

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

Background: The WSIS+10 High-Level Event will be an extended version of the WSIS Forum to 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.

This open and inclusive open consultation process will result in:

- Draft Outcome Documents for consideration by the WSIS+10 High-Level Event, by 1st March 2014:
 - Draft WSIS+10 Statement on Implementation of WSIS Outcomes
 - Draft WSIS+10 Vision for WSIS Beyond 2015 under mandates of the participating Agencies

(Please see the Official Submission Form #1)

- Multistakeholder guidance on the Thematic Aspects and Innovations on the Format of the WSIS +10 High-Level Event.

(Please see the Official Submission Form #2)

Please note that formal submission should be sent to the wsis-info@itu.int not later than **20 September 2013**.

A. Your Information

Title: *Mr*

First name: *Haidar* **Last name:** *Fraihat*

Organization: *ESCWA*

Organization type: *International organization* **Country:** *Lebanon*

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?

Since 2003, ESCWA has been assisting ESCWA member countries in building the information Society according to the WSIS outcomes. Following the most relevant ESCWA's achievements and activities in this regard:

*** Formulating policies and plan of actions for building information society in Western Asia and following-up on its progress¹:** ESCWA became involved in the WSIS since its beginning by organizing the Second Regional Preparatory Conference for WSIS (Damascus, 22-23 November 2004) under the theme "Partnership for Building the Arab Information Society", which resulted in a Regional Plan of Action (RPoA) that provides the regional framework for building Information Society in Western Asia in line with the WSIS action lines². ESCWA also published "Guidelines for the formulation and implementation of ICT policies in 2007. ESCWA also held a conference on the Regional Follow-up to the Outcome of the World Summit on the Information Society (Damascus, 16-18 June 2009), which provided a forum where various WSIS stakeholders in the region met, presented, discussed and reviewed the progress made towards the implementation of the eleven WSIS action lines, as well as the execution of the RPoA for building the information society. The Conference's participants agreed on Damascus Proclamation that specifies the role of the various stakeholders in implementing the WSIS.

*** Profiling the information society in Western Asia³:** Biennial profiling of the information society at the national and regional level started in 2003. Six editions of the Regional Profile of the information society in Western Asia were published by ESCWA in accordance with the WSIS action lines. ESCWA works in partnership with focal point institutions in member countries to prepare the national profiles of the information society. The various editions of the regional profiles of information society provide a regional review of the information Society in the ESCWA region, thus assisting decision makers in their planning and enhancing national capacities for realizing such society. Moreover, it allows national authorities to compare their status with that of other countries in the region, thereby promoting opportunities for cooperation and regional integration in an increasingly knowledge economy. A set of recommendations is made in each edition covering all the WSIS action lines.

*** Promoting the Measurement of Information Society in Western Asia:** Following its inception in 2003, the ICT Division (ICTD) at ESCWA focused parts of its work programme on building and enhancing the capacities of member countries for measuring the Information Society. Since then, and over the course of every biennium, a series of outputs and events dedicated to a measurement theme, of interest to the region, were carried-out for that purpose. These outputs and events included five specialized publications, six EGMs, and various capacity-building workshops held throughout the Arab region. As a founding member of the Partnership on Measuring ICT for development, ESCWA also played a leading regional role in defining key ICT indicators and appropriate measurement frameworks, which take into accounts the development priorities and needs of the region. In addition, ESCWA contributed to the development of the Core ICT Indicators (2005 and 2010 versions), and to a number of other Partnership publications, workshops, and global meetings and events.

