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CIS

# REGIONAL WSIS STOCKTAKING REPORT 2016

## ICT PROJECTS AND WSIS ACTION LINE RELATED ACTIVITIES IN CIS

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Geneva 2003 | Tunis 2005 | New York 2015





# WSIS STOCKTAKING REPORT IN COMMONWEALTH OF INDEPENDENT STATES (CIS)

2014 – 2016

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Since October 2004, the WSIS Stocktaking Platform has served as a global repository for collecting and reporting on ICT-related projects that implement the WSIS Outcomes in accordance with the WSIS Action Lines. It has also proved to be an efficient mechanism for sharing best practices towards advancing development goals, a role that I am confident will add additional value by highlighting the linkages between the WSIS Action lines and the United Nations' Sustainable Development Goals (SDGs), the hallmark for global growth since 2015.

The outcome document of the UN General Assembly High-Level Meeting on the Overall Review of the Implementation of the Outcomes of WSIS recognized the importance of reporting and sharing of best

practices for the implementation of the WSIS outcomes by all stakeholders beyond 2015 and towards 2025, and thereby recognizing the WSIS Forum as a key platform for doing so. Moreover, the WSIS Overall Review called for close alignment between the WSIS process and the United Nations 2030 Agenda for Sustainable Development, highlighting the crosscutting contribution of ICTs to the SDGs.

During the WSIS Forum 2016, while noting United Nations Economic and Social Council (ECOSOC) Resolution 2015/26, the WSIS multi-stakeholder community expressed the need for customized regional WSIS Stocktaking reports highlighting the efforts made towards implementation of the WSIS Action lines at the regional level.

The WSIS Stocktaking Regional Reports of ICT Projects and Activities for the Period 2014-2016 for Africa, the Americas, Arab States, Asia and Pacific, CIS, and Europe are being diligently prepared. Continuing the collection of projects reflecting the linkages between WSIS Action Lines and SDGs, the WSIS Stocktaking Regional Reports showcase the impact these projects have on the ground at the regional level.

Until 2016, the global WSIS Stocktaking Reports reviewed more than 8,000 entries from around the world. In past reports one entry may have consisted of one or many actions carried out by international organizations, governments, the private sector, civil society or other stakeholders. I am pleased to note that the WSIS Stocktaking community now includes more than 200,000 stakeholders.

Through the WSIS Prizes contest, which has now been an integral part of the WSIS Stocktaking for the fifth year in a row, WSIS recognizes outstanding success stories from around the world for their part in building an inclusive information society. It is my pleasure to recognize the WSIS Prize 2014-2016 winners and champions from the CIS Region, and to applaud their dedication and commitment to the implementation of the WSIS Outcomes, while also honoring and awarding outstanding projects from the international WSIS community.

Since 2014, sixty-two entries were submitted from the CIS Region to the WSIS Stocktaking platform while fourteen entities from this region have been awarded WSIS Prizes as winners and champions. I use this opportunity to congratulate them again on their achievements and their ongoing dedication to the WSIS process. It is also with pleasure that I recognize the commitment of this region to the implementation of the WSIS Outcomes, including the commitment made to share best practices regarding the use of ICTs to help advance the SDGs.

I invite all stakeholders to fully use the WSIS Stocktaking platform and align the various ICT-related local, national and regional databases with our WSIS Stocktaking database for the world's mutual benefit. Your projects and initiatives will continue to be promoted at the regional and global level in a common endeavour to achieve the goals set out by global leaders at WSIS and taken forward in the WSIS Beyond 2015 and Sustainable Development Agenda 2030.



## Introduction

On the occasion of the World Telecommunication Development Conference (WTDC) 2017, special edition of the WSIS Stocktaking Report for the ITU Region Commonwealth of Independent States (CIS) for the period 2014-2016 was produced as the information document for the Regional Preparatory Meeting taking place 9-11 November 2016 in the Kyrgyz Republic.

The World Summit on the Information Society (WSIS), which was held in Geneva in 2003 and in Tunis in 2005, drew up an action plan to bridge the digital divide and build an inclusive, people-oriented information society. World leaders committed themselves to regularly review and follow up progress in implementing the action lines outlined in the WSIS Outcomes.

The United Nations Economic and Social Council (ECOSOC) resolution 2015/26 "Assessment of the progress made in the implementation of- and follow up to the outcomes of the World Summit on the Information Society", that reiterates the importance of sharing best practices at the global level, and, while recognizing excellence in the implementation of the projects and initiatives that further the goals of the World Summit, encourages all stakeholders to nominate their projects for the annual WSIS Prizes, as an integral part of the WSIS Stocktaking process, while noting the report on the WSIS success stories.

The outcome document of the UNGA High-level Meeting on the overall review of the implementation of the outcomes of WSIS recognized the importance of reporting and sharing of best practices for the implementation of WSIS outcomes by all stakeholders beyond 2015, recognizing the WSIS Forum as a key platform for doing it. In this context the WSIS Stocktaking process plays a strategic role in supporting WSIS Forum in its endeavor.

Moreover the WSIS Overall Review called for close alignment between the WSIS process and the 2030 Agenda for Sustainable Development, highlighting the cross-cutting contribution of ICTs to the Sustainable Development Goals. In this context also the WSIS Stocktaking evolves into the unique global process for collection of information on actions carried out in context of WSIS, while underlining their contribution to the implementation of the 2030 Agenda for Sustainable Development.

In the period 2014-2016, WSIS Stocktaking Reports have reviewed 62 ICT-related projects and activities carried out by international organizations, governments, the private sector, civil society and other stakeholders in CIS region, with those in 2016 highlighting the efforts deployed by stakeholders involved in implementation of the SDGs. WSIS Stocktaking reports are based on the multistakeholder approach, including input from stakeholders from all over the world responding to ITU's official call for stocktaking updates and new entries. The inputs from WSIS action line facilitators and co-facilitators also contribute to the reports.

Among the 62 projects listed in this Report, most of them were also nominated for the WSIS Prizes contests in the period 2014-2016, while some of them (highlighted in the green boxes) were awarded with the WSIS Prize Winner or WSIS Prize Champion recognition. WSIS Prize is a unique global recognition for excellence in the implementation of WSIS outcomes. The contest is open to all WSIS stakeholders.

The WSIS Stocktaking community comprises of more than 200.000 stakeholders who are eager to contribute to the WSIS Process year after year. By identifying trends in implementing WSIS Outcomes, the WSIS Stocktaking Process makes a significant contribution towards building an inclusive Information Society.

The principal role of the WSIS Stocktaking exercise is to leverage the activities of stakeholders working on the implementation of WSIS outcomes and share knowledge and experience of projects by replicating successful models designed to achieve SDGs.

### The WSIS action lines break down into 18 categories:

- 1) The role of governments and all stakeholders in the promotion of ICTs for development
- 2) Information and communication infrastructure
- 3) Access to knowledge and information
- 4) Capacity building
- 5) Building confidence and security in the use of ICTs
- 6) Enabling environment
- 7) E-government
- 8) E-business
- 9) E-learning
- 10) E-health
- 11) E-employment
- 12) E-environment
- 13) E-agriculture
- 14) E-science
- 15) Cultural diversity and identity, linguistic diversity and local content
- 16) Media
- 17) Ethical dimension of the information society
- 18) International and regional cooperation

### 17 Sustainable development goals (SDGs):

- Goal 1. End poverty in all its forms everywhere
- Goal 2. End hunger, achieve food security and improved nutrition and promote sustainable agriculture
- Goal 3. Ensure healthy lives and promote well-being for all at all ages
- Goal 4. Ensure inclusive and equitable quality education and promote lifelong learning opportunities for all
- Goal 5. Achieve gender equality and empower all women and girls
- Goal 6. Ensure availability and sustainable management of water and sanitation for all
- Goal 7. Ensure access to affordable, reliable, sustainable and modern energy for all
- Goal 8. Promote sustained, inclusive and sustainable economic growth, full and productive employment and decent work for all
- Goal 9. Build resilient infrastructure, promote inclusive and sustainable industrialization and foster innovation
- Goal 10. Reduce inequality within and among countries
- Goal 11. Make cities and human settlements inclusive, safe, resilient and sustainable
- Goal 12. Ensure sustainable consumption and production patterns
- Goal 13. Take urgent action to combat climate change and its impacts
- Goal 14. Conserve and sustainably use the oceans, seas and marine resources for sustainable development

**Goal 15.** Protect, restore and promote sustainable use of terrestrial ecosystems, sustainably manage forests, combat desertification, and halt and reverse land degradation and halt biodiversity loss

**Goal 16.** Promote peaceful and inclusive societies for sustainable development, provide access to justice for all and build effective, accountable and inclusive institutions at all levels

**Goal 17.** Strengthen the means of implementation and revitalize the global partnership for sustainable development

We take this opportunity to extend sincere gratitude to all of the stakeholders from the CIS region who have been engaged in the WSIS Process, sharing their national advances on implementation of the WSIS outcomes since 2004. We would also like to invite all ITU Member States and Sector Members of the CIS region to continue engaging with the WSIS Stocktaking process by submitting projects relevant to WSIS Action Lines and the newly established SDGs, promote the WSIS Stocktaking process within their communities, and follow new developments of the WSIS Prizes 2017 contest.

