

Contribution of Switzerland

GENERAL COMMENTS

Switzerland prepared this contribution in a tripartite process in close co-operation with all stakeholders, civil society, the business sector and the media.

Switzerland holds the view that the Draft declaration and the Draft Action Plan are a basis for future work. However, both texts need to be worked on intensively if they are to meet the criteria of Summit documents.

- The Declaration of Principles needs to be short, concise and clear in order to attract political attention at the highest level. Switzerland therefore supports all efforts aimed at synthesizing and streamlining that document and eliminating redundancies.
- The Action Plan should develop concrete action lines flowing from the principles contained in the Declaration. In its present form it is too similar to the Declaration and fails to propose the concrete, tangible measures Switzerland would like to see as a direct output of the Summit. In our view it is essential that the Action Plan contains concrete action lines, with a description of targets, measures to be taken, a possible timeframe and a list of "who does what" among all stakeholders concerned. The Action Plan should also address issues related to its implementation, such as methods of financing and evaluation, and should aim to ensure policy coherence and program coordination as well as mainstreaming ICTs into ODA and National Development Strategies. The human centred approach well present in the Declaration should be maintained in the Action Plan as well. Furthermore, the Action Plan should take advantage of the unique structure of a two-phase Summit, set up a list of actions to be taken between Geneva and Tunis and set objectives for the second phase in Tunis.

The Swiss contribution does not aim to rewrite both draft documents. It highlights Swiss priorities which in our view are not sufficiently reflected in the present draft documents. Whenever possible, an attempt was made to develop proposals for concrete actions for the Draft Action Plan.

The text is also based on, and incorporates, work carried out by several international organizations and professional associations:

- the Council of Europe on human rights, the rule of law, cyber-crime and data protection, e-government, social inclusion, cultural diversity and the media;

- the OECD on ICTs as key enablers of economic growth, ICTs and trade, improving government services through e-government, statistics, the trust agenda, multi-stakeholder partnerships, peer review, official development assistance;
- UNESCO, Universal Declaration on Cultural Diversity, 2001;
- IEC, ISO, ITU-T and UNECE on open international standards and open source software;
- the International Council on Archives (ICA) on archives;
- the International Federation of Library Associations and Institutions (IFLA) on libraries.

The comments refer to the actual Draft Declaration and Draft Action Plan dated 21 March 2003 and negotiated during Prepcom2 from 17 to 28 February 2003.

SPECIFIC COMMENTS

Switzerland has made comments on the following chapters and themes:

- **BUILDING THE INFORMATION SOCIETY: A NEW GLOBAL CHALLENGE IN THE NEW MILLENNIUM**
- **INFORMATION AND COMMUNICATION INFRASTRUCTURE**
- **ACCESS TO INFORMATION AND KNOWLEDGE**
 - ACCESS TO INFORMATION AND KNOWLEDGE IN GENERAL
 - LIBRARIES AND ARCHIVES
 - OPEN INTERNATIONAL STANDARDS / OPEN SOURCE SOFTWARE
- **CULTURAL AND LINGUISTIC DIVERSITY AND CULTURAL HERITAGE**
- **ENABLING ENVIRONMENT**
 - RULE OF LAW
 - GOOD GOVERNANCE
 - POVERTY REDUCTION
 - SOCIAL COHESION
 - ECONOMIC PERSPECTIVE: COMPETITION, REGULATION AND TRADE
 - BUILDING CONFIDENCE, TRUST AND SECURITY
 - ENVIRONMENTAL PROTECTION
- **THE ROLE OF GOVERNMENTS, THE BUSINESS SECTOR, CIVIL SOCIETY AND MULTILATERAL ORGANISATIONS**
- **E-GOVERNMENT**
- **MEDIA**
- **STRATEGIES, PROGRAMMES, METHODS FOR IMPLEMENTATION**
- **INTERNATIONAL COOPERATION AND FINANCING**

In the following text, additions to the original text are marked *blue italic*

Deletion of the original text are marked (*grey italic in brackets*)

In order to preserve the numbering of the original paragraphs, newly inserted paragraphs are marked with an *a), b)*, etc. added to the number of the preceding paragraph.

BUILDING THE INFORMATION SOCIETY: A NEW GLOBAL CHALLENGE IN THE NEW MILLENNIUM

Declaration (A: key principles: 1. Building the Information Society: a new global challenge in the new Millennium)

We propose the addition of a new paragraph 1a:

1a. We reaffirm the indivisibility and interdependence of all human rights - civil, political, economic, social and cultural - and their ties to the principles of a democratic society, the rule of law and sustainable development. In the hopes and perils of the transformation to the information society, we are determined to maintain and strengthen all these values. Information and communication technologies (ICT) provide unprecedented opportunities for realizing all human rights.

