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[Draft Action Plan

(WSIS/PCIP/DT/2 refined through the intersessional mechanism and incorporating government contributions)

[NOTE: The whole text is in square brackets.]

Typographical conventions:

Underlined: new text

Underlined text with slashes: /new text/from several/member states

~~Strikethrough~~: deleted text

[~~square brackets, strike through, slash, underline~~]:[old text / new text]

Italics: Comments

A footnote indicating: "See comment form XXX" refers to the Member State(s) comment(s) appearing in the Reference document (WSIS03/PCIP/DT/3) for the same paragraph.

Indented texts: alternate text for paragraph and new paragraphs, included in this order.
Footnotes provide name of Member States making the proposed change/addition/deletion at the paragraph level. Additions or deletions below the paragraph level, that is, bullet points, sentences or phrases, have been incorporated but for the sake of clarity, the name of the member state proposing such changes is not provided.

Alternate text for a given paragraph keep the same number. New paragraphs are numbered with letters after the number of the previous paragraph. Example:

21 ICTs in education.[Original text]

Alternate paragraph 21.[Alternate text for paragraph 21]¹

21 A [New paragraph]²

21 B [New paragraph]³

¹ Proposed by XXX.

² Proposed by YYY.

³ Proposed by ZZZ.

Section I

1 The Information Society is an evolving concept that has reached different levels of development across the regions and countries of the world. But all can learn from each other's experience. For this reason, the proposed Action Plan - established in accordance with the Millennium ~~[Declaration/Development]~~ Goals - is a flexible reference framework that can be used as a source of guidance and inspiration at different regional and national levels as well as at the level of the United Nations international organization.

Alternate paragraph 1: The Information Society is an evolving concept which encompasses traditional media such as the press, radio, television and existing telecommunication infrastructure, as well as the new media brought into being through advances in ICTs. Its realization is driven by all societies - and in this process all of them can learn from each other. At present, the Information Society has reached different levels of development across the regions and countries of the world. ~~As such, it would be necessary and more effective to design a flexible~~ For that reason, the present Action Plan ~~that can be used as~~ is a reference framework and as a source of guidance and inspiration a flexible guide for use at the regional and national levels, and ~~that is~~ established in accordance with the Millennium Declaration Goals.⁴

1 A Information technology has emerged as an issue for international debate fairly recently. Many still treat it under purely technical approaches, limiting discussions to matters of bandwidth, accessibility, communication infrastructure and so on. This is clearly not sufficient. The plan of action should be organized around broad thematic areas of public policies that are particularly relevant to developing countries, such as education, health, employment, government efficiency, local content, social inclusion and the promotion of science, technology and innovation. Better connectivity infrastructure, however, is also a fundamental objective.⁵

1 B The plan of action should be adaptable to each country's national characteristics, needs and values. It should emphasize the State's key role in the formulation and implementation of ICT related policies, in partnership with international organizations, the private sector and civil society. The plan of action must focus on the social and economical goals of the millennium summit declaration.⁶

A *List of issues*

1) **Information and communication technologies infrastructure: financing and investment, affordability, development and sustainability**

2 **Bridging the digital divide:** We are committed to taking action to overcome the digital divide. This is both a cause and a consequence of the economic, geographic, social and cultural differences that exist between and within countries, including in terms of education, health and access to knowledge.

⁴ Proposed by Mexico.

⁵ Proposed by Brazil.

⁶ Proposed by Brazil.

*Alternate paragraph 2: Our countries are committed, through mechanisms for digital participation that include the exchange of best practices, to taking action to overcome the digital divide, as a basis for achieving the information society, which reflects and is a factor in the differences that exist between and within countries in economic, social and cultural terms and in education, health and access to knowledge. Mexico proposes including this text in the draft Declaration after No. 17 or in the preambular part, after No. 3b.*⁷

2 A Infrastructure is central to digital inclusion and is, perhaps, the most critical step in national ICT policy, requiring involvement of regulatory bodies and the private sector.⁸

2 B Reliable and affordable access to information by all, and the development of online services relevant to the economy and the country at large depend on infrastructure. Research and investments should be promoted through public and private sector partnerships.⁹

2 C National policies should also promote connectivity in underserved areas through regulations and/or private sector incentives and in coordination with the civil society.¹⁰

2 D Infrastructure development is likely to rely on telecommunication regulatory agencies and private sector support.¹¹

2 E Projects and adaptation of technologies to local needs and conditions must be developed. To this end, governments should develop technology-based firms by creating such mechanisms as venture capital funds, technology incentive zones and business incubators with the participation of academic institutions, research centres and the private sector, while also promoting their national, regional and international integration through the use of advanced research and development networks, and appropriate funding facilities.¹²

3 Universal access to the Information Society: In order to achieve affordable and universal access to the Information Society in basic services and information and communication equipment, it is essential:

- To utilize existing and new technologies to provide connectivity to all to achieve the universal design of information and communication equipment so that everyone, including the elderly and the handicapped, can easily access.
- To develop connectivity, including Internet access, for institutions accessible to the public such as digital community centres, [schools/schools], universities libraries, post offices, community and cultural centres, archives, museums, etc.

⁷ See comments from Mexico.

⁸ Proposed by Brazil.

⁹ Proposed by Brazil.

¹⁰ Proposed by Brazil

¹¹ Proposed by Brazil.

¹² Proposed by Brazil.

- To study and promote relevant solutions to promote information and communication technologies (ICTs), adapted to the environment in remote, impoverished, and particularly rural areas, particularly in marginalized urban areas and underserved marginalized urban areas, such as by establishing multi-purpose community access points to ensure inclusive access to information and social services.
- To [revise/develop] continuously the concept of universal access/service to reflect advances and opportunities offered by [technology/ICTs], existing infrastructures, market development and changes in user demand.
- To develop low-cost solutions affordable to low-income countries and regions.
- To develop adaptations that enable elderly, disabled and disadvantaged people to access networks and ICTs.
- To study and promote energy solutions adapted to the environment for ICTs, particularly in rural areas.
- To devise appropriate universal access policies and strategies in order to encourage the development of ICTs, particularly in suburban and rural areas (defining concept, content, financing, economic viability and implementation programme).
- Recognizing the critical role of universities and research institutions in knowledge production and training, a global effort is necessary to ensure that these institutions in developing countries have affordable high-speed Internet connections.
- To facilitate access to ICTs by adhering to Web accessibility standards (W3C-WAI), and by developing software and hardware designed for those with impaired vision.

4 **Broadband:** It is essential to develop and strengthen national, regional and international [broadband/most modern] network infrastructure in order to provide the capacity to match the needs of countries and their citizens and for the delivery of new services.

*Alternate paragraph 4: The strengthening of regional and international broadband network infrastructure will help to provide the capacity to match the needs of countries and their citizens and for the delivery of new services.*¹³

5 **Low cost equipment:** The creation and provision of low-cost ICT equipment with encouragement of local manufacturing shall be an integral part of the agenda for reducing the digital divide and of the advance towards the Information Society.

6 **Low cost connectivity:** Universal access policies [shall/should] promote the best possible level of connectivity for underserved areas at affordable and a reasonable cost for all with particular initiatives. In particular, unused existingsatellite capacity should be used to improve low-cost connectivity in developing countries. Launch, through ITU, technical, regulatory and operational studies with a view to promoting the provision of high-speed satellite services for underserved areas.

7 **Convergence:** Technological convergence should be monitored with a view to integrating ICTs in order to create alternative forms of access that can help to narrow the digital divide.

*Alternate paragraph 7: Technological convergence must be monitored with a view to integrating ICTs in order to create alternative forms of access that can help narrow the digital divide.*¹⁴

¹³ Brazil

¹⁴ Mexico

7 A 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 licence-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.¹⁵

8 **Interconnection:** The information and communication infrastructure is global in its nature. A decentralized and proportionate growth of the global information and communication infrastructure must be promoted. No country or region shall concentrate traffic flows or control the central parts and components of the global information and communications infrastructure, such as traffic hubs and root servers. Connectivity among major information networks should be optimized through the creation and interconnection of regional traffic hubs to reduce interconnection costs and broaden network access.

9 **Interconnection fees:** Countries and backbone providers should share interconnection costs. The sharing of interconnection costs may contribute to decrease the price of connectivity to end users in developing countries, facilitating the universalization of access. Interconnection fees for the use of networks and infrastructure shall be set on the basis of objective, non-discriminatory and market-led and cost parameters, taking into account the need to promote universal access to those facilities, including to peoples, communities and groups in social and economic disadvantage.

10 **Regional and national infrastructure:** Regional and national ICT backbones and exchange points should be [implemented/developed] to facilitate traffic exchange between countries. Reinvalidate the project for the modernization and extension of the existing PANAFTEL network and remove all obstacles to the implementation of the RASCOM (Regional African Satellite Communications Organization) project.

10 A Special circumstances of Small Island Developing States (SIDS): These countries, with fragile ecosystems vulnerable to environmental hazards, and characterized by small, homogenous markets, high costs of access and equipment, human resource constraints exacerbated by the problem of "brain-drain", limited access to networks and remote locations, will require particular attention and tailored solutions to meet their needs.¹⁶

11 **Environmental protection:** Governments, parliaments and the business community shall initiate actions as well as developing and implementing programmes and projects for the environmentally-safe disposal (including recycling) of discarded ICT hardware and parts.

