



World Summit
on the Information Society
Turning targets into action



WSIS+10 High-Level Event

Open Consultation Process

**Official Submission Form #1 on the
Outcome Documents of the WSIS +10 High-Level Event
13-17 April 2014, Sharm el-Sheikh**

**Submitted by the Association for Progressive Communications, 30
September 2013**

A. Your Information

Title: Ms

First name: Anriette **Last name:** Esterhuysen

Organization: Association for Progressive Communications

Organization type: NGO **Country:** International – Chief Operating Office located in South Africa

B. Formal Input on the WSIS+10 High-Level Event Outcome Documents

Referring to the background documents i.e. the WSIS +10 Visioning Challenge, the Final Statement and Final Recommendations from the WSIS+10 Review Event Towards Knowledge Societies for Peace and Sustainable Development, the Booklet WSIS Forum 2012 & 2013: Identifying Emerging Trends and a Vision Beyond 2015 and the WSIS Forum 2013 Outcome Document, all WSIS Stakeholders are kindly invited to provide formal submissions and inputs towards the Outcome Documents of the WSIS+10 High-Level Event.

1. Draft WSIS+10 Statement on Implementation of WSIS Outcomes

(Please note that the anticipated length of this Statement is two pages)

Since the two Summits, in 2003 and 2005, WSIS Stakeholders have made every effort in implementing a common vision of the Information Society.

Overall;

- a) What are the main achievements in the area of the information society, in particular, in the implementation of the WSIS Action Lines, in the past ten years?

Access

There have been extensive improvements in basic access to ICTs in the past ten years, particularly through:

- reduced cost of the hardware devices needed to use the internet and to set up networking, including lower cost computers, mobile phones, routers, wifi devices and wifi enabled computers and phones
- propagation of network access in top-down (e.g. through efforts of government or institutions, operators and other businesses) and bottom-up ways (e.g. locally run wifi networks and hotspots, V-Sat installations, mesh networks and more)
- reduction in cost of internet access (but not equally in all part of the world. Costs in most of Africa are still high)
- a recent increase in fibreoptic cable connectivity including undersea cables, and,
- in mobile telephony, though this achievement must be weighed against the growing digital divide in access to broadband services (see response b)).

Adoption

ICTs have been increasingly adopted by citizens in achieving their personal goals, and by governments, development actors and civil society organisations in delivering improvements in social and economic outcomes - but, again, with limitations referred to in response b). As a result of these, there has been substantial progress towards the development of a more connected society. The use of social media has increased dramatically, particularly among young people from both rich and poor backgrounds. However, this 'connected society' cannot be called inclusive, and many people are doubly excluded, firstly because they are already marginalised based on factors such as geographic location, poverty, or gender, and secondly because of being excluded from ICT tools and platforms which have been the primary means for accessing and sharing information.

While WSIS was an important milestone in the development of international action to support the information society, it must be recognised that many major developments concerning ICTs that have taken place since WSIS were not necessary anticipated or covered in the WSIS Action Lines. For example the development of mass market mobile telephony and internet and the development of cloud computing. We also think it should be acknowledge that the Action Line implementation processes have also had a limited role in the follow-up process for WSIS because of lack of participation and lack of resources, but at the same time we do not think that this is cause for dismissing the value of the WSIS as it did serve to create awareness of, and demand for inclusion, from a wide range of stakeholders in the developing world.

b) What key identified challenges would need to be addressed in the next 10 years?

As the last ten years have shown, it is difficult to predict developments in the information society over a ten-year period.

The following six key information society-related challenges can be identified.

