

[Draft Plan of Action

[Note: The whole document is in square brackets]

A. Introduction

1. The common vision and guiding principles of the Declaration are translated in this Plan of Action into concrete action lines to advance the achievement of the internationally-agreed development goals, including those in the Millennium Declaration, the Monterrey Consensus and the Johannesburg Declaration and Plan of Implementation, by promoting the use of ICT-based products, networks, services and applications, and to help countries overcome the digital divide. The Information Society envisaged in the Declaration of Principles will be realized in cooperation and solidarity by governments and all other stakeholders.

2. The Information Society is an evolving concept that has reached different levels across the world, reflecting the different stages of development. Technological and other change is rapidly transforming the environment in which the Information Society is developed. The Plan of Action is thus an evolving platform to promote the Information Society at the national, regional and international levels. The unique two-phase structure of the WSIS provides an opportunity to take this evolution into account.

3. All stakeholders have an important role to play in the Information Society, especially through partnerships:

a) Governments have a leading role in developing and implementing comprehensive, forward looking and sustainable national e-strategies. The private sector and civil society, in dialogue with governments, have an important consultative role to play in devising national e-strategies.

b) The commitment of the private sector is important in developing and diffusing information and communication technologies (ICTs), for infrastructure, content and applications. The private sector is not only a market player but also plays a role in a wider sustainable development context.

c) The commitment and involvement of civil society is equally important in creating an equitable information society, and in implementing ICT-related initiatives for development.

[d) Also the media—in their various forms and with a diversity of ownership—as an actor, have an essential role in the development of the Information Society and are recognized as an important contributor to freedom of expression and plurality of information.]

e) International and regional institutions, including international financial institutions, have a key role in integrating the use of ICTs in the development process and making available necessary resources for building the information society and for the evaluation of the progress made.

[4. All actions of this Action Plan should take account of international human rights standards and gender equality in their formulation and realisation. In addition, where appropriate, measures in favour of youth should be proposed. The same should be applied to vulnerable groups and regions, where appropriate.]

B. Objectives, goals and targets

5. The objectives of the Plan of Action are to build an inclusive Information Society; to put the potential of knowledge and ICTs at the service of development; to promote the use of information and knowledge for the achievement of internationally agreed development goals, including those contained in the Millennium Declaration; and to address new challenges of the Information Society, at the national, regional and international levels. Opportunity shall be taken in phase two of the WSIS to evaluate and assess progress made towards bridging the digital divide.

6. Specific targets for the Information Society will be established as appropriate, at the national level in the framework of the national e-strategies and in accordance with the national development policies, taking into account the different national circumstances. Such targets can serve as useful benchmarks for actions and for the evaluation of the progress made towards the attainment of the overall objectives of the Information Society.

7. Based on internationally agreed development goals, including those in the Millennium Declaration, which are premised on international cooperation, indicative targets may serve as global references for improving connectivity and access in the use of ICTs in promoting the objectives of the Plan of Action, to be achieved by 2015. These targets may be taken into account in the establishment of the national targets, considering the different national circumstances:

- a) to connect villages with ICTs and establish community access points;
- b) to connect universities, colleges, secondary schools and primary schools with ICTs;
- c) to connect scientific and research centres with ICTs;
- d) to connect public libraries, cultural centres, museums, post offices and archives with ICTs;
- e) to connect health centres and hospitals with ICTs;
- f) to connect all local and central government departments and establish websites and email addresses;
- g) to adapt all primary and secondary school curricula to meet the challenges of the Information Society, taking into account national circumstances;
- h) to ensure that all of the world's population have access to television and radio services;
- i) to encourage the development of content and to put in place technical conditions in order to facilitate the presence and use of all world languages on the Internet;
- j) to ensure that more than half the world's inhabitants have access to ICTs within their reach.

8. In giving effect to these objectives, goals and targets, special attention will be paid to the needs of developing countries, and in particular to countries, peoples and groups cited in paragraph [10] of the Declaration of Principles.

C) Action Lines

CI. The role of all stakeholders in the promotion of ICTs for development¹

9. *The effective participation of all stakeholders is vital in developing the Information Society requiring cooperation and partnerships among all of them.*

a) National e-strategies, including the necessary human capacity building, should be developed by all countries by 2005, taking into account different national circumstances.