11 A Interconnection fees: Interconnection fees for the use of networks and infrastructure shall be set on the basis of objective, non-discriminatory parameters.¹⁷

¹⁵ Proposed by Switzerland.

¹⁶ Proposed by Fiji.

¹⁷ Proposed by Mexico.

11 B Environmental protection: Governments and the business community must develop and implement programmes and projects for the protection and safety of the environment which include the recycling of discarded ICT hardware and parts.¹⁸

2) **Access to information and communication technologies and knowledge**

12 Individuals and organizations should benefit from unhindered access to knowledge and information, and reliable information.¹⁹

12 A Creation of content models whereby content in digital format is freely available, while paper-printed versions or CD burned versions may be sold by institutional or commercial channels.²⁰

12 B Universal and affordable access to ICTs remains one of the biggest challenges for bridging the digital divide. The design, financing and implementation of programmes with the objective of providing access and connectivity to excluded populations of developing countries should be conducted under the guidance of competent national authorities, in partnership with international organizations, the private sector and civil society.²¹

13 **Access to public domain information:** Information in the public domain should be of high quality and easily accessible for all, including the [disabled/disadvantaged groups].

Alternate paragraph 13: Publicly available information should be easily accessible for all and should take into account design standards for disabled persons. Multilingual content should be encouraged.²²

13 A Criteria must be set as to what constitutes public information, the conditions under which it may be accessed and the standards to be observed by those who compile, publish or administer it, based on the safeguarding of the individual's right to privacy and defining the scope of its use and the responsibilities of those who have access to it.²³

13 B 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.²⁴

¹⁸ Proposed by Mexico.

¹⁹ See comments from the Russian Federation.

²⁰ Proposed by Australia; see comments from Australia.

²¹ Proposed by Brazil.

²² Canada

²³ Proposed by El Salvador.

²⁴ Proposed by Switzerland.

13 C 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 records²⁵

14 **Open standards and open-source software** : Development and deployment of open-source software and open standards for ICT networking should be encouraged to provide freedom of choice and to facilitate access to ICTs by all citizens, at an affordable cost:

- Open, flexible and interoperable international standards should be developed and promoted to ensure that all can utilize the technology and associated content and services to their maximum potential.
- Open-source software, including ~~UNESCO software CDS/ISIS~~, multiplatform should be used more broadly to provide freedom of choice and to facilitate access to ICTs by all citizens, at an affordable price.
- Standardization efforts in the field of terminology and other language resources should be intensified.²⁶
- Development and deployment of public copyleft software should be encouraged.
- Awareness of open-source/free software/copyleft software should be created, especially in the developing countries.
- Promote interoperability principles and metadata standards to facilitate cooperation and effective and efficient use of collected data and information.
- Promote electronic publishing, differential pricing schemes and appropriate open source initiatives to make scientific information affordable and accessible on an equitable basis in all countries.

*Alternate 1 paragraph 14: Adoption of open-source/free software shall be actively considered by all public authorities and bodies.*²⁷

*Alternate 2 paragraph 14: **Open standards and open-source software:** Development and deployment of open-source software and standards for ICT networking should be encouraged:*

- Open and flexible international and interoperable standards should be promoted to ensure that all can utilize the technology and associated content and services to their maximum potential.
- Open-source software, including UNESCO software CDS/ISIS, multi-platform and open platform as well as interoperability standards, should be used more broadly to provide freedom of choice and to facilitate access to ICTs by all citizens, at an affordable cost.
- Standardization efforts in the field of terminology and other language resources should be intensified.²⁸

²⁵ Proposed by Switzerland.

²⁶ See comments from Australia.

²⁷ Australia

²⁸ Mexico

Alternate 3 paragraph 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.²⁹

14 A 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.³⁰

15 **Information flows:** Guidelines should be established and, where necessary, for Internet contracts and existing contracts renegotiated so as to allow more equitable access to all countries.^{31. 32. 33}

Alternate paragraph 15: **Information flows:** Guidelines on Internet contracts should be established and existing contracts for Internet traffic renegotiated, in accordance with the legal provisions of each country. These Internet contracts should include some code of ethics and available best practices.³⁴

3) **The role of governments/States], parliaments, United Nations international organization, the business sector and civil society in the promotion of ICTs for development**

16 The full and effective involvement of all stakeholders including women is vital in developing new ICT applications and content. ~~The role, responsibilities and goals of each stakeholder should be clearly defined.~~

16 A States have an important role to play in promoting universal access to the information society. Developing countries should formulate and adopt a national vision of the information society, designing and implementing ICT-strategies appropriate to their circumstances and national interests.³⁵

16 B Civil society and the private sector should be involved in the implementation of national policies, complementing State initiatives in their respective areas of competence and sharing the burden of costs and the social responsibilities involved.³⁶

²⁹ Switzerland

³⁰ Proposed by Switzerland.

³¹ See comments from Australia.

³² Canada: delete whole paragraph.

³³ USA: object to the statement "guidelines on Internet contracts should be established and existing contracts for Internet traffic renegotiated" (paragraph 15 of the draft Action Plan).

³⁴ Mexico

³⁵ Proposed by Brazil.

³⁶ Proposed by Brazil.

17 **Cooperation among Stakeholders:** Increased cooperation and partnerships are needed between governmental and intergovernmental organizations, parliaments, the private sector, civil society and the media, for the effective design and implementation of initiatives related to the information Society, giving priority to locally-available human resources:

- The public sector should improve national legislation pertaining to the building of the Information Society, explore innovative ways to correct market failures and foster innovative approaches including competition to bring the Information Society to all sectors of the economy and society, especially those living in poverty.
- National government and local authorities must prioritize and promote local ICT initiatives to serve local, national and regional communities.
- The private sector should play an important role in the development and diffusion of ICTs.
- Civil society, including NGOs, should work closely [with/in integrating ICTs into] communities, and in strengthening ICT-related initiatives that support development. They should be fully involved in the formulation and implementation of ICTs and sustainable development strategies.
- Mass media - in their various forms - are recognized as important means of fostering public information, societal development and social cohesion.
- International and regional organizations, including financial and development institutions should [~~play an important role/assist developing countries~~] in integrating the use of ICTs in the development process ~~and making available the necessary resources.~~
- International organizations should be mandated to mainstream ICTs in their work programmes and [~~asked to~~ to assist developing countries to] prepare action plans to support the fulfilment of the goals indicated in the declaration of principles and in this action plan.
- Develop projects that promote dialogue within and between cultures and civilizations via electronic networks.
- Promote further research programmes on issues related to the goals approved by the United Nations Millennium Assembly especially in the developing countries.
- Parliaments should exercise more effectively their legislative and oversight functions with a view to creating conditions particularly favourable for promotion of ICTs for development, and should strive to enhance democracy through the use of ICTs.
- Governments should establish and use electronic marketplaces 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.

Alternate paragraph 17: **Cooperation among stakeholders:** Increased cooperation and partnerships are needed between governmental and intergovernmental organizations, the private sector, civil society and the media, for effective design and implementation of various initiatives, giving priority to locally-available human resources:

- The public sector should explore innovative ways ~~to correct market failures and to foster competition~~ to bring the Information Society to all sectors of the economy and society, especially those living in poverty.

- The private sector should play an important role in the development and diffusion of ICTs in all sectors of the economy and society.
- Civil society, including NGOs, should work closely with communities in strengthening ICT-related initiatives.
- Mass media - in their various forms - are recognized as important means of fostering public information, societal development and social cohesion.
- International and regional organizations, including financial and development institutions should play an important role in ~~integrating~~ the integration and use of ICTs in the development process and in making available the necessary resources for their development.
- International organizations should give priority to ICTs in their work programmes and ~~asked to~~ prepare action plans to support the fulfilment of the goals indicated in the declaration of principles and in this action plan.³⁷

17 A Measures to overcome the digital divide should reflect a consensus and highlight not only the growing social responsibility of enterprises, but also the increasing demand for more NGO accountability in the national societies where they operate.³⁸

18 Resource mobilization: All stakeholders are urged to mobilize resources for the development of the Information Society. This could include:³⁹

- Increasing investment in [telecommunication infrastructure/Information and Communication Technologies].
- Building human capacity.
- Developing comprehensive policy and regulatory frameworks,
- Developing culturally [sensitive/appropriate] local content and applications.
- Creating new business market based to provide services to unconnected areas.
- Giving strong support to Africa for mobilizing the resources necessary for implementing NEPAD's ICT component.

19 ICT manufacturing capabilities: It is essential for governments to encourage technology development, transfer and investment, including venture capital, in the creation of national and regional ICT production facilities:

- Priority incentives given [shall/should] be [placed on/given to] strengthening local micro-enterprises and small and medium-sized enterprises (SMEs) through their integration into the digital economy. Partnership mechanisms and business models should be developed for fostering clustering and partnership between SMEs in developing countries and industrialized countries.
- Public policies [must/should] foster innovation and entrepreneurship.

³⁷ Proposed by Mexico.

³⁸ Proposed by Brazil.

³⁹ See Mexico for Spanish translation.