INFORMATION AND COMMUNICATION INFRASTRUCTURE

Declaration (C: key principles: 1. Information and communication infrastructure)

We propose the addition of a new paragraph 19a:

19.a Sustainable telecom public service & Universal Access finance mechanisms: Democratisation of a community's access to content cannot take place without ensuring Universal Access. However, deployment of access is not always economically viable, particularly in markets which are too small to attract foreign direct investment (fdi). Consequently, there is a need for pro-active government policies to ensure Universal Access. The extent of a national telecom public service including a Universal Access roll-out should be defined by every country taking into account the specific needs of its population. These policies need to be defined and implemented in a transparent manner and in cooperation with private sector and civil society.

They could take the form of a mechanism based on national funds to finance Universal Access, financed according to the principle of solidarity, i.e. on the basis of levied fees or taxes. The funds can be used for the development of isolated or disadvantaged regions whenever the universal access obligation appears to be unprofitable. Any such policy should not infringe on the principle of awarding licences to private operators, of free competition and of non-discrimination.

Action Plan (D. International cooperation and financing)

We propose to add the following lines to paragraph 55: **Financing**

55. Sustainable telecom public service & Universal Access finance mechanisms:
- Governments should establish national funds to finance the roll-out of Universal Access, and to support it, when necessary, by international financing funds. The funds should be part of national strategies to deploy Universal Access. The strategy should define the extent

- of a national Universal Access, and include licences for Universal Access obligation, taking particularly into account the integration of disadvantaged persons or communities.*
- *The deployment of Universal Access needs to be done in a transparent manner and in cooperation with private sector and civil society for the benefit of all stakeholders.*
 - *The deployment of Universal Access is incumbent upon the private sector in possession of a licence for Universal Access obligation.*

The funds should be guided by the following principles and rules:

- *Legal rules: establishing the legal and regulatory framework necessary to transparently set up and manage the fund as well as the principle of awarding licences for Universal Access obligation.*
- *The rules of competition: compliance with the rules of transparency, non discrimination and free competition in the award of licences and the management of the fund.*

ACCESS TO INFORMATION AND KNOWLEDGE

ACCESS TO INFORMATION AND KNOWLEDGE IN GENERAL

Declaration *(C: key principles: 2. Access to information and knowledge)*

We propose to add to paragraph 23 as follows:

23. Access to public domain information: *A vibrant and diverse public domain is an essential element for the growth of the Information Society. Information in the public domain must be easily accessible and affordable for everybody. Public institutions such as libraries and archives function as trustworthy information brokers to guarantee free access.*

LIBRARIES AND ARCHIVES

Declaration *(C: key principles: 2. Access to information and knowledge)*

We propose the addition of new paragraphs 23a and 23b in order to underline the important role of libraries and archives in the information society:

23a: Libraries: *Libraries, information centres and librarians offer relevant and safe access to information and knowledge for economic and cultural advance. They encourage social inclusion by striving to serve all those in their user communities regardless of age, gender, economic or employment status, literacy or technical skills, cultural or ethnic origin, religious or political beliefs, sexual orientation, and physical or mental ability. Libraries in developing countries have an important role to play in the development and maintenance of a democratic society.*

23b: Archives: *Archives and records play an essential role in the management and development of a global information society and the preservation of its history. Records and archives are the direct and authentic product of human activities and constitute evidence*

documenting the development of humankind and the environment. They are fundamental to the historical and cultural identities of individuals and peoples as well as to understanding diverse cultures, both between and within countries, and they are essential for effective governance and are a prerequisite for accountability. Archives are the most extensive existing sources of publicly available information and provide free and unlimited use of public domain information by citizens.

Action Plan (A: List of Issues: 2. Access to information and knowledge)

We propose the addition of new paragraphs 13a and 13b:

*13a: **Libraries:** All stakeholders should support the diverse network of existing libraries and should support those countries which plan to develop their own. A modest level of investment in new technology, training and above all, content provision could kick-start the information revolution in many regions by broadening access and developing skills.*

Government should establish multi-purpose community public access points, providing affordable or free-of-charge access for the citizens to the Internet, and possessing sufficient capacity to provide assistance to users, in libraries, educational institutions, public administrations or other public places. The public library service should be adapted to the digital era.

