSIS Forum. This multistakeholder event is testament to the WSIS vision of collaborative action to bridge the digital divide. I am encouraged that more than 30 UN agencies are involved, joining forces and contributing their expertise.

The WSIS process aims to promote synergies between WSIS and other relevant programmes and initiatives, in order to harness the great power of ICTs in our efforts to reach the internationally-agreed development goals.

By engaging governments, the UN family, civil society and the private sector, we have been able to accelerate the achievement of targets to improve access to ICTs for people and communities worldwide.

ICTs have become essential enablers of socio-economic development. Through e-learning, e-health, e-government, climate monitoring and more, today’s and tomorrow’s technologies will help bring the Millennium Development Goals within reach.

The power of fixed and mobile broadband will further improve our ability to extend basic services to communities – even those in the remotest places – in ways that where inconceivable when the MDGs were first articulated more than a decade ago.

With the agreed international deadline of 2015 fast approaching, our priority must be to translate the partnerships and progress generated by the WSIS process into tangible achievements that are globally and equitably distributed.

I encourage you to reach out to new partners, and to come up with new innovations that can help us rise to this challenge. I look forward to continuing to work with you to turn the WSIS targets into meaningful, transformational improvements in people’s lives.

Please accept my best wishes for a successful forum.

Mr Ban Ki-moon
Secretary-General
United Nations
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Acronyms

ALFM  Action Line Facilitators’ Meeting
CW   Country Workshops
HL   High-Level
HLD  High-Level Dialogue
IFM  Interactive Facilitation Meeting
IGF  Internet Governance Forum
IS   Interactive Session
TW   Thematic Workshop
UNGIS United Nations Group on the Information Society
WTISD World Telecommunication and Information Society Day
Introduction

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 multistakeholder 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 Centre. 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.

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. The 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
WSIS Forum 2011 Participation

Introduction

This year the Forum 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, 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. In addition to the badges issues, more than hundred participants carried their own identity badges for participation (for eg representatives of UN Agencies and Permanent Missions). Remote participation was an integral component of the WSIS Forum, as over 2000 stakeholders followed and contributed to the outcomes of the event in a remote manner worldwide. Onsite networking was facilitated by the imetYouatWSIS online community platform. More than 250 on-site participants actively used the tool prior to and during the event, this tool facilitated fruitful networking leading to win–win partnerships.
On-site Participation

On-site participation increased tremendously during the WSIS Forum 2011. A total of 1054 badges were issued. WSIS Forum participation has more than doubled since last year. The participation of the Civil Society almost quadrupled, Government was close to tripled and Private Sector nearly doubled. This is a really strong sign of interest from these different types of stakeholders.

More than 140 countries were represented by the participants. More than 20 Ministers and Deputies, several Ambassadors, CEOs and Civil Society leaders contributed passionately towards the programme of the Forum. Among the participants, there were more than 100 Members of Parliament, as well as several C-level representatives of the private sector and civil society.

The following graphs demonstrate the trends in terms of rapidly increasing participation and awareness of the event among the WSIS Stakeholders. Within three last years, the number of participants has doubled and participation of representatives of the Member States has tripled.
imeetyouatWSISForum Platform

The imeetyouatWSISForum component provided all registered on-site participants of the WSIS Forum 2011 with an online social networking community experience. This social networking community, powered by Pathable, was a new component of the Forum and was specifically designed for the Forum’s on-site participants.

The goal of this component was to assist participants in meeting, interacting and scheduling meetings during the Forum, as well as to gather feedback in order to improve both the participants’ experiences and involvement by creating an online discussion about WSIS-related issues and topics.

585 on-site participants choose to created profiles on the ImeetyouatWSISForum platform.
imeetyouatWSISFORUM Statistics

Profiles
- Total accounts: 585
- Total signed-in at least once: 258
- Total visible: 257

Activity
- Private messages: 116
- Public messages: 73

Schedule
- Sessions added to schedules: 845
- Total sessions: 105
- Attendees registered for sessions: 51
- Schedules printed: 40
- Attendees registered for private meetings: 15
- Meeting invitations accepted: 15
- Schedules exported: 12
- Private meetings: 12
- Meeting invitations unanswered: 8

Profiles created (complete):
- Government: 47
- Private Sector: 24
- Civil Society: 42
- Organizers: 11
- Academicians: 27
- International Organizations: 62
- Speakers: 14
- Session Organizers: 6
- Exhibitors: 0

Profiles created (complete): 233
Profiles created (incomplete): 352
Total registered participants at imeetyouatWSISForum: 585

Components of Remote Participation at the WSIS Forum 2011

The WSIS Forum has a multistakeholder character. The WSIS Stakeholders include governments, civil society, private sector and international organizations from all parts of the world. Today, information and communication technologies (ICTs) provide the opportunity for representation and inclusion of all stakeholders in the WSIS Forum by way of remote participation. In order to ensure the
participation and inclusion of all WSIS Stakeholders, remote participation was designed as an integral feature of the WSIS Forum 2011.

Building on the success of remote participation facilities initiated at the WSIS Forum 2010, the organizers integrated the most user-friendly and widely used tools for encouraging remote participation at the WSIS Forum 2011. These easy-to-use tools enabled two-way communication, allowing WSIS Stakeholders to participate in the WSIS Forum at their own convenience and, at the same time, encouraging dissemination of information about the different sessions and happenings at the Forum.

Webcast
Remote Participation was a key feature of the WSIS Forum 2011. Stakeholders could follow all sessions via the video webcast (registration not required), these webcasts are archived and can be viewed at the WSIS Forum 2011 website.
Webcast page: http://www.itu.int/ibs/WSIS/201105forum/index.html

Adobe Connect Conference Rooms
Programme of the Forum consisted of more than 100 sessions structured in 12 different types of meetings in 6 parallel streams. Unfortunately all of the “announced participants” and the wider WSIS Stakeholder community were not able to make it to Geneva; hence the WSIS Secretariat developed and promoted various tools for remote participation. WSIS Stakeholders could participate actively as a remote delegate, via the Adobe Connect (virtual) conference rooms. This allowed them to follow the video feed of the conference room, hear what is being discussed (English channel), see presentations and documents, and pose questions to panellists via chat. Each session dedicated 10-15 minutes for questions from remote delegates.

http://itu.adobeconnect.com/wsisingoverning_body_room/
http://itu.adobeconnect.com/wsisingforum_room_ii/
http://itu.adobeconnect.com/wsisingforum_room_iv/
http://itu.adobeconnect.com/wsisingforum_room_v/
http://itu.adobeconnect.com/wsisingforum_room_ix/
http://itu.adobeconnect.com/wsisingforum_room_xi/

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<tr>
<th>Row Labels</th>
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</tr>
<tr>
<td>WSIS Forum 2011 – Room II</td>
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<td>WSIS Forum 2011 – Room IX</td>
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<tr>
<td>WSIS Forum 2011 – Room XI</td>
<td>280</td>
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<tr>
<td>WSIS Forum 2011 – Room V</td>
<td>236</td>
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<tr>
<td>WSIS Forum 2011 – Room IV</td>
<td>226</td>
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<tr>
<td>Grand Total</td>
<td>2102</td>
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Short Video: Inside an Adobe Connect Meeting Room
See also: Frequently Asked Questions for Remote Participants

iWrite4WSIS

All Forum sessions featured live reporting via Twitter, as part of the iWrite4WSIS campaign www.wsis.org/iwrite

The iwrite4WSISForum component used Twitter, a microblogging platform, throughout the event by the organizers as well as by the participants of the Forum. The goal of the use of this tool was to promote engagement and involvement of remote participants during this event but also to get immediate feedback and reports from on-site participants. In order to facilitate the use of this kind of communication all tweets were requested to used #WSIS.

This communication campaign included Six Strategic Partners (CivicTEC, telecentre.org, SuNTA, e-agriculture, cibervoluntarios.org, and COETTC), who not only tweeted but also translated all relevant information on the WSIS Process. Information about the WSIS Forum 2011 was diffused in all six official UN languages. More than 8250 people were following this campaign (264 direct followers + 8016 followers through the strategic partners' network).

Here is a cloud representing the most used words of the tweeting campaign:

#wsis 00 10 14 15 16 17 18 19 20 2011 30 45 6a3xdd 856 8uStx abbas action agriculture al alm article aspx begin blogs @bservoin building c7 campaign capacity cc @civictec communication concerning consultation country debate default development discuss dr du dupm9t eau economy et exhibition fb forum forum2011 gate gov government groups held high highlights hld hzwoxnowy home ict implementation indian information informations initiative initiatives int interaction interview issues itu ixp @jaroslawponder john la laction le level line lines media mis @mnht_ms mobile monday @mongkolroek mr ms new odb9umlb3hu oman online ont open opening opportunity outcomes overall participation place plus pour presented process projets protection provide public regarding related remote report review room rt session set skilled smsi social society stocktaking stories strategy success summary sur tabid thematic tiny transformed tuesday uae ungis uploaded video watch wbopyix304e workshop wsis wsisstocktakingblog www xeo0q0jk1fw youtube @youtube youtube à été более вопросам информационного менее министров на неделя около осталась осталось no الوطني مثل 2
每个利益相关者都可以通过注册自己的账号来参加“我给wsis写信”的活动。
远程参与将成为2011年信息社会世界峰会的主要特点。了解更多有关信息请登陆：http

iwrite4WSISForum Campaign Strategic Partner

What is COETTC

Partners of iwrite4WSISForum Campaign

COETTC is the acronym of “Col·legi d’Enginyers Tècnics de Telecomunicació de Catalunya” that means “College of Telecommunications Engineers of Catalonia”. It is an association delegated by the government (like the English Royal Chapter) that represents the telecommunications professionals of Catalonia.

Catalonia is one of the regions of the Kingdom of Spain. Its main city is Barcelona, on the shores of the Mediterranean. Engineers in Catalonia approach IT technologies to citizens and in their daily work are involved in the deployment of ICT services. As an association, it has become a reference in Spain, especially through one of its biggest events, “Catalonia Telecommunications Day”, which is a big yearly summit where telecommunications industry, service developers, technicians and users meet together in an intense full day of roundtables. Various thematic lines are established every year to talk about different aspects of ICTs. In recent years, one of the established lines has become immovable: ICT and disabilities.

COETTC
Col·legi d’Enginyers Tècnics, Pèrits i Graduats de Telecomunicació de Catalunya
Mandri, 3
E- 08022 Barcelona (Spain)
Telf. +34 93 434 20 70

Website: http://www.coettc.com/
Blog: http://coettcblog.wordpress.com/
Twitter: @COETTC
Facebook: http://www.facebook.com/pages/Coettc/107275569351696
YouTube: http://www.youtube.com/user/coettc
LinkedIn: http://www.linkedin.com/company/coettc
Summary of activities carried out during the WSIS Forum 2011 by COETTC

Before the summit

(Objective: Promotion of the event and call for participation)

- Frequent Tweets from the organizational account.
- Frequent Tweets and re-Tweets from personal accounts.
- Presentation to the Assembly of Telecom Engineers on 15 April.
- Diffusion between COETTC’s associated members and the members of the Telecom Advisory Council* by means of its own communications.

During the summit

(Objective: dissemination of events)

- Moderate Tweets from the organizational account.
- Moderate Tweets and re-Tweets from personal accounts.
- Diffusion between COETTC’s associated members and the members of the Telecom Advisory Council* by means of its own communications.
- Remote participation (sending a brief summary of what had been talked in the followed remote participation).
- WTISD in Spain (event link – programme link).

After the summit

(Goal: spread of commitment)

- Sporadic Tweets from the organizational account.
- Sporadic Tweets and re-Tweets from personal accounts.
- Diffusion between COETTC’s associated members and the members of the Telecom Advisory Council* by means of its own communications.
- Preparing English version of COETTC’s corporative website to be linked with external activities such as WSIS.

In addition COETTC shares some WSIS messages in its corporative Facebook page (http://www.facebook.com/pages/Coettc/107275569351696) and it has a permanent WSIS-Twitter link on the main window of its corporative blog (http://coetttcblog.wordpress.com/). But as it is just starting to develop its social media strategy, the impacts of these actions are still low but continuously growing.

* The Telecom Advisory Council is made up of key persons of telecom companies (of services and infrastructure), associations of telecom users, relevant persons in the field of ICT, deans of universities, multi-sectoral business associations, regional and local administrations and the Government (ICT agencies and departments).
Jaume Fortuny  
*International Affairs Board Member*  
email: j.fortuny@coettc.com  
Twitter: @fortuny  
LinkedIn: [http://es.linkedin.com/in/jaumefortuny](http://es.linkedin.com/in/jaumefortuny)

**CiviTECH:**

CivicTEC is a new kind of not-for-profit organisation for these 2.0 times. It’s an emerging international network that draws from the evolving entrepreneurial culture of social innovation, bringing public sector leaders, technology corporates and gurus together with the policy thought leaders and community practitioners that make real change happen.

Our focus is how the connective technologies contribute to and escalate positive development.


**SuNTA**

[e-agriculture.org](http://www.e-agriculture.org)

cibernovoluntarios.org

**Conclusions**

As experienced during WSIS Forum 2010 and 2011 remote participation has become a necessity: this year **more than 2100 people** followed the WSIS Forum remotely.

Continuing the iwrite4WSISForum Campaign several stakeholders are now tweeting using #WSIS, allowing the continuous circulation of information on WSIS-related issues.
Open Consultation Process on the Thematic Aspect and a New Innovative Format

Following the outcomes of the WSIS Action Line Facilitators’ meetings during WSIS Forum 2009 and 2010 and the exchange of views amongst several WSIS Stakeholders, the organizers of the WSIS Forum – ITU, UNESCO, UNCTAD and UNDP – held an Open Consultation Process on the thematic aspects of the WSIS Forum 2011.

The consultation process on the thematic aspects of the Forum aimed to ensure a participatory and inclusive spirit, as well as to engage governments, international organizations, civil society and the private sector in the preparatory process of the WSIS Forum 2011.

The Open Consultation Process for WSIS Forum 2011 was structured in four steps as follows:

- **Step One: 15 October – 15 December 2010:** Online Discussions
- **Step Two: 23 November 2010:** Preparatory Meeting
- **Step Three: Deadline 15 January:** Submission of Official Contributions
- **Step Four: 24 February 2011:** Review Meeting

The agenda and format of the WSIS Forum 2011 was built on the outcomes/submissions of the Open Consultation Process

**Opening Ceremony**

**Monday, 16 May 2010, 09:30-10:30, (Governing Body Room) (E/F/S) (Overflow Room II: Audio Only)**

The opening ceremony marked the official beginning of the WSIS Forum 2011. It included welcoming remarks from organizers, the host, and representatives from Government, Private Sector and Civil Society. The speakers provided the key messages of the Forum, inviting the participants to a series of high-level dialogues and interactive sessions addressing issues critical to WSIS implementation in multistakeholder set-ups.

The Master of Ceremony for the Opening Ceremony was Dr Tim Unwin, Royal Holloway, University of London.
Mr Juan Somavia, Director-General, ILO, made the opening remarks and welcomed all participants to the ILO premises. Mr Somavia drew comparisons on the similarities between the WSIS Process and the mandate of the ILO, highlighting the interconnectedness of their respective goals. He drew attention to the opportunities and challenges that ICTs bring to the field of employment, and wished all WSIS Stakeholders a successful Forum.

Dr Hamadoun Touré, Secretary-General, ITU, thanked the ILO for extending its hospitality to ITU by offering its premises for the WSIS Forum 2011. Dr Touré thanked the United Arab Emirates, a strategic partner of the WSIS Forum, for their financial contribution, Oman for sponsoring workshops, and Mexico for making the Opening Ceremony multilingual.

Dr Touré informed about the International Multinational Partnership Against Cyber Threats (IMPACT) and the multilateral approach it takes to address cyberattacks, and pointed out that IMPACT provides the 192 Member States with resources and assistance to thwart cyberthreats.

He stressed that the week’s meetings would not just help fulfil the mandate given by WSIS and in particular the Tunis Agenda, but would also help to create a better future for people all over the world. Dr Touré concluded by emphasizing the importance of the first meeting of the UNGIS Open Consultation, 20 May 2011, towards shaping an inclusive process for review. He emphasised on the successful growth of an open and inclusive information society in which global citizens can use, create and share information with one another.


Dr Supachai Panitchpakdi, Secretary-General, UNCTAD, emphasized the fact that the ICT for development agenda is gaining momentum, as was evident by the significant increased in the number of participants in this year’s Forum. He stated that UNCTAD is encouraged by several emerging possibilities in which ICTs can support the creation of jobs and income, raise productivity and link local firms more effectively to the global economy.

Complete speech available at: http://groups.itu.int/LinkClick.aspx?tabid=1229&FileTicket=05014

Mr Jānis Kārkliņš, Assistant Director-General for Communication and Information, UNESCO, began by praising the multidisciplinary and interdisciplinary nature of the WSIS Stakeholder’s commitment to the WSIS Action Lines. Mr Karklins restated that the focus should remain on human development through the multidimensional utilization of ICTs and not on solely on technology. He highlighted the ability of technology to empower people and to enhance participation and democracy, citing as an example the new technology which facilitated the social movement in the Arab states. He also reiterated UNESCO’s belief that the right to information is essential for greater equity within the knowledge society. In closing he reaffirmed UNESCO’s commitment to implement concrete activities, within the guidelines of Geneva’s Plan of Action and the Tunis Agenda, to help facilitate coherent implementation of up to six Action Lines in the areas of its competence, and that it stands ready to work in close collaboration with ITU and UNDP in the overall multistakeholder coordination of the facilitation of all 11 Action Lines.

Complete speech available at: http://groups.itu.int/LinkClick.aspx?tabid=1229&FileTicket=05018
H.E. Mr Mohamed Nasser Al Ghanim, Director-General, Telecommunications Regulatory Authority, UAE, began by thanking the stakeholders for facilitating the WSIS Forum. He stressed the importance of information-sharing as an essential component for success, as well as the universal right to access and utilize information. He pointed out that, since its inception, the UAE has adopted a clear vision that aims at engaging in the international community actively participating in global initiatives that are set to improve the human conditions and provide people with better quality of life. The UAE leadership finds that the WSIS is one of these constructive initiatives that should be dealt with utmost attention and highest consideration. The UAE has also adopted a national WSIS committee, this committee has members from the National Stakeholder Organizations adding valuable experience from the industry and user community. He informed that the UAE has also issued a high-level national report which highlighted the UAE’s significant progress towards the objectives of the Action Lines. He also stressed the UAE’s commitment to green ICT initiatives.

H.E. Mr Al Ghanim thanked ITU for the opportunity to extend UAE’s partnership and support to the WSIS Forum 2011 as a Strategic Partner.

Complete speech available at: http://groups.itu.int/LinkClick.aspx?tabid=1229&FileTicket=05009

Mr John Davies, Intel Corporation, Vice-President Sales and Marketing Group, General Manager Intel World Ahead Program, began by drawing attention to the increasing trend of internet connectivity and the use of ICTs, particularly in the developing world, and related this growth to the different models of ICTs, specifically the prepaid model. He stated that one of the challenges presented to industry has been the inability for those who need services the most to afford or access them, namely impoverished populations in the developing world. He went on to discuss what he called an “inflection point”, where the use of infrastructure begins to take off, and more and more people are able to access technological capabilities who previously could not. He closed with a positive vision of how MGD goals can be achieved with the cooperation of all the stakeholders and industry.

Complete speech available at: http://groups.itu.int/LinkClick.aspx?tabid=1229&FileTicket=05304

Mr Cyril Ritchie, President, Conference on NGOs in Consultative Relationship with the UN (CoNGO) displayed CoNGO’s commitment to the WSIS outcomes through its involvement with WSIS related events and activities. He noted the importance and significance of a multi-stakeholder alliance, and the WSIS Stocktaking Platform’s role in strengthening the commitment of civil society to the successful outcomes of MDG goals. He highlighted that some MDG goals cannot be completed in time for several LDC. Mr Ritchie closed by reiteration CoNGO’s and civil society’s commitment to the facilitation and cooperation towards the successful implementation of the MDG.

Complete speech available at: http://groups.itu.int/LinkClick.aspx?tabid=1229&FileTicket=05305
High-Level Opening Session: Working Together Towards 2015
Monday, 16 May, 10:30–13:00, (Governing Body Room) (E/F/S)
The high-level opening session celebrated partnerships and collaborations amongst WSIS Stakeholders while working together towards 2015. The WSIS Process is a multistakeholder process and its success in achieving the internationally agreed goals depends on successful, win–win partnerships. The goal of WSIS is to work together in multistakeholder set-ups to achieve a common vision, desire and commitment to build a people-centric, inclusive and development-oriented Information Society where everyone can create, access, utilize and share information.

The high-level opening session set the tone for the dialogues and interactive sessions scheduled over the following five days.

Interactive Moderator: Dr Tim Unwin, Royal Holloway, University of London
Welcome Note: Mr Houlin Zhao, Deputy Secretary-General, ITU

Speakers

- H.E. Eng. Baryalai Hassam, Deputy Minister Technical, Afghanistan
- H.E. Mr Elmir Velizadeh, Deputy Minister, Ministry of Communications and Information Technologies (MC&IT), Azerbaijan
- H.E. Mr Archt Yeafes Osman, State Minister, Ministry of Science & ICT, Bangladesh
- H.E. Ms Concilie Nibigira, Minister, Ministry of Telecommunications, Information and Communications and Relations with Parliament, Burundi
- H.E. Mr Méndez Menendez Luis Eduardo, Superintendente, Superintendencia General de Electricidad y Telecomunicaciones, El Salvador
- H.E. Ms Suvi Lindén, Minister of Communications, Finland
- H.E. Mr Alhaji A. Cham, Minister of Information and Communication Infrastructure, Gambia
- H.E. Mr Haruna Iddrisu, Minister of Communications, Ghana
- H.E. Mr Kapil Sibal, Minister for Communications and Information Technology, India
- H.E. Lic. Dionisio A. Pérez Jácome Friscione, Secretario de Comunicaciones y Transportes, Mexico
- H.E. Mr Lazovic Vujica, Deputy Prime Minister, Government of Montenegro
- Mr Talal Sulaiman Al Rahbi, Deputy CEO for Operations, ITA, Oman
- H.E. Mr Ivan John E. Uy, Chairman, Commission on Information and Communications Technology, Philippines
- H.E. Ms Magdalena Gaj, Deputy Minister, Ministry of Infrastructure, Poland
- H.E. Mr Ilya Massukh, Deputy Minister, Ministry of Telecom and Mass Communications, Russian Federation
- H.E. Ms Jasna Matic, Minister, Ministry of Telecommunications and Information Society, Republic of Serbia
- H.E. Mr Mohamed Nasser Al Ghanim, Director-General, Telecommunications Regulatory Authority, UAE
- Ms Kristin Peterson, Chief Executive Officer, Inveneo
- Ms Anriette Esterhuysen, Executive Director, Association for Progressive Communication
Mr Kassym-Jomart Tokayev, Director-GeneralUnited Nations Office at Geneva (UNOG), began by delivering Secretary-General Ban Ki Moons message to the WSIS Forum 2011. He also discussed the unique role of ICTs as essential, multidisciplinary enablers of development – specifically, technology’s ability to link a global audience, a feat which would have been impossible just ten years ago. Mr Tokayev encouraged the continued development of new ICT methods and innovations, and highlighted the significance of WSIS as a multistakeholder platform.

Mr Houlin Zhao, Deputy Secretary-General, ITU, opened by expressing his pleasure in seeing progress being made in WSIS outcomes as a result of the efforts of those involved in the WSIS Forum. He also noted that a record number of ministers were in attendance during the 2011 event. He then highlighted the WSIS Stocktaking Success Stories 2011 publication as a source of inspiration concerning ICTs’ role in meeting the MDGs. He closed by stressing the importance of placing ICTs at the top of the development agenda and encouraged all participants to engage in the open consultation process.

H.E. Eng. Baryalai Hassam, Deputy Minister Technical, Afghanistan, began by drawing attention to the telecommunication improvements Afghanistan has implemented over the last year which increased mobile phone usage, increased international connectivity to neighbouring countries, and connected 20 out of 35 provinces with a high-speed fibre optic network backbone. He noted that both challenges and opportunities are presented by ICTs in expanding the reach and delivery of government services, stimulating the private sector, leading economic growth and generating employment. Current efforts include mainstreaming of mobile phone applications in strategic government sectors which support local IT industries. Some current areas in need of improvement included the utilization of ICTs in government operations and inadequate ICT policy in the private sector. In closing, the e-Afghanistan Program was highlighted as a catalyst for closing the communication gap and a representation of the Government’s commitment to promoting E- and M-services. Finally, the importance of sustainable human development through use of ICTs was re-emphasized.

H.E. Mr Elmir Velizadeh, Deputy Minister, Ministry of Communications and Information Technologies (MC&IT), Azerbaijan, gave an overview of the ICT initiatives in Azerbaijan, beginning with the fact that ICTs have become a top priority for the government. Due to a recent demand for global communication, Azerbaijan has focused its efforts on increasing the coverage of its broadband network. The Minister stated that there are currently 1.4 million people connected in Azerbaijan. In closing, he stated that a national broadband network will be instrumental towards achieving the MDGs.

H.E. Mr Archt Yeafes Osman, State Minister, Ministry of Science & ICT, Bangladesh, began by outlining the dream of Digital City Bangladesh, a city which is poverty-free, with a knowledge-based, middle-income society. This dream is to be achieved by 2021. He noted that the citizens of Bangladesh are prepared for societal development, which is illustrated by the wave of young IT professionals. He outlined the growth of ICT infrastructure by stating that in the last two years, 20 million subscribers were added to the mobile family, and indicated that foreign investment was welcome. His Excellency reminded us that ICTs are a means to an end and not an end onto itself. In closing he noted that challenges were still present, specifically the penetration of broadband technologies which were currently being addressed by further initiatives.
H.E. Ms Concilie Nibigira, Minister, Ministry of Telecommunications, Information and Communications and Relations with Parliament, Burundi, began by identifying ICTs’ role in achieving political and economic stability in Burundi and outlined the National ICT Development Policy which began in 2010 and extends to 2025. The plan included such initiatives as human capacity building, adaption of political, legal and regulatory framework to the convergence area, developmental framework for the ICT infrastructure, e-government and e-governance via Burundi Online, ICT and economic development, ICT and social development, rural connectivity, research and development, content, and applications. Success stories included such initiatives as the liberalization of the telecommunication industry, national GSM coverage, and the management of the fibre optic network. The Minister closed by outlining a few challenges, such as the cost and quality of energy services, the lack of use of ICTs in the economic sector, and insufficient investment in the private sector.

Dr Adiseno, Senior Advisor to Minister on Technology Innovation Ministry of Communication and Information Technology, Indonesia began by highlighting the role of ICTs in economic growth and the transformation of lifestyles. He also pointed out the unique challenge of bringing connectivity to an archipelago nation of 17,000 islands. In order to facilitate this, the Government has stepped up efforts, together with stakeholders, to bring ICT infrastructure to the islands. As of January 2010, 25,000 villages had basic telecommunication services, and by September 2011 it is projected that 53,183 villages will have telephony services through the Ringing Villages Project. The Minister also outlined the National Broadband Project, Palapa Ring, which would serve as the nation’s broadband backbone. He ended with commentary on the rapid growth of the ICT sector and welcomed industry support.

Ms Kristin Peterson, Chief Executive Officer, Inveneo, began by outlining the idea of social business, which is a business concerned with the societal implications of its actions. She outlined how Inveneo serves organizations and local governments by facilitating ICTs in the fields of education, relief and economic development. Inveneo achieves this by matching hardware, software and power technology to problem areas and also looks at models of delivery. Inveneo also puts emphasis on the development of local IT entrepreneurs in the implementation of ICTs. To date, Inveneo works in 25 countries and has helped built the capacity of approximately 100 entrepreneurs. They operate mainly in Sub-Saharan Africa, South Asia and Haiti. Achievements include the delivery of technology to 900 Tanzanian schools, broadband to 50 per cent of rural Haiti, and solar powered computer labs in Uganda. In closing, Ms Peterson highlighted the challenges of slow adaptation of technology despite its availability, and urged stakeholders to accelerate the process.

H.E. Mr Méndez Menéndez Luis Eduardo, Superintendente, Superintendencia General de Electricidad y Telecomunicaciones, El Salvador noted that the benefits of ICTs are apparent in societal and economical development, and El Salvador is committed to extending ICTs to all sectors of El Salvador’s population, particularly education in the poorest regions. A project to extend connectivity to 80 per cent of its students was highlighted.

H.E. Ms Suvi Lindén, Minister of Communications, Finland, began by highlighting the success of Internet Governance Forum (IGF), and emphasized the need for multistakeholder models for internet governance; specifically, the usefulness of these models to developing countries and their unique challenges in the creation of internet policy. The Minster stressed the need for further collaboration between multiple stakeholders and the advancement of financial mechanisms to support multistakeholder participation. She highlighted the ability of developing countries to start from a clean slate in adopting ICTs, specifically the adoption of broadband technology which allows access to information and is the key to a better future.
H.E. Mr Haruna Iddrisu, Minister of Communications, Ghana, noted that the Government of Ghana is priming ICTs as major driver of societal and economical development and is committed to implementing the WSIS Action Lines. The Minister outlined e-initiatives for health, education, broadband, and making Ghana a source for ICT outsourcing. He noted that challenges included cyberfraud, locally known as sakawa, and the dumping of e-waste.

H.E. Mr Kapil Sibal, Minister for Communications and Information Technology, India, noted that the reality of the world today is that the rich already have access, and that the challenge is how to reach the marginalized. Marginalized communities lack economic power and access to technology, and also face information barriers due to language. He asked if we, as a community, can develop open-sourced information for the marginalized and, if so, how will the marginalized be able to access it? He noted that these are the types of questions that ITU should be addressing. In closing, he noted the importance of education and healthcare, and also brought attention to the quality of education versus the quantity. He ended with the question, “Can we make platforms to deliver quality information?”.

H.E. Lic. Dionisio A. Pérez Jácome Friscione, Secretario de Comunicaciones y Transportes, Mexico, began by stating that Mexico has shown sustained commitment to the WSIS Process, efforts date back to 2001. Between 2006 and 2010 mobile phone usage rose from 53 per 100 inhabitants to 81 per 100 inhabitants, internet usage rose from 20 per 100 inhabitants to 31 per 100 inhabitants, and broadband use went from 3 per 100 to 11 per 100 inhabitants. Last year Mexico increased the ICT budget eight fold, resulting in 600 million dollars earmarked for ICT development. Several initiatives were highlighted such as eMexico, which is several networks converging on one fibre optic backbone, and expansion of Satellite networking in remote areas. In closing, Mexico can and will commit to further development in the ICT sector.

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<td>Dr Tim Unwin, Royal Holloway, University of London asked Inveneo CEO, Kristin Peterson, what the private sector would like to see more from governments.</td>
<td>Ms Kristin Peterson answered with the recommendation that governments develop a plan for their rural budgets and also to further integrate ICT initiatives into a more holistic approach. H.E. Ms Suvi Lindén, Minister of Communications, Finland, noted that 10 per cent of Finland’s development budget goes towards ICTs and said that infrastructure alone is not enough and needs to be integrated with other disciplines. She also noted that Finland has declared broadband to be a universal right and hopes that other countries follow suit. H.E. Mr Kapil Sibal, Minister for Communications and Information Technology, India, noted that they now have a broadband plan to bring widespread access. They also have a plan to connect every university in a knowledge-sharing environment. He also added that the world is ready to share information, civil society is ready to absorb it, and that government and the private sector are ready to participate in this process. He suggested that every country should have an electronic service delivery bill, which would provide government services information electronically. He closed with the reminder that the right to information is part of the</td>
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<td>right to freedom of speech.</td>
<td><strong>H.E. Mr Haruna Iddrisu</strong>, Minister of Communications, Ghana, recognized the gap between rural and urban areas, and highlighted Ghana’s efforts to close this gap. They also have telecommunication centres which exclusively employ disabled persons in ICT roles.</td>
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<td><strong>H.E. Mr Méndez Menendez Luis Eduardo</strong>, Superintendente, Superintendencia General de Electricidad y Telecomunicaciones, El Salvador, noted that in El Salvador the broadband issue is being worked on with neighbouring countries and that mobile technologies are being rolled out for rural populations.</td>
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<td><strong>H.E. Lic. Dionisio A. Pérez Jácome Friscione</strong>, Secretario de Comunicaciones y Transportes, Mexico, expressed Mexico’s interest in learning from other countries in regards to bridging the rural versus urban connectivity divide.</td>
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<td><strong>Mr Houlin Zhao</strong>, Deputy Secretary-General, ITU, related his personal knowledge of China’s successful implementation of connecting rural villages.</td>
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**Webcast of this high-level opening session is available at:**
http://www.itu.int/lbs/WSIS/201105forum/index.html
High-Level Dialogues

The high-level dialogues provided an interesting blend of an expert panel and audience interaction on specific topics identified as relevant and crucial within the mandate of the WSIS.

- **HLD1: Right to Communication: New Social Media and Social Transformations**
  Wednesday 18 May, 09:00-11:15, Room II (E/F)

- **HLD2: Innovation for Digital Inclusion**
  Wednesday 18 May, 09:00-11:15, Room V (E/F)

- **HLD3: ICTs as an Enabler for Development of LDCs**
  Thursday 19 May, 09:00-11:15, Room II (E/F)

- **HLD4: Building Confidence and Security in Cyberspace**
  Thursday 19 May, 09:00-11:15, (Governing Body Room) (E/F)
HLD1: Right to Communication: New Social Media and Social Transformations

Wednesday, 18 May, 09:00–11:15, Room II (E/F)

HLD No 1 provided an interesting blend of an expert panel and audience interaction on the Right to Communication: New social media and social transformations.

Access to information and the capacity to be able to enjoy the “right to communication” are essential to the realization of greater equity in a global society. That is, information and communication are both “resources” whose ethical usage and distribution create the conditions for democracy and greater well-being. Communication and information are not, however, “givens.” The right to
communication and the free access to information can be impacted by various actors through diverse array of objectives, including political control, technical initiatives, right-oriented campaign, industrial policy and regulation, security, users, and etc. The global digital divide is therefore the site from which new core-periphery relations emerge and find themselves contested. In other words, ICTs and the formation of responsible cyber-citizens are intrinsically ethical issues and ethics, which has long occupied itself with what constitutes “good” social behavior, stands to inform our relationship to ICTs and our virtual social behavior.

The high-level dialogue brought together stakeholders from all over the world ranging from technology experts, policy specialists, to users and cyber-activists to provide insight into the “right to communication” and its ethical implications. In turn, this dialogue offered the means to reconsider humanity’s immersion in a socio-eco-techno apparatus that compels mankind to communicate in new ways. The panel will also encouraged brainstorming and debates on burning issues of the “right to communication” related to the WSIS Plan Actions.

Speakers

- Mr Mark Coeckelbergh, University of Twente, Netherlands
- Ms Denisa Kera, National University of Singapore
- Ms Nermine El Saadany, Director, International Relations Division, Ministry of Communications and Information Technology, Cairo, Egypt
- Ms Victoria Nash, Research and Policy Fellow at the Oxford Internet Institute, University of Oxford, UK
- Mr Slim Amamou, Secretary of State for Youth & Sports, Tunisia. Member of Internet Engineering Task Force and the World Wide Web Consortium. Blogger, Cyber-activist

Mr John Crowley, Chief of Section, Ethics of Science and Technology, Sector of Social and Human Sciences, UNESCO, as the moderator, introduced both the subject and panellists. In the Geneva Declaration the right to communicate is defined as a key social process. It is beyond the freedom of expression. First this idea implies the right not only to speak but also to be heard. It is clearly linked to the technology access but not exhausted by the technology. It is also implying the right to be part of a communication space. Then the right to communicate is not only to share and to be heard but also to receive.

Dr Mark Coeckelbergh, University of Twente, Netherlands, stressed the context and issue between technology and society and how technology is changing the society. The right to communication can be understood as a third generation of rights coming after political and socio-economical right. In order to understand what the right to communication is we have to understand how it is transforming society. The question is how to empower people to develop capabilities. We should think about how individuals can blossom by using these technologies to communicate, in order to create a better society.

Dr Denisa Kera, National University of Singapore, explained that some communities (DIYbio lab) are experimenting the development of open source software all around the world not only in Boston but in Singapore and developing countries. The question is how to democratize the design of technology. Citizens are appropriating science and offer data with an experimental approach of policy. This new approach of spreading science should be investigated.
### Question
We should elaborate a code of ethics for the creators of information and the receivers of information.

### Responses/Comments

**Ms Nermine El Saadany, Director, International Relations Division, Ministry of Communications and Information Technology, Cairo, Egypt**

What ethics should be prevailing is a really important subject of discussion.

**Mr Slim Amamou, Secretary of State for Youth & Sports, Tunisia. Member of Internet Engineering Task Force and the World Wide Web Consortium. Blogger, Cyber-activist**

Restraining any kind of information is censorship. The way I think we should focus on is the increase of the individual’s right and self-censorship.

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What ethics should be prevailing is a really important subject of discussion.  
Mr Slim Amamou, Secretary of State for Youth & Sports, Tunisia. Member of Internet Engineering Task Force and the World Wide Web Consortium. Blogger, Cyber-activist  
Restraining any kind of information is censorship. The way I think we should focus on is the increase of the individual’s right and self-censorship.  |
| What is the concept of the right to communication and what does it mean? | Dr Denisa Kera, National University of Singapore  
Communication is not only about text and language or traditional or social media; nowadays it is also about sharing data protocols. |
| Is there any attempt to link this new way to spread science and with the traditional one? | Yes, many traditional researchers are supporting DIYbio Lab in this area, some in secret and some openly. |
| We have to look at “equalality: in the social media space or else we could have a new form of Fascism. | Dr Denisa Kera, National University of Singapore  
Yes, we should support minorities, and enabling small communities to understand science allows them to spread it all around them.  
Ms Victoria Nash  
There is the right to communicate and the right to be heard. All the studies have shown that for the right to be heard we always favoured the “big”.  
Mr Slim Amamou  
There are no real losers or winners there are losers in one community and winners in another and the loser of one can be the winner of others. |

Ms Nermine El Saadany, Director, International Relations Division, Ministry of Communications and Information Technology, Cairo, Egypt, emphasized that the right to communicate is the need for people to communicate with each others. The paradox is that if we have the right to be heard we cannot force people to listen. We should empower people to have the resources to communicate. Knowledge about communication should be spread as much as possible. The civil right associated with communication should be absolutely inviolable. We should encourage the preservation of existing culture and not prefer one language to another in order to not lose our diversity.

Ms EL Saadany explained the four main phases in the development of this technology.

**Ms Victoria Nash, Research and Policy Fellow at the Oxford Internet Institute, University of Oxford, UK,** pointed out that communication technologies matter not only because they are something unique but because they are fundamentally tools that can be used to create or protest, and to exercise the right to communicate. There are other rights that should be highlighted. For example, with the right to communicate comes freedom of expression, and so on, and all these rights fit together.
Ms Nash stressed on the importance of ethics in the context of communication, in particular while using social networks for communication.

Please note that this summary only provides a snapshot of the high-level dialogue. The complete Webcast of this high-level dialogue is available at:
http://www.itu.int/ibs/WSIS/201105forum/index.html
HLD2: Innovation for Digital Inclusion

Wednesday, 18 May, 09:00-11:15, Room V (E/F)

HLD No. 2 provided an interesting blend of an expert panel and audience interaction on Innovation for Digital Inclusion.

