



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



## **WSIS+10 High-Level Event: Open Consultation Process Multistakeholder Preparatory Platform**

[www.wsis.org/review/mpp](http://www.wsis.org/review/mpp)

### **Draft Final Report**

**9 June 2014, Geneva**

The World Summit on the Information Society (WSIS) Outcome Documents and the UN General Assembly Resolution 60/252 resolved to conduct an overall review of the implementation of the Summit Outcomes in 2015. In this context, building upon the outcomes of the UN Group on the Information Society (UNGIS) Open Consultations on WSIS+10, including the UNGIS Plan of Action for WSIS+10 and multistakeholder guidance provided at the WSIS Forum 2012 and 2013, ITU's Membership (PP-10 Resolution 172 and ITU Council Resolution 1334 (Mod. 2013)), resolved to hold an ITU Coordinated WSIS+10 High-Level Event in 2014 and to establish a preparatory process based on the open and inclusive WSIS+10 Multistakeholder Preparatory Platform (WSIS+10 MPP), tasked to elaborate drafts of two Outcome Documents for endorsement by the WSIS+10 High-Level Event:

- WSIS+10 Statement on the Implementation of WSIS Outcomes.
- WSIS+10 Vision for WSIS Beyond 2015

The WSIS+10 High-Level Event, as an extended version of the WSIS Forum, hosted and coordinated by the ITU, will be held from 10 to 13 June 2014 (Pre- events: 9 June 2014) at the ITU Headquarters in Geneva, Switzerland. The event is co-organized by ITU, UNESCO, UNDP and UNCTAD with the engagement of other UN Agencies, including FAO, ILO, ITC, UNDESA, UNODC, UPU, UN Women, WMO, WHO, WFP, WIPO and UN Regional Commissions. The Event builds upon two tracks: the *High-Level Track*, which will comprise of formal statements, ministerial round table, handing over of prizes, and endorsement of the Outcome Documents, and the *Forum Track*, which will address issues that are critical to WSIS implementation and follow-up in multistakeholder settings, and will include discussions on implementation of WSIS-related activities beyond 2015.

The WSIS+10 High-Level Event will address the progress made in the implementation of the WSIS outcomes related to the WSIS Action Lines under mandates of the participating agencies, while providing a platform for multistakeholder coordination of the implementation of the WSIS outcomes, with involvement and participation of all WSIS action line facilitators, other UN agencies and all WSIS stakeholders. The WSIS+10 High-Level Event will review the WSIS Outcomes (2003 and 2005) , in particular, related to the Action Lines with a view to developing proposals on a new vision beyond 2015, potentially also exploring new targets. The meeting will be organized taking into account decisions of the 68th Session of the UN General Assembly.

WSIS+10 Multistakeholder Preparatory Platform was established in June 2013 and since then has been serving as an open and inclusive consultation platform for WSIS Stakeholders (governments, private sector, civil society, international organizations and relevant regional organizations) to develop multistakeholder consensus on two draft Outcome Documents.

WSIS+10 MPP was chaired by Prof. Vladimir Minkin (Russian Federation) and vice-chaired by Ms Nermine Saadany (Egypt), Mr. Majed Al Mazyed (Saudi Arabia), and Frederic Riehl (Switzerland).

Secretariat was hosted and coordinated by ITU and comprised by all WSIS Action Line Facilitators and other UN Agencies as follows: ITU, UNESCO, UNDP, UNCTAD, FAO, ILO, ITC, UNDESA, UNODC, UPU, UN Women, WMO, WHO, WFP, WIPO and UN Regional Commissions. All WSIS Action Line Facilitators expressed their commitment to the process within their respective mandates and assisted all MPP meetings, providing background reports, executive summaries of their respective Action Lines and expert advice to facilitate discussions during the meetings.

In order to ensure coordinated approach for actions related to the Overall Review at the UN level, WSIS+10 MPP actions have been closely coordinated with the CSTD secretariat through regular briefings, including comprehensive contribution on the WSIS+10 High Level Event's preparatory process to the 17<sup>th</sup> Session of the CSTD by Chairman of WSIS+10 MPP. CSTD secretariat was invited to provide updates on the ongoing discussions on the modalities of the Overall Review.

In order to ensure inclusiveness and transparency of the process as well as to reach the last mile, several electronic working methods were offered and developed in a multistakeholder format. Ensuring an environmental friendly working method a paperless approach was applied throughout the preparatory process.

- Special electronic platform was established to facilitate communication with and amongst all stakeholders ([www.wsis.org/review](http://www.wsis.org/review) and [www.wsis.org/mpp](http://www.wsis.org/mpp)).
- Developed documentation process has been applied and all documents were made available in reflector at <http://www.itu.int/wsis/review/mpp/pages/consolidated-texts.html>

- [Wsis-info@itu.int](mailto:Wsis-info@itu.int) was used as interface for collection of all inputs that were made available on the review platform.
- WSIS Flash was used as the main mean for broad dissemination of information on WSIS+10 MPP (<http://groups.itu.int/stocktaking/WSISFlash.aspx>). In addition dissemination of information was strengthened by iwrite4WSIS campaign (Twitter) and WSIS channel on Facebook.
- Remote participation was an integral component of this preparatory process that enabled many stakeholders to proactively participate in the meetings, make oral and written contributions as well as negotiate text in a real time at the distance.