*13b: **Archives:** Governments should:*

- develop appropriate legislation and implementation measures ensuring access by citizens to public information on an equal basis with due regard for protecting privacy*
- provide appropriate training for archives users, staff and future staff*
- promote policies that increase public awareness of archives and records.*

OPEN INTERNATIONAL STANDARDS / OPEN SOURCE SOFTWARE

Declaration (C: key principles: 2. Access to information and knowledge)

Open international standards and open source software must be treated separately. Therefore we propose to shorten 24, to introduce a new paragraph 24a and shorten 42:

24. Open international standards [and open source]: *International standards open on a non-discriminatory basis to the relevant bodies of all countries, at policy level and at any stage of standards development, are a [Open standards and open source software are] basic element in the development of more affordable access to ICTs.*

24a. Open source software: *The open source model for implementation of technical standards and dissemination of software is a valuable model to enable and support more affordable access to ICTs. Increased use of open source software can contribute greatly to increasing access and to enhancing the diversity of choice of software for consumers.*

Declaration (C: key principles: 6. Enabling environment)

42. Standardization: Standardization is one of the essential building blocks of the Information Society. International policy dialogue at global, regional and sub-regional levels should promote the identification and application of interoperable standards, the transfer of know-how and the provision of technical assistance. The development and use of open, international standards are particularly important for developing countries. *[In this regard the increased use of open-source software can contribute greatly to increasing access and to adding to the diversity of choice of software for consumers.]*

Action Plan (A: List of Issues: 2. Access to information and knowledge)

Open international standards and open source software must also be treated separately in the Action Plan. Therefore we propose to shorten 14 and to introduce a new paragraph 14a:

14. Open international standards: Development and deployment of open, flexible and interoperable international standards for ICT networking, the creation and dissemination of content and network services, should be promoted to ensure that all can utilize the technology and associated content and services to their maximum potential. Standardization efforts in the field of terminology and other language resources should be intensified.

14a. Open source software: Development and deployment of open-source software, including the UNESCO software CDS/ISIS, should be used more broadly to provide freedom of choice and to facilitate access to ICTs by all citizens, at affordable costs.

In addition, we propose the following benchmarks be added to the Action Plan (B. Objectives: 45. a):

- *Governments should aim to make sure that all information available to citizens in electronic form is available in data formats according to open, flexible and interoperable international standards by 2005.*
- *Governments should encourage research on the advantages and disadvantages of open source software, in particular on its use by government agencies. Results of this research should be made available by 2005.*

CULTURAL AND LINGUISTIC DIVERSITY AND CULTURAL HERITAGE

Declaration (C: key principles: 8. Cultural identity and linguistic diversity, local content and media development)

We propose to change paragraph 48 and 49 as follows and to add two new paragraphs 49a and 49b:

48. The Information Society is founded on respect for, and enjoyment of, cultural expression. *The possibility of having one's voice heard and hearing the voices of others guarantees peaceful co-existence and at the same time constitutes an inexhaustible resource for social development.*

49. **Cultural and linguistic diversity:** Cultural identity, linguistic diversity, multilingualism and local languages are driving forces for the process of developing content for local and

international use (UNESCO, Universal Declaration on Cultural Diversity, 2001). *In terms of this cultural diversity, there is not just one but several information societies; at the local, national, regional and global level. These different information societies exist in parallel, overlap and communicate with each other.*

*49a. **Content:** Creativity and the creation, processing, dissemination and conservation of local content within the information society must be accorded high priority. A diverse and widely disseminated range of cultural, educational and other products and information services can stimulate creativity and deepen access to the benefits of the information society*

- *49b. **Cultural heritage:** Cultural heritage is the bridge between our past and our future. The preservation of cultural heritage is a crucial component of identity and self-understanding that links a community to its past. The information society should harness and integrate cultural heritage for the future by digitalization of the cultural inventories in archives and libraries. The shared heritage includes the public domain of cultural information, especially of writings, speech, images and music.*

Action Plan (A: List of Issues: 8. Cultural identity and linguistic diversity, local content and media development)

We support all proposals in the existing Action Plan and propose the addition of the following two items to paragraph 42/43:

Governments should create cultural policies with a legal framework and where necessary financial support for the protection, promotion and enhancement of cultural diversity and cultural heritage within information society.

Governments should promote technologies available in the areas of translation, iconographies and voice-assisted services in order to permit all different cultures to mix with each other in the information societies and in this way to develop their own identity without being forced to abandon it.

Governments should safeguard the cultural heritage as a common trust, and keep it accessible as a living part of today's culture. Standards for its preservation, enhancement, and exploitation, making full use of the potential of ICT, should be developed by 2005.

Governments should promote better, wider and more equitable use of ICT at all levels of lifelong learning, and develop policies to support the use of digital material for educational and other social purposes.