The ICT industry undergoes fast changes, and it has been noted in several examples from around the world that innovation plays a major role in ensuring Digital Inclusion. Innovative technologies can turn the “digital divide” into a “digital opportunity”, bringing the benefits of ICTs to all segments of the population, in particular those in underserved communities and developing countries. Future applications and services have the potential to build the information society, and several components make important ingredients in achieving digital inclusion, thus enabling universal, sustainable, ubiquitous and affordable access to ICTs by all. In order to provide equal telecommunications access to villages, schools and health centres in remote areas, various innovative broadband models have recently been developed jointly by multistakeholders. These innovative technologies will help bring the benefits of ICTs to all segments of the population, in particular those in underserved communities and developing countries. This HL Dialogue brought together innovators, implements and end users to discuss and debate the role of innovation for digital inclusion and its application in different parts of the world.
Speakers

- Mr Houlin Zhao, Deputy Secretary-General, ITU
- H.E. Mr Ivan John E. Uy, Secretary, Commission on Information and Communications Technology, Philippines
- H.E. Ms Jasna Matic, Minister, Ministry of Telecommunications and Information Society, Republic of Serbia
- H.E. Dr. Maki Esther Ortiz Domínguez, Deputy Minister for Integration and Health Sector Development, Mexico
- Mr Mohamed Al Khamiri, Director Of Strategy & Planning, Abu Dhabi Systems and Information Center (ADSIC)
- Mr Salvator Nizigiyimana, CEO, Office national des télécommunications du Burundi (ONATEL), Burundi
- Mr Mark Summers, Chief Innovation Officer, Inveneo (TBC)
- Mr Ali Ghodhbani, CEO, Tunisie Telecom
- Mr John Davies, Intel Corporation, Vice President Sales and Marketing Group, General Manager Intel World Ahead Program
- Mr Ilker Helvaci, Vice President, Business Development and Marketing, SEBIT, Turk Telekom Group

Moderator: Dr Reinhard Scholl, Deputy Director, Telecommunication Standardization Bureau, ITU

Mr Houlin Zhao, Deputy Secretary-General, ITU, underlined the role of innovation as the driver for development and the role of private sector in the innovation process. He reminded all present about the great worldwide achievement of the progress of mobile subscriptions and called for the same success regarding broadband connections. Concerning broadband he emphasized on the creation of the Broadband Commission last year by ITU and UNESCO. To conclude his intervention he noted that innovation comes more and more from emerging markets and developing countries.

H.E. Mr Ivan John E. Uy, Secretary, Commission on Information and Communications Technology, Philippines, explained that the digital strategy of the Philippines is based on providing universal access to the population of the country. He highlighted the commitment of the Government of Philippines to reach everyone through e-Government tools which will allow for the improvement of standards of living as well as the empowerment of citizens. Mr Uy informed the participants about the creation of an “e-centre” in partnership with Telecentre.org in Philippines in order to reach the most isolated areas. He presented the involvement of CICT in developing ICTs for disabled people. Mr Uy also underlined the lack of fixed lines to develop broadband in Philippines, leading to the development of wireless solutions. To conclude he called for international partnerships and sharing of experiences in order to bridge the digital gap.

Dr Maki Esther Ortiz Domínguez, Deputy Minister for Integration and Health Sector Development, Mexico, presented the commitment of Mexico to develop e-health services. She talked about the efforts made to increase awareness of patients through websites and ICTs. Dr Ortiz also informed about the mobile units which allow remote and rural areas to connect to hospitals. In order to increase capacity-building on the e-health issue, an education network has been set up in Mexico. She concluded by saying in order to efficiently use e-health services, the traditional medical world has to adapt to integrate new technologies.
Mr Mohamed Al Khamiri, Director of Strategy & Planning, Abu Dhabi Systems and Information Center (ADSIC), shared projects and experiences of e-government in the UAE. He presented the e-citizen program which had been set up to develop the population’s awareness of e-government. He also spoke about the public–private partnerships set up by the UAE concerning the education of children and efforts to reach out to most remote areas. He concluded by highlighting the progress at an international level made by the UAE regarding ICTs thanks to these initiatives.

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<td>Information Technology Industry Association of Nigeria asked about the</td>
<td>H.E. Mr Ivan John E. Uy, Secretary, Commission on Information and Communications Technology, Philippines replied that in terms of sustainability, in the Philippines an e-government fund has been established to identify the government agencies that would provide e-services to the people and increase connectivity in remote areas.</td>
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<td>parliamentary aspect of the process (role of parliament in the</td>
<td>Dr Maki Esther Ortiz Domínguez, Deputy Minister for Integration and Health Sector Development, Mexico replied that in the case of e-health the role of parliament is really important in order to keep transparency.</td>
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<td>implementation) and about the sustainability of the e-society.</td>
<td>Mr Mohamed Al Khamiri, Director of Strategy &amp; Planning, Abu Dhabi Systems and Information Center (ADSIC), talked about the Abu Dhabi System and Information Center which has been established by and has the support of the Government. He highlighted the fact that the commitment of the Government is indeed essential to achieve digital inclusion.</td>
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<td>Lesotho asked about the initiative from telecenter.org that aims at</td>
<td>H.E. Mr Ivan John E. Uy, Secretary, Commission on Information and Communications Technology, Philippines responded that his country is working in partnership with telecenter.org, and the 1 million women empowerment programme is already active in Lesotho.</td>
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<td>empowering 1 million women, with the intention to implement it in their</td>
<td>Dr Maki Esther Ortiz Domínguez, Deputy Minister for Integration and Health Sector Development, Mexico replied that in Mexico many secretariats and agencies are working with the telecommunication minister and they use the same technologies.</td>
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<td>own country.</td>
<td>H.E. Mr Ivan John E. Uy, Secretary, Commission on Information and Communications Technology, Philippines stated that in the case of the Philippines, many partnerships with chambers of commerce, private sector and universities have been formed in order to minimize the costs of empowering local trainers.</td>
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<td>E-worldwide stated that stakeholders from different activities that</td>
<td>University of Geneva asked if for ITU it is important to consider open-source software as enabling tools for digital inclusion.</td>
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<td>have an interest in reaching the rural areas are not working in</td>
<td>Mr Houlin Zhao, Deputy Secretary-General, ITU replied that ITU supports the use of open standards but he also recalled the importance of protecting the intellectual property rights of the industry.</td>
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<td>partnerships yet, and she asked if in the future this is something which</td>
<td>Ms Alison Hornery (remote particip) asked what</td>
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<td>will be developed.</td>
<td>Mr Mohamed Al Khamiri, Director of Strategy &amp; Planning, Abu Dhabi Systems and Information Center (ADSIC), talked about the Abu Dhabi System and Information Center which has been established by and has the support of the Government. He highlighted the fact that the commitment of the Government is indeed essential to achieve digital inclusion.</td>
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<td>potential the panellists see in using new social technologies to enable people in more developed countries to help support digital inclusion efforts in other places.</td>
<td>Planning, Abu Dhabi Systems and Information Center (ADSiC), stated that social media has been playing a major role recently. He recognized social media as a great communication tool, especially for knowledge transfer between individuals. H.E. Mr Ivan John E. Uy, Secretary, Commission on Information and Communications Technology, Philippines replied that social media has a great potential as an enabler to share knowledge. He insisted on the role of social media to raise awareness about the diversity of cultures around the world. Dr Maki Esther Ortíz Domínguez, Deputy Minister for Integration and Health Sector Development, Mexico said that the capacity of social media can be very useful for government to spread information quickly.</td>
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Mr Mark Summers, Chief Innovation Officer, Inveneo, stated that innovation in the area of ICTs is growing faster and faster after a little stagnation in the past few years. He said that it is a right for all communities in the world to have access to ICT tools for their own benefit. He highlighted the fact that connectivity for rural areas had become the key issue for the e-services. He also underlined that in order to succeed there is a need to choose the right technology and to involve local entrepreneurs in the process. Mr Summers said that in the beginning, there is no right use of a tool and in order not to forbid innovative uses of the technology, there should not always be a prescription of the solution.

Mr John Davies, Intel Corporation, Vice President Sales and Marketing Group, General Manager Intel World Ahead Program, agreed with Mr Summers that one can witness the most innovative use of technology in remote areas. He insisted on the fact that innovation not only has a technical aspect but is also in business models, architecture, standards (with many several from all around the world) and this aspect should not be forgotten.

Mr Ilker Helvaci, Vice-President, Business Development and Marketing, SEBIT, Turk Telekom Group, focused his speech on the educational part of digital inclusion. In his introduction he explained the concept of digital native and immigrants. For Mr Helvaci, at the light of this theory, the main issue is to provide the technology to relevant people. Another important issue for him is the sustainability of the model. He said that in an educational perspective, digital inclusion is just about lowering all barriers. To conclude, he highlighted digital inclusion as the key issue to bring quality education to the next generation.

Prof. Peter Bruck, Chairman of the Board of Directors, World Summit Award, explained the activities of World Summit Award which is to bridge technology with applications. He underlined the problem of having technologies without any content and targeted this issue as the main one. Then he gave many examples of how e-inclusion can come from developing countries.

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<td>Nigeria asked Mr Nizigiyimana about the private sector in Burundi and more specifically about the opportunities given to SMEs, and also about the broadband strategy of Burundi. Nigeria then asked Mr Davies about the role of regulators in putting the right frameworks in place to reduce costs of access.</td>
<td>Mr Salvator Nizigiyimana, CEO, Office national des télécommunications du Burundi (ONATEL), Burundi said that Onatel is still in the privatization process. The liberalization of the telecom sector of Burundi that started in 1997. He said that even if Onatel is a state-owned company, it is not the biggest operator in Burundi; in fact Onatel is used to regulate the market, increase competition and provide the services that the private sector is unable to provide (in rural areas for example). As for the SMEs they are participating in public–private partnerships in providing accessories and technologies. Regarding the Broadband Strategy he underlined the fact that Burundi is a landlocked country and therefore not directly connected to the submarine cables, but there is a public–private partnership to build the backbone system.</td>
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<td>Mr John Davies, Intel Corporation, Vice President Sales and Marketing Group, General Manager Intel World Ahead Program replied that there are three roles for regulators. Number one refers to spectrum, the second is to provide access to facilities such as submarine cables and the third is the universal service fund to reach rural areas.</td>
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<td><strong>Prof. Peter Bruck, Chairman of the Board of Directors, World Summit Award</strong> stated that winning the WSA allows the winner to network with other people in their country and all over the world.</td>
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<td><strong>FANCV</strong> (remote participant) asked how the digital divide can be reduced with respect to early warning systems.</td>
<td><strong>Mr Mark Summers, Chief Innovation Officer, Inveneo,</strong> gave the example of the cholera epidemic in Haiti, where telecom operators sent automatic SMS to people known to be travelling through infected areas.</td>
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<td><strong>Ms Alison Hornery</strong> (remote participant) asked about the “teach the teacher” approach.</td>
<td><strong>Mr John Davies, Intel Corporation, Vice President Sales and Marketing Group, General Manager Intel World Ahead Program</strong> gave the example of India, where female entrepreneurs provide services to their villages and also give training in their villages and others.</td>
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To conclude, **Dr Reinhard Scholl** summarized the session by saying that innovation appears in the frontline, not only in big corporations but also in emerging economies and rural areas. He also highlighted the fact that innovation not only refers to technologies but also to business models and products.

Please note that this summary only provides a snapshot of the high-level dialogue. The complete Webcast of this high-level dialogue is available at: http://www.itu.int/ibs/WSIS/201105forum/index.html
HLD3: ICTs as an Enabler for Development of LDCs

Thursday, 19 May, 09:00–11:15, Room II (E/F)

HLD No. 3 provided an interesting blend of an expert panel and audience interaction on ICTs as Enabler for Development in LDCs.

New ICTs have become critical enablers for sustained human development. There are now numerous examples as to how ICTs have contributed to eradicate poverty, bring to the most vulnerable and marginalized populations basic services for the first time in history, and give them voice in the governance processes. Least developed countries (LDCs) confront extreme poverty and pervasive social exclusion. They also have to deal with limited access to education, health and other key social services, depletion of natural resources, and poor infrastructure and access to ICTs. But to a large extent LDCs also have the benefit of the rapid diffusion of new technologies. In particular, the
explosive growth of mobile phones has taken place in most if not all LDCs. This has mainly been due to improved political stability, the low cost and ease of use of wireless technologies, and an open and competitive environment in the sector.

In the last ten years several developing countries have graduated out of the LDC category. ICTs have played a key role in the general development of most of the LDCs as they can be a catalyst not only for economic growth but also for human development. For instance, ICTs can assist in tackling extreme poverty, structural weaknesses, climate change issues, and the overall vulnerabilities that populations in LDCs are frequently exposed to, such as natural disasters and famines.

This high-level dialogue shared these emerging trends, best practices and lessons learned, and attempted to identify obstacles and constraints that may socio-economic development in LDCs. Views were shared by the LDCs themselves and development partners.

**Speakers**

- Mr Brahima Sanou, Director Telecommunication Development Bureau, ITU
- H.E Eng. Baryalai Hassam Deputy Minister, Ministry of Communications and Information Technology (MCIT), Islamic Republic of Afghanistan
- H.E. Md. Abdul Hannan, Permanent Representative of Bangladesh, Geneva
- Dr Mongi Hamdi, Head Science Technology and ICT Branch , Division on Technology and Logistics (DTL) , UNCTAD
- Mr Salvator Nizigiyimana, CEO, Office national des télécommunications du Burundi (ONATEL),Burundi
- Mr Chris Locke, Managing Director GSMA Development Fund, GSMA
- Mr Randy Ramusack, United Nations Technology Officer, Microsoft Corporation

**Moderator: Mr Cosmas Zavazava, Chief, a.i. Project Support and Knowledge Management Department and Head of LSE Division**

Mr Cosmas Zavazava introduced the panel and provided an overview of the subject – the use of ICTs as a catalyst for development to reach MDGs. He highlighted the progress made in LDCs in this area.

Mr Brahima Sanou, Director Telecommunication Development Bureau, ITU, provided the opening remarks, reminding all present of the Istanbul conference. He shared thoughts about the role of ICTs in development; ICTs have the role of a catalyst in eradicating poverty and creating wealth. He also stated that ICTs are responsible for the creation of micro-enterprises, to attain primary education for all as well as gender equality, to enable women autonomy, reduce child death, and fight HIV and AIDS. He also highlighted the role of ICTs in reducing vulnerability to natural disaster and increasing rural integration.

Mr Sanou shared several important points about what should be done in order to fully reach the huge potential of ICTs:

- gathering the resources of change-makers in ICTs
- integrating ICTs in national and regional poverty reduction plans
- helping LDCs to set up legal and juridical framework to promote digital inclusion
- reinforcing human and institutional capacities
• helping LDCs to improve access to ICTs
• improving cybersecurity
• creating public–private partnership using comparative advantage of all actors.

He also put the spotlight on the engagement of ITU in the attainment of the MDGs, particularly for LDCs, and then called for partnerships focusing on the human dimension of ICTs.

**H.E Eng. Baryalai Hassam, Deputy Minister, Ministry of Communications and Information Technology (MCIT), Islamic Republic of Afghanistan,** talked about the improvement of ICT infrastructure in Afghanistan and highlighted the expected positive impacts of ICTs. He recalled that despite progress in the use ICTs, it remains limited in both the public and private sectors. He stated that the strategy is to focus on high-priority areas such as backbone network, mobile service and so on. He also put the spotlight on the creation of resource help centres by the MCIT of Afghanistan. To conclude he described the development plan and achievements in Afghanistan (regarding health, education, banking and so on).

**H.E. Md. Abdul Hannan, Permanent Representative of Bangladesh,** underlined the opportunities created by ICTs for the poorer economies. He emphasized on the involvement of Bangladesh through e-health and education. He highlighted the gap between rich and poor countries regarding broadband access. To conclude he called for a sustainable plan and to have reports regarding the progress of broadband implementation and fixed access.

**Mr Zavazava** summarized the interventions of the high-level dialogue in ten points:

1) ICTs are a development enabler
2) Infrastructure is essential for development  
3) People-oriented partnerships are key  
4) Bottom-up approaches rather than top-down  
5) Wireless technology  
6) Mobile is not the only answer  
7) Digital inclusion is one of the key issues  
8) Problem of landlocked and small island countries  
9) Climate Change  
10) Cybersecurity

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<td>Member of civil society from Geneva referred to three countries that</td>
<td>H.E. Md. Abdul Hannan, Permanent Representative of Bangladesh, agreed on the need</td>
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<td>graduated from being LDCs. How can they be interesting cases for others?</td>
<td>to work on other variables (water, etc.) and said that governments are trying to</td>
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<td>Also, one of them achieved the negotiations to enter WTO just after they</td>
<td>rationalize and be independent. He said that mainstreaming ICTs in health, education,</td>
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<td>graduated, knowing that many LDCs are not members of this organization.</td>
<td>and SMEs is the responsibility of the government. He underlined that the development</td>
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<td>The second question was about the Istanbul action plan because the action</td>
<td>plan should be inclusive. He underlined the need to work in an inclusive,</td>
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<td>plan is for 10 years and the MDGs are in five years, so what about the</td>
<td>comprehensive manner.</td>
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<td>efficacy and real implementation of the plan. Question from the floor:</td>
<td>Mr Salvator Nizigiyimana, CEO, Office national des télécommunications du Burundi</td>
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<td>Participant proposed the idea of linking the number of mobile users to the</td>
<td>(ONATEL), Burundi, emphasized the importance of broadband networks and gave the</td>
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<td>GDP. He stated that more broadband is good but others facilities (water,</td>
<td>example of Burundi that deployed a network to develop connectivity for education and</td>
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<td>energy) might be more important. Boniface Sow, Tanzania, stated that ICTs</td>
<td>health on the pre-existing network. Other initiatives are important such as fibre</td>
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<td>have made a tremendous contribution in development of LDCs. He</td>
<td>optic in public–private partnerships. Regarding the lack of funds to develop</td>
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<td>highlighted numerous challenges that LDCs are facing: energy crisis, policy</td>
<td>broadband services he said that the solution for Burundi is in the improvement of</td>
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<td>issues, etc., and asked how can they be addressed in this summit?</td>
<td>the business climate and also forming public–private partnerships.</td>
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<td>Commission member, Haiti, asked about the role of ICTs in poverty</td>
<td>H.E. Md. Abdul Hannan, Permanent Representative of Bangladesh underlined the</td>
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<td>reduction and stated that progress in ICTs can have positive outcomes on</td>
<td>importance of affordability and availability of broadband. He illustrated the point</td>
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<td>development. He asked if there is a unified framework taking into account</td>
<td>with the Bangladesh case. He stated that LDCs cannot always afford this</td>
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<td>the dimension of poverty reduction in national ICT strategies or is it</td>
<td>connectivity and international organizations like ITU have a big role to play in such</td>
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<td>left to the LDCs to achieve this conciliation between technologies and</td>
<td>cases. He concluded by saying that at times LDCs need to think of things globally</td>
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<td>basic priorities. Jean Louis Fullsack stated that civil society</td>
<td>and international organizations like ITU have the global reach.</td>
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<td>representatives should be more visible in panels such as theses. He</td>
<td>Dr Mongi Hamdi, Head Science Technology and ICT Branch, Division on Technology and</td>
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<td>highlighted that that ICTs have never been addressed as basic priorities</td>
<td>Logistics (DTL), UNCTAD stated that despite the progress in LDCs,</td>
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<td>in the Istanbul process.</td>
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<td>President of IT industry of Nigeria stated that he did not want Africa to pass the digital age. Then he asked what governments are doing to promote the organization of the private sector and also to support and sustain it.</td>
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<td>Benin, ministry of communication said that Benin is in reconstruction, but optical fibre is not always integrated in construction of road. He highlighted the need to take into account the integration of infrastructure in cases like this.</td>
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<td>Representative of Aboriginal People raised the issue of non-sustainability of the actual model which generates loss of aboriginal knowledge and genetic resources.</td>
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<td>Lesotho questioned ITU and Microsoft on the plans to improve the situation in landlocked countries and also how Lesotho benefits from Microsoft partnerships in capacity building.</td>
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<td>FanCV Buenos Aires commented on the importance of the Forum for ethical and moral behaviour of ICT initiatives in LDCs, he suggested the creation of a surveillance agency that oversees personal responsibility of those who hold roles at the director level across all the spectrum.</td>
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<td>Ministry of Telecommunication, Burkina Faso, emphasized the role of state in development of ICTs and public–private partnerships. He stated that numerous aspects are still not considered and that the infrastructure is not developed if it is only private. He also stated that there is a lack human resources because of a brain drain issue. Then he highlighted the importance of content to be adapted to needs.</td>
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Please note that this summary only provides a snapshot of the high-level dialogue. The complete Webcast of this high-level dialogue is available at:

http://www.itu.int/ibs/WSIS/201105forum/index.html
HLD4: Building Confidence and Security in Cyberspace

Thursday, 19 May, 09:00–11:15, (Governing Body Room) (E/F)

HLD No. 4 provided an interesting blend of an expert panel and audience interaction on Confidence and Security in Cyberspace.

By bringing together governments, private sector, international organizations, civil society, and academia from all over the world, the High-Level Dialogue offered an opportunity to discuss in an interactive session the measures that can be adopted to foster an enabling environment to confidently use Information and Communication Technologies (ICTs). The growing incidence of cyberthreats and cybercrime, from financial and identity related frauds to illicit use of ICT services and applications, undermines the willingness to fully exploit the potential benefit of the Information Society, limiting the opportunity to use ICTs as enabler to improve effectiveness and efficiency of the online presence. Through the discussion, high-level panellists introduced challenges and solutions to build a safer interconnected world as well as best practices and actions that make difference in the cyberspace. Moderator:

**Speakers**

- Dr Hamadoun Touré, Secretary-General, ITU
Within the overall framework of the Global Cybersecurity Agenda (GCA), ITU has been entrusted to take a leading role in achieving cybersecurity and reinforcing international cooperation to address cyberthreat challenges globally. In this direction, the ITU–IMPACT coalition has been indicated as one of the key solutions of international cooperation and one of the best players to share best practices and international . As one of the major cyberthreats, child online protection-related issues were also discussed; ensuring safe and protected access to ICTs by children and youth requires international organizations to allocate technical and economic resources to carry out investigations using a human-rights-based approach. By building awareness and straightening national capabilities, the international community will be better prepared to face cyberthreats and fight cybercrimes.

The session ended with a call to strengthen international cooperation and coordination among agencies at national, regional and international levels.

**Moderator:** Dr Tim Unwin, Royal Holloway, University of London

**Panellists:**

Dr Hamadoun Touré, Secretary-General, ITU, stated that cybersecurity is one of the most important challenges in ICTs faced by the international community, and also one of the biggest tests in international cooperation. He informed that the ITU Global Cybersecurity Agenda (GCA) is built upon five strategic pillars 1) Legal Measures Legal Measures 2) Technical & Procedural Measures 3) Organizational Structures 4) Capacity Building 5) International Cooperation. He stated that cybersecurity is not an issue for only one country, but a global issue, and we are as strong as our weakest link. He also went on to state that the concept of a superpower is becoming obsolete, since in an increasingly technological world, every individual has the opportunity to become a superpower. For example, the Filipino author of the ILOVEYOU Bug wrote this devastating virus on a computer worth less than USD1000. In closing, Dr Touré emphasized the importance of protecting children as a normalizing, common denominator between all stakeholders.

H.E. Mr Haruna Iddrisu, Minister of Communications, Ghana, urged that improved legislation, which goes beyond data projection, needs to be put in place to more effectively deal with matters in cyberspace. He also highlighted that much of ICT infrastructure is owned by the private sector, and called attention to their role in the larger cybersecurity discourse.

H.E. Mr Mohamed Nasser Al Ghanim, Director-General, Telecommunications Regulatory Authority, UAE, emphasized the need for a legal framework for cybersecurity. He pointed out that although a
number of countries have begun the creation and implementation of legal frameworks, agendas and roadmaps, many countries have not. This is a concern due to the transnational, borderless nature of cybersecurity threats, and international collaboration is the only way to effectively counter cybercrime.

H.E. Mr Ilya Massukh, Deputy Minister, Ministry of Telecom and Mass Communications, Russian Federation, pointed out that ICTs are a locomotive for local economy and increase in GDP, yet they are also a very attractive vehicle for unlawful and illegal elements. He stated it was of upmost important to discuss cyberthreats and encouraged multilateral cooperation. In closing he said that Russia is only one country and that one country cannot develop rules to govern the global phenomenon which is the Internet. To this end he reemphasized the role of international cooperation.

Mr Mohd Noor Amin, Chairman, International Multilateral Partnership Against Cyber Threats (IMPACT), drew parallels between infectious diseases and cybersecurity. He pointed out that during a disease outbreak there is international cooperation and coordination in moderating ports of entry. This model is possible through concerted global action and institutional assistance. The Chairman hoped to replicate this model for cyberthreats, using IMPACT as a vehicle.

Mr John Mroz, CEO, EastWest Institute (EWI), said that due to the increasing digitalization of the global economy, cyber criminality has been growing. He drew attention to the speed of advancements in technology in contrast to the slow adaptation and creation of agreements, policies, standards and regulations in which to govern them. He addressed the lack of trust between international actors and gave examples of some activities which encouraged discussion and built trust between countries: the Chinese-American partnership which aimed to tackle spam, and the Russo-American initiative to agree on 23 definitions. In closing he emphasized that more initiatives which provide solutions and build trust are needed.

Mr Rainer Wieland, Vice-President, European Parliament, addressed the speed at which technological advancement is increasing, which in turn creates new opportunities for cybercrime. The Vice-President urged the creation of a culture to combat cybercrime which is needed if we wish to build trust and confidence in our efforts. In closing he stated we must address and educate two parts of society: the younger generation who know more than their grown-up counterparts and the older generation who know far too little.

Ms Marielos Hernandez, Executive President of PANI, Costa Rica, reported on Costa Rica’s efforts in adopting global online child protection. It included initiatives for training in prevention, educating children about cyberthreats, establishing guidelines for industry codes of conduct, and establishing national informational hotlines. The President, by presidential decree, also created the National Online Security Commission which is a multistakeholder and interdisciplinary initiative to deal with cyberthreats.

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<td>Dr Tim Unwin: What do you think is most important in building confidence amongst citizens with regards to cybersecurity?</td>
<td>Dr Hamadoun Touré, Secretary-General, ITU: re-emphasized that cybersecurity will only be achieved when we have a global framework and that the protection of children can act as a common denominator on which to build our efforts. Mr Rainer Wieland Vice-President, European Parliament: Ssaid that not everything considered by the government to be urgent is urgent to citizens.</td>
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He posed the question “Do we have a legal agenda? And if so do we have a list of core crimes which can be commonly agreed upon?”

**H.E. Mr Ilya Massukh Deputy Minister, Ministry of Telecom and Mass Communications, Russian – Federation:** Stated that there is no single bullet for global cybersecurity regulations but that each country should take steps to protect citizens. He also emphasized the need for education, especially as it related to new trends such as digital signatures.

**Ms Marielos Hernandez Executive President of PANI, Costa Rica:** Stated that when we talk about children we have to talk about children within both a national and multidisciplinary, inter-institutional global framework. She also highlighted the need to teach prevention to parents and educators.
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<td><strong>Dr Tim Unwin</strong>: What is the biggest threat your country faces in terms of cybersecurity?</td>
<td><strong>Mr John Mroz, CEO, EastWest Institute (EWI)</strong>: agreed that the discussion of child protection creates awareness and that awareness is critical in making the dialogue on cybersecurity relevant to the general population. He pointed out that by age four children know to put on their seatbelt when in a car, but are unaware of basic cybersecurity principles and that this must be remedied through education.</td>
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<td><strong>Question from the floor</strong>: What are governments doing to encourage vendors to provide better support and produce less complex products which are more accessible?</td>
<td><strong>H.E. Mr Mohamed Nasser Al Ghanim Director-General, Telecommunications Regulatory Authority, UAE</strong>: pointed out that, due to the large amount of specializations, capacity building becomes extremely difficult. He stated that there is a need to train people on evolving threats on a monthly basis, and also that there is a need for basic awareness in actions such as not opening spam. At the end of the day it is about educating people’s behaviours, not about technology.</td>
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<td><strong>Comment from the floor</strong>: It is important to incorporate children into looking for solutions because they are better, and cyber criminals are also younger.</td>
<td><strong>H.E. Mr Haruna Idrisu, Minister of Communications, Ghana</strong>: raised the question of how governments can commit to the safety and security of cyberspace if cybersecurity is a transnational problem. He also raised Ghana’s issue of younger people using IT for Sakawa, internet fraud, instead of productive capacities.</td>
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<td><strong>Mr Mohd Noor Amin, Chairman, International Multilateral Partnership Against Cyber Threats (IMPACT)</strong> – highlighted the strong motivations and ideologies of cybercrime perpetrators and that only international collaboration can effectively counter them. He also raised the issue of the private sector in not sharing information regarding which systems have been compromised, and that they have a responsibility to share this information with the rest of the world – which, up to this point, has not been done.</td>
<td><strong>Dr Hamadoun Touré, Secretary-General, ITU</strong>: stated that emphasis should be placed on what we hold in common (protecting our children) in order to develop a competent framework which can be extended to other areas.</td>
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<td><strong>H.E. Mr Ilya Massukh Deputy Minister, Ministry of Telecom and Mass Communications, Russian Federation</strong>: used the example of child pornography to build an international framework of regulations.</td>
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<td><strong>Comment from the floor:</strong> Cybercrime is not a technical issue; it is an economic, societal issue. It is important to understand the fundamentals and what you trying to protect against. It is important to define threats properly.</td>
<td><strong>Mr John Mroz, CEO, EastWest Institute (EWI):</strong> emphasized the special nature of cyberspace regarding the application of the Hague and Geneva Conventions. He stated that a new way of thinking is required to effectively deal with cybersecurity and that we need to involve ourselves in discussions surrounding cybersecurity issues.</td>
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<td><strong>Comment from the floor:</strong> The definition of cybersecurity not as important as solutions. Cyberspace needs to be conceptualized differently. It has economic, technological and environmental dimensions. A comprehensive cyberspace law would be an endless exercise. One approach to think about could be one approach for each dimension, rather than trying to find a full comprehensive law which covers all those aspects and touches all those elements.</td>
<td><strong>Mr Mohd Noor Amin, Chairman, International Multilateral Partnership Against Cyber Threats (IMPACT):</strong> talked about IMPACT’s initiatives for capacity building, including workshops, and stated IMPACT’s willingness to respond to cyberthreats.</td>
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<td><strong>Dr Tim Unwin:</strong> Will policies always being playing catch-up to technological change? Or is there something we can do?</td>
<td><strong>Mr Rainer Wieland, Vice-President, European Parliament:</strong> stated the need for a clear definition of cybercrimes and the need to find a code of conduct for international procedures in prosecution.</td>
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<td><strong>Dr. Tim Unwin:</strong> How should the international community better commit to the online protection of children?</td>
<td><strong>Dr Hamadoun Touré Secretary-General, ITU:</strong> stated that the nature of technology will always put it ahead of legislation, and that we need to operate as though we are in a time of war, with a strong code of conduct and best practices for Member States to follow. He re-emphasized the need for action and not deliberation.</td>
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<td><strong>Remote Participant:</strong> What can we do to raise awareness about cybersecurity outside of the Internet?</td>
<td><strong>Mr John Mroz</strong> stated the need for better measurement tools of cybercrime, and also the need for the private sector to cooperate in reporting how cybersecurity is affecting them.</td>
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<td><strong>Comment from the floor:</strong> This person wanted to emphasize the need to educate people in conceptualizing ICTs in terms of how they can be used productively and maliciously.</td>
<td><strong>H.E. Mr Haruna Iddrisu, Minister of Communications, Ghana:</strong> stated his wish would be for more international cooperation.</td>
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<td><strong>Comment from the floor:</strong> This person wanted to point out the need for training of law enforcement to understand the new paradigms in cybercrime definitions, such as the theft of personal data.</td>
<td><strong>H.E. Mr Mohamed Nasser Al Ghanim</strong> also stated the need for further cooperation with emphasis on urgency and commitment.</td>
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<td><strong>Mr Mohd Noor Amin</strong> wished to see the acceleration of the establishment of a cybersecurity framework. He also stressed the need for true international cooperation.</td>
<td><strong>Ms Marielos Hernandez</strong> stated that we need to take a human rights approach by investing in education and health. She also stated that we need to listen to and include children in the discourse of tackling cybersecurity.</td>
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<td><strong>Dr Hamadoun Touré</strong> asked how we can avoid ideological fights within cybersecurity discourse and restated the need for focusing on our common factors, namely children.</td>
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<td>Questions</td>
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| **H.E. Mr Ilya Massukh** also re-emphasized the need for focusing on the common denominator, child pornography, as a foundation for producing an international framework. He also highlighted the need to regulate social networks more strictly due to the high amount of child participation.**  | **Mr John Mroz** applauded the awareness raising and highlighted the vast set of problems that the global community has to deal with. He closed by emphasizing the need for action-based initiatives.  
**Mr Mohd Noor Amin** re-emphasized IMPACT’s agenda for capacity-building and an invitation to utilize the training and programmes offered by IMPACT.  
**Mr Rainer Wieland** shared his surprise that nobody brought up state criminality in the cybersecurity discourse. He stated that we need to address it at the UN level and resolutions are needed to effectively engage it.  
**Dr Hamadoun Touré** highlighted ITU’s role in awareness-building, not only through the Member States but also through the partnership with 700 private companies. He went on to state that a new global treaty would be needed for cyberspace – no longer will it be restricted to countries but it should also involve corporations and the private sector.  
**H.E. Mr Haruna Iddrisu** called for the need of a comprehensive framework that was still mindful of differences between countries and cultures.  
**H.E. Mr Mohamed Nasser Al Ghanim** said prerequisites will be needed for a global treaty, proper response rates and the need for international actors to take violations seriously. He also stated the need for the private sector to participate in a larger global framework due to their deep involvement in ICTs.  
**H.E. Mr Ilya Massukh** agreed that the private sector should be involved in the discussion of a global framework. He also stated that the dialogue for cybersecurity has been started at the right time and restated the need for fighting child pornography.  
**Ms Marielos Hernandez** stated the importance of allowing children and younger people to participate in the larger discussion of cybersecurity. She also re-emphasized the need for articulation in agreements. |
Please note that this summary only provides a snapshot of the high-level dialogue. The complete Webcast of this high-level dialogue is available at:
http://www.itu.int/ibs/WSIS/201105forum/index.html
Interactive Facilitation Meetings (IFM) for WSIS Action Lines

The Tunis Agenda for the Information Society states that the WSIS implementation mechanism at the international level should be organized taking into account the themes and Action Lines in the Geneva Plan of Action, and moderated or facilitated by UN agencies when appropriate. It also states that ITU, UNESCO and UNDP should play a leading facilitating role in the implementation of the Geneva Plan of Action.

Each year, during the WSIS Forum held in May, the WSIS Action Line Facilitators:

- Provide reports on the year’s activities on their respective Action Lines
- Organize Interactive Action Line Facilitation Meetings on their respective Action Lines.
On Wednesday, 18 May, the United Nations Department of Economic and Social Affairs convened the third Facilitation Meeting on implementing WSIS outcomes in Conference Room II of the Conference Centre of the ILO from 11:30 to 13:00.

Participants exchanged information and discussed progress in implementing three of the 11 WSIS Action Lines: the role of public governance authorities and all stakeholders in the promotion of ICT for development (Action Line C1); ICT applications – e-government (Action Line C7); and international and regional cooperation (Action Line C11).

The purpose of the Sixth Facilitation Meeting, which was open to all stakeholders from the public and private sectors, civil society and international organizations, was to provide a platform for participants to exchange information and experiences; to identify the propriety areas for implementation within the Action Lines; and to create synergies among different stakeholders for more effective knowledge sharing and collaboration in order to ensure the implementation of WSIS at the international, regional and national levels. The meeting also contributed to further coordination of major stakeholders’ activities to support strategic planning and implementation of accessible, inclusive and participatory governments. One of the current trends for e-government development was active and strong citizens’ and businesses’ involvement in public services delivery. This tendency is based on an unprecedented accessibility and openness of public administrations’ data and possibilities for citizens and businesses to build value-added public services on top of it.

The participants mentioned the continued challenge of human capacity-building in e-government and other fields, from building awareness and understanding of the potential of ICTs between government and citizens, through developing the skills of policy-makers, civil servants and industry professionals, to addressing the needs of citizens and micro-enterprises. The need for continued
research and work in the area of the evolving e-government initiatives and now citizen engagement applications is not a luxury but a necessity in trying to earn and restore public trust in government.

The participants underlined that the WSIS Forum is widely regarded as a major improvement in the facilitation of WSIS Action Lines and the Forum’s inclusiveness and openness and its new thematic focus have been responsible for increased physical and remote participation in the meeting. However, there were concerns about the lack of dedicated resources for the facilitation of Action Lines and participants like to see more collaboration between Action Lines’ facilitators between annual meetings, fostering the cross-cutting value of ICTs in different domains.

The meeting was chaired by Mr Vyacheslav Cherkasov from UNDESA.

Speakers included: Mr Makane Faye, OIC, e-Applications, UNECA; Mr Gherardo Casini, Head, UNDESA Office in Rome; Mr Randy Ramusack, United Nations Technology Officer, Microsoft Corporation; Mr Michael Szafraniec, Operations Manager, CareWays Community, (Australia); Mr Hani Eskandar, Technical Officer, BDT, International Telecommunication Union; Ms Andreea Stoiciu, Director at the Institute for Management and Sustainable Development (IMDD) (Romania); Dr Yuri Hohlov, Chairman of the Board, Institute of the Information Society (Russia); Ms Esperanza Magpantay, Statistician, Market Information and Statistics Division, BDT, International Telecommunication Union.

**Action Line: C2 ICT Infrastructure (ITU)**

**Monday, 16 May, 14:45–16:15, Room IX**
WSIS Forum Action Line C2 Interactive Facilitation Meeting was organized as a panel discussion. The theme for this year’s discussion: “Broadband Infrastructure for connecting the unconnected” was selected based on proposals received during the WSIS multi-stakeholders consultation process. BDT Director Mr Brahima Sanou delivered the opening speech, then Minister H.E. Ms Nibigira (Burundi), Minister H.E. Ms Matic (Serbia), and Deputy Minister H.E. Mr Velizadeh (Azerbaijan) presented the role of Administration for providing broadband as keynote speeches. Then, under the moderation by Mr Passerini (ITU), based on presentations by the high-level panellists, the roles and perspectives of broadband networks in rural and remote areas were discussed.

This 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 ten years; 2) importance of standardization for broadband wireless access; 3) importance of standardization for low cost, safe and efficient electrical supply; 4) successful stories of broadband infrastructure development; 5) role of administration for providing broadband in rural and remote areas; 6) cost-effective infrastructure and simplicity of network; and 7) social impact of broadband.

The following issues and recommendations were highlighted during the panel discussion:

- Demand of broadband services in developing countries is increasing. Today’s new broadband opportunities require a new vision by all potential broadband providers, and a new paradigm for policy-makers and regulators.
- Broadband regulation to reduce regulatory burdens, enhance innovative incentives, and coordinate efforts by all links in the broadband value chain, should be considered. Basically less regulatory intervention creates more business opportunities, ensuring that once in place, the infrastructure is accessible to all operators on open, transparent and non-discriminatory terms.
- New spectrum management policy and adequate and harmonized frequency allocation is crucial to the provision of wireless broadband services in rural and remote areas. In this regard, spectrum flexibility can open opportunities for new players to enter the market, with lower infrastructure costs, bringing greater choice and reducing the price of communications. The World Radiocommunication Conference (WRC-12) next year will play an important role.
- Standardization of broadband wireless access is important for utilization of the broadband system. ITU will continue to play an important role in that regard.
- Standardized, reliable and safe energy systems are also important for utilization of the broadband system. Cost and quality of energy are seem as future challenges to be addressed for providing broadband to rural and remote areas.
- Administrations should encourage public–private partnerships (PPP) in conducting projects to overcome economic barriers. Attention should be paid to encourage a combination of public and private funding aimed at deploying broadband infrastructure.
- Every administration should facilitate affordable and high-quality broadband deployment possible in their countries to bridge the economic and social digital divide. Incentives from governments focusing on e-applications (e.g. e-education) is one of the effective ways.
Delegation of public services is also recommended for facilitating the development of high speed broadband.