This Open Consultation Process for the WSIS+10 High-Level Event was structured in six phases as follows:

- **Phase One: July 2013** - Initiation of the Open Consultation Process  
» [More on Phase One](#)
- **Phase Two: 7-8 October 2013** - First Physical Meeting, ITU Headquarters  
» [More on Phase Two](#)
- **Phase Three: 16-18 December 2013** - Second Physical Meeting, ITU Headquarters  
» [More on Phase Three](#)
- **Phase Four: 17-18 February 2014** - Third Physical Meeting, ITU Headquarters  
» [More on Phase Four](#)
- **Phase Five: 14-17 April 2014** - Fourth Physical Meeting, ITU Headquarters  
» [More on Phase Five](#)
- **Phase Six: 28-31 May 2014** - Fifth Physical Meeting, WIPO Headquarters  
» [More on Phase Six](#)
- **Additional Consultations: 9 June 2014** – Additional Meeting, CICG  
» [More on Additional Consultations](#)

More than 500 input documents from WSIS Stakeholders, that is, governments, private sector, civil society and international organizations, have been processed by the secretariat. Several background, substantive input documents and briefings have been developed for the purposes of this preparatory process as follows:

1. [WSIS+10 Visioning Challenge](#)
2. [Identifying Emerging Trends and a Vision Beyond 2015! 2012 & 2013](#)
3. [WSIS Forum 2013 Outcome Document](#)
4. [Towards Knowledge Societies for Peace and Sustainable Development: Final Statement](#)



5. [Measuring the Information Society Report 2013](#)
6. [10-Year Country Reports](#)
7. [10-Year Action Line Facilitators Reports](#)
8. [WSIS Action Lines: WSIS+10 Executive Summaries: Achievements, Challenges and Recommendations](#)
9. [Building Inclusive Knowledge Societies: A review of UNESCO's action in implementing the WSIS outcomes](#)
10. [10-Years Regional Assessment Reports by Regional Commissions](#)
11. [Reports from the ITU Regional Development Forums \(AFR/AMS/ARB/ASP/CIS/EUR\)](#)
12. [A comprehensive Civil Society Report has been submitted by the Association for Progressive Communication](#)



The Outcome Documents have been developed following the basic principles agreed at the first meeting of the MPP, as listed below:

- a. Focus on the WSIS Action Lines and measurement of their implementation.
- b. Develop a vision upon existing framework of Action Lines, identifying emerging trends, challenges and priorities for new decade, without making existing framework of Action Lines obsolete.
- c. Geneva Declaration and Geneva Plan of Action still remain valid until further decisions by General Assembly.
- d. Restrict the proposals on Action Lines, under the responsibility of the respective UN Agencies, to the Geneva Plan of Action.
- e. Avoid proposals referring to the outcomes of the Tunis phase of WSIS on the following, implementation mechanism, follow up, internet governance (other than internet issues relevant to action lines), IGF, enhanced cooperation, CSTD.
- f. Avoid prejudging the outcomes of the 68<sup>th</sup> Session of the General Assembly on modalities of the Overall Review.
- g. Respect mandates given by Tunis Agenda and respect for the multi-stakeholder principles.

WSIS+10 Multistakeholder Preparatory Platform concluded its work reconfirming multistakeholder consensus by Governments, Civil Society, Private Sector, International Organizations on two final agreed drafts of the outcome documents as follows:

- WSIS+10 Statement on the Implementation of WSIS Outcomes, including three Chapters:
  - Chapter A “Preamble“
  - Chapter B “Overview of the implementation of Action Lines

- Chapter C “Challenges-during implementation of Action Lines and new challenges that have emerged”
- WSIS+10 Vision for WSIS Beyond 2015, including two Chapters:
  - Chapter A “Preamble“
  - Chapter B “Priority areas to be addressed in the implementation of WSIS Beyond 2015”

**These above mentioned documents are presented to the WSIS+10 High Level Event for endorsement.**

WSIS+10 MPP has also elaborated Chapter C “Action Lines” of the WSIS+10 Vision for WSIS Beyond 2015. Chapter C consists of three Parts, i.e. I) Introduction, II) Further Enhancing of Action Lines, III) Action Lines beyond 2015: Looking to the Future.

Proposal by UN Women for creation of a new Action Line on “Women’s Empowerment and Full Engagement in the Information Society” has been noted by the meeting and annexed to this report. Instead of creation of a new Action Line two paragraphs had been proposed to parts I and III of Chapter C.

At the end of the fifth meeting the following items were still not agreed: Text on WSIS Action Line C9, One bullet in WSIS Action Line C5, One bullet in WSIS Action Line C8 and some paras in Part III.

With the aim of finding consensus on WSIS Action Line C9, as the last chance, UNESCO proposed a new text to look for consensus and the Chairman called for an additional meeting on the 9<sup>th</sup> June 2014 to address this issue. After some discussions consensus was not reached.

**Final WSIS+10 MPP report by the Chairman is presented to the WSIS+10 High Level Event for noting, including its Annexes:**

- Annex One: UNESCO proposal of text for WSIS Action Line C9: Media
- Annex Two: Chapter C of the WSIS+10 Vision for WSIS beyond 2015
- Annex Three: UN Women’s Proposal for Creation of an Action Line on “Women’s Empowerment and Full Engagement in the Information Society”

All documentation of the WSIS+10 Multistakeholder Preparatory Platform has been archived at <http://www.itu.int/wsris/review/mpp/pages/consolidated-texts.html>

The Chairman expressed thanks to all the WSIS Stakeholders who participated physically and remotely in the work of the physical meeting, the Vice-Chairmen Ms N. El Saadany (Egypt), Mr M. Almazyed (Saudi Arabia) and Mr F. Riehl (Switzerland), Dr. Hamadoun Toure, ITU Secretary General, Mr. Houlin Zhao, Deputy Secretary General, Mr Brahim Sanou, Director of the ITU Telecommunication Development Bureau, Mr Gatachew Engida,

Deputy Director General, UNESCO, Dr. Johannes Christian Wichard, Deputy Director General, WIPO, Ms. Lakshmi Puri, Deputy Executive Director of UN Women, as well as Ms. Anne Miroux, Head of the CSTD Secretariat, Mr. Indrajit Banerjee, Ms. Sylvie Coudray and Mr. Cedric Wachholz (UNESCO), Mr. Torbjorn Fredriksson, Ms Mervi Kultamaa (UNCTAD) as well as all UN agencies including ITU, UNESCO, UNCTAD, UNDP, UNDESA, WMO, UNEP, WIPO, WHO, UPU, ITC, ILO, FAO, UN Women and UN Regional Commissions. The chairman expressed his special thanks to the WSIS Secretariat, particularly to Mr Jaroslaw Ponder and Ms. Gitanjali Sah (ITU).