### The role of ITU in WSIS implementation

It is important to stress here that ITU has been contributing enormously to WSIS implementation and follow-up from 2005 to the present. The tasks carried out by ITU at the operational and policy level cover all mandates assigned to it relating to the WSIS process, in particular:

- in its capacity as lead facilitator in coordinating the multistakeholder implementation of the Geneva Plan of Action (§ 109 of TAIS) and primary organizer and host of the annual event in May, the WSIS Forum;
- as facilitator for Action Lines C2 (Information and communication infrastructure) and C5 (Building confidence and security in the use of ICTs), as well as C6 (Enabling environment);
- as co-facilitator for Action Lines C1, C3, C4, C7 and C11
- as partner in Action Lines C8 and C9;
- as rotating chair and vice-chair of the United Nations Group on the Information Society (UNGIS) (§ 103 of TAIS);
- as lead partner on Measuring ICT for Development (§ 114 of TAIS);
- as facilitator of the WSIS Stocktaking process (§ 120 of TAIS);
- as organizer of World Telecommunication and Information Society Day (§ 121 of TAIS);
- as lead of the Connect the World Initiative (§ 98 of TAIS).

### Countries in Commonwealth Of Independent States Region

- Republic of Armenia
- Republic of Azerbaijan
- Republic of Belarus
- Georgia
- Republic of Kazakhstan
- Kyrgyz Republic
- Republic of Moldova
- Russian Federation
- Republic of Tajikistan
- Turkmenistan

- Ukraine.pdf
- Republic of Uzbekistan

### **ITU contribution to the implementation of the WSIS outcomes: 2014**

As at July 2014, over 6 000 updated entries had been registered in the WSIS Stocktaking Database, reflecting innovative activities including projects, programmes, WSIS thematic meetings, conferences, publications, training initiatives, guidelines and toolkits. Entries may contain information on more than one project.

The sixth edition of the WSIS Stocktaking Report was officially released during the WSIS+10 High-level Event in June 2014. The 2014 report reflects more than 500 WSIS-related activities submitted to the WSIS Stocktaking process for the period May 2013- April 2014, each highlighting the efforts deployed by stakeholders involved in implementing the WSIS goals.

In 2014, the WSIS Stocktaking Platform encompassed 33 000 stakeholders representing governments, the private sector, international organizations, civil society and others, and continued to constitute a major ICT for development (ICT4D) online platform.

One innovative component was the “World Café”, which provided an opportunity to promote the winning projects of the WSIS Project Prizes 2014 contest at the international level, share best practices and discuss the purpose and impact of the projects recognized for their excellence in the implementation of WSIS outcomes. Stakeholders highly appreciated the contest’s multistakeholder approach and highlighted the importance of continuing the platform as a mechanism for granting recognition to stakeholders for their efforts to implement WSIS outcomes.

### **ITU contribution to the implementation of the WSIS outcomes: 2015**

In 2015, the WSIS Stocktaking Platform has seen the biggest increase in new entries, including the number of stakeholders registered, reaching a total of more than 100 000 stakeholders representing governments, the private sector, international organizations, civil society and others. This has strengthened its position as the major ICT for development (ICT4D) online platform. As at April 2015, over 7 000 updated entries are registered in the WSIS Stocktaking Database, reflecting all manner of innovative WSIS-related activities.

The seventh edition of the WSIS Stocktaking Report will be officially released during the WSIS Forum 2015 (25 to 29 May 2015, in Geneva, Switzerland). It should reflect the more than 1 000 WSIS-related activities that were submitted to the WSIS Stocktaking process for the period April 2014- March 2015.

In addition, more than 300 international projects have been competing in the prestigious WSIS Project Prizes contest and are also to be included in the 2015 Stocktaking report. This marks an increase of 114 per cent in project nominations since 2014. The WSIS Project Prizes contest is part of the WSIS Stocktaking Process, and is a unique way of recognizing excellence in the implementation of WSIS outcomes.

More than half of the projects submitted this year were government initiatives, while 12 per cent originated from civil society, 11 per cent from the business sector, 10 per cent from international organizations, and another 12 per cent from other, mainly academic, entities. As regards geographic distribution, 31 per cent of the projects in 2015 were submitted by Arab States, 18 per cent were from Europe, 16 per cent each from the Asia-Pacific Region and the Americas, 12 per cent from Africa, and 4 per cent from the CIS, while 3 per cent came from international organizations and international NGOs.

The WSIS multistakeholder community was invited to participate and cast its vote for one project in each of 18 categories. The deadline for votes was 1 May 2015. The list of the 18 most appreciated/ voted projects was identified and winning projects were announced officially to the public during the prize ceremony held during the WSIS Forum 2015. The success stories showcased examples of

projects on the implementation of WSIS outcomes, emphasizing the achievements of stakeholders working towards achievement of WSIS goals, transferring experience and knowledge at the global level, and spreading and fostering WSIS values.

## ITU contribution to the implementation of the WSIS outcomes: 2016

As at April 2016, almost 8 000 updated entries are registered in the WSIS Stocktaking Database, reflecting all manner of innovative WSIS-related activities.

The eighth edition of the WSIS Stocktaking Report and the fifth edition of Success Stories 2016 will be officially released during the WSIS Forum 2016 (2 to 6 May 2016, in Geneva, Switzerland). It should reflect activities which were submitted to the WSIS Stocktaking process for the period March 2015 - March 2016.

While last year's contest was already a record-breaker in terms of the number of projects submitted, the **WSIS Prizes 2016** contest has hit a new high with a 15 per cent increase in submissions. Following a comprehensive review of the projects submitted, the ITU Expert Group nominated more than 300 projects and posted them online for public appreciation. The 311 nominated projects break down into 179 projects from the government sector, 41 from the business sector, 31 from civil society, 14 from international organizations and 46 from other entities (mostly academic). As regards regional distribution, 86 projects are from the Arab region, 73 from the Asia and Pacific region, 53 from the Americas region, 36 from the Europe region, 31 from the CIS region and 27 from the Africa region, while five nominated projects come from international organizations.

The members of the WSIS multistakeholder community were invited to participate and cast their votes for one project in each of 18 categories. The deadline for voting was 10 March 2016. The list of the 18 most appreciated/voted projects will be identified and winning projects will be announced officially to the public during the prize ceremony to be held during the WSIS Forum 2016. The success stories will showcase examples of projects for implementation of WSIS outcomes, emphasizing the achievements of stakeholders working towards the achievement of WSIS goals and SDGs, transferring experience and knowledge at the global level, and spreading and fostering WSIS values. Besides the 18 winners, an innovation in this year's **WSIS Prizes** contest is the **WSIS Prize Champions** category, which recognizes those contenders having emerged from the online voting phase with at least 245 000 votes from the WSIS community. Their projects are among those having received the highest number of votes and having gained the best reviews by the members of the Expert Group. Among the five projects selected in each of the 18 categories, one will be the Winner and the runners-up will be WSIS Prize Champions.

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

In **Azerbaijan**, the Ministry of Communications and Information Technologies has developed the *National Strategy on Development of the Information Society in the Republic of Azerbaijan for 2013-2020* (SDGs 5, 10, and 17). The main objectives of the national strategy are:

- To establish the information society
- To provide an opportunity for citizens, societies, civilians and the private sector to access ICT services and take their place as equal members of the information society
- To apply ICT development in the fields of governance and public-private partnerships (PPP) as well as in all spheres of socio-economic and cultural development, in order to establish a sustainable, stable and transparent information society
- To utilize ICT as a catalyst and driver for overall development of the country.

In **Kazakhstan**, the joint-stock company National Information Technologies JSC has implemented the government programme *Informational Kazakhstan – 2020*, aimed at leading the informatization and automation of all spheres of Kazakhstan’s economy and governance (SDGs 1, 3, and 16). It is based on the use and development of existing ICT infrastructure together with the building and integration of new elements. The programme provides for progress in all sectors of state and citizens’ life – healthcare, education, entrepreneurship, agriculture, mass media, tourism and sports, ecology and environmental protection, as well as the development of human capital. The main aim of the programme is to create the conditions for transition to the information society in Kazakhstan.

In **Kazakhstan**, the Mazhilis (lower house) of the Parliament adopted the *Laws on Informatization*, in the interests of ensuring the ongoing informatization of Kazakh society through the legislative implementation of an efficient system of organization. It meets contemporary international standards, such as:

- legislative recognition of a new model for the informatization of government agencies, including IT outsourcing and cloud computing;
- legislative recognition of state support for the development of informatization;
- creation of a legal framework for the e-government architecture;
- regulation of basic trends in public policy for the informatization of the State’s activities;
- regulation of measures for ensuring information security in the field of informatization.

The Laws on Informatization promote the cultivation of innovation, an inclusive society based on sustainable development and strengthening of the means for implementing an efficient system, all of which is fully in line with the corresponding goals and targets (SDGs 10, 16 and 17).