- All countries need to further develop policies to encourage competitive provision of broadband services coupled with broadband ubiquity policies to address the digital divide. Making use of complementary universal service provisions should be taken into consideration to address a digital divide between those with access to high speed broadband and those without. It is the administration’s role to define and develop a sustainable universal services policy and strategy.

- In order to promote the use of broadband, administrations should connect local government buildings, educational institutions and hospitals that either lack broadband options or pay exorbitant fees to incumbent phone companies.

- Access to broadband should be coupled with sufficient focus on increasing PC penetration and enhancing e-skills through demand stimulation measures such as training for students, low-skilled groups and professionals, and subsidizing equipment/installation/subscription costs.

(Speakers)

- Opening Speech
  - Mr Brahima Sanou, Director of the Telecommunication Development Bureau, ITU

- Keynote Speech
  - S.E. Mme Concilie Nibigira, Ministère des Télécommunications, de l’Information, de la Communication et des Relations avec le Parlement, République de Burundi
  - H.E. Ms Jasna Matic, State Secretary for Digital Agenda, Republic of Serbia
  - H.E. Mr Elmir Velizadeh, Deputy Minister of Communications and Information Technologies, Republic of Azerbaijan

- Panel Discussion
  (Moderator) Mr Riccardo Passerini, BDT, ITU
  - Mr Christoph Legutko, Global Public Policy CEE Director, Intel Corporation
  - Mr Salvator Nizigiyimana, CEO, Office national des télécommunications du Burundi (ONATEL)
  - Mr Colin Langtry, Chief, Study Group Department, BR, ITU
  - Dr Rolando Hess, Public Affairs Director, Alcatel-Lucent
  - Mr Désiré Karyabwite, IP Coordinator, BDT, ITU
  - Mr Lasse Wieweg, UMTS Forum
  - Dr Wei Feng, Director of Europe Standards, Huawei Technologies Co., Ltd
  - Mr Jonathan Buck, Secretary of the Conformity Assessment Board, IEC
  - Mr Chris Locke, Managing Director, GSMA Development Fund, GSMA
**Action Line: C3 Access Persons with Disabilities (UNESCO)**

**Monday, 16 May, 14:45–16:15, Room II (E/F)**

**Short description:**

UNESCO, as facilitator for the WSIS Action Line C 3 – Access, together with ITU (co-facilitator), organized an interactive session bringing together representatives of international organizations, academia, public–private partners and disability rights activists.

This interactive debate explored existing and potential usage of ICTs to improve access by persons with disabilities to information and knowledge and encourage their participation in social, economic and political life.

The speakers of the session shared good practices in the area of digital inclusion and encouraged international cooperation among national, local, nongovernmental and civil society organizations working with persons with disabilities.

The following issues were discussed during the interactive session:

- UN Convention of the Rights of Persons with Disabilities mandates and progress of countries in implementing;
- key barriers to access information and knowledge for persons with disabilities;
- solutions available to eliminate barriers and discrimination; and
- impact in relation to installed bases of ICTs worldwide on education, employment and cultural opportunities.
Main points summarizing the discussion:

- ICTs are effective tools to reach out to persons with disabilities, which can improve their quality of life. ICTs provide new educational and employment opportunities as well as promote their social inclusion and participation.

- The social and economic costs of digital exclusion are very high, not only for the excluded but for society as a whole.

- The global crisis continues to grow in terms of continued development of inaccessible ICTs. For persons with disabilities, the price of ICTs is increasing and availability is decreasing. Technologies are still not available for each disability and for each person with disabilities.

- The Internet should be accessible for persons with disabilities in order to access to information and knowledge. In addition, digital office documents should be made accessible.

- ICTs can contribute to the implementation of the UN Convention of the Rights of Persons with Disabilities (CRPD) and the inclusion of disability in international aid.

- Introduction of ICTs in education for people with different types of learning needs should be taken with a systematic approach. It is essential to ensure that not only people with disabilities, but also educational staff are trained to use ICTs and address different learning needs in classrooms.

- Promotion of positive attitudes helps to overcome some of the barriers.

- Emerging cloud-based infrastructures and the ability to personalize applications and content should be used to enable digital inclusion and address barriers of physical, sensory and cognitive access to online systems.

Action Line: C4 Capacity Building (ITU/UNESCO/ISOC)

Tuesday, 17 May, 14:45–16:15, Room V
An Action Line C4 Facilitation Meeting was co-organized by ISOC and ITU and held on 17 May 2011. It was chaired by Ms Nermine El Saadany, Director, International Relations Division, Ministry of Communications and Information Technology (MCIT), Egypt. Speakers/panellists included Mr Gerard Ross from the Internet Society (ISOC); Mr Mark Summer, Co-Founder and Chief Innovation Officer, Inveneo; and Dr Jovan Kurbalija, Director, DiploFoundation.

The WSIS outputs on capacity building emphasized that “each person should have the opportunity to acquire the necessary skills and knowledge in order to understand, participate actively in, and benefit fully from, the Information Society and the knowledge economy”. The chosen theme of this year’s meeting was the intersection of the three topics “Leadership, Innovation and Capacity Building”.

After introductory remarks by the Chairperson, the panellists gave their perspectives on the theme of the meeting. Mr Ross from ISOC highlighted the non-traditional history of “bottom-up” development of leaders in the Internet community and noted that this leadership model had been very successful in driving innovation and building capacity. He emphasized that in this context, a concept of leadership had emerged not in the Churchillian mold of a single dominant figure with central responsibility, but rather as a meritocracy that emerged out of the collaborative Internet model, sustained and supported by a multistakeholder participatory model.

Mr Summer from Inveneo discussed some of Inveneo’s grass-roots based capacity-building efforts to support local entrepreneurs on both technical and business issues with a strong focus on ensuring that their efforts were continued and sustainable after they had left. In this context, he noted that while ICTs are a key enabler, many other factors such as culture, business models, and available infrastructure play a key role. In that regard, Inveneo has been attempting to build an ecosystem of certified in-country ICT entrepreneurs that they partner with around the world to ensure sustainability.

Dr Jovan Kurbalija of DiploFoundation discussed their experiences in trying to build capacity to assist small and developing states to participate more efficiently in global policy processes, including Internet governance discussions. He noted the challenges in dealing with the different perspectives on leadership and governance models across the globe (e.g. highly hierarchical versus more flat models, state supremacy versus multistakeholderism).

A question from the floor gave the perspective that even in the multistakeholderism model, strong personalities emerge as leaders and hierarchies eventually form. In reply, it was noted that a desirable leadership trait would be the ability to recognize that different governance perspectives exist as well as the ability to engage and communicate across boundaries in a multistakeholder environment. A comment from a remote participant suggested that at the next WSIS AL C4 meeting, there should be a greater emphasis on an interactive dialogue.
This Action Line Facilitation Meeting provided an account of the work carried out in the area of cybersecurity under the Action Line C5.

In particular, national experts of ICTs shared their experiences on how they are dealing with cyberthreats and what measures have been adopted. For instance, Turkey conducted civilian–military exercises, while Oman explained how its CERT became an umbrella agency for all the ministries. Costa Rica, on the other hand, has confirmed its commitment in improving actions at the national level in order to protect children online, while ensuring the cooperation with international organizations such as ITU. Representing the private sector, Symantec mentioned that their recent publication “Symantec Internet Threat Report” displays the need for more security for mobile phones, as well as a shift in the operational mode targeting specific users. Civil society sector was represented by the University of Lausanne.

Within the overall framework of the 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 cyberthreats and solve cyberattacks through information sharing, awareness raising and trainings.

The main outcomes of the meeting highlighted the need for better coordination at any level (national, regional, international), and through organizations such as ITU, ensuring harmonization of efforts and sharing of best practices to advance work and build the necessary capacities.
List of speakers
Opening remarks: Dr Yury Grin, Deputy Director, BDT, ITU
Moderator: Mr Alexander Ntoko, ITU WSIS C5 Focal Point and Head of the Corporate Strategy Division, ITU
H.E. Mr Manuel B. Dengo, Ambassador Permanent Representative, Permanent Mission of Costa Rica
Eng. Badar Ali Al-Salehi, Director, Oman National CERT
Ms Solange Ghernaouti Hélie, Professor, Faculty of Business and Economics – HEC, University of Lausanne
Mr Zoltán Précsényi, Symantec
Mr Salim KETEVANLIOGLU, ICT Expert, BTK-Turkish ICT Regulatory Body, Turkey,
Mr Mohamed Shihab, Advisor (technical), IMPACT

Action Line: C6 Enabling Environment (ITU)
Monday, 16 May, 16:30–18:00, Room IX
Enabling environment: “cloud computing – new platform for innovation, challenges and opportunities for policy-makers, regulators and all ICT stakeholders”

1 Summary of the meeting

A fundamental role of ITU, strengthened by the WSIS, is to promote the creation of an enabling environment for the development of ICTs and to extend the benefits to all. Enacting an appropriate regulatory framework and establishing competition and investment incentives is essential in this regard. As the lead facilitator on WSIS Action Line C6, ITU will continue to showcase successful experiences and look for positive synergies among stakeholders in implementing the WSIS goals.

Following tradition, the meeting was organized as an interactive panel discussion, involving multiple stakeholders including national governments, regulators, industry, civil society and international organizations with remote participation. Discussions explored the advantages and challenges of cloud computing technology for 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.

The theme for this year’s discussion was selected based on proposals received during the WSIS multistakeholder consultation process. The BDT Director noted the growing demand for access to high-speed broadband services, both fixed and mobile. He outlined the need for consumer protection, sustainability, transparency and efficiency, and stressed the increasing uncertainty surrounding the legal and regulatory obligations related to data in cloud systems that could jeopardize the benefits of cloud computing. He also mentioned the upcoming meetings and, in particular, the 12th Forum on Telecommunication/ICT Regulation and Partnership in Africa (FTRA-2011) to be held in Kigali, Republic of Rwanda, 13 to 15 June 2011, that will focus on the theme of cloud computing.

All panellists underlined the need for low-cost sophisticated and environmentally sustainable IT services and agreed that cloud computing could be looked at as a commodity, like electricity, water or gas, and that it is a technical opportunity with the emphasis on operations expenditure rather than on capital expenditure.

Panellists also agreed that stakeholders have increasing difficulties in managing the various ICT systems that are relied upon to do their jobs, and if governments and the private sector can benefit from the optimized pay-per-use resources of cloud computing, then a more general approach to problems such as viruses and spam will also reduce costs.
Where the choice of available services depends on client needs, the building of reliable systems depends on the private sector platform’s offer, with long-term concerns of interoperability, safety, security, consumer protection that may require regulatory assistance at international level, to ensure transparency, trust and protection of sovereign rights of national economies. More public–private partnerships were called for, in addition to the need for human resources training and the development of appropriate policy. The oligopolistic situation of the cloud computing market which is dominated by industry players based in developed countries was stressed.

In addition, it was noted that the standardization process will play an important role in the harmonization and interoperability of this new technology, and the legal framework concerning cross-border data and content such as intellectual property rights will need to be discussed. ITU-T established a focus group on the standardization of cloud computing that includes 25 organizations both from the public and private sector, academia and research institutes. The group is open to non-ITU members and examines issues such as security and privacy. The results of the work of the focus group are expected at the end of 2011. Standards have a crucial role to play in questions of reliability of the infrastructure, mostly in developing countries, and interoperability at and among the different layers: infrastructure, platform of services and software. ITU can certainly play a key role in addressing regulatory challenges requiring international coordination.

Some accessibility and reliability challenges, especially in developing countries, will need to be addressed. Private sector panellists responded that the market will most likely be able to offer innovative solutions. It was also stressed that where security and data protection regulation do not exist, governments and public authorities should take the lead and introduce them.

Finally, the questions of intellectual property rights (IPRs) and the need for capacity building in the area of cloud computing were also discussed. The need for reliable connectivity, electricity and efficient back-up procedures for the data at the consumer level was recognized a key element.

2 Speakers and panellists

- **High-level speaker**
  - Mr Brahima Sanou, Director, BDT, ITU (opening remarks)

- **Moderator**
  - Dr Yury Grin, Deputy Director, BDT, ITU

- **Panellists**
  - Mr John Davies, Vice President, Sales and Marketing Group General Manager Intel World Ahead Program, Intel Corporation
  - Mr Imad Hoballah, Acting Chairman & CEO, Telecommunications Regulatory Authority of Lebanon
  - Mr Yuri Hohlov, Chairman of the Board of Directors, Institute of the Information Society, Russian Federation
  - Mr Jean Marie Rabevohitra, Executive Secretary of the Ministry of Communications, Posts and ICT Madagascar
  - Mr Randy Ramusack, United Nations Technology Officer, Microsoft Corporation
  - Dr Reinhard Scholl, Deputy Director, TSB, ITU
3 Follow-up

Share information on cloud computing as available and referenced from the ITU’s TREG website, work of the ITU-T Focus Group on cloud computing, report and outcome of June 2011 meeting of the Broadband Commission, results and reference documents from the Forum on Telecommunication/ICT Regulation and Partnership in Africa 2011 (FTRA-2011) meeting on cloud computing.

Contact for questions and/or requests related to facilitation of WSIS AL C6 can be directed to: bdt-rme@itu.int

Action Line: C3 Access & C7 E-science: Open Access (UNESCO / IFLA / IFL)

Thursday, 19 May, 14:45–16:15, Room XI (E/F)

This session was attended by about 45 individuals including 15 remote participants, and was received well in terms of the reporting of the work and discussion it generated. Some of the milestones reported include:

- Increase in the number of repositories, at the rate of about 20 per cent every year.
- There are 6,514 Open Access journals reported in the Directory of Open Access Journals maintained by the Lund University Library.
- Over 400 repositories are in developing countries.
- UNESCO is developing a Global Open Access Portal (GOAP) to provide analytical snapshot information to enable Member States take decisions and understand the Open Access scenario better.
- The Study on Open Access Publishing report that researchers see Open Access as providing more benefits, but the financing of OA publishing is a problem.
• Poland may soon have its Open Access legislation.
• Open Access is not equal to e-science, but is necessary for e-science.
• CERN Model of thematic Open Access may be promoted that enable re-use of research information, and not just access to read.
• Issues related to Open Data may also be considered as important, and for this broadband will provide the necessary connectivity.
• It is important also to consider other low-cost alternative ways of access to scientific information, as the WIPO model of ARDI and the Research4Life.
• The International Federation of Library Associations and Institutions (IFLA) has recently released a statement supporting Open Access, and would be cooperating and assisting other stakeholders in capacity building and implementing policy in different countries through its member libraries.

The session was jointly organized by UNESCO, IFLA and EIFL, and moderated by Mr Stuart Hamilton of IFLA. Presentations on the progress made were presented by Mr Sanjaya Mishra, UNESCO; Ms Iryna Kuchma, EIFL; Mr Lars Bjornshauge, Lund University; and Mr Jens Vigen, CERN.

**Action Line: C7 E-learning: Teachers Count (UNESCO)**

**Monday, 16 May, 16:30–18:00, Room II (E/F)**

Under the title of *E-Learning: Teachers Count*, UNESCO facilitated an e-learning session with presentations from intergovernmental organizations, governmental sector, teachers’ unions and NGOs of civil society concerned with teachers role in e-learning.

The meeting was chaired by Mr Karklins, UNESCO Assistant Director-General for Communication and Information, and it started out with a round of presentations by the four panellists. Mr Fengchun
Miao, UNESCO ICT in Education Specialist, presented UNESCO’s ICT Competency Framework for Teachers, which in 2011 has been updated with example syllabi and experience from applying the Framework for identifying key teacher competencies worldwide. Mr Arturo Ramírez, Advisor of the Vice-Minister of Basic Education, Ministry of the Public Education, Mexico, then presented the Mexican government’s current initiative of training 1.1 million teachers in ICT skills. Mr Hans Laugesen, who is the Senior Educational policy officer and International secretary in GL, the Danish National Union of Upper Secondary Schools and the representative for the global teachers’ union (the Education International), highlighted the importance of training teachers in applying ICTs as a pedagogical tool drawing on examples from Denmark, the EU and Uganda. The final presentation was given by Mr Bart Dewaele, the Director-General of VVOB, the Flemish Association for Development Cooperation and Technical Assistance. Mr Dewaele presented the VVOB approach to teacher grooming, and highlighted key experiences and challenges in this work such as a clear vision and strategy for teacher development in this field.

After the round of presentations, Mr Cyril Ritchie, the President of CoNGO (the Conference of Non-Governmental Organizations in Consultative Relationship with the United Nations), summarized the key points and results of the other session on ICT in Education organized by CoNGO in the Forum prior to UNESCO’s meeting. Then the general discussion focused on available training packages such as the Pedagogical ICT driver licence applied by EPICT, as well as the Media and Information Literacy Curriculum for Teachers developed by UNESCO. A remote participant highlighted the need for the Digital Natives (the students) to integrate the Digital Immigrants (the teachers) into ICTs in education.

Mr Karklins summed up the meeting by concluding that we are far from an ideal solution, but that practitioners, experts and decision-makers, with cooperation and communication, could expand the shared knowledge in this field and work together towards more appropriate solutions.

**Action Line: C7 e-Environment: e-Waste (UNEP)**

*Wednesday, 18 May, 14:45–16:15, Room V*
Avoiding e-waste:
Moving to environmentally sound life-cycle management of ICT equipment

Discussion summary

Objectives of the workshop
To brainstorm on possible ways of establishing partnerships that would link environmentally sound management of end-of-life computing equipment with ICT development programmes, including financing, infrastructure strengthening and education on national, regional and international levels.

Speakers
- Mr Gaël Grégoire, Senior Environmental Specialist, World Bank
- Mr Nevine Tewfik, Ministry of Communication and Information Technology, Egypt
- Ms Victoria Romero, Permanent Mission of Mexico to the UN in Geneva
- Mr Flavio Cucchietti, Telecom Italia

The session was moderated by Ms Katharina Kummer Peiry, Executive Secretary of the UNEP secretariat of the Basel Convention

Highlights of the discussion
- ICTs represent an important tool for development in developing countries and countries with economies in transition. Along with benefits, the accelerated growth of ICTs brings challenges for the human health and the environment if the environmentally sound management of ICT equipment is not applied. From the life-cycle perspective, the engagement of the ICT sector in addressing the e-waste issue is of paramount importance. The link between the ICT and environment sectors on the national level needs to be strengthened to take advantages of the gains from ICTs without compromising human health and the environment.

- A multistakeholder approach to the environmentally sound life-cycle management of ICT equipment engaging governments, the private sector, academia and NGOs was stressed by the panellists. Practical examples from the panellists further underlined the value of this approach.

- The role of governments to support the environmentally sound life-cycle management of ICT equipment extends to, *inter alia*, setting up legal frameworks and standards, undertaking capacity-building activities, issuing licensing, and imposing green public procurement. The private sector should further embrace social corporate responsibility as well as improve performance of the ICT sector in terms of energy consumption, recyclability, etc. Furthermore, the role of the informal sector, specifically in developing countries and countries with the economy in transition, in relation to collection and recycling of e-waste and related employment generation for the informal sector was recognized. However, negative health effects and workers’ safety needs to be addressed without delay.
• The fast pace of ICT innovation influences consumer behaviour, prompting a consumer to purchase ICT equipment more frequently than ten years ago. At the same time the increase in sales aggravates challenges posed by the management of e-waste. One panellist noted that young people over 30 years old are “immigrants” to ICTs whereas those under 30 years old are “ICT natural”. Changing consumer behaviour or discouraging ICT manufacturers to offer frequent new models remains a question for discussion.

• Awareness raising plays an important role in moving towards environmentally sound life-cycle management of ICT equipment. Different approaches to reach out to different stakeholder groups, e. g. youngsters and rural populations, should be considered. For population groups in remote areas, school educational programmes, internet centres and cooperation with local authorities and non-governmental organizations were considered as effective means for awareness-raising activities. Costs of environmental degradation associated with unsound management of e-waste could be used as a powerful message to governments to take appropriate actions.

• The ICT sector can contribute to the solution required to address e-waste issues. Standardization and optimization of the ICT equipment could be the key for better quality and price ICT equipment. Specific country circumstances, however, should be taken into consideration. During the design phase of ICT equipment, issues such as easy dismantling, optimization of energy consumption and minimization of hazardous substances should be considered.

Possible follow-up actions:

1) Intensify awareness-raising activities on e-waste for the general public and the specific groups of population, e. g. youth and rural populations.

2) Encourage standardization and optimization of ICT equipment.

3) Initiate an e-waste awareness-raising campaign in Geneva to bring together stakeholders such as permanent missions to the UN, ILO, ITU, Secretariat of the Basel Convention, UNEP, WHO and WMO.

4) Encourage cooperation between the ICT and environment sectors on the national level to more effectively deal with the increased usage of the end-of-life ICT equipment.

The event was part of the “e-Environment day at WSIS Forum 2011”, a full day of activities organized for AL C7, e-Environment. The day, organized by the Basel Convention, CoNGO, ITU, UNEP and WMO, included two additional workshops on energy efficiency and e-waste, respectively, as well as publication releases session. More information available at www.wsis.org/forum/environment
Action Line: C7 e-Business (UNCTAD/FAO/ITC)

Wednesday, 18 May, 14:45–16:15, Room IX

The ALFM C7 provided an opportunity to report, discuss and debate on issues concerning “e-Business”.

The promise of mobile technology:

- Mobile money solutions for small enterprises (Part 1); and
- What is the socio-economic impact on rural communities? (Part 2)

UNCTAD, FAO and ITC organized a joint session on the opportunities that mobile technology offers. The first part was devoted to e-business and focused on how mobile money can support small enterprises. It was chaired by ITC, moderated by UNCTAD and was implemented in the form of an interactive dialogue among invited experts and the audience.

An increasingly wide range of mobile money services offer potential solutions to small enterprises. These include mobile transfers and payments as well as more elaborated financial services such as micro-insurance and micro-finance. For example, mobile technology is allowing insurance companies to reach more customers, collect premiums more efficiently, and pay claims in a faster way. Moreover, the deployment of these services has created important employment opportunities for micro-enterprises operating as mobile money agents.

In addition to the possibilities that mobile money platforms offer, panellists also noted several challenges for small businesses to benefit from these new services. For example, cash management issues among agents and the absence of bookkeeping records had limited the use that women entrepreneurs made of mobile money in urban Kenya.

Developing countries are leading the exponential growth of mobile money deployments. Currently, there are 51 mobile money deployments in Africa and 37 in LDCs. However, not all countries have
been equally successful in the deployment of such services. Participants identified, among others, the following key factors as explanations to variations in the uptake and coverage of mobile money services:

1) National regulatory frameworks. Telecommunications and financial regulations (e.g. know-your-customer requirements) have a great impact. Mobile technology also raises additional regulatory challenges (e.g. related to consumer rights and data protection). Coping with these required capacity-building efforts.

2) Market conditions and structure. In some instances, a competitive telecommunications sector had facilitated the spread; in others, the presence of a dominant but innovative mobile operator had been a positive factor.

3) The added value provided and the opportunities to benefit from them. Participants noted that such added value tended to be greater when integrated with other services (for example, rural extension services) or supported by a combination of technologies (voice communications, radio, etc.).

4) Capabilities of entrepreneurs and businesses to benefit from mobile technology, including their financial, literacy, social capabilities and trust.

All in all, participants agreed that even if the uptake of mobile money services will be slow in some countries, the value of the proposition will make it a success. One suggested approach to speed up the uptake of mobile money services was to promote greater government use of mobile money systems for various kinds of payments.

**Action Line: C7 e-Environment (ITU/UNEP/WMO)**

**Wednesday, 18 May, 16:30–18:00, Room V**
From WSIS to Rio+20: The role of ICTs in sustainable development and the green economy transition

Discussion summary

Objectives of the facilitation meeting

The facilitation meeting for the WSIS Action Line C7 (AL C7), e-Environment had the following objectives:

a) To bring together the ongoing parallel discussions on sustainable development and the use of ICTs for environment protection, by considering the overlapping objectives of the Rio+20 and WSIS processes;

b) To review the progress achieved to date in relation to the implementation of AL C7 e-Environment, taking into consideration the advances reported at past facilitation meetings, the projects submitted for this action line in the WSIS stocktaking process and the submissions presented for this Action Line during the open consultations for the Forum (see Annex);

c) To discuss what lessons learned can be shared from the ICT sector and from the WSIS process to feed into other parallel processes in order to advance on issues related with sustainable development;

d) To present initiatives, projects, case studies and policy recommendations from the WSIS process that are relevant for the Rio+20 process in order to emphasize the importance of ICTs to advance the sustainable development agenda and address new and emerging challenges related with the transition towards a green economy;

e) To share recent findings, publications, projects and other experiences on the implementation of AL C7, e-Environment, providing a networking platform for all stakeholders; and

f) To identify further actions to be followed up on AL C7, e-environment, for the WSIS Forum 2012.

Speakers

- Mr Hama Kontongomde, Scientific Officer on climate data and climate monitoring, WMO
- Ms Katharina Kummer Peiry, Executive Secretary of the Basel Convention
- Mr Cyril Ritchie, President of CoNGO
- Ms Eunsook Kim, Vice-Chairman of Working Party 3 of the ITU-T Study Group 5 “Environment & Climate Change”

The session was moderated by Mr Steven Stone, Chief of the Economics and Trade Branch, UNEP

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Highlights of the discussion

The Action Line Facilitation Meeting focused on the issue of sustainable development as an alternative model for growth and prosperity as suggested within the framework of the Rio+20 process. Participants in this session highlighted the key role of technological innovation and the ICT sector in particular in catalyzing the transition to a “green economy”. As in the other sessions organized during the “e-Environment day at WSIS Forum 2011”, it was recognized that the active involvement and cooperation of all stakeholders will be necessary to move the sustainable development agenda forward.

The ICT industry from its side can leverage the speed of this transition and provide tangible ideas and solutions towards a lower carbon economy through dematerialization, standardization, innovative design of products, and new IT-enabled services and applications. At the same time, the private sector needs to adopt a comprehensive approach to secure that innovation is a solution provider and not a problem creator.

Behavioural attitudes of consumers as well as policy planning and practices of governments also need to be influenced in order to mainstream environmental concerns and promote ethical consumption. To this end, all stakeholders will need to be actively involved to overcome the obstacles and gaps identified in the implementation of the major environmental conventions and treaties since the first Earth Summit (1992, Rio de Janeiro, Brazil).

Participants also highlighted that the focus should be put on building partnerships and adopting holistic approaches grasping all aspects and levels of planning, policy and practice. The UN system has a distinct role to play in ensuring that development and inclusion go hand-in-hand in the modern Information Society. For instance, IT-enabled and climate systems can greatly improve better management of resources; however it is critical that the information they provide is relevant to the needs of each actor.

As a conclusion to this session, participants recognized the potential synergies and linkages between the Information Society, the sustainable development agenda, and green growth strategies, identifying several activities to be followed up within the WSIS process for 2012. A special call was made during the event to look at the lessons learned in the implementation of the WSIS Action Lines and provide the outcomes of this exercise as an input for the Rio+20 conference.

Such input would highlight the key role of ICTs in promoting sustainable development and the transition to a “green economy”, and would assist in the success of the conference. The WSIS Forum 2012, which will take place a few weeks before the conference, could be a good platform to present the results of this exercise and to promote the launching of new multistakeholder partnerships during Rio+20 to promote concrete ICT applications for a sustainable future.

Possible follow-up actions:

Prepare an input for the Rio+20 conference, based on the outcomes of the implementation of WSIS Action Lines, highlighting the key role of ICTs in promoting sustainable development and the transition to a “green economy”.

Encourage and enhance the participation of all stakeholders in this process, with particular focus on civil society and public sector active involvement.
• Encourage and strengthen cooperation between the ICT and the environment sector at a national level to more effectively coordinate and explore synergies and opportunities when building national green growth strategies.

• Mainstream and intensify awareness raising on the topic of “ICTs and sustainable development / green economy strategies” at all national, regional and country levels as well as at micro-level, addressed to industry actors, SMEs and consumers.

The event was part of the “e-Environment day at WSIS Forum 2011”, a full day of activities organized for AL C7, e-Environment. The day, organized by the Basel Convention, CoNGO, ITU, UNEP and WMO, included two additional workshops on energy efficiency and e-waste, respectively, as well as publication releases session. More information available at www.wsis.org/forum/environment

Action Line: C7 e-Health (WHO/ITU)

Wednesday, 18 May, 16:30–18:00, Room IV

Jointly organized by WHO and ITU

The World Summit on the Information Society’s Action Line C7 on e-Health calls for collaborative efforts of governments, the private sector and international organizations in improving health care and health information systems through the use of ICTs. It further calls for promoting medical training, education and research while respecting and protecting citizens’ right to privacy.
The session reviewed progress and challenges of e-Health six years after the WSIS Tunis phase from the perspectives of different stakeholders. Speakers and participants discussed the range and scope of ICTs for health, progress made in countries, and innovations in the field. Key challenges and barriers, and approaches to solving them were also covered. The well-attended multistakeholder Forum showed the strong interest and growing capabilities in this dynamic Action Line.

- **Moderator:** Dr Joan Dzenowagis, senior scientist e-Health, WHO
- **Global perspectives:** Dr Joan Dzenowagis, WHO. Overview of the Action Line and global progress in key areas (national eStrategies, telemedicine, mHealth and evaluation): highlights from WHO’s Global e-Health Survey
- **Country experience:** Dr Maki Ortíz Domínguez, Deputy Minister for Integration and Health Sector Development, Ministry of Health, Mexico
- **Private Sector/NGO efforts:** Ms Moshahida Sultana, Professor of Economics, Dhaka University, Bangladesh Sustainability of e-Health Program in rural Bangladesh – a Case Study from AG Breast Care
- **Innovation:** Prof. Peter A. Bruck, Chairman, World Summit Awards WSA, winners of the WSA 2012 in the category e-Health
- **National e-Health planning:** Mr Hani Eskandar, ITU. Introduction of the Joint WHO–ITU “National e-Health Roadmap Development Toolkit”
- **Standardization:** Mr Masahito Kawamori, Rapporteur of the ITU-T Study Group 16, Question 28 “Multimedia Framework for e-Health”: ITU work on e-Health Standardization
- **Private Sector/NGO efforts:** Dr Pietro Aparicio, Millennia 2015, Destrée Institute, Belgium: Women and eHealth Initiative
- **Private Sector/NGO efforts:** Ms Salma Abbasi, The e-Worldwide Group. Leveraging ICTs and social structures to avoidable preventable deaths of mothers and newborns.
Action Line: C7 e-Agriculture (FAO/UNCTAD/ITC)

Wednesday, 18 May, 16:30–18:00, Room IX

The promise of mobile technology:

- Mobile money solutions for small enterprises (Part 1)
- What is the socio-economic impact on rural communities? (Part 2)

The role of mobile technology in development is now undeniable. Supporting sound economic growth, while reducing socio-economic disparity is essential.

Following a successful collaboration between the e-business and e-agriculture Action Lines and UN agencies last year, UNCTAD, ITC and FAO have collaborated again, to create two interactive dialogues that allowed both on-site and remote participants to interact with leading thinkers and practitioners.

Building on the latest experiences and looking forward, this session considered the broad potential benefits and impacts created by the use of mobile technology in rural areas. Expert researchers and practitioners provided their perspective on some of the trends, from both public and private sector perspectives, involving mobile technology in development. In particular the dichotomy of positive and negative impacts was addressed. The guest panellists included:

- Internet Interdisciplinary Institute, Open University of Catalonia.
- Dr Harsha Liyanage, Managing Director, Sarvodaya-Fusion.
- Ms Oumy Ndiaye, Chef de Département at Centre Technique de Cooperation Agricole et Rurale ACP-UE (CTA).
- Ms Roxanna Samii, Web, Knowledge and Internal Communications Manager, IFAD.
Dr Tim Unwin, Professor of Geography and UNESCO Chair in ICT4D, Royal Holloway University of London.

Starting where the preceding session Mobile Money Solutions For Small Enterprises (part 1) left off, this session highlighted the challenges faced and the role of different organizations in supporting positive sustainable development in rural areas with mobile technology and mobile-based services, and it looked to action that should be pursued going forward.

Key questions that were addressed included:

- What are the key characteristics that make mobile technology so important to rural and agricultural communities?
- What are the main socio-economic benefits that mobile technology can facilitate in rural communities?
- Why is mobile technology not only creating positive benefits in rural communities, and what are some of the challenges that must be faced to rectify this situation?
- What mobile services are most needed in rural and agricultural communities now?
- How can the positive benefits of mobile technology be brought to a wider range of rural communities, enhancing economic development and food security?
- What policies and support mechanisms should governments put in place to foster the positive impact of mobile technology in rural areas?

It was observed that while the developing world accounted for 25 per cent of world’s 700 million mobile phones in 2000, today, beyond any of our expectations at the time of WSIS, that has grown to 75 per cent of world’s 4 billion mobile phones being in the developing world. The potential for good is unquestioned, but the positive value of disruptive power of technology is elusive to harness. However, mobile technology is not the only answer and we must not lose track of this. We are not succeeding in ensuring that our experience and good practices become part of the broader development scenario. (It was observed that the draft of LDC4 conference only mentions ICTs in one place – in the infrastructure section – which leaves out many key issues of LDC development.)

More effort needs to be placed in collecting and disseminating information on experiences and good practices, as well as promoting the existing communities of practice that work in this area.

Research has identified critical success factors in using modern ICTs for development, including:

- Context – specifically socio-cultural factors, and the expectation that mobile phones in fact can increase or perpetrate inequality;
- Trust – echoing a key issue in the previous session;
- Creativity – interventions need to be more creative, look at informal sector for guidance.

There must be recognition of the need to support the long term timeframe of rural/agricultural development.

The critical role of CSOs and their national campaigns are weak in ICT4D arena compared to other areas of development. Their potential is not tapped sufficiently. We should have a better understanding of why this is and how to improve.
We need to work with communities to develop an impact evaluation model; for example the five indicators identified by Fusion in order to monitor and improve the impact of ICTs used in rural communities of Sri Lanka.

Gender is not an issue of sex (female or male), but an issue of equity, and it is an issue that must be taken into consideration in ICT4D projects. There continues to be too many situations where it is not addressed, resulting in one key area where ICTs have a negative impact on rural communities.

Now we must move forward. It is our collective responsibility to address the greatest challenges (the ICT “have nots”) head on. This is where the responsibility of development lies.

**Action Line: C8 Culture (UNESCO)**

Tuesday, 17 May, 14:45–16:15, Room II (E/F)

Within the framework of Action Line C8 Cultural and Linguistic Diversity, preserving indigenous people’s culture is placed at the core of an inclusive, knowledge-based Information Society. This year’s meeting therefore focused on the theme of promoting indigenous education and intergenerational transmission of indigenous knowledge.

While States recognize the right of education as a universal right, the indigenous experience with education includes a history of negative impacts including the suppression of indigenous languages, culture and knowledge. The UN Declaration on the Rights of Indigenous Peoples attempts to respond to the issues involved in education and indigenous peoples in several articles, most notably Articles 13, 14 and 15. Concepts surrounding the right to indigenous education include:

a) intergenerational transmission of indigenous histories, languages, oral traditions, philosophies, writing systems and literatures (Art 13);

b) indigenous communities’ right to establish and control their own education systems, delivered in their own languages and in a manner appropriate to their cultural methods of teaching and learning (Art 14); and
c) the right to the dignity and diversity of their cultures, traditions, histories and aspiration which shall be appropriately reflected in education (Art 15).

The C8 discussion provided an opportunity to discuss how indigenous peoples, UNESCO, governments and the private sector are responding to these issues through the Information Society and the use of ICTs.

Speakers were: Ms Malia Nobrega of the International Indigenous ICT Task Force; Ms Roxanna Samii of IFAD; Ms Roxana Widmer-Iliescu of ITU; and Mr Teanau Tuiono and Ms Serena Heckler of UNESCO.

**Action Line: C9 Media, Media Regulation: Broadcasters and Social Media (UNESCO)**

**Wednesday, 18 May, 14:45–16:15, Room XI (E/F)**

UNESCO hosted the sixth facilitation meeting on C9 media at the WSIS Forum 2011, with a panel of four speakers and 35 participants. The meeting explored various guidelines and media regulation frameworks of broadcasters, particularly PSB, and the emerging social network platforms. UNESCO took the opportunity to present two publications “Public Service Broadcasting: a Comparative Legal Survey” and “Guidelines for Broadcasters on Promoting user-generated Content and Media and Information Literacy”.

At the reporting session, representatives from ITU and AMARC respectively reported ITU’s work of supporting transition from analogue to digital broadcasting, and the latest developments of community media. A civil society participant reported the recent dynamics of media education. A blogger panellist shared her view on why media regulation matters to every individual, particularly at this social media era. UNESCO’s publications were well appreciated by the participants. The discussion focused on how to maintain PSB’s important role in digital era, how to deal with the convergence of traditional media and new media, and particularly, new media such as YouTube which raises a huge challenge to existing media regulatory framework. Participants also put forward various questions about digital broadcasting transition and community media.
The C9 meeting was the only session which focused on media issues. As the Internet and ICTs become most powerful media vehicles in digital era, it would be useful to give more attention to media issues and encourage organizing more media-related events including high-level debates at the WSIS Forum in the future.

**Action Line: C10 Ethics (UNESCO)**

**Wednesday, 18 May, 16:30–18:00, Room XI (E/F)**

The session on “Cyber and Information Ethics: Freedom & Security, Privacy, Malice & Harm, Property”, provided an opportunity to examine some aspects that underlie phenomena such as social media, crowdsourcing and the design of information system which may impede the creation of just, peaceful and inclusive societies and the full expression of human rights.

Emerging from the discussion was a recognition that previously held dichotomies and distinctions around concepts, previously seen as polar – such as the public and private – no longer exist. It was also recognized that trade-offs between issues such as freedom and security can occur and may be accompanied by benefits. The design of information systems and networks was identified as an area which could limit choice by distorting reality and, through poorly mediated human interaction, cause harm. Issues around trust and the control and use of personal data, particularly bio-data, were also examined.

The blurring and morphing of issues and the presence of new threats to human freedoms, which are often not readily noticeable, points to a need for greater public policy discourse around these challenges and their implications to ensure that the maximum benefits are derived and trade-offs understood. Some potential areas for research within this Action Line were identified by participants in response to the discussions.
Interactive sessions provided workshop-style interaction amongst the participants and the panellists. The panellists provided an introduction to the framework of the session and act as moderators, while the participants were encouraged to drive the session discussion.

**Interactive Session: Regional Commissions**

**Tuesday, 17 May, 11:00–13:00, Room V**

The interactive session on UN Regional Commissions was held on 17 May. The purpose of this meeting was to discuss the follow-up on the implementation of the WSIS outcomes at the regional level. The session included contributions of the representatives of the UN Regional Commissions, followed by a general discussion.

The Tunis Agenda on the Information Society, more precisely its Para 101, proposed implementation mechanism at the regional level, as follows: Upon request from governments, regional intergovernmental organizations in collaboration with other stakeholders should carry out WSIS implementation activities, exchanging information and best practices at the regional level, as well as facilitating policy debate on the use of ICTs for development, with a focus on attaining the internationally agreed development goals and objectives, including the Millennium Development Goals. UN Regional Commissions, based on the request of Member States and within approved budgetary resources, may organize regional WSIS follow-up activities in collaboration with regional and sub-regional organizations, with appropriate frequency, as well as assisting Member States with technical and relevant information for the development of regional strategies and the implementation of the outcomes of regional conferences.