Meeting thanked to the Chairman for his leadership, efficiency, effectiveness and personal dedication in facilitating the work of the WSIS+10 Multistakeholder Preparatory Platform that successfully accomplished its task.

Prof. Dr. Vladimir Minkin  
(Russian Federation)

**Annex One:** UNESCO proposal of text for WSIS Action Line C9: Media

**Annex Two:** Chapter C of the WSIS+10 Vision for WSIS beyond 2015

**Annex Three:** UN Women's Proposal for Creation of an Action Line on "Women's Empowerment and Full Engagement in the Information Society"

## ANNEX ONE

### **UNESCO proposal of text for WSIS Action Line C9: Media**

Media will benefit from the broader and expanded role of ICTs that can enhance media's contribution to fulfilling the post-2015 Sustainable Development Agenda.

The right of freedom of expression, as described in Article 19 of the Universal Declaration of Human Rights, and Article 19 of the International Covenant on Civil and Political Rights, is essential for media's role in information and knowledge societies.

1. Recall the Geneva Declaration of Principles, para 55, which describes the role of media in the Information Society;
2. Affirm that the same rights that people have offline must also be protected online, and that this is applicable to media on all platforms;
3. Encourage equal opportunities for men and women in media;
4. Promote a safe and enabling environment for journalists and media workers, and facilitate the implementation of the UN Plan of action on the safety of journalists and the issue of impunity.

## ANNEX TWO

### Chapter C of the WSIS+10 Vision for WSIS beyond 2015

## [C. Action lines

### I. Introduction

**We recommit** ourselves to strengthening cooperation to seek common responses to the challenges and to the implementation of the Geneva Plan of Action, which will realize the vision of a people-centred, inclusive and development-oriented, Information Society based on the Key Principles incorporated in the Geneva Declaration. [agreed]

**We reaffirm** that the Geneva Plan of Action is an evolving platform to promote the Information Society at the national, regional and international levels. [agreed]

**We encourage** all stakeholders to continue the implementation of objectives for Action lines as it had been defined in the Geneva Plan of Action, Part C, as supplemented by this document, in the areas where progress is needed including those in “priority areas to be addressed in the implementation of WSIS beyond 2015” above. [agreed]

**We note** the progress that has been made by United Nations entities in cooperation with national Governments, regional commissions and other stakeholders, including intergovernmental and non-governmental organizations, the private sector and civil society, within their respective roles and responsibilities, in the implementation of the action lines contained in the outcome documents of the World Summit on the Information Society, and encourage the use of those action lines for the achievement of the Millennium Development Goals.[agreed]

**We note** that the General Assembly has invited its member states and other stakeholders to give appropriate consideration to the issue of ICTs for development in the discussion of the post-2015 development agenda. [agreed]

**We recognize** that in spite of recent progress, there remains an important and growing digital divide between developed and developing countries at different levels of development, which affects many economically and socially relevant applications in such areas as government, business, health and education in terms of the availability, affordability and use of information and communications technologies and access to broadband, and stressing also the need to close the digital divide, including with regard to such issues as Internet affordability, and to ensure that the benefits of new technologies, especially information and communications technologies, are available to all. [agreed]

**We emphasize** that progress in implementing gender commitments enshrined in the WSIS outcome documents and forward-looking recommendations should be promoted by pursuing practical and joint measures to advance women's empowerment within the Information Society, in order to continue to realize women's meaningful access to ICTs and full integration of women's needs and perspectives, and their full and effective participation. [agreed]

## **II. Further enhancing of Action lines**

### **C1. The role of public governance authorities and all stakeholders in the promotion of ICTs for development [FINAL AGREED DRAFT]**

The effective participation of governments and all other stakeholders is vital in developing the Information Society through inclusive engagement and cooperation among all stakeholders, in order to provide sustainable and affordable access to information and communication technologies (ICTs). [agreed]

- a) Encourage greater regional and international dialogues and collaboration in promoting ICTs for development. [agreed]
- b) Encourage development of national ICT policies, e-strategies and regulatory frameworks enabling sustainable development, through an inclusive process, taking into account different national circumstances. [agreed]
- c) Foster partnerships among all stakeholders at the local, national, regional and international levels through capacity building, research and knowledge sharing for development of the ICT sector. [agreed]
- d) Promote affordable access to ICT and digital content to foster the information society and contribute to narrowing existing and emerging socio-economic inequalities. [agreed]
- e) Ensure that e-services can be adequately provided to all people through affordable and public access to ICTs, and encourage a feedback process as well as a monitoring and evaluation mechanism. [agreed]

### **C2. Information and communication infrastructure [FINAL AGREED DRAFT]**

Infrastructure is central in achieving the goal of digital inclusion, enabling universal, sustainable, ubiquitous and affordable access to ICTs by all, taking into account relevant solutions already in place in developing countries and countries with economies in transition, to provide sustainable connectivity to and access for rural, remote and marginalized areas at national and regional levels. Broadband connection based on converged services and enhanced radio frequency spectrum and satellite orbit management supported by efficient backbone, new technologies, policies which promote innovation, national broadband plans based on reliable data, and international standardization are the keys for such achievement. [agreed]

- a) Develop a well-planned, well-maintained, robust, economic, and efficient Broadband infrastructure to ensure the delivery of high quality services including, affordable access to the Internet, information and technologies for citizens. [agreed]
- b) Development of affordable network/consumer telecommunications equipment, access and services by economy of scale, development, and conformity and interoperability, by international standards are key elements. [agreed]
- c) Using policy and financing mechanisms such as Universal Service Funds and/or Public-Private Partnership, to connect and cover rural and remote areas with affordable Broadband information and communication infrastructure. To attract private investment, competition and adequate market

liberalization policies to develop the infrastructure, financing, and new business models need to be studied and deployed, taking into account national circumstances. [agreed]