## C2. Information and communication infrastructure

In **Azerbaijan**, the Ministry of Communications and Information Technologies has initiated the development of *national broadband Internet*. Supporting **SDGs 8, 9, and 11**, the project has the following main aims: (a) establish a fibre-optic cable network with high data-transmission opportunities; (b) avoid the existing digital bridge in the broadband Internet infrastructure between urban and rural areas; (c) foster the widespread application of e-services and accelerate the building of the information society; and (d) create a regulatory environment supporting fair competition in the service market. A range of arrangements and indicators have been defined for monitoring these objectives. Simultaneously, the project aims to create conditions for the country's population to use e-services, to expand the implementation of e-education, ehealth, e-commerce and other e-services all over the country, and to enable all residents to have access to e-government services by 2015.

In **Azerbaijan**, the *Trans-Eurasian Information Superhighway (TASIM)* project is a major regional initiative (put forward by the Government of Azerbaijan in 2008) aimed at the creation of a transnational fibre-optic backbone targeting primarily the countries of Eurasia, from Western Europe to East Asia (**SDGs 8, 9, and 17**). The project is recognized by the international community as an important ICT project, as reflected in United Nations General Assembly resolutions adopted in 2009 and 2012. TASIM will build its own active, centrally managed network on top of existing fibre-optic networks provided by participating operators (TASIM Consortium), and will leverage the transit infrastructure to provide affordable connectivity to landlocked countries of Eurasia and beyond.<sup>1</sup>



The Ministry of Communication and High Technologies of **Azerbaijan** initiated an ambitious project called *Trans-Eurasian Information Super Highway (TASIM)*, a major regional initiative aimed at the creation of a transnational fibre-optic backbone targeting primarily the countries of Eurasia from Western Europe to Eastern Asia. The project envisages the construction of a major new transit route from Frankfurt to Hong Kong, i.e. a connection between the biggest exchange point in Europe and the biggest exchange point in Asia. The transit route will pass through China, Kazakhstan, Azerbaijan, Georgia and Turkey on its way from Hong Kong to Germany. A redundant northern route passing through Russia, Ukraine and Poland is also under consideration.

Thus, by engaging several countries, TASIM reflects a number of key SDGs, in particular, revitalization of the global partnership for sustainable development, building of resilient infrastructure, promotion of sustainable industrialization and innovation fostering (SDGs 9 and 10).

In **Georgia**, the project *Introduction of e-Governance in Local Governments* seeks, through the introduction of e-governance and development of necessary infrastructure, to support local governments in strengthening their capacity and improving the service they provide to the local population (**SDGs 8 and 9**). The project encompasses two major components, namely development

<sup>1</sup> Project nominated for a WSIS Project Prize 2015



of community centres, serving as a new type of infrastructure enabling improved service delivery at the village level, coupled with measures designed to foster local citizen engagement; and introduction of e-governance in local governments, which envisages development of the municipal management system in local governments with a view to improving the quality of management and streamlining service delivery on the ground.

In **Georgia**, the Institute for Scientific and Technical Information came up with the *Development of Bibliometric Tools and their Adaptation to the Study of Georgian Scientific Products* project. The Institute emphasizes the need for special computer facilities in order to process the huge number of sci-tech documents produced within the country. Such computer tools can be created through the use of bibliometric methods. Their information basis will be an aggregate of local (national) and international bibliographic databases, encompassing information about ongoing and completed research works in the country, publications by local scientists, their citation data, defended dissertations, conference reports, patents, innovations in agriculture, industry, power engineering, etc. The main goals of the project are:

- to generate a collection of bibliographic databases describing scientific output in Georgia
- to generate a set of software products to enable the statistical, inter-correlative and correlative processing of said databases with international ones for the purpose of analysing Georgia's scientific research output
- to elaborate a technique for establishing an "information portrait" of Georgian science as a whole, as well as of individual scientists and scientific teams, through the joint development and use of local (national) and international databases.

Implementation of the three above-listed sub-objectives will create a system through which the Georgian scientific products may be analysed by bibliometric methods in various sections, according to the administrative problem facing a specific user. The system's purpose is to improve science management at various levels in Georgia, which coincides with several SDGs.

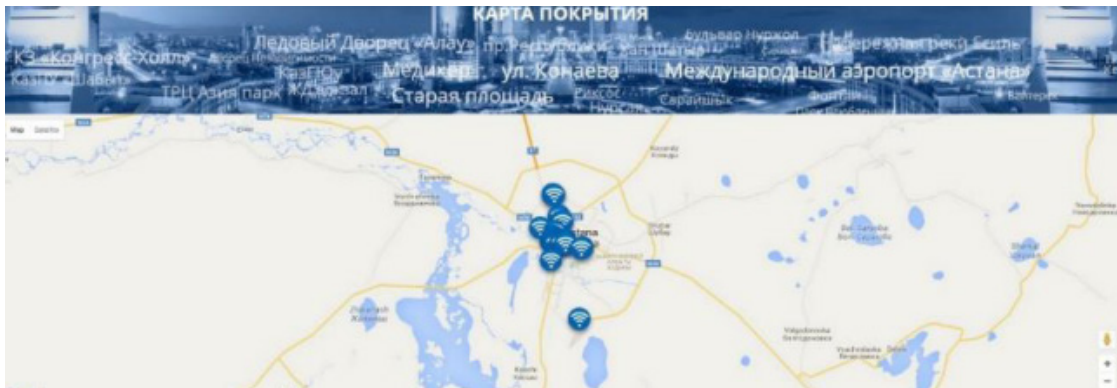
In **Kazakhstan**, the *Monitoring of Public Services Quality* survey automation tool is an essential resource that enables citizens to express their opinion on the service delivery of regional and local executive bodies (**SDGs 9 and 11**). The system is designed to provide active assistance to government agencies in their efforts to improve general living standards and ensure user satisfaction with service delivery. Furthermore, the system provides prompt and round-the-clock transmission of statistical data from terminals to the portal. All of this enables regular monitoring of public service quality and prompt and objective assessment of the situation at any given time, based on the information received by regional executives.

To provide better ICTs, the National Information Technologies JSC of **Kazakhstan** set up the *Data centers for government agencies* project. Each government agency's tasks include service delivery to citizens, making issues relating to information-storage reliability and uninterrupted information systems operation critical. One of the objectives of the Data Centers for Government project is to ensure the continuous operation of e-government components, minimizing failures in the operation of central and local government agency (including local offices) software and hardware, with an assured 99.749 per cent (second level) reliability.

Through this project, economic development is supported, sustainable infrastructure is being built in developing countries and the development of local and central government agencies is guaranteed (SDGs 9 and 16).



In **Kazakhstan**, "Astana Innovations" JSC, operating as a facilitator between government and business, launched the *Open Wi-Fi* project that has been implemented as part of "Smart Astana". The project is a city network providing open access to the Internet. Under this project, 15 000 people use free Internet in public places every day (300 000 every month). By providing easy and affordable broadband access to everyone – including the elderly, persons with disabilities, other disadvantaged and vulnerable groups and children – this project promotes sustainable industrialization, the development of technologies and applications, the building of resilient infrastructure and the fostering of innovation (SDG 9).



Two projects from the **Russian Federation** have a strong focus on information and communication infrastructure, in line with a number of SDGs relating to poverty, economic growth, sustainable industrialization, safety of cities, etc.

The Government Commission for Implementation of Information Technology in Government Bodies and Local Authorities has instructed the Russian Ministry of Communications to establish *the e-Government Situational Center*, the purpose of which is to integrate mechanisms for interworking between e-government infrastructure (EGI) participants and agency competence centres. The Situational Center is intended to be an "indicator board", i.e. an indicator of "health" and an instrument for the management of technological and administrative processes. It also unifies all existing information resources used to inform participants on the current status of, modifications

to and innovations in the EGI, and is responsible for the promotion of mechanisms for interworking between participants providing public services and executing government functions.

The e-Government Situational Center programme thus relates to SDGs 8 and 16 – promotion of inclusive and sustainable economic growth, employment and decent work for all, as well as peaceful and inclusive societies.

The Ministry of Telecom and Mass Communications of the **Russian Federation** boosted the “*Development of broadband access in the Russian Federation – building fiber-optic networks for localities with a population of at least 250 people*” project, the aim of which is to eliminate the digital divide, i.e. the difference in the level of communication network development and availability of broadband services between large cities and rural settlements of the Russian Federation. This aim is to be achieved through the provision of communication service availability under the government’s guarantee of voice and data services via fixed networks with data rates of at least 10 Mbit/s for each subscriber. The project will cover some 13 800 villages, townships and settlements of the Russian Federation, with a total population amounting to some 5 million. Under the project, the plan is to install almost 200 000 km of fibre-optic links, including 1 300 km of submarine cable, in the period 2015-2018. The project is the largest of its kind worldwide, featuring a wide range of implementation challenges such as geography, geomorphology, climate, economic and social conditions, with a wide variety of tasks to be resolved within a short time-frame (SDGs 1, 8, 9 and 11).



The Ministry for Development of Information Technologies and Communications of the **Republic of Uzbekistan** initiated the *Sustainable electricity supply facilities in rural and remote areas* project. In all industrialized countries, the rate of energy development has overtaken the rate of development of the other sectors. Economists estimate that global warming relates to issues of a strategic nature, so the "green" economy and investments in new technologies and approaches to mitigate climate change should receive full support. The effects of energy deficits on telecommunication facilities in rural and remote areas diminish the reliability of those facilities and the accessibility of ICT services. The use of diesel power plants in such locations requires the systematic importation of expensive fuel, which is not always possible, especially in the winter, in addition to which it leads to environmental pollution. Under these conditions, there is an urgent need to ensure a sustainable energy supply to telecommunication facilities based on global partnership as well as on environmentally-friendly, autonomous, renewable (solar, wind, hybrid solar-wind-diesel) energy sources (SDGs 7, 13 and 17).