*** Promoting the ICT Sector in the Arab region:** In response to the WSIS outcomes, ESCWA included in 2004 a dedicated programme on "Developing the ICT Sector" within the RPoA for building the information society in Western Asia. In the same context, and since 2007, ESCWA produced a series of publication and convened meetings focusing on promoting the investment in the ICT sector in the Arab region. ESCWA published in 2011 a study entitled "Promoting the ICT Sector to Meet the Challenges of the Knowledge Economy", which analyzed

¹ <http://www.escwa.un.org/wsisis/conferences.html>

² <http://www.escwa.un.org/wsisis/conference2/poa.html>

³ <http://www.escwa.un.org/wsisis/profiles.html>

the status of the ICT and proposed a future vision to promote the ICT sector. Additionally, ESCWA developed in 2013 a study entitled "Competitiveness of the ICT Sector in the Arab Region: innovation and investment imperatives" that provides guidance and practical recommendations to boost competitiveness and promote innovation and investment in the ICT sector. ESCWA also organized a number of meetings to promote ICT sector in the region.

*** Building trust and confidence in cyber space by developing and harmonizing cyber legislation in the Arab countries⁴:** A reliable legal framework for cyberspace provides the foundation for the development of the ICT sector in the Arab region and fosters an enabling environment for the knowledge society. ESCWA implemented between 2009 and 2012 a project for the regional harmonization of cyber legislation to promote the knowledge society in the Arab world. Within the framework of this project, ESCWA developed and published a comprehensive set of "ESCWA Cyber Legislation Directives" which are designed to assist Arab countries in the development of national cyber laws and thus harmonize cyber legislation at the regional level. The project capitalized on partnership with various stakeholders such as UN agencies and the League of Arab States. The project's activities succeeded in making noticeable advances for raising the awareness of decision and policymakers in the region on cyber legislation through regional and national capacity workshops as well as customized country-specific advisory services. Furthermore, ESCWA published recently a policy note entitled "Development and harmonization of cyber legislation in the Arab region" which includes recommendation for completing, enforcing and harmonizing cyber legislation packages in Arab countries.

*** The Arab Internet Governance Forum⁵:** ESCWA became engaged in the global Internet Governance Forum (IGF) since it began in 2006 as a multi-stakeholder platform for policy dialogue. Within this framework, ESCWA played a major role in the inception and maturity of the Arab Working Group on Internet Issues. In 2009, in cooperation with LAS, ESCWA developed the "Arab Dialogue on Internet Governance" (ArabDIG), an initiative that produced in 2010 a publication entitled "Arab Regional Roadmap for Internet Governance: Framework, Principles and Objectives". In 2012, ESCWA and LAS established the Arab Internet Governance Forum (IGF). The adoption of ESCWA resolution 306 entitled "Development of the Arab IGF process and sustaining efforts in the Arabic domain names field" during the 27th ESCWA's Ministerial Session emphasized the importance that ESCWA places on Internet governance issues in general and on supporting the Arab IGF process in particular. "The Conference and Public Consultation to Establish the Arab IGF", which took place at the end of January 2012, spawned the Arab IGF (AIGF) process as a decentralized platform falling under the joint umbrella of ESCWA and LAS and involving several stakeholders. Under the slogan "Better Internet for a Better Arab World", the First Annual Meeting of the Arab IGF took place in Kuwait in October 2012 and drew 350 participants. The Second Annual Meeting is planned for Algeria in October 2013 under the slogan "Partners for Development".

*** Promoting Digital Arabic Content (DAC) and its industry⁶:** ESCWA realized the importance of the Arabic language online as one of the main pillars for building a knowledge-based economy and providing investment opportunities in the field of ICT in the Arab region. Accordingly, ESCWA launched the regional "Digital Arabic Content Initiative" (DAC) in 2003 which led to a series of activities, including two studies: Enhancing Arabic Content on Digital Networks (2003) and Digital Arabic Content: Opportunities, Priorities and Strategies (2005). ESCWA also implemented a two-phased project, the first in 2008 and the second in 2013, on the "Promotion of the Digital Arabic Content Industry through Incubation", which included organizing awareness campaigns on the importance of DAC and its industry, launching national competitions to select the best DAC proposals. A number of studies related to the status of digital Arabic content industry, its future perspectives and the DAC business models were published in the framework of these projects. These studies are highly relevant to entrepreneurs, government and private sector.