¹ The text in italics was proposed by ad hoc groups but is not yet adopted by Sub-Committee 2

- b) *Initiate at the national level a structured dialogue involving all relevant stakeholders, in devising e-strategies for the Information Society and for the exchange of best practices.*
- c) *In developing and implementing national e-strategies, stakeholders should take into consideration local, regional and national needs and concerns. To maximize the benefits of initiatives undertaken, these should include the concept of sustainability. The private sector should be invited to engage in concrete projects to develop the Information Society at local, regional and national levels.*
- d) *Each country should establish at least one functioning Public Private Partnership (PPP) or Multi-Sector Partnership (MSP), by 2005 as a showcase for future action.*
- e) *Identify mechanisms, at the national, regional and international levels, for the initiation and promotion of partnerships among stakeholders of the Information Society.*
- f) *Explore the viability of establishing multi-stakeholder portals for indigenous people[s] at the national level.*
- g) *By 2005, relevant international organizations and financial institutions should develop their own strategies for the use of ICTs for sustainable development, and as an effective instrument to help achieve the goals expressed in the UN Millennium Declaration.*
- h) *Encourage a series of related measures, including among other things: incubator schemes, venture capital investments (national and international), government investment funds (including micro finance for Small Medium-sized and Micro Enterprises (SMMEs), investment promotion strategies, software export support activities (trade counseling), support of research and development networks and software parks.*

C2. Information and communication infrastructure: an essential foundation for the information society

10. *Infrastructure is central in achieving the goal of digital inclusion, enabling universal, sustainable, ubiquitous and affordable access to ICTs by all, taking into account relevant solutions already in place in developing countries and countries with economies in transition, to provide access to remote and marginalized areas at regional level.*

- a) *Governments should take action in the framework of national development policies in order to support an enabling and competitive environment for the necessary investment in ICT infrastructure and for the development of new services.*
- b) *In the context of national e-strategies, devise appropriate universal access policies and strategies, and their means of implementation, in line with the indicative targets, and develop ICT connectivity indicators.*
- c) *In the context of national e-strategies, provide and improve ICT connectivity for all schools, universities, health institutions, libraries, post offices, community centres, museums and other institutions accessible to the public, in line with the indicative targets.*
- d) *Develop and strengthen national, regional and international broadband network infrastructure, including delivery by satellite systems to help in providing the capacity to match the needs of countries and their citizens and for the delivery of new services ICT-based services. Support technical, regulatory and operational studies by ITU in order for it to:*
- *broaden access to orbital resources, global frequency harmonization and global systems standardization;*
 - *encourage public private partnership; and*
 - *promote the provision of global high-speed satellite services for underserved areas.*
- e) *In the context of national e-strategies, address the special requirements of the elderly, disabled, and other disadvantaged and vulnerable groups, including by appropriate educational administrative and legislative measures to ensure their full inclusion in the Information Society.*

- f) Design and produce ICT equipment and services so that everyone, has easy and affordable access to them including the elderly, disabled, and other disadvantaged and vulnerable groups, and promote the development of technologies, applications, and content suited to their needs.*
- g) In order alleviate the challenges of illiteracy; develop affordable technologies and non-text based computer interfaces to facilitate people's access to ICT.*
- h) Undertake international research and development efforts aimed at making available adequate and affordable ICT equipment for end users.*
- i) Encourage the use of unused wireless capacity, including satellite, to provide access in remote areas, especially in developing countries and countries with economies in transition, improve low-cost connectivity in developing countries. Special concern should be taken for the LDCs in their efforts in establishing telecommunication infrastructure.*
- j) Optimize connectivity among major information networks by encouraging the creation and development of regional ICT Backbones and Internet Exchange Points, to reduce interconnection costs and broaden network access.*
- k) Develop strategies for increasing affordable global connectivity, thereby facilitating improved access. Commercially-negotiated Internet transit and interconnection costs should be oriented towards objective, transparent and non-discriminatory parameters, taking into account ongoing work on this subject.*
- l) Encourage and promote joint use of traditional media and new technologies.*

C3. Access to information and knowledge

11. *ICTs allow people, anywhere in the world, to access information and knowledge almost instantaneously. Individuals, organizations and communities should benefit from access to knowledge and information.*