Stationed in five regions of the world, United Nations Economic Commission for Europe (UNECE), United Nations Economic and Social Commission for Asia and the Pacific (UNESCAP), Economic
Commission for Latin America (ECLAC), United Nations Economic Commission for Africa (ECA) and United Nations Economic and Social Commission for Western Asia (UNESCWA) share key objectives aiming to foster economic integration at the sub regional and regional levels, to promote the regional implementation of internationally agreed development goals, including the Millennium Development Goals (MDGs), and to support regional sustainable development by contributing to bridging economic, social and environmental gaps among their member countries and sub regions.

The following presentations are available:

- **Ms Virginia Cram-Martos, Director, Trade and Sustainable Land Management Division, United Nations Economic Commission for Europe** made a presentation on the activities and programmes initiated and implemented by UNECE – presentation is available at: Virginia.Cram-Martos@unece.org

- **Mr Georges Younes, First ICT Officer, ESCWA-ICTD** – presentation is available at: http://groups.itu.int/Default.aspx?tabid=1229


Webcast of this interactive session is available at: http://www.itu.int/ibs/WSIS/201105forum/index.html

**Interactive Session: Measuring the ICT sector for Political Analysis (ITU/UNCTAD)**

**Tuesday, 17 May, 14:45–16:15, Room IX**

**Tuesday, 17 May, 16:30–18:00, Room IX**

The session was chaired by UNESCO Institute for Statistics and started with an overview by ITU of recent activities of the partnership. Special attention was given to emerging measurement issues, particularly related to the rapidly growing mobile access to the Internet. This presentation was followed by a progress report on e-government indicators presented by UNECA.

The session then turned to its main theme, the measurement of the ICT sector and its importance for policy analysis. UNCTAD pointed to the internationally agreed definition of the ICT sector and the latest classification that can be used to measure the sector. Although a number of developed economies collect data on the ICT sector, it was noted that only few developing countries do. The OECD highlighted the evolution of the ICT sector definition and presented new data on the ICT sector in OECD countries. Special emphasis was given to the importance of having accurate data to measure the ICT sector’s impact on productivity, competitiveness and economic growth.

Orbicomp (the Network of UNESCO Chairs in Communication) then presented the results of its research and training programme related to “Statistical Compilation of the ICT Sector and Policy Analysis”, involving researchers and statistical offices in Brazil, Cameroon, Egypt, India and Malaysia. The main results of the country studies were presented by researchers from each of the countries, who provided an overview of the magnitude and composition of the respective ICT sectors. While some countries had substantial ICT manufacturing (e.g. Malaysia), others had developed mainly their ICT services (e.g. India). Generally, countries without ICT manufacturing showed ICT trade deficits. In view of the significant variation in size and composition, relevant policy responses needed to be country-specific as well as industry-specific.
Despite differences, the research also pointed to a number of similarities. For example, ICT sector employees tended to have an above-average level of education and to be younger than employees in other sectors. Furthermore, jobs in the ICT sector were generally perceived as desirable because of upward mobility, job security and the availability of training opportunities. Finally, data suggested that the ICT sector had a relatively high degree of R&D expenditure.

In the lively discussion that followed, several measurement challenges were recognized, including disparities in the gender distribution of employment. There was a lower percentage of women employed in the ICT sector and often women received lower wages, particularly in the informal sector. Another challenge was related to the need to obtain information from multiple sources within a country. The studies are based on data from various sources, including national accounts, trade statistics and survey data. In this context, the researchers mentioned the importance of transparency and the need for governments to make national data available for research purposes. While data to analyse the ICT sector may be available, they are often “hidden” in surveys and national accounts and scattered across different line ministries, the NSO, the central bank and other institutions. It therefore requires a fair amount of effort to find and analyse data.

Addressing these and other challenges requires collaboration between the different stakeholders. It was recommended that other countries explore the possibility of carrying out similar studies. The role of the partnership in promoting the availability of data on the ICT sector, especially in developing countries, was stressed.

**Interactive Session: Remote Participation (ITU/CIVITECH/Strategic Partners)**

**Thursday, 19 May, 16:30–18:00, (Governing Body Room)**

This special session on WSIS remote participation explored issues ranging from communication logistics to local models for participation. In order to ensure participation and inclusion of all WSIS Stakeholders, ITU, the hosts of the WSIS Forum, made a concerted effort to integrate remote participation in all sessions of the WSIS Forum. Partners, such as CIVITECH, showed full support in implementing remote participation during the Forum.

For the WSIS Forum 2011, the Information Services Department of ITU provided remote participation services. Some Statistics of remote participation were presented:
Remote Participation

- Over 100 Sessions were covered including the Publications and Briefing Sessions.
- Five Remote Meeting Hosts were hired and this team was complemented by two interns to bring the total number of Remote Meeting Hosts to seven.
- Even with this number, the coverage of this event was a major challenge.
- As many as six WSIS Forum sessions were covered simultaneously.
- There were over 400 unique remote participants, as of 19 May 2011.
- Many of these participated in multiple sessions, but were only counted once.
- All sessions have been recorded and were made available within two weeks.

Feedback

- Feedback from the audience was generally positive.
- Remote participants thanked the organizers for making the coverage of this event possible.
- The Remote Participant Hosts received many positive comments for their dedication in representing the remote participants in this conference.
- Areas for improvements include the following:
  - More training should be provided to Session Organizers so they understand that WSIS embraces both physical and remote participants.
  - Better communication and outreach so that the WSIS community may better understand how they can participate remotely.
  - Remote participants lost audio in some sessions, and infrastructure should be more stable in future.
  - Remote Intervention. The lack of hybrid phones in the conference centre meant that audio interventions from remote participants were not possible, and remote panellists could only make their interventions via chat. Some sessions organizers did not give sufficient time for intervention from remote participants.
  - Presentations. Because presentations were provided at the last minute, the remote meeting hosts did not always have time to upload these to the room.

Next Steps

There is strong support for more remote participation coverage in future WSIS events. The next event should provide facilities for remote oral intervention. In addition, physical participants should be shown the virtual meeting rooms projected on the screens so they have a better understanding that this is not just a physical event.

The WSIS team should work with other agencies to provide optimal models for inclusion. There should be clear rules of procedure for remote intervention, so that remote participants do not feel like “second class citizens”
Social Matchmaking/imeetYouatWSIS

Some statistics

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The session was moderated by Mr Guy Girardet, ITU Focal Point, Remote Participation, ITU; Mr Michael Riggs, FAQ; Ms Gitanjali Sah, Policy Analyst, ITU; Mr Benoit Servoin, ICT Economist, ITU; and the iwrite4WSISForum Strategic Partners shared their experience on Remote Participation at WSIS Forum 2011.

Interactive Session: WSIS Stocktaking: WSIS Implementation Success Stories

Thursday, 19 May, 16:30–18:00, Room XI

Outcomes of Interactive Session: WSIS Stocktaking: WSIS Implementation Success Stories

The session was presented by five panellists: Mr Amara Touré, ITU; Ms Viola Krebs, Executive Director, ICVolunteers; Mr Ivan Sanchez, Expert Commissioner, Colombian Communications Regulation Commission; Eng. Badar Ali Al-Salehi, Director, Oman National CERT; Mr Clément Guitton, ITU; and was moderated by Ms Regina Valiullina, ITU.

The session was started with a briefing about the WSIS Stocktaking Process and provided the report concerning the results. It was stated that a total number of 5 077 entries have been submitted by various stakeholders since the launch of the WSIS Stocktaking Database. From 2010, there were more than 1 000 projects submitted to this database. Current, there are more than 185 countries that are following the WSIS Stocktaking process.

It was emphasized that following Para 120 of TAIS, the WSIS Stocktaking serves as an effective tool for assisting with the follow-up of the WSIS Process, beyond the conclusion of Tunis phase of the Summit.

WSIS Stocktaking: Success stories was released in the framework of WSIS Stocktaking in electronic format available at the WSIS Stocktaking Platform.
Success Stories 2011 (http://groups.itu.int/Portals/30/documents/WSIS/WSIS_ST_Success_Stories_2011_E.pdf) was elaborated in close collaboration with the WSIS Stakeholders, with the aim of showcasing examples of WSIS Implementation projects and transferring experience and knowledge at the global level. The “Success Stories 2011” aggregates several voluntary contributions from around the world that were collected from active members of the WSIS Stocktaking Platform during the 2010–2011 period, and illustrates key lessons drawn from the management of these projects.

The panellists shared their knowledge and experiences, and highlighted the successful examples of approaches for the development of the Information Society. The stakeholders proposed to enforce the networks that would contribute to collect the information for WSIS Stocktaking, particularly to involve networks at the national and local levels. The challenge of collecting the data of Stocktaking is a lack of local initiatives. In conclusion, it was suggested to go through local networks and encourage the partnerships with NGOs.

It was announced that there is a need for more than one call for entries per year in order to guarantee the regular reporting of stakeholders. Another proposal was create a mechanism to evaluate and reward stakeholders for their efforts on the implementation of WSIS outcomes.

With reference to ITA, Information Technology Authority, the Sultanate of Oman, all ICT-related initiatives in line with WSIS Action Lines are uploaded in UNPAN portal and the WSIS Stocktaking Platform.
Following the 2010 ECOSOC Resolution on “Assessment of the progress made in the implementation of and follow-up to the outcomes of the World Summit on the Information Society”, all WSIS Stakeholders are encouraged to continue to contribute information to the WSIS Stocktaking database (www.wsis.org/stocktaking).
The Tunis Agenda (November 2005) requested the UN Secretary-General, in consultation with members of the UN Chief Executives Board for Coordination (CEB), to establish within the CEB, a UN Group on the Information Society (UNGIS), consisting of the relevant UN bodies and organizations with the mandate to facilitate the implementation of WSIS outcomes.

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. Subsequently, pursuant to Para 46 of the GA Resolution 62/208, UNGIS also ensures coordination within the United Nations development system in order to respond to the international attention being given to science and technology transfer as reflected by the outcomes of the 2005 World Summit.

In order to achieve its objectives, UNGIS:

- contributes towards WSIS implementation, primarily at the international level, by mainstreaming the Information Society Agenda into the activities and programmes of CEB members;
- coordinates with the mechanisms for national and regional implementation established in the Tunis Agenda, as well as the multi-stakeholder implementation process;
- strengthens the role of the UN System in facilitating access of developing countries to new and emerging technologies, promoting transfer of technology, and mainstreaming science, technology and innovation policies, including ICTs, into national development policies or poverty reduction strategies in accordance with the priorities of countries;
- facilitates synergies between organizations belonging to the UN system in order to maximize joint efforts, avoid duplication and enhance effectiveness in achieving the WSIS outcomes; and
promotes public awareness about how the UN system is implementing WSIS and is facilitating better access for developing countries to new and emerging technologies.

The Seventh Meeting took place on 16 and 19 May 2011 at the ILO Conference Centre in Geneva, during the WSIS Forum 2011. Participation in this meeting was restricted to the focal points of CEB members.

The seventh meeting of UNGIS consisted of the High-Level Segment on 16 May, 11:00-12:00, and Working Level Meeting that was held on 19 May, 14:45-16:00. The High-Level Segment provided an opportunity to high-level representatives of the Member Organizations to discuss UNGIS’ Strategic Orientation, while the Working Level Meeting provided an opportunity to advance Group’s objectives of coordination of substantive and policy issues facing the UN system’s implementation of the outcomes of the World Summit on the Information Society. Particular focus was directed towards review of progress made in implementation of the activities reflected in the Work Program 2010-2011 as well as elaboration of new Work Program for the period of 2011-2012.

Please note: UNGIS held its First Physical Meeting of the Open Consultation Process on the Overall Review of the Implementation of the WSIS Outcomes (WSIS+10) on 20 May 2011, 14:30–17:30, in Governing Body Room of the ILO Conference Centre, Geneva, Switzerland. (Further details can be found on page 160.)
Thematic Workshops are interactive sessions based on the requests received from stakeholders during the open consultation process. These workshops are organized and designed by the stakeholders who submit the requests.

Thematic Workshop: Education and ICTs (CoNGO)

Monday, 16 May, 14:45–16:15, Room IV

Education and Information, communication and computer technologies (ICTs)

Dialogue on how to meet MDG 2 and the other internationally agreed education goals by increasing access and enhance the quality of the use of ICTs.

During this Thematic Workshop, CoNGO aimed to facilitate a dialogue on different ICT approaches and solutions that are being used successfully and on innovative ideas that could be implemented. Panellists and participants also discussed how to further mobilize civil society and decision-makers at all levels to increase access and reach out to all sectors of society including those that are marginalized and excluded.
Thematic Workshop: New challenges to protect children online in the era of non-stop connectivity

Monday, 16 May, 16:30–18:00, Room IV

Session organized by ITU

Moderator: Professor Julia Davidson, PhD, Professor of Criminology, Kingston University, UK

- Mr Badar Ali Al-Salehi, Director, Oman National CERT (OCERT), Oman
- Mr Yasutaka Hirata, Ministry of Internal Affairs and Communication (MIC), Japan
- Ms Marielos Hernandez, Executive President, PANI (National Children’s Patronage), Costa Rica
- Ms Susie Hendrie, Director, Public Policy, GSMA
- Mr David Miles, Director, Europe, Middle East and Africa, Family Online Safety Institute (FOSI), UK
- Ms Yuliya Morenets, Representative, Together against Cybercrime (TaC), France
- Ms Salma Abbasi, Chairperson and CEO, e Worldwide Group

This session aimed to discuss the new challenges of protecting children online in the new media era, which allows people to be always on connected with their new communication devices, and to identify further actions to be undertaken within the COP Global Initiative for social and national benefits.

Broad risks and challenges were identified by panels including:

i) **Content**
   including online grooming or solicitation,

ii) **Conduct**
   including peer-to-peer inappropriate behaviour,

iii) **Commerce**
   including access to age inappropriate goods and services, and

iv) **Materials**
   including access or exposure to age inappropriate materials and/or text.

Two country case studies from the Kingdom of Bahrain and Costa Rica (ITU COP Patron, President Chinchilla), were also discussed where new Internet safety frameworks have recently been developed.

Through the session, the following new challenges were also identified by panels jointly with participants:

1. Effective awareness raising for parents and children on the risks associated with the Internet and moral/ethical issues, particularly in respect of the digital footprint. There has been no real attempt to develop programmes for more vulnerable children who may have different needs.

2. Differences in digital literacy and the digital divide (generational and social class) affect Internet usage and understanding, and can be barriers.
3. There are differing regional and cultural issues that impact Internet usage and understanding. These need to be taken into account in developing frameworks and in designing safety practice. It is important to act nationally but think globally.

4. The importance of incorporating young people’s views in the design of safety practices was emphasized again.

5. Developments in technology and changes in usage are impacting upon young people’s (YP) behaviour.
   - Research demonstrates that YP do not necessarily identify with the term “online” as digital media are now a central component in their lives.
   - Mobile phone technology is enabling mobile Internet access and this may result in a loss of parental control (particularly for younger children).
   - Concern was expressed about the impact of new technology upon YP’s relationships, perceptions, and their physical and psychological well-being.

6. The difficulty of establishing common regulatory frameworks across geographical boundaries to enable collaborative legislative and policy practice.

**Thematic Workshop: The Urban Gateway – a global online portal to support town and city management in a rapidly urbanizing world (UN-HABITAT)**

**Tuesday 17 May, 09:00–10:30, Room IV**

The workshop demonstrated the Urban Gateway, a new online community that aims to help cities and urban practitioners across the world unite to share knowledge and take action for sustainable cities in a rapidly urbanizing world. The social site, [www.urbangateway.org](http://www.urbangateway.org), launched in April 2011, is the first internet-based urban platform of its kind. It provides a central repository of urban knowledge, and is a collaboration and networking hub, a market place with urban jobs, awards and funding opportunities, and a platform for campaigning for better cities. The next phase will add spatial features to allow users to zoom into a particular city and find out about urban conditions, such as access urban services, and innovations to tackle city problems.

**Panellists:**

- Ms Jane Nyakairu, UN-HABITAT
- Mr Kamal Naim, UN-HABITAT

**Thematic Workshop: Mock Botnet Investigation (World Federation of Scientists/ITU)**

**Tuesday, 17 May, 09:00–10:30, Room IX**

A multidisciplinary group of international experts conducted a mock investigation of a botnet with the goal of bringing the audience closer to the difficulties in tracking and tracing cybercriminal activities, especially those that span multiple jurisdictions. The scenario was based around the theft of highly confidential medicinal formulas from an international pharmaceutical company. Three jurisdictions of the corporation were compromised, and the company had received an extortion email requesting USD 5 million for return of the formulas. The interplay with the general counsel of the company, the company’s private forensic investigator, domestic law enforcement, foreign law enforcement, and the IMPACT global cybersecurity centre highlighted the complex jurisdictional issues, variances in cybercrime laws, and difficulties in investigating cybercrimes within a legal
process designed for more traditional forms of crime. Mutual Legal Assistance Treaties and Letters Rogatory processes are time-consuming and hinder the ability to track and trace cybercrimes. The value of breach plans, inventories of data, and established relationships with law enforcement and providers was a central theme of the program. In addition, the panel demonstrated the critical role that IMPACT can play in facilitating 24/7 connections and sharing research and cyber investigation information.

Thematic Workshop: Institutional Choice in Global Communications Governance (University of Zurich)

Tuesday, 17 May, 09:00–10:30, Governing Body Room

On 17 May 2011, the Media Change and Innovation Division, University of Zurich, hosted a workshop at the International Labour Organization in Geneva. Entitled, “Institutional Choice in Global Communications Governance”, it was held in the context of the WSIS Forum.

The workshop was organized and moderated by the division’s International Fellow, Dr William J. Drake, and featured a panel of expert speakers that included the division’s Chair, Prof. Michael Latzer. Other speakers included representatives of global civil society, the Internet technical community, and the governments of Switzerland, Brazil and Egypt. About 60 people attended the event in person, while others from around the world participated remotely via the Internet.

The purpose of the workshop was to promote dialogue between policy analysts and practitioners about the design and selection of global governance arrangements for ICTs. The contemporary global communications order has been marked by a significant increase in the number and variety of these arrangements, which vary greatly in terms of the collective action problems they address and the institutional attributes they possess. This proliferation raises a number of challenging problems such as: how do we evaluate the relative political feasibility and functional effectiveness of alternative approaches in relation to specific global policy challenges? What are their respective strengths and weaknesses? How well do such mechanisms cohere into an effective global governance architecture? The workshop explored these and related questions in relation to current policy challenges concerning the global Internet in particular.

Dr Drake opened the workshop by briefly mapping out the historical evolution and contemporary landscape of ICT global governance. Mr Latzer outlined an approach to the evaluation of alternative modes of governance that was based on the division’s research on regulatory choice in communications markets. Dr Drake then posed a series of questions to the panellists about the relative merits of current and proposed arrangements based on multilateral, plurilateral, and unilateral government authority, as well as on industry self-governance, public/private co-regulation, and multistakeholderism (e.g. involving governments, business and civil society).

Responding to these questions were the panellists: Mr Michael Latzer (Chair, IPMZ-Media Change & Innovation Division, Switzerland); Ms Anriette Esterhuysen (Executive Director, Association for Progressive Communications, Republic of South Africa); Mr Alvaro Galvani (Head, Division of Information Society, Ministry of External Relations, Government of Brazil); Mr Markus Kummer (Vice President of Public Policy, The Internet Society); Ms Nermine El Saadany (Director of International Relations Division, Ministry of Communications and Information Technology, Government of Egypt); and Mr Thomas Schneider (Deputy Head of International Relations Service, Federal Office of Communications, Government of Switzerland).

The panel’s deliberations were followed by a lively and interactive open debate involving the audience in Geneva and remote participants abroad. The debate surrounded some of the key
concrete cases of contemporary global governance challenges, e.g. Internet Governance, privacy, cybersecurity and child protection online. The panellists agreed that an assessment of the suitability of alternative approaches to specific challenges needs to taken into account.

**Thematic Workshop: Public dialogue on the impact of the communication and information technology: transformation and global development (CECIDE)**

**Tuesday, 17 May, 11:30 – 13:00, Room IX**

The Objectives of the meeting were to:

- Inform the participants on the contribution of the ITCs in the eradication of poverty and the improvement of the economic and social standard of living through practical cases since the end of the Summit of Geneva in 2003 and Tunis in 2005;
- Promote and encourage good practices of cooperation of North–South technology transfers and South–South;
- Analyse the stakes of the numerical culture on the level of marginalized populations in the rural areas and showing the role of the ITC in the implementation of the MDG.

The presentations were followed by the reading of “Technological transformation and Development in the South” by **Surendra Patel** and **Dr Khrisna Ahooja**.

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Tuesday, 17 May, 11:30–13:00, Governing Body Room

At the end of June the Telecom team launched a number of outreach programmes to invite participation from thought leaders, digital talent and change-makers across the world. This interactive workshop at the WSIS Forum 2011 invited participants to share their knowledge to make sure that these innovative outreach programmes are successful.

From 24 to 27 October in Geneva, ITU Telecom World 2011 will provide a large, influential and amplified platform for debate. How can we make sure the right frameworks are in place to connect the world and what commercial and social benefits would this reap? This debate would not be complete without the fresh thinking of the young talent and digital innovators that are using connected technologies to change the world.

For 40 years, the event has connected industry leaders with political leaders. It has provided a leading platform for debate on critical issues around ICTs and their impact on the world. High-level policy debate, national pavilions and big industry partners remain the same, but to celebrate the 40th anniversary, Telecom World is changing. The new event will include live streams, audience-driven debate from across the world, multiple perspectives and a more inclusive event. The website is moving from broadcast to conversation, to build wider communities and to learn to listen. The programme will be about how connected technology can help us become safer, smarter, and more successfully sustainable, learning from other people’s experiences: workshops, pitching sessions, case studies and conferences, the integrated Broadband Commission, Digital Cities Conference, and the Technical Symposium.
Another new important element is a number of outreach programmes which invite people who would normally not engage with Telecom World’s agenda to get involved. There are four entry points:

- questions from trusted organizations across the world to feed into the Broadband Leadership Summit http://world2011.itu.int/more-about-your-questions;
- an opportunity to share CSR and innovation stories on our bespoke gallery http://world2011.itu.int/yourstories
- Innovation competitions designed to catalyze and develop connected ideas from Young Innovators and Geeks working with non-profit organizations http://world2011.itu.int/submit-your-idea
- The output from sessions, polls and these three outreach projects will feed into a Manifesto for Change: a series of clear recommendations for positive action and to ensure the right frameworks are in place to get closer to our mission of connecting the world.

In the workshop, participants were invited to come up with questions that would be posed to the Broadband Leadership Summit; tell any story (CSR or change-makers) that should be shared; and to think of how to carry on with the competitions, including ideas of what the brief could be, who should be on the advisory and selection panel, recommend networks and give ideas how to resource this project.

Twenty-eight people from across the globe (Algeria, Kenya, Russia, Iran, Nigeria and more) came to listen to the presentation and ask questions, and over 20 stayed for the more interactive, participatory workshop to share their recommendations and knowledge.

Below are a few examples of the questions asked by the workshop participants:

- What do you set out to achieve at the Broadband Leadership Summit?
- What programmes are set out to get young people involved in the “Broadband Access for All” project?
- How can you decide which are the first unconnected countries to deserve broadband?
- Who is responsible for investing in poor countries?

The participants shared a number of networks that could be used to share the invitation to upload videos onto the telecom reaching out programme aggregator, including Movirtu, Wired Nigeria and STABI (State Accelerated Broadband Initiative).

This workshop extremely helpful to focus thoughts on the design of the projects. The diversity of the workshop participants meant their input was immensely varied and from a global perspective.
Thematic Workshop: Child Online Protection in Africa (ITU)

Tuesday, 17 May, 16:30–18:00, Room XI

Session organized by ITU

Moderator: Mr Anjan Bose, Program officer ECPAT International

- Mr Michael Katundu, Assistant Director, Communications Commission of Kenya (CCK), Kenya
- Ms Mmapula Makola, Chief Operations Officer, The Film Publication Board (Hotline operator), South Africa
- Ms Susie Hendrie, Director, Public Policy, GSMA
- Mr Franz Josef Allmayer, Project Manager, Advanced Development for Africa (ADA)
- Ms Samantha Woolfe, European Representative, International Centre for Missing & Exploited Children (ICMEC)
- Mr David Miles, Director, EMEA, Family Online Safety Institute (FOSI), UK

The session brought together distinguished panellists from different sectors (state representatives, private sector, legal experts, practitioners and children’s rights agencies) to look at the existing challenges and gaps in addressing the issue of online protection of children. The session started with the opening remarks of Mr Brahima Sanou, Director of ITU Development Bureau (opening remarks were read out on Mr Sanou’s behalf), who welcomed the inclusion of this very important topic in this year’s WSIS Forum.

The Chair introduced the session by mentioning why this is so relevant to Africa, particularly with the IGF 2011 being hosted in Kenya, as it will give developing nations an idea of the framework for child protection that is required to combat the crimes against children. Even though technology has been introduced relatively recently, it will be embraced vigorously by the youth and there will be little phase for learning and catching up as the technology has been quite advanced these days and has opened up the Internet in a big way to a lot of untouched territories.

Unless a proper framework that takes care of all possible components – legislations and their enforcement, education and awareness, developing national policies which also include preventive and protective measures such as victim counselling and rehabilitation, and involvement of the private sector and technology community and community at large – it will be difficult to handle the issue properly, particularly in the African context where there is very little information and readiness to tackle this.

Among the various important points which were raised during the presentations from the speakers, these are some of the main highlights:

1. Children and young people in the African region are spending more time on social networks such as Facebook and Mixit. There have been cases where children have been approached online or solicited online for sexual activities.

2. Increasingly, governments are recognizing the importance of having national frameworks to deal with the protection of children online, but more needs to be done.
3. The penetration of fixed internet is low and giving way to mobile broadband. The future of Africa relies heavily on mobile networks, hence suitably training operators and building their capacity will go a long way to protect children online. In this regard, the work of a mobile operator in Africa – MTN was highlighted where significant initiative has been launched in relation to protection of children. It was also noted that the mobile network will be able to assist the development of hotlines with the support of a GSMA alliance whose mandate is also to promote the creation of such reporting hotlines and provide assistance in the process. It was noted that there were significant variations in the uptake of mobile technology between different African regions, but that they were all far behind in terms of usage and users compared to the rest of the world.

4. It was noted that most of the countries in Africa lag behind in terms of national legislation on child pornography. The ICMEC presentation highlighted the need to have model legislation in place that recognizes the definition of child pornography/child abuse images, and criminalizes all forms of child pornography – production, distribution, viewing and downloading – and also makes it mandatory for ISPs to report such illegal content to law enforcement when they come across it.

5. Countries like South Africa have created an Internet Reporting Hotline and which has been affiliated with the International Network of Hotlines – INHOPE. This is a very significant stride towards the protection of children as it allows all known reported sites to be blocked or taken down to prevent access to child abuse materials. Moreover, South Africa has also amended their laws to criminalize grooming which has been strongly recommended by international instruments and conventions.

6. Much development work has been undertaken that emphasizes an “African solution to an African problem”, which aims to reduce dependencies on foreign aid and funding and ensure sustainability. It was also highlighted through other speakers that bringing ready-made solutions from the west is not likely to be the best solution as there must be ways of sustaining efforts, and solutions need to be crafted keeping in mind regional, cultural and ethical variations.

7. With the strong emphasis placed on connecting Africa (particularly the east coast through optical cable) to boost internet trade and economics, this connectivity is also opening up the world of the Internet to the masses, particularly children. Innovative initiatives that reach out to them and create awareness on the risks caused by such unmonitored access are strongly needed. Some initiatives such as the Make-IT-Safe Campaign by ECPAT network that runs in the African continent is already targeting cybercafés and schools and was mentioned in this regard as a key initiative.

8. The African continent is no different from other regions when it comes to the popularity of the Internet amongst children and young people. Even though their access places may be more public presently, with the widespread use of mobile Internet there will soon be more end users connecting to the Internet. Thus existing knowledge on the harms and risks of unmonitored and unguided online activities must be made available to them at the earliest opportunity.

The Chair thanked all the panellists and the participants, and ITU for hosting such an important session to highlight the priority actions required in the field of child online protection in Africa, and wished success to all the upcoming initiatives in this regard.
Thematic Workshop: ICT4D Partnership (ICT4D Collective)

Tuesday, 17 May, 16:30–18:00, Room IV

Report on session on ICT4D partnerships hosted by the ICT4D Collective

This workshop focused on the key factors that participants considered necessary to overcome four of the most important problems in delivering effective ICT4D multistakeholder partnerships – and thus delivering on the objectives of the WSIS Forum 2011. The idea for the workshop stemmed from the systematic review of the impact of ICT4D partnerships completed by Ms Marije Geldof, Mr David Grimshaw, Ms Dorothea Kleine and Dr Tim Unwin for DFID earlier in 2011 which highlighted four main areas where further thought was required:

- How can we best ensure that local communities and interests are involved in partnership implementation?
- How to ensure that intended development outcomes are really addressed?
- How to build sustainability and scalability into ICT4D partnerships from the very beginning?
- What mechanisms can be used to ensure trust, honesty, openness, mutual understanding and respect?

Following an opening presentation by Mr David Grimshaw (Practical Action, and Royal Holloway, University of London), the workshop divided up into four groups (chaired by Ms Paola Uimonen from SPIDER, Mr Peter Drury from Cisco, and Ms Dorothea Kleine and Dr Tim Unwin from Royal Holloway, University of London), each discussing one of these themes. The outcome was the attached mind map that reflected the collected views of the 30 or so people present, as well as those who joined by WebEx video conferencing services kindly provided by Cisco.

Some of the main suggestions raised and solutions proposed can be summarised as follows:

1. **How can we best ensure that local communities and interests are involved in partnership implementation?**
   - By working from bottom to top.
   - Involving leadership within the local communities.
• Recognizing that communities are fragmented, and that their diversity is important.
• Helping people imagine how they might use ICTs.
• Understanding what people’s needs are, and then helping them deliver on them.
• Using Open Source technologies.
• Combining ethnography and design.
• ICTs should not be the end goal, but rather a means to various ends.
• Governments need to engage more with NGOs.
• The government’s role in shaping policy is crucial.
• There is value in working at a local community level since people tend to know each other better; the national government can then bring in international partners to support their needs.
• We should also ensure that we use ICTs themselves to be practical.

2. How to build sustainability and scalability into ICT4D partnerships from the very beginning?
• Recognize the real importance of ICTs in development – this tends to be forgotten.
• Need to identify and define the measurable impact of development.
• Create networks of learning communities.
• At least one partner has to have strong financial capacity.
• The Korean example worked: the Government with FDI providing the infrastructure, and then other partners delivering the applications.
• Cost-sharing should be in place from the beginning.
• Need multistakeholder partnerships beyond just ICTs.
• Big agencies should have long-term plans and clear targets of which others are aware.
• The government’s main role is to ensure that everyone is going in the right direction.
• There is value in having a scorecard to measure progress.

3. How to ensure that intended development outcomes are really addressed?
• Need to build in mechanisms to re-check agreed developed outcomes throughout the process.
• Should start with problems rather than solutions or opportunities.
• Need to think about the responsibilities of different partners.
• Need to recognize the different reliabilities of partners.
• In an ideal world there would be more resources to get things done.
• Partners need to have shared objectives.
• External review panels should involve civil society, business, academics and governments to ensure that all participants are responsive.
• People are key carriers of trust.
4. **What mechanisms can be used to ensure trust, honesty, openness, mutual understanding and respect?**

- Organizations need to get to know each other before they leap into technology investments.
- Individuals need self-esteem before they begin to exhibit these traits.
- We should begin to use ICT collaboration tools more effectively – walking the talk. Use of video is really helpful. Technology can also help trace evolution of relationships over time.
- ICTs can help us learn more effectively from other cultures and develop greater mutual understanding.
Thematic Workshop: Capturing the Impact of ICT (WEF)

Wednesday, 18 May, 11:30–13:00, Room IV

For ten years, the Global IT Report from the World Economic Forum has provided data and thought leadership on the readiness of countries to drive national competitiveness through technology. The Report has been used by ICT ministries globally to benchmark their progress and as a platform for private–public dialogue.

As ICTs become ubiquitous, the debate is shifting from access to impact. Technology is no longer the exclusive concern of the ICT ministry. In almost any domain, new national strategies must include a technology component – whether it is health, education or social inclusion. Interest in technology is no longer just driven by efficiency, but by its potential to have a transformative impact.

But this very ubiquity creates a unique challenge in how we can frame, capture and measure the transformation. How can we go about measuring and benchmarking this impact? What should we be measuring? What dialogue is needed to overcome the challenges?

This interactive workshop was hosted by the World Economic Forum:
- Ms Joanna Gordon, Associate Director, Head of IT Industry
- Ms Jennifer Blanke, Lead Economist, Director, Head of Centre for Global Competitiveness and Performance

Thematic Workshop: ICT Sector Engagement Towards a Green Economy: Pathways to Sustainable Energy for all (ITU)

Wednesday, 18 May, 11:30–13:00, Room V

ICT Sector Engagement Towards a Green Economy: Pathways to Sustainable Energy for ALL

Discussion summary

Objectives of the workshop

To look at the ICT industry efforts to increase energy efficiency in the ICT sector and to provide an overview of energy efficiency in all areas of production and consumption. ICTs can help to achieve more effective energy production and distribution as well as energy consumption by end users, granting sustainable and affordable energy for all.

Speakers
- Mr Jean Manuel Canet, Senior Manager, France Telecom
- Mr Gabriel Solomon, Senior Vice-President, GSMA
- Mr Ray Pinto, Senior Manager, Microsoft

The session was moderated by Dr Eunsook Kim, Vice-Chairman of Working Party 3 of the ITU-T Study Group 5 “Environment and Climate Change”.

Highlights of the discussion
- 2012 will be the “International Year for Sustainable Energy for All” and United Nations Secretary-General Ban Ki-moon called for a “global clean energy revolution – a revolution that makes energy available and affordable for all”.

www.wsis.org/forum
• The session provided an overview of some ICT industry representatives’ commitment and successful stories in promoting sustainable and affordable energy for all.

• Commonly agreed standard methodologies are needed to measure the life-cycle impact of ICTs in containing GHG emissions in the ICT sector as well as the reduction of greenhouse gas (GHG) emissions from other sectors. In this regard, within the activity of ITU-T Study Group 5\(^2\), the new recommendation ITU-T L.1400 (Overview and general principles of methodologies for assessing the environmental impact of ICTs) was approved on 22 February 2011.

• ITU-T recommendation L.1400 presents the general principles on how to assess the environmental impact of ICTs. The recommendation provides examples of opportunities to reduce the environmental load thanks to ICTs, outlining different methodologies for:
  – assessing the environmental impact of ICT goods, networks, and services;
  – assessing the environmental impact of ICT projects;
  – assessing the environmental impact of ICTs in organizations;
  – assessing the environmental impact of ICTs in cities; and
  – assessing the environmental impact of ICTs in countries or groups of countries.

• From a different perspective, the GSMA has developed a benchmarking methodology to measure the annual CO2 levels of mobile networks. The methodology, which allows for a comparison between different networks and to measure the progress in the implementation of the commitments made by operators to abate their carbon emissions, is based on the following KPIs:
  – energy consumption per mobile connection;
  – energy consumption per unit mobile traffic;
  – energy consumption per cell site; and
  – energy consumption per unit of mobile revenue.

• Finally, in representation of Microsoft, Mr Pinto presented new solutions which adopt ICTs to improve energy distribution and consumption. Examples presented included the use of smart grids, smart metering, smart billing or electrical mobility. Other trends presented included cloud computing and intuitive user interfaces, which will drive new trends, such as:
  – removing the need for hardware and moving all IT needs to data centres to reduce energy consumption and improve energy efficiency;
  – driving down data centre energy, water, land, concrete and copper needs to tackle climate change;
  – new communication platforms that will allow two-way interactions with citizens; and
  – smarter transportation, buildings and manufacturing through the use of ICTs in smart grids.

\(^2\) Question 18/5 – Methodology of environmental impact assessment of ICT.
Possible follow-up actions

The ICT sector has shown its commitment to the UN Secretary-General’s call for “energy available and affordable for all”. Ways to move forward include:

1. encouraging and strengthening cooperation between the ICT industry and governments, particularly with environmental authorities; and
2. building a bridge between environmental authorities and ICT authorities at the national level.

These initiatives may be explored at future activities to be initiated within the WSIS process.

The event was part of the “e-Environment day at WSIS Forum 2011”, a full day of activities organized for AL C7, e-Environment. The day, organized by the Basel Convention, CoNGO, ITU, UNEP and WMO, included and additional workshop on e-waste, and action-line facilitation meeting focused on the Rio+20 process, as well as publication releases session. More information is available at www.wsis.org/forum/environment.

Thematic Workshop: Role and Responsibility of Internet Intermediaries in the Field of Copyright (World Intellectual Property Organization (WIPO)/Internet Society (ISOC))

Wednesday, 18 May, 11:30–13:00, Room IX

A. Summary of the workshop

This workshop focused on the very important issue of the role and responsibility of the internet intermediaries regarding the field of copyright. The issue is being discussed around the world by stakeholders and by public authorities, and different solutions are being proposed in different jurisdictions.

Mr Victor Vazquez, Senior Legal Counsellor of the Culture and Creative Industries Sector of the World Intellectual Property Organization (WIPO) opened the floor by introducing the theme and setting the landscape for the other panellists.
Mr Vazquez highlighted that Internet intermediaries are key drivers in the development of the Internet as well as in distributing creative content. Their role in recent years has evolved in areas such as User Generated Content (UCG), streaming websites, free hosting of large content files and other roles played by the Internet Intermediaries nowadays. Mr Vazquez outlined the WIPO activities on this important theme. Those activities could be divided into two main fields: Normative and Facilitation of an open and balanced discussion among governments and stakeholders.

In the normative area, WIPO administers two main treaties regarding copyright in the digital environment, the Internet Treaties. Their importance could be noted in regard to a clarification of the Internet Service Provider liability, included in the agreed statement of the Article 8 of the 1996 WIPO Copyright Treaty namely that “It is understood that the mere provision of physical facilities for enabling or making a communication does not in itself amount to communication within the meaning of this Treaty or the Berne Convention. It is further understood that nothing in Article 8 precludes a Contracting Party from applying Article 11bis(2)”. Also regarding the normative area, WIPO is preparing studies in order to provide helpful information for member states and stakeholders. The most recent studies that will be published soon are:

1. Role and Responsibility of the Internet Intermediaries in the Field of Copyright, by Professor Lilian Edwards
2. Survey of National Legislation and Jurisprudence on the Liability of Internet Intermediaries in the Field of Copyright and Related Rights, co-authorship of Professors Daniel Seng and Juan José Marin.

Regarding the facilitation of a discussion, Mr Vazquez highlighted that WIPO is highly committed to prepare balanced and open discussions on this issue. Three examples are WIPO Asia Regional Seminar on Copyright and Internet intermediaries which took place in Bangkok, Thailand; a side event organized with ISOC at WIPO headquarters on 22 June 2011 regarding the same topic of the Internet Intermediaries; and in September, also with ISOC collaboration, a side event during the Internet Governance Forum (IGF) in Nairobi, Kenya.

The second panellist was Ms Christine Runnegar, Senior Manager of Public Policy, Internet Society (ISOC). She clarified that ISOC is also involved in the organization of the events mentioned above by Mr Vazquez, such as the side events taking place in Nairobi.