- The development of technology-based firms should be encouraged through venture capital funds, technology parks and business incubators, franchising IT clubs, together with the participation of academic institutions and research networks.
- Joint stakeholder efforts to address local obstacles and seek sustainable solutions for infrastructure in underprivileged areas should be encouraged.
- Governments [should/shall] implement targeted monetary and fiscal policies to support the development of SMEs in the ICT sector ~~(for instance, by relaxing duties and import taxes, and by initiating investment funds)~~. Governments should ensure that women-run SMEs benefit equally from these policies.⁴⁰

19 A Interoperability: Interoperability is critical to the effective use of ICT and the WSIS should seek to raise awareness of the importance of international interoperability standards for global e-commerce, and the feasibility of establishing a flexible and open global standards framework.⁴¹

19 B Developing countries must be aware that mainstreaming ICTs into public policies, supported by many in theory, could lead to a surge in ICT imports and consumption, pressuring their balance of payments and promoting "de-industrialization", without necessarily producing the desired social and economic benefits. Appropriate national policies must be sought to prevent this from happening.⁴²

4) Capacity building: human resources development, education, and training⁴³

20 An ambitious and innovative approach is required in capacity building, taking advantage of the opportunities offered by ICTs.

21 ICTs in education: The use of ICTs could contribute to more efficiency and better quality in education services. They should also contribute to reaching broader target groups:

- Information regarding the potential of new technologies in education should be disseminated through exchange of information on best practices, awareness campaigns, pilot projects, demonstrations and public discussions.
- ICTs should be incorporated in school curricula and in the curricula of teacher training institutions.
- ICTs should be used to train trainers and to ensure better delivery of education at all levels, including outside the educational structure, at the workplace and in the home.
- Teacher's skills and curriculum resources need increased support so that teachers can act as a gateway to the Information Society.
- There should be a large-scale integration of ICTs in ~~primary~~ education to generate a dynamic process towards e-literacy.

⁴⁰ See comment from Ethiopia.

⁴¹ Proposed by Australia - see also comment.

⁴² Proposed by Brazil.

⁴³ Tunisia suggests to replace "Capacity building" by "Capacity development" in the whole document.

- The capacity of developing and least developed countries and countries whose economy is in transition, to apply ICTs effectively in education must be enhanced through regional and international cooperation.
 - Facilitate the development of affordable solutions in terms of hardware and software tailored to the needs of all educational levels and to local conditions while promoting the combination of various media, both traditional and new.
 - Use ICTs to increase women's knowledge and thus enable gender barriers to be removed.
 - Develop affordable solutions in terms of hardware and software tailored to the needs of all educational levels and to local conditions while promoting the combination of various media, both traditional and new.
 - ICT education should be seen as one more way to create challenging opportunities and job creation in special for low-income people.
 - Particular attention must be paid to the development of distance training by pooling available resources at the subregional, regional and global levels and taking account of proven practices and experiences.

Alternate 1 paragraph 21: The use of ICTs could contribute to more efficiency and better quality in education services as well as ensuring equal access to education by girls and women
 - Information regarding the potential of new technologies in education should be disseminated through exchange of information on best practices, awareness campaigns, pilot projects, demonstrations and public discussions.
 - ICTs should be incorporated in school curricula. All students completing secondary school should have developed a basic grasp of ICTs.
 - ICTs should be used to train trainers and to ensure better delivery of education at all levels, including outside the educational structure, at the workplace and in the home. This should be done recognizing the barriers faced by women and girls in benefiting from ICTs.
 - Teachers skills and curriculum resources need increased support so that teachers can act as a gateway to the Information Society.
 - There should be a large-scale integration of ICTs in primary education to generate a dynamic process towards e-literacy, with equal access for girls and boys.
 - The capacity of developing and least developed countries to apply ICTs effectively in education ~~must~~should be enhanced through regional and international cooperation.⁴⁴

*Alternate 2 paragraph 21: **ICTs in education:** The use of ICTs could contribute to more efficiency and better quality in education services. Like the press, radio and television, and in partnership with those media, ICTs can contribute to enhancing the quality of teaching and learning, and the sharing of knowledge and information. They should also contribute to the following:*
 - The dissemination of information regarding the potential of new technologies in education ~~should be disseminated through~~through exchange of information on best practices, awareness campaigns, pilot projects, demonstrations and public discussions.

⁴⁴ Proposed by Canada.

- ~~The incorporation of ICTs should be incorporated~~ in school curricula.
- ~~The use of ICTs should be used~~ to train trainers and to ~~ensure better delivery of~~ give greater momentum to education at all levels, including outside the educational structure, at the workplace and in the home.
- ~~Increased support for teachers' skills and curriculum resources need increased support~~ so that teachers can act as a gateway to the Information Society.
- ~~There should be a~~ Promoting large-scale integration of ICTs in primary education to generate a dynamic process towards e-literacy.
- ~~The~~ Enhancing the capacity of developing and least developed countries to apply ICTs effectively in education ~~must be enhanced~~ through regional and international cooperation.
- Securing continuous education that affords individuals the opportunity not only to make use of technological advances and acquire information, but also to innovate and develop skills related to the capacity to create, modify and synthesize knowledge.
- Focusing efforts on the review and approval of ICT-related curricula in keeping with quality standards, in order to contribute to improved training so that professional and technical managers meet the requirements of industry.⁴⁵

21 A The development of human capital is a key component of the information society.⁴⁶

21 B Technological change will require the progressive integration of ICT related skills and notions into national basic education curricula, as well as specific programmes for on-the-job training and long-distance learning. Developing countries face major existing problems, such as access to education and inadequate educational content and teaching methods.⁴⁷

22 Capacity building for ICT use: ICT literacy and skills levels should be enhanced to ensure the best use of the Information Society:

- Computer literacy and education for all are vital elements of the information society. Access to information can only be meaningful if illiteracy is eradicated. Quality education through lifelong learning is vital for critical assessment and evaluation of information by everyone.
- Relevant education and training, adapted to local needs, should be promoted at every level, from primary to adult education, to open up opportunities for as many people as possible, and especially the disadvantaged. Overcoming illiteracy is a basic first step to providing access to information.
- Women should be given equal opportunities for obtaining training in the ICT field.
- Young people should be equipped with knowledge and skills in ICTs to prepare them for full participation in the Information Society.
- People should be trained in the use of ICTs through e-literacy courses with a view to producing useful and socially meaningful content for the benefit of all.

⁴⁵ Proposed by Mexico.

⁴⁶ Proposed by Brazil.

⁴⁷ Proposed by Brazil.

- Intergovernmental organizations should provide resources for capacity building in ICTs.
- ICT education and information should be tailored to the need and culture of all those still outside the reach of the formal education system, especially women and girls, who constitute the majority of school drop-outs/leavers.
- Community media should be used in capacity building programmes.
- Promote sustainable capacity building and education initiatives to ensure that the new opportunities offered by ICTs for the production and sharing of scientific data and information can be realized in all countries.
 - Encourage initiatives to increase scientific literacy and consumer awareness of how to select and interpret scientific information published on the World Wide Web, recognizing the key role of the media in communicating science.
 - 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.

*Alternate paragraph 22: **Capacity building for ICT use:** People must have enhanced adequate levels of ICT literacy and ICT skills to make the best use of the Information Society. To that end:*

- Relevant education and training should be promoted at every level, from primary to adult, to open up opportunities for as many people as possible, and especially the disadvantaged.
- Women should be given equal opportunities for obtaining training in the ICT field.
- Young people should be equipped with knowledge and skills in ICTs to prepare them for full participation in the Information Society.
- E-literacy courses should be aimed at training the population in the use of ICTs with a view to producing useful and socially meaningful content for the benefit of all.
- Intergovernmental organizations should provide resources for capacity building in ICTs.
- All those still outside the reach of the formal education system should be offered education and information tailored to their needs and culture.
- ~~Community~~ Traditional communication media should be used in capacity-building programmes.⁴⁸

23 **Training ICT specialists:** Basic and advanced education should be improved and made accessible to girls and women to help create a critical mass of highly qualified and skilled ICT professionals and experts:

- Education in network infrastructure development and operation is critical for the availability of efficient, reliable, competitive and secure ICT network services.
- The formation and maintenance of a workforce to act as a pillar of the Information Society ~~shall~~ should be undertaken in close cooperation with the private sector and civil society in general.

⁴⁸ Proposed by Mexico.

- Women should be encouraged to enter and continue in this field through specific measures and programmes (advertising campaigns, scholarships).
- South to North and East to West brain drain should be prevented, in particular through the creation ~~by governments~~ of an adequate environment to keep trained people.
- The exchange of experiences between specialists in different fields should be encouraged as a means of contributing effectively to the transfer of know-how and knowledge.