- a) Develop policy guidelines for the development and promotion of public domain information as an important international instrument promoting public access to information.*
- b) Governments should provide adequate access through various communication resources, notably the Internet to public official information. They should establish legislation on access to information and the preservation of public data, notably in the area of the new technologies.*
- c) Promote research and development to facilitate accessibility of ICTs for all, notably disadvantaged groups.*
- d) Governments, and other stakeholders, should establish sustainable multi-purpose community public access points, providing affordable or free-of-charge access for their citizens to the various communication resources, notably the Internet. These access points should have sufficient capacity to provide assistance to users, in libraries, educational institutions, public administrations or other public places, with special emphasis on rural and underserved areas, while respecting intellectual property rights (IPRs) and encouraging the use of information and sharing of knowledge.*
- e) Encourage research and promote awareness among all stakeholders of the possibilities offered by different software models, and the means of their creation, including proprietary, open-source and free software, in order to increase competition, freedom of choice and affordability, and to enable all stakeholders to evaluate which solution best meets their requirements.*
- f) Governments should actively promote the use of ICTs as a fundamental working tool by their citizens and local authorities. In this respect, the international community and other stakeholders should support capacity building for local authorities in the widespread use of ICTs as a means of improving local governance.*
- g) Encourage research on the Information Society, including on innovative forms of networking, adaptation of ICT infrastructure, tools and applications that facilitate accessibility of ICTs for all, and disadvantaged groups in particular.*

h) Support the creation and development of a digital public library and archive service, adapted to the Information Society, including reviewing national library strategies and legislation, developing a global understanding of the need for hybrid libraries, and fostering worldwide co-operation between libraries.

i) Encourage initiatives to support free and affordable access to open access journals and books, and open archives for scientific information.

j) Support research and development of the design of useful instruments for all stakeholders to foster increased awareness, assessment, and evaluation of different software models and licences, so as to ensure an optimal choice of appropriate software that will best contribute to achieving development goals within local conditions.

[k) Promote regional root servers and the use of internationalised domain names in order to overcome barriers to access.]

C4. Capacity building

12. *Everyone should have the necessary skills to benefit fully from the Information Society. ICTs can contribute to achieving universal education worldwide, through delivery of education and training of teachers, and offering improved conditions for lifelong learning, encompassing people that are outside the formal education process, and improving professional skills.*

a) Develop national policies to ensure that ICTs are fully integrated in education at all levels, including in curriculum development, teacher training, institutional administration and management, and in support of the concept of lifelong learning.

b) Promote e-literacy skills for all, for example by designing and offering courses for public administration, taking advantage of existing facilities such as libraries, multipurpose community centres, public access points or and by establishing local ICT training centres with the cooperation of all stakeholders. Special attention should be paid to disadvantaged and vulnerable groups.

c) In the context of national educational policies, and taking into account the need to eradicate adult illiteracy, ensure that young people are equipped with knowledge and skills to use ICTs, including the capacity to analyse and treat information in creative and innovative ways, share their expertise and participate fully in the Information Society.

d) Governments, in cooperation with other stakeholders, should create programmes for capacity building with an emphasis on creating a critical mass of qualified and skilled ICT professionals and experts.

e) Develop pilot projects to demonstrate the impact of ICT-based alternative educational delivery systems, notably for achieving Education for All targets, including basic literacy targets.

f) Work on removing the gender barriers to ICT education and promoting equal training opportunities in ICT-related fields for women and girls. Early-intervention programmes in science and technology should target young girls with the aim of increasing the number of women in ICT careers. Promote the exchange of best practices on the integration of gender perspectives in ICT education.

g) Empower local communities, especially those in rural and underserved areas, in ICT use and promote the production of useful and socially meaningful content for the benefit of all.

h) Launch education and training programmes, where possible using information networks of traditional indigenous people[s], which provide opportunities to fully participate in the Information Society.

i) Design and implement regional and international cooperation activities to enhance the capacity, notably, of leaders and operational staff in developing countries, to apply ICTs effectively in the whole range of educational activities. This should include delivery of education outside the educational structure, such as the workplace and at home.