*** Arabic Domain Names System and the Arab gTLDs initiative:** In 2003, ESCWA joined the regional move towards an Arabic Domain Names System (ADNS) as a leader and coordinating body and the Arabic Domain Names Task Force (ADN-TF) was formed under its auspices. In the same context, ESCWA has promoted the use of the Arabic language in the Top-Level Domains (TLDs) of Internet addresses as part of the global Internationalized Domain Names (IDNs) programme. Following a series of activities and as a member of the Steering Committee of the Arab TLD project, ESCWA hosted in 2012 its final meeting with the UAE

⁴ <http://isper.escwa.un.org/FocusAreas/CyberLegislation/Projects/tabid/161/language/en-US/Default.aspx>

⁵ <http://igfarab.org/>

⁶ <http://isper.escwa.un.org/FocusAreas/DigitalArabicContent/tabid/260/language/en-US/Default.aspx>

Telecommunications Regulatory Authority (TRA) with the purpose of assigning the operational mandate of the intended Arab TLDs registry functions to the UAE TRA on behalf of LAS. This involved developing standards on the use of Arabic in domain names as well as supporting the process for applying for the Arab TLDs “.arab” and “عرب” to ICANN in collaboration with the League of Arab States, which is the owner of these names, the ITU, and TRA of the UAE. The Arab TLDs have already been approved during the ICANN evaluation process. ICANN has already announced the approved list of newly applied for domain names including include “.arab” and its equivalent in Arabic “عرب” as well as 14 domain names that use the Arabic language.

*** Featuring the role of ICT on socio-economic development:** In an increasingly connected world, ICTs are playing a major role in enabling change. Understanding the role of ICT in socio-economic development in the Arab region was of great importance for the ESCWA member countries. ESCWA started its publication series on the impact of ICT on socio-economic development in 2009 by publishing a report on the “Impact of ICT on Community development in ESCWA member countries. In 2013, ESCWA published two reports related to the impact, the first is entitled “Impact of e-services on social and economic development” and the second is entitled “Impact of ICT on Arab Youth”. Furthermore, ESCWA organized an Expert group meeting on the role of ICT on socio-economic development in 2013. The EGM focused on the required actions needed to enhance the impact of ICT on socio-economic development, in such a way to catalyze positive change in the development challenges in the region.

*** Academy of ICT Essentials for Government Leaders in the ESCWA Region (AIGLE):** In February 2013 ESCWA started the AIGLE project. This project will build enhanced capacities in policymaking to create and sustain an environment that promotes the transition towards a knowledge-based economy. For the implementation of this project, ESCWA will build upon lessons learned and the achievements of a similar academy that was launched in 2008 by the Asian and Pacific Training Centre for Information and Communication Technology for Development (APCICT), situated in Korea (ESCAP region). ESCWA will develop a structured and comprehensive ICT training curriculum, consisting of core modules that will be disseminating through training of trainers sessions, workshops and online platform.

*** Knowledge Networks through ICT Access Points for Disadvantaged Communities:** This project was implemented between 2006 and 2010 globally by the five UN regional commissions, with ESCWA as the lead agency. It aimed to maximize the benefits of ICT access points in disadvantaged communities by transforming existing telecentres in selected countries into networked knowledge hubs. It also established a knowledge-networks portal for the ESCWA region, which hosts information of relevance to the communities served. Partnership for the ESCWA region component of the project involved NGOs from Egypt, Jordan, Lebanon, the Sudan, the Syrian Arab Republic and Yemen.

*** ESCWA Statistical Information System:** As part of its role as a key knowledge repository for its member countries, ESCWA developed the ESCWA Statistical Information System (ESIS), a bilingual (Arabic/English), database-driven application for organizing, storing and presenting data in a standardized way. Compliant with international statistical standards, the system incorporates a core database, which can be accessed through both desktop and web-based components. Designed to help policymakers and decision makers reach informed, evidence-based decisions on socio-economic development issues, the system also increases accessibility and data sharing between national statistical offices, government departments, UN agencies and other organizations in the region.