ENABLING ENVIRONMENT

GOOD GOVERNANCE

Declaration (C: key principles: 6. Enabling environment)

We propose to introduce three new paragraphs 38b, 39a and 39b and to change paragraph 39 as follows:

*38.b **Rule of law:** The rule of law is essential for the information society to become a sphere of confidence, trust and security, where the rights of individuals - and especially children - are protected, users are empowered to avoid harmful content, and governance, administration and justice become more open and efficient. The rule of law will be a reality when state regulation, co-regulation and self-regulation work together to build a clear regulatory framework in the full respect of human rights.*

*39. **Good governance:** The Information Society must support participative democracy, long-term transparency, efficiency and accountability, at all times upholding the principle of legality. Properly organized and accessible information and records are the basis of a well-functioning and transparent decision-making process for private and public actors at all levels. ICTs can be an important and very effective tool for good governance and more accessible government. Inclusion of the citizen is the aim. That means: In spite of the distance to the offices of the authorities the citizen can interact with its authorities.*

*39.a **Information and records management:** Information and records management is a necessary condition for good governance. To guarantee long-term transparency and access to public information and records, governments must ensure proper organization, appropriate classification and financially assured archiving of their own documents.*

*39.b **Public statistics and monitoring the Information Society :** Statistical indicators and analysis on social and economic developments constitute the basic conditions for a fair, democratic debate and the evidence-based shaping of collective affairs. Public statistics also constitute an indispensable basis for continual monitoring of the Information Society. They provide core information for measuring progress towards the implementation of national ICT strategies as well as for assessing the economic competitiveness of a country and the problems of digital divide.*

Action Plan: (A: List of issues: 6. Enabling environment)

We propose the addition of new paragraph 28b:

*28.b **Public Statistics: :** All countries should develop their statistical infrastructure and guarantee high-quality, independent and free access to statistical information. They should provide basic statistical indicators and analysis on the developments of key dimensions of the Information Society. Priority should be given to setting up coherent and internationally comparable indicator systems.*

In addition, we propose the following benchmarks be added to the Action Plan (B. Objectives: 45. a):

- To guarantee transparency and access to information, governments should develop strategies for their information and records management on national and local levels by 2005.

Internationally harmonized concepts, definitions and standard indicators that would guide measurements for international comparability should be developed by 2005.

Governments should encourage further research on:

- *the significance of the ICT sector and the macro impacts of ICTs on aggregate measures, particularly on productivity*
- *the access to, and the actual use of, ICTs in order to obtain a clearer picture of the digital divide.*

Results of this research should be made available by 2005.

- *The WSIS should adopt guidelines that will assist in the development of internationally compatible statistical measurement.*

POVERTY REDUCTION

Declaration (C: key principles: 3. The role of governments, the business sector and civil society in the promotion of ICTs for development)

We propose the addition of new paragraphs 28a and 41a:

28a. ICTs for poverty alleviation through wealth creation: *ICTs make it possible for businesses in all countries to compete on a more equal basis using e-business principles and mechanisms. The success of indigenous businesses in developing countries is an essential ingredient in combating poverty through local wealth creation. Governments and corporations should facilitate the success of local e-business in both domestic and international markets through good policy choices as well as direct involvement in e-business processes. In addition, e-business capabilities should be used to stimulate international trade, a creator of wealth.*

Declaration (C: key principles: 6. Enabling environment)

41.a Poverty reduction: *In order to give poor people the possibility of benefiting from the advantages of the Information Society, governments need to ensure that they create general and ICT-specific environments that respond to the needs of people in poverty and empower them in overcoming it.*

Action Plan: (A: List of issues: 6. Enabling environment)

We propose the addition of new paragraph 29a:

29.a Poverty reduction: *In order to mainstream access and effective use of ICTs by poor people, actors of the public and private domain should envisage the following non-discriminatory actions (as far as the competitive market is not able to ensure it):*

- *create a regulatory environment which takes the specific needs of poor people into account, by exempting service providers in rural areas from operating fees, by asymmetric interconnection fees in promoting rural-urban connections over urban-rural traffic, by tax exemption of telecom equipment for rural areas, etc.*
- *take positive actions in favour of poor people, in particular, establish transparent national funds for universal access or an equivalent measure to support effective ICT access in remote regions and by marginalized people*

- *promote the creation, dissemination and exchange of local, relevant content, according to local needs*
- *encourage direct and gender balanced representation of the poor (in particular community based organizations, NGOs) in the national and international arena (multilateral negotiations, NGO advocacy, media) and empower local institutions and networks to combat poverty*
- *ensure gender balanced services, notably by a women-inclusive training policy and by respecting gender balance in employment for ICT-related jobs*
- *mainstream ICT attention in the elaboration and implementation of Poverty Reduction Strategy Papers (PRSP)*

SOCIAL COHESION

Declaration (C: key principles: 6. Enabling environment)

We propose the addition of a new paragraph 41b:

*41.b **Social cohesion:** Governments need to look for ways of overcoming the obstacles that prevent people from effectively claiming their rights and for improving the quality of life of vulnerable people such as the elderly, the chronically ill, people with disabilities and all who are at risk of social marginalisation. Governments need to recognize that new technologies can also create new obstacles and new forms of exclusion, especially for the deaf, the hearing impaired and the blind. Within a broad effort to make public services more accessible, transparent and effective, governments need to seek ways of interlinking social and other public services and of improving user participation in their reshaping.*