j) Design specific training programmes in the use of ICTs in order to meet the educational needs of information professionals, such as archivists, librarians, scientists, teachers, journalists, postal workers and other relevant professional groups. Training of information professionals should focus not only on new methods and techniques for the development and provision of information and communication services, but also on relevant management skills to ensure the best use of technologies. Training of

teachers should focus on the technical aspects of ICTs, on development of content, and on the potential possibilities and challenges of ICTs.

k) Develop distance learning, training and other forms of education as part of capacity-building programmes. Give special attention to LDCs in different levels of human resources development.

l) Promote international and regional cooperation in the field of capacity-building, including country programmes developed by the UN and its Specialized Agencies

m) Launch pilot projects to design new forms of ICT-based networking, linking education and research institutions between and among developed and developing countries.

n) Activate volunteer programmes to provide capacity building on ICT for development, particularly in developing countries.

C5. Building confidence, trust and security in the use of ICTs

13. *Confidence, trust and security are among the main pillars of the Information Society.*

a) Promote cooperation among the governments at the UN and with all stakeholders at other appropriate fora to develop guidelines that: Enhance user confidence, build trust, and protect both data and network integrity; consider existing and potential threats to ICTs; and address other information and network security issues

b) Governments in cooperation with the private sector should prevent, detect and respond to cyber crime and [misuse] [abuse] of ICTs by: developing guidelines that take into account ongoing efforts in these areas; considering legislation that allows for effective investigation and prosecution of misuse; promoting effective mutual assistance efforts; strengthening institutional support at the international level for preventing, detecting and recovering from such incidents; and encouraging education and raising awareness.

c) Governments, and other stakeholders, should actively promote user education and awareness about online privacy and the means of protecting privacy.

d) Take appropriate action on spam at national and international levels.

e) Encourage the [domestic] assessment of national law with a view to overcoming any obstacles to the effective use of electronic documents and transactions including electronic means of authentication.

f) Further strengthen the trust and security framework with complementary and mutually reinforcing initiatives in the fields of security in the use of ICTs, with initiatives or guidelines with respect to rights to privacy, data and consumer protection.

g) Share good practices in the field of [information security] and [information network security] and encourage their use by all parties concerned.

h) Invite countries to set up focal points for real-time incident handling and response, and develop a Cooperative network between these focal points for sharing information and technologies on incident response.

i) Encourage further development of secure and reliable applications to facilitate online transactions.

C6. Enabling environment

14. *To maximize the social, economic and environmental benefits of the Information Society, governments need to create a trustworthy, transparent and non-discriminatory legal, regulatory and policy environment. Examples for actions include:*

a) Governments should foster a supportive, transparent, pro-competitive and predictable policy, legal and regulatory framework, which provides the appropriate incentives to investment in the Information Society.

b) Explore ways to strengthen protection against misappropriation of traditional knowledge, in accordance with work considered in multilateral organizations.

c) In co-operation with the relevant stakeholders, and respecting the sovereignty of States, governments should work to internationalize the management of Internet resources in order to achieve a universally representative solution.

[d) Those responsibilities arising from public policy which are not administered at the national level (the sharing of Internet resources such as IP addresses, the assignment of country code top level domain names and the setting of the general framework of generic domain names and root servers and of their security) are to be managed through an appropriate [international body / intergovernmental organization]].

e) Continue international dialogue among all interested parties (governments, private sector, civil society and relevant organizations) in order to ensure the most appropriate management structure. The second phase of WSIS in Tunis should review the outcome of this dialogue.

[f) Call on the Secretary General of ITU, in his capacity as chairman of HLSOC, in collaboration with relevant international organizations, to establish and coordinate a task force to investigate and make proposals on the governance of Internet by 2005, addressing the following:

i) A universally representative solution on the international management of Internet resources, including but not limited to root servers, domain names, and Internet Protocol address assignment.

ii) Preliminary work towards the establishment of regional root-servers.

iii) Development and deployment of a broad-based internationalised domain and host name solution that is compatible with the current DNS architecture.

iv) Coordination and implementation of internationalised domain name strategy among country code registries interested in implementing internationalised domain name capabilities in their top level domain names.]

[Alt. f) A private sector led body should undertake the international management of the Internet with governments serving in an advisory capacity with respect to limited public policy issues.