### C3. Access to information and knowledge

In **Georgia**, the government is engaged in two interesting projects.<sup>2</sup> As part of its development goals, it has committed to ensuring that the entire population has access to information and public services (**SDGs 1, 4, 8, and 9**). A major part of the rural population, however, has little or no access to such benefits. To bridge this gap, the Public Service Development Agency and the IREX-sponsored Beyond Access Programme are jointly implementing a project entitled *Public Libraries for Local Development*, which aims to reinvent the library as a shared facility both for traditional library functions and for free community access to ICTs and skills development. The GPSLib project thus aims to pilot a model in which libraries deliver services and provide access to information and knowledge.

The second project derives from the efforts of the Professional Orientation Support Programme, which assists young people during the process of choosing a profession and career planning. The programme helps young people to make their choice by guiding them towards wise decisions based on their skills and personal characteristics, as well as external circumstances. To this end, the Ministry of Sports and Youth Affairs of Georgia has provided young people with an interactive website, [www.myprofession.ge](http://www.myprofession.ge), together with a manual entitled *Choose Your Profession*. The website features various kinds of guidance material, including psychological advisory tests tailored to young people, recommendations, case analyses, and videos about different professions. The ministry plans to expand the website with the addition of informative materials for pupils, university entrants, students and parents, and for people planning to change profession. The “Choose Your Profession” manual will help young people to learn about the career planning process and orientate themselves properly when choosing their profession. The ministry is also preparing a PR strategy to ensure effective dissemination of the product.

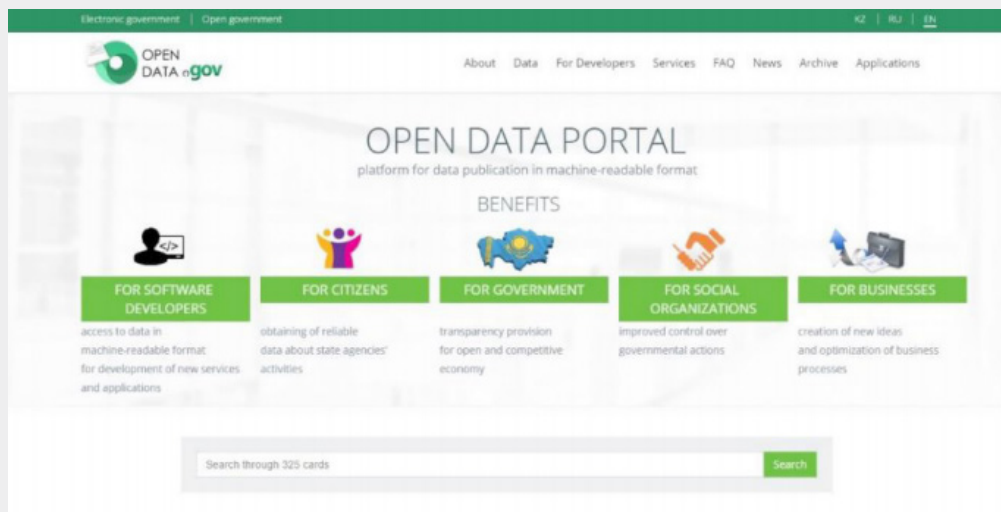
In the **Republic of Kazakhstan**, the *ADILET* normative-act referencing system provides full, free and round-the-clock Internet access to the country’s legislative texts (**SDGs 4 and 10**). Its main functions are:

- Searching the content of a normative act on the basis of specified search parameters
- Viewing the history of changes made to a normative act and its previous versions
- Navigating through related normative acts
- Providing electronic copies of normative acts to keep on a local drive
- Simultaneous viewing of a normative act in two languages
- Exporting a normative act to the .pdf or .docx formats
- Providing RSS feeds
- Displaying a list of recent and most popular acts.<sup>3</sup>

<sup>2</sup> Projects nominated for a WSIS Project Prize 2015

<sup>3</sup> Project nominated for a WSIS Project Prize 2015

Development of transparent and accountable government is one of the five key priorities of a number of institutional reforms announced by the Head of State of **Kazakhstan**. Government agency “openness” was defined by the President of the Republic of Kazakhstan in the “100 Specific Steps” national plan. Kazakhstan is embracing the concept of transparency by implementing the *Open Data* project, launched in 2013 with the objective of implementing transparency and accessibility principles and permitting the repeated usage of data generated by government and quasi-governmental organizations. This project enables citizens to be aware of key and socially-important areas of the government’s activities, this being in line with several SDGs in terms ensuring well-being for all and providing access to information throughout the country.



The Institute of Electronics and Telecommunications of **Kyrgyzstan** launched the *Create information and training resource centre* project, designed for people with disabilities. The centre, which is equipped with standard and supporting ICT tools adapted to the needs of different categories of user, assists in the development of information and educational materials and the training of teachers to provide people with disabilities with the skills they need to use ICT tools. As it looks towards international implementation (Kazakhstan, Tajikistan, Turkmenistan, Uzbekistan), the initiative relates to several SDGs in view of its focus on the provision of quality education and reduction of inequality, as well as the promotion of economic growth and peaceful and inclusive societies (SDGs 4, 8, 10 and 16).

## C4. Capacity building

In **Belarus**, the Educational Centre of High Technologies Park (EC HTP) provides training to juniorlevel IT specialists under its *IT Education* initiative. During the period January-November 2015, thanks to their training at EC HTP, some 200 graduates, many of whom had no previous IT background or experience before receiving training at the centre, secured employment with IT companies in Belarus. In the five years that have passed since EC HTP released its first graduates (five from the Java Developer programme and seven from the Software Testing Engineer programme), the centre has experienced considerable progress in the areas of training and development, and is currently providing training to over 200 students on 20 different programmes. The total number of EC HTP graduates having obtained employment is in excess of one thousand.

The initiative's goals relate to SDGs 4 and 8, having to do with equitable quality education and the promotion of sustainable economic growth and lifelong learning opportunities.



As a means of improving career advice assistance for pupils and students, the Ministry of Sport and Youth Affairs of **Georgia** has designed a special webpage, *myprofession.ge*, which is a roadmap for youngsters in Georgia enabling them to receive information on insights and best practices for various professions in the country (**SDGs 4 and 12**). The webpage was designed as part of the Ministry's continuous support for the development of state youth policy. As part of these efforts, a special webpage was designed to support the professional orientation of young people and to serve as a guidebook for those wishing to take up various professions.

In **Ukraine**, the A.S. Popov Odessa National Academy of Telecommunications has introduced a group of projects to develop IT education in schools in the Odessa region, thereby related to **SDGs 1, 4, 16, and 17**. The projects include *creating educational online districts* in the regional centres of the Odessa region, *ordering ICT infrastructure* for Odessa schools, and the *IT education* project.

- The first project aims to provide distance education for pupils living in the countryside by enabling them to connect to the online district in the district centre.

- The second project involves the participation of students in assembling and maintaining local computer networks in schools.
- The IT education project is implemented through a system of specialized IT classes.



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

More than 90 ICT and security experts from Europe, the Commonwealth of Independent States (CIS) and Asia and the Pacific discussed strategic aspects of cybersecurity and cybercrime during an ITU-IMPACT *cross-regional seminar* organized in partnership with the Odessa National Academy of Telecommunications, **Ukraine**, in March 2012. Legal frameworks and international cooperation to combat cybercrime, child online protection and the role of public-private partnerships were among the topics on the agenda. Participants proposed the creation of a *public reference repository* of recommended and prohibited Internet resources for children.

In April 2011, cross-regional cooperation on child online protection was boosted at a workshop attended by some 55 cybersecurity experts from CIS and European countries organized by ITU, also in partnership with the Odessa National Academy of Telecommunications, **Ukraine**. **Armenia** and **Kyrgyzstan** benefited from targeted assistance to develop national cybersecurity strategies, and **Ukraine** received guidance in setting up a national body for the registration of object identifiers.

ITU also supported the government of **Azerbaijan** in organizing an *international conference on cybersecurity* in 2013, in partnership with the World Bank, the World Economic Forum (WEF) and INTERPOL.

In order to provide citizens with reliable means of authentication and digital signature, **Kazakhstan** introduced the ability to issue an *electronic digital signature for ID cards*, which is a major achievement in the field of information security (**SDGs 9 and 16**). The National Certification Authority of the Republic of Kazakhstan (NCA RK) was put into commercial operation on 29 October, 2008. Today, NCA RK registration certificates are used by more than 1.9 million people in the information system in 30 states. The advantages of placing electronic digital signature keys on ID cards are secure storage, precluding the possibility of third parties copying the private key, and permanent possession of a digital signature.<sup>4</sup>

In **Ukraine**, the A.S. Popov Odessa National Academy of Telecommunications developed the *Multimedia distance-learning course on the safe use of Internet resources* project, which represents a part of the CIS (Commonwealth of Independent States) regional initiative on “Creating a child online protection centre for the CIS region”, adopted at WTDC-14 (Dubai, UAE), with the support of the A.S. Popov National Academy. The course is divided into three parts: basic (for pre-school and junior schoolchildren); intermediate (for children in classes 5 to 9); and advanced (for senior pupils, students, parents and teachers). Each course is based on thematic modules with tests after each module.