*Alternate paragraph 23: **Training ICT specialists:** Basic and advanced education should be improved to help create a critical mass of highly qualified and skilled ICT professionals and experts:*

- Education in network infrastructure development and operation is critical for the availability of efficient, reliable, competitive and secure ICT network services.
- The formation and maintenance of a workforce represents to act as a pillar of the Information Society, and accordingly should~~shall~~ be undertaken in close cooperation with the private sector and civil society in general.
- ~~South to North brain drain should be prevented, in particular through the creation by governments of~~ Governments should create an adequate environment to prevent South to North brain drain~~keep trained people.~~⁴⁹

5) Security

24 **Secure and reliable infrastructure:** The security of networks is one of the critical issues for the use of the new technologies in general but specially for the continued growth of electronic commerce:

- All stakeholders concerned with ICTs should take the necessary steps to enhance security, user confidence and other aspects of information and system/network integrity in order to avoid the risk of wholesale disruption and destruction of the network systems on which we are increasingly dependent.
- Security and confidence-building requires appropriate national legislative frameworks that safeguard the public and general interest with regard to electronic communications and transactions.
- It will also require raising awareness of information security issues, and the rapidly evolving complexity, capacity and reach of ICTs, the anonymity offered by these technologies, and the trans-national nature of communication frameworks.
- [Special mechanisms [shall/should] be put in place to encourage the [banking/services] and business sector to develop secure and reliable applications to facilitate online transactions and e-commerce. ~~Special mechanisms shall be put in place to encourage the [banking sector to develop secure and reliable applications to facilitate online transactions and e-commerce.]~~
- All stakeholders should have the necessary mechanisms in place to ensure that their computer systems are protected, their systems are able to detect unauthorized activity, they are able to respond to such unauthorized activity and recover quickly from any damage done to their systems after such activity.

⁴⁹ Proposed by Mexico.

Alternate paragraph 24: **Secure and reliable infrastructure:** The security of networks has emerged as one of the critical issues for the continued growth of electronic commerce and the use of the new technologies/ICTs more generally. It is therefore necessary:

- All stakeholders concerned with ICT issues should ~~To take the necessary steps to enhance security, user confidence and other aspects of information and system/network integrity in order to avoid the systematic risk of wholesale disruption and destruction of the network systems on which they all are increasingly dependent-;~~ To take the necessary steps to enhance security, user confidence and other aspects of information and system/network integrity in order to avoid the systematic risk of
- This will require appropriate ~~To establish or strengthen national legislative frameworks that safeguard the public and interest and the general interest, particularly that of consumers, and that foster electronic communications and transactions-;~~ To establish or strengthen national legislative frameworks that safeguard the public and interest and the general interest, particularly that of consumers, and that foster electronic communications and transactions-;
- It will also require raising ~~To raise awareness of information security issues, and the rapidly evolving complexity, capacity and reach of ICTs/information technology, the anonymity offered by these technologies, and the trans-national nature of communication frameworks-;~~ To raise awareness of information security issues, and the rapidly evolving complexity, capacity and reach of ICTs/information technology, the anonymity offered by these technologies, and the trans-national nature of communication frameworks-;
- Special mechanisms shall be ~~To put in place special mechanisms to encourage the banking sector to develop secure and reliable applications to facilitate online transactions.~~ To put in place special mechanisms to encourage the banking sector to develop secure and reliable applications to facilitate online transactions.⁵⁰

25 **Information Security:** Effective information security could be guaranteed not only by technology, but also by education and training, policy and law, and international cooperation. [The United Nations [should/shall] be supported in its efforts aimed at International cooperation should be promoted. For example]:⁵¹

- Assessing the information security situation, including harmful interference or abuse using information and communication [systems/technologies] and information resources.
- Developing methods for protection of ICTs, to avoid ~~and creating a rapid reaction organization to deal with~~ security violations, as well as exchanging information and technology to combat violations.
- [Studying the ~~long-term~~ possibility of [creating/establishing] an international convention on internet governance and on the security of information and communication networks/Studying the long-term possibility of pursuing international efforts on the security of information and communication networks].
- Recognizing the principle of fair, equitable and appropriate access to ICTs for all countries, special attention should be paid to the fact that ICTs can potentially be used for purposes that are inconsistent with the objectives of maintaining international stability and security, and may adversely affect the integrity of the infrastructure within States, ~~to the detriment of their security in both civil and military fields.~~
- International cooperation should be developed to fight all forms of the surveillance and monitoring system infringing upon the values of human rights and democracy.

⁵⁰ Proposed by Mexico.

⁵¹ See comments: New Zealand.

- Protection against illegal monitoring of private information held by civil society and private sector must be assured.
- National compulsory projects using ICTS, such as electronic national id card initiatives and electronic health care card initiatives, should be prudently assessed, with consideration of privacy issues.

26 **Creating a global culture of cyber-security:** In the long term, a "global culture of cyber-security", should be developed, based on [a common understanding of regulations and appropriate mechanisms for information and technology exchange and international cooperation. It is important to strike the right balance between measures to enhance security and the need to ensure the protection of data and privacy as well as to avoid the creation of new barriers to trade. Due attention [should/must] be given to the principle of technological neutrality/UN Resolution (UNGA Resolution 57/239), and the United Nations should be supported in its efforts aimed at promoting a global culture of cyber-security.] Supporting the creation of mechanisms for the early detection and warning of computer viruses, trojans, worms and other malicious computer network attacks on both public and private networks. These could be based on the proven methodologies and systems with the CERTS that have been established in a range of countries. The methodology for development of this proposal could also draw upon the eSecurity work of the APEC Tel Working Group, such as the development of information seminars and of CERT guidelines and related training.⁵²

26 A A global culture of cybersecurity shall be created, with due respect to human rights, including the right to communication, freedom of expression and privacy.⁵³

26 B A multilateral, transparent and democratic mechanism of internet governance shall constitute the basis for the development of a global culture of cybersecurity.⁵⁴

26 C Responsibility for securing the cyberspace must be shared by all countries, according to their level of social and economic development. Concerns over cybersecurity must not override the development-oriented focus of the information society, taking into account that developing countries face shortage of human and financial resources to develop ICTs social applications, such as distance learning, telemedicine and telework.⁵⁵

27 **Fighting cybercrime :** Protection from civil and criminal offences ("cybercrime") is essential in order to build trust in information networks:⁵⁶

- A multi-pronged approach is needed to tackle cybercrime, on all fronts, with emphasis on preventive approaches, including the development and improvement of national legislation aimed at preventing and combating cybercrime, national guidelines and regional and international cooperation. [At the same time, action to address Cybercrime and cyberdiscrimination, and to ensure a safe and secure Information Society must respect the sovereignty of nations and maintain respect for the constitutional and other rights of all persons, [including/particularly] freedom of expression/~~At the same time, action to address~~

⁵² See Mexican contribution for Spanish translation.

⁵³ Proposed by Brazil.

⁵⁴ Proposed by Brazil.

⁵⁵ Proposed by Brazil.

⁵⁶ See Mexican contribution for Spanish translation. See comments from Russian Federation.

~~Cybercrime and to ensure a safe and secure Information Society must respect the sovereignty of nations and maintain respect for the constitutional and other rights of all persons, including freedom of expression.]~~

- Existing legal [instruments/mechanisms], such as the *Council of Europe Convention on Cybercrime*, offer the international community a foundation from which to build.⁵⁷
- Within their field of competence, international organizations especially UNESCO have a specific role and responsibility for action. In particular, a clearing house should be established for the exchange of information and to promote cooperation among groups concerned with child abuse.
- Disseminate information among researchers, and promote exchange of information among child care and child protection organizations, ISPs, Web masters, police and judicial institutions, media practitioners, citizens and civic groups and other concerned groups.
- Establish an international legal framework to prohibit producing and circulating pornographic contents and harmful materials throughout the internet under the auspices of UNESCO.

*Alternate paragraph 27: **Fighting cybercrime:** Protection from civil and criminal offences ("cybercrime") is essential in order to build trust in information networks:*

- A multi-pronged approach is needed to tackle cybercrime, on all fronts, with emphasis on preventive approaches, national ~~guidelines~~ directives and regional and international cooperation. ~~At the same time, action to address cybercrime and~~ Such directives shall aim to ensure a safe and secure Information Society, respecting ~~must respect~~ the sovereignty of nations and ~~maintain respect for the constitutional and other~~ the rights of all persons, including freedom of expression. Existing legal instruments, such as the *Council of Europe* ~~the European~~ *Convention on Cybercrime*, offer the international community a foundation from which to build.⁵⁸

27 A Given the current fears that information and communication technologies could be used for purposes that are incompatible with efforts to secure international stability and security and that could have a negative impact on both the civil and military security of States, and given also the need to prevent the use of information resources or technologies for criminal or terrorist ends, the following measures are required:

1 the creation of appropriate mechanisms for increasing the level of awareness regarding the importance of ensuring security in the area of information and communication networks;

2 examination of existing and potential threats to the security of information and communication networks and of ways and means of combating such threats;

3 broadening of the scale of technical information exchanges and international cooperation aimed at enhancing the security of information and communication networks;

4 a contribution to the efforts being made within the framework of the United Nations system with a view to:

⁵⁷ See also comments: Canada.

⁵⁸ Proposed by Mexico.

- assessing the status of information security, including harmful interference or the abusive use of information and communication systems and information resources;
- developing methods to combat infringements of security and establishing organizations to provide an effective response in the event of such infringements, as well as exchanging information and technical facilities to that end;
- examining the possibility of developing, in the long term, an international convention on security in the field of information networks and communication networks.⁵⁹

27 B 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.

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.

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.⁶⁰

6) Enabling environment

28 **Good governance:** To maximize the economic and social benefits of the Information Society, governments [need to create/should foster] a trustworthy, transparent, and non-discriminatory legal, regulatory and policy environment, capable of, on the one hand, promoting technological innovation and competition, and, on the other hand, providing appropriate incentives to favour the necessary investments, mainly from the private sector, in the deployment of infrastructures and development of new services:

- Commitment and responsibility should be defined at the international, national and regional levels.

⁵⁹ New paragraph suggested by the Russian Federation.