Action Plan: (B: Objectives: 45. Examples of possible concrete and comprehensive actions could include: a) Benchmarks)

We propose the following benchmarks be added to the Action Plan:

***Social cohesion:** In order to overcome the obstacles, which are often created by new technologies, and to ensure the inclusion of vulnerable groups in the Information Society, Governments should envisage the following actions:*

- *to support over the next ten years research and development programs which promote the production and distribution of assistive technology (software, hardware and working methods) and help people with disabilities to access ICT and make the best use of it.*
- *all internet websites to be accessible for the blind and visually impaired through appropriate standards for page design and through audio description of graphic elements by 2005.*
- *national governing/regulation bodies for telecommunication and information technology to have a top-level delegate by 2005, assigned to maintain regular contact with the organizations of the disabled, especially with organizations of the deaf and the blind, and to make sure that the special requirements for the disabled are recognized and implemented in national laws and regulations.*

- *all countries to have a telephone relay service as part of the universal service, which enables live communications around the clock between hearing people and deaf people/hard of hearing people/people with speech problems. The telephone relay service should in operation for text communication systems not later than 2005, and for video communication systems not later than 2010.*
- *the television stations take into account the information requirements of deaf and hearing impaired people in that an appropriate proportion of their programmes are subtitled or signed.*
- *the television stations take into account the information requirements of blind and visually impaired people in that an appropriate proportion of their programmes are supplemented with video description.*

ECONOMIC PERSPECTIVE: COMPETITION, REGULATION AND TRADE

Declaration (C. key principles: 6. Enabling environment)

We propose the addition of a new paragraph 41c and d:

- *41c: **Economic growth:** ICTs are an important enabler of growth through efficiency gains and increased productivity. The development of the Information Society is therefore important for broadly-based economic growth in both developed and developing countries. Global policy frameworks should foster ICT-driven productivity gains and applied innovations across economic sectors. Distribution of the benefits is the foundation for poverty reduction and social development. Policies that foster productive investment and enable firms to make the changes needed to seize the benefits from ICTs are likely to be the most beneficial.*
- *41d: **International trade:** Liberalisation of trade in ICT and related services, together with domestic regulatory reform, promotes investment and innovation and makes technology more readily available for use in the economy by governments, organisations, and individual users. All countries should join the international trade policy mechanisms developed to implement and facilitate liberalisation and regulatory reform as ICT is both an important component of trade and a means by which trade in other goods and services can be expanded or facilitated. Improving the preconditions for successful entry into international trade fosters e-business and economic growth both internationally and domestically. Consequently, governments should promote an open trade regime in the ICT sector and strive towards improving market access.*
- *ICTs play a key role in trade facilitation, with automation, e-customs and e-government tools reducing the costs and time associated with moving goods across borders, and enhancing the efficiency and integrity of customs operations.*

Action Plan: (A. List of issues)

We propose the addition of a new paragraph 7b that is highly important for Switzerland:

*7.b **Regulation:** Governments should develop a regulatory framework that is both transparent and conducive to competition within the national market, allowing new entrants to operate on a level playing field with incumbent ICT providers. In this context, the deployment of Universal Access should be set up and based on competitive rules and licences-granting. A national fund to finance Universal Access is to be foreseen for areas and communities where the competitive market cannot ensure the deployment of Universal Access.*

Governments should assist all businesses to flourish, by providing a supportive economic and social environment that facilitates their success. Laws and regulations should be written so as to recognize the legitimacy of electronic documents and signatures.

We propose to add the following two (new third and fourth) bullet points to paragraph

17. Cooperation among Stakeholders:

- *Governments should establish and use electronic marketplace for procuring goods and services. Governments should assist local business to transact business with them using such markets.*
- *Multinational Corporations should play a facilitating role in the introduction of e-business through their role as a significant purchaser of goods and services locally.*

We propose to add to paragraph 22. **Capacity building for ICT use :**

- *e-facilitation: Local businesses should be informed of e-business concepts and practices to help them succeed. Written guides and active facilitation centres should be developed and widely distributed for this purpose.*

We propose the addition of a new paragraph 29a and b:

*29.a **Employment creation:** Actors of the public and private domain need to promote an enabling environment for the use of ICTs in the productive sector in order to create employment, in particular by small and medium-sized enterprises (SMEs), and support start-ups in order to generate additional income.*

*29.b **Research:** Governments should encourage research to develop a greater understanding of the role of ICTs in economic growth and social development and to identify best practices revealing ICTs' impact on growth, development and their enabling factors. A sound analytical base helps create a convincing case for the required policy strategies and reforms likely to generate economic gains and social benefits. Guidelines for policies that need to be put in place should be developed by 2005.*

We propose to add to paragraph 37. **E-Business:**

- *International organizations, supported by both the public and the private sector, should promote the benefits of international trade and the use of e-business. Education and understanding of the use of such trade to increase growth and wealth are key. International organizations and regional trade bodies should press countries to adopt liberalized tariff and quota policies and equitable and efficient treatment of goods and services imported and exported. Governments in developing countries should be encouraged to undertake basic*

policy reforms and should understand how liberalization of their processes and policies assist e-business to flourish both internationally and domestically.