The policy making processes for both the technical and public policy aspects of Internet governance should be open and transparent, developed through a bottom up policy making process which takes full account of the needs and views of the global Internet community.

Government cooperation and coordination with respect to international Internet related public policy issues should be done on an ad hoc basis and not through the current intergovernmental structure of the International Telecommunication Union (ITU).]

[g) Governments are encouraged to:

i) Establish national and regional Internet Exchange Centres,

ii) Manage their respective country code top level domain name (ccTLD),

iii) Promote awareness on the use of the Internet.]

h) Governments should continue to update their domestic consumer protection laws to respond to the new requirements of the Information Society.

i) Promote effective participation by developing countries in international ICT forums and create opportunities for exchange of experience.

j) Governments need to formulate national strategies, which include e-government strategies, to make public administration more transparent efficient and democratic.

k) Develop a framework for the secure storage and archival of documents and other electronic records of information.

l) Governments, and stakeholders, should actively promote user education and awareness about online privacy and the means of protecting privacy.

m) Invite stakeholders to ensure that practices designed to facilitate electronic commerce also permit consumers to have a choice over whether or not to use electronic communication.

- n) Encourage the ongoing work in the area of effective dispute settlement systems, notably alternative dispute resolution (ADR), which can promote settlement of disputes.*
- o) Governments in collaboration with stakeholders are encouraged to formulate conducive ICT policies that foster entrepreneurship, innovation and investment, and with particular reference to the promotion of participation by women.*
- p) Governments should act as model users and early adopters of e-commerce.*
- q) Governments, in cooperation with other stakeholders, should raise awareness of the importance of international interoperability standards for global e-commerce.*
- r) Governments, in cooperation with other stakeholders, should promote the development and use of open, interoperable, non-discriminatory and market-driven standards.*
- s) Take measures in order to ensure a global harmonisation of frequency bands, under the coordination of ITU, which would facilitate ubiquitous and affordable access.*
- [t) Additional steps should be taken to ensure a rational, equitable, efficient and economical use of the radio frequency spectrum by all, based on international regulations and treaties.]*

C7. ICT applications: benefits in all aspects of life

15. *ICT applications can support sustainable development, in the fields of public administration, business, education, health, employment, environment, agriculture and science within the framework of national e-strategies. This would include actions within the following sectors:*

16. E-government

- a) Implement e-government strategies focusing on applications aimed at innovating and promoting transparency in public administrations and democratic processes, improving efficiency and strengthening relations with citizens.*
- b) Develop national e-government initiatives, at all levels, adapted to the needs of citizens and entrepreneurs, to achieve a more efficient allocation of resources and public goods.*
- c) Support international co-operation initiatives in the field of e-government, in order to enhance transparency, accountability and efficiency at all levels of government.*

17. E-business

- a) Governments international organizations and the private sector, should promote the benefits of international trade and the use of e-business, and promote the use of e-business models in developing countries.*
- b) Through the adoption of an enabling environment, and based on widely available Internet access, governments should seek to stimulate private investment, foster new applications, content development and public/private partnerships.*
- c) Government policies should favour assistance to, and growth of SMMEs, in the ICT industry, as well as their entry into e-business, to stimulate economic growth and job creation as an element of a strategy for poverty reduction through wealth creation.*

18. E-learning (see section C4)

19. E-health

- a) Promote collaborative efforts of governments, planners, health professionals, and other agencies along with the participation of international organizations for creating a reliable, timely, high quality and affordable health care and information systems and for promoting continuous medical training, education, and research through the use of ICTs, while respecting and protecting citizen rights to privacy.*
- b) Facilitate access to the world's medical knowledge and locally-relevant content resources for strengthening public health research and prevention programmes and promoting women's health, such*

as content on sexual and reproductive health and sexually transmitted infections, and for diseases that attract full attention of the world including HIV/AIDS, malaria and tuberculosis.

c) Alert, monitor and control the spread of contagious diseases, through the improvement of the common information system.

d) Promote the development of international standards for the exchange of health data, taking due account of privacy concerns.

e) Encourage the adoption of ICTs to improve and extend health services to remote and underserved areas and vulnerable populations, recognising women's roles as health providers in their families and communities.

f) Strengthen and expand ICT-based initiatives for providing medical and humanitarian assistance in disasters and emergencies.