⁶⁰ New paragraph suggested by Switzerland.

- With the active participation of all stakeholders, including women, the development of an enabling environment should give due regard to the rights and obligations of all stakeholders in such areas as freedom of expression, consumer protection, privacy, security, intellectual property rights, open-source solutions and management of Internet addresses and domain names, while also maintaining economic incentives and ensuring trust and confidence for business activities.
- Recognize that there is an important role for science in developing and implementing the new governance mechanisms that are necessary in the information society.

*Alternate paragraph 28: **Good governance:** With the active participation of all stakeholders, the development of an enabling environment should give due regard to the rights and obligations of all stakeholders.⁶¹*

28 A To maximize the economic and social benefits of the "information society", developing countries need to create a clear and effective legal, regulatory and policy environment, suited to their national characteristics and needs. the promotion of local technological development and digital inclusion should be factored in the national policies.⁶²

28 B The design and implementation of policy for development based upon the utilization of ICTs should be guided by principles of equity and universality, such as access for everyone everywhere, at a cost truly within the reach of the public.⁶³

28 C Policies should be conceived and implemented with the participation of civil society and the private sector, taking into account the public interest.⁶⁴

28 D 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.⁶⁵

29 **Market environment:** The availability of telecommunication infrastructures and affordable telecommunications services and ICT equipment are prerequisites for access and use of ICTs by all:

- [Competition, including in the local/innovative approaches such as competition, including the better use of the local] access network, should be promoted to drive down prices and to ensure the ongoing modernization of networks and services.
- Investment in rural communications should be encouraged through the availability of economic solutions and a supportive legal framework, and attractive financial terms and fiscal frameworks.
- Duties levied on ICT hardware and software should be [removed/set in order to provide affordable telecommunications services and ICT equipment].

⁶¹ Canada

⁶² Proposed by Brazil.

⁶³ Proposed by Brazil.

⁶⁴ Proposed by Brazil.

⁶⁵ Proposed by Switzerland.

- Monopoly in mass communication should be avoided and diversity in the sources of information should be promoted.
- In order to secure prompt settlement of disputes, alternative dispute resolution (ADR) should be considered along with normal judicial proceedings as long as they respect the sovereignty of nations and maintain respect for the constitutional and human rights of all persons, including freedom of expression.

Alternate bullet 5: Establishing an effective dispute settlement system: Building trust for the development of the Information Society is essential. Alternative Dispute Resolution(ADR) should be considered along with normal judicial proceeding, so that ICT users can effectively and promptly resolve the disputes. ADR should be based on independence, fairness and transparency in consideration of users' affordability, accessibility and the principle of settling the disputes between the parties concerned.

- Local, small- and medium- size enterprises should be fostered.
- Nevertheless, competition is only one out of many ways to drive down prices and to ensure the ongoing modernization of networks and services. In several cases, an active involvement of governments through public investments and programmes of development, it is of strategic importance. Furthermore, international co-operation will be necessary to assist developing countries facing special difficulties in the fulfilment of this objective.

Alternate paragraph 29: The availability of telecommunication ICT infrastructures and affordable telecommunications services and ICT equipment and the provision of the services and equipment offered by ICTs are prerequisites for accessing and using ICTs. Consequently, in accordance with the legal provisions of each country, the following should be promoted for all:

- Healthy competition~~Competition, including in the local access network, should be promoted to drive down prices and to ensure the ongoing modernization of networks and their services.~~
- Investment in rural communications~~should be encouraged through an attractive legal framework.~~
- The removal of duties levied on ICT hardware and software~~should be removed.~~
- Monopoly in mass communication should be avoided and diversity~~Diversity in the sources of information should be promoted.~~
- In order to secure prompt~~Prompt settlement of disputes, through alternative dispute resolution (ADR) should be considered along with normal judicial proceedings.~~⁶⁶

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.;

⁶⁶ Mexico

- 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).⁶⁷

29 B 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.⁶⁸

29 C 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 2005.⁶⁹

30 **Standardization:** The development of the Information Society [must/should] be based on platforms of internationally interoperable technical standards accessible for all, accessible for all, and technological innovation in ICTs, as well as systems to promote the exchange of knowledge at global, regional and sub-regional levels, through any media.⁷⁰

31 **Spectrum management:** The radio frequency spectrum should be managed in the public and general interest and in accordance with the basic principle of legality, with full observance of national laws and regulations and as well as relevant international agreements.

32 **Consumer protection:** The loss of privacy, the loss of consumers' rights during commercial transactions, illegal and harmful content and the protection of minors raise real consumer fears. Assurance of the confidentiality of personal information is essential in building the Information Society. In addition, policies and codes to address spamming are increasingly important for consumer protection.⁷¹

⁶⁷ Proposed by Switzerland.

⁶⁸ Proposed by Switzerland.

⁶⁹ Proposed by Switzerland.

⁷⁰ See comments from Czech Rep.

⁷¹ See comments from Australia and Tanzania.

*Alternate 1 paragraph 32: **Consumer protection:** Offering widespread advantages to consumers who access information and knowledge through ICTs, and reducing significant risks without destroying the advantages are essential in building the Information Society. There is a real consumer fear concerning the loss of privacy, the fraudulent practices and the protection of minors.*

- the confidentiality of personal information should be preserved,
- fraud, misrepresentation and unfairness by suppliers should be avoided. Damages caused by failure to perform and defective products should be recovered,
- illegal and harmful content should not be created and supplied.⁷²

*Alternate 2 paragraph 32: **Consumer protection:** Assurance of the confidentiality of personal information is essential in building the Information Society, as there is a real consumer fear concerning the loss of privacy as well as in relation to the fight against illegal and harmful content and the protection of minors.*⁷³

32 A Spam: Spam is a significant and growing problem. There is a need to examine options to help treat the problem such as a holistic approach to restrict the activities of spammers and minimise the damage they do, whilst still accommodating legitimate and responsible direct marketing activities. This will involve ISPs playing their part, both in educating their users and in dealing with spammers and spamming activity. Countries need to cooperate to help detect, prosecute or deter international scams using spam. More work is necessary to counter the problem, requiring broad international commitment, cooperation and resources.⁷⁴

33 Internet governance: Internet governance has emerged as a key issue of the information society. A transparent multilateral and democratic governance of the Internet shall constitute the basis for the development of a global culture of cyber-security. An [international/intergovernmental] organization should ensure multilateral, democratic and transparent management of root servers, domain names and Internet Protocol (IP) address assignment.⁷⁵

*Alternate paragraph 33: Internet governance should be multilateral and transparent, taking into account the needs of the public and private sectors as well as those of the civil society, and respecting multilingualism. The coordination responsible for root servers, domain names and Internet Protocol (IP) address assignment should rest with a suitable organization.*⁷⁶

33 A The Internet is the base of the information society. The internet must be considered a public, international domain. Every country and every person have the right to be connected and to take full advantage of the benefits offered by the internet. The administration of root servers, domain names and internet protocol addresses must be under the responsibility of a multilateral, democratic and transparent international organisation. Full access to the mechanisms of internet governance must be granted to developing countries.

⁷² Rep. of Korea

⁷³ Mexico

⁷⁴ Proposed by Australia.

⁷⁵ See comments from Australia and New Zealand.

⁷⁶ Canada

34 **Intellectual property rights:** It is important to [ensure a balance between intellectual property rights (IPR) and the public interest/ensure fair balance between the interests of intellectual property owners and those of the users of information]:⁷⁷

- While IPRs play a vital role in fostering innovation in software, e-commerce and associated trade and investment, there is a need ~~to promote initiatives to ensure fair balance between IPRs and~~ the interests of the users of information, while also taking into consideration the global consensus achieved on IPR issues in multilateral organizations.
- The extension of the term of protection of proprietary rights, and the so-called "dominio pagante" ("domaine public payant"), should be eliminated in order to achieve a balance.
- An appropriate legal framework should be defined for the development of a public domain of information and knowledge.
- [Protection against unfair use of indigenous knowledge should be strengthened/Use of appropriate technology shall be promoted to share personal scientific knowledge and pre-prints and reprints written by scientific authors who have waived their rights to payment/Appropriate measures to protect against unfair use of Traditional Knowledge could be explored.]⁷⁸.
- Ensure that any legal regime on database protection guarantees full and open access to data created with public funding. Restrictions on proprietary data should also be designed so as to maximize availability for academic research and teaching purposes.

7) Promotion of development-oriented ICT applications for all

35 ICTs can support social and economic development. But it is also important to ensure that traditional models are recognized and respected, so that non-users of ICTs are not marginalized. The following examples are intended to illustrate the potential for this.⁷⁹

36 **E-Government:** Public administrations [should/shall] use ICT tools to provide better services to its citizens and to enhance transparency, accountability and efficiency - at all levels of government, and in particular at the local level:⁸⁰

- In the delivery of public services to citizens and to enterprises, including online access to legislation.
- In the design of online services, adapted to the needs of citizens and businesses.
- In the better management of financial, human and public resources and goods.
- Provide long-term support for the systematic and efficient collection, preservation and provision of essential digital data, e.g. population and meteorological data, in all countries.

Alternate paragraph 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

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

⁷⁷ See comments from New Zealand.

⁷⁸ See comments from Australia, Canada and Russian Federation.

⁷⁹ See Mexico for Spanish translation. See comments by Sri Lanka.