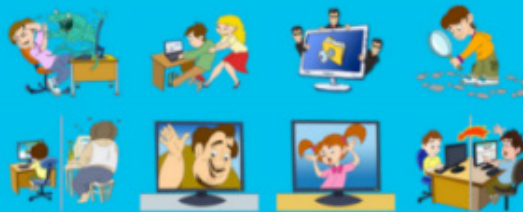
The project aims to ensure quality education and promote learning opportunities for the CIS region (SDG 4).

<sup>4</sup> Project nominated for a WSIS Project Prize 2014





Мультимедийный учебный дистанционный курс безопасного  
пользования ресурсами сети Интернет  
Multimedia distance-learning course on the safe use of Internet resources



## C6. Enabling environment

The *Electronic property sale auction* devised by the Committee of State Property and Privatization of the Ministry of Finance of the Republic of **Kazakhstan** is designed to organize and conduct electronic auctions for the sale of state property (national, municipal, regional and district), quasi-public sector non-state property, and the property of debtors (bankruptcy), and to enable individuals and legal persons to take part in such trading if they register in the system and submit electronic applications to participate in the auction within the prescribed time. In addition, the information system can be used to view information about sales of objects and materials, including evaluation reports on the market value of the property, and to read information messages about forthcoming electronic trading, published in print media and on the web portal of the State Property Registry ([www.gosreestr.kz](http://www.gosreestr.kz)); related to **SDGs 4, 8, 9, and 10**.

The objective of the *Law on access to information* in **Kazakhstan** is to ensure the legal conditions whereby individuals and legal entities can have access to the information held by government agencies and other information holders with respect to:

- the use of funds assigned from the government budget
- legal market entities occupying a dominant or monopolistic position
- prices for goods/works/services manufactured/sold by such entities.

The project also seeks to involve citizens in government-agency decision making at all levels, especially local, through the open-government mechanism. Thus, fostering secure access to ICTs, the project is related to SDGs 8, 10, 11 and 16.



In the **Russian Federation**, the Ministry of Telecom and Mass Communications manages the *Development of broadband access in the Russian Federation: Building fibre-optic networks for localities with a population of at least 250 people* project. The purpose of the project is to eliminate the “digital divide”, i.e. a difference in the level of communication network development as well as in the availability of broadband services between large cities and rural settlements of the Russian Federation (**SDGs 4 and 10**). This goal is to be achieved by making communication services available with government guarantees: voice and data services via fixed networks with data rates of at least 10 Mbit/s for each subscriber. The project will cover some 13 800 villages, townships and settlements in the Russian Federation with a total population of some 5 million people. As part of the project,

nearly 200 000 km of fibre-optic links, including 1 300 km of submarine cables, will be installed in the period from 2015 to 2018. The project is the world's largest of its kind, featuring a high variety of implementation aspects such as geography, geomorphology, climate, economic and social conditions, and a wide range of tasks to be solved in the short term.<sup>5</sup>

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<sup>5</sup> Project nominated for a WSIS Project Prize 2015

## C7. ICT Applications

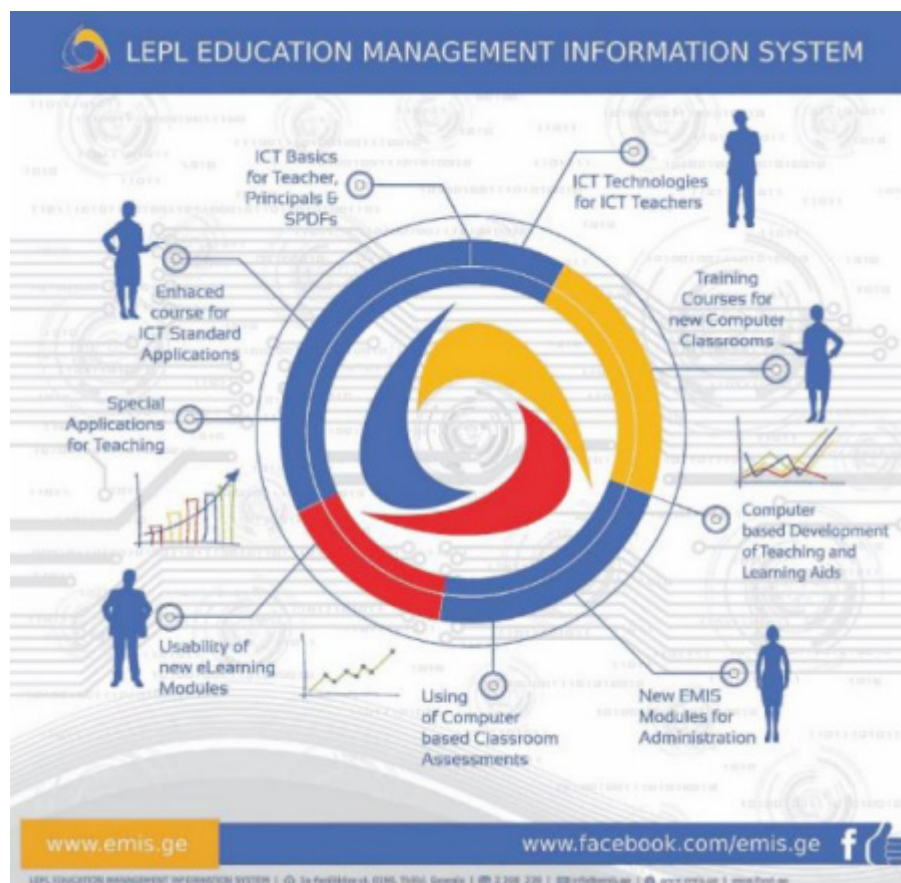
### E-government

In **Azerbaijan**, the Ministry of Communications and Information Technologies has implemented the State programme to expand *e-services in government bodies and develop “e-government” for 2013-2015*. The main purposes of the State programme are to formulate e-government policy and to enhance e-services as the extension of current government action, in order to meet the needs and requirements of the modern information society (**SDG 16**).

Two projects from **Georgia** relate to the educational domain as well as the reduction of inequality and promotion of peaceful societies (SDGs 4, 10 and 16).

The *information system of management of general educational institutions (e-School)* targets the efficient management of the educational processes in schools, including data collection and processing as well as online updating and reporting. The system is web-based and can only be accessed by the authorized users registered in it. Its main objectives are:

- Providing support in management and administration of the general education system and its organizational units
- Providing necessary information for researching the general education system and planning future strategies
- Monitoring and evaluating activities in the general education system and its structural units
- Providing all decision-making levels with relevant information.



**Georgia's** project *Increasing Accessibility to Public Services through Express Community Centres* aims at ensuring access to public services for the rural population, including remote villages. Service delivery vehicles, the so-called "express community centres", conduct regular trips to remote villages to ensure access to more than 200 public services. With this unprecedented and unique initiative, the local populations of remote villages benefit from the same privileges as those in more developed areas of Georgia. Express community centres simplify the process for citizens to interact with the government by delivering public services to their doorsteps through e-governance tools.



Six projects from **Kazakhstan** trigger a number of SDGs by promoting the rule of law at national level, ensuring public access to information and strengthening relevant national institutions (SDG 16).

The General Prosecutor's Office of the Republic of **Kazakhstan** conducts large-scale work on the introduction of innovative technologies that promote the rule of law and protection of human rights. In this regard, a single point of access to innovative capabilities in the General Prosecutor's Office- *Information service of the Committee for Legal Statistics and Special Accounts of the General Prosecutor's Office of the Republic* - was created. The system is used by citizens, businesses and government agencies. Every day the site is visited by approximately one thousand people. The information service consolidates innovative projects of the General Prosecutor's Office based on the "single window" principle.



The Supreme Court of the Republic of **Kazakhstan** is responsible for implementation of the *Internet resources of the judicial system* project whose objectives are to provide a single access for the provision of information on judicial authorities of the Republic of Kazakhstan. The Internet resources of the judicial system project make it possible to:

- promptly inform individuals and organizations about the services rendered by courts
- make the judiciary's work better understood and open to the public
- provide the necessary services for legal affairs in real time
- reduce the time required for judicial acts
- increase the personal responsibility of the judicial authorities' employees for the quality of the state (municipal) services provided by them and the features implemented
- ensure that citizens have access to the electronic services of the judiciary through a single window.