1. **Ensuring continued extension of access for all to ICTs**, particularly access to broadband, particularly in developing countries and among marginalised communities in all countries. This is essential to enable equitable outcomes from the information society and to address the growing digital divide in broadband access. Millions of people still lack affordable and reliable access to the necessary tools (e.g. smart phones or computers) and connectivity (internet infrastructure with sufficient bandwidth to enable them to make full use of the power of networks). In many countries internet users are faced with slow broadband speeds, especially in areas outside major cities, traffic caps may limit the amount of data that can be exchanged, and complex tariff packages limit competition or the user's ability to manage costs. For those that cannot afford their own equipment and connectivity, public access facilities (e.g. in public libraries) offer the only alternative, however, public investment in libraries, telecentres, and multi-purpose community centres is often very limited. At the industry level – internet providers often lack access to sufficient spectrum or competitively priced telecom infrastructure, ISP licensing and content control may be too onerous for small or new market entrants, and interconnection regulations usually favour the dominant providers. A variety of indirect factors may also serve to limit internet accessibility; grid power may be unavailable, and high import duties may be levied on ICT equipment, which, along with luxury taxes on internet and voice services, further reduce their affordability.
2. **Recognising that the information society is primarily a matter of human development** rather than technological development and broadening the range of people and communities that benefit from ICTs. The engagement of mainstream development experts, international agencies concerned with human development outcomes, and civil society, alongside technological expertise, must be strengthened to ensure that human rather than technological outcomes are prioritised. Principles of social justice, non discrimination and women's empowerment are also necessary for an inclusive and people-centred development oriented

Information Society. As ICTs and the internet become more pervasive in social and economic and political development, this emphasis on human rather than technological development becomes more not less important.

3. **Maintenance of the openness and multi-stakeholder character of ICT and of internet standards, development and governance**, within a framework which also protects the internet against disruption by criminal or malign activity. Open systems and standards are essential in order to sustain the innovation that has characterised the development of the information society and to inhibit its dominance by powerful governmental or commercial interests. Network neutrality as a principle remains important even if it needs to be applied in new ways in the light of convergence of platforms, applications and content.
 4. **Meeting real and expressed needs**. Ensuring that the proliferation of data, and efforts at open government and open data actually meet the needs of ordinary people, and effectively contribute to transparency and accountability rather than just flooding the internet with data for which there is no demand, and which does not make a difference in people's lives.
 5. **Protection and reinforcement of human rights**, particularly privacy, freedom of expression and freedom of association, in a rapidly changing context, ensuring equal respect for and enforcement of human rights online and offline. This is critically important in the light of global concern about government surveillance and commercial exploitation of data and about the growing prevalence of criminal activity, including fraud, online.
 6. **Environmental sustainability**, and harmful outcomes of the massive increases we will see in ICT production and consumption. This ranges from energy consumption, to sourcing of conflict minerals for the production cycle, to disposing of massive ICT waste. Unless there is a substantial shift in the approach to hardware design to be more sustainable (e.g. with devices that last longer and are upgradable) this challenge is likely to escalate.
 7. **Reaching consensus on how to govern and regulate (or not) the internet and internet-related activity**. All the above challenges have related to this question. We have only scratched the surface of these challenges. Our belief is that the challenge is not longer simply a case of how to govern the internet. It is a case of all other governance and regulatory processes taking the internet and internet-based activities into account. There can be no separate set of rules of the internet, but all other 'rules' and guidelines should take the internet into account. Current debates on internet governance and regulation have been territorial, and focused on institutional modalities which is not, in our view, an enduring approach. All institutions involved in governance, and all stakeholders will need to give consideration to some internet related activity. We do not need 'new' rules, or new rights or new institutions – existing ones need to adapt.
- c) What do the WSIS Stakeholders envision for an information/ knowledge society ensuring that the youth, women, poor, persons with disabilities and indigenous peoples benefit from the enormous opportunities provided by the ICTs?

The full participation of all citizens of the world must be a priority for the information society. The full involvement of women, older people (and in some parts of the world young people who do not yet have access), people with disabilities and indigenous peoples, in the development of ideas and policies concerning the information society is essential if their concerns, needs and interests are to be fully incorporated in policies and outcomes of the information society. This can only be achieved by the strengthening of the inclusive, multi-stakeholder (multi-stakeholder processes are not necessarily inclusive, but they can be) processes which have

developed within WSIS and other information society fora, enabling the participation of such groups and their civil society representatives. All stakeholders should seek to extend participation in their own policy and decision-making processes, and assess the impact of their decisions on geographical, social and gender inclusiveness. Integrate gender analysis should be included in national digital and e-strategy frameworks and agendas to develop proactive policies and programmes across all sectors.