⁸⁰ See Mexico for Spanish translation.

- 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.⁸¹

37 **E-business:** Enterprises, particularly SMEs, can use ICTs to foster innovation, realize gains in productivity, fight against poverty, reduce transaction costs and benefit from network externalities. It is important to cooperate with or support the existing forum such as GBDs, in promoting e-commerce:

- Through the adoption of an enabling environment and based on a widely-available Internet access and broadband infrastructure. Governments should seek to stimulate private investment, new applications and content development and foster public/private partnerships.
- Governments should adopt a twofold approach: setting the rules and using e-business in their interaction with the business community.
- ICTs can be used to bring consumer benefits and satisfaction by widening the choice of potential suppliers, beyond the constraints of location. The private sector should help to raise awareness and to ensure training on the specific issues related to e-business.
- Use of digital technologies can enhance the role of enterprises in promoting entrepreneurship, ~~liberalizing~~ trade, accumulating knowledge and upgrading skills, thereby increasing productivity, incomes and jobs and promoting qualitative improvement of working life.
- E-business and e-commerce can largely contribute to the development of micro-enterprises and small and medium-sized enterprises (SMEs), which have a very important social function in job creation, especially in developing countries. Governments, in partnership with the private sector and civil society, must enable SMEs to take the opportunities offered by e-commerce and e-business.
- Culture. ICT networks can provide cultural and national institutions with the means to extend public access to their cultural heritage.
- Appropriate measures to protect against unfair use of traditional knowledge should be identified.
- 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.

⁸¹ Proposed by Switzerland.

Alternate paragraph 37: **E-business:** Enterprises, particularly SMEs, can use ICTs to foster innovation, ~~realize gains in~~ increase productivity, fight against poverty, reduce transaction costs and benefit from network externalities capabilities:

- Through the adoption of an enabling environment and based on a widely-available broadband infrastructure, Governments should seek to stimulate private investment, new applications and content development and foster public-private partnerships. Governments should adopt a twofold approach: setting the rules and using e-business in their interaction with the business community.
- ICTs can be used to bring consumer benefits and satisfaction by widening the choice of to the extent that they make it possible to expand the roster of potential suppliers, beyond the constraints of location, within a framework of respect for international treaties and the sovereignty of nations in regard to cross-border services. The private sector should help to raise awareness and to ensure training on the specific issues related to e-business.
- Use of digital technologies can enhance the role of enterprises in promoting entrepreneurship, liberalizing trade, the accumulation of knowledge, the upgrading of skills, thereby increasing productivity, incomes and jobs and promoting qualitative improvement of working life and generating income and decent work.⁸²

38 **E-learning:** Access to education and knowledge is essential for economic, social and cultural development, and as a means of personal empowerment, community development and [business efficiency/effectiveness of economic activity]. Without neglecting traditional literacy, ICT networks have the potential to offer new educational opportunities to all groups in all areas, and a wider delivery of education especially to those sectors of the population who have less access to education:⁸³

- E-learning should contribute to achieving universal primary education worldwide through better delivery of [education/training] and better training of teachers, and to offer improved conditions for lifelong learning, encompassing people that are outside the "normal" education process, and for improving professional skills. Due to their lower rates of enrolment and higher rates of attrition, women and girls should be targeted for e-learning.
- Implementation of affordable and universal educational programmes, content, regular and broadband access networks and hardware should be promoted.
- The introduction and development of ICTs in various schools and other learning institutions [shall/should] be supported through the [establishment/utilization] and maintenance of a human resources network that institutionalizes the ongoing training of teachers and instructors, who are the backbone of innovation.
- Advantage [shall/should] be taken of best practices to create high-quality, gender-sensitive and readily accessible teaching material from all over the world to facilitate knowledge transfer to the national level.
- Special attention [shall/should] be devoted to multilingual training and to the use and development of language software including translation software.
- In small, remote communities, ICTs could ensure that youth have access to comprehensive and varied training programmes, which would enable local teaching establishments to be maintained in spite of the small number of students.

⁸² Proposed by Mexico.

⁸³ See comments from Argentina.

*Alternate paragraph 38: **E-learning:** Access to education and knowledge is essential for economic, social and cultural development, and as a means of personal empowerment, community development and business efficiency. Without neglecting traditional literacy, ICT networks have the potential to offer new educational opportunities to all groups in all areas, and a wider delivery of education greater educational capacity:*

- E-learning should contribute to achieving universal primary education worldwide through better delivery of education and better training of teachers, and to offer improved conditions for lifelong learning, encompassing people that are outside the "normal" education process, and for improving professional skills.
- Implementation of ~~affordable and~~ universal educational programmes, content, broadband networks and hardware should be promoted.
- The introduction and development of ICTs in ~~various~~ schools and ~~other~~ learning institutions ~~shall~~ must be supported through the establishment and maintenance of a human resources network that institutionalizes the ongoing training of teachers and instructors, who are the backbone of innovation.
- Advantage ~~shall~~ must be taken of best practices to create high-quality teaching material, readily accessible ~~teaching material from~~ all over the world in order to facilitate knowledge transfer to the national level.
- Special attention ~~shall~~ must be devoted to multilingual training and to the use and development of translation software.

38 A Particular attention should be given to children and the means of improving their perspectives for the future through technology enhanced or supported education, adaptation of curricula to the changing requirements of the job market and skills programmes for digital literacy and technical capacitation.⁸⁴

38 B Actions should aim at promoting universal access to knowledge via high quality education, including distance learning for under-served areas, non-formal education and teacher training adapted to the specificities of each region. special projects for citizens in active use of ICTS, for the achievement of broader digital literacy and the creation of a culture of life-long learning in ICT deployment are also very important initiatives.⁸⁵

38 C Clear strategies must be developed in all countries, taking into account different regional structures, with the aim of ensuring that all citizens have the knowledge necessary to live, work, and develop their potential in the new knowledge-based society, while understanding that the use of ICTs and, in particular, internet access are not luxuries or a more effective path to consumption, but tools and vehicles for increasing access to high quality education, welfare and citizenship.⁸⁶

38 D ICTs can accelerate the education of marginalized population groups and those living in extreme poverty, with the support of international organizations, NGOs and the private sector, stimulating the creation of local opportunities.⁸⁷

⁸⁴ Proposed by Brazil.

⁸⁵ Proposed by Brazil.

⁸⁶ Proposed by Brazil.

⁸⁷ Proposed by Brazil.

39 **E-health:** [Access to health-care information and services is [a basic right/essential]/-~~Access to healthcare information and services is a basic right.~~] Many countries lack adequate healthcare facilities and personnel, particularly in rural and remote areas. ICTs should be incorporated on a mass scale in the field of health care and hygiene with a view to improving resource use, patient satisfaction, personalized care, and the coordination of public health-care systems, private institutions and the academic sector:⁸⁸

- ICTs should be used to promote social inclusion of all members of society by enabling equitable access to healthcare services, especially for women who are primary health-care providers for their families, as well as empowering citizens to better manage their own health and to participate more effectively in the healthcare process.
- Innovative solutions and options [must/should] be devised for providing health services to under-served areas.
- Another e-health priority [shall/should] be the prevention, treatment ~~and~~ monitor and control of the spread of dangerous and [contagious/infectious] diseases - specifically HIV/AIDS, tuberculosis and malaria - in particular, through the creation of a common information system which includes the specific needs of women.
- ICT should be used for the preparation and dissemination of accessible information that strengthens prevention programmes and promotes women's and men's health.
- ICTs can be used to provide e-health supports to specific groups (such as the elderly, the chronically ill and children).
- An ICT-based e-health network should be established to provide medical assistance following humanitarian disaster and emergencies.
- A system should be established to provide e-health services to the populations in remote regions of the globe.

*Alternate paragraph 39: **E-health:** Access to health-care information and services is a basic right. Many countries lack adequate health-care facilities and personnel, particularly in rural and remote areas. ICTs should be incorporated on a mass scale in the field of health care with a view to improving resource use, patient satisfaction, personalized care, and the coordination of public health-care systems, private institutions and the academic sector:*

- ICTs ~~should~~ must be used to promote social inclusion of all members of society by enabling equitable access to health care, including preventive medicine services, ~~as well as empowering citizens to better manage their own health and to participate more effectively in the healthcare process.~~
- Innovative solutions and options must be devised for providing health services to underserved areas.
- ~~Another e health priority shall be~~ E-health priorities shall include the prevention, treatment ~~and monitor~~, monitoring and control of the spread of dangerous and contagious diseases - specifically HIV/AIDS, tuberculosis and malaria ~~in particular~~, through the creation of a common information system.
- ICTs can be used to provide e-health supports to specific groups (such as the elderly, the chronically ill and children).
- An ICT-based e-health network ~~should~~ must be established to provide medical assistance following humanitarian disaster and emergencies.

⁸⁸ See comment from New Zealand and US.