She presented the recent ISOC Study – “Perspectives on Policy Responses to Online Copyright Infringement–An Evolving Policy Landscape”. The Study is based on one basic question: how to protect copyright content online? In order to provide an answer, three relevant facts would need to be considered:

a) Copyright content can be easily reproduced or transported.

b) Internet does not distinguish lawful/unlawful content.

c) There is no uniform global copyright legislation.

The study deals with policies and implications thereof and focuses on categories of policies instead of the existing examples of policies that have been adopted by the countries.

The study would be further discussed in another event during the WSIS event “Publication of the study: Perspectives on Policy Responses to Online Copyright Infringement – An Evolving Policy Landscape”, which took place on Thursday, 18 May.

The third panellist was Mr Kiseok Oh, Senior Researcher of the Korea Copyright Commission, Seoul. He presented the subject “The Role and Responsibility of Internet Intermediaries in the Field of Copyright in the Republic of Korea”.

By explaining the recently implemented national legislation which applies the graduated response system in the Republic of Korea, Mr Oh clarified the liability of the Internet service providers in case of online infringement of copyright, also revealing that the legislation differentiates some service providers, classifying them as “special types of Internet service providers”.

Mr Oh also showed some of the current numbers of the graduated response of the Korean Copyright Commission, such as the 91 recommendations issued before 2010 session of the Commission for account suspension. Mr Oh finalized the presentation explaining the procedures that should take place in order for the measures to take place, such as for the account suspension.

**Thematic Workshop: Mainstreaming Crisis Mappers and Social Media in Crisis Management (ICT4Peace)**

**Wednesday, 18 May, 14:45–16:15, Room IV**

For the second consecutive year, the ICT4Peace Foundation was invited to host a Thematic Workshop at the annual WSIS Forum in Geneva. Under the title *Mainstreaming Crisis Mappers and Social Media in Crisis* on Wednesday 18 May, the Foundation held a panel discussion that was also live broadcast on the Internet.


Panellists from UN agencies repeatedly noted that web-based social networks and ICTs were an integral part of their operations, including content from Twitter and Facebook. Stressing the need for accountability, many suggested that new tools and mobiles helped victims help themselves and each other after a disaster. And yet challenges regarding adoption were also placed for consideration, including the fact that it is not always easy to use new technologies in the aftermath of a large scale sudden onset disaster, or in other crisis situations. A key driver of the UN CIM process supported by the ICT4Peace Foundation – the availability of Common Operations Datasets (CODs) – was also underscored by panellists, who said that not all data was the same, and noted that how best to collect, analyse, visualizes and categorize data remained key challenges for the UN system as well as other crisis mapping actors. Panellists also brought out a gendered critique of new technologies, suggesting that it was important to look at who actually owned and had access to ICTs that could be of use post-disaster as well as for disaster preparedness.

Panellists also stressed the issue of accountability and the responsibility to assess new ICT tools and platforms from the perspectives of the disaster-affected community, with humility and eschewing what is a tendency amongst actors in relief work to take credit for when things go right, and disavow responsibility for when expectations are not met, go unheeded and in some cases, and threaten lives.

**Speakers**

- Mr Tom de Groeve, EC Joint Research Center
- Mr Andrew Alspach, UN OCHA
- Ms Kimberly Roberson, UNHCR
- Mr Sanjana Hattotuwa, ICT4Peace Foundation and TED Fellow
• Mr Daniel Stauffacher, ICT4Peace Foundation, Moderator

Background note for the panel discussion

ICTs are a huge enabler and source of empowerment, allowing individuals to take some, albeit limited, control of their own destiny within the chaotic framework of a crisis, natural disaster or post-conflict situation. From the SMS/text messages of Haitian earthquake victims and refugees in Darfur to Rwandan farmers checking grain prices online, ICTs provide a tool with which individuals can share and obtain information. In some cases this can mean the difference between life and death, economic survival or abject poverty. In turn, the compilation of all these pieces of data on crowdsourcing platforms and other databases provide an overall picture of a given situation, which can be very useful to humanitarian responders and governments in times of crises, war, conflict and state-building.

Approaching humanitarian relief with an increasing emphasis on ICTs brings hope for a better future but at the same time significant challenges. How can the humanitarian community and other actors physically assess the mountains of data that come in? What steps does the humanitarian community need to take in order to manage this process? How can the accuracy of the information coming into a given platform be validated, in particular in conflict situations where misinformation is often used as a weapon? How can individuals in conflict situations, who provide valuable information, be protected?

Another important series of issues that also need to be discussed is the responsibility and role of technology providers. What responsibilities do technology platform providers have? What happens when collected information cannot be acted on? How can the links between information gathering and implementation be improved? How can responders ensure that new systems uphold the “do no harm” principle of the humanitarian community? What criteria exist, or should exist, for ICT providers (including crisis mappers and social media) to determine which crises they should address or “map”?

At the end of the day, the question remains as to whether or not we will be able to use improved ICTs in such a way so as to significantly improve the situation for victims of crises. Does increased ICT ability and use really mean progress and reduced loss of life? To date, the jury is out, but at a minimum new technology provides an opportunity to re-think how we respond to crises, how we prepare communities for disasters and we manage conflict and post-conflict situations.
Thematic Workshop: Empowering Community Voices (Video Volunteers)

Thursday, 19 May, 11:30–13:00, Governing Body Room

The session focused on community media which is one way that low cost communications technologies can be used to empower the poor and give them a voice to make their needs heard in forums like this.

This session focused on how Video Volunteers (VV) uses community video, and the need to think about the way that new technologies can enable the poor to advocate on their own with authority and also to express themselves creatively. Creative expression, as well as the ability to articulate, is very important for promoting community-led development. We need to think about bottom-up development processes. Video – as well as radio – has the benefit of being easy to learn by people who are not literate. And of course, people do not need literacy to understand the messages.

Video Volunteers has built the largest media network anywhere in the world of poor people making news and documentaries on critical community issues, giving a voice to thousands of unheard people in slums and villages around the world. The people trained by Video Volunteers make videos that are shown on widescreen projectors in hundreds of villages, online and on broadcast TV. In approximately 300 villages and slums across India, people gather regularly in public spaces in the evenings to watch news and inspirational documentaries produced by their neighbours, discussing solutions to problems ranging from corruption, to child marriage and health – demonstrating that even communities that largely lack literacy can still create their own locally-controlled news services. The work has created significant impact, reducing corruption, getting teachers to arrive on time, getting people more involved in elections, and creating extraordinary leaders out of people, especially women, who used to be farm labourers or Muslim housewives but who now are their villages’ local journalists.

Several videos produced by local journalists were displayed:

1. “empowering community voices,” an eight-minute video about Video Volunteers.
   http://www.youtube.com/watch?v=O6GMsn356GA

2. Video Volunteers’ IndiaUnheard program. www.indiaunheard.videovolunteers.org

On this website, Video Volunteers is releasing one new video every day made by a poor person in India. This program, IndiaUnheard, is kind of like a grassroots Reuters. They have one person in each state of India reporting. These people are trained by VV in a quick, intense period and then they go back to their home villages and produce two videos each month. Each community correspondent talks to their mentor in the VV office who helps them develop the story. The correspondent shoots the story, and writes a “paper edit”, a kind of script on paper, which they then mail to VV via postal service, which can take as many as ten days to arrive. Someone in VV edits it according to what the community producer has directed. Then it is uploaded to the web, with an accompanying article that talks about the “behind the scenes” content such as information on the producer, or challenges they faced, or impacts locally, and it is shared on Facebook, Twitter, etc. VV has given each person a USD 100 flip-cam-type camera made by Kodak, but there are interesting technical challenges. For instance, none of them has access to the Internet, so they have to snail mail their videos. And while VV cannot afford to give each person a USD 500 computer, VV can facilitate editing.

3. VV has one person now in nearly each of India’s states. The link below contains one video by VV’s person in Maharashtra, Mr Anand Pagare. This is Anand’s first video after his training,
and it was chosen to prove that people with little education can actually produce professional quality work. [http://indiaunheard.videovolunteers.org/anand/plastic-industry-toxic-concerns/](http://indiaunheard.videovolunteers.org/anand/plastic-industry-toxic-concerns/). At the time of the Forum, the VV team in Goa was working with Anand to take this video to the relevant government authorities to ensure that health standards are implemented in those garbage dumps. For VV, and for the community correspondents, the purpose is not to make videos, but to create change. VV’s people are video activists.

4. There are many reasons why local communities should produce their own stories and news. One is that they have access to stories that an outside and “professional” will not. Daniel, a VV correspondent from Manipur, in the northeast region of India, was the first media ever allowed inside this armed insurgent camp. His video can be found here: [http://indiaunheard.videovolunteers.org/daniel/exclusive-militant-group-speaks-out/](http://indiaunheard.videovolunteers.org/daniel/exclusive-militant-group-speaks-out/)

The northeast region of India, wedged between Burma, China and Bangladesh, is full of armed insurgents. Why did this group allow him in when no other media had ever been previously allowed? Because he is from the same tribe and so the group trusted him with their story.

5. The next video is by Video Volunteers correspondent Jai Kumar. In addition to working for VV, Jai runs a small primary school in his slum. This is a video on something called manual scavenging, and is quite graphic. Like many activities in India that rely on manual labour and not technology, sewers are cleaned by bare hands. However, only one caste, the so-called lowest caste, the so-called untouchables, has to do this work, which is risky and dangerous, as is visible in the video.


6. Nearly every film that has been shared in the community has had an impact. Video Volunteers correspondent Rohini is from a rural farming family in Maharashtra. She exposed the discrimination in wages paid to men and women doing day labour on other people’s farms in her village – work many people in her own family do.


Video Volunteers would love to hear from you if you are interested in working with them to bring community media to your countries, or just in knowing more. Their contact info is info@videovolunteers.org or Jessica@videovolunteers.org.
Thematic Workshop: Greater Government Transparency and Citizen Engagement to Promote Effectiveness and Accountability in Public Service Delivery (UNDESA/ITU)

Thursday, 19 May, 11:30–13:00 / 14:45–16:15 / 16:30–18:00, Room IX

Meeting organized by the United Nations Department of Economic and Social Affairs (UNDESA) in cooperation with the International Telecommunication Union (ITU).

Proposed programme

The one-day workshop on “Government 2.0: The Next Generation in Public Service Delivery” included one plenary and three thematic sessions on selected topics on Government 2.0. Each session included presentations followed by open discussions. The sessions included the following:

- **Plenary**: Discussion on overall approaches, trends, best practices and key challenges in Government 2.0 as the next generation in public service delivery.
- **Session I**: m-Government: Benefits and Outcomes for Citizens, Government and Business.
- **Session II**: Open (Linked) Data and Social Networks Services for Public Services Delivery.
- **Session III**: Strategies for ubiquitous, inclusive, equitable and efficient public service delivery.

Background

Communities and citizens around the globe are realizing the role ICTs can play in transforming their lives. Governments, like other sectors, are looking to ICTs as a key instrument for their own transformation agendas. Whether they are seeking to create new governance processes through citizen engagement initiatives, reduce corruption by providing new levels of transparency and accountability, improve the quality of life of the chronically underserved, or contribute to the green economy by simply making traditional government services more efficient in the use of resources and reducing the carbon footprint, ICT-based strategies are recognized as a powerful agent of transformation.

The low entry cost and the ease of use of modern ICTs and mobile devices especially are removing barriers in telecommunications and empowering citizens to connect to government and public service providers in entirely new ways. The low barriers to entry present opportunities not just to extend access to existing services, but to fully reconsider the whole spectrum of public services provided to people. Reconsidering governance and service delivery, in terms of a citizenry empowered with ICTs, allows entirely new levels of civic engagement and government accountability and transparency, which in turn enhance public service delivery and the use of public resources. We must think anew about how ICTs can be used to ensure broader access to public services and information, in particular promoting inclusiveness and equity for those who do not have access to traditional channels, but who can be well served through innovative uses of ICTs. To these aims, we must develop a new understanding of how political, socio-economic and cultural contexts must be taken into account by Government 2.0 policies and strategies to be developed.

One of the current trends for electronic/mobile-government development is active and strong citizens’ and businesses’ involvement in public services delivery. This possibility is based on an unprecedented accessibility and openness of public administrations’ data and innovative possibilities for citizens and businesses to get value from public services offered through e/m-government. However, one of the challenges for governments to is to better understand the opportunities and
challenges they face, and to count on reliable sets of indicators and methodologies to measure new emerging effects of Government 2.0 development.

The intrinsic value and the potential benefits of e/m-government seem reasonably clear, although still our collective imagination can be widened by active exchanges of ideas and experiences. What is even more challenging is to look at how governments at every level – national, regional, local – initiate, sustain and build capacities for ensuring that the potential of Government 2.0 are realized. This requires strengthening the capacity of public administrators as well as stakeholders from civil society to initiate, implement, and evaluate innovative and sustainable forms of Government 2.0 services.

The growing global consensus on the importance of e/m-government as a component of public governance by enhancing public service delivery and citizen engagement – is reflected in various resolutions and decisions of the United Nations. Notably, GA 65/141, 20 December 2010, reaffirms “the need to harness the potential of information and communications technologies to promote the achievement of the internationally agreed development goals, including the Millennium Development Goals and sustainable economic growth”. Furthermore, GA A/65/L.1 underlines “Strengthening public–private partnerships in order to close the large gaps that remain in access to and affordability of ICT across countries and income groups, including by upgrading the quality and quantity of existing telecommunication infrastructure, particularly in the least developed countries, to support more modern ICT applications and greatly increase connectivity, access and investment in innovation and development and the effective use of innovative ICT applications and e-governance tools; and in this regard encouraging further operationalizing of the voluntary Digital Solidarity Fund”.

Objectives

The Workshop met the following objectives:

- Strengthen the participants’ capacity in policy and programme formulation, implementation and evaluation of e/m-government and e/m-public service delivery.
- Accelerate participants’ learning on how ICTs are being adopted and adapted across the range of governmental, socio-economic and cultural contexts, and assess the structural policy and organizational changes needed at the national, regional, city, and local levels to develop and implement new e/m-public services.
- Understand the value created for governments, citizens, civil society, and the business community, by innovative uses of ICT in public service delivery.

Thematic Workshop: ICT and Road Safety (ITU)

Thursday, 19 May, 14:45 – 16:15, (Governing Body Room)

On 11 May 2011, UN Secretary-General Ban Ki-moon launched a global initiative to increase actions to save lives on the world’s roads: the Decade of Action for Road Safety 2011-2020. It is startling that some 1.3 million people are estimated to die on the world’s roads each year, while as many as 50 million are injured. Although many governments already have programmes in place to reduce road deaths and injuries, the number of road fatalities is increasing, and if current trends continue, road crashes are predicted to become the fifth leading cause of death by 2030.

Decade of Action website: http://www.decadeofaction.org/
In April 2010, ITU Council noted that information and communication systems, including intelligent transportation systems (ITS), provide mechanisms for vehicular and passenger safety. Council also considered, however, that the proliferation of integrated in-vehicle ICTs and nomadic devices, including navigational information and electronic data communications devices, may contribute to driver distraction, and are among the leading contributors to road traffic fatalities and injuries.

This Thematic Workshop brought together advocates of road safety from intergovernmental organizations, civil society and the private sector: Dr Tami Toroyan (World Health Organization), Mr Guido Fürer (BFU – Swiss Council for Accident Prevention), Mr Randy Ramusack (Microsoft) and Mr Martin Adolph (ITU) discussed road safety and how ICTs can impact or increase road safety. Topics addressed included the global road safety status, distracted driving, advanced driver assistance systems, autonomous vehicles, as well as related standardization activities and awareness campaigns. The workshop was moderated by Dr Reinhard Scholl (ITU). Presentation material and biographies of the panellists are available at http://www.itu.int/en/ITU-T/techwatch/Pages/Workshop-on-ICT-and-Road-Safety.aspx.

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Knowledge Exchanges provided all participants with an opportunity to meet and discuss areas of mutual interest and concern with reference to WSIS-related activities. This attempted to capture the component of imeetyouatWSISForum. Through imeetyouatWSISForum participants were able to schedule informal meetings with each other. These meetings provide a good opportunity for knowledge exchange and partnerships.
Countries provided updates and reported on implementation of the WSIS Action Lines in their respective countries. This session provided an opportunity for all participants to learn and share their country-level experiences on the implementation of the WSIS Action Lines.

**Country Workshop: Implementation of WSIS Action Lines in Bangladesh**

**Tuesday, 17 May, 14:45–16:15, Room IV**

The country session on the implementation status of the WSIS action plan in Bangladesh was held on 17 May in Room No IV. The session was moderated by Mr Mahfuzur Rahman, Additional Secretary and Executive Director of Bangladesh Computer Council. The Honourable State Minister for Science and Information Technology of the Government of the Government of Bangladesh Arch. Yeafesh Osman was present in the session as Chief Guest. The country status was presented by Mr Munir Hasan, consultant of the Ministry of Science and ICT, Government of Bangladesh. Mr Hasan, in his presentation, described the achievements of Bangladesh towards the target set in the WSIS Plan of Action. He informed about the pledge of the “Digital Bangladesh by 2021”, a vision of inclusive development using modern technology.

He pointed out that the country achieved good progress in connectivity through the 98 per cent coverage of mobile phones. Some of the citizen’s services are now offered through mobile phones, which included but were not limited to the delivery of the public examinations, results, registration of university admissions, permits of selling sugarcane to sugar mills, news alerts, disaster warnings,
etc. The newly adopted national education policy gave proper emphasis on ICT-based education, and the Government has introduced a programme to establish computer labs in the most remote parts of the country. Learning English through mobile phones has been gaining some momentum in the country while farmers are now getting agricultural information through mobile phones. A Union Information and Service Centre (UISC) in each Union (the lowest administrative unit) was established to bring e-services to villages. The Government has also taken the initiative to establish government-wide networks and to establish national data centres for hosted services. However, the country faces challenges because of the lack of adequate national ICT capacity both in infrastructure and in human resources. International experience-sharing and technical cooperation would enhance the nation’s efforts towards achieving its cherished goal.

After the presentation, the Honourable State Minister answered various questions from the audience. He mentioned that the Government, under the leadership of its Prime Minister Sheikh Hasina, is committed to the upliftment and development of the poor and trying to use its limited resources for all out development. He expressed his belief that the Bengali Nation will overcome the challenges it is facing now and eventually come up as a middle-income country before its 50th birthday in 2021.

Representatives from ITU, Global GSM forum, FAO and WIPO, as well as other country representatives attended the session.

The session was concluded by a vote of thanks from the moderator.

**Country Workshop: Initiatives of Democratic Republic of the Congo for the Information Society**

**Thursday, 19 May, 14:00–14:30, Room X**

The Workshop featured one panellist, Mr Fundi Serge, ICT Study Leader at the ITC Unit Department of Posts, Telephones and Telecommunications, Congo. He spoke about the evolution of the telecom sector and ICTs in the Democratic Republic of the Congo. Six mobile operators (GSM) are sharing the market, deployed over a large area of the national territory, and three fixed telephony operators are on the market, especially in the capital and the main cities of the country. Fifteen ISPs, 150 FM radio diffusers and 50 TV channels are deployed in the country. Mr Serge highlighted the difficulties that the country faced after several wars which led to the destruction of the ICT infrastructure.

Mr Serge reminded us that at the Geneva Summit of 2003, the Government of the Democratic Republic of the Congo took the engagement to implicate itself in the Information Society. In this regard the Government dedicated its efforts to reduce the lack of basic infrastructure by the construction of a national optical fibre network. The current national optical fibre network, financed by the Chinese bank EXIM BANK, connected the “Kinshasa – Muanda, 650 km”. The intention is to continue the country’s connection on the ground line “Kinshasa – Muanda, 650 km”. The wire connection has been realized by the China Company International Telecommunication with a ten Gbps capacity. The Kinshasa – Muanda link will be run as soon as a terrestrial connection is constructed.

Mr Serge also spoke about the NGN & CDMA/WLL metropolitan network, installed as a complement to the fibre-optic ring of Kinshasa, built by the Société HUAWEI (currently in a testing period). This network will allow the offering of services (VOIP/data/multimedia) to Kinshasa users, and create an important subscribers network for the Congolese Society of Posts and Telecommunications, which is estimated to have 150,000 subscribers at the launching.

There are many ICT projects in the Democratic Republic of the Congo, notably the computerization project of the state public services (currently discussed with partners), and the network project of
the Kinshasa Universities (UniversiTic), which has already been achieved. There is also a project to implant communitarian telecentres (waiting for funds), and finally the PANAFRICAN Network project, which is currently in process.

At the end of the presentation, the attendants asked many regulatory and technical questions in order to help the DRC to have a better understanding of its future ICT development. The Congolese specialists explained that they were open to any kind of suggestion and contribution. They invited the participants to email them with suggestions if they wanted to.

To conclude, the speaker thanked the members of the audience for their attention, and invited them to continue to get engaged in the WSIS orientation in their respective countries, in order to reduce the digital gap and alleviate poverty, especially in Africa. Finally, he invited the information society stakeholders to invest in the DRC, tremendous development potential in the next years.

**Country Workshop: Implementation of WSIS Action Lines in India**

**Monday, 16 May, 14:45–16:15, Room XI**

**Brief on Presentations made during WSIS 2011**

It was indeed a great honour and privilege for India to share the advances it has made on the WSIS Action Lines and the progress made in leveraging ICTs for mitigating poverty and moving towards the Millennium Development Goals. The sharing of experiences on WSIS Action Lines and on using ICTs for MDGs by various countries has greatly benefitted India and the deliberations during the WSIS 2011 Forum surely helped all participants to evolve a common strategy for common challenges across nations and cultures. Even though India has made giant strides in the field of IT and is known the world over for its IT capabilities, the country needs to take certain policy-level initiatives which will ensure inclusive growth and empowerment in order to ensure that the benefits of ICTs reach everyone and empowers them with knowledge and information.

The Indian economy is one of the fastest growing economies. In terms of purchasing power parity, it ranks the fourth largest in the world. With more than eight per cent growth of GDP in last five years despite the global downturn, the Indian economy has displayed its strength and potential to generate enough resources to improve the quality of life of the average Indian. Progressive liberalization of government policies, rapidly expanding services sector, FDI growth, rising global competitiveness and increasing domestic demand have all contributed to a strong economy. By 2020, the economy is expected to even quadruple its current size.

However, what is even more important is for the fruits of higher economic growth to be equitably distributed among 1.2 billion Indians. On one hand there are a number of entrepreneurs who are on the Forbes list of successful entrepreneurs, but on the other hand a sizable part of the population struggles with poverty. While celebrating entrepreneurial success of the country, it must not be forgotten that strong governance is needed to ensure “inclusive growth”, especially for the most disadvantaged sections of society.

India seeks to achieve these objectives by using ICTs to touch and transform the lives of its citizens. The endeavour is to not only promote the growth of IT Industry, but to use ICTs to empower citizens and ensure transparency and accountability in governance through reliable and efficient delivery of public services. The key pillars through which the above objectives are sought to be attained include:

- **e-Government:** Providing e-infrastructure for delivery of e-services
- **e-Innovation / R & D:** Enabling creation of Innovation / R&D Infrastructure in emerging areas of ICT&E
• **e-Learning:** Providing support for development of e-Skills and Knowledge network

• **e-Security:** Securing India’s cyberspace

• **e-Inclusion:** Promoting the use of ICTs for more inclusive growth.

While e-Government is primarily seen as a means to improve efficiencies in the internal workings of the government, the driving force behind various e-Governance initiatives in India is to improve governance. India’s policy-makers have a vision of inclusive growth, reducing poverty and bridging the various divides that still continue to fragment society. This vision can only be achieved if there is a significant improvement in the quality of governance. If attributes of good governance are transparency, efficiency, responsiveness, cost effectiveness and accountability, e-Governance is the means to attain these attributes through the use of technology and process re-engineering.

It is in this context, the National e-Governance Plan (NeGP) of the Government of India was launched by the Government in May 2006 with a vision to “Make all government services accessible to the common man in his locality, throughout common service delivery outlets and ensure efficiency, transparency and reliability of such services at affordable costs to realize the basic needs of the common man”. The National e-Governance Plan has been formulated to provide e-services to citizens belonging to all sections of society, at their doorsteps, in a cost-effective manner. Although several “computerization” initiatives were taken up in the country in the past, the National e-Governance Plan has one major difference from the previous “computerization” initiatives: the focus on delivery of services to citizens. The Plan lays strong emphasis on outputs and outcomes, services and service levels. This marks an enormous shift from the earlier paradigm of a more input-related or technology-oriented approach to a more citizen-centric approach.

It has been nearly five years since the approval of the NeGP and a long journey has been made towards achieving the vision of the NeGP. The path has not been easy; it has been dotted with many challenges – political, administrative and technological – some of which have been overcome successfully.

Perhaps the most important challenge towards enabling a solution on such a large scale has been to provide access: access to broadband, access to technology, access to content. In this regard, providing the necessary infrastructure has been critical to enable access to services, especially in remote areas. Considering the challenges of low literacy levels and low ownership of broadband and personal computing devices, the NeGP lays emphasis on “access” to web-enabled services through common internet kiosks on a public–private partnership (PPP) model.

The Common Services Centre (CSC) scheme is perhaps the largest internet kiosk initiative in the world. These centres are envisaged as the front-end delivery points for government, private and social services and provide access to education, telemedicine, public services, remote banking and entertainment to hitherto unreached sections of society. These broadband- and Internet-enabled CSCs will provide a much needed connectivity to the networked world that exists beyond the realm of villages, and will significantly influence day-to-day lives. The CSCs are envisaged as an important catalyst/agent in the economic development process that would help in giving a boost to the rural economy, where nearly 70 per cent of the population lives. Besides providing access to the Government’s web-enabled services, these centres are also providing a livelihood to a large number of rural people as these centres are set up and managed by local rural entrepreneurs on a PPP model.

It is believed that this single initiative will unlock the immense economic potential laying latent in the rural India. It is also envisaged to connect all panchayats of the country by optical fibre networks.

The most common service being offered in these centres today is **e-learning**. In addition to teaching computer skills, these centres can play a great role in providing **quality education** in rural areas.
where teachers are not present. Similarly these centres can also play a key role in providing basic health-care services in rural areas. Telemedicine solutions have a huge potential in ensuring access to good quality and cost-efficient health services for all. It is also planned to use ICTs to upgrade skills and impart new skills so as to improve the employability of the rural population. ICTs are also being leveraged for enhancing productivity and incomes in rural areas, particularly for the agriculture and related sectors.

Another challenge that India faces is the issue of financial inclusion. Large sections of society in rural areas have access neither to banks nor to credit, rendering them unable to leverage financial instruments for their economic growth. In order to mitigate this challenge, the Working Group of Reserve Bank of India has allowed CSCs, amongst others, to work as banking correspondents on a pilot basis.

The Reserve Bank of India is of the opinion that the only way to bridge this financial divide is to use technology. Today, after much effort, there is a robust chain of outlets for the banks to use for financial inclusion. It is the endeavour of the Department of Information and Communication Technology to ensure that all rural CSCs become business correspondents of banks and ensure delivery of financial services, NREGS wage payments and government welfare payments to the beneficiaries in the most remote parts of the country.

Another significant development has been the explosive growth of mobile telephony in the country. The Government of India has decided to leverage the outreach enabled by mobile devices and is currently developing an m-Governance framework which will enable delivery of select critical public services over mobile and other hand-held devices.

The Government of India believes that a citizen-centric government is something much more fundamental than selected departments providing services to citizens. It involves rethinking the entire service delivery system – prioritizing areas important to citizens and then associating all agencies across all levels of government to provide services and leverage e-Governance tools accordingly. As compared to small homogeneous countries, this is a huge challenge in countries like India which have a multi-tiered administrative and political set-up. There are over 2,50,000 local self-governing, democratically elected institutions called Panchayats at the village level. There are over 6,000 municipalities and 600 districts.

In this context, the Electronic Service Delivery Act has been created, which will mandate provisioning of all public services of the Central Government Ministries/Departments through electronic means only, thereby abolishing manual delivery of such services in a phased manner. The draft act is already in the public domain and there have been very significant inputs and suggestions for the same.

With the enactment of the Electronic Service Delivery Law, the possibility of e-Government projects becoming pervasive in all domains of public services is increasingly becoming a reality. E-Governance projects are characterized by large outlays and often implemented through public–private partnerships. Given the limited penetration of PCs and broadband, challenges of basic literacy, computer literacy and English literacy – which is the current currency of internet – it is important to engage with identified and potential service seekers and other stakeholders of e-Governance projects. In order to meaningfully engage with citizens, a detailed study of needs, stakeholders and frequency must be undertaken. The engagement must be done in a planned manner with responsibility for the same assigned to a specific team. Towards this objective, India is evolving a citizen engagement framework which ensures active involvement of Citizens in e-Governance projects right from the conceptualization stage. This also includes leveraging social media and new media for citizen engagement.
The challenges to governance in the region are diverse and multifaceted. Such challenges include providing quality education and health to the common citizen, effective implementation of public service programmes, fighting corruption, and the dissemination of necessary information to the common citizen in the most remote corner of the country.

There are two common issues which require deliberation by practitioners to promote e-Governance. First and foremost is the need to fast track e-Governance implementations by cutting down the time spent in lengthy procurement cycles and implementation cycles. This is more important in IT projects because of the rapid obsolescence rate of technology. New technologies such as cloud computing will make it possible to provide faster implementations. In India, the Government is exploring the possibility of creating Government-wide platforms to be used by multiple departments across all tiers of the Government.

The other key challenge is to build institutional capacities. e-Governance projects are inherently process transformation and change management projects in which technology plays a very small though a very critical role. There are enormous gaps in the ability to internally conceptualize and implement large e-Government projects. While initially these gaps may be filled through short-term measures of hiring professionals from industry, from a long-term perspective, capacity must be built internally by imparting appropriate training to civil servants, engineers and elected functionaries, at all levels of government through skill-building programmes.

With these planned initiatives, India is truly embarking on its Journey from Knowledge Economy to Inclusive Information Society.

Country Workshop: e.Oman – a strategy that transformed the society with e-skilled in less than five years

Monday, 16 May, 14:45–16:15, Room V

The Information Technology Authority (ITA) recently represented Oman at the World Summit on the Information Society (WSIS) 2011 in Geneva, Switzerland, on the 16th and 17th of May 2011. Hosted by the International Telecommunications Union (ITU), the ITA participated in a number of activities at the 2011 WSIS Forum, which was conducted at the Conference Centre of the International Labour Organization (ILO). WSIS 2011 is the world’s largest annual gathering of the world’s ‘ICT for development’ community, including UN agencies, governments, and civil society and ICT industry representatives.

First on the agenda, the ITA conducted a Country Workshop, moderated by Mr Talal Al Rahbi, Deputy CEO of Operations at ITA, which included a presentation on ITA activities. Following this presentation, the ITA facilitated two Thematic Workshops: one which was presented by the Ministry of Health (MoH), and a second one by the Ministry of Civil Services (MoCS). In addition to Mr Al Rahbi, the Oman delegation attending this year’s WSIS Forum included H.E. Mr Yahya Salim Al-Wahaibi, Ambassador, and Permanent Representative of The Sultanate Oman to the United Nations & World Trade Organization (WTO), and Ms Shariffa Al Meskary, Director of International Relations and Information at ITA, among other representatives of ITA, the MoH and the MoCS. H.E. Dr Ahmed bin Mohammed bin Obaid Al Sa’eedi, Minister of Health, already in Geneva attending a World Health Organization (WHO) meeting, attended the MoH Thematic Workshop.

In his opening speech in the Country Workshop on Oman, HE Yahya Salim Al-Wahaibi, Ambassador, and Permanent Representative of The Sultanate Oman to the United Nations & World Trade Organization (WTO) said, “Under the guidance of His Majesty Sultan Qaboos bin Said, the Sultanate of Oman has been transformed into a modern state with a stable and strong growing economy and
increasing economic opportunities. With the goal of diversification of the economy and the transformation of the sultanate into a knowledge-based society and the establishment of the TRA and ITA, the ICT sectors have witnessed rapid progress in recent years. The Digital Oman strategy, or e.Oman for short, has laid the vision and the road map for the realization of an information society where the government delivers customer-centric services, harnessing modern technology.”

He continued, “e.Oman comprises a wide range of initiatives and services designed and created to improve the efficiency of government services, and empower individuals with skills and knowledge to meet society’s needs and expectations, and to direct Oman towards becoming a knowledge-based economy. In this regard, Oman’s Information Technology Authority, Ministry of Education, Ministry of Civil Services and the National Association of Cancer Awareness have recently been named winners of the 2011 UN Public Services Award (UNPSA). The ITA was a first-place winner with its transformation of society through the e.Oman communication strategy in the category of advancing knowledge management in government. This achievement is a testament to the Sultanate’s unwavering desire to excel at providing exceptional public service. We are pleased to be part of the WSIS Forum 2011, which is bringing together governments, private sector, international organizations, civil society, academia and other individuals from all over the world. In conclusion, I am pleased to extend my gratitude to ITU as well as to all those who contributed in the preparation of the workshops.”

WSIS evolved as a means of recognizing the importance of the revolution in ICTs as a means of shaping the future of the world. World leaders decided that a global vision and a global dialogue were needed to build the framework of an all-inclusive and equitable Information Society. Thus, WSIS was born. The goal of WSIS is to achieve a common vision, desire and commitment to build a citizen-centric, inclusive and development-oriented Information Society where everyone can create, access, utilize and share information. Begun as a unique two-phase UN summit aimed at addressing the issues raised by ICTs through a structured and inclusive approach at the national, regional and international levels, the first phase of the Summit was hosted by ITU in December 2003, and Tunisia hosted the second phase in Tunis in November 2005. The Tunis Agenda for the Information Society states that the WSIS implementation mechanism at the international level should be organized taking into account the themes and Action Lines in the Geneva Plan of Action, and moderated or facilitated by UN agencies when appropriate.

The annual WSIS Forum builds upon the tradition of annual follow-up meetings for the implementation of WSIS outcomes, which are normally scheduled in May, to coincide with celebrations of the World Telecommunication and Information Society Day (WTISD) to mark ITU’s founding in 1865. The Forum provides opportunities to network and participate in multistakeholder discussions and consultations on WSIS implementation. These include meetings for facilitators, thematic workshops and speed exchanges on critical issues. Contributing to this year’s WSIS Forum, Oman is one of 20 ICT ministries from around the world presenting their achievements in workshops and at meetings, with the total number of participants exceeding 1,400.

This year, e.Oman was proud to sponsor the series of workshops being conducted at the Forum. In the Country Workshop about Oman, WSIS Forum participants learned how, in less than forty years, the Sultanate has gone from an era of widespread illiteracy to a high-tech age where the youth receive ICT education at university level. Oman now offers digital solutions throughout society while simultaneously raising awareness, as well as building ICT capacity and fostering e-skills in its population to reap the benefits of new technology. It aims to create an effective government–community–citizen infrastructure that provides better public services to its people. The workshop focused on two main points, namely: how to develop and promote programmes in order to eradicate
illiteracy using ICTs at a national level; and, how to promote e-literacy skills for all by designing and offering courses of public administration.

Mr Shariffa Al Meskary, Director of International Relations and Information at ITA, a member of the Oman delegation, offered the following statement: “Oman is in Geneva showcasing its best practices in information awareness, ICT capacity building, eHealth services and transparency in public services recruitment. This year’s WSIS Forum is about discussing the road map to 2015 and how ready countries are to date, complying with the 11 Action Lines of WSIS. The e.Oman strategy/vision is in line with the 11 Action Lines of the WSIS, e.g. e-Health, e-Education, infrastructure and educating society using ICTs, including people with disabilities by training them in using ICT tools which can assist them with their disabilities. Oman is looking forward to covering all the 11 Action Lines including the eight Millennium Development Goals which are also included in WSIS.”

The ITA, the organization responsible for implementing e.Oman, also facilitated two Thematic Workshops. The first workshop presented a synopsis of Oman’s Ministry of Health’s Al Shifa Hospital Information System, which notably won a prestigious UNPSA in 2010 in the category of “Advancing Knowledge Management in Government”. Al Shifa, a comprehensive health-care information management system, is a complete solution developed to electronically manage details about patients’ health-care information, in addition to maintaining non-medical systems such as blood banks, pharmacy supplies, X-ray departments and emergency medical stores. Accessible throughout the Sultanate, the system essentially eliminates the old-fashioned pen and paper system as a means of intra-departmental communication.

The second workshop focused on Oman’s Ministry of Civil Service’s Central Recruiting System, which recently won another UNPSA in the 2011 competition in the category of ‘Preventing and combating corruption in the public service’ category. Development and implementation of the new Central Recruiting System using SMS improved recruitment for the 35 ministries and government units under the Civil Service Law. Job seekers can now apply for civil service jobs by sending an SMS with their manpower registration number and the corresponding job identification number published in the advertisements. Through integration with the Ministry of Manpower’s National Manpower System, the system validates the applicant’s data in seconds. The job seekers can apply for jobs in the civil service at anytime, anywhere, eliminating the need to travel to the capital just to submit applications and sit for entrance exams. The system electronically verifies applicants’ qualifications; administers computer-based examinations; and, electronically grades exams, immediately producing results. From an initial 11-month time frame, the whole process is shortened to less than a month and, less than a week from testing to nomination.

Presenting Oman in such a prestigious setting as the WSIS Forum 2011, held at the ITU headquarters in Geneva, gives credence to Oman’s focus and great attention paid to its implementation of the WSIS Action Lines. It also gives the Sultanate an opportunity to share its achievements with respect to harnessing ICTs in the world arena. Continuing in the global perspective, Oman also recognized the World Telecommunication and Information Society Day (WTISD) 2011 on 17 May with the rest of the world in Geneva as part of WSIS 2011 activities. The Sultanate will host its own celebrations of WTISD 2011 on Saturday, 21 May 2011, at the Grand Hyatt Hotel in Muscat, starting at 10:00.

**Country Workshop: Sudan and Sudan Telecentres’ role in WSIS implementation (Sudan)**

**Tuesday, 17 May, 11:30–13:00, Room II**

The Workshop was moderated by Mr Mohamed Al-Mortada, the minister in mission of Sudan, and there were three panellists:
1) Eng. Mubarak Mohamed Ahmed, (NIC government), the Director General of Sudan National Information Centre. He spoke about the role of the Ministry of Communication and Information Technology (MCIT) in the ICT e-infrastructure in Sudan, as well as policy and legislation. He briefed the audience on the universal fund and its financial resources, how Sudan spends this money, and how it chose the privatization of the ICT sector and the PPP model of governing the sector. There were three mobile companies and two fixed-line companies with more than 20,000 km of fibre optic cable and 18 million active subscribers as of 2010. Many ICT projects have been implemented in Sudan: the National Data Center Project (www.nic.gov.sd), the Sudan e-Government Portal Project (Sudan Gate) (www.sudan.sd), the e-Health Project (www.seham.sd), the Digital Certificate Project (Draft e-authentication), the Universal Number Project, the Higher Education Project. (www.mohe.gov.sd), the Sudanese Computer driving License Certificate Project, the Free/Open Source Software Project, the Capacity Building Project. (Training Center of Information Technology and Communications), the PC for Every Family Project, the Computer Lab for Every Secondary School project., the E-community Service (Tele-centers) Project, the States Information System Project (www.statedb.gov.sd) and the GIS Project (www.gisc.gov.sd). Eng. Ahmed outlined the challenges facing these projects, and how these projects can be replicated sustainably to bridge the digital gap.

2) Dr Abdelmageed Mohamed, Chair of Digital City of Darfur (DDCO – NGO founded in January 2011) spoke about ICT penetration highlights, the importance of PPP in connecting rural areas and the expected potential of DDCO in Darfur. As an ICT expert, he talked about the telecommunication companies, the fibre optic network and internet penetration in Sudan. There are three mobile companies and two fixed-line companies; 2,500 towns and villages are covered by telecom services; all banks are connected through a national data network; and 50 per cent of cities are covered by fibre optic network (20,000 km). He spoke about the role of NGOs in PPP and the next generation rural ICT platform.