It is important to recognise that ICTs can exacerbate the problems faced by disadvantaged groups as well as offering new opportunities. Particular attention should be paid by all stakeholders to ending technology-based violence against women and girls and to preventing the sexual and financial exploitation of children and other vulnerable groups.

2. Draft WSIS +10 Vision for WSIS Beyond 2015 under mandates of the participating agencies (Definition of new priorities and objectives for WSIS Action Lines beyond 2015)

Please note: Participating agency refers to the Agencies tasked by the WSIS Outcomes to lead facilitation of WSIS Action Lines; See Annex to the Tunis Agenda for the Information Society.

a) In your opinion, what are the **key emerging trends** in the Information and Communication Technology (ICT) landscape that should be considered in the implementation of WSIS Action Lines beyond 2015? **Please specify the Action Line you are providing an input for.**

- C1. The role of public governance authorities and all stakeholders in the promotion of ICTs for development
 - Three major trends are evident in stakeholder participation in ICTs for development: a) divisions among stakeholders (not least among governments) concerning the role of governments; b) insufficient participation by international agencies concerned with human development (as opposed to technology); and c) the changing nature of private sector participation (in particular the growing dominance of a small number of transnational enterprises in the internet and ICTs more generally). These trends illustrate the importance of re-emphasising the commitment of all stakeholders to the multi-stakeholder model, at global, regional, and national levels. They also illustrate the need to encourage fuller commitment by UN and other human development agencies to the promotion of ICTs for development, focused on the public interest rather than just on narrow commercial interests of the ICT sector.
- C2. Information and communication infrastructure
 - The principal trend in this Action Line area concerns the differential spread of broadband infrastructure, which is currently widening the gap in infrastructure provision between developed countries and emerging markets, between emerging markets and least developed countries, and between urban and rural areas in developing countries. A second key trend is the rapidly growing deployment of very large data centres providing cloud computing services in global markets.
 - The adequacy of wireless infrastructure to meet future needs remains in question, as does the adequacy of infrastructure in most developing countries (in terms of latency and redundancy as well as network deployment) to enable effective use of cloud computing.

- The digital switchover, more dynamic approaches to spectrum management (including of Television White Spaces), the establishment of IXPs and transition to IPv6 are all ongoing trends that need to see more rapid implementation.
- C3. Access to information and knowledge
 - A key trend in access to information and knowledge has been the development of new types of content, in particular user-generated content in social networking, microblogging and other Web 2.0 formats. Associated with this has been additional efforts by some governments to restrict access to content from outside their territories and to suppress content originating in their territories, in contravention of international human rights instruments. These developments present, respectively, considerable opportunities for extending access to information and knowledge, and threats to such access.
 - While the price of access to ICTs, and in particular the internet, is falling, it remains substantially too high in many countries to enable equitable access for citizens and to enable developing country businesses to compete effectively in international markets. Priority attention should be given to reducing the cost of access to knowledge.
 - Other existing issues of major concern in this action line area, which need to be considered alongside emerging trends, include the constraints on access to information imposed by intellectual property regulations which are being 'hard wired' in trade agreements and in shifts in internet intermediary liability with internet service providers being made responsible for enforcement in ways that can restrict access to knowledge. The last ten years have seen significant improvements in multilingualism on the internet, but more needs to be done to increase the availability of content in languages which are not currently widespread on the internet if access to information is to become more effective to whole populations.
 - More positively, an increasing number of governments have increased the availability of public information through open data and open government programmes, though many remain reluctant to do so or reluctant to make available information which may lead to criticism of government behaviour. With regard to open data and open government, it would be important (as stated in the challenges) that governments make sure that they provide citizens with information that citizens have expressed a need for, or interest in, rather than with any data that is easily publishable online. Open government does not necessarily constitute good government.
 - Capacity in open source software at desktop level: At the time of the WSIS free and open source software choices were limited and posed many challenges. This is no longer the case, but there is a need to build the capacity of people to make the transition to FLOSS and of people and institutions that can support this transition.
- C4. Capacity building
 - Capacity building needs to be continuous. As technology changes, and the way in which networks enables interactions between people, and between citizens and government capacity will need to be developed to make the best use of this. The same applies to commercial activity. Key priority area are:
 - Technology and application design and development. An information society which just generates more consumers cannot be truly inclusive, or effectively respond to development challenges. Skills and opportunity to develop applications and solutions need to be built in developing countries.
 - Security: This will be increasingly important. We need a secure and trusted online environment and our service providers need the capacity to keep platforms and service secure, and users need the capacity to be able to check and hold them accountable. Security needs to be hard-wired in

internet and other ICT services and infrastructure, and not left to negotiations (often secret) between states and large internet and telecoms companies.