BUILDING CONFIDENCE, TRUST AND SECURITY

Declaration (C. key principles: 5. Building confidence and security in the use of ICTs)

We propose the addition of a new paragraph 35a:

*35.a: **Trust:** Strengthening the trust framework (security, authentication, privacy, consumer protection) is a prerequisite for the maturation of the Information Society and for inspiring confidence among all users of the internet. It requires the involvement of all participants.*

Action Plan: (A. List of issues: 5. Security)

We propose the addition of a new paragraph 27b:

27b. Governments should develop principles and rules in their national legislation, policy and practice on security, privacy and consumer protection in order to create trust and confidence among the users of the Internet. The OECD's guidelines on these matters (Guidelines for Privacy Protection, Guidelines for the Security of Information Systems, Guidelines for Consumer Protection in the Context of Electronic Commerce, New Policy and Practical Guidance to Implement the 1980 Privacy Guidelines on Global Networks) provide a minimal standard and could be the basis for a global trust agenda.

We propose the following concrete action:

The WSIS should develop and endorse an instrument with principles and rules based on these guidelines.

Governments should, in collaboration with the business sector, adopt a specific common policy against the inherently global threat of crimes committed using information technology – cybercrime – through legislation and international co-operation. The Council of Europe's Convention on Cybercrime lays down balanced standards and creates a co-operation process open to all States

Governments should develop national data protection laws that strike a fair balance between respect for the privacy of individuals and the free flow of information between peoples. This balance is the essence of the Council of Europe's Data Protection Convention, also open to all States.

We propose the following concrete action:

The WSIS should develop and endorse an instrument with principles and rules based on the Council of Europe's Convention on Cybercrime and its Additional Protocol, as well as the Council of Europe's Data Protection Convention and its Additional Protocol.

ENVIRONMENTAL PROTECTION

Declaration (C. key principles: ICT-Applications)

We propose to add the issue of environment to paragraph 46:

46. The usage and deployment of ICTs creates benefits in all aspects of our daily life including government, health care, education, *environment* and business. *ICTs must serve sustainable development, improve resource efficiency and reduce negative environmental impacts.*

Action Plan: (A: List of issues: 7. Promotion of development-oriented ICT applications for all))

We propose to insert new paragraphs 41 a, b and c:

41a. Environmental monitoring resulting from data collection and data analysis should be promoted to allow governments, the business sector and civil society to face the state of their own [local] environment and undertake actions - based on information- to prevent further environmental degradations. To be efficient, this has to be done on a regular basis and has to be accessible to all stakeholders i.e. governments, the business sector and civil society.

41b. Environmental data dissemination: The use of ICTs in a sustainable environmental protection strategy encompasses environmental data finding, environmental data analysis and environmental monitoring.

Environmental data finding, analysis and monitoring provide the world community with improved access to meaningful data and information, and help increase the capacity of governments to use environmental information for decision-making and action planning for sustainable human development.

Relevant international institutions should thus develop a strategy for the use of ICTs for sustainable development and as an effective instrument to help achieve the MDGs. The strategy should be ready by 2005.

Governments and the private sector should develop different instruments that can help to extract the maximum environmental benefits from ICTs and speed the development of sustainability solutions throughout society. These instruments should be ready for implementation by 2005.

41c. Sustainable consumption and production patterns: ICTs have to play a role in reducing environmental impacts and have to be employed to overcome unsustainable consumption and productions patterns. This has to be done by means of dematerialization and thus reducing the use of natural resources and waste, elimination of unnecessary standby losses of ICT equipment and ICT systems as well as an improved lifecycle.

THE ROLE OF GOVERNMENTS, THE BUSINESS SECTOR, CIVIL SOCIETY AND INTERNATIONAL ORGANISATIONS

Declaration (C. key principles: 3. The role of governments, the business sector and civil society in the promotion of ICTs for development)

We propose to treat international organisations as stakeholders in their own right. Furthermore, we propose to stress the importance of multistakeholder partnerships. We propose to change paragraph 27 as follows and add a new paragraph 27a:

27. All partners – public, private sector and civil society organizations *as well as international organizations* – have a stake in the development of information and communications and should be fully involved in decision making at the local, national, regional and international levels. Governments should work in close coordination with private enterprise and civil society. *Multistakeholder approaches and the creation of public-private partnerships should be fostered.*

27a. Strengthening relations with citizens is a sound investment in better policy-making and a core element of good governance. It allows government to tap new sources of policy relevant-ideas, information and resources when making decisions. Equally important, it contributes to building public trust in government, raising the quality of democracy and strengthening civic capacity.