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

Despite similarities among countries of the Arab region, there are distinct economic and social differences which distinguish the GCC sub-region from the rest. Non-GCC countries suffer from poverty and high unemployment rates, especially among women and youth. Countries of the region remain more of consumers than producers of ICT related products and share the following overarching challenges, to varying degrees: (a) Weak, and sometimes incomplete, legal and regulatory framework for the ICT sector and cyber space; (b) Fragmentation of ICT applications and services for socio-economic development; (c) Low ICT readiness and utilization; (d) Affordability of ICT devices for all, including smart devices with broadband wireless access; (e) Low broadband penetration and affordability as well as limited use for sustainable development; (f) Insufficient efforts in the area of Cyber security and cyber safety; (g) Inadequate regulation that ensures freedom of access to information and

privacy; (h) Limited production of substantive digital content, particularly in Arabic; (i) Poor production of accurate and timely statistics for ICT measurement and analysis for policy-making and decision support purposes; (j) Human skills gap, particularly in ICT related fields; (k) the use of social media still not optimized; (l) Limited focus on e-governance trends including e-participation.

- 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?

Reaching an inclusive and people-centered Information Society will require the involvement of all stakeholders in leveraging the transformative potential of ICT a better and more sustainable socio-economic development. Developing countries still have a substantial digital divide to cross and reap the benefits of ICT and broadband in transforming the lives of communities particularly the youth, women, poor, and persons with disabilities. Countries of the Arab region should aim to enhance national capabilities in harnessing ICT4D and to enable integration into the global economy. They should also promote innovation to establish a leading and productive ICT sector at the national and regional levels with high prospects for a digital content sector at the global level. Previous efforts to improve penetration and affordability of ICTs must be continued and sustained.

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.**

Please note: You may wish to refer to the WSIS Forum 2012 & 2013 Booklet on Identifying Emerging Trends and a Vision Beyond 2015, available at www.wsis.org/review/mpp.

- **C1. The role of public governance authorities and all stakeholders in the promotion of ICTs for development**
 - The need for improved formulation of national ICT policies/strategies that are linked to new development goals and priorities while ensuring that high level national entities such as parliaments and cabinets are fully aware, involved and committed;
 - The increased importance of formulating strategies, whether national or sector specific, through an open consultation process involving all stakeholders in particular those who will be the prime end-users of technology for the benefit of their own sector;
 - The need to research, evaluate, and integrate emerging global governance approaches and concepts, such as open data into national ICT and sector-specific strategies;
 - The growing importance of precise and timely data for ICT indicators in line with the recommendations of the Partnership.
- **C2. Information and communication infrastructure**
 - The need to continue increasing and improving access to broadband Internet services through third and fourth generation (3G/4G), and other, access technologies by making these services widely available in urban and rural areas at reasonable costs to cater for all demographic levels and communities;
 - The need to continue to setting up independent, proficient, transparent and effective telecom regulatory commissions/authorities in developing countries to introduce new licensing schemes and regulatory frameworks to cater for new technologies;
 - The telecom sector is still not liberalized in all developing countries and it still requires instigating additional competition in the sub-sectors, given its significant impact on increasing availability and affordability of various services and in both rural and urban areas;

- Provide regulatory incentives to develop telecommunications in marginalized areas, including packaging urban projects with rural/remote area projects, in an effort to achieve universal service.

- **C3. Access to information and knowledge**

- The urgency of improved accessibility to Internet services by reducing broadband subscription costs to levels affordable by a wider section of the community, with concessions for free and open access in public areas;
- The need to adopt access policies and initiative targeting the participation and inclusion of all citizens especially the disabled and the ones located in remote or marginalized areas;
- The importance of using and mainstreaming ICTs for inclusive education and education for all, with particular emphasis on women and youth;
- Development of content respecting accessibility and open standards;
- The need to promote the use of the Arabic language in Internet domain names to allow communities to access the internet in the mother language of the region;
- Increase the availability of digital Arabic content in order to encourage usage by large segments of the population and provide free access to online content on the Internet in order to encourage knowledge creation and sharing;
- The importance of using open-source software to promote openness, standardization, reduce costs, and collaborate with national, regional and international organizations working in the field.