20. E-employment

a) Encourage the development of best practices for e-workers and e-employers built, at the national level, on principles of fairness and gender equality [and in compliance with relevant international labour conventions].

b) Promote new ways of organizing work and business with the aim of raising productivity, growth and well-being through investment in ICTs and human resources.

c) Promote teleworking to allow citizens, particularly in the developing countries, LDCs, and small economies, to live in their societies and work anywhere, and to increase employment opportunities for women, and for those with disabilities. In promoting teleworking, special attention should be given to strategies promoting job creation and the retention of the skilled working force.

21. E-environment

a) Governments, in cooperation with other stakeholders, should use and promote ICTs as an instrument for environmental protection and the sustainable use of natural resources.

b) Government, civil society and the business community should initiate actions and implement projects and programmes for the environmentally safe disposal and recycling of discarded hardware and components used in ICTs.

c) Establish monitoring systems, using ICTs, to forecast and monitor the impact of natural and man-made disasters, particularly in developing countries, LDCs and small economies.

22. E-agriculture

a) Ensure the systematic dissemination of information using ICTs on agriculture, animal husbandry, fisheries, forestry and food, in order to provide ready access to comprehensive, up-to-date and detailed knowledge and information, particularly in rural areas.

b) Public-private partnerships should seek to maximise the use of ICTs as an instrument to improve production (quantity and quality).

23. E-science

a) Promote affordable and reliable high-speed Internet connection for all universities and research institutions to support their critical role in information and knowledge production, education and training, and to support the establishment of partnerships, cooperation and networking between these institutions.

b) Promote electronic publishing, differential pricing and open access initiatives to make scientific information affordable and accessible in all countries on an equitable basis.

c) Promote the use of peer-to-peer technology to share scientific knowledge and pre-prints and reprints written by scientific authors who have waived their right to payment.

d) Promote the long-term systematic and efficient collection, dissemination and preservation of essential scientific digital data e.g., population and meteorological data in all countries.

e) Promote principles and metadata standards to facilitate cooperation and effective use of collected scientific information and data as appropriate to conduct scientific research.

C8. Cultural [identity] and cultural and linguistic diversity and local content

24. *Cultural and linguistic diversity, [fully respecting cultural identity], is essential to the development of an Information Society based on the dialogue among cultures and regional and international co-operation. It is an important factor for sustainable development.*

a) Create policies that support the respect, preservation, promotion and enhancement of cultural and linguistic diversity and cultural heritage within the Information Society[, in consistency with UNESCO's Universal Declaration and Action Plan on Cultural Diversity]. This includes encouraging governments to design cultural policies to promote the production of cultural, educational and scientific content and the development of local cultural industries suited to the linguistic and cultural context of the users.

b) Develop national policies and laws to ensure that libraries, archives, museums and other cultural institutions can play their full role of content—including traditional knowledge—providers in the information society, more particularly by providing continued access to recorded information.

c) Support efforts to develop and use Information Society technologies for the preservation of natural and, cultural heritage, keeping it accessible as a living part of today's culture. This includes developing systems for ensuring continued access to archived digital information and multimedia content in digital repositories, and support archives, cultural collections and libraries as the memory of humankind.

d) Develop and implement policies that preserve, protect, respect and promote diversity of cultural expression and indigenous knowledge and traditions through the creation of varied information content and the use of different methods, including the digitisation of the educational, scientific and cultural heritage.

e) Support local content development, translation and adaptation, digital archives, and diverse forms of digital and traditional media by local authorities. These activities can also strengthen local and indigenous communities.

f) Provide content that is relevant to the cultures and languages of the individuals in the Information Society, through access to traditional and digital media services.

g) Through public/private partnerships, foster the creation of varied local and national content, including that available in the language of users and give recognition and support to ICT-based work in all artistic fields.

h) Strengthen programmes focused on gender-sensitive curricula in formal and non-formal education for all and enhancing communication and media literacy for women with a view to building the capacity of girls and women to understand and to develop ICT content.