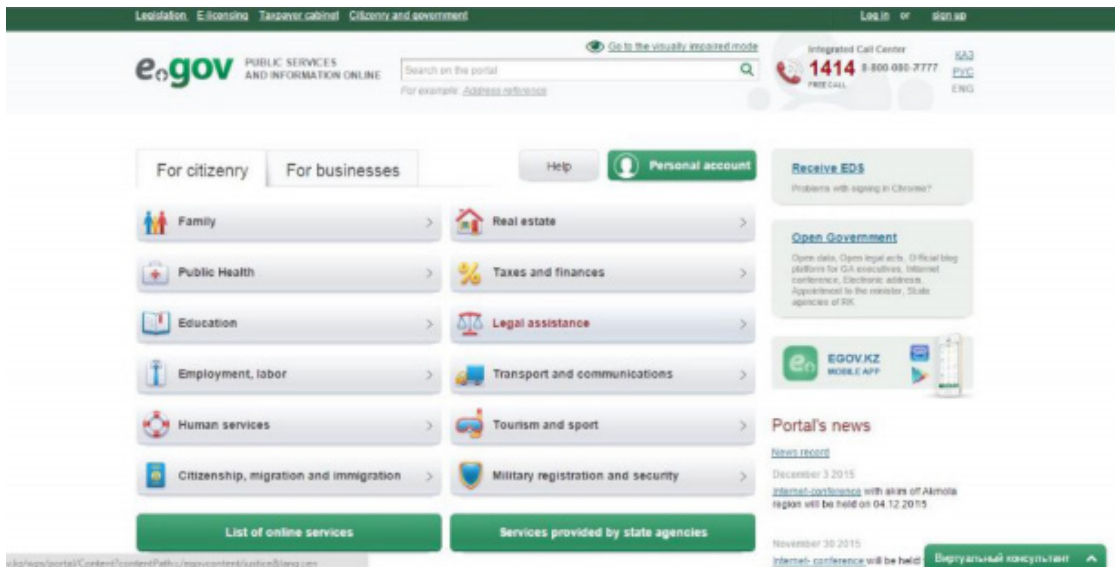


Initiated by the national infocommunication holding "Zerde", the *Integrated Call Center for public services (ICC)* project is an information and referral service that provides 24x7 consultation assistance on public services to citizens. ICC's main objectives are:

- To provide a single access point for citizens to obtain information on public services
- To improve the level of public awareness about government agencies' activities and the procedure for public services delivery
- To improve the accessibility of information on public services and the forms of delivery thereof to citizens
- To interact with government agencies on issues relating to the provision of information on public services.



The *Electronic government of the Republic of Kazakhstan* website is a single mechanism for government interaction between citizens and government agencies that enables their coordination via information technologies. This very mechanism made it possible to decrease queues in government agencies, facilitating and accelerating the obtainment of abstracts, certificates, licensing documents, etc. The e-Gov portal provides detailed information about public services. Two hundred services have been automated on the portal in various fields, such as healthcare, social welfare, employment assistance and employment, and documentation of the population.



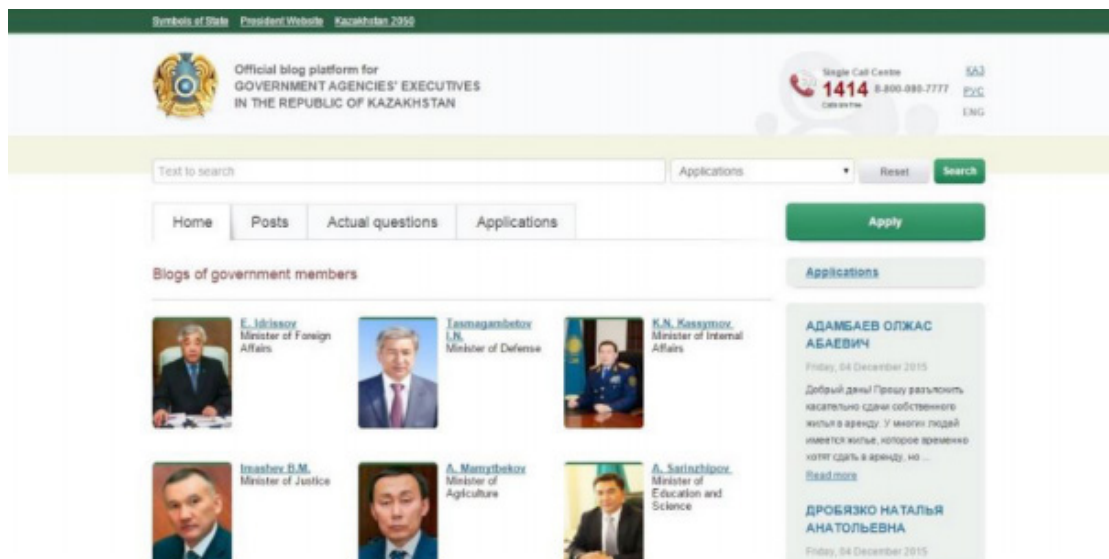
*Mobile government of Kazakhstan* is one of e-Gov's main lines of development. M-Gov evolution is a logical step in the development of e-government, which is a cornerstone in the country's strategy for ensuring affordability of services to Kazakhstan citizens and making those services more accessible and efficient (SDGs 4 and 10). M-Gov project implementation will enable a new level of efficiency and convenience in the obtainment of services, which is a new stage of infrastructure development in Kazakhstan. The main benefit of the m-Gov information system is the expansion of e-Gov availability,



namely, public service delivery to those citizens who don't have Internet access but do have mobile communication.



The *Official blog-platform for Government agencies' executives in the Republic of Kazakhstan* website affords the possibility for citizens to apply directly to executives (ministers) of central government agencies online, which was not the case before. The main objective of the official blogplatform of government agencies' executives is citizens' involvement in the government's performance. The initiative enabled all citizens to submit their requests (complaints/opinions/recommendations) straight to executives of central government bodies without the need to make personal visits. The initiative enables the instant delivery of a request to a government agency via the Internet.



In **Kazakhstan**, the Government has introduced the *Kazakhstan eGov web portal*, which serves as a tool for the fundamentally new format of dialogue between the government and citizens. Thanks to the [www.egov.kz](http://www.egov.kz) portal, citizens can not only obtain and submit different documents and pay fines and taxes, they can also directly address State agencies and post suggestions or comments on draft legislation and public service projects, even from thousands of miles away (**SDGs 9, 16, and 17**). Kazakhstan's eGov portal accompanies the country's citizens in a whole range of life situations – starting a family, childbirth, opening a business, retirement, and many others. It is an opportunity to replace thousands of doors with one window.<sup>6</sup>

In **Kazakhstan**, the *National Certification Authority* was created in order to provide citizens with reliable means of authentication and digital signature. Thanks to the authority, an electronic digital signature can be issued for each ID card, which is a major achievement in the use of information technology for information security (**SDGs 9 and 16**). The National Certification Authority of the Republic of Kazakhstan (NCA RK) was put into commercial operation on 29 October 2008. Today, NCA RK registration certificates are used by more than 1.9 million people in 30 state information systems in the country. The advantage of placing electronic digital signature keys on ID cards are secure storage- the key cannot be copied by third parties- and permanent possession of a digital signature.

<sup>6</sup> Project nominated for a WSIS Project Prize 2014

In **Kazakhstan**, the National Information Technologies JSC has introduced *blogs* by government agency executives that provide a unique means of fostering interactive communication between citizens and government officials (**SDGs 16 and 17**). The blogs allow citizens to ask questions, file complaints or make suggestions. They are a perfect tool for information sharing and are maintained in three languages: Kazakh, Russian and English. The blog platform has been functioning for more than four years, and its popularity is growing rapidly. The most popular subjects are healthcare, education, social support and private enterprises.

**Kazakhstan** hosted the third edition of the Global Forum on E-Government, which was held from 6 to 8 October 2014 in Astana. The Forum focused on “Smart Governance for Sustainable Development: New Possibilities of Partnership in the Networked Society” and brought together researchers, policy makers, government officials, international civil servants, business and civil society leaders from around the world to share insights and innovative approaches in the area of e-government development and to discuss how e-government can support public policy and sustainable development goals, especially the post-2015 development agenda (**SDG 17**). A total of 1 050 participants from 79 countries took part in the event. The forum comprised plenary sessions and four parallel workshops, as well as a Ministerial Round Table, Study Tours and the UN E-Government Survey Special Awards Ceremony. Seventy speakers from over 25 countries shared their knowledge and insights throughout the various sessions of the Forum.

During the forum, the first of UNDESA’s national e-participation workshops took place. Entitled “Developing Capacity for e-Participation: Engaging Citizens in Development Policy and Decision-making Processes through Information Communication Technologies (ICTs)”, the workshop targeted approximately 85 Kazakhstan government officials including representatives from national, regional and local offices. The objective of the workshop was to bring together relevant policy-makers and practitioners with the purpose of enhancing their knowledge of e-participation. During the workshop, participants used the “METEP” (Measurement and Evaluation Tool for Engagement and e-Participation) tool, which includes more than 150 features which policy-makers need to be aware of when designing e-participation policies and strategies. As a follow-up to the workshop, the Division for Public Administration and Development Management (DPADM) will closely work with the Ministry of Investment and Development of the Republic of Kazakhstan in order to ensure that e-participation is adequately addressed and all aspects of e-participation are covered in the upcoming e-government strategy.

In **Kazakhstan**, four interesting initiatives are currently under way.<sup>7</sup> The *integrated information system for Citizen Service Centres* (IIS CSC), developed by the Ministry of Investments and Development, aims to provide a single data access and management point on public service delivery (**SDGs 9 and 16**). Implementation of the IIS CSC system has facilitated citizens’ interaction with government agencies, which has in turn created an opportunity to reduce time-consuming bureaucracy that affects delivery of public services.