- A system ~~should~~must be established to provide e-health services to ~~the populations in remote regions of the globe~~regional populations.
- The portability of information that includes electronic clinical files is an unavoidable and urgent objective. All individuals should have a single electronic clinical record covering their entire lives, from birth to death. To that end, the governments of countries signatories to the Summit shall undertake to adapt their legislation and standards with a view to making the electronic clinical file valid in law. They shall also undertake to pursue the adoption of a global technical standard for the exchange of data between the information systems of all public and private health institutions.⁸⁹

39 A ICTS can make sound scientific and technical information available to health workers, telehealth can connect remote populations and under-served groups to better services, thereby complementing traditional forms of public health care.⁹⁰

39 B Health services in most developing countries are concentrated in urban areas, being far and fewer in rural, remote or poor regions. this represents a profound imbalance between urban-rural and rich-poor areas in terms of availability, quality, density of specialists, facilities and more advanced treatments.⁹¹

39 C Technological convergence supports services, at affordable costs, which have the potential to improve health care, decentralizing and expanding their coverage to populations that previously did not have access to them because they lived in remote areas, where medical staff and facilities were unavailable.⁹²

39 D It should be promoted greater access to information networks for governments, health professionals and institutions, industry and civil society, through international cooperation initiatives and the creation of specific funds.⁹³

40 **E-employment:** ICTs can provide tools for new job creation and enhance competitiveness and productivity through teleworking, enterprise networking and efficient linking of job seekers and employers. Best practices and new labour laws for e-workers and e-employers built on principles of social justice and gender equality should be developed at the international level. The role of the ILO is fundamental in this respect. Telecommuting should be promoted to allow the best brains of the developing world to live in their societies and work anywhere/~~Telecommuting should be promoted to allow the best brains of the developing world to live in their societies and work anywhere.~~ Opportunities to increase women's employment through telework and telecommuting should be supported.⁹⁴

40 A Safe and healthy, secure and fair working conditions, built on principles of social justice and gender equality, to be enjoyed by all workers in the Information Society.⁹⁵

⁸⁹ Proposed by Mexico.

⁹⁰ Proposed by Brazil.

⁹¹ Proposed by Brazil.

⁹² Proposed by Brazil.

⁹³ Proposed by Brazil.

⁹⁴ See Mexican comments for Spanish translation.

⁹⁵ Proposed by Australia.

40 B ICTs have the potential to foster economic growth and boost job creation. ICTs promote corporate innovation and modernization, especially for small and medium-sized enterprises, providing access to new business opportunities, and thereby facilitating the creation of new and better employment.⁹⁶

40 C The portion of a country's population which has the potential to be economically-active and, in particular, that part of the population whose access to the labour market is restricted owing to unemployment, underemployment, age, health, or social status can greatly benefit from the potential of ICTs. youth employment is of special relevance in developing countries due to nature of their population dynamics.⁹⁷

40 D ICTs-led transformations, however, may cause the suppression of many employment posts, in particular those associated with traditional means of managing information. providing unemployed workers with the necessary educational and economic means towards their integration into the information society is a task to be undertaken by governments, in partnership with the private sector, civil society and international organizations.⁹⁸

40 E ICTs imply restructuring and reengineering of enterprises, modifying the concept of employment by facilitating and streamlining the interface between employers and employees, or between those seeking and those offering personal services. countries, in particular developing ones, need to modernize their legal, regulatory and policy environment in order to maximize the economic and social benefits of the information society, while preserving fundamental labour rights and guarantees.⁹⁹

41 **E-environment:** [Systems should be established to prevent man-made disasters, using ICTs to monitor the [operators of production/the environmental impact caused by production] and transport systems ~~that pose the gravest potential threats to the environment, as well as to forecast natural disasters~~/Systems should be established to prevent man-made disasters, using ICTs to monitor the operators of production and transport systems ~~that pose the gravest potential threats to the environment~~].

41 A "There is a need to set priorities and develop the uses of ICTs, for development in agriculture and early warning systems, for example."¹⁰⁰

41 B 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.¹⁰¹

⁹⁶ Proposed by Brazil.

⁹⁷ Proposed by Brazil.

⁹⁸ Proposed by Brazil.

⁹⁹ Proposed by Brazil.

¹⁰⁰ Proposed by Switzerland.

¹⁰¹ Proposed by Switzerland.

41 C 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 2005.¹⁰²

41 D 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.¹⁰³

8) Cultural identity and linguistic diversity, local content and media development

42 **Cultural and linguistic diversity.** Linguistic and cultural diversity enriches the development of society by giving expression to a wide range of different values and ideas. For this purpose:

- Information and applications should be presented in the language and cultural context most familiar to the user, thereby further encouraging the use of ICTs.
- To foster mutual understanding, diversity of cultural expression should be preserved and promoted, through the creation of varied information content and the digitization of the educational, scientific and cultural heritage.
- ICTs should be used to help preserve diversity and indigenous knowledge and traditions.
- Means should be developed for enabling access to information resources in different languages, in particular online translation tools.
- Means should be developed for processing information in local languages: for instance, standard character sets and language codes, dictionaries, general and application software.
- Non-written languages should be preserved by supporting the use of digital audio.
- Tools should be developed to evaluate the social impact of ICTs and contribute to the eradication of poverty. this should be done with the involvement of all stakeholders, including the poor themselves, both in northern and southern countries.
- Technologies should be adapted to suit different cultures.

¹⁰² Proposed by Switzerland.

¹⁰³ Proposed by Switzerland.

- 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.

*Alternate paragraph 42: **Cultural and linguistic diversity.** Linguistic and cultural diversity enriches the development of society by giving expression to a range of different values and ideas. ~~For this purpose~~ Accordingly:*

- Information ~~should~~ must be presented clearly and precisely in the language and cultural context most familiar to the user, thereby further encouraging the use of ICTs.
- To foster mutual understanding, diversity of cultural expression should be preserved and promoted, through the creation of varied information content and the digitization of the educational, scientific and cultural heritage.
- All citizens should have access to services provided via sound and television broadcasting stations the content of which meets their need for broadcasts that are relevant to their own cultures and languages, in accordance with the law of each country.
- ICTs should be used to help preserve ethnic and cultural diversity and traditional knowledge diversity and indigenous knowledge and traditions.
- Means should be found to allow access to information resources in different languages, particularly online translation tools.
- Means should be developed for enabling access to information resources in different languages, in particular online translation tools.
- Means should be developed for processing information in local languages: for instance, standard character sets and language codes, dictionaries, general and application software.
- Non-written languages should be preserved by using audio support.¹⁰⁴

43 **Content:** Creation of local content should be supported:

- Public-private policy should foster the creation of varied information content, which helps to preserve and disseminate local and national culture, language and heritage, ~~and to safeguard family and community cohesion.~~
- Production and exchange of appropriate local content available in the mother tongue of users is of vital importance.

¹⁰⁴ Proposed by Mexico.

- Developing countries and countries whose economy is in transition [must/should] have the capacity for developing hardware and software, as well as content that is relevant to different segments of population.
- To make Web content more accessible, content referencing should be encouraged, based on public/private partnership.
- As the first level of contact between administrations and their citizens, local authorities have an important role to play in local content development, digital archives, diverse forms of digital media, content translation and adaptation. Those activities can also foster the development of local communities.
- Literacy software should be produced in local languages.
- Archives should be preserved as the memory of humankind, and systems should be developed to ensure continued access to archived digital information and multimedia content.
- Libraries, ~~and~~ archives, museums and other cultural institutions should be supported as content providers.
- Content should be made available in forms accessible to the non-literate.¹⁰⁵
- Recognition and support will be given to media based in local communities, thus contributing to creation of local content, preserving and developing cultural and linguistic diversity.¹⁰⁶

*Alternate paragraph 43: **Content:** Creation of local content should be supported through:*

- Public policy ~~should to~~ foster the creation of varied information content, which helps to preserve and disseminate local and national culture, language and heritage, and to safeguard family and community cohesion and the cohesion of the local and national as well as the local community.
- Local creativity, mainly through the promotion of local content that responds to local needs and particularities.
- Production and exchange of appropriate local content available in a user's mother tongue, which is of vital importance.
- ~~Developing countries must have the capacity for developing~~ The creation and development of hardware and software, as well as and of content that is relevant to different segments of population.
- ~~Content~~ The promotion of content referencing, based on public-private partnership to make web content more accessible, ~~should be encouraged.~~
- ~~Local authorities have an important role to play, because for citizens they represent the first level of contact with the administrations and they could also foster the development of local communities:~~ The development of local content development, digital archives, diverse forms of digital media, and content translation and adaptation should be supported through local authorities, which have an important role to play as citizens' first level of contact with the administration.
- Literacy software should be produced in local languages.

¹⁰⁵ Proposed by Canada.

¹⁰⁶ Proposed by Tanzania.

- ~~The preservation of archives~~Archives should be preserved as the memory of humankind, and ~~the development of systems should be developed~~ to ensure continued access to archived digital information and multimedia content.
- ~~Libraries~~Support for libraries and archives should be supported as traditional knowledge content providers.¹⁰⁷

43 A Incentives for the development of national and regional content can play an important role to promote, diffuse and protect cultural identities.¹⁰⁸

44 **Media:** ICT and media should stimulate linguistic and cultural diversity and facilitate exchange of local content:

- Investment should be made in regional and community-based media content as well as new technologies.
- Independent production and pluralistic media should be supported.
- Appropriate multilateral television networks should be promoted.
- Legal and administrative measures should be taken to prohibit undue concentration of private ownership and control of media.¹⁰⁹
- **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;

¹⁰⁷ Proposed by Mexico.

¹⁰⁸ Proposed by Brazil.

¹⁰⁹ Proposed by Cuba.