- **C4. Capacity building**

- The development of enabling policies for e-learning with particular emphasis on m-learning;
- Growing need for building capacities of teachers in the use of ICTs and mobile technologies to support teaching, learning and continuous education;
- The need to review the learning methods of the Arab education system to ensure the acquisition by youth of cognitive and soft skills and to offer them adequate training more adapted to labour market demand;
- The importance of enhancing educational institutions' connectivity to the Internet, integrating the use of ICT tools and social media platforms in the educational system and training tutors and teachers accordingly;
- The growing importance of a healthy, supportive environment for R&D where researchers and innovators are encouraged to publish the results of their findings in reviewed journals;
- The need to cross match market needs with specializations in ICT professional training programmes thus equipping graduates with the necessary skills and expertise to fulfill market needs;
- The value of specialized research and educational networks to facilitate knowledge sharing among educational institutions and with peer research centers in the world.

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

- The increasing importance of proactively identifying vulnerabilities in critical resources, infrastructures and key priorities relying as part of a cyber security plan involving all stakeholders;
- Through a programme of multi-lateral cooperation at the legislative level, implement comprehensive cyber-legislation in line with international treaties and conventions at the global and regional level to cover all topics related to cyberspace, in particular those related to cybercrimes, privacy and confidentiality of personal information;
- The need to encourage cooperation and sharing of information between the public and the private sectors and on the interregional level in order to maintain the protection and security of networks and information systems and the protection of national cyberspace, including the application of the security measures, resilience and recovery for local networks and computer systems;
- The importance of the concept of "security by design" amongst the business sector when providing products and services.

- **C6. Enabling environment**

- The value and importance of adapting, adopting and enforcing cyber legislative and regulatory framework for ensuring cyber safety and use of ICTs for better governance;
- The need to build national capacities of legislators, judges and lawyers on cyber legislation and

organizing awareness workshops on the various aspects of these laws;

- The need to improve registrations under the national ccTLDs in both English and Arabic;
- The value of developing the spirit of innovation and entrepreneurship in the ICT sector through the creation of incubators and science and technology parks and establishing appropriate linkage between research and development institutions, industry and incubators;
- The importance of investment in ICT, establishment of venture capital and funds to promote the creation of start-ups working in the field of information and communication technology.

- **C7. ICT Applications:**

- **E-government**

- Improve government services through introducing open, transformational government providing multi-channel service delivery, particularly through mobile devices;
 - Use the new media to inform and connect citizens to the e-government and sustainable development processes.

- **E-business**

- The need for using credit cards and e-banking as well as providing the appropriate infrastructure for handling transactions electronically.
 - The need to improve and apply measurement through reliable statistical surveys as regards e-commerce and ICT use by businesses.

- **E-learning**

- The need to develop enabling policies for m-learning;
 - The increased need for widely available and affordable devices, content and connectivity, including smart phones, notepads, tablets, and integrated digital textbooks.

- **E-health**

- The urgent need to adopt national e-health strategies focusing on integrating ICTs to support the priorities of the health sector including medical information systems, management of health institutions, and reliable and affordable Internet connectivity to health/medical centres;
 - The need to provide access to e-health applications to support health professionals working in remote areas.

- **E-employment**

- The importance of partnerships, linkages and networking between public employment services and the private sector to: (i) deliver training and employment services to the stock of unemployed (notably youth), (ii) promote beneficiary participation in internships and on-the-job training, and (iii) develop demand driven programs tailored to the needs of the private sector.

- **E-environment**

- The importance of promoting technological solutions for environmental preservation and sustainability.

- **E-agriculture**

- The need to deploy solutions for agriculture in the form of agri-tech.

- **E-science**

- The importance of networking scientific and academic regimes through the use of ICTs.