The number of government agencies that need to be visited has also been cut. Public services have become more transparent and accessible, and it has become possible to examine demand and quality of public services delivery by society, population, and the social groups that use public services.

The second project is the Civil Registry Office IS, developed by the Ministry of Justice of the Republic of Kazakhstan. It is intended to automate citizens’ civil registration and organize the national register of individual identification numbers (**SDG 16**). The Civil Registry Office IS system is an innovative solution that has helped to enhance the efficiency of civil registry offices and service quality. It facilitates implementation of electronic public administration strategies, improving the transparency of government agencies and the efficiency of democratic processes.

The third project is the Single Notary Information System designed by JSC National Information Technologies. The objective of the Single Notary Information System “e-Notary” is to facilitate information exchanges between public notaries and notary chambers, and also with the supervisory authority

<sup>7</sup> Projects nominated for a WSIS Project Prize 2015

(Ministry of Justice). It ensures legal security in citizens’ transactions and increases the transparency of public notaries’ activities (**SDG 9**). E-Notary improves and facilitates cooperation processes between public notaries, government bodies and republican and local notary chambers, reducing the time spent on accounting processes and cutting the list of documents required from citizens.

The fourth initiative is the Electronic government procurement project developed by the E-Commerce Centre. The platform for state procurement in electronic format is the state procurement web portal of the Republic of Kazakhstan [www.goszakup.gov.kz](http://www.goszakup.gov.kz), developed by the LLP “Electronic Commerce Centre” (**SDG 16**). The automated integrated information system “Electronic Government Procurement” is intended to facilitate government procurement in real time. For this purpose the system publishes information on customers’ requirements for the supply of goods, works and services, consolidates that information, implements procurement procedures, identifies suppliers, publishes information on any contracts that are concluded and the results of their performance on the government procurement web portal.

In the **Russian Federation**, the Ministry of Telecom and Mass Communications has launched the *State Data Interchange System*, which aims to ensure the availability of the data needed for one-stop public and municipal services, to provide safe and guaranteed data delivery, and to create a data-exchange ecosystem, including the rules of connection and interaction (**SDGs 16 and 17**). The system was made to simplify and optimize government-to-government and government-to-citizen/public institution interaction, completely changing the process from both the organizational and technological standpoints, making it possible to pay taxes and fines or file applications for documents online, etc. The project is part of the government’s Information Society (2011–2020) programme.<sup>8</sup>

The screenshot shows the 'Электронные сервисы федерального уровня' (Federal-level electronic services) search page. It includes a search bar with filters for 'Идентификатор сервиса', 'Наименование', 'Область применения', 'Владелец', 'Ключевые слова', and 'Доступность сервиса'. Below the search bar is a table listing services.

Владелец	Идентификатор сервиса	Краткое наименование	Наименование	Доступность сервиса	Режим работы	Область применения
Министерство труда и социального развития Российской Федерации	SID0003857	Электронный сервис подачи заявлений на проведение медико-социальной экспертизы и обжалование ранее вынесенных решений	Электронный сервис подачи заявлений на проведение медико-социальной экспертизы и обжалование ранее вынесенных решений	ЕПГУ		Приём заявлений с ЕПГУ
Федеральная служба по техническому и экспортному контролю	SID0003856	Сервис выдачи заключений о возможности размещения и использования по окупутной территории Российской Федерации иностранных технических средств наблюдения и контроля	Сервис выдачи заключений о возможности размещения и использования по окупутной территории Российской Федерации иностранных технических средств наблюдения и контроля	ЕПГУ	Асинхронный	Приём заявлений с ЕПГУ

In the **Russian Federation**, the Ministry of Telecom and Mass Communications has developed a system entitled *Development of Federal Government Information System for Pre-trial Appeal*. This is an information system developed and implemented within the framework of the Government’s “Information Society” Programme (**SDGs 9, 16, and 17**). Through this system, users of government and municipal services can file complaints against the activities of state authorities before coming to court. The system is represented by a single Internet portal available at the website [do.gosuslugi.ru](http://do.gosuslugi.ru). It is integrated into the e-government infrastructure, particularly the Common Government Services Portal. In addition, citizens have an opportunity to appeal directly through the websites of agencies providing government services. The system of pre-trial appeals started its operations on 1 January 2015 in accordance with Russian Government Decision 1198 (item 4).<sup>9</sup>

<sup>8</sup> Project nominated for a WSIS Project Prize 2014

<sup>9</sup> Project nominated for a WSIS Project Prize 2015

Two projects from the **Russian Federation** contribute to the strengthening of relevant national institutions and global partnerships, as well as to the development of effective and transparent institutions and inclusive society – SDGs 9, 16 and 17.

As part of the global initiatives on the adoption of e-government in the recent 5-7 years, the Ministry of Telecom and Mass Communications of the **Russian Federation** initiated the *Studies on perspectives for the evolution of Russian e-Government and development of the System Project for Russian 90 Report on the WSIS Stocktaking 2016 e-Government*. The Russian Federation met the new functional and dynamic response requirements. Successful development and use of ICTs within Russian public administration require the aggregation of entirely new ideas regarding e-government organization with existing principles, methods and tools for the implementation of particular ICT systems within e-government.

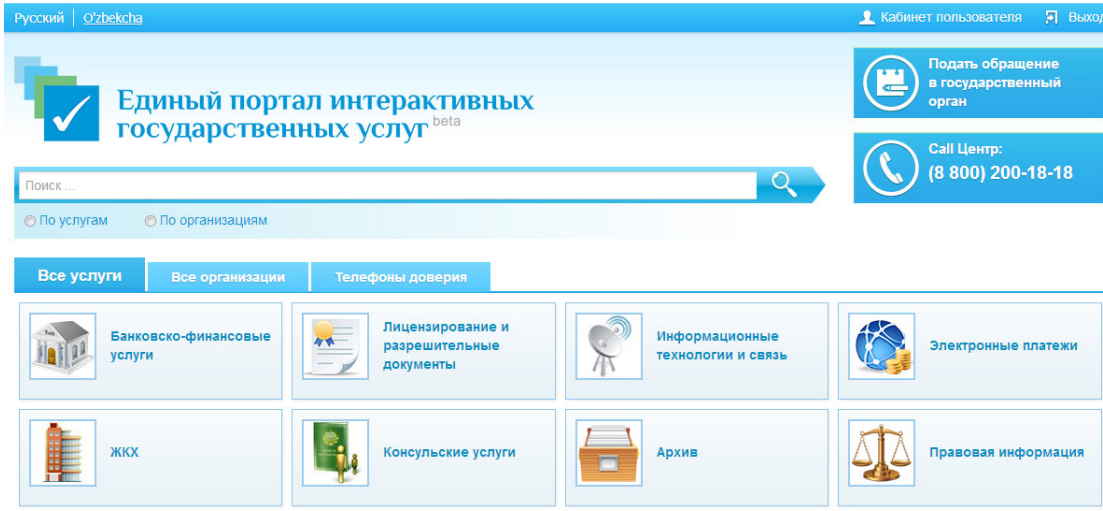
The *Development of Federal Government Information System of Pre-trial Appeal* project is the information system developed by the **Russian Federation** Ministry of Communications and Mass Media implemented within the framework of the “Information Society” government programme. Through this system, users of government and municipal services can make pre-trial appeals against the work of authorities. This is integrated into the e-government infrastructure, particularly into the Common Government Services Portal. In addition, citizens have an opportunity to appeal directly through the websites of agencies providing government services. The System of Pre-trial Appeal started operation on 1 January 2015.



In **Uzbekistan**, the State Unitary Enterprise UNICON.UZ has launched the electronic document-handling system *E-Hujjat*, which is to be used to exchange legitimate electronic documents that have legal value, to improve and automate the existing document-handling and case-management system in different organizations and entities, to save time and money, to advance the transition to a paperless electronic document-handling system and to increase the level of executive discipline (**SDGs 16 and 17**). E-Hujjat uses a centralized database, installed on the organization's server, to store all electronic documents in one place. It increases the level of data security against possible losses, for example should one of the system user's computers fail. Data security is provided by built-in multi-user identification and authentication. Access to the system is obtained using the username + password pair and the user's two-part electronic digital signature key.

In **Uzbekistan**, the UZINFOCOM Computerization and IT Development Centre has introduced the *single portal for interactive public services*. The portal- [my.gov.uz](http://my.gov.uz)- is a key component of Uzbekistan e-government and the single point of access to government information and services. It was created pursuant to the government's decision to strengthen interaction between government agencies, the public and business entities, to use information technology to improve the efficiency of public agencies, and to meet the information needs of the population (**SDGs 9, 16 and 17**). Today, the single

portal allows users not only to access public services, but also to file applications with public agencies in electronic form.



## E-business

UNCTAD continued to actively support Member States' efforts to improve the availability of ICT statistics, especially with regard to ICT use by the business sector and the ICT sector itself. It undertook a number of training and capacity-building activities and translated its *Manual for the Production of Statistics on the Information Economy* into Russian. A regional training workshop was organized for Russian-speaking countries in Almaty, Kazakhstan. A national workshop in Ethiopia brought together officials from the Ministry of Communication and Information Technology and from the national statistical office to build their capacities to produce relevant information economy statistics.