- d) Emergency telecommunication services should be secured. A resilient and robust information and communication infrastructure is an essential step to ensure the continuity of communications in cases of disruptive events such as natural disasters. [agreed]

### **C3. Access to information and knowledge [FINAL AGREED DRAFT]**

ICTs allow people, anywhere in the world, to access information and knowledge almost instantaneously. Individuals, organizations and communities should benefit from access to knowledge and information. We envision achieving universal access by fostering Information and Knowledge Societies. [agreed]

- a) Strengthen policies, strategies and programmes in an inclusive and open manner according to national circumstances for expanding and enhancing universal access to information and knowledge. [agreed]
- b) Continue to promote and support initiatives to facilitate accessibility of ICTs for all to enhance the information-based development of social, cultural and entrepreneurial activities. [agreed]
- c) Enhance skills in accessing information and introduce Media and Information Literacy (MIL) as core elements in all life-long learning initiatives. [agreed]
- d) Promote multistakeholder efforts for the development of multilingual and culturally diverse content and tools. [agreed]
- e) Ensure that the long term preservation of digital heritage is an essential part of cultural, educational, research and information policy, and more generally, of the building of the information society, with the consent and collaboration of the concerned communities and individuals, where applicable. [agreed]
- f) Continue to develop and support sustainable multi-purpose community public access points providing affordable or free-of-charge access for all people to, information and knowledge. [agreed]
- g) Continue to avoid and eliminate discrimination in publication of user generated content and access to this information, stakeholders should cooperate in their respective roles and responsibilities to achieve this goal. [agreed]

### **C4. Capacity building [FINAL AGREED DRAFT]**

Everyone should have an opportunity to acquire the necessary skills and knowledge to benefit fully from the information society for bridging the digital divide. Therefore, capacity building, digital literacy and competences are essential for all. [agreed]

- a) Develop a wide range of general and specialized training programmes for all stakeholders such as (creators, maintainers and operators) and beneficiaries of the ICT sector (especially in developing countries) in all aspects of telecommunications/ICT. [agreed]
- b) Upgrade and continue to develop existing knowledge and package it into state of the art content and training materials. [agreed]
- c) Consider that capacity building at national level in leadership and other skills should include knowledge of the key ICT drivers. [agreed]
- d) Collaborate efforts on local, national, regional and international levels within all sectors in order to maintain and ensure access to ICT and ICT enhanced education for skills development and lifelong learning beyond the classroom. [agreed]

- e) Develop and promote programmes, using ICTs at local, national, regional and international levels, to combat illiteracy, foster distance and self-learning and support e-literacy and research and development (R&D). [agreed]

## **C5. Building confidence and security in the use of ICTs**

Confidence and security continue to be prominent among the main pillars of the Information Society. [agreed]

- a) Encourage further strengthening of the trust, and security framework with complementary and mutually reinforcing initiatives in the fields of security in the use of ICTs, with initiatives or guidelines with respect to rights to privacy, data and consumer protection. [agreed]
- b) Support greater development, and encourage implementation to international standards for security, in particular open standards. Continue to assist developing and least developed countries to participate in global standards development and related processes.[agreed]
- c) Ensure special emphasis for protection and empowerment of children online. In this regard, governments and other stakeholders should work together to help all enjoy the benefits of ICTs in a safe and secure environment. [agreed]
- d) Strengthen support for the establishment of national Computer Incident Response Teams (CIRTs) including CIRTs responsible for government-to-government cooperation for incident management, where needed, and regional and international coordination among them, for real-time handling and response of incidents, especially for national critical infrastructures, including information infrastructure, taking into account national legislations. [agreed]
- e) Continue to promote the development of assessment frameworks to measure readiness of countries on various aspects of confidence and security in the use of ICTs. [agreed]
- f) Promote research and cooperation enabling effective use of data and software in particular electronic documents and transactions including electronic means of authentication and improve security methods. [agreed]

- g) Continue to promote greater cooperation [among the governments and all other stakeholders,] at the United Nations -and with all stakeholders at all other appropriate forafora, respectively at the national, regional and international levels to enhance user confidence, build trust,-and protect both data and network integrity as well as consider existing and potential threats to ICTs; and address other information security and network security issues.]

**Alt 1:** [Continue to promote cooperation [among the governments, [at the United Nations,]-and with all other stakeholders at the United Nations and other appropriate forafor a] to enhance user confidence, build trust, and protect both data, and-network integrity and critical infrastructures; consider existing and potential threats to ICTs; security in the use of ICTs and address other information security and network security issues, while stressing the need to address [cybercrime and] cybersecurity issues, at appropriate forums, together with all stakeholders including cybersecurity, [and cybercrime]]

**Alt 2:** [Continue to promote cooperation among the governments at the United Nations and other international organizations and with all other stakeholders at all appropriate fora to enhance user confidence, build trust, protect data, network integrity and critical infrastructures; consider existing and potential threats to ICTs; security in the use of ICTs [and address other information security [and network security issues, while stressing the need to address cybersecurity issues.]]

**Alt 3:** [Continue to promote cooperation among the{ governments {at the United Nations}}-and with all other stakeholders at other-the United Nations and other appropriate fora to enhance user confidence, build trust, and protect both data and network integrity and critical infrastructure; consider existing and potential threats to ICTs; security in the use of ICTs and address other {information security} and network security issues, while stressing the need to address cybercrime and

cybersecurity issues, ~~[at appropriate forums, together with all stakeholders], including cybersecurity, [and cybercrime]~~  
[including cybercrime] [including cybercrime and cybersecurity .][ including ICT aspects of cybercrime and cybersecurity]  
[Cybercrime [and cybersecurity] should continue to be dealt with,~~[at the United Nations and other appropriate fora]~~ [in appropriate forums; ]

## **C6. Enabling environment [FINAL AGREED DRAFT]**

In order to leverage the transformational power of ICTs and broadband in particular to maximize the social, economic and environmental benefits of the Information Society, governments need to continue to create a trustworthy, predictable, pro-competitive, supportive, transparent and non discriminatory, legal, regulatory and policy environment that enables innovation, entrepreneurship, investment and growth [agreed]