3) The last speaker was Eng. Ahmed Mahmoud M. Eisa, Chair of Gedaref Digital City Organization (GDCO) the winner of the Information for Development Award i4d in India for three successive years (2007, 2008, 2009). It is founded in partnership with the Digital City of Eindhoven DSE and more than 750 computers were donated. It is the founder of the first Telecentre Academy in Africa and the Middle East and the thirteenth in world (Sudan National Telecentre Academy – SuNTA). He spoke about the role of the telecentre.org network in the implementation of WSIS Action Lines and the 8 MDGs. He also spoke about the innovative Global Telecentre Academy (GTA) and its role in training, capacity building and skill development for telecentre mangers and operators, the campaign of training one million women and one million telecentre mangers, operators and community leaders. He outlined the PPP projects in GDCO, specifically e-agriculture, e-education and Gedaref University Support, out of school children e-learning project, telemedicine. He presented a short film about the GDCO project and how they are on the right track of the WSIS Action Lines and have achieved part of the eight MDGs.

Country Workshop: Implementation of WSIS Action Lines in UAE

Monday, 16 May, 16:30–18:00, Room XI
The United Arab Emirates (UAE) was the Strategic Partner of WSIS Forum 2011. UAE organized several Thematic Workshops, a publication release, a brief and had an exhibition. More information available on page 146.

The TRA, representing the UAE attended the WSIS Forum 2011. The first day of the Forum included a High-Level Dialogue in which specific topics were addressed by panel members as well as by the audience. This year the topics were: Echo of Silence and the Cooperation between public–private partnerships (PPP). The goal of WSIS is to work together in multistakeholder set ups to achieve a common vision and commitment by creating people focused, development-oriented Information Society.

The high-level dialogue was followed by the UAE WSIS report which provided an overview of the industry. WSIS holds country-specific workshops in order to aid countries in implementing key Action Lines of the WSIS. These workshops are designed to allow attendees to learn and share country-specific experiences. Topics addressed in the UAE Country Workshop included: UAE WSIS Committee Achievement, Abu Dhabi e-strategy program, .emarat, IXP project, and Spectrum management and radio services. The Workshop was followed by a reception which was attended by H.E. Mr Mohamed Nasser Al Ghanim, TRA Director-General, Dr Hamadoun Touré, and H.E. Ambassador Obaid Salem Al Zaabi, Permanent Representative of the United Arab Emirates to the United Nations in Geneva.

The second day of the Forum held the Thematic Workshop “Abu Dhabi e-government program”, which was moderated by Mr Suleman Bakhsh, Senior ICT Analyst. This was followed by workshops on the Abu Dhabi Green IT Strategy and the Abu Dhabi Egov Contact Center. A briefing session covering the UAE ICT Discovery (UAE Sponsoring an ICT Museum at ITU) followed. The final workshop of the day was the Thematic Workshop with the following agenda: UAE Domain Name—Changing the Landscape, .ae DA history, background, and Technical, Business, Policy and Awareness.

The final two days of the summit held high-level dialogues catering to the topics: Innovation for digital inclusion (ADSIC was on the panel) and Cyber Security. As the industry undergoes fast changes, innovative technologies can bridge the gap between countries that are capitalizing on the digital age and those countries which are still yet to emerge. This discussion talked about taking the “digital divide” and turning it into a “digital opportunity.”

The final high level discussion provided insight on Confidence and Security in Cyberspace. It was an interactive panel discussion including the audience. ICT services are hindered by the growing cyber threats and cybercrime, from financial and identity related frauds. Panellists introduced challenges and solutions in order to build a safer interconnected world as well as best practices and actions that make difference in the cyberspace.
Briefings

Brief: Broadband Commission

Monday, 16 May, 14:00–14:30 Room V

The Broadband Commission for Digital Development was established in May 2010, five years after the World Summit on the Information Society, and ten years after the launch of the Millennium Development Goals. Expanding broadband access in every country is key to accelerating the attainment of those goals by the target date of 2015. Accordingly, the Broadband Commission will define practical ways in which countries, at all stages of development, can achieve this, in cooperation with the private sector.

The Commission represents a joint venture between the ITU and UNESCO, a relationship which reflects the fact that connectivity and content are essentially two sides of the same coin: there’s no point in having one without the other. The Commissioners represent governments from around the world, relevant industries, international agencies, and organizations concerned with development. They share the vision that high-speed, high-capacity broadband connections to the Internet are an essential element in modern society, with wide economic and social benefits.

The work of the Commission to date has taken the form of two reports, which offer insight into the current state of global connectivity. In 2011, the Commission has also split into thematic Working Groups, concentrating on issues ranging from Climate Change to Youth. These groups will propose concrete steps moving forward, and have been asked to report back to the Commission in the final quarter of 2011.

To find out more, or to contribute to the work of the Broadband Commission visit www.broadbandcommission.org or email us at bbcommission@itu.int.

Brief: Connectivity Scorecard 2011

Monday, 16 May, 14:00–14:30 Room II

Nokia Siemens Networks’ Connectivity Scorecard is a global ICT index – the first of its kind to rank 50 countries not only on their deployment of ICT infrastructure but also to measure the extent to which public sector, businesses and consumers make use of connectivity technologies to enhance social and economic prosperity, so called “useful connectivity”.

Connectivity Scorecard 2011 highlights the continued need for investment in ICTs to stimulate a return to economic growth. Connectivity Scorecard 2011 is the fourth annual update of the index.
Brief: Girls in ICT Day

Monday, 16 May, 14:00–14:30 Room IX

Witnet on WSIS

Briefing session on girls in ICT Day

- Introduction on establishing the global Girls in ICT Day
  - Leaky Pipeline; PP 2011; WITNET and ITU
- 28 April 2011: stories from around the world
  - Statistical data; examples of denoting the day
- Girls Day in Serbia (photos and video presentation, website)
  - 270 girls from around Serbia visited Belgrade, shadowed women employed in ICT companies, government institutions and universities. The day also contained the following events: award celebration for the best ideas of the use of ICTs; career speed meetings with heads of ICT companies in Serbia; and teleconferencing with other institutions denoting Girls Day.
- Promotion of future celebrations
  - Awareness-raising; institutional capacity building; public–private partnerships

Brief: The ICT Discovery (UAE)

Tuesday, 17 May, 14:00–14:30 Room XI

The ICT Discovery

In line with WSIS Action Line C3: “Access to Information and Knowledge,” the Telecommunications Regulatory Authority (TRA) and the UAE Government have partnered with ITU to construct a state-of-the-art museum (known as the ICT Discovery) at ITU Headquarters in Geneva. The ICT Discovery will showcase the proud history of ICTs and provide a preview of prospective ICT artefacts.

The Government of the UAE and the TRA has kindly offered a sum of USD 2 million for the design and construction of the ICT Discovery which will be open, free of charge, to ITU delegates, visiting experts and the general public. The ICT Discovery will strive to inform visitors about the rich history and exciting developments in ICTs, featuring interactive exhibits that showcase cutting-edge ICT systems and their role in transforming the way we live. It will also highlight ITU’s role in helping to “connect the world”.

www.wsis.org/forum
Brief: Development of the knowledge base for vulnerable children online (TaC)

Tuesday, 17 May, 14:00–14:30 Room IX

The vulnerable population is confronted with problems, needs and very particular specifics with regard to ICT; we refer here to the paragraph 13 of the Geneva Declaration of Principles.

Vulnerable young people represent an important percentage of Internet and ICT users of their group of society; in this regard they have very specific concerns (ref. to par. 90(n) of the Tunis Agenda for the Information Society).

When referring to victims of online risks, research very often makes a reference to the vulnerable children and young people. Recent surveys show that cyberbullying and online grooming is of increased concern for certain “high risk” groups of children and young people. 5

They face more difficulties and are more fragile with regard to Internet dangers, as they do not always have access to information on how to avoid cyberdangers or how to react. Taking into account their fragility, attention must be focused on the way to give them access to this type of information in language which is comprehensible to them.

The knowledge base for vulnerable children project aims to establish the knowledge base for dealing adequately with existing and emerging uses of the online environment for child protection services and other professionals working with vulnerable children.

TaC – Together against Cybercrime is a non-profit organization against cybercrime. The main goal of this organization is to fight e-crimes at an individual level. The TaC office is based in Strasbourg (France).

Brief: Wireless Networking Training: The ICTP Strategy

Tuesday, 17 May, 14:00–14:30, Governing Body Room

The Abdus Salam International Centre for Theoretical Physics (ICTP) in Trieste, Italy, has been playing a leading role in the field of training in ICTs for scientific institutions. Since initial efforts began more than 17 years ago, ICTP has held some 40 training activities that have attracted more than 1,600 participants from all over the world. A close collaboration with the International Telecommunication Union’s Development Sector (ITU-D) has been developed.

A recent ICTP–ITU project has contributed to developing networks of expertise by transferring low-cost wireless technology know-how to African training and/or educational institutions. This effort involved the establishment of training centres on wireless technologies at selected African educational institutions, training of trainers, provision of training materials (e.g. lab bundles), and the launching of specific training opportunities.

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5 For cyberbullying see Beatbullying, Virtual violence: Protecting Children from cyberbullying London 2009, page 21 and onwards:

For grooming see Anders Nyman, Abused Online, 2008:
Brief: International Telecommunication Regulations 2012

Wednesday, 18 May, 14:00–14:30 Room XI

This briefing was given by Mr Alexander Ntoko, Head of the Corporate Strategy Division, ITU. The session started with a presentation depicting the evolution of ICTs and the history of the International Telecommunication Regulations (ITRs).

Mr Ntoko shared with the group how, from 1865 to present day, ITU has been providing the general principles for the provision and operation of international telecommunications which adopt the form of treaty-level international regulations. The ITRs succeeded the telegraph and telephone regulations and, in 1988, a new treaty was adopted which outlines, inter alia, the respective responsibilities of governments and operating agencies in an industry that had previously largely been government-owned or controlled.

The next part of the presentation highlighted some of the influences the ITRs have had on the ICT sector. They have laid out the framework for the international network which provides international services, safety of life and priority of communications, accounting and charging of international services. The ITRs set the stage for increased competition and reduced accounting rates. So with all this success, why is there a need to rejuvenate the ITRs?

Mr Ntoko demonstrated how the ICT sector has experienced dramatic changes since the adoption of the treaty. New technologies have entered onto the scene, shifting the sources of revenue from fixed to mobile and voice to data. Alongside these new innovations have come new challenges that need to be addressed at the global level: access to ICTS for all needs to be ensured and confidence and security in the use of ICTs needs to be built.

The revision of the ITRs has been under discussion since 1998 and resolutions of Plenipotentiary Conferences have established expert groups to further determine the way forward.

Steady progress has been made in the preparatory process towards the 2012 World Conference on International Telecommunications (WCIT-12), starting with Council Resolution 1312 which created a council working group (CWG-WCIT-12) to prepare for this conference. The dates and agenda for WCIT-12 have been defined by Council Resolution 1317 and confirmed by PP10 Resolution 171. A mechanism is already in place for the success of the conference and review of the treaty. All regional groups are closely involved in the preparatory process. The Chairman of CWG-WCIT-12 was present at the briefing and was introduced. The website for CWG-WCIT-12 was also shared for those interested in further information on the group’s work.

A question-and-answer session followed the briefing on ITRs, whereby Mr Ntoko emphasized that the ITRs deal with access to technology, the network and services, not content. There are some terms that need clarification such as Quality of Service and Net Neutrality, both of which mean different things to different people. There are new players in the ICT industry and a minimum code of conduct is necessary. An agreement based on the basic elements of predictability and sustainability would be needed, while not inhibiting growth.

Questions arose from participants regarding the involvement of some key developed countries as well as concern over accounting and charging methods. Mr Ntoko confirmed the involvement of all countries as part of ITU’s consensus decision-making process. As for charging methods, he indicated that specificities would be avoided and general principles would likely govern the treaty. Another area of concern was whether content would be included in the treaty. The response was that legal versus illegal content is usually subject to national laws.
The session closed by making reference to CWG-WCIT-12 and its website: http://www.itu.int/council/groups/cwg-wcit12/index.html. Participants were invited to review the contributions and work of the council working group as well as submit their own contributions.

**Brief: UNESCO World Press Freedom Day**

**Wednesday, 18 May, 14:00–14:30 Room IV**


The major WPFD event in 2011 in Washington D.C. was co-organized by UNESCO with the U.S. State Department and over 20 civil society partners. The conference focused on the theme “21st Century Media: New Frontiers, New Barriers” and explored the growing role of the internet, the emergence of new media and the rise in social networking in recent years. On 4 May UNESCO and UN DPI organized an event in UN HQ marking the 20th anniversary of the Windhoek Declaration, which laid the grounds for WPFD celebrations. Several dozen other conferences for press freedom took place on all continents.

In parallel with its global advocacy initiatives, UNESCO is working on a publication on Internet freedom titled “Freedom of Connection – Freedom of Expression: The Changing Legal and Regulatory Ecology Shaping the Internet”. The publication pioneered in examining the complex situation of freedom of expression on the Internet in a broad context of policy and practice around the globe, and was officially launched at UNESCO Headquarters in Paris on 30 May 2011.

Contact:

Ms Xianhong Hu (x.hu@unesco.org), Communication and Information Sector, UNESCO.
Brief: imeetyouatWSISForum

Wednesday, 18 May, 14:00–14:30 Room IX

The imeetyouatWSISForum provided all registered on-site participants of the WSIS Forum 2011 with an online social networking community experience. This social networking community was powered by Pathable. This is a new component of the WSIS Forum that was especially designed for the Forum’s onsite participants.

The goal of this component was to help people meet during the WSIS Forum 2011, but also create a social experience at the Forum. Another expectation was to get feedback from the ground in order to improve both the participants’ experience and involvement and to create an online discussion of WSIS topics.

Current Stats

Profiles
- Total accounts: 585
- Total signed-in at least once: 258
- Total visible: 257

Activity
- Private messages: 116
- Public messages: 73

Schedule
- Sessions added to schedules: 845
- Total sessions: 105
- Attendees registered for sessions: 51
- Schedules printed: 40
- Attendees registered for private meetings: 15
- Meeting invitations accepted: 15
- Schedules exported: 12
- Private meetings: 12
- Meeting invitations without response: 8
Publications

Publication: United Arab Emirates WSIS Committee Report 2010-2011

Monday, 16 May, 14:00–14:30 Room XI

The United Arab Emirates WSIS Committee Report 2010-2011 was launched by Telecommunications Regulatory Authority (TRA) during the WSIS Forum 2011. The report highlighted the efforts made by the UAE in the quest to implement WSIS Action Lines within the country. H.E. Mr Mohamed Nasser Al Ghanim, TRA Director-General, spoke in his address at the public release of the report about the UAE’s progress toward achieving WSIS goals, and the vital role that the UAE National Committee plays by creating an ambitious plan to fulfil WSIS recommendations before 2015.

The United Arab Emirates WSIS Committee Report 2010–2011 contains all information pertaining to the UAE National WSIS activities in this field. It is an important reference that documents every step that has been made in the UAE’s journey to achieve WSIS goals. The report provides all participant delegations with a background of the achievements of UAE.

This Report marks the longstanding commitment of the UAE to the work and objectives of the WSIS. The Report, which is an important reference that documents every step taken by the UAE in its journey to achieve WSIS goals, contains all information related to:

- The WSIS activities of the UAE since the beginning.
- The work done by the WSIS National Committee, which the TRA is a member of, to develop a strategic follow-up plan based on the recommendations of the WSIS.
- The challenges faced by the committee in following-up the WSIS objectives during 2008 and 2009. These challenges included focusing the efforts of community leaders, recognizing the most effective and efficient contributions to society’s development, and bringing all government and non-government organizations onboard to establish their commitment to the achievement of WSIS objectives.
- The overview of the UAE’s accomplishments in the context of: WSIS Action Lines, the notable achievements that were made in developing ICT infrastructure, providing access to information and building public confidence in the security of information technology.
- The report also commends the WSIS National Committee’s support of government and community initiatives to achieve the goals set by the WSIS, and it shows that the UAE has also produced more local content while encouraging cultural and linguistic diversity and pushing for international and regional cooperation.

H.E. Mohamed Nasser Al Ghanim, TRA Director-General, informed that the report provides all participant delegations with the background of the achievements of the UAE. Emphasizing the vital role that the UAE National Committee plays in creating an ambitious plan to fulfil WSIS recommendations before 2015. He added: “We hope that you are able to benefit from this report in your own countries”. Finally, the report congratulates the committee for its assessment of the UAE’s progress toward the achievement of Actions Lines.

United Arab Emirates WSIS Committee Report 2010-2011: available at the following link http://www.wsis.ae/downloads.php

Publication: India Journey from Knowledge Economy to Inclusive Information Society – Profiles of Progress

Monday, 16 May, 14:00–14:30 Room IV

During the past two decades, India has emerged as one of the fastest growing economies in the world. The progress that India has made can be attributed to reforms in the financial sector, progressive and pro-development policies of successive governments, the collaborative efforts of the corporate and civil society organizations and, above all, the role of ICTs and new media technologies in enabling information enabled growth at the bottom of the pyramid.

India has various challenges in moving ahead on the goals for improving Governance and ensuring Inclusive Growth. Challenges include a population of more than 1.2 billion, almost 7 per cent rural population, and a multilingual, multi-religious and multi-ethnic society. India has a Federal Constitution with the 35 States and Union Territories having very well defined jurisdiction, especially in the arena of public service delivery. Despite this, India has been able to move forward on the path of growth and development and is amongst one of the fastest growing economies of the world.
Today, India is the third largest economy in the world and ICTs are a major contributor in India’s GDP. India’s GDP growth has been impressive and it is currently 8.6 per cent. In the FY 2011-12, it is expected that the growth rate will be 9 per cent, positioning India as the second fastest growing economy after China.

However, this growth is neither sufficient nor sustainable. This is because even today, after more than 60 years of independence, more than one-third of the population is still below poverty line. This means that about 450 million people do not earn more than a dollar per day; leaving them unable to take care of their families, and without the means to access education, health services, and other essential services. It is important to note here that in order to make this growth sustainable and take care of these 450 million people, it is necessary to make this growth inclusive. To make society and this growth inclusive, it is necessary to make information, public services, good quality health care and employment accessible to each and every resident of the country in a cost-effective, transparent and reliable manner.

This is sought to be achieved by having a Rights Based Policy Framework. In 2005, the historic Right to Information Act was passed which gave a legal right to citizens to get information. This was followed by Right to Employment through the enactment of the National Rural Employment Guarantee Act in 2006, which gave a right to all citizens to demand and obtain employment, and the Right to Education Act of 2009 which makes it mandatory for all children between the age 6 to 14 to be admitted to schools. Two more laws are in the process of being enacted – the Right to Food and the Right to Public Services. The Right to Food or the proposed Food Security Act seeks to give a legal right to all citizens to obtain 35 kgs of subsidized food grains every month. The most groundbreaking will be the Right to Public Services Act, which has already been enacted by several state governments. The central Government has also proposed an Electronic Services Delivery Act which seeks to ensure mandatory electronic delivery of all public services in the next five years.

The Government of India has been successful in inducing healthy policy competition among the states which, in turn, has been able to accelerate the overall development of the country. The progressive policies of the Indian government such as the National e-Governance Plan (NeGP), Right to Information Act (RTI), National Urban Renewal Mission (NURM) National Rural Employment Guarantee Scheme (NREGS), National Rural Health Mission, and Sarva Siksha Abhiyan (SSA) over the past decade has helped the country make a significant headway in tapping the potential of ICTs and new media technologies in rapidly progressing towards the achievement of MDGs, as well as transforming the country into a knowledge economy. These initiatives have resulted in increased communications, interaction and collaboration among citizens, governments, industry and service providers at various levels.

The Indian approach to the achievement of sustainable growth and inclusive development is a unique model of how a developing country has been able to contextualize the use of ICTs and new media technologies based upon its own priorities. While models adopted by the developed countries have their own lessons from which the Indian efforts have surely drawn benefits, the formulation of Indian policies has been based upon cultural and contextual needs of Indian citizens, government agencies, federal structure and the priorities of grass-roots communities. In that sense, Indian journey of transformation from the knowledge economy to inclusive information society is a unique model that may provide insight to other developing countries. Some of the salient features that make the Indian journey towards the transformation into inclusive information society are:

- Vibrant ICT industry
- Localized policy and deployment models suitable for the needs of a developing country
- Centralized planning and decentralized implementation approach
• Participative policy formulation marrying top-down and bottom-up approach
• Continuous assessment and performance management

The report “India – Journey from Knowledge Economy to Inclusive Information Society” provides a high-level update and an overview of the progress made by India in transforming itself into an inclusive information society as well as progress on WSIS Action Lines.

India’s national development plan for 2007-12 has reaffirmed its commitment to attaining the MDGs and relies strongly on the innovative use of ICTs and new media technologies for achieving the goal of transforming itself into an inclusive information society, thus adhering to the Action Lines as laid out in the WSIS declaration. In a sense, the targets laid down in the five-year plan are nationally dovetailed forms of the MDG targets, but by some measure, envisage faster results than what the MDGs defined for us to attain.

In India, the story of development, even in the midst of the global economic slow-down, has not been bleak. Advances are most evident where targeted interventions have been initiated, and where increased funding and improved institutional mechanism have stimulated better delivery of services and tools directly to those in need. This can be seen in the universalization of primary education and gender parity in school education and literacy, fight against malaria and tuberculosis, immunization of children against deadly diseases, safe motherhood and reproductive care, access to safe drinking water, and development of telecommunications.

This report on India’s Journey from Knowledge Economy to Inclusive Information Society, which was launched during the India Country Workshop 2011, captures a glimpse of policy initiatives and the key projects that highlight India’s achievements in the move towards the creation of an inclusive information society. It also covers, in detail, the actions carried out by the Government in terms of policy initiatives, and the efforts of other stakeholder groups in implementing these policy initiatives. The initiatives mentioned are those that relate to the MDG agenda and the WSIS Action Lines. The report also chronicles Profiles of Progress, which is a compilation of case studies based on select projects from different domains pertaining to the innovative use of ICTs by government and stakeholder groups in various areas such as government, health, education and agriculture, etc. The presented cases are not an exhaustive list of all the initiatives but are a collection of some of the cases that correspond to WSIS Action Lines.

The Government of India has realized that in an era when technology is changing so fast and new media technologies such as mobiles are fast becoming the primary mode of access for the majority of rural citizens, it is necessary to continuously evolve new policies and undertake initiatives so that the gaps between government policy, technology changes and citizen aspirations can be minimized. The Report also provides a glimpse of the key policy initiatives undertaken by government of India in the year 2010-2011. A brief description of the key initiatives such the mobile governance policy, electronic service delivery act, framework for citizen engagement in policy formulation and open data policy have been provided in the section entitled “The Way forward”. These initiatives, if deployed successfully, have the potential to transform India into the world’s first truly digital economy and inclusive information society.
Publication: Measuring the WSIS targets – A statistical framework (Partnership on Measuring ICT for Development)

Tuesday, 17 May, 14:00–14:30 Room V

Measuring the WSIS Targets – A statistical framework is a response to the WSIS call to develop indicators and produce official statistics for measuring the information society. The report puts forward concrete indicators to monitor the 10 WSIS targets, which range from connecting villages, schools, and health centres to developing online content and providing people with ICT access. It is a practical tool for policy-makers and data producers in developing countries to monitor and assess information society developments.

The report was prepared by the Partnership on Measuring ICT for Development’s Task Group on Measuring the WSIS Targets under the leadership of ITU, and in consultation with many experts in the field of ICT measurement. It is expected to become the main reference document for the final review of the achievements made towards meeting the WSIS targets in 2015.

Panellists

- **Mr Brahima Sanou**, Director, Telecommunication Development Bureau, ITU
- **Mr Mongi Hamdi**, Chief, Science and Technology, UNCTAD
- **Mr Hendrik van der Pol**, Director, UNESCO Institute for Statistics
- **Mr John Davies**, Vice President Sales and Marketing Group, General Manager Intel World Ahead Program, Intel Corporation

Report available at the following link: [http://www.itu.int/ict/partnership/wsistargets/](http://www.itu.int/ict/partnership/wsistargets/)
Publications: e- Environment

Wednesday, 18 May, 14:00–14:30 Room V

ITU-GeSI Report on Using Information and Communication Technologies (ICTs) to Tackle Climate Change (ITU-GeSI)

ICTs can be used in a number of ways to meet the requirements of the three main pillars of the Bali Action Plan arising from COP-13 in December 2007: enhanced action on adaptation, cooperative action to reduce greenhouse gas emissions, and actions on mitigation of climate change and the recently adopted Cancun Agreements. ICTs can address these and the problems that all countries (particularly developing countries) face with respect to climate change. ICTs can be used to mitigate the impact of other sectors on greenhouse gas (GHG) emissions and to help countries adapt to climate change. These impacts are described in this paper.

Link: http://www.itu.int/ITU-T/climatechange/itu-gesi-report.html

Using Submarine Communications Networks to Monitor the Climate (ITU)

This ITU-T Technology Watch Report gives an overview of how old and new submarine cables could be used for decades to come as a major resource and a real-time global network to monitor climate change and to provide tsunami warnings. Future generations of cables and associated components could have the capacity to directly measure climate variables, such as water temperature and salinity, as well as give pressure readings on the ocean floor. All this could be achieved over long periods of time at low cost. By encouraging technical standardization, ITU can facilitate implementation of this capacity.

Link: http://www.itu.int/en/ITU-T/techwatch/Pages/submarinenetworks.aspx

ICT as an Enabler for Smart Water Management (ITU)

Smart water management has become a key policy issue for the 21st century, as a growing number of factors are impacting the delivery of already scarce fresh water to millions of people. Economic growth, seasonal climatic conditions and rising population are all affecting availability of water resources. Moreover, a number of effects linked to climate change, such as lengthy droughts and extreme weather events, are worsening the situation. This ITU-T Technology Watch Report provides an overview of how ICT can be a strategic enabler for smart
water management policies and surveys upcoming ICT standards that will enable smart water initiatives.

Link: http://www.itu.int/en/ITU-T/techwatch/Pages/smartwatermanagement.aspx
The essential role and global importance of radio spectrum use for Earth observations and for related applications

- An extensive overview of the use of spectrum by Earth observation radiocommunication applications
- Overview of solar radio monitoring applications
- Benefits from spectrum use by the radio space service

Use of remote sensing systems in the study of climate change and the effects thereof

- Guidelines on the provision of satellite-provided remote sensing data for the purpose of studying climate change
- Summary of status of major climate variables and forcing factors


The document provides guidance for the environmentally sound management of used and end-of-life computing equipment with an emphasis on reuse and recycling, thereby diverting such used and end-of-life products from final disposal operations such as landfills or incinerators. It summarizes the information contained in technical guidelines and findings of the PACE group on environmentally sound management criteria and transboundary movement.

Available at:
http://www.basel.int/industry/compartnership/documents.html
UNEP Basel Convention Partnership for Action on Computing Equipment (PACE): Guideline on the environmentally sound testing, refurbishment and repair of used computing equipment, final draft, February 2011

This guideline on the environmentally sound testing, refurbishment and repair of used computing equipment promotes greater reuse of such computing equipment, through environmentally sound refurbishment and repair and the environmentally sound management of any discarded equipment or components. It provides concrete guidance applicable to refurbishment and repair facilities, including labelling/documentation, packaging, storage and handling of refurbished and repaired equipment.

Available at:
http://www.basel.int/industry/compartnership/documents.html


This guideline describes the chain of steps that should be taken in order to ensure environmentally sound management in material recovery facilities that recycle electronics, and to encourage operators at each step to know about, work with, and take their responsibility for human health, safety and the environment, so that the entire value chain works in both an economically and environmentally sustainable manner.

Available at:
http://www.basel.int/industry/compartnership/documents.html

Publication: M-Government: Mobile Technologies for Responsive Government and Connected Societies

Thursday 19 May, 14:00 – 14:30 Room XI

The report highlights the critical potential of mobile technologies for improved public governance, as well as for economic and social progress towards the achievement of the internationally agreed development agenda defined in the Millennium Development Goals (MDGs). The in-depth analysis of the prerequisites for m-government, its main benefits and challenges, the value-chain and the key stakeholders, and the checklist of concrete actions intended to sustain policy-makers in monitoring and updating their knowledge on m-government, and to draw on its implications for public sector governance, public service delivery, and smarter and more open government.

URL: http://www.itu.int/ITU-D/cyb/app/m-gov.html
Publication: Perspectives on Policy Responses to Online Copyright Infringement – An Evolving Policy Landscape

Thursday, 19 May, 14:00–14:30 Room IX

Countries around the world are exploring and experimenting with new solutions to address online copyright infringement. This discussion paper examines various emerging Internet-focused strategies for the enforcement of copyright online:

- graduated response and suspension of Internet access;
- traffic shaping;
- blocking;
- content identification and filtering; and
- domain name system manipulation;

and considers some of the potential implications of such strategies for the Internet, Internet technologies, access and use. It is intended to stimulate further dialogue and collaborative multistakeholder examination of these issues.

This paper draws from the expertise and discussions within the volunteer Internet Society Copyright Working Group (2009–2010). The Internet Society would like to express its sincere thanks to the members for their strong commitment to this project, many insightful ideas, and ongoing support of the Internet Society’s mission.


Publications

The Role of ICT in Advancing Growth in Least Developed Countries, Trends, Challenges and Opportunities, 2011

Thursday, 19 May, 14:00–14:30 Governing Body Room

The Role of ICT in Advancing Growth in Least Developed Countries: Trends, Challenges and Opportunities report is being published on the occasion of the Fourth United Nations Conference on the Least Developed Countries (LDC-IV, held in Istanbul, Turkey in May 2011.

Available at: http://www.itu.int/ITU-D/ldc/publications.html
ICT and Telecommunications in Least Developed Countries: Review of Progress Made During the Decade 2000-2010

The vulnerability of least developed countries (LDCs) to external economic shocks, the environmental effects of climate change, as well as the their low levels of literacy, among other factors, challenge the ability of LDCs to meet national and international development goals, including the Millennium Development Goals (MDGs).

Available at: http://www.itu.int/ITU-D/ldc/publications.html

Publication: WSIS Stocktaking: Success Stories 2011

Thursday, 19 May, 16:30 18:00 Room XI

The 2010 WSIS Stocktaking Session, held during the WSIS Forum 2010, recommended that ITU develop a set of case studies in order to leverage the efforts of countries in WSIS Implementation which were reported to WSIS Stocktaking. Consequently, Success Stories 2011 was elaborated in close collaboration with the WSIS Stakeholders, with the aim of showcasing examples of WSIS Implementation projects and transferring experience and knowledge at a global level. The “Success Stories 2011” publication aggregates several voluntary contributions from around the world that were collected from active members of the WSIS Stocktaking Platform during the 2010–2011 period, and illustrates key lessons drawn from the management of these projects.
RECEPTION Monday 16, 18:00

the organizers

have the pleasure of inviting you
to a reception

which will be held

on

Monday, 16 May 2011, at 18:00

Reception sponsored by UAE

VENUE
ILO Restaurant
"Le Monilon"
Floor R2 NORD
International Labour
Organization
EXHIBITION

The Exhibition offered WSIS Stakeholders an opportunity to showcase, at an international level, the activities carried out by them in context of the WSIS outcomes.

The exhibition stands were located at the entrance of ILO Porte I, R3 Sud, and the vibrant networking atmosphere in the exhibition area made it possible to meet new potential partners and to learn about their flagship initiatives.

The Exhibition Inauguration took place from 13:00-13:15.

Find below a list of all Exhibition Stand Organizers:

<table>
<thead>
<tr>
<th>Logo</th>
<th>Name of Organizer</th>
<th>Subject of Display</th>
<th>Country</th>
<th>Web page</th>
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<td>Switzerland</td>
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<td><img src="image" alt="UN-HABITAT Logo" /></td>
<td>UN-HABITAT</td>
<td>Promotion of Urban Gateway, the global online urban portal, launched on April 2011. The portal allows governments, local authorities, civil society organizations, the private sector, urban professionals and researchers to exchange best practices, collaborate on projects, share the latest thinking on urban issues and trends, find expertise, and mobilize resources for urban initiatives</td>
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<td>Towards Inclusive Knowledge Societies</td>
<td>France</td>
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<td>ICT4D Collective &amp; UNESCO Chair in ICT4D, Royal Holloway, University of London</td>
<td>To share knowledge and understanding of the work done by the ICT4D Collective in the field</td>
<td>United Kingdom</td>
<td><a href="http://www.ict4d.org.uk">http://www.ict4d.org.uk</a></td>
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<td>Raising the Floor – International</td>
<td>To raise awareness of the work going on in cloud computing and accessibility – and to help people interested in this topic connect with each other. A key purpose of the Exhibit space was a place for people to meet and connect with each other. Also to introduce both the CLOUD4All project in Europe and the international collaborative efforts to build a Global Public Inclusive Infrastructure</td>
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<td>E-TIC, GreenVoice, Maaya, CyberVolunteers</td>
<td>Switzerland</td>
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<td>TESA OF Ghana Telecom University College, EKOICT &amp; WAIYS</td>
<td>Schools and community ICT Projects in Ghana and West Africa ICT Youth Society</td>
<td>Ghana</td>
<td><a href="http://www.tesaworld.org">http://www.tesaworld.org</a></td>
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<td>To showcase the achievements of Iran, especially the activities of Culture Ministry on the basis of the WSIS Action Lines.</td>
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<td>IT Security</td>
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<td>Italy</td>
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<td>Partnership for Action on Computing Equipment (PACE)</td>
<td>Switzerland</td>
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<td>World Radiocommunication Conference 2012</td>
<td>Switzerland</td>
<td><a href="http://www.itu.int">www.itu.int</a></td>
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World Telecommunication and Information Society Day

Tuesday 17 May, 10:30 – 12:00, (ITU Popov Room / Overflow Room II at ILO)

The World Telecommunication and Information Society Day (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 WTISD.

The WTISD endeavours 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 rural populations.

As a means of bringing global attention to this theme, ITU presented the annual World Telecommunication and Information Society Award to the eminent personalities listed below:
President of Finland Tarja Halonen

President of Finland Ms Tarja Halonen is co-chairman of the High-level United Nations Panel on Global Sustainability and has focused on several key issues, from sustainable sourcing to improving access to education and improving maternal health in low-income countries. Finland is one of the premier centres for ICT innovation and productivity, especially in the mobile phone sector. In July 2010, Finland made broadband a legal right for all citizens, which is in line with ITU’s campaign to accelerate broadband connectivity in order to feed both rural communities and urban centres with the means to meet their development goals and aspirations.

Telecommunication innovator Sam Pitroda

Mr Sam Pitroda is currently Adviser to the Prime Minister of India on Public Information Infrastructure and Innovations and Chairman of the National Innovation Council of India. He is also widely considered to have been responsible for India’s telecommunications revolution and has been a leading campaigner to help bridge the global digital divide. As technology Adviser to Prime Minister Rajiv Gandhi in the mid-1980s, Mr Pitroda not only heralded the telecom revolution in India, but also made a strong case for using technology for the benefit and betterment of society through several missions on telecommunications, literacy, dairy, water, immunization, and oilseeds. He has continued to redefine the role technology can play in a society like India by linking it to better delivery of services for the underprivileged in the country.

CEO of Inveneo Kristin Peterson

Ms Kristin Peterson is CEO of Inveneo, a non-profit social enterprise that takes computers, Internet access and telephony to rural and underserved communities in the developing world. To help offset connectivity issues and environmental challenges, Inveneo’s solutions incorporate cost-efficient and sustainable features that include ultra-low-power computing and long-distance wireless connectivity, and they partner with local ICT entrepreneurs for in-country deployment. Ms Peterson has led Inveneo’s efforts to deliver education, health care, economic development and relief projects in Haiti and in 25 countries throughout Sub-Saharan Africa and South Asia with life-impacting ICTs.
Fourth Parliamentary Forum on Shaping the Information Society

The Triple Challenge of Cybersecurity: Information, Citizens and Infrastructure

18–20 May 2011

Geneva, Switzerland
Summary

The Fourth Parliamentary Forum on Shaping the Information Society “The Triple Challenge of Cyber-Security: Information, Citizens and Infrastructure” was held from 18 to 20 May 2011 at the Headquarters of the International Labour Organization in Geneva, Switzerland. The event was co-organized by the United Nations Department of Economic and Social Affairs (UNDESA), the Inter-Parliamentary Union (IPU) and ITU.

The Forum was the fourth meeting of members of parliament focusing on issues relating to the Information Society organized within the framework of the Global Centre for ICT in Parliament, a partnership initiative launched by UNDESA and the IPU at the WSIS in 2005.

The aim of the Forum series is to further dialogue among legislators on parliamentary actions that can contribute to the shaping of the Information Society in view of the WSIS implementation, follow-up and future 2015 review. It also intends to strengthen the interaction at international level between members of parliaments and representatives of international organizations working in this domain with a view of identifying good parliamentary practices for the advancement of ICT-related policies in favour of the internationally-agreed development goals.

The Fourth Parliamentary Forum attracted about 100 members of parliament, including chairs/presidents of parliamentary committees with responsibility for science and technology, information and telecommunication, from all over the world. Other participants included senior representatives and officials of international organizations, as well as experts from agencies, governments and the academia.

Following consultations, led by the Parliament of Chile, participants endorsed a final declaration, which highlighted the following issues:

Effective and harmonized legal frameworks are necessary to address the challenges of cybersecurity:

- Confidence in cyberspace is vital for the development of the information society. Parliamentarians have the responsibility to enact legislation that promotes a safe and enabling environment for citizens, businesses and institutions to fully benefit from the Internet revolution.

- Cybercrime and the illicit use of ICT cannot be combated effectively without greater harmonization of our national legislation. The lack of harmonization creates an environment in which criminal activities can proliferate in relative impunity, and it is therefore urgent to act promptly.

While noting with satisfaction the regional and international initiatives to promote cybersecurity, participants deplored the absence of an internationally agreed instrument that would provide a comprehensive framework for countries to coherently address cybersecurity issues in a coordinated manner.

Participants called upon the Global Centre for ICT in Parliament to strengthen its engagement with parliaments on topics related to the Information Society. In particular, they requested the Global Centre to create a working group of parliamentarians to explore ways to harmonize legislation on cybersecurity, and to report back on progress at the next Parliamentary Forum.

At the end of the meeting, participants thanked the co-organizers – the UN, ITU and IPU – as well as the Global Centre for ICT in Parliament, and encouraged all parliaments to participate in the next annual forums in preparation of the 2015 review of the World Summit on the Information Society.
e-Environment day

e-Environment day at the WSIS Forum 2011

For the WSIS Forum 2011, the co-facilitators for this Action Line (ITU, UNEP, WMO and the Basel Convention) organized a full day of events under the heading “e-Environment day at WSIS Forum 2011”. This thematic day included two workshops, an Action Line Facilitation Meeting, a publication releases session and a joint stand, offering participants several opportunities to exchange knowledge and network with each other.

ICT Sector Engagement Towards a Green Economy: Pathways to Sustainable Energy for ALL

The first workshop of the day looked at the efforts of the ICT industry to increase energy efficiency in the sector, where energy savings are particularly envisaged for the operation of infrastructure, equipment and services. The session also provided an overview of energy efficiency in all areas of production and consumption, and looked at ways in which ICTs can help to achieve more effective energy production and distribution as well as energy consumption by end users.

The session highlighted the set of methodologies currently being developed within ITU-T Study Group 5 to measure the life-cycle impact of the ICT Sector, both in terms of its own greenhouse gas emissions and the savings created through ICT applications in other industry sectors. These methodologies will be instrumental to green the ICT industry and encourage the adoption of ICTs as enablers of a low carbon economy.