Action Plan: (B: Objectives: 45. Examples of possible concrete and comprehensive actions could include: a) Benchmarks)

We propose to also stress the role of the international organisations in the Action Plan and propose the following benchmarks be added to the Action Plan:

- *By 2005, international organizations should develop their own strategies for the use of ICTs for sustainable development and as an effective instrument to help achieve the Millennium Development Goals.*

E-GOVERNMENT

Declaration (C. key principles: 7. ICT-Applications)

In correspondence with action plan issue No. 7 (*Promotion of development-oriented ICT applications for all, paragraph No. 36*), we propose a paragraph on e-government in the declaration of principles:

47a. E-Government: Government use of ICT can act as a catalyst for improving government services. ICTs can serve to improve the efficiency and effectiveness of government processes, the delivery of services, and the connection to citizens. Therefore government should have a clearly defined strategy for developing and implementing e-government.

Action Plan: (A. List of issues: 7. Promotion of development-oriented ICT-applications for all)

We propose to change paragraph 36 as follows:

36. Governments should, within their national e-strategies develop e-government strategies as a tool to enhance efficiency and effectiveness within government and to make public processes (such as accounting and procurement) more transparent.

We propose the following concrete action:

Policy guidelines on e-governance at local, regional and national levels should be developed by 2005. They should focus on:

- *the necessary partnerships between the different levels of public administration and how to collaborate more effectively across agencies to address complex, shared problems*
- *how to build relationships with private sector partners*
- *how to enhance customer focus*
- *increased public participation in decision-making with the help of ICT*
- *e-enabled access to publicly held information, social services and justice*
- *the development of comprehensive cultural strategies and sustainable spatial planning policies for the information society.*

MEDIA

Declaration (C. key principles)

We propose the addition of a new key principle 8a: Media:

There, we propose to change paragraph 51 as follows:

51. Media:

- *ICTs strengthen the role of traditional media such as broadcasting and print, which have a fundamental role in the Information Society.*
- *The freedom of expression and information, as enshrined in Article 19 of the Universal Declaration of Human Rights, is a keystone of our commitments.*
- *New electronic media and traditional media, including community media, should be developed, protected and respected on an equal footing.*
- *Public service broadcasting, in view of its cultural, social and democratic functions which it discharges for the common good, has a vital significance for ensuring democracy, pluralism, social cohesion, cultural and linguistic diversity.*
- *The plurality of opinion should not be hindered by media concentration. Specific legislation should limit the concentration of ownership in the media and guarantee the diversity among the media (private, public and community) and the types of media.*
- *The self regulation of the journalists plays an important role in order to insure their independence.*
- *Workers in the information society enjoy conditions of work that are in line with international labour standards, including recognition of rights to freedom of association, equality of opportunity and decent standards of work.*
- *Authors have a right to protection of the moral and material interests of their works, according to article 27 of the Universal Declaration of Human Rights.*

- *Media should commit themselves to act in solidarity to improve the professional training and skills of their profession, the independence of the journalists and the pluralism.*

Action Plan (A: List of Issues: 8. Cultural identity and linguistic diversity, local content and media development)

We propose to turn paragraph 44 into a new issue **8a: Media**:

There, we propose to add to paragraph 44:

- ***Infrastructure:*** *The governments shall support a generous allocation of frequencies for local radio stations at reasonable prices. Here a transmitter network concept should be used which takes into account the federal, pluralist, democratic and cultural requirements of the country.*
- ***Institutional framework:*** *governments should preserve or develop legislation which guarantees the independence and plurality of the media and to transform the State media (radio, TV and other) into public services which enjoy editorial independence. Governments should take legal measures limiting the concentration of the media, so as to guarantee diversified, pluralistic information sources. Governments should provide free access on the internet to information of a public nature. They should establish legislation on access to information and the protection of public data, notably in the area of the new technologies, and publish it on the home page of their website.*
- *The media should adapt to other more recent forms of content delivery the standards applicable to the broadcast media, including*
 - *the separation of editorial content and advertising*
 - *the protection of minors against illegal and harmful content*
 - *the prohibition of certain types of advertising.*
- ***Protection of workers:*** *the States take clear measures to ensure that the international standards on working conditions and the right of workers to organise and be represented are applied in all the media, old and new.*
- ***Solidarity:*** *media professionals (employers and employees) commit themselves to establish partnerships with the media in disadvantaged regions or societies. For example:*
 - *establishing twinning relationships between editorial staff*
 - *developing exchanges of personnel,*
 - *encouraging the development of citizens' associations of listeners/viewers/surfers for conducting a critical dialogue with their media.*
- *supporting , the professional training of journalists, in the form of courses and seminars, in using ICT and in adapting their role to a changed environment with increased competition from non-professional information providers.*