Design and enforce frameworks through consultation with all stakeholders, where appropriate, to:

- a) promote digital inclusion and social and economic empowerment, in particular for youth, women, persons with disabilities and indigenous peoples; [agreed]
- b) foster broadband development and deployment; [agreed]
- c) nurture innovation and entrepreneurship by stimulating investment by ensuring effective and fair competition; [agreed]
- d) recognize the economic potential of ICTs for Small and Medium-Sized Enterprises (SMEs), contribute to increasing their competitiveness by streamlining administrative procedures, facilitating their access to capital, reducing the cost of doing business and enhancing their capacity to participate in ICT-related projects; [agreed]
- e) ensure confidence and security in the development and the use of ICTs; [agreed]
- f) foster an intellectual property rights framework that balances the interests of creators, implementers and users. [agreed]

## **C7 ICT applications: benefits in all aspects of life [FINAL AGREED DRAFT]**

ICT applications continue to be potentially important in government operations and services, health care and health information, education and training, employment, job creation, business, agriculture, transport, protection of environment and management of natural resources, disaster prevention, and culture, and to promote eradication of poverty and other agreed development goals. User-friendly, accessible to all, affordable, adapted to local needs in languages and cultures applications that support sustainable development, are essential. [agreed]

## **E-government [FINAL AGREED DRAFT]**

E-government can support sustainable development by promoting effective and efficient public service delivery to all people ensuring transparency, participation, collaboration: [agreed]

- a) Continue to implement e-government strategies focusing on applications aimed at innovating and enhancing transparency, accountability and efficiency, as appropriate. [agreed]
- b) Continue to support international cooperation initiatives in the field of e-government. [agreed]
- c) Encourage e-government initiatives and services at all levels, adapted to the needs of people and business with a view to supporting sustainable development. [agreed]
- d) Promote further development of e-government by engaging all people for improved communications and consultations between government and end users. [agreed]
- e) Foster e-government services while addressing the challenges of privacy and security. [agreed]
- f) Promote capacity building and knowledge sharing for effective utilization of ICT in government, delivery of e- services and ICT-based policy support for development outcomes. [agreed]
- g) Facilitate the access of e government services to all people including the disadvantaged and vulnerable people. [agreed]

### **E-business [FINAL AGREED DRAFT]**

- a) Make it possible for businesses to use relevant ICTs and to benefit fully from the information economy, including by creating an enabling environment for selling and buying goods or services via ICT networks. [agreed]
- b) Enhance the involvement of all stakeholders in promoting the benefits of e-business and stimulating the development of new e-business applications, content and services, including for mobile devices and social media. [agreed]
- c) Foster a dynamic ICT sector to underpin productive use of ICTs, sustainable growth and development, job creation, trade and innovation as part of broader strategies for poverty reduction through wealth creation. [agreed]
- d) Enhance the entry of micro, small and medium-sized enterprises (SMMEs), and youth and women entrepreneurs, into all sectors of e-business taking new technological developments into account. [agreed]
- e) Improve availability of statistical e-business data needed to assess economic and social impacts. [agreed]

### **E-learning (see also section C4) [FINAL AGREED DRAFT]**

Information and communication technologies, through learner-centered and personalised e-learning, will enable equitable access to quality education and lifelong learning for all; the least advantaged in society will be aided by ICTs to access to quality learning experiences tailored to their needs; youth will have opportunities to develop appropriate media and information literacy skills, competencies and values that they need to live and work in a digital age; ICTs will contribute to the protection, dissemination and reproduction of indigenous knowledge and enable wide participation in traditional cultural expression. In the information and knowledge societies, ICT will support learning in formal, non-formal and informal settings, in communities and beyond traditional educational structures. [agreed]

- a) Enhance e-learning to be ubiquitous and accessible to all, especially for children, within and beyond formal educational structures and quality education facilities in their community through developing enabling national policies for ICTs in Education which focus on equality of access to education and on raising the quality of teaching. Policy implementation should ensure the full integration of ICTs in curriculum development and delivery and into training systems at all levels, including Technical and Vocational Education and Training systems (TVET). [agreed]
- b) Ensure that educators and teachers of all levels have the sufficient competencies to make effective pedagogical use of ICT and to facilitate learners' e-learning and support the transformation of

Teacher Professional Development (TPD) through ICT integration in Teacher Training curricula, and ensure that TPD is ongoing and incremental throughout teachers' careers. This would include harnessing emerging technological innovations, including open modalities and strategies (e.g. Open Educational Resources – OER, Free and Open Source Software (FOSS), Massive Online Open Courses – MOOCs, Text and Data Mining) as well as the development of multiple literacies for the 21st Century for teachers and learners. [agreed]

- c) Support for the creation of relevant e-learning content for teaching and learning in local languages and in the processes of curriculum integration and assessment, and make them available under open licensing. Promote awareness of the value of existing and emerging trends in open modalities and strategies. [agreed]
- d) Support the establishment of Education Management and Information Systems in all educational institutions and wide-spread cross-generational community learning initiatives to also bridge technical skills gaps. [agreed]
- e) Research in, investment in, and development of, good practice models for m-learning to widen access to learning opportunities to rural populations, in particular in developing countries. [agreed]