- Capacity building of children to enable them to be prepared for the diverse content, applications and people they will encounter on the internet. Child online safety cannot be achieved by blocking content, there is just too much and too many ways in which content can be distributed. Children need access to digital literacy skills from an early age, and skills on how to use the internet safely. Access to sex education becomes even more critical than it has always been to prepare children for the sexual content they encounter via the internet.
 - Human rights on the internet: Increasing understanding about the relationship between access and use of the internet and the promotion, respect and defense of human rights is key, as well as the role of governments to set conditions for the full enjoyment of human rights.
 - Internet governance and policy matters: The WSIS process is a privileged space to engage proactively with policy makers and regulators (and non-governmental groups) to build their capacity on internet governance and internet policy matters. There is a need for peer-to-peer learning and to offer specialised capacity building opportunities which enrich the experience and understanding of policy makers and regulators on internet governance and policy matters and to contribute, in that way, to make policy and regulation development a more effective process at national levels.
- C5. Building confidence and security in the use of ICTs
 - Public confidence and security in the use of ICTs are critical in determining the extent to which they will be used and to which they can contribute to social and economic development.
 - Public confidence in the privacy of personal data has been shaken by a) the increasing use of personal data by commercial enterprises to maximise business revenues, with limited control available to individual users over their own information; and b) recent revelations concerning the extent of mass surveillance of personal data and communications, including internet use, by government agencies. These two factors threaten public confidence in ICTs and especially the internet, and could in particular inhibit the use of cloud computing. They also raise the risk of data becoming available to criminal organisations and so increase the vulnerability of electronic commerce.
 - Threats to disrupt the internet are growing from a number of sources. As the internet becomes more important to the functioning of government and business systems, including public utilities, the consequences of serious disruption also become more dangerous. Increased attention is being paid to cybersecurity. Attention to cybersecurity needs to balance the protection of individual citizens with the protection of ICT and internet access and services for society as a whole.
 - C6. Enabling environment
 - The development of broadband networks has altered the characteristics of regulatory governance of telecommunications networks. There has been a trend towards converged regulation of communications networks in general, and towards technology and service neutral authorisation regimes. This is appropriate for the regulation of complex and dynamic communications markets.
 - A significant number of governments have re-entered infrastructure markets by establishing government-financed or government-owned broadband networks. While this has been beneficial in extending network provision, care must be taken to ensure that it does not reinstate government-controlled monopolies over critical infrastructure which could jeopardise both future network deployment and freedom of expression. Care also needs to be taken to avoid negative

outcomes for future infrastructure deployment and for consumer prices arising from consolidation of network operators and service providers in national markets.