i) Nurture the local capacity for the creation and distribution of software in local languages, as well as content that is relevant to different segments of population, including non-literate, [disabled, disadvantaged and vulnerable groups] especially in developing countries and countries with economies in transition.

j) Give support to media based in local communities and support projects combining the use of traditional media and new technologies for their role in facilitating the use of local languages, for documenting and preserving local heritage, including landscape and biological diversity, and as a means to reach rural and isolated communities.

k) Enhance the capacity of indigenous peoples to develop content in their own languages.

l) [Obtain authorization from indigenous peoples in order to display their traditional knowledge].

m) Exchange knowledge, experiences and best practices on policies and tools designed to promote cultural and linguistic diversity at regional and sub-regional levels.

n) Governments, through public-private partnerships, should promote technologies and R&D programmes in such areas as translation, iconographies, voice-assisted services and the development of necessary hardware and a variety of software, including open source software / free software, such as standard character sets, language codes, electronic dictionaries, terminology and thesauri, multilingual

search engines, machine translation tools, internationalised domain names, content referencing as well as general and application software.

C9. Media

25. *The media play an essential role in the Information Society and are an important contributor to freedom of expression and plurality of information.*

- a) Encourage the media—print and broadcast as well as new media—to continue to play an important role in the Information Society.*
- b) To encourage the development of domestic legislation that guarantees the independence and plurality of the media.*
- c) Take appropriate measures—consistent with freedom of expression—to combat obscenity in media content and to prevent abusive uses of ICTs.*
- d) Encourage media professionals in developed countries to establish partnerships and networks with the media in developing ones, especially in the field of training.*
- e) Promote balanced and diverse portrayals of women by the media.*

C10. Ethical dimensions of the Information Society

26. *The Information Society should be subject to universally held values and seek to promote the common good and to prevent abusive uses of ICTs.*

- a) All actors in the Information Society should seek to promote the common good, protect privacy and prevent the abusive uses of ICTs, such as acts of racism, racial discrimination, xenophobia and other forms of intolerance, paedophilia and child pornography.*
- b) Invite relevant stakeholders, especially the academia, to continue research on ethical dimensions of ICTs.*

C11. International and regional cooperation

27. *International cooperation among all stakeholders is vital in implementation of this plan of action and needs to be strengthened with a view to promoting universal access and bridging the digital divide, *inter alia*, by provision of means of implementation.*

- a) Governments of developing countries should raise the relative priority of ICT projects in requests for international cooperation and assistance on infrastructure development projects from developed countries and international financial organizations.*
- b) Within the context of the UN's Global Compact and building upon the UN Millennium Declaration, build on and accelerate public-private partnerships, focusing on the use of ICT in development.*
- c) Invite international and regional organizations to mainstream ICTs in their work programmes and to assist all levels of developing countries, to be involved in the preparation and implementation of national action plans to support the fulfilment of the goals indicated in the declaration of principles and in this plan of action, taking into account the importance of regional initiatives.*

[D. Digital Solidarity Agenda

28. *[The Digital Solidarity Agenda aims at putting in place the conditions for mobilizing human, financial and technological resources for inclusion of all men and women in the emerging information society. Close national, regional and international cooperation among all stakeholders in the implementation of this Agenda is vital.]*

Alt 28. *[To overcome the digital divide, which deepens between the North and the South and also within the countries, the Digital Solidarity Agenda aims at putting in place the ideal conditions of*

mobilizing human, financial and technological resources for the inclusion of every man and woman in the emerging information society.

In this regard, it is recommended to put urgently in place new mechanisms aimed at firstly financing the unsolvable demand on infrastructure, equipment, capacity building and content development, which are essential for the participation in the information society.]

D1. Priorities and strategies

a) National e-strategies should be made an integral part of national development plans, including Poverty Reduction Strategies.

b) ICTs should be fully mainstreamed into strategies for Official Development Assistance (ODA) 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.

D2. Mobilizing resources

a) Developed countries should make concrete efforts to fulfil their international commitments to financing development including the Monterrey Consensus, [in which developed countries that have not done so are urged to make concrete efforts towards the target of 0.7 per cent of gross national product (GNP) as ODA to developing countries and 0.15 to 0.20 per cent of GNP of developed countries to least developed countries].