## **E-health [FINAL AGREED DRAFT]**

- a) Foster the development and implementation of national eHealth strategies, focusing on implementing a sound enabling environment, integrating ICTs to support the priorities of the health sector, and providing reliable, affordable and sustainable connectivity for health services, health systems and the general public to improve the health of all people. [agreed]
- b) Promote the use of ICTs to strengthen those sectors linked to human health and health systems – public health and health care services (including traditional medicine); sanitation, food and water; veterinary medicine and social services – with special efforts to reach people in remote and under-served areas, particularly in developing countries. [agreed]
- c) Facilitate innovation and access to e-Health applications to support health professionals, improve local access to information, and enable the flow of information in health services and systems, including tele-health, tele-medicine, electronic medical records, personal health records, and health information systems. [agreed]
- d) Ensure public trust and confidence in e-Health, through adoption of policies, regulations and other measures that address the concerns of the health sector, including those of a cross-border nature. Promote the adoption of eHealth standards to enable the secure, accurate and timely transmission of health data, taking full account of privacy, security and confidentiality requirements, in this regard. [agreed]
- e) Integrate the use of ICTs in eHealth in preparing for, sharing information on, and responding to disease outbreaks, disasters and other emergencies requiring inter-sectoral collaboration and exchange of information in real-time. [agreed]
- f) Promote the use of evidence for the adoption of e health as well as the measurement and development of indicators and tools for its socio- economic impact on national, regional and international level. [agreed]

## **E-Employment [FINAL AGREED DRAFT]**

- a) ICTs continue to be a key enabler for providing a platform for innovative employment opportunities, particularly for the youth, women, persons with disabilities and indigenous peoples. [agreed]
- b) Further develop E-employment portals providing the ability/ information to connect employers with potential candidates. There is a need for working towards establishing online recruitment services for public and private organizations and creation cyber workers' protection rules. [agreed]

- c) Encourage promoting teleworking programs for working from a distance, strengthening collaborative work by using intranet and extranet, and developing regulation and standards of teleworking to legitimate labor conditions in terms of social benefits, job stability, training and working satisfactory conditions, among others. [agreed]
- d) Need for training people in ICT related technologies to enhance their employment credentials and to provide extra capacity in developing ICT enabled economies in the future. [agreed]

## **E-environment [FINAL AGREED DRAFT]**

- a) Foster cooperation between the ICT community, the environmental community, the meteorological community, and other relevant communities working on reducing energy consumption and greenhouse gas emissions, environment protection, towards safety of population and assets against increasing threat caused by climate change related impacts. [agreed]
- b) Minimize e-waste by establishing appropriate measures such as environmentally sound life cycle management processes of ICT equipment by all involved parties, including manufacturers. [agreed]
- c) Promote and disseminate standards related to management of e-waste as developed by relevant international intergovernmental organizations and harmonize national laws, policies and regulations accordingly to minimize the negative impacts of ICTs on environment and health and reduce e-waste. [agreed]
- d) Promote the use of ICT equipment in weather forecasting electronic dissemination and early warning systems to increase preparedness against natural hydro-meteorological related disasters. [agreed]
- e) Raise awareness on the need for international cooperation to assist nations in particular developing and least developed nations, and Small Island Developing states to benefit from a full range of ICT – weather/climate related monitoring and warning services including access to satellite data , high speed internet and smart ICT weather and climate applications. [agreed]
- f) Encourage establishing and maintaining networks of automated observing systems for the collection and dissemination of essential weather and climate parameters, to be made available to the global community in support of environmental monitoring. [agreed]

## **E-agriculture [FINAL AGREED DRAFT]**

- a) As part of national ICT strategies, foster the development and implementation of national e-agriculture strategies focusing on providing reliable and affordable connectivity and integrating ICTs in rural development to support food security and hunger eradication. [agreed]
- b) Foster collaboration and knowledge sharing in agriculture via electronic communities of practice, including the e-Agriculture Community, in order to showcase and promote models, methodologies, good practices and the adoption of Open Access and interoperability standards, for effective and equitable use of ICTs for sustainable agriculture and rural development. [agreed]
- c) Promote the creation and adaptation of content including in local languages and contexts from reliable and trusted sources, including, to ensure equitable and timely access to agricultural knowledge by resource-poor men and women farmers, foresters and fisher folk in rural areas. [agreed]
- d) Foster digital literacy of institutions and communities in rural and remote areas taking into consideration local needs and constraints by providing appropriate learning opportunities for all which will enhance individual and collective decision-making skills. [agreed]
- e) Promote the use of ICTs to reinforce the resilience capacity of states, communities and individuals to mitigate and adapt to natural and man-made disasters, food chain challenges, socio-economic and other crises, conflicts and transboundary threats, diseases, and environmental damages. [agreed]
- f) Promote Public-Private Partnerships in cooperation with relevant CSOs/NGOs, cooperatives, farmer organizations, academia, research institutions in the agricultural sector (which also includes forestry

and fishery) for inclusive, efficient, affordable and sustainable ICT services and initiatives in agriculture and rural development which will promote the wide scale use of ICT and foster sustainable agri-business models. [agreed]

## **E-science [FINAL AGREED DRAFT]**

Science and e-science are mutually informing and influencing their evolution, and e-science revolutionizes science by changing: the way in which research is conducted; how the scientific agenda is defined; who participates in it; how the results and data are shared; the pace at which policymakers, scientists and individuals access knowledge; and who participates in the policy follow up of research outcomes. [agreed]

- a) Promote E-science to enhance the interface between policy, science and society by facilitating more evidenced-based and better harmonized policy-making and greater involvement of citizens in scientific and policy processes, thus improving sustainability of outcomes. [agreed]
- b) Improve access to scientific assessments of global change issues such as climate change, biodiversity and ecosystem services, health, agriculture and food security and disaster risk reduction by, inter alia, creating a web-based platform (with complementary mobile applications) based on a multidisciplinary knowledge system that critically reviews and synthesizes new knowledge in real time, where possible, and by relying on ICTs to pursue monitoring and observations of such global change issues. [agreed]
- c) Encourage the use of ICTs, including the Internet and mobile technologies to facilitate greater participation in the entire scientific process including public participation in scientific research (citizen science) activities and the introduction of e-science activities in the context of all form of education. [agreed]
- d) Foster development of information networks for researchers, teachers, information intermediaries and students to support the exchange of ideas and scientific information between research and education institutions and individuals across continents and promote open access to scientific information for scientific and educational organizations based on aggregated information resources. [agreed]
- e) Use e-science to promote data and knowledge exchanges, to provide relevant and timely information for citizens, scientists and policy-makers that will improve participatory decision-making, science-policy-society relations and standards of living, particularly for marginalized people. [agreed]