- C7. ICT Applications:
 - E-government
 - E-government has enormous potential for inclusion, but it is not a substitute for 'good' government and sustained public sector capacity. The more enabled the public sector is in general, the better the outcome of e-government efforts.
 - There is a strong trend towards the provision of public services over the internet, in order to improve service quality and reduce administrative costs. While desirable, care must be taken to ensure that this does not lead to the provision of second-class services to those who are not connected to the internet.
 - A second trend concerns big data analysis, which can significantly improve the evidence base for public services, but which can also be misused to undermine privacy . Strong data protection is required where it is concerned.
 - Developing and collecting gender and sex-disaggregated data, and undertaking research and impact analysis on gender and ICT, should be a priority for evidence based policy making and programming.
 - A third trend concerns open data, extending transparency by making information freely available for investigation and use by all citizens as an automatic process rather than on request. This trend should be encouraged, but as said previously, unless it coincides with government that 'listens' to people and cares about their welfare, its benefits are likely to be limited.
 - E-business
 - B2C e-commerce has been developing much more slowly in developing countries than in developed countries. Enactment of appropriate legislation governing electronic transactions, this has been slower than necessary to unlock advantages for local businesses and consumers. Developing countries should prioritise this.
 - The deployment of cloud computing is now a rapidly growing trend, particularly in developed country markets, and is likely to extend to developing countries over the next few years. The very large economies of scope and scale in cloud computing have led to the dominance of a small number of very large cloud provider businesses, often using proprietary standards. This poses significant risks to the inclusiveness and openness of ICT and internet development to developing countries.
 - It also poses a challenge to the notion of 'network neutrality' and to regulators who try to ensure a level playing field among service providers.
 - And a further challenge related to taxation, e.g. should Amazon.com register for VAT in countries where they compete with local online and offline booksellers who are forced to levy VAT on the books they sell?
 - E-environment
 - The critical emerging trend in relation to the environment concerns the extent to which ICTs contribute towards environmental harm, in particular in relation to electronic waste, including toxic waste, and in relation to the carbon emissions that are among the causes of climate change. As the industry body GeSI has made clear, the ICT sector's carbon footprint is increasing by 6% p.a., which is the fastest growth rate of any industrial sector. The internet of things will greatly increase this carbon footprint. The high rate of churn in IT devices is also a major contributor to growth in electronic waste.

- It is clear that ICTs can also reduce the carbon footprint of other sectors by improving their efficiency of operation. However, these two impacts should not be traded off against one another. It is essential for all stakeholders both a) to seek to reduce the growth in waste and carbon emissions resulting from ICT use and b) to seek to leverage the potential for carbon savings in other industrial sectors which may be available through ICTs. This cannot be achieved by technology alone but requires full engagement by those concerned with social and economic processes, including utilities and manufacturing industries outside the ICT sector.
- C8. Cultural diversity and identity, linguistic diversity and local content
 - The critical development in relation to content and cultural diversity since WSIS has been the emergence of user-generated content, including blogging, social networking and microblogging content and, more particularly, citizen journalism, citizen science and crowdsourcing.
 - There has been considerable improvement since WSIS in multilingualism and the cultural diversity of content on the internet, but these processes still have a long way to go. The value of ICT devices and of the internet to vulnerable and minority communities depend on their accessibility and on the ability of those in vulnerable and minority communities to access content which is relevant to them. Women's voices remain underrepresented on the internet. WSIS should ensure women's equal and meaningful participation in the knowledge society by establishing equality in women's access to ICTs, in all its forms, by taking into account the differences in levels of access, opportunity and participation of women and men and addressing the disadvantages and barriers that women and girls experience in the knowledge.
- C 9 Media
 - There have been very considerable changes in media since WSIS as a result of ICTs and the internet. Media consumers are increasingly making use of online media, in addition or in preference to traditional print and broadcast media. This is widening the scope of available media but is also challenging the viability of newspapers in some countries through loss of readers and advertising revenue to internet alternatives. Publications and broadcasters are increasingly sourcing content from a wider variety of sources, including citizen journalism, blogs, tweets and other online content as well as conventional journalism. The proliferation of media content sources has supported transparency and freedom of access to information in many countries but has also led to increased threats to freedom of expression from censorship and intimidation. There is need to promote awareness and prevention of prevalent discriminatory and negative gender stereotypes and violence against women in the online.
- C10. Ethical dimensions of the Information Society
 - It has now been recognised by the United Nations Human Rights Council that the international rights regime should apply equally online and offline. Increased online activity has enhanced freedoms of expression, information and association, but has significantly threatened rights of privacy. The extent of government surveillance of communications content which has recently become apparent poses clear threats to human rights and to the balance of power between citizens and governments. Commercial businesses have also gained substantial power over individual data, which is currently poorly regulated or unregulated.
 - ICTs and the internet enable individuals and organisations to do things that were not previously possible and to do things more efficiently. This includes behaviour which is harmful to others. Women and children are among those that are more exposed and vulnerable to malicious use of ICTs. APC's concerns regarding violence against women are summarised in the response at section B.2.B.C10.