Finally, participants underlined the positive transformative potential of ICTs to de-carbonize the economy. Examples of this include the promotion and wide deployment of new smart technologies, such as smart grids or intelligent transport systems, as well as ensuring that energy efficient or
alternative energy solutions are accessible and affordable for all. This last aspect will be much discussed during 2012, the “International Year for Sustainable Energy for All”.

Avoiding e-waste: Moving to environmentally sound life-cycle management of ICTs

The second session of the “e-Environment day” was focused around the hot issue of e-waste. The session brainstormed possible ways of establishing partnerships that link environmentally sound management of end-of-life computing equipment with ICT development programmes, including financing, infrastructure strengthening and education on national, regional and international levels.

The session highlighted the challenges that the accelerated adoption of ICTs will present for human health and the environment if the environmentally sound management of ICT equipment is not applied. From the life-cycle perspective, the engagement of the sector in addressing e-waste is of paramount importance. The link between the ICT and environment sectors at the national level needs to be strengthened to enjoy the benefits of the Information Society without compromising health and the environment.

A multistakeholder approach to this issue equipment engaging governments, the private sector, academia and NGOs was accentuated by all panellists. Practical examples further underlined the value of this approach. In particular it was highlighted the role of governments to set up legal frameworks and standards, undertaking capacity-building activities (in particular directed to the informal recycling industry), issuing licensing, and adopting green public procurement. The private sector should also further embrace social corporate responsibility and improve performance in terms of energy consumption and recyclability.

As follow-up actions to this session, participants proposed to intensify awareness-raising activities directed to the general public, encourage standardization and optimization of ICT equipment and promote cooperation between the ICT and environment sectors among international organizations and on the national level to more effectively deal with the increased usage of the end-of-life ICT equipment

From WSIS to Rio+20: The role of ICTs in sustainable development and the green economy transition

The Action Line Facilitation Meeting focused on the issue of sustainable development as an alternative model for growth and prosperity as suggested within the framework of the Rio+20 process. Participants in this session highlighted the enormous power of technological innovation and the ICT sector in particular in catalyzing the transition to a “green economy”. As in the previous sessions, it was recognized that the active involvement and cooperation of all stakeholders will be necessary to move the sustainable development agenda forward.

The ICT industry from its side can leverage the speed of this transition and provide tangible ideas and solutions towards a lower carbon economy through dematerialization, standardization, innovative design of products, new IT-enabled services and applications. At the same time, the private sector needs to adopt a comprehensive approach to ensure that innovation is a solution provider and not a problem creator. Behavioural attitudes of consumers as well as policy planning and practices of governments also need to be influenced in order to mainstream environmental concerns and promote ethical consumption. To this end, all stakeholders will need to be actively involved to overcome the obstacles found since the first Earth Summit in the implementation of the major environmental conventions and treaties.
Other issues highlighted during this discussion were the role of the UN system in ensuring both development and inclusion in the modern Information Society or the need for holistic approaches grasping all aspects and levels of planning, policy and practice. For instance, IT-enabled and climate systems can greatly improve better management of resources; however it is critical that the information they provide are relevant to the needs of each actor.

As a conclusion to this session participants agreed that the Information Society has many lessons to share with the sustainable development community. To this end a call to action was launched to look at the lessons learned from the WSIS process to prepare an input that can be presented throughout the preparatory process of the Rio+20 conference. Such input would highlight the key role of ICTs in the promotion of sustainable development and assist in the success of the conference. The WSIS Forum 2012, which will take place a few weeks before the conference, could be a good platform to present the results of this exercise and to promote the launching of new multistakeholder partnerships during Rio+20 to promote concrete ICT applications for a sustainable future.

e-Environment day at the WSIS Forum 2011

In summary, the “e-Environment day” brought together experts from the ICT public and private sectors, civil society, as well as experts from the environmental community, looking together at the key role of the information society in the protection of the environment. The three sessions of the day identified several activities to be followed up for the WSIS Forum 2012, in particular the invitation to produce an input for the Rio+20 conference. The co-facilitators for this Action Line invite other Action Line co-facilitators to participate in this task. One of the success stories of the day was the involvement of the civil society in the organization of the sessions. An aspect to improve for the future was the participation of the public sector, which was, in general, low throughout the sessions. The event moved forward on creating bridges between the ICT and the environmental communities, a bridge that will need to be strengthened in the future.
Internet Governance Forum

Internet Governance Forum: Open Consultation
Wednesday, 18 May, Governing Body Room

The purpose of this meeting was to hold Open Consultations on the programme and schedule of the Sixth Annual IGF Meeting, which will be held in Nairobi, Kenya on 27–30 September 2011. The theme of which will be “Internet as a catalyst for change: access, development, freedoms and innovation”. The consultation focused particularly on the selection of workshops for this year’s meeting.

Internet Governance Forum: MAG (Open to Observers)
Thursday, 19 May, Room IV

This was a meeting of the Internet Governance Forum’s Multi-stakeholder Advisory Group (MAG). The group further deliberated on the input received in the previous day’s Open Consultations and discuss refinements to the programme and schedule for the IGF 2011 meeting in Nairobi, Kenya.

Further information available at: http://www.intgovforum.org/cms/
Pursuant to Article 109 of the Tunis Agenda, the sixth meeting of WSIS Action Line Facilitators took place within the framework of the WSIS Forum 2011. The purpose of the meeting was to assess the general progress made within the WSIS Action Lines, as well as to identify measures to strengthen the overall WSIS implementation process. All Facilitators and Co-Facilitators of WSIS Action Lines attended the meeting and reported on their respective Action Lines.

ITU, UNESCO, UNDP provided brief introductory remarks and welcomed all present to the meeting. ITU encouraged participants to engage in interactive discussions and debate, and invited facilitators to give briefings on their respective Action Lines focusing on challenges and opportunities and ways to strengthen the Action Line facilitation process.

**Action Line C1-C7-C11 Focal Point UNDESA**

Mr Vyacheslav Cherkasov from the United Nations Department of Economic and Social Affairs (UNDESA) reported on Action Line C1 (The role of public governance authorities and all stakeholders in the promotion of ICTs for development), C7 (e-Government), C11 (International and regional cooperation).

On Wednesday, 18 May, UNDESA convened the sixth Facilitation Meeting on implementing the outcomes of the WSIS. Participants exchanged information and discussed progress in implementing
three of the 11 WSIS Action Lines: the role of public governance authorities and all stakeholders in the promotion of ICT for development (Action Line C1); ICT applications – e-government (action Line C7); and international and regional cooperation (Action Line C11).

The purpose of the Sixth Facilitation Meeting, open to all stakeholders from the public and private sectors, civil society and international organizations, was to provide a platform for participants to exchange information and experiences; to identify the propriety areas for implementation within the Action Lines; and to create synergies among different stakeholders for more effective knowledge sharing and collaboration in order to ensure the implementation of WSIS at the international, regional and national levels. The meeting also contributed to further coordination of major stakeholders’ activities to support strategic planning and implementation of accessible, inclusive and participatory governments. One of the current trends for e-government development was active and strong citizens’ and businesses’ involvement in public services delivery. This tendency is based on an unprecedented accessibility and openness of public administrations’ data and possibilities for citizens and businesses to build value-added public services on top of it.

Participants present mentioned the continued challenge of human capacity building in e-government and other fields, from building awareness and understanding of the potential of ICTs between government and citizens, through developing the skills of policy-makers, civil servants and industry professionals, to addressing the needs of citizens and micro-enterprises. There is a need for continued research and work in the area of the evolving e-government initiatives and now citizen engagement applications – not as a luxury but as a necessity in trying to earn and restore public trust in government.

The participants underlined that the WSIS Forum is widely regarded as a major improvement in the facilitation of WSIS action lines and the Forum’s inclusiveness and openness and its new thematic focus has been responsible for increased physical and remote participation in the meeting. However a concern was voiced about the lack of dedicated resources for the facilitation of action lines and would like to see more collaboration between action lines’ facilitators between annual meetings, fostering the cross-cutting value of ICTs in different domains.

The facilitation meeting on Action line C1-C7-C11 was chaired by Mr Cherkasov.

Speakers included: Mr Makane Faye, OIC, e-Applications, UNECA; Mr Gherardo Casini, Head, UNDESA Office in Rome; Mr Randy Ramusack, United Nations Technology Officer, Microsoft Corporation; Mr Michael Szafraniec, Operations Manager, CareWays Community, (Australia); Mr Hani Eskandar, Technical Officer, BDT, ITU; Ms Andreea Stoiciu, Director at the Institute for Management and Sustainable Development (IMDD) (Romania); Dr Yuri Hohlov, Chairman of the Board, Institute of the Information Society (Russia); Ms Esperanza Magpantay, Statistician, Market Information and Statistics Division, BDT, ITU.

UNDESA made two proposals:

1. Organizing special thematic sessions for the following WSIS Forums, this would enable AL Facilitators and participants to prepare better resulting in better discussions.

2. The guidelines for AL facilitators could be revisited and a set of new guidelines could be proposed.

**Action Line C2 Infrastructure – Focal Point ITU**

Mr Riccardo Passerini, BDT, ITU, provided an update on the WSIS Forum Action Line C2 Interactive Facilitation meeting that was organized as a panel discussion during the Forum. The theme for this year’s discussion, “Broadband Infrastructure for connecting the unconnected”, was selected based
on proposals received during the WSIS multistakeholder consultation process. Mr Brahima Sanou, BDT Director, delivered the opening speech. Minister H.E. Mrs Nibigira (Burundi), Minister H.E. Mrs Matic (Serbia), and Deputy Minister H.E. Velizadeh (Azerbaijan) then presented the role of administrations in providing broadband as his keynote speech. Under the moderation of Mr Passerini and based on presentations by the high-level panellists, the role/perspective of broadband networks in rural and remote areas were discussed.

The Action Line C2 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 ten 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; and (7) social impact of broadband.

The following issues and recommendations were highlighted during the panel discussion:

- Demand of broadband services in developing countries is increasing. Today’s new broadband opportunities require a new vision by all potential broadband providers, and a new paradigm for policy-makers and regulators.

- Broadband regulation to reduce regulatory burdens, enhance innovative incentives, and coordinate efforts by all links in the broadband value chain, should be considered. Basically less regulatory intervention creates more business opportunities, ensuring that once in place, the infrastructure is accessible to all operators on open, transparent and non-discriminatory terms.

- New spectrum management policy and adequate and harmonized frequency allocation is crucial to the provision of wireless broadband services in rural and remote areas. In this regard, spectrum flexibility can open opportunities for new players to enter the market, with lower infrastructure costs, bringing greater choice and reducing the price of communications. The World Radiocommunication Conference next year (WRC-12) will play an important role.

- Standardization of broadband wireless access is important for utilization of broadband system. ITU will continue to play an important role in that regard.

- Standardized, reliable and safe energy systems are also important for utilization of broadband system. Cost and quality of energy are seen as future challenges to be addressed in the provision of broadband to rural and remote areas.

- Administrations should encourage public–private partnerships (PPP) in conducting projects to overcome economic barriers. Attention should be paid to encourage combination of public and private funding aimed at deploying broadband infrastructure.

- Every administration should facilitate making affordable and high-quality broadband deployment possible in their countries to enable bridging the economic and social digital divide. Incentive from government focusing on e-applications (e.g. e-education) an effective way. Delegation of public services is also recommended for facilitating the development of high speed broadband.

- Every country needs to further develop policies to encourage competitive provision of broadband services coupled with broadband ubiquity policies to address the digital divide. Making use of complementary universal service provisions should be taken into consideration to address a digital divide between those with access to high speed broadband
and those without. It is the administration’s role to define and the develop a sustainable universal services policy and strategy.

- In order to promote the use of broadband, administration should connect local government buildings, educational institutions and hospitals that either lack broadband options or pay exorbitant fees to incumbent phone companies.
- Access to broadband should be coupled with sufficient focus on increasing PC penetration and enhancing e-skills through demand stimulation measures such as training for students, low skilled groups and professionals, and subsidizing equipment/installation/subscription costs.

**Action Line C3: Access – Focal Point UNESCO**

Mr Cedric Wachholz, UNESCO, provided an update on the Interactive Action Line Facilitation Meeting on Culture. UNESCO, as facilitator for the WSIS Action Line 3 – Access, together with ITU (co-facilitator), organized an interactive session bringing together representatives of international organizations, academia, public–private partners and disability rights activists. This interactive debate explored existing and potential usage of ICTs to improve access by persons with disabilities to information and knowledge and encourage their participation in social, economic and political life.

The speaker of the session shared their good practices in the area of digital inclusion and encouraged international cooperation among national, local, nongovernmental and civil society organizations working with persons with disabilities.

**The following issues were discussed during the interactive session:**

- UN Convention of the Rights of Persons with Disabilities mandates and progress of countries in implementation;
- key barriers to access information and knowledge for persons with disabilities;
- solutions available to eliminate barriers and discrimination; and
- impact in relation to installed bases of ICTs worldwide on education, employment and cultural opportunities.

**Main points summarizing the discussion**

- ICTs are effective tools to reach out to persons with disabilities, which can improve their quality of life. ICTs provide new educational and employment opportunities as well as promote their social inclusion and participation.
- The social and economic costs of digital exclusion are very high, not only for the excluded, but for society as a whole.
- The growing global crisis continues to growth in terms of continues development of inaccessible ICTs. For persons with disabilities, a price of ICTs is increasing, in availability is decreasing and no technologies for each disability and for each person with disabilities.
- The Internet should be accessible for persons with disabilities in order to access to information and knowledge as well as digital office documents should be made accessible.
- ICTs can contribute to the implementation of the UN Convention of the Rights of Persons with Disabilities (CRPD) and the inclusion of disability in international aid.
• Introduction of ICTs in education for people with different types of learning needs should be taken with a systematic approach. It is essential to ensure that not only people with disabilities, but also educational staff are trained to use ICTs and address different learning needs in classrooms.

• Promotion of positive attitudes helps to overcome some of the barriers.

• Emerging cloud-based infrastructures and the ability to personalize applications and content should be used to enable digital inclusion and address barriers of physical, sensory and cognitive access to online systems.

**Action Line C4: Capacity Building – Co-facilitator ITU**

The WSIS outputs on capacity building emphasized that “each person should have the opportunity to acquire the necessary skills and knowledge in order to understand, participate actively in, and benefit fully from, the Information Society and the knowledge economy.” ICTs can contribute to achieving universal education worldwide, through delivery of education and training of teachers, and offering improved conditions for lifelong learning, encompassing people that are outside the formal education process, and improving professional skills.

Mr Robert Shaw, ITU, reported on the Action Line meeting during the WSIS Forum 2011. An Action Line C4 Facilitation Meeting was co-organized by ISOC and ITU and held on 17 May 2011. It was chaired by Ms Nermine El Saadany, Director, International Relations Division, Ministry of Communications and Information Technology (MCIT), Egypt. Speakers/panellists included Mr Gerard Ross from the Internet Society (ISOC), Mr Mark Summer, Co-Founder and Chief Innovation Officer, Inveneo and Dr Jovan Kurbalija, Director, DiploFoundation.

The WSIS outputs on capacity building emphasized that “each person should have the opportunity to acquire the necessary skills and knowledge in order to understand, participate actively in, and benefit fully from, the Information Society and the knowledge economy.” The chosen theme of this year’s meeting was the intersection of the three topics “Leadership, Innovation and Capacity Building”.

After introductory remarks by the Chairperson, the panellists gave their perspectives on the theme of the meeting. Mr. Ross from ISOC highlighted the non-traditional history of “bottom-up” development of leaders in the Internet community and noted that this leadership model had been very successful in driving innovation and building capacity. He emphasized that in this context, a concept of leadership had emerged not in the Churchillian mold of a single dominant figure with central responsibility, but rather as a meritocracy that emerged out of the collaborative Internet model, sustained and supported by a multi-stakeholder participatory model.

Mr. Summer from Inveneo discussed some of Inveneo’s grass roots based capacity-building efforts to support local entrepreneurs on both technical and business issues with a strong focus on ensuring that their efforts were continued and sustainable after they had left. In this context, he noted that while ICTs are a key enabler, many other factors such as culture, business models, and available infrastructure play a key role. In that regard, Inveneo has been attempting to build an eco-system of certified in-country ICT entrepreneurs that they partner with around the world to ensure sustainability.

Dr Jovan Kurbalija, of DiploFoundation discussed their experiences in trying to build capacity to assist small and developing states to participate more efficiently in global policy processes, including Internet governance discussions. He noted the challenges in dealing with the different perspectives on leadership and governance models across the globe (e.g., highly hierarchical versus more flat models, state supremacy versus multistakeholderism).
A question from the floor gave the perspective that even in the multistakeholderism model, strong personalities emerge as leaders and hierarchies eventually form. In reply, it was noted that a desirable leadership trait would be the ability to recognize that different governance perspectives exist as well as the ability to engage and communicate across boundaries in a multi-stakeholder environment. A comment from a remote participant suggested that at the next WSIS AL C4 meeting, there should be a greater emphasis on an interactive dialogue.

**Action Line C5: Cybersecurity- Building Confidence and Security in the Use of ICT**

Mr Marco Obiso, ITU presented the report on AL C5, he emphasized on the multi-stakeholder aspect of the Interactive Facilitation meeting on Action Line C5. In line with the WSIS principle of multi-stakeholder participation on an equal footing, and within the framework of WSIS Action Line C5 – Building confidence and security in the use of ICTs, sessions were held during WSIS Forum 2011. He also emphasised the increasing interest of not only the WSIS Stakeholders but also, this year Parliamentarians from all over the world, in the Cybersecurity issues.

He highlighted that in particular, national experts of ICTs have shown how they are dealing with cyber threats and what measures have been adopted. Complete Report of Action line C5 is available at: [http://groups.itu.int/wsis-forum2011/Agenda/OutcomeDocument.aspx](http://groups.itu.int/wsis-forum2011/Agenda/OutcomeDocument.aspx)

**Action Line C6: Enabling Environment: Focal Point – ITU**

A fundamental role of ITU, strengthened by the World Summit on the Information Society (WSIS), is to promote the creation of an enabling environment for the development of ICTs and to extend the benefits to all. Enacting an appropriate regulatory framework and establishing competition and investment incentives is essential in this regard. As the lead facilitator on WSIS Action Line C6, ITU will continue to showcase successful experiences and look for positive synergies among stakeholders in implementing the WSIS goals.

Ms Alessandra Pileri, ITU reported on Action Line C6. Following tradition, the Action Line C6 Facilitation meeting was organized as an interactive panel discussion, involving multiple stakeholders including national governments, regulators, industry, civil society and international organizations with remote participation. 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.

The theme for this year’s discussion was selected based on proposals received during the WSIS multi-stakeholders consultation process. The BDT director noted the growing demand for access to high speed broadband services, both fixed and mobile. He outlined the need for consumer protection, sustainability, transparency, efficiency and stressed the increasing uncertainty surrounding the legal and regulatory obligations related to data in cloud systems that could jeopardize the benefits of cloud computing. He also mentioned the upcoming meetings and in particular, the 12th Forum on Telecommunication/ICT Regulation and Partnership in Africa (FTRA-2011) to be held in Kigali, Republic of Rwanda, 13 to 15 June 2011, that will focus on the theme of Cloud computing.

All panellists underlined the need for low-cost sophisticated and environmentally sustainable IT services and agreed that cloud computing could be looked at as a commodity, like electricity, water or gas and that it is a technical opportunity with the emphasis on operations expenditure rather than
on capital expenditure. Panellists also agreed that stakeholders have increasing difficulties in managing the various ICT systems that are relied upon to do their jobs, and if governments and the private sector can benefit from the optimized pay-per-use resources of cloud computing, then a more general approach to problems such as viruses and spam will also reduce costs.

Where the choice of available services depends on client needs, the building of reliable systems depends on the private sector platform’s offer, with long-term concerns of interoperability, safety, security, consumer protection that may require regulatory assistance at international level, to ensure transparency, trust and protection of sovereign rights of national economies. More public-private partnerships were called for, in addition to the need for human resources training and the development of appropriate policy. The oligopolistic situation of the cloud computing market which is dominated by industry players based in developed countries was stressed.

In addition, it was noted that the standardization process will play an important role in the harmonization and interoperability of this new technology, and the legal framework concerning cross-border data and content such as intellectual property rights will need to be discussed. ITU-T established a focus group on the standardization of cloud computing that includes 25 organizations both from the public and private sector, academia and research institutes. The group is open to non-ITU members and examines inter alia questions like security and privacy. The results of the work of the focus group are expected end of 2011. Standards have a crucial role to play in questions of reliability of the infrastructure, mostly in developing countries, and interoperability at and among the different layers: infrastructure, platform of services and software. ITU can certainly play a key role in addressing regulatory challenges requiring international coordination.

Some accessibility and reliability challenges, especially in developing countries, will need to be addressed. Private sector panellists responded that the market will most likely be able to offer innovative solutions. It was also stressed that where security and data protection regulation don’t exist, governments and public authorities should take the lead and introduce them.

Finally, the questions of intellectual property rights (IPRs) and the need for capacity building in the area of cloud computing were also discussed. The need for reliable connectivity, electricity and efficient back-up procedures for the data at the consumer level was recognized a key element.

As a follow up on the meeting, information on cloud computing as available and referenced from the ITU’s TREG website, work of the ITU-T Focus Group on cloud computing, report and outcome of June 2011 meeting of the Broadband Commission, results and reference documents from the Forum on Telecommunication/ICT Regulation and Partnership in Africa 2011.

**Action Line C7: E –Environment- UNEP, ITU, WMO and Basel Convention**

Mr Matthias Kern, UNEP provided a reported on the e environment day held at WSIS Forum 2011.

**e-Environment day at WSIS Forum 2011**

For WSIS Forum 2011, the co-facilitators for this action line (ITU, UNEP, WMO and the Basel Convention) organized a full day of events under the heading “e-Environment day at WSIS Forum 2011”. This thematic day included two workshops, an action line facilitation meeting, a publication releases session and a joint stand, offering participants several opportunities to exchange knowledge and network with each other.
ICT Sector Engagement Towards a Green Economy: Pathways to Sustainable Energy for ALL

The first workshop of the day looked at the efforts of the ICT industry to increase energy efficiency in the sector, where energy savings are particularly envisaged for the operation of infrastructure, equipment and services. The session also provided an overview of energy efficiency in all areas of production and consumption, and looked at ways in which ICTs can help to achieve more effective energy production and distribution as well as energy consumption by end users.

The session highlighted the set of methodologies currently being developed within ITU-T Study Group 5 to measure the life cycle impact of the ICT Sector, both in terms of its own greenhouse gas emissions and the savings created through ICT applications in other industry sectors. These methodologies will be instrumental to green the ICT industry and encourage the adoption of ICTs as enablers of a low carbon economy.

Finally, participants underlined the positive transformative potential of ICTs to de-carbonize the economy. Examples of this include the promotion and wide deployment of new smart technologies, such as smart grids or intelligent transport systems, as well as ensuring that energy efficient or alternative energy solutions are accessible and affordable for all. This last aspect will be much discussed during 2012, the “International Year for Sustainable Energy for All”.

Avoiding e-waste. Moving to environmentally sound life-cycle management of ICTs

The second session of the “e-Environment day” was focused around the hot issue of e-waste. The session brainstormed on possible ways of establishing partnerships that link environmentally sound management of end-of-life computing equipment with ICT development programmes, including financing, infrastructure strengthening and education on national, regional and international levels.

The session highlighted the challenges that the accelerated adoption of ICTs will present for human health and the environment if the environmentally sound management of ICT equipment is not applied. From the life-cycle perspective, the engagement of the sector in addressing e-waste is of paramount importance. The link between the ICT and environment sectors at the national level needs to be strengthened to enjoy the benefits of the Information Society without compromising health and the environment. WSIS Forum 2011 Outcome Document

A multi-stakeholder approach to this issue equipment engaging governments, the private sector, academia, and NGOs was accentuated by all panellists. Practical examples further underlined the value of this approach. In particular it was highlighted the role of governments to set up legal frameworks and standards, undertaking capacity-building activities (in particular directed to the informal recycling industry), issuing licensing, and adopting green public procurement. The private sector should also further embrace social corporate responsibility and improve performance in terms of energy consumption and recyclability.

As follow up actions to this session, participants proposed to intensify awareness raising activities directed to the general public, encourage standardization and optimization of the ICT equipment and promote cooperation between the ICT and environment sectors among international organizations and on the national level to more effectively deal with the increased usage of the end-of-life ICT equipment.
From WSIS to Rio+20: The role of ICTs in sustainable development and the green economy transition

The action line facilitation meeting session focused on the issue of sustainable development as an alternative model for growth and prosperity as suggested within the framework of the Rio+20 process. Participants in this session highlighted the enormous power of technological innovation and the ICT sector in particular in catalyzing the transition to a “green economy”. As in the previous sessions, it was recognized that the active involvement and cooperation of all stakeholders will be necessary to move the sustainable development agenda forward.

The ICT industry from its side can leverage the speed of this transition and provide tangible ideas and solutions towards a lower carbon economy through dematerialization, standardization, innovative design of products, new IT-enabled services and applications. At the same time, the private sector needs to adopt a comprehensive approach to secure that innovation is a solution provider and not a problem creator. Behavioural attitudes of consumers as well as policy planning and practices of governments also need to be influenced in order to mainstream environmental concerns and promote ethical consumption. To this end, all stakeholders will need to be actively involved to overcome the obstacles found since the first Earth Summit in the implementation of the major environmental conventions and treaties.

Other issues highlighted during this discussion was the role of the UN system in ensuring both development and inclusion in the modern Information Society or the need for holistic approaches grasping all aspects and levels of planning, policy and practice. For instance, IT-enabled and climate systems can greatly improve better management of resources; however it is critical that the information they provide are relevant to the needs of each actor.

As a conclusion to this session participants agreed that the Information Society has many lessons to share with the sustainable development community. To this end a call to action was launched to look at the lessons learned from WSIS process to prepare an input that can be presented throughout the preparatory process of the Rio+20 conference. Such input would highlight the key role of ICTs in the promotion of sustainable development and assist in the success of the conference. WSIS Forum 2012, which will take place a few weeks before the conference, could be a good platform to present the WSIS Forum 2011 Outcome Document results of this exercise and to promote the launching of new multi-stakeholder partnerships during Rio+20 to promote concrete ICT applications for a sustainable future.

e-Environment day at WSIS Forum 2011

Summarizing, the “e-Environment day” brought together experts from the ICT public and private sectors, civil society, as well as experts from the environmental community, looking together at the key role of the information society in the protection of the environment. The three sessions of the day identified several activities to be followed up for WSIS Forum 2012, in particular the invitation to produce an input for the Rio+20 conference. The co-facilitators for this action line invite other action-line co-facilitators to participate in this task.

Finally, one of the success stories of the day was the involvement of the civil society in the organization of the sessions. On the other hand, an aspect to improve for the future was the participation of the public sector, which was in general terms low throughout the sessions. Summarizing, the event moved forward on creating bridges between the ICT and the environmental communities, a bridge that will need to be strengthened in the future.
**Action Line C7: e-Learning ICTs and Education, Focal Point- UNESCO**

Mr Cedric Wachholz, UNESCO provided an update on the Interactive action line facilitation meeting on e learning.

Under the title of *E-Learning: Teachers Count*, UNESCO facilitated an e-learning session with presentations from intergovernmental organization, governmental sector, teachers’ union and NGOs of civil society concerned with teachers role in e-learning.

The meeting was chaired by Mr Karklins, UNESCO Assistant Director General for Communication and Information, and it started out with a round of presentations by the four panellists. Mr. Fengchun Miao, UNESCO ICT in Education Specialist, presented UNESCO’s ICT Competency Framework for Teachers, which in 2011 has been updated with example syllabi and experience from applying the Framework for identifying key teacher competencies worldwide. Mr. Mr. Arturo Ramírez, Advisor of the Vice Minister of Basic Education, Ministry of the Public Education, Mexico, then presented the Mexican government’s current initiative of training 1.1 million teachers in ICT skills. Mr Hans Laugesen, who is the Senior Educational Policy Officer and International Secretary in GL, the Danish National Union of Upper Secondary Schools and the representative for the Global Teachers’ Union (the Education International), highlighted the importance of training teachers in applying ICTs as a pedagogical tool drawing on examples from Denmark, the EU and Uganda. The final presentation was given by Mr Bart Dewaele, the Director-General of VVOB, the Flemish Association for Development Cooperation and Technical Assistance. Mr Dewaele presented the VVOB approach to teacher *grooming*, and highlighted key experiences and challenges in this work such as a clear vision and strategy for teacher development in this field.

After the round of presentations, Mr. Cyril Rithilie, the President of CoNGO (The Conference of Non-Governmental Organizations in Consultative Relationship with the United Nations), summarized the key points and results of the other session on ICT in Education organized by CoNGO in the forum prior to UNESCO’s meeting. And then the general discussion focused on available training packages such as the Pedagogical ICT driver license applied by EPIC as well as the Media and Information Literacy Curriculum for Teachers developed by UNESCO. A remote practitioner highlighted the need for the Digital Natives (the students) to integrate the Digital Immigrants (the teachers) into ICT in education.

Mr Karklins summed up the meeting by concluding that we are far from an ideal solution, but that practitioners, experts and decision makers by cooperating and communicating could grow the shared knowledge in this field and work together towards more appropriate solutions.

**Action Line C7: E-Business and E-Agriculture, Focal Point – UNCTAD**

Ms Marta Perez Cuso, UNCTAD focused on the facilitation process and on building partnerships. UNCTAD, FAO and ITC organised a joint session on the opportunities that mobile technology offers. The first part was devoted to e-business and focused on how mobile money can support small enterprises. It was chaired by ITC, moderated by UNCTAD and was implemented in the form of an interactive dialogue among invited experts and the audience. Dialogue format encouraged interactions and debate. Interaction from remote participants was satisfactory.

The challenge that UNCTAD faces is the there are lack of well defined targets. Lack of dedicated resources hinders the reach of the facilitation process.
Ms Highlighted the request of participation of civil society from developing countries. UNCTAD would like to support the establishment of an e-business target within the WSIS Action lines and hope that this is reflected in the WSIS Overall Review.

The report of the Action Line Facilitation meeting C7 is available here: [http://groups.itu.int/wsis-forum2011/Agenda/OutcomeDocument.aspx](http://groups.itu.int/wsis-forum2011/Agenda/OutcomeDocument.aspx)

**Action Line C7: E-Agriculture**

Mr Micheal Riggs, FAO, reported on Action Line C 7: e-agriculture. He appreciated remote participation as an integral part of the WSIS Forum 2011.

The action line C7 facilitation meeting provided an opportunity for networking between key stakeholders, enabling a platform for learning and sharing.

Key questions that were addressed included:

- What are the key characteristics that make mobile technology so important to rural and agricultural communities?
- What are the main socio-economic benefits that mobile technology can facilitate in rural communities?
- Why is mobile technology not creating positive benefits in rural communities, and what are some of the challenges that must be faced to rectify this situation?
- What mobile services are most needed in rural and agricultural communities now?
- How can the positive benefits of mobile technology be brought to a wider range of rural communities, enhancing economic development and food security?
- What policies and support mechanisms should governments put in place to foster the positive impact of mobile technology in rural areas?

One of the main outcomes of the Action Line facilitation meeting was to develop an impact evaluation model, for example the 5 indicators identified by Fusion in order to monitor and improve the impact of ICT used in rural communities of Sri Lanka.

**Action Line C3: Access/C7: e-Science Focal Point -UNESCO**

Mr Cedric Wachholz, UNESCO provided an update on the Interactive action line facilitation meeting on Culture.

**Action Line C8: Culture: Focal Point- UNESCO**

Mr Cedric Wachholz, UNESCO provided an update on the Interactive action line facilitation meeting on Culture.

Within the framework of Action Line C8 Cultural and Linguistic Diversity, preserving indigenous people’s culture is placed at the core of an inclusive, knowledge based Information Society. This year’s meeting therefore focused on the theme of promoting indigenous education and intergenerational transmission of indigenous knowledge.
While States recognize the right of education as a universal right, the indigenous experience with education includes a history of negative impacts including the suppression of indigenous languages, culture & knowledge. The UN Declaration on the Rights of Indigenous Peoples attempts to respond to the issues involved in education and indigenous peoples in several articles, most notably Articles 13, 14 and 15. Concepts surrounding the right to indigenous education include:

a) intergenerational transmission of indigenous histories, languages, oral traditions, philosophies, writing systems and literatures (Art 13);

b) indigenous communities’ right to establish and control their own education systems, delivered in their own languages and in a manner appropriate to their cultural methods of teaching and learning (Art 14);

c) the right to the dignity and diversity of their cultures, traditions, histories and aspiration which shall be appropriately reflected in education (Art 15)

The C8 discussion provided an opportunity to discuss how indigenous peoples, UNESCO, governments and the private sector are responding to these issues through the Information Society and the use of ICTs.

Speakers were: Malia Nobrega of the International Indigenous ICT Task Force; Roxanna Samii of IFAD; Roxana Widmer-Illiescu of ITU; and Teanau Tuiono and Serena Heckler of UNESCO.

**Action Line: C7 e-Health (WHO/ITU)**

Mr Hani Eskandar The World Summit on the Information Society’s Action Line C7 on e-Health calls for collaborative efforts of governments, the private sector and international organizations in improving health care and health information systems through the use of information and communication technologies (ICTs). It further calls for promoting medical training, education and research, while respecting and protecting citizens’ right to privacy.

The session reviewed progress and challenges of e-Health 6 years after the WSIS Tunis phase, from the perspectives of different stakeholders. Speakers and participants discussed the range and scope of ICT for health, progress made in countries and innovations in the field. Key challenges and barriers, and approaches to solving them were also covered. The well-attended multi-stakeholder forum showed the strong interest and growing capabilities in this dynamic action line.

**Moderator:** Dr Joan Dzenowagis, senior scientist e-Health, WHO

1. **Global perspectives:** Dr Joan Dzenowagis, WHO. Overview of the action line and global progress in key areas (national eStrategies, telemedicine, mHealth and evaluation): highlights from WHO’s Global e-Health Survey

2. **Country experience:** Dr. Maki Ortiz Domínguez, Deputy Minister for Integration and Health Sector Development, Ministry of Health, Mexico

3. **Private Sector/NGO efforts:** Ms Moshahida Sultana, Professor of Economics, Dhaka University, Bangladesh Sustainability of e-Health Program in rural Bangladesh – a Case Study from AG Breast Care

4. **Innovation:** Prof. Peter A. Bruck, Chairman, World Summit Awards WSA, winners of the WSA 2012 in the category e-Health.

6. **Standardization**: Mr Masahito Kawamori, Rapporteur of the ITU-T Study Group 16, Question 28 “Multimedia Framework for e-Health”: ITU work on e-Health Standardization

7. **Private Sector/NGO efforts**: Dr Pietro Aparicio, Millennia 2015, Destrée Institute, Belgium: Women and eHealth Initiative

8. **Private Sector/NGO efforts**: Mrs Salma Abbasi, The e-Worldwide Group. Leveraging ICTs and social structures to avoidable preventable deaths of mothers and newborns

Facilitation meeting noted that the need to move from pilots to up scaling projects. A lot of innovation has been seen in the area and the potential is huge, however for the innovation to move to a National level we need a ecological approach, enabling human resources, connectivity and infrastructure.

- Issue of standardization was highlighted, to make solutions affordable and interoperable.
- Two MDGs 2 and 5 are related to role of women in health and we could focus on that in the area of e health.
- Proposed a working group to share lessons learned and information with the developing countries.

**Action Line C9: Media Focal Point-UNESCO**

Mr Cedric Wachholz, UNESCO provided an update on the Interactive action line facilitation meeting on Media. UNESCO hosted the sixth facilitation meeting on C9 media at WSIS Forum 2011 joined by a panel of 4 speakers and 35 participants. The meeting explored various guidelines and media regulation frameworks of broadcasters, particularly PSB, and the emerging social network platforms. UNESCO took the opportunity to present two publications “Public Service Broadcasting: a Comparative Legal Survey” and “Guidelines for Broadcasters on Promoting user-generated Content and Media and Information Literacy”.

At reporting session, representative from ITU and AMARC respectively reported ITU’s work of supporting transition from analogue to digital broadcasting, and the latest development of community media. A civil society participant reported the recent dynamics of media education. A blogger panellist shared her view on why media regulation matters to every individual, particularly at this social media era. UNESCO’s publications were well appreciated by the participants. The discussion focused on how to maintain PSB’s important role in digital era, how to deal with the convergence of traditional media and new media, and particularly, the brand new media as Youtube which raises a huge challenge to existing media regulatory framework. Participants also put forward various questions about digital broadcasting transition and community media.

C9 meeting seemed to be the only session focused on media issues. Since Internet and ICT’s become most powerful media vehicles in digital era, it would be useful to give more attention to media issues and encourage organizing more media-related events including high level debates at WSIS forum in future.
Action Line C10: Ethical dimensions of the Information Society, Information Ethics, Focal Point - UNESCO

Mr Cedric Wachholz, UNESCO provided an update on the Interactive action line facilitation meeting on C 10. The session on “Cyber and Information Ethics: Freedom & Security, Privacy, Malice & Harm, Property”, provided an opportunity to examine some aspects, that underlie phenomena such as social media, crowd sourcing and the design of information systems which may impede the creation of just, peaceful and inclusive societies and the full expression of human rights.

Emerging from the discussion was a recognition that previously held dichotomies and distinctions around concepts, previously seen as polar; such as the public and private; no longer exist. It was also recognized that trade-offs between issues such as freedom and security can occur and may be accompanied by benefits. The design of information systems and networks was identified as an area which could limit choice by distorting reality and through poorly mediated human interaction cause harm. Issues around trust and the control of and use of personal data particularly bio-data were also examined.

The blurring and morphing of issues and the presence of new threats to human freedoms, which are often not readily noticeable, points to a need for greater public policy discourse around these challenges and their implications to ensure that the maximum benefits are derived and trade-off understood. Some potential areas for research within this action line were identified by participants in response to the discussions.

The floor was opened for discussion for ways to strengthen the WSIS Implementation process. Participants contributed the following:

<table>
<thead>
<tr>
<th>WSIS Stakeholder</th>
<th>Submission made by Stakeholder</th>
</tr>
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<tbody>
<tr>
<td>Civil Society</td>
<td>Focus on thematic sessions requested for future WSIS Forums. Increased representation of Civil Society within the high-level panels/dialogues of the WSIS Forum.</td>
</tr>
<tr>
<td>Civil Society (Latin America)</td>
<td>It is important to ensure the participation and role of Civil Society in all the UN Processes.</td>
</tr>
<tr>
<td>World Summit Award</td>
<td>It is important to look at the digital divide in terms of content, applications, language, culture and interaction. Remote participation important and critical for the openness of the process. Reiterated the appreciation for the statistics provided by partnership in measuring ICTs.</td>
</tr>
<tr>
<td>ITU</td>
<td>Civil Society members could be invited as panellists in each AL Facilitation Meeting</td>
</tr>
<tr>
<td>Journalist/Civil Society (Boris Engleson)</td>
<td>Proposal to develop indicators on role of ICTs in business sector</td>
</tr>
<tr>
<td>Civil Society</td>
<td>With reference to AL C2:</td>
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<tr>
<td></td>
<td>• ICTs should be considered a part and parcel of general infrastructure. Issue of infrastructure should be a prerequisite for development. It is an effort that needs to be deployed by all WSIS Stakeholders.</td>
</tr>
<tr>
<td></td>
<td>• All WSIS Stakeholders need to work in partnership to take stock of existing infrastructure. Infrastructure should not be left to the markets.</td>
</tr>
<tr>
<td>WSIS Stakeholder</td>
<td>Submission made by Stakeholder</td>
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<td>---------------------------------------------------------------------------------</td>
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<tr>
<td>Civil Society - Connecting Every Life</td>
<td>Basic services provided through ICTs should not be conditional to market conditions; mechanisms should be in place for legal processes.</td>
</tr>
<tr>
<td>Guinea</td>
<td>Action Line sessions should focus on specific Action Lines; this is important for an effective approach. Sessions organized around specific themes would make it easier to recommend tangible actions.</td>
</tr>
<tr>
<td>Civil Society Voice of Africa for Sustainable Development – Nairobi (Remote Participants)</td>
<td>A more visible representation of the work done on the ground to supplement the high-level discussions.</td>
</tr>
</tbody>
</table>
Friday, 20 May, 14:30–17:30, Governing Body Room

Draft Executive Summary of Statements

This executive summary has an informal character and has been prepared based on the recording available at http://groups.itu.int/wsis-forum2011/About/RemoteParticipation.aspx. The main purpose of this executive summary is to facilitate follow-up and future discussions on the Overall Review (WSIS+10) to be held within the framework of the next phases of the UNGIS Open Consultation Process. In case of any questions WSIS Stakeholders are invited to contact the Secretariat at contact@ungis.org

The first physical meeting of the UNGIS Open Consultations on the Overall Implementation of the WSIS Outcomes (WSIS+10) was held on 20 May 2011, on the concluding day of the WSIS Forum 2011. More than 150 high-level representatives from the WSIS Stakeholder community took a proactive role in this first meeting of the UNGIS Open Consultation Process.