STRATEGIES, PROGRAMS, METHODS FOR IMPLEMENTATION

Action Plan (C: Strategies, programs, methods for implementation)

We propose to change paragraph 46 as follows:

- *In order to reach the above objectives and priorities, the measures outlined in the Action Plan need to be implemented at national, regional and international levels.*
 - *the application of the Action Plan must be the subject of a timetable, so that during the second phase of the WSIS it will be possible to measure the progress which has been made.*
 - *The Action Plan needs to be implemented by all stakeholders: governments, international organizations, the private sector and civil society. It is therefore essential that all stakeholders are involved in designing and implementing the Action Plan.*
 - *Governments must invest adequate time, resources and commitment in building robust legal, policy and institutional frameworks, must develop appropriate tools and evaluate their own performance in engaging citizens in policy-making.*
 - *In engaging in a multi-stakeholder dialogue, governments must ensure that:*
 - (1) Information (defined as a one-way relation and considered as a precondition) is complete, objective, reliable, relevant, easy to find and to understand;*
 - (2) Consultation (defined as a two-way relation and recognised as central for policy making) has clear goals and rules defining the limits of the exercise and government's obligation to account for its use of citizens' input; and*
 - (3) Participation (defined as partnerships with government) provides sufficient time and flexibility to allow for the emergence of new ideas and proposals by citizens, as well as mechanisms for their integration into government policy-making processes.*
- ¶ The WSIS is invited to adopt guiding principles for engaging citizens in policy making.*
- ¶ All governments should establish a structured multi-stakeholder dialogue involving all relevant actors, including the business community and civil society by 2005.*
- ¶ New and innovative forms of partnerships at all levels and between all stakeholders, such as Public Private Partnerships (PPPs), will be a key ingredient in the successful implementation of the Action Plan. Each country should establish at least one successful PPP by 2005 as a showcase for future action.*
- *The core of the implementation will be at national level. Thus, national e-strategies are the key towards reaching the goal of establishing a truly global information society. The development of national strategies should be based on the exchange of international best practices, benchmarking and peer review.*

Peer review is a powerful tool to create awareness of a country's actual performance towards achieving an Information Society for its citizens. It is the systematic examination and assessment of the performance of a State by other States with the ultimate goal of helping the reviewed state improve its policy-making, adopt good practices, and comply with established standards and principles. The examination relies heavily on mutual trust among the States involved in the review, as well as their shared confidence in the process. An individual country peer review of e-strategies could relate to economics, governance, education, innovation systems, enterprise, e-government and other policies and practices. The performance of a reviewed state can be assessed according to criteria such as policy recommendations, specific indicators and benchmarks, and legally binding principles. The review typically moves through the three procedural phases of preparation, consultation, and finally, assessment. Use could be made of the OECD experience in the review of many policy domains for its members. This expertise could be made available in helping design reviews for national e-strategies in co-operation with the countries concerned and with relevant international and regional bodies.

We propose the following concrete action:

- *All countries should, with the involvement of all stakeholders, design national e-strategies by 2005. They should be linked explicitly to national economic and development plans.*

P A peer review mechanism should be established by 2005.

INTERNATIONAL COOPERATION AND FINANCING

Action Plan (D: *International cooperation and financing*)

We propose the addition of a new paragraph 55a:

55.a Mainstreaming ICTs into Strategies for Official Development Assistance:

- *ICTs should be fully mainstreamed into ODA strategies through more effective donor information-sharing and co-ordination, and through analysis and sharing of best practices and lessons learned from experience with ICT-for-development programmes.*
- *There is a need for international co-operation, information-sharing, harmonization of strategies and sharing of best practices in fostering the growth of a global Information Society that includes and empowers the poor, in the period from the Geneva 2003 first phase of WSIS to the Tunis 2005 second phase.*
- *It will be essential to include the business community and civil society in all efforts to design and deliver ICT-for-development-programs.*
- *The benchmark in ICT-for-development programmes, therefore, must continue to be progress on the MDGs, on the alleviation of poverty, and on the creation of vibrant markets and institutions in developing countries. Access to ICTs alone is a poor proxy for these more fundamental goals.*
- *A greater focus is needed on the contribution that ICTs can make to the MDGs, and on the impact of donor programmes rather than their inputs. Donors need to increase awareness of the potential of ICTs within their organizations and should foster both sectoral and cross-cutting approaches to integrating ICTs into development programmes. In all these efforts, the focus should be not on technology but on information, communication and knowledge as tools of development and poverty reduction.*
- *A matrix of bilateral and multilateral ICT-for-development strategies should be used as a point of departure for more comprehensive efforts to share information about ICT initiatives, to measure more clearly the various inputs to the ICT-for-development effort, and to reduce overlap and unnecessary duplication of efforts.*