- 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.¹¹⁰

9) **Identifying and overcoming barriers to the achievement of the Information Society with a human perspective**

44 A Careful planning and execution as well as a dynamic follow-up with the involvement of all actors should be able to identify and to overcome barriers as they arise towards the achievement of the information society.¹¹¹

44 B "Identifying, at the national and international levels, the main obstacles to the building of the Information Society."¹¹²

B Objectives

45 [Examples of possible concrete and comprehensive actions could include/which could be included]:¹¹³

a) **Benchmarks:** The following could serve as benchmarks for actions to be taken:¹¹⁴

- all villages to be connected by 2010, with a community access point by 2015;
- all universities to be connected by 2005, all secondary schools by 2010 and all primary schools by 2015;
- all hospitals to be connected by 2005 and health centres by 2010;
- 90 per cent of the world's population to be within wireless coverage by 2010 and 100 per cent by 2015;
- all central governments departments to have a website and email address by 2005 and all local governments departments by 2010.
- International effort in making available adequate Internet community access equipment under USD 100 by 2010, and under USD 50 by 2015.
- International effort in making available adequate and very economical infrastructure - wired or wireless (including cell phones) - to provide an extensive coverage of large parts of countries population.
- Increase the proportion of Internet content available in more than one language.
- Increase the number of languages used in association with the new information technologies.
- Devise, for all interested countries, appropriate universal access policies and strategies within two (2) years.

¹¹⁰ Proposed by Switzerland.

¹¹¹ Proposed by El Salvador.

¹¹² Proposed by Mali.

¹¹³ See comments from Czech Republic, Mali-Bamako 2000, New Zealand and Tunisia.

¹¹⁴ See comments from Australia, Canada, Japan, New Zealand and Tunisia.

- Organize, by 2005 at the latest, a donors' roundtable for the purpose of mobilizing the necessary financial resources to implement NEPAD's ICT measures.
- Provide all interested countries with appropriate technical assistance for the preparation of network development plans for broadband Internet and IP.
- Implement (and evaluate) in LDCs pilot projects on e-services/applications and IP within three (3) years.
- Establish an international fund to finance the initiation, study and implementation of ICT projects in rural areas, particularly in the LDCs, within (3) years.
- Provide, for a period of three years, technical and financial assistance for the promotion and consolidation of subregional centres of excellence and Internet training centres that can become focal points for ICT research and development.
- Establish, particularly in the LDCs, multipurpose access points in order to provide a wide range of e-services/applications in rural areas.
- Establish within one (1) year pluridisciplinary national committees to be responsible for devising strategies for the achievement of the Information Society and for supervising their implementation.
- Support countries, particularly developing countries, in drawing up their e-strategies, providing guidance and producing guidelines to that end.
- Introduce tax and customs incentives for the provision of ICT equipment to schools, health centres and local communities.
- Establish, under the aegis of ITU, a mechanism for the coordination of measures and activities carried out by international bodies in order to facilitate the promotion and development of the Information Society.
- Establish a mechanism for the recovery of computers and/or support existing mechanisms with a view to equipping schools, health centres and local communities.
- Devise and implement a mechanism to support the development of voice and touch applications allowing the advantages of ICTs to be extended to a large part of the population in developing countries.
- Prepare, by the end of 2005, a reference plan and guidelines on securing information and/or networks.
- Initiate and implement within three (3) years a technical assistance programme for developing countries enabling them to devise and implement security policies and strategies.
- Produce a yearly inventory of the best technologies for access to remote and rural areas in order to optimize ICT access costs.
- Set up within three (3) years distance training centres in the LDCs.
- Provide significant support and backing for the implementation of the African Language Academy's ICT programme.
- Setting conducive legal and regulatory framework to promote information society by 2005.
- All central government departments to have a website and email address by 2005 and local governments by 2010.
- Building awareness of the use of ICTs to all segments of society by 2020.

Alternate 1 paragraph 9 (a): **Benchmarks:** The following could serve as benchmarks for actions to be taken:

- all villages to be connected by 2010, with a community access point by 2015;
- all universities to be connected by 2005, all secondary schools by 2010 and all primary schools by 2015;
- all hospitals to be connected by 2005 and health centres by 2010;
- 90 per cent of the world's population to have wireless coverage by 2010 and 100 per cent by 2015;
- all central government departments to have a website and e-mail address by 2005 and all local government departments by 2010.¹¹⁵

Alternate 2 paragraph 9 (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.
- 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.

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 programmes 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.

¹¹⁵ Proposed by Mexico.

- 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.
- 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.¹¹⁶

b) **E-strategies:** National e-strategies, including the necessary human capacity-building, should be developed for all countries within three years.

c) **Global Digital Compact:** A "Global Digital Compact" should be launched to create a new pattern for partnership and interaction between governments and non-governmental actors, based on division of labour, specialized responsibilities and, the identification of specific and common interests. It would aim at achieving shared ICT development goals. Governments would create a stimulating regulatory environment and fiscal incentives while business would bring in technology and simple applications. Non-governmental organizations would undertake awareness campaigns and work at community level, etc. This model could start from the institutional relationships already existing in ITU, with ITU as coordinator.

d) **Digital development index:** A composite ICT Development (Digital Opportunity) Index should be launched and gradually developed. It could be published annually, or every two years, in an ICT Development Report. The index could show the ranking of countries while the report would present analytical work on policies and their implementation. ITU could coordinate this activity, drawing upon the existing experiences in various organizations, universities, think-tanks etc.

e) **Handbook on good practices and success stories:** A "Handbook on good practices and success stories", could be developed and launched, based on a compilation of contributions from all stakeholders, in a concise and compelling format. The Handbook could be re-issued periodically and turned into a permanent experience-sharing exercise.

f) **Training content workers:** Content workers ~~in the least developed countries~~ such as archivists, librarians, scientists, teachers and journalists - should be equipped and trained, making use of the expertise and operational capacity of the relevant international professional organizations.

g) **Curriculum revision:** The curricula of the primary and secondary schools should be revised in all countries, within three years, in order to meet the challenges of the Information Society.

¹¹⁶ Proposed by Switzerland.

h) **World languages on the Internet:** The necessary technical (software and hardware) conditions, should be created to permit all the world's languages to be present and used on the Internet.

C [Strategies, programmes, methods for implementation/Strategic programmes and methods for implementing them]

46 Governments, the private sector, civil society, the media and multilateral organizations all have a role in the evolution towards an Information Society, supported by ICTs and traditional communication media.¹¹⁷

Alternate paragraph 46: 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.

¹¹⁷ See comment from Mali- Bamako 2000.

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.

– 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.

– A peer review mechanism should be established by 2005.¹¹⁸

46 A Every country should, through its government, put in place a suitable policy to ensure that its legal and educational framework will keep pace with technological and legal advances in the Information Society as they occur.¹¹⁹

47 **Governments** have a particular role in setting and implementing comprehensive, forward-looking and sustainable e-Strategies, adapted to the specific requirements of different communities and reflecting the stage of development and the structural characteristics of the national economy. Such strategies should include:

- Establishing regulatory frameworks.
- Renewing models for public sector action and actively shaping the transformation towards an Information Society.
- Preparing the future generation for the Information Society, and creating an environment of continuous learning.
- Ensuring the ~~[full ownership by all stakeholders of/~~effective participation of all stakeholders in] the e-strategies that are elaborated.¹²⁰
- Governments becoming model users of new technologies and ICTs to improve the quality and delivery of government service.¹²¹

¹¹⁸ Proposed by Switzerland.

¹¹⁹ Proposed by El Salvador.

¹²⁰ See comments from New Zealand and Tunisia.

¹²¹ Proposed by Canada.

Alternate paragraph 47: ~~Governments in particular~~ have a fundamental role in ~~setting and implementing comprehensive, forward looking and sustainable~~ e-strategies, adapted to the specific requirements of different communities and reflecting the stage of development and the structural characteristics of the national economy. ~~This should~~ The e-strategy shall include:

- Financing programmes for the acquisition of books and other publications in libraries, and for the connection of end users to the Internet, especially in developing countries and in disadvantaged groups in developed countries, as a contribution to bridging the digital divide.
- Establishing regulatory frameworks.
- Renewing models for public action and actively shaping the transformation towards an Information Society.
- Preparing the future generation for the Information Society, and creating an environment of continuous learning.
- ~~Ensuring the full ownership by all stakeholders of the e-Strategies that are elaborated.~~¹²²

48 **Private sector** involvement is crucial for a sound and sustainable development of infrastructures, content and application.

- The private sector is not only a market player but plays a role in a wider political and social context, i.e. helping countries to develop ICTs and overcome the digital divide.
- The private sector can be involved in practical partnerships for innovative applications, for instance, in e-government initiatives.
- The private sector remains responsible and accountable for fair, open and transparent practices, the respect of the goals of this Declaration and the promotion of a culture of peace.

Alternate paragraph 48: The commitment of the private sector is crucial for a lasting and sustainable development of infrastructures, content and applications:

- The private sector is not only a market player but plays a role in a broad political and social context, for example helping countries to develop ICTs and overcome the digital divide.
- The private sector can be involved in practical partnerships for innovative applications, for instance, in e-government initiatives.¹²³

49 **Civil society** involvement is crucial for creating an equitable Information Society, based on sustainable economic and social development and gender ~~[justice/~~equality].

- Civil society involvement is vital in the take-up and