- The growing dependence of social and economic infrastructure on the internet, in almost all countries, makes the welfare of individuals and societies increasingly vulnerable to any future breakdown in the availability of the internet. This requires greater attention to the risk of technical failure, accident or criminal disruption of the internet.
- C11. International and regional cooperation
 - ICTs have become increasingly mainstream in public life, affecting all aspects of social and economic development. However, the role of ICTs in development is often underestimated and downplayed in international discourse and in documents such as the outcome document of the Rio+10 summit and the *Beyond 2015* UN High Level Panel report. Many mainstream development agencies within the UN system are insufficiently involved in WSIS follow-up, and show little sign of becoming more involved. Their engagement is essential in ensuring that the international community's post-2015 approach to the information society responds to human development as well as to changes in technology, and that it addresses the needs of citizens and communities as well as those of ICT professionals and businesses.
 - The past ten years have demonstrated the value of multi-stakeholder approaches to international decision-making. The WSIS+10 process offers an excellent opportunity to consolidate the impressive achievements that have taken place in multi-stakeholder activity and build broader multi-stakeholder participation for the future.

b) What are areas that have not been adequately captured by the framework of the existing 11 WSIS Action Lines and would need to be addressed beyond 2015? Please specify the Action Line you are providing an input for.

- *Please note that we have already addressed this to some extent in the previous section.* The WSIS Action Lines were drawn up in 2003 during the first phase of WSIS. While the remits for some Action Lines include a significant number of points which were then important (and have remained important) to the development of the information society, others were more selective and limited in their coverage. In addition, there have been very rapid developments in the nature and capabilities of ICTs since 2003. Many issues which are now important were not included in the remits of Action Lines when these were established ten years ago. As a result, the Action Lines as established in 2003 provide an insufficient framework for coordination of international action on the development of the information society today and into the future.
- It is also questionable whether the existing framework of Action Lines provides the best way to enable coordination of ICT for development activities post-2015. The Action Line coordination meetings, held at the WSIS Forum each year, can be useful networking and discussion opportunities, but can only cover a small range of issues, are attended by relatively few stakeholders, and are not well integrated into the much more substantial interactions which take place in other fora that are concerned with the issues that they cover. Action Lines do not generally function outside WSIS Forum meetings, and do not have resources to finance activity. Their influence has therefore been limited. Consideration should be given to integrating them more closely into broader development fora, particularly where they are primarily concerned with other development domains (such as those in section C7). If the current structure of Action Lines is to be retained, two things are crucial:

a) It is essential, if they are to be relevant to development, that the Action Lines are concerned with human as well as technological outcomes. UN agencies with responsibilities in social and economic development should play a more prominent role in all Action Lines and should play the leading role in Action Lines which are concerned with human development issues.

- b) All Action Lines should review their mandates as originally set out in the Geneva Plan of Action, on a multi-stakeholder basis, to ensure that they continue to be relevant post-2015.
- The following comments in this section of this response are intended to contribute to this reassessment of mandates. They should be read in conjunction with the points made in response to questions B.2.A, which also address the specifics of particular Action Lines.
 - C1. The role of public governance authorities and all stakeholders in the promotion of ICTs for development
 - The remit for Action Line C1 should recognise that national strategies form only part of a complex and diverse array of changes in ICT technology, markets and developmental outcomes which emerge from private sector, civil society and other initiatives and activities as well as from governments. Experience over the past ten years has shown a) that national ICT strategies need to be integrated with other national development programmes and adaptive to changing realities that surround them and b) that as much attention needs to be paid to the implementation and adaptiveness of national strategies as to their design.
 - C2. Information and communication infrastructure
 - Developments since 2003 indicate that more emphasis needs to be placed on individual access to networks and services, including broadband, as well as access through institutions. The very large increase in wireless data communications that is now taking place requires an emphasis on digital switchover and other innovations to maximise efficiency in spectrum allocation and use (including the use of Television White Space spectrum). The constant need to upgrade infrastructure as technology and markets change should also be a focus for the next decade.
 - C3. Access to information and knowledge
 - As with C2, more emphasis needs to be placed on individual access to information and knowledge, as well as access through institutions. The last decade has seen continued challenges related to intellectual property, free and open source software, and the exercise of censorship of various kinds. This Action Line needs to address these constraints on access to information and knowledge, as well as the broadening of publication of and access to information and knowledge that has resulted from the advent of social networking.
 - C4. Capacity building
See the previous section response on this action line.
 - C5. Building confidence and security in the use of ICTs
 - There is increasing concern about the importance of data privacy and data protection, resulting from changes in the capabilities of technology, the depth and intrusiveness of analysis of data now undertaken by commercial businesses, and recent revelations concerning surveillance by governments. These are likely to be exacerbated by the spread of cloud computing and the advent of the internet of things. Public confidence in ICTs and the internet depends on data privacy and data protection, which should be given greater emphasis in this Action Line.
 - C6. Enabling environment