## **C8 Cultural Diversity and identity, linguistic diversity and local content**

Our vision of the Information and Knowledge Societies is that of a more culturally and linguistically diverse digital world, where: [agreed]

- Around half of all existing languages are present in cyberspace; [agreed]
- Development takes into account local, national and regional contexts; [agreed]
- Innovation and creativity based on traditional knowledge in all areas should be promoted and protected, as appropriate; [agreed]
- Culture is integrated in all development policies and programmes, for poverty reduction and inclusive sustainable development; [agreed]
- There is a respect of cultural identity, cultural and linguistic diversity, traditions and religions and a promotion of dialogue among cultures and civilizations. [agreed]

- a) Launch and support preservation, digitization and digital archiving of cultural and documentary heritage and born-digital information. [agreed]
- b) Promote further development of local content in cyberspace. [agreed]
- c) Support national entrepreneurial and start-up frameworks. Promote the development and use of internationalized domain names. [agreed]
- d) Strengthening policies that support the respect, preservation, promotion and enhancement of cultural and linguistic diversity and cultural heritage, within information society as reflected in relevant agreed UN documents. [agreed]
- e) Continue to develop and implement policies that preserve, affirm, respect and promote diversity of cultural expression and indigenous knowledge and traditions through the creation of varied information content and the use of different methods, including the digitization of educational, scientific and cultural heritage. [agreed]
- f) [Reinforce [and [enhance] implement at the national level] the recommendations concerning the promotion and use of multilingualism [and universal access to cyberspace]].

## **C9 Media**

<b>Discussion at the MPP Plenary meeting:</b>	<b>UK proposal, discussed with and supported by: Sweden, Australia, Spain, Germany, UNESCO, European Broadcasting Union, Switzerland, APIG, Centre for Internet and Society (India), Austria, Tunisia, IDEA, Cisco Systems, Mexico, United States, Japan, Canada, ICC BASIS intel, Internet Society, Health and Environment Program (HEP), Netherlands and Microsoft :</b>	<b>Proposal: Rwanda and Russia</b>
Media will benefit from the broader and expanded role of ICTs that can enhance media's contribution to the development goals of the post-2015 Sustainable Development Agenda. [The principles of freedom of expression and the free flow of information, ideas and knowledge are essential for the information and knowledge societies and beneficial to development with recognizing that the same rights that people have offline must also be protected online, including the right to privacy.]	Media will benefit from the broader and expanded role of ICTs that can enhance media's contribution to the development goals of the post-2015 Sustainable Development Agenda. The right to freedom of expression and the free flow of information, ideas and knowledge, and the protection of privacy, are essential for the information and knowledge societies and beneficial to development. The same rights that people have offline must also be protected online.	We reaffirm the continued relevance of all issues highlighted under action line C9 on Media (Geneva 2003) and the need for continued implementation of this action line.
1. [Develop and update national ICT-Media legislation that guarantees the independence, objectivity, social responsibility, neutrality and plurality of the media according to international standards as well as the domestic needs.]	1. Develop and update national ICT-Media legislation that guarantees the independence, diversity and plurality of the media according to international standards.	
2. [Continue to take appropriate measures —	2. Continue to take appropriate	

<p>consistent with [international law][freedom of expression]— to combat illegal [content and to protect vulnerable groups , in particular children, from harmful content in media content] and harmful media content.]</p>	<p>measures, consistent with international human rights law, to combat illegal media content.</p>	
<p>3. Ensure that women and men equally access, participate and contribute to the media sector, including to decision-making processes.</p> <p>Alt: Work towards ensuring that women and men equally access, participate and contribute to the media sector, including to decision-making processes.</p> <p>Alt: Encourage that women and men access, participate and contribute on equal basis to the media sector, including to decision-making processes.</p> <p>[Alt: [Encourage][Ensure] [Strive] [ to leverage the potential of ICTs] to provide full and effective [equal ]opportunities to women and men to access, participate and contribute to the media sector, [including to decision-making processes]]</p>	<p>3. Encourage equal opportunities and the active participation of women in the media sector.</p>	
<p>4. [Continue to encourage [independent] tradition [neutral, objective, responsible] nal media to bridge the knowledge divide and to facilitate [the freedom of expression] the flow of cultural content, particularly in rural and remote areas.]</p>	<p>4. Continue to encourage traditional media to bridge the knowledge divide and to facilitate the flow of cultural content, particularly in rural areas.</p>	
	<p>5. Encourage online and offline mass media to play a more substantial role in capacity building for the information society.</p>	
<p>5. Ensure the [safety[ and responsibility] of all journalists and media workers [and their accountability], [taking into account the provisions of article 19 of the International Convention on Civil and Political Rights (ICCPR)]. ,[ including [bloggers] social media producers, and their sources and facilitate the implementation of the UN Plan of action on the safety of journalists and the issue of impunity.] [To ensure the safety of journalists and address the issue of impunity in accordance to UNGA Resolution (A/RES/68/163)]</p>	<p>6. Ensure the safety of all journalists and media workers, including social media producers and bloggers, and their sources and facilitate the implementation of the UN Plan of Action on the safety of journalists and address the issue of impunity</p>	
<p>6. We reaffirm our commitment to the principles of freedom of the press and freedom of information, as well as those of the independence, pluralism and diversity of media, which are essential to the Information Society. Freedom to seek, receive, impart and use information for the creation, accumulation and</p>		

<p>dissemination of knowledge is important to the Information Society. We call for the responsible use and treatment of information by the media in accordance with the highest ethical and professional standards. Traditional media in all their forms have an important role in the Information Society and ICTs should play a supportive role in this regard. Diversity of media ownership should be encouraged, in conformity with national law, and taking into account relevant international conventions. We reaffirm the necessity of reducing international imbalances affecting the media, particularly as regards infrastructure, technical resources and the development of human skills.</p>		
--	--	--