As the UNGIS Chair for 2011-2012, Dr Hamadoun Touré, Secretary-General, ITU, provided a brief background on the UNGIS Open Consultation Process. This was initiated when the 2010 Plenipotentiary Conference of ITU (Guadalajara, Mexico) adopted Resolution 172 on the Overall Review of the Implementation of the WSIS Outcomes, in line with the Tunis Agenda and the UN General Assembly Resolution 60/252, which decided to conduct an overall review of the implementation of the Summit outcomes in 2015. The ITU Plenipotentiary Resolution 172 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 the ITU Secretary-General to initiate the preparatory process at the UN Chief Executive Board (CEB). Consequently the CEB tasked UNGIS to prepare, on the basis of an open consultation, an Action Plan to organize a high-level meeting on the WSIS Review. The Action Plan would be presented to the CEB meeting in April 2012.
Dr Touré highlighted that 2015 is not only the year set for achieving the WSIS Goals but also will be the review year for the MDGs at the MDG Summit. As it will be difficult to have two major events since one will most likely over shadow the other, 2014 is considered as a logical year for the WSIS Final Review meeting. The results of the meeting will also feed into the MDG review event in 2015.

Dr Touré invited all present to participate in the first physical meeting of the Open Consultations and put forth four themes that helped stir discussions:

1. Objectives, goals, possible outcomes.
2. Type of meeting to be held.
3. Type of preparatory process to be proposed.
4. Timeline.

Dr Indrajit Banerjee, Director, Information Society Division, UNESCO, reiterated that UNESCO welcomed the decision of the CEB and invited all stakeholders present to participate actively in the open consultations.

Dr Mongi Hamdi, Head Science Technology and ICT Branch, Division on Technology and Logistics (DTL), UNCTAD, highlighted that UNGIS has proven to be a successful mechanism for interagency coordination and invited all stakeholders to express their views on the overall WSIS review in 2014.

Mr Gherardo Casini, Head, Office of the United Nations Department of Economic and Social Affairs in Rome and Secretary to the Board, Global Centre for ICT in Parliament, informed all present that UNDESA was appointed as the rotating Vice-Chair of UNGIS for the year 2011-2012 and expressed commitment of UNDESA to the UNGIS Open Consultation process.

**Statements received from the floor:**

<table>
<thead>
<tr>
<th>WSIS STAKEHOLDERS</th>
<th>EXECUTIVE SUMMARY OF STATEMENTS RECEIVED</th>
</tr>
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</table>
| India (Government) | 1) India has been supporting the WSIS Process from the beginning and welcomes the UNGIS Open Consultation Process.  
2) Important to ensure that the benefits of ICTs reach the last mile, in this regard would offer two suggestions:  
   a. All communities are creating their own infrastructure. Let us create a mechanism so that we can evolve a common platform in the area of financial inclusion, agriculture, health or education, where all information is available to all the people worldwide. We would be very happy to host such a common platform in India and provide with the required resources.  
   b. Let us identify areas of common interest, such as security, open data, and use of social media for citizen engagement (today people want to be part of the political process). |
### 3) Requests

a. India would like to be **Strategic Partner of WSIS**

b. **India would like to host the Overall Review Meeting in 2014**

### World Summit Award (Civil Society)

1) Congratulate the ITU for this year’s WSIS Forum, in particular the excellent WSIS Forum website, remote participation and the emphasis on dialogue.

2) WSA welcomes this open consultation process. The world’s changed tremendously since the two-phase WSIS, with mobile growth for instance. The issue of access of infrastructure and technology is a very different one than from 2005, as well as the digital divide (less of technology and infrastructure, but more of content and cost).

3) In the process leading up to 2015 *content and cost need to be taken into consideration*, we should *focus on best practices in the area of content*.

4) **Criteria of evaluation regarding the WSIS Stocktaking process** needs to be specified.

### CSD PTT & CESIR (Civil Society)

1) The topic of funding of the WSIS Targets to foster development needs to be addressed.

2) Suggest setting up a **multistakeholder Forum on the topic of funding**, similar to IGF, to submit recommendations to UNGIS or UNDESA.

3) UNGIS could be the vector of this Forum, and could help organise this Forum, there is a need to create a structure for this forum.

4) In the next WSIS Forum funding to be discussed as a major theme.

### The Guild of Service (Civil Society, India)

1) **Support the request of the Indian delegation** for the overall review of the WSIS Process to be held in India in 2014, this would have a ripple effects on the entire region.

### Hungary

1) Congratulations, WSIS Forum has exceeded expectations.

2) Thoughts on Review Process:
   a. **EU Countries not clear about the year of the review process 2014 or 2015**
   b. Is it too early to start the open consultations?
| **Civicus**  
(Civil Society) | 1) It is not too early to start talking about WSIS+10  
2) It is important to start now to **inform and activate civil society to participate**  
3) Important to share ideas on the preparatory process with the civil society |
| **Civil Society** | 1) Congratulate the organizers for successful participation and good quality of discussions at the WSIS Forum 2011.  
2) Consider **setting up a voluntary assessment body before 2014**, so that member states and stakeholders can send their outcomes to this body.  
3) With respect to Civil Society, funding and means to attend WSIS Forums each year needs to be addressed.  
4) Congratulate the Indian Delegation, for their offer to host the WSIS Review in 2014 and applaud them for the publication released during the forum. |
| **Russia Federation** | 1) Congratulate WSIS as a truly multi-stakeholder platform.  
2) We need to work towards providing results of implementation of WSIS, with new technologies (broadband and mobility) we also have new challenges (cybersecurity, child protection, etc.). These must be taken into account when the results and proposal for the future of WSIS will be assessed.  
3) Propose that a consultation should take place to define ways to report to the General Assembly. The Review of WSIS outcomes could be only as a report without any consideration at a global forum, but also could be in the form of a High Level Meeting with participation of all stakeholders in 2014, e.g. in conjunction with PP-10 or a Separate Summit  
4) It would be reasonable to say that this **review should be completed by 2014** to be reported to the Millenium+15 Summit in 2015.  
5) **Steering Committee** needs to be created as soon as the type of meeting is decided.  
6) **Open Consultation should be completed by end of September 2011.** At the Plenipotentiary Conference more than 160 administrations instructed the Secretary General of ITU to report to the Council 2011 that will take place in October 2011. |
| **Poland** | 1) In July 2011 Poland taking over the presidency from Hungary in the Council of the European Union.  
2) WSIS Process is inclusive and Poland in its future role will ensure **good cooperation with EU** in this process. |
| **Finland** | 1) Welcome the organization of an Event to review what has
| United Arab Emirates | Stocktaking methodology needs to be frozen. We are still talking on how to measure progress.  
2) We need to assure a **global report on countries progress**, along with a ranking.  
3) We have to show countries where they are lacking and give them the chance to improve before the end of the process.  
4) **2014 should be made as a year of a global assessment** on the implementation of the WSIS goals. If we failed we need to decide how to improve.  
5) **2015 we need to announce global progress and achievements and WSIS conclusions**  
6) The **WSIS process needs to be concluded by 2015**, we have new challenges and priorities. With evolution of technologies everything changes.  
7) UAE is committed to the process and will support ITU till the end of the process. There is a need for a very strong leadership from ITU |

| International Chamber of Commerce (BASIS Initiative) (Private Sector) | ICC is an active contributor to the WSIS Process since the beginning.  
2) WSIS process should continue to include all WSIS Stakeholders in an equal footing.  
3) ICC would encourage all to remain sensitive to the **limited financial resources**.  
4) ICC is pleased that **precoms are not being considered for this process**.  
5) ICC would encourage all to maximize benefits from the online tools |

| Civil Society | Important to **enhance participation of Universities and academicians** in the WSIS Process. There is even a resolution approved for this.  
2) Academia need to be encouraged to join the WSIS process. |

| Brazil | Propose to set up a **task force for the preparatory process**, to design the process and implement remote participation |
| **Senegal** | 1) Important to focus on MDGs and the use ICTs to foster development.  
2) Proposal to use resources most effectively  
3) Carry out a review on a regional basis/ a regional mechanism to identify success and failures, also to show how can we improve, why we failed and how can we do better in the future. |
| **Microsoft (Private Sector)** | 1) Inclusion of Private Sector needed, and was visible this at WSIS Forum 2011.  
2) We support the future of WSIS in particular, e government, IGF, cloud computing, ICT4D, crisis repose and road safety  
3) We support goals for online collaboration and facilitation of the future |
| **Association for Progressive Communication (APC) (Civil Society)** | 1) Proposals for improving the implementation process, processes must be clearly defined for participation  
2) Processes must be guided by some principles, with clear mechanism especially for developing countries, they should be pro-active, and cross-cutting entities.  
3) WSIS Stocktaking, time for analysis and evaluation. Correlation between what we are taking stock of and the WSIS Outcome themselves.  
4) The preparatory process should have a global and regional approach. We should use regional IGF processes.  
5) APC remains committed to the WSIS processes and on building civil society participation. |
| **Algeria** | 1) Raising awareness and enhancing cooperation amongst WSIS Stakeholders at a regional and country level is very important. Setting up of awareness raising entities in each country is priority.  
2) In the next stages of the process important to create focus groups to reach the targets set. |
| **Civil Society** | 1) Important for Civil Society to know the format and content of the WSIS Overall review.  
2) Remote Participation very important for the process, for Africa for example it is a good idea to use the
telecommunications schools. They are already visible and active.
3) It is important for the process to be genuinely multi-stakeholder.
4) We need to be concrete and pragmatic – thematic approach useful for this fora.

Civil Society (Sudan)

| 1) | Important to have **country level meetings every year** to evaluate WSIS Implementation in each country. The reports of these meetings can be submitted to the WIS Forum each year. |

Civil Society (Remote Participation)

| 1) | It will be important to be clear about the thematic focus of the WSIS Forums. |

Republic of Guinea

| 1) | **Concentrate on themes interesting / important for regions at a regional level.**
2) | Important to create **regional forums** so that they relate to the implementation of ICTs in the region. |

Civil Society (Brazil)

| 1) | Multi stakeholder approach for outreach to bring in new participants and stakeholders.
2) | Setting up of a **Working Group to find the links between WSIS process and IGF process.**
3) | Exchange **good practices between IGF and WSIS**, remote participation is a good example.
4) | More support from other organizations to the IGF secretariat |

The UNGIS Chair and Vice-Chairs invited all stakeholders to activate their networks and help ensure that the UNGIS Open Consultation Process (WSIS+10) turns into a fully inclusive process respecting the voice of each stakeholder, enabling UNGIS to build a plan of action which addresses real needs.
Closing Ceremony

Friday, 20 May, 17:30–18:00, (Governing Body Room)

The closing ceremony of the WSIS Forum 2011 took place on 20 May. Concluding the Forum, Dr Touré invited H.E. Mr Mohamed Nasser Al Ghanim, TRA, Director-General, United Arab Emirates, strategic partner of the WSIS Forum 2011, for his closing remarks.

H.E. Mr Al Ghanim congratulated all participants for their common commitment and vision for achieving the WSIS Targets. He emphasized the healthy discussions and positive outcomes of the WSIS Forum 2011, which were a testimony to the fact that all WSIS Stakeholders could work together to achieve the WSIS Goals. During Forum, the UAE was able to share its ongoing projects as well as its plans for the next four years. The UAE–WSIS National Report, a high-level briefing on UAE and WSIS implementation, was released during the Forum. The Forum provided a good platform for highlighting the achievements of the UAE–WSIS National Committee. Mr Ghanim offered his sincere appreciation to ITU and the other facilitating organizations.

Dr Touré thanked the UAE for its continued support and partnership as a Strategic Partner of WSIS Forum 2011, Oman for its role as a Workshop Partner and Mexico for the Spanish translations. He went on to thank all WSIS Stakeholders for their contributions and commitment towards the implementation of the WSIS Goals. Dr Touré thanked the UN agencies and colleagues from the UN agencies for working in close partnership to achieve tangible results. He congratulated all WSIS Stakeholders for their positive spirit and for making the WSIS Forum a successful event. He requested suggestions for improvement and appreciated the work done by the WSIS Secretariat. Dr Touré then invited the co organizers for their concluding remarks.

Mr Cedric Wachholz, UNESCO; Dr Mongi Hamdi (Head Science Technology and ICT Branch, Division on Technology and Logistics (DTL), UNCTAD; and Mr Slava Cherkasov, DPADM/DESA, thanked ITU, the Secretary-General of ITU and other co-organizers, participants (both remote and on-site) and expressed appreciation for the efforts of all the WSIS Stakeholders in implementing the WSIS Goals.
Organizers of the WSIS Forum 2011 would like to thank the United Arab Emirates (UAE) for their significant contribution towards strengthening all activities related to the Forum.

“The WSIS Forum is a great platform to showcase practices being followed elsewhere that aid effective deliberation and knowledge dissemination in implementing the WSIS Action Lines, and towards achieving the WSIS goals.”

H.E. Mohamed Nasser Al Ghanim
TRA, Director-General
United Arab Emirates
Thematic Workshop: E-Gov Strategy (UAE)

Thematic Workshop: Domain name Industry in UAE, changing the landscape (UAE)

TRA attended the World Summit on the Information Society 2011. The first day of the summit comprised of the High Level Dialogue in which specific topics were addressed by panel members as well as by the audience. This year the topics were: Echo of Silence and the Cooperation between public and private partnerships (PPP). The goal of WSIS is to work together in multi-stakeholder set ups to achieve a common vision and commitment by creating people focused, development-oriented Information Society.

The high-level dialogue was followed by the WSIS report which provided an overview of the industry. WSIS holds country specific workshops in order to aid countries in implementing key action lines of the WSIS. The workshop is designed to allow attendees to learn and share country specific experiences. Topics addressed in the UAE Country Workshop included: UAE WSIS Committee Achievement, Abu Dhabi e-strategy program, .emarat, IXP project, and Spectrum management and radio services. The workshop was followed by a reception which was attended by H.E. Mr. Mohamed Nasser Al Ghanim, TRA Director General, and H.E Hamadoun Touré, H.E Ambassador Obaid Salem Al Zaabi, Permanent Representative of the United Arab Emirates to the United Nations in Geneva.

The 2nd Day of the summit held the Thematic Workshop entitled “Abu Dhabi e-government program” which was moderated by Suleman Bakhsh, Senior ICT Analyst. This was followed by workshops on the Abu Dhabi Green IT Strategy and the Abu Dhabi Egov Contact Center. A briefing session covering the UAE ICT Discovery (UAE Sponsoring an ICT Museum at the ITU) followed. The final workshop on the 2nd day encompassed the Thematic Workshop with the following agenda: UAE Domain Name—Changing the Landscape, .ae DA history, background, and Technical, Business, Policy and Awareness. These Thematic Workshops are interactive sessions which cater to requests received from stakeholders during the open consultation process. The workshops are designed by the stakeholders themselves.

The final two days of the summit held high level dialogues catering to the topics: Innovation for digital inclusion (ADSiC was on the panel) and Cyber Security. As the industry undergoes fast changes, innovative technologies can bridge the gap between countries that are capitalizing on the digital age and those countries which are still yet to emerge. This discussion talked about taking the “digital divide” and turning it into a “digital opportunity”.

The final high level discussion provided insight on Confidence and Security in Cyberspace. It was an interactive panel discussion including the audience. The ICT services are hindered by the growing cyber threats and cybercrime, from financial and identity related frauds. Panellists introduced challenges and solutions in order to build a safer interconnected world as well as best practices and actions that make difference in the cyberspace.
Workshops Partner WSIS Forum 2011: Oman

Thematic Workshop: The Al-Shifa Hospital Information system (Universal Health Information hand in hand with Universal Health Care) (Oman)

Thematic Workshop: Managing human recourses at national level – How Oman is managing a huge workforce to supplement its own (Oman)

The Information Technology Authority (ITA) recently represented Oman at the World Summit on the Information Society (WSIS) 2011 in Geneva, Switzerland, on the 16th and 17th of May 2011. Hosted by the International Telecommunications Union (ITU), the ITA participated in a number of activities at the 2011 WSIS Forum, which was conducted at the Conference Centre of the International Labour Organization (ILO). WSIS 2011 is the world’s largest annual gathering of the world’s ‘ICT for development’ community, including UN agencies, governments, and civil society and ICT industry representatives.

First on the agenda, ITA conducted a Country Workshop, in which there was a presentation on ITA activities which was moderated by Talal Al Rahbi, Deputy CEO of Operations at ITA. Following this presentation, the ITA facilitated two Thematic Workshops: one, which was presented by the Ministry of Health (MoH), and a second one by the Ministry of Civil Services (MoCS). In addition to Talal Al Rahbi, Deputy CEO of Operations at ITA, the Oman delegation attending this year’s WSIS event included HE Yahya Salim Al-Wahaibi, Ambassador, and Permanent Representative of The Sultanate Oman to the United Nations & World Trade Organization (WTO); Ms. Shariffa Al Meskary, Director of International Relations and Information at ITA; among other representatives of ITA, the Ministry of Health and the Ministry of Civil Services. HE Dr. Ahmed bin Mohammed bin Obaid Al Sa’eedi, Minister of Health, already in Geneva attending a World Health Organization (WHO) meeting, attended the MoH Thematic Workshop.

In his opening speech in the Country Workshop on Oman, HE Yahya Salim Al-Wahaibi, Ambassador, and Permanent Representative of The Sultanate Oman to the United Nations & World Trade Organization (WTO) said, “Under the guidance of His Majesty Sultan Qaboos bin Said, the Sultanate of Oman has been transformed into a modern state with a stable and strong growing economy and increasing economic opportunities. With the goal of diversification of the economy and the transformation of the sultanate into a knowledge-based society and the establishment of the TRA and ITA, the ICT sectors have witnessed rapid progress in recent years. The Digital Oman strategy, or e.oman for short, has laid the vision and the road map for the realization of an information society where the government delivers customer-centric services, harnessing modern technology.

He continued, “e.oman comprises a wide range of initiatives and services designed and created to improve the efficiency of government services, and empower individuals with skills and knowledge to meet society needs and expectations and to direct Oman towards becoming a knowledge-based economy. In this regard, Oman’s Information Technology Authority, Ministry of Education, Ministry of Civil Services and the National Association of Cancer Awareness have recently been named winners of the 2011 UNPSA. The ITA was a first place winner with its transforming the society through the e.oman communication strategy in the category of advancing knowledge management.
in government. This achievement is a testament to the Sultanate’s unwavering desire to excel at providing exceptional public service. We are pleased to be part of the WSIS Forum 2011, which is brings together governments, private sector, international organizations, civil society, academia and other individuals from all over the world. In conclusion, I am pleased to extend my gratitude to the ITU as well as to all those who contributed in the preparation of the workshops.”

The World Summit on the Information Society (WSIS) evolved as a means of recognizing the importance of the revolution in ICTs as a means of shaping the future of the world. World leaders decided that a global vision and a global dialogue were needed to build the framework of an all-inclusive and equitable Information Society. Thus, WSIS was born. The goal of WSIS is to achieve a common vision, desire and commitment to build a citizen-centric, inclusive and development-oriented Information Society where everyone can create, access, utilize and share information. Began as a unique two-phase United Nations (UN) summit aimed at addressing the issues raised by information and communication technologies (ICTs) through a structured and inclusive approach at the national, regional and international levels, the first phase of the Summit was hosted by the ITU in December 2003, and Tunisia hosted the second phase in Tunis in November 2005. The Tunis Agenda for the Information Society states that the WSIS implementation mechanism at the international level should be organized taking into account the themes and action lines in the Geneva Plan of Action, and moderated or facilitated by UN agencies when appropriate.

The annual WSIS Forum builds upon the tradition of annual follow-up meetings for the implementation of WSIS outcomes, which are normally scheduled in May, to coincide with celebrations of the World Telecommunication and Information Society Day (WTISD) to mark ITU’s founding in 1865. The Forum provides opportunities to network and participate in multi-stakeholder discussions and consultations on WSIS implementation. These include meetings for facilitators, thematic workshops and speed exchanges on critical issues. Contributing at this year’s WSIS Forum, Oman is one of 20 ICT ministries from around the world presenting their achievements in workshops and at meetings, with the total number of participants exceeding 1,400.

This year, Oman is proud to sponsor the series of workshops being conducted at the 2011 WSIS Forum. In the Country Workshop about Oman, WSIS Forum participants learned how in less than forty years the Sultanate has gone from an era of widespread illiteracy, to the high-tech age where the youth receives ICT education at university level. Oman now offers digital solutions throughout society while simultaneously raises awareness, as well as builds ICT capacity and fosters e-skills in its population to reap the benefits of new technology. It aims to create an effective government-community-citizen infrastructure that provides better public services to its people. The workshop focused on two main points, namely: How to develop and promote programmes in order to eradicate illiteracy using ICTs at a national level; and, How to promote e-literacy skills for all by designing and offering courses of public administration.

Shariffa Al Meskary, Director of International Relations and Information at ITA, a member of the Oman delegation offered the following statement: “Oman is in Geneva showcasing its best practices in information awareness, ICT capacity building, eHealth services and transparency in public services recruitment. This year’s WSIS forum is about discussing the road map to 2015 and how ready countries are to date, complying with the 11 Action lines of WSIS. The e.oman strategy/vision is in line with the 11 action lines of the WSIS, e.g. eHealth, eEducation, infrastructure and educating the society in using ICT, including people with disabilities by training them in using ICT tools which can assist them with their disability. Oman is looking forward to cover all the 11 action lines including the 8 millennium development goals which are also included in WSIS.”
The Information Technology Authority, the organization responsible for implementing the Digital Oman Strategy, or e.oman for short, also facilitated two Thematic Workshops. The first workshop presented a synopsis of Oman’s Ministry of Health’s Al Shifa Hospital Information System, which notably won a prestigious UN Public Services Award in 2010 in the category of ‘Advancing Knowledge Management in Government’. Al Shifa, a comprehensive healthcare information management system, is a complete solution developed to electronically manage details about patients’ healthcare information, in addition to maintaining non-medical systems like blood bank, pharmacy supplies, X-ray departments, and emergency medical stores. Accessible throughout the Sultanate, the system essentially eliminates the old-fashioned pen and paper system as a means of intra-departmental communication.

The second workshop focused on Oman’s Ministry of Civil Service’s Central Recruiting System, which recently won another UNPSA in the 2011 competition in the category of ‘Preventing and combating corruption in the public service’ category. Development and implementation of the new Central Recruiting System using SMS improved recruitment for the 35 ministries and government units under the Civil Service Law. Job seekers can now apply for Civil Service jobs by sending an SMS with their Manpower Registration Number and the corresponding job identification number published in the advertisements. Through integration with the Ministry of Manpower’s National Manpower System, the system validates the applicant’s data in seconds. The job seekers can apply for jobs in the Civil Service at anytime, anywhere, eliminating the need to travel to the capital just to submit applications and sit for entrance exams. The system electronically verifies applicants’ qualifications; administers computer-based examinations; and, electronically grades exams, immediately producing results. From an initial 11-month time frame, the whole process is shortened to less than a month and, less than a week from testing to nomination.

Presenting Oman in such a prestigious setting as the WSIS Forum 2011, held at the ITU headquarters in Geneva, gives credence to Oman’s focus and great attention paid to its implementation of the WSIS Action Lines. It also gives the sultanate an opportunity to share its achievements with respect to harnessing ICTs in the world arena. Continuing in the global perspective, Oman also recognized the World Telecommunication and Information Society Day (WTISD) 2011 on 17 May with the rest of the world in Geneva as part of WSIS 2011 activities. The sultanate will host its own celebrations of WTISD 2011 on Saturday, 21 May 2011, at the Grand Hyatt Hotel in Muscat, starting at 10:00 AM.
Documentation of the WSIS Forum 2011

Videos Highlights and Interviews of the WSIS Forum 2011
All official videos highlights and interviews are available at:

- http://www.youtube.com/playlist?p=PLBEE8B57141E3B3A7

Photographs of the WSIS Forum 2011
All official photographs are available at:

- ITU Flickr: http://www.flickr.com/photos/itupictures/sets/72157626756235034/

Webcast of the WSIS Forum 2011
Session webcasts of WSIS Forum 2011 are available at:

- http://www.itu.int/ibs/WSIS/201105forum/index.html

Adobe Connect Rooms
Remote delegates were able to participate in the WSIS Forum 2011 via the Adobe Connect (virtual) conference rooms. These rooms allowed remote delegates to follow the video feed of the conference room, hear what was being discussed (English channel), see presentations and documents, and ask panellists questions via chat. Each session had 10-15 minutes for questions from remote delegates.

- http://itu.adobeconnect.com/wsisgoverning_body_room/
- http://itu.adobeconnect.com/wsisforum_room_ii/
- http://itu.adobeconnect.com/wsisforum_room_v/
- http://itu.adobeconnect.com/wsisforum_room_ix/
- http://itu.adobeconnect.com/wsisforum_room_xi/

Short Video:
- Inside an Adobe Connect Meeting Room

See also:
- Frequently Asked Questions for Remote Participants
Press Overview of the WSIS Forum 2011

Please find below a collection of all the WSIS Forum 2011 articles that were brought to the notice of the WSIS Secretariat. Please send additional articles to wsis-info@itu.int

Open Access at the WSIS Forum 2011

IFLA

Dear Colleagues

As you may know, the IFLA General Assembly passed a resolution at the Gothenburg Congress in 2010 that encouraged IFLA to become more involved in the promotion of open access issues. Following up on this, I would like to draw your attention to the United Nations Group on the Information Society (UNGIS) Areas of Focus for 2010-2011. One of the areas of focus is “Open Access to Scientific Knowledge” – a great opportunity for us to showcase the innovative open access activities of libraries at a UN level.


7 January 2011

The WSIS Forum 2011, and, WSIS Action Lines

By AHMED EISA SUDAN

Seep community.com

This year’s Forum will offer a diverse range of interactions, including High-level Dialogues, WSIS Action Line Facilitation Meetings, Facilitators Meeting, interactive sessions, thematic workshops, country workshops, knowledge exchanges, publication releases and exhibitions, as well as IGF Open Consultation, Parliamentary Forum, UNGIS meetings.


7 May 2011

UAE Telecommunications Regulatory Authority sponsors WSIS 2011

Teletechwire

Abu Dhabi (Teletechwire): The Telecommunications Regulatory Authority (TRA) has put the final touches on preparations for the World Summit on the Information Society (WSIS 2011).

http://teletechwire.com/20110508/3597.php

8 May 2011

TRA gears up for world summit in Geneva

The Gulf Today

ABU DHABI: The Telecommunications Regulatory Authority (TRA) has put the final touches on preparations for the World Summit on the Information Society (WSIS 2011).

http://gultoday.ae/portal/6011a307-9d61-4ee7-bca0-0371d5b28f9e.aspx

9 May 2011
WSIS Forum 2011

ICDE

UNESCO is organizing a high level debate on the right to communication, together with six sessions on themes related to education and the media at the WSIS Forum 2011 to be held in Geneva, Switzerland and online, 16-20 May 2011.

http://www.icde.org/WSIS+Forum+2011.b7C_wtfU32.ips

Secretary-General, in Message to WSIS Forum, Calls for Innovations to Translate Targets into Equitably Distributed Achievements

IEWY news

Following is UN Secretary-General Ban Ki-moon’s message to the WSIS [World Summit on the Information Society] Forum 2011, to be held in Geneva on 16 May:


BSNL will construct the colossal fibre-network under National Broadband Plan: Sibal

By Prashant Duggal

Real Time News

Despite strong reservations from the Telecom Regulator, telecom minister Kapil Sibal has said that the state-owned Bharat Sanchar Nigam (BSNL) will be tasked with creating a massive optic-fibre network across the country. Speaking at the World Summit on the Information Society (WSIS) in Geneva today, Sibal said that “initially,” BSNL will be in charge of the roll-out.


World Information Society Summit Assessment: ICT Services Deemed Less Costly

By William New

Intellectual Property Watch

More than five years since the last UN-led World Summit on the Information Society (WSIS) and less than five years before the 2015 target date of the Millennium Development Goals, experts and representatives of needy countries are in Geneva to assess how it is going. One thing they are being told: the price of information and communications technology services has dropped in the past two years.


16 May 2011
Azerbaijan participates in discussion of ICT role in socio-economic development of the planet

**Azerbaijan Business Center**

*Baku, Fineko/abc.az. Within the forum on execution of solutions of World Summit on the Information Society (WSIS) starting today Azerbaijan participates in discussion of ICT role in socio-economic development of the planet.*


16 May 2011

Cette semaine à Genève: le Sommet mondial sur la société de l’information (SMSI-WSIS) éd. 2011

**La tribune de Genève**

*Le Sommet mondial sur la société de l’information ? Une nébuleuse ou des actions concrètes ? La 1ère édition fut lancée en 2003 à Genève, puis il y eut Tunis en 2005 (oui, vous lisez bien Tunis), et un certain nombre de réunions intermédiaires dont celle de cette semaine à l’Union internationale des télécommunications.*

*Un certain nombre d’organisations internationales, la société civile, des représentants gouvernementaux constituent l’assistance.*

[http://jpaccart.blog.tdg.ch/archive/2011/05/16/4eadb89b3806f09bac3c4c1e2765977d.html](http://jpaccart.blog.tdg.ch/archive/2011/05/16/4eadb89b3806f09bac3c4c1e2765977d.html)

16 May 2011

**Talk is cheaper**

**The Economist**

*The cost of telecommunications has fallen worldwide*

*DEVELOPING countries still pay far more for communications than developed countries as a proportion of overall income. But over the past two years these services have become more affordable worldwide, according to the ITU (International Telecommunication Union).*


17 May 2011

**The Poor May Have Cell Phones But Not Computers**

**By Pamela Taylor**

**The Global Journal**

*Concerned that the world’s poorest are missing out on the benefits of internet connectivity, the UN convened a World Summit on the Information Society (WSIS) in Geneva (May 16-20) to discuss how the internet can help address the UN’s eight anti-poverty goals known as MDGs (Millennium Development Goals) by 2015.*


17 May 2011
World IT forum opens in Geneva

Newsbytes Philippines

The World Summit on the Information Society (WSIS) opened in Geneva, Switzerland on Monday with the Philippines, represented by the Commission on Information and Communications Technology (CICT), as one of the participants.


17 May 2011

Oman participates in WSIS forum

Oman Daily Observer

The Information Technology Authority (ITA) represented Oman at the World Summit on the Information Society (WSIS) 2011 in Geneva on May 16 and 17. Hosted by the International Telecommunications Union (ITU), the ITA participated in a number of activities at the 2011 WSIS Forum, which was conducted at the Conference Centre of the International Labour Organisation (ILO).

http://main.omanobserver.om/node/51523

Oman

18 May 2011

Oman represented at WSIS Forum 2011 in Geneva, Switzerland

e.Oman

The Information Technology Authority (ITA) recently represented Oman at the World Summit on the Information Society (WSIS) 2011 in Geneva, Switzerland, on the 16th and 17th of May 2011. Hosted by the International Telecommunications Union (ITU), the ITA participated in a number of activities at the 2011 WSIS Forum, which was conducted at the Conference Centre of the International Labour Organization (ILO). WSIS 2011 is the world’s largest annual gathering of the world’s ‘ICT for development’ community, including UN agencies, governments, and civil society and ICT industry representatives.


18 May 2011

Al Qaed speaks about Bahrain’s eGovernemnt in Geneva Summit

Bahrain News Agency

Geneva, May 21 (BNA) The eGovernment Authority of the Kingdom of Bahrain represented by its CEO Mohammed Al Qaed took part in a workshop included in the World Summit of the Information Society 2011 (WSIS 2011) from May 16 to 20.


21 May 2011
Comunicado de prensa de Business Wire : TRA

Terra

Los EAU, representados por el Comité Nacional de la WSIS, participaron en la Cumbre Mundial sobre la Sociedad Informática (World Summit on the Information Society, WSIS) 2011, que tuvo lugar en Ginebra del 16 al 20 de mayo de 2011, en calidad de patrocinador oficial y socio estratégico del evento.


22 May 2011

UAE Group Photo at the WSIS 2011

Entornointeligente.com

Los EAU, representados por el Comité Nacional de la WSIS, participaron en la Cumbre Mundial sobre la Sociedad Informática (World Summit on the Information Society, WSIS) 2011, que tuvo lugar en Ginebra del 16 al 20 de mayo de 2011, en calidad de patrocinador oficial y socio estratégico del evento.


22 May 2011

Gli Emirati Arabi partecipano al Summit mondiale sulla società dell’informazione 2011 (WSIS)

Wall Street Italia


22 May 2011

Bahrain showcases its eGovernment experience at WSIS Forum 2011 in Geneva

ameinfo.com

The Kingdom of Bahrain was represented by the CEO of the eGovernment Authority, Mr. Mohammed Ali Al Qaed, who participated in a workshop as part of the World Summit on the Information Society Forum (WSIS) 2011 in Geneva, Switzerland held between the 16th to the 20th of May. It is one of the largest annual conferences held under the United Nations and various UN organizations.

http://www.ameinfo.com/265889.html

Bahrain

23 May 2011
Bahrain wins laurels at global eGov forum

TradeArabia

Bahrain won wide recognition from leading Information and Communication Technology (ICT) experts for its eGovernment program at the ‘World Summit on the Information Society Forum’ (WSIS) held in Geneva, last week.


Bahrain
23 May 2011

La participation des Émirats Arabes Unis au Sommet Mondial sur la Société de l’Information (SMSI) 2011

TF1 News

Les Émirats Arabes Unis, représentée par le Comité National pour le SMSI, a participé au Sommet mondial sur la société de l’information SMSI 2011 qui a eu lieu à Genève entre le 16 et 20 Mai, comme un sponsor officiel et partenaire stratégique de l’événement.


23 May 2011

Forum 2011 du SMSI : Janis Karklins rappelle l’importance des TIC dans l’édification des sociétés du savoir

Tolerance.ca

En ouverture du Forum 2011 du SMSI, Janis Karklins, sous-directeur général de l’UNESCO pour la communication et l’information, a rappelé que l’UNESCO est très attachée au processus de suivi du SMSI et que l’Organisation est déterminée à continuer à jouer un rôle actif pour assurer le succès de la mise en œuvre des résultats du SMSI à l’échéance de 2015.

http://www.tolerance.ca/ArticleExt.aspx?ID=111022

23 May 2011

Les gouvernements du G8 invités à adopter une approche multipartite pour débattre des questions liées à l’Internet

Génération nouvelles technologies

Les mêmes organisations apportent actuellement leur expertise, contribution et expérience précieuses à d’autres forums intergouvernementaux, y compris par le biais du Comité consultatif technique de l’Internet (ITAC) de l’OCDE. Les organisations ont également rappelé l’engagement pris par les gouvernements lors du Sommet Mondial sur la Société de l’information (SMSI)

http://www.generation-nt.com/gouvernements-g8-invites-adopter-approche-multipartite-newswire-1207541.html

23 May 2011
Monsieur Sarkozy, osez un e-G8 Forum multipartite

Le monde.fr

La Coalition pour la Gouvernance d'Internet (Internet Governance Caucus) est un forum ouvert composé d'individus et d'organisations issus de la société civile qui se sont réunis dans le contexte du Sommet Mondial sur la Société de l’Information (SMSI) pour promouvoir des objectifs d’intérêt public mondial en ce qui concerne la mise en place de politiques de gouvernance d’Internet.


24 May 2011

Journée mondiale des télécoms et de la société de l’information : Les TIC au secours du monde rural

It mag

Les chiffres les plus récents indiquent que 70% des 1,4 milliard d’habitants de pays en développement considérés comme extrêmement pauvres vivent en zone rurale. Ils sont aussi ceux qui ont le moins accès aux TIC et à leurs avantages.

http://www.itmag-dz.com/2011/05/journee mondiale des telecoms et de la societe de l%27information les tic au secours du monde rural/

24 May 2011

WSIS, ICT4D and the future

By Adekunle Adekoya

Vanguard

Last week, the World Summit on Information Society held in Geneva, and for the whole of last week, technocrats and other specialists in information technology gathered to further brainstorm on the sole objective of making life better for man.


25 May 2011

World YWCA Participates in the World Summit on the Information Society

World YWCA

On May 16-20, 2011, the World YWCA participated in the World Summit on the Information Society (WSIS) forum which was held in Geneva, Switzerland. The WSIS focuses on the speedy expansion of information technology (ICT) and utilisation towards the Millennium Development Goals in crucial areas like the environment, health and education. Hendrica Okondo, World YWCA Global Programme Manager SRHR and HIV and Focal Point for Africa, and Alemsethay Gebremichael, Programme Associate Communications, attended the Summit. The WSIS provided structured opportunities to network, learn and to participate in multistakeholder discussions and consultations.


27 May 2011
World Summit on the Information Society (WSIS) Forum 2011

IFLA, along with Electronic Information for Libraries (eIFL) and UNESCO, held an Interactive Facilitation Meeting on Open Access in Geneva, Switzerland on May 19th, as part of the World Summit on the Information Society (WSIS) Forum 2011.

http://www.ifla.org/en/node/5630

30 May 2011

PHL joins world summit on communications technology

GMA News

The Philippines was represented at the World Summit on Information Society (WSIS) Forum 2011 in Geneva from May 16 to 20, the Department of Foreign Affairs (DFA) said.

In a news release posted on its website, the DFA said Commission on Information and Communications Technology (CICT) Chairman Ivan John Uy led the Philippine delegation in the forum which was hosted by the International Telecommunications Union (ITU).

http://www.gmanews.tv/story/222143/pinoy-abroad/phl-joins-world-summit-on-communications-technology

May 31, 2011

PHL Participates at the World Summit on Information Society Forum 2011 in Geneva

Department of Foreign Affairs, Philippines

The Philippine Permanent Mission to the United Nations in Geneva reported that Commission on Information and Communications Technology (CICT) Chairman Ivan John Uy led the Philippine delegation in the recently concluded World Summit on Information Society (WSIS) Forum 2011, hosted by the International Telecommunications Union (ITU), from May 16 to 20 in Geneva.


31 May 2011

Форум ВВУИО-2011 открылся в Женеве

пресс-релиз МСЭ

В этом году Форум Всемирной встречи на высшем уровне по вопросам информационного общества (ВВУИО), совместно организуемый МСЭ, ЮНЕСКО, ЮНКТАД и ПРООН, пройдёт с 16 по 20 мая в Женеве.

http://www.iis.ru/content/view/543/91/