- The changing role of market regulation, resulting from the deployment of broadband infrastructure/services and convergence, is relevant in this Action Line area, as is the relationship between national and international governance of cloud computing.
- C7. ICT Applications:
 - E-government
 - As indicated in response B.2.A., developments in e-government have raised new questions concerning a) the inclusiveness of public services, which are increasingly dependent on internet and ICT access; b) surveillance of citizens by government agencies; c) the protection of personal privacy and personal information; and d) opportunities for extending transparency and accountability of government through open data and open government. These need to be addressed within this Action Line.
 - E-business
 - Research is needed into the impact of ICTs and e-commerce on the whole range of countries, particularly LDCs. At present, analysis tends to focus on countries which are better equipped to take advantage of new economic opportunities.
 - E-employment
 - Research is needed into the impact of ICTs and the internet on employment opportunities, including jobs which are being lost as well as jobs which are being created through information technology, and the implication of worker rights and protections from having more and more people in casual jobs enabled by the internet. This should include a particular focus on the impact on women.
 - E-environment
 - Much more is now understood about the impact of ICTs on the environment. Increased use of ICTs is responsible for a significant and growing contribution to both solid waste and carbon emissions. This Action Line should focus on ways of mitigating the negative environmental impact of ICTs, as well as on their potential contribution to sustainable development.
 - E-agriculture
 - The remit for this Action Line was particularly limited and requires development in the light of experience of agricultural development agencies.
- C8. Cultural diversity and identity, linguistic diversity and local content
 - See response in previous section.
- C9. Media
 - The context for media has been transformed since 2003 by new forms of content origination and publication, including citizen journalism, social networking, blogging, microblogging and the sharing of audio and video material through peer-to-peer services on the internet. The remit of this Action Line needs to cover the development of these new media and their interaction with traditional media.
- C10. Ethical dimensions of the Information Society
 - The rights contained within the international human rights regime are recognised to be interdependent and indivisible. The UN Human Rights Council has clarified that rights should be exercised and protected online as they are offline. Research undertaken by APC has indicated that ICTs and the internet present major opportunities to facilitate achievement of rights of expression and association but that these rights are also threatened by government intervention to

ensor expression and monitor association. There are also major concerns about the role of commercial and government entities in respect of data privacy and data protection. This Action Line should address these concerns, and those in its existing remit, within the overall framework of the international rights regime.

- The impact of ICTs and the internet on women was insufficiently emphasised in the WSIS outcome documents. APC's research and advocacy over the past four years has found that violence against women that is mediated by technology is increasingly becoming part of women's and girls' online experience. Emerging forms of online violence against women, as well as children, cause psychological and emotional harm, reinforce prejudice, damage reputation, cause economic loss and pose barriers to participation in public life. They should be a critical focus for this Action Line.

- C11. International and regional cooperation

- The growing importance of ICTs and the internet in social and economic development emphasises the importance of involvement of all stakeholders in national and international policymaking. It is critically important to ensure that the experience and expertise of specialist international organisations in areas such as health, education and agriculture, including UN agencies, other international agencies and civil society NGOs, is central to initiatives aimed at maximising the impact of ICTs, alongside the expertise of technologists and technological agencies such as the ITU and ICANN. More effort should be made to engage such stakeholders, including international agencies, government departments and civil society organisations, in Action Lines that affect their policy domains.

c) In your opinion are there any priority areas that need to be addressed in the implementation of WSIS Beyond 2015.