[“For those developing countries facing unsustainable debt burdens, we welcome initiatives that have been undertaken to reduce outstanding indebtedness and invite further national and international measures in that regard, including, as appropriate, debt cancellation and other arrangements.”] [Thus releasing more potential resources for financing ICT for development projects.]

b) Recognizing the potential of ICT in development:

- developing countries [should] [are encouraged to] increase their efforts to attract major private domestic and foreign investments for ICTs through the creation of a transparent, stable and predictable enabling domestic investment climate*
- developed countries and financing institutions [should] [are encouraged to] provide more resources for ICT for development.*

c) [In developing countries, [a mechanism should] [a concrete mechanism should] [mechanisms could] [concrete mechanisms could] be established to finance universal access (such as a universal access fund) in order to narrow the digital divide, especially in rural areas.]

[d) We shall envision to establish a concrete mechanism to fund the bridging of the digital divide to facilitate: technical and financial assistance directed towards national and regional capacity building, technology transfer, cooperation in R&D programmes and exchange of know-how.]

[e) While existing financing mechanisms should be fully exploited, a thorough review of their adequacy in meeting the challenges of ICT-for-development should be conducted.]

[f) Based on the conclusions of the review, the need for new financing mechanisms should be considered by all stakeholders, including the feasibility of a voluntary digital solidarity fund.]

[g) Create the specific digital solidarity fund which is expected to be composed of voluntary individual or institutional contributions and donations should operate on a tripartite basis involving the private sector, the civil society and governments which would ensure simplification of procedures, efficiency of interventions and transparency in management [in order to facilitate and support ITU’s work in partnership with other entities.]]

[h) To complement national efforts, there is a need for the relevant international and regional institutions to increase their support for foreign direct investments in infrastructure development.]

[i) Invite financing organizations to integrate systematically the potential of ICTs in existing projects being prioritised and proceed to a revision of existing mechanisms in order to respond to the new needs related to bridging the digital divide.]

E) Follow-up and evaluation

29. A realistic international performance evaluation and benchmarking (both qualitative and quantitative), through comparable statistical indicators and research results, should be developed to follow up the implementation of the objectives, goals and targets in the action plan, taking into account different national circumstances.

- a) In cooperation with each country concerned, develop and launch a composite ICT Development (Digital Opportunity) Index. It could be published annually, or every two years, in an ICT Development Report. The index could show the statistics while the report would present analytical work on policies and their implementation, depending on national circumstances, including gender analysis.
- b) Appropriate indicators and benchmarking, including community connectivity indicators, should clarify the magnitude of the digital divide, in both its domestic and international dimensions, and keep it under regular assessment, and tracking global progress in the use of ICTs to achieve internationally agreed development goals, including those of the Millennium Declaration.
- c) International and regional organizations should assess and report regularly on universal accessibility of ICTs [and possible cases of discrimination] with the aim of creating equitable opportunities for the growth of ICT sectors of developing countries.
- d) Gender-specific indicators on ICT use and needs should be developed, and measurable performance indicators should be identified to assess the impact of funded ICT projects on the lives of women and girls.
- e) Develop and launch a website on best practices and success stories, based on a compilation of contributions from all stakeholders, in a concise and compelling format. The website could be periodically updated and turned into a permanent experience-sharing exercise.
- f) All countries and regions should develop tools so as to provide statistical information on the Information Society, with basic indicators and analysis of its key dimensions. Priority should be given to setting up coherent and internationally comparable indicator systems, taking into account different levels of development.

[F) Towards WSIS phase 2 (Tunis)

30. *To take advantage of the unprecedented win-win situation that an Information Society can yield, concrete action and global commitment are now required. During the **second phase of the WSIS** in Tunis, actions to be undertaken could include:*

- a) *Elaborate a Charter of digital solidarity for the Information Society.*
- b) *Develop, for presentation at Tunis in 2005, a Framework Document for Information Society Measurements and Analysis.*
- c) *Measure progress in implementing the plan of action since the first phase.*
- d) Elaborate regional action plans.]

[e) It is proposed to organize, in 2004 as a major component of the first Tunis PrepCom, a stakeholders' meeting on the Digital Solidarity Agenda. Stakeholders will be expected to illustrate how they intend to contribute to the implementation of this Agenda.]

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