- **C8. Cultural diversity and identity, linguistic diversity and local content**

- The need for strategies/action plans for the development and enrichment of the digital Arabic content and its industry at the national and regional levels;
 - The importance of launching and supporting governmental and regional initiatives as well as supporting endeavors taken by the private sector, individuals and civil society for digitization and digital archiving of

cultural heritage;

- The establishment of a national entrepreneurial and start-up support ecosystem will help the digital content industry to flourish, including incubators, accelerators, mentorship, investments, and venture capital, focusing on DAC applications and emphasizing the recent technology trends such as mobile devices, tablet computers, and cloud computing;
- The value of an enabling environment that will support the private sector by facilitating access to national and regional funds and making these funds available, providing facilities such as the simplification of processes to establish a business, and providing incentives such as tax exemptions for start-ups and SMEs in the field of DAC development;
- The importance of streamlining DAC initiatives and programmes launched and/or implemented by different international and regional organizations such as LAS, ESCWA, ITU, and AICTO;
- The need to develop region-wide standards for developing digital content specific to the Arabic language which will enhance quality, interoperability, and inter-regional collaboration.

- **C9. Media**

- Building the capabilities of unions in the media sector such that they have better stand in opposing the violations against journalists and government control over the free Internet resources;
- Empowering women to take part and have a more influential role in the media sector through promoting equal professional job and training opportunities;
- Promoting periodic field research that analysis the media sector and shares the results of this research with the public in order to raise awareness on the best means and practices needed for the development of a free and professional media system that has a key role in the information society;
- Strengthening access to both traditional and new media systems in remote areas and for marginalized communities, and supporting this access with educational programmes that complements education services in rural areas;
- Merging, bundling and overlapping of media services.

- **C10. Ethical dimensions of the Information Society**

- The need for more concerted efforts on child online safety;
- The importance of efforts and initiatives on ethics in Internet business.

- **C11. International and regional cooperation**

- Strengthen the cooperation between different ICT stakeholders in the region and among national, regional and international institutions to boost the transformation of the society using ICT
- Encourage the Council of ICT Ministers of the League of Arab States to take more bold steps to advance cooperation between the Arab countries in the ICT4D field;
- Attract the attention of the Arab funds to indulge into funding ICT-related projects and initiatives, especially those of regional nature, on the grounds that ICT is a key player in generating growth and providing Arab youth with employment opportunities ;
- Establish an Arab e-government Council composed of Arab heads of e-government programs in order to provide a platform for cooperation and exchange of know-how and expertise;
- Develop a cross-border Internet Exchange Points (IXP) that services the region and help lower the cost of internet traffic;
- Arab countries are encouraged to fill, add and update their entries in the WSIS Stock Taking to reflect the progress made in building the information society;
- Regional integration of IXPs on the level of the Arab region;
- Regional collaboration on the Peaceful Use of Outer Space.

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.**

- **C1. The role of public governance authorities and all stakeholders in the promotion of ICTs for development**