An UNCTAD publication entitled *Empowering Women Entrepreneurs through Information and Communications Technologies: A Practical Guide* was published, highlighting ways to enable women's businesses to become more efficient, productive and profitable through ICTs. The publication has been cited as one of the 100 most important reports on gender. Meanwhile, the methodology integrating the ICT dimension when assessing the environment for women's entrepreneurship development has already been applied in the following seven countries in Africa and Asia: Kenya, Uganda, Tanzania, Azerbaijan, Kazakhstan, the Kyrgyz Republic and Uzbekistan.

Launched by the Ministry of Finance in **Kazakhstan**, the "Financial reports depository" information system provides access to an electronic database where users can find information about the financial and economic activities and corporate events of public interest entities, thus fulfilling certain SDGs in regard to providing equal information access and promoting industrialization in the country (SDG 16). The entities include: financial institutions (except for legal entities engaged in foreign currency exchange operations), joint stock companies (excluding non-profit organizations), mining companies (excluding companies that produce commonly occurring minerals) and organizations with a state share in the statutory capital as well as state-owned enterprises based on business law.



## E-learning

In **Azerbaijan**, the *e-Education* system contributes to the development and modernization of the Azerbaijani education system (**SDG4**). It introduces and enhances the use of information technology in the process of school administration as well as in teaching/learning in preuniversity education.



The *BSUIR Open Educational Resource Platform* is an open educational platform that offers new opportunities for remote IT education in **Belarus**. It allows a higher education and state diploma to be obtained without leaving the workplace or residence. The platform creates training conditions with a free choice of academic disciplines, provides dialogue with the tutor by e-mail, and offers lifelong learning opportunities for all citizens of the country (SDG 4). Lifelong and e-learning training under BSUIR means:

- The most qualified instructors, fluent in IT usage
- The opportunity to choose a set of disciplines and schedule the studies
- The educational process is provided by 28 university departments and around 200 instructors
- More than 350 e-teaching complexes for a discipline
- Within the second higher education on the faculty – possibility of faster training, with payment for unstudied disciplines only
- Modern and fully functional learning management system by BellITSoft - developer of the e-learning software.

## E-health

The Brest State Technical University of **Belarus** created the *Neural Network for Epileptic Activity Detection* programme designed to analyse signals from the electroencephalogram (EEG) and obtain additional information on the signals, thus enabling a more accurate diagnosis. The main function of the module is to identify epileptic activity in the signals of the EEG. In order to implement this function, specially developed algorithms are used, based on neural network theory and chaos theory. These algorithms have made it possible to develop a complex system aimed at effective detection of epileptic activity of different forms and duration, without additional pre-training of the system.

Thus, the programme combats epileptic disease and promotes well-being (SDG 3.3).



In **Kazakhstan**, the *Smart polyclinic* initiative provides increased access to information on personal health (electronic health records). The initiative improves access to health services and their quality (web applications, e-services), and helps in the process of medical decision-making (electronic databases). It also helps to reduce the number of medical errors. The constant professional improvement of health workers is also expected as well as an increase in the quality and efficiency of financial, political and administrative decisions.

The service will also increase the efficiency of investment in healthcare, thus achieving SDGs 3, 9 and 11 on health quality systems, sustainable industrialization and safety in cities.



## E-science

In **Georgia**, the Ilia Vekua Institute of Applied Mathematics (VIAM) of Ivane Javakhishvili Tbilisi State University (TSU) launched the *R-package project to compute confidence intervals for heritability, reliability, and heterogeneity*. Intraclass correlation coefficients (ICCs) are used to quantify different features, such as heritability, reliability, and heterogeneity. They are widely used in the biomedical and engineering fields. To ensure good statistical inference, it is essential to construct confidence intervals on ICCs. This project is motivated by the recently introduced beta-approach that has worked successfully for many variance component models, but has not been implemented in any software package. The more theoretical aspects of the approach are under focus in order to understand its possible limitations (if any) and build an R-package that can be used in combination with any variance component model.

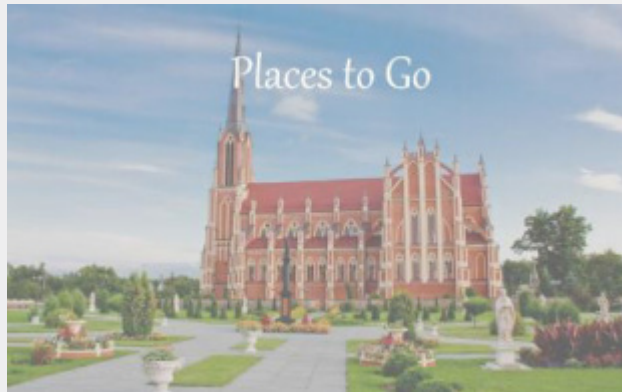
The project contributes to several SDGs by promoting lifelong learning opportunities, sustainable economic growth and industrialization and revitalization of the global partnership (SDGs 4, 8, 9, 10 and 17).



## C8. Cultural diversity and identity, linguistic diversity and local content

The Academy of Public Administration, under the aegis of the President of the Republic of **Belarus**, initiated the *Places to Go* project for students, which is designed to attract tourists to unusual and peaceful places in Belarus. The project is a web product created in the form of a blog owing to the universality and ease of access thereof. It is dedicated to various kinds of tourism in the Republic of Belarus. The blog articles are written in different languages (English and Russian) by various authors using various formats and styles. All the materials used in the blog are unique, just like the site itself, created using the latest technology and trends.

By creating a positive image of the country, the website promotes economic growth and political recognition with a view to global popularization of the country (SDG 8).



## C11. International and regional cooperation

In 2013, the *ITU Regional Workshop on Harmonization of Telecommunication/ICT Indicators with International Standards* was held in collaboration with the Ministry of Communication and Information Technologies of **Azerbaijan (SDG 17)**. The workshop was attended by 47 participants representing eight countries of the CIS region, as well as the Executive Committee of the Regional Commonwealth in the field of Communications (RCC) and the United Nations (ITU, UNCTAD). The workshop participants noted the significance of the issues covered, the substantial and balanced programme, and the good working atmosphere.<sup>10</sup>

Building and development of the open information society is possible only on the basis of youth activity, which is the key resource of ICT. The *Regional project of the youth innovative capacity building in ICT*, launched by the Moscow Technical University of Communications and Informatics (MTUCI), **Russia Federation**, seeks to identify leaders among young people. The agglomeration approach makes for the achievement of synergies which contribute to resolving the key challenges faced by the modern information society. By bringing together governmental, educational and business structures, the project is able to enhance the effectiveness of international cooperation and increase the role of young people in ICT development, making full use of their capacities in developing countries (SDG 17).



<sup>10</sup> Tracking four years of achievements: Implementing the Hyderabad Action Plan, p.56: [http://www.itu.int/en/ITU-D/Conferences/WTDC/WTDC14/Documents/BD\\_E\\_\\_ITU%20HAP\\_report\\_inside.pdf](http://www.itu.int/en/ITU-D/Conferences/WTDC/WTDC14/Documents/BD_E__ITU%20HAP_report_inside.pdf)

## Conclusion

The International Telecommunication Union (ITU) remains committed to the World Summit on the Information Society (WSIS) process, and to implementation of the WSIS goals beyond 2016. ITU recognizes and highly appreciates the extremely valuable contributions made by stakeholders to enable the continuation of WSIS monitoring and reporting. There can be no doubt whatsoever that, in today's fast-moving world, innovation and efficiency are vital to success. Accordingly, the WSIS Stocktaking Report in CIS Region 2014-2016 shares with you the most recent updates and success stories in the WSIS stocktaking process of this region.

The Web 2.0 WSIS Stocktaking Platform continues to foster implementation of the WSIS outcomes and to facilitate exchange of information among 200.000 members representing governments, the private sector, international organizations, civil society and other stakeholders. As the Web 2.0 platform continues to flourish, so does the promotion of social development and economic growth through ICTs. We continue to maintain and improve the WSIS Stocktaking Database, which contains around 8 000 entries this year. This encouraging outcome reinforces stakeholders' belief in and commitment to the WSIS Stocktaking process and their desire to share best practices.

In addition, the WSIS Overall Review called for close alignment between the WSIS process and the 2030 Agenda for Sustainable Development, highlighting the crosscutting contribution of ICTs to the SDGs. In this context too, WSIS Stocktaking is evolving to become the unique global process for the collection of information on actions carried out within the framework of WSIS, while underlining their contribution to implementation of the 2030 Agenda for Sustainable Development.

We are also pleased to announce the recent launch of a new and innovative interface, which will make it easier to search all WSIS-related activities. All stakeholders benefit from the sharing of interesting case studies, as this undoubtedly facilitates the transfer of knowledge, experiences and models for project implementation. The WSIS platform helps to create partnerships, provide greater visibility and add value to ICT projects all around the world. The many and varied stakeholders who have implemented innovative projects and contributed to the success of the WSIS Stocktaking process deserve our sincere gratitude.

ITU announces an official call for updates and new entries and urges these stakeholders, along with all Member States, international organizations, the private sector and civil society, to continue submitting such contributions in the future as WSIS pursues the ongoing stocktaking process. We trust that readers will find this report insightful, and sincerely hope that it will inspire them to participate in the construction of a broader and more inclusive information society for all.

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