The priorities for implementation of WSIS beyond 2015 are:

- access for all - provision of affordable access to broadband and networks and services for all citizens worldwide to ensure inclusiveness, social and geographical equity;
- the interconnection between human rights online and offline – both the reinforcement of the rights of freedom of expression, information and association on the internet as well as economic, social and cultural rights; ensure that women's rights are taken into account in internet rights and principles and dialogue
- protection of the privacy of ICT and internet users against commercial exploitation and government intrusion;
- ending technology-based violence against women and girls;
- maintenance of open standards and innovation in the ICT sector and the internet, alongside coordinated multi-stakeholder activity to ensure protection of the internet's security and integrity;
- strengthening the use and development of transformative technology to enable more sustainable social and economic development;
- improvement in the governance of ICTs, including the extension of the principle of multi-stakeholder participation, which has been so successful on the internet, into other areas of national and international ICT governance.

3. Ensuring accountability of the WSIS Action Lines beyond 2015 (Targets and Indicators for an open and inclusive information/knowledge society for all beyond 2015)

Please note that information provided under this point will be relevant to the second physical meeting of the open consultation process on WSIS+10 High-Level Event.

- a) How can the **monitoring and evaluation** of future implementation of the WSIS process, in particular, the Action Lines be better enabled?

Monitoring and evaluation of ICTs is difficult as the pace of change in ICTs is so rapid and unpredictable (evidenced by the emergence of major trends in the information society, such as social networking, since WSIS). It is difficult to establish benchmarks for ICT access and usage in many countries because of the inadequacy of available data, and therefore difficult to establish quantitative goals and targets. The work of the Partnership on Measuring ICTs in Development has been valuable in this regard, but needs to extend beyond input measures to assess sectoral outputs and development outcomes. Goals and targets also need to be adaptive so that they respond to the changes that take place in ICT technology and markets.

As indicated in an earlier response, the Action Lines play only a very limited role in the development of the information society. The very rapid development of the information society has been driven by competitive markets in telecommunications networks and services, open innovation in the development and provision of internet services and mobile applications, private sector investment, and the enthusiastic adoption of ICTs by citizens. Governments have encouraged the information society to varying degrees by providing an enabling environment for innovation and communications markets, and by facilitating universal access. Citizens, development agencies and governments have also responded to the new opportunities which ICTs have made available for social and economic development.

The WSIS Action Lines have played a limited role in relation to these processes. The Action Lines meet only once per year, have limited participation and no significant resources. They provide a useful forum for the exchange of information and views, but cannot play a leading role in the implementation of WSIS outcomes because they do not have necessary resources. These limitations must be recognised in thinking about the future role of Action Lines..

The effectiveness of Action Lines would be improved by stronger participation from across relevant stakeholder communities. In particular, it is crucial to the effectiveness of the Action Lines that they secure substantive participation from a) human development agencies within the UN family; b) human development ministries in governments; and c) civil society organisations and development NGOs. Unless Action Line processes attract meaningful input from many different stakeholders, they are unlikely to become more than a marginal forum for the exchange of information while more important discussions take place elsewhere. For example, while ensuring shared responsibility of all stakeholders to contribute efforts, resources and investments to reach WSIS commitments on gender equality, it is important for there to be mechanisms for holistic monitoring of gender commitments across all spheres of the review process.

If resources were available, they could provide a focus for the reporting and sharing of information concerning their domains. including that emerging from other fora..

b) What are the **priority areas** that the post-2015 WSIS process should focus on and which goals and targets could monitor the new vision for WSIS beyond 2015?

The priority areas are identified in response B.2.C. It is difficult to set targets for ICT development because of the very rapid and unpredictable pace of change in ICTs. See also response to B.3.B.

4. Any additional comments or suggestions

The WSIS+10 process should respond to critical issues in social and economic development as well as to technological developments. It should include a thorough assessment of the roles which have been played by the private sector and by civil society in the implementation of WSIS outcomes, in addition to that played by governments and international agencies. It should focus on the interaction between technology and other aspects of development, recognising that technology alone cannot resolve development challenges.