- Formulate, update and align strategies and companion action plans that are sector-specific on such subjects as e-learning, e-education, e-health, e-government, e-commerce, and e-content.
- **C2. Information and communication infrastructure**
 - Enhance availability of access anytime/anywhere which requires improved ICT infrastructure with emphasis on fast and affordable broadband access;
 - Direct efforts towards the regional dimension to profit from economies of scale in terms of interconnectivity, bandwidth sharing, regional backbone, and regional manufacturing capabilities.
- **C3. Access to information and knowledge**
 - Formulation of laws to facilitate access to information while ensuring data and user privacy.
- **C4. Capacity building**
 - Take advantage of the available technology offered by mobile and social media platforms to enhance quality at all education levels.
- **C5. Building confidence and security in the use of ICTs**
 - Develop national cyber security strategies and capabilities to ensure protection of national critical infrastructures, while enabling prevention and prompt response to cyber threats. This is achievable through national Computer Emergency Response Teams (CERT) and regional integration of such entities;
 - Contribute to the building of a “national culture of cyber security” through proper awareness and education campaigns regarding online risks particularly those affecting children;
 - Outline standards and adopt novel and innovative methodologies on how to develop safe and reliable e-services and applications resilient to external risks and threats, including necessary mechanisms to maintain the privacy and confidentiality of personal information with special focus on the Arab region specificity in general and the development Arabic-enabled tools in particular.
- **C6. Enabling environment**
 - Develop and update a complete and integrated package of cyber legislation covering all topics related to the use of cyberspace and its applications, and that allows building confidence and trust in cyber space. For the Arab government, special attention should be given to cyber laws related to personal data protection, consumer protection and e-payment;
 - Harmonize cyber legislation for promoting Arab regional knowledge society, facilitating the cross-border use of e-services, and combating cyber crime in the region;
 - Define national ICT standards in line with the international ones to guarantee the production of infrastructures and software according to the international standards and to ensure interoperability between different ICT applications and e-government services at national, sub-regional and regional levels.
- **C7. ICT Applications:**
 - **E-government**
 - Open government and e-participation
 - Bridge the digital divide by better promotion of e-skills amongst valuable social groups;
 - Apply green ICT technology through e-governance to contribute to the sustainable economic, financial and social development;
 - Develop, implement and promote smart governments.
 - **E-business**
 - Promote support systems for user-friendly payment platforms.
 - **E-learning**
 - Develop an ecosystem for the safe use of mobile technologies for education, including teaching digital citizenship and responsible use.

- E-health
 - Encourage the use of mobile technologies in health;
 - Measure the impact of e-Health, through credible and reproducible evaluation mechanisms and metrics;
 - Enhance interoperability and networking in e-health systems.
- E-employment
 - Install or improve existing Labour Market Information Systems (LMIS) as a priority in the region which suffers the highest level of unemployment in the world.
- E-environment
 - Click here to enter text.
- E-agriculture
 - Click here to enter text.
- E-science
 - Click here to enter text.
- C8. Cultural diversity and identity, linguistic diversity and local content
 - Integrate concepts and high skills for digital content development into higher education IT curricula as well as encouraging the establishment of specialized training centres that provide hands-on education in software development, technologies and platforms needed for the distribution of content such as e-books, smart phone applications, and social networks;
 - Introduce inter-disciplinary post-graduate programmes by combining ICT with linguistic knowledge as well as strengthening the links between universities, higher education institutions and research centres with the private sector on developing and commercializing tools and applications for Arabic language processing;
 - Set a framework for measuring digital content, and digital local content such as digital Arabic content, and develop a list of digital content indicators to be adopted at the regional and then global levels.
- C9. Media
 - Click here to enter text.
- C10. Ethical dimensions of the Information Society
 - Promote the development of regional and international frameworks for ethics of information society
- C11. International and regional cooperation
 - - Develop a coordinated approach on regional issues of common concern among member countries such as in the areas of international telecommunication, Internet governance and the digital Arabic content;

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

- Innovation and entrepreneurship for promoting knowledge economy especially in developing countries
- Job creation through ICT with focus on women and youth
- Eco-system for innovation, entrepreneurship and ICT sector
- Digital diversity on the cyber space
- Broadband: wired and wireless
- Affordability of ICT infrastructure
- Combating cyber crime and cyber war
- Freedom of access to information and privacy issues
- Sectoral strategies for e-services
- Measuring information society and knowledge based economy
- Capacity building, especially to civil servants
- Mobility and mobile solutions

- Investment in ICT and funding mechanism for ICT projects
- ICT for sustainable development

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?

- The Partnership has been valuable in identifying measurable and comparable indicators, however, it will need to expand the scope of its work to cover all WSIS action lines.
- There is a need to work with National Statistical Offices to integrate ICT statistics, measurement, and evaluation of indicators into their work programmes. Awareness raising and capacity building activities in a multi-stakeholder format involving international organizations, the civil society and public institutions will be valuable to achieve this goal.

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?

Please refer to 2.c)

4. Any additional comments or suggestions

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