**C10 Ethical Dimensions of the Information Society [FINAL AGREED DRAFT]**

The Information and Knowledge Societies should be subject to universally recognized values and promote the common good and to prevent abusive uses of ICTs. [agreed]

- a) All stakeholders should continue to raise awareness and promote national, regional and international debate on the ethical opportunities and challenges related to the use of ICTs. [agreed]
- b) Promote respect of the fundamental ethical values in the use of ICTs and prevent their abusive usage. [agreed]
- c) Continue to invite all researcher stakeholders, to continue research on ethical dimensions of ICTs, and to further examine current and emerging, challenges and opportunities. [agreed]
- d) Continue to enhance the protection of privacy and personal data. [agreed]
- e) Take appropriate actions and preventing measures, as determined by law, against abusive uses of ICTs as listed in para 25 of Geneva Plan of Action. [agreed]

**C11 International and Regional Cooperation [FINAL AGREED DRAFT]**

- a) International and regional cooperation among all stakeholders continue to be vital to advance the use of ICTs for supporting sustainable development beyond 2015. [agreed]
- b) Encourage continuing the development of aid in ICTs for developing countries, in particular for the least developed countries. [agreed]
- c) Further enhance public-private-partnerships, and foster the multi-sectoral cooperation. [agreed]

- d) Call on the international community to assist developing countries in the preparation and implementation of national action plans to support the fulfillment of the post 2015 development Agenda and the results of the overall review of WSIS outcomes in 2015 taking into account the importance of regional initiatives.[agreed]

### **III [Action Lines beyond 2015: Looking to the Future**

**[We reaffirm** that effective cooperation among governments, private sector, civil society and the United Nations and other international organizations, according to their different roles and responsibilities and leveraging on their expertise, is essential, taking into account the multifaceted nature of building the Information Society.]

**[We emphasize** great importance of continuation of the multistakeholder implementation at the international level, following the themes and action lines in the Geneva Plan of Action, and moderated/facilitated by UN agencies. The coordination of multistakeholder implementation activities would help to avoid duplication of activities. This should include, inter alia, information exchange, creation of knowledge, sharing of best practices, and assistance in developing multi-stakeholder and public-private partnerships.]

**[We reaffirm** importance of the United Nations Group on the Information Society (UNGIS) created by the UN-Chief Executives Board (CEB) upon guidance by Tunis Agenda (Para 103), as an efficient and effective inter-agency mechanism with the main objective to coordinate substantive and policy issues facing the United Nations' implementation of the outcomes of the World Summit on the Information Society (WSIS).]

**We welcome** holding of the annual WSIS Forum, which has become a key forum for multi-stakeholder debate on pertinent issues related to the Geneva Plan of Action and note that the Forum's inclusiveness, openness, and thematic focus have strengthened responsiveness to stakeholders and contributed to increased physical and remote participation. [agreed]

**We encourage** all stakeholders to contribute to and closely collaborate with the Partnership on Measuring ICT for Development as an international, multi-stakeholder initiative to improve the availability and quality of ICT data and indicators, particularly in developing countries. [agreed]

**[We emphasize/ recognize** that the commitments to advance gender equality perspectives and undertake the necessary actions throughout the WSIS outcomes, as called for in Para 3 of Preamble under this document, should also be implemented, reviewed and monitored, consistent with other Action Lines, by UN Women in cooperation with other Action Line Facilitators.]

**We encourage** all WSIS stakeholders to continue to contribute information on their activities to the public WSIS stocktaking database maintained by ITU. In this regard, we invite all countries to gather information at the national level with the involvement of all stakeholders, to contribute to the stocktaking. [agreed]

**We also welcome** continuation of the WSIS Project Prizes initiative that has been launched by ITU with involvement of all Action line facilitators as a competition that recognizes excellence in the implementation of projects and initiatives which further the WSIS goals of improving connectivity to

ICTs), particularly within underserved communities, and provide a high-profile, international platform for recognizing and showcasing success stories and models that could be easily replicated. In this regard, the WSIS Stocktaking Database is of utmost importance in sharing best practices amongst WSIS Stakeholders. [agreed]

**We emphasize** on the importance of 17 May as World Information Society Day to help to raise awareness, on an annual basis, of the importance of this global facility, on the issues dealt with in the WSIS especially the possibilities that the use of ICTs can bring for societies and economies, as well as of ways to bridge the digital divide. [agreed]]

## ANNEX THREE

### UN Women's Proposal for Creation of an Action Line on "Women's Empowerment and Full Engagement in the Information Society"

#### C12: Women's Empowerment and Full Engagement in the Information Society

The Action Line will promote progress in implementing gender commitments enshrined in the WSIS outcome documents and forward looking recommendations by pursuing practical and joint measures to advance women's empowerment within the Information Society. The goal is to realize women's meaningful access to ICTs and full integration of women's needs and perspectives, and their equal participation as active agents, innovators and decision-makers. Also critical are connecting and heightening understanding of online and offline realities and addressing underlying factors that hinder women's engagement in the Information society. Finally, the Action Line seeks to develop more coherent approaches, as well as increase investments, attention and accountability measures.

1. *Gender Analysis:* Promote the use of "gender analysis" and associated tools and methodologies in the development of national, regional and related global frameworks, strategies and policies and their implementation, as well as better connect with women's empowerment communities and frameworks.
2. *Holistic Approaches and Structural Issues:* Address underlying women's empowerment issues in the information society, such as gender stereotypes, specific or pronounced threats to women, such as online violence, as well as provide analysis and actionable recommendations on gender issues that cut across action lines.
3. *Support to Action Lines and Stakeholders:* Work with and across Action Lines and specific stakeholder groups (e.g. private sector) to accelerate integration of gender equality within their remits through identification of overarching issues, programmatic opportunities, requisite investments, policy interventions, case studies and learning, and promote participation of women and gender equality stakeholders.
4. *Data and Monitoring Progress:* Prepare scorecards on Action Line and National level reporting on women's empowerment. Support and promote the work of the Partnership on the Measurement of the Information Society Working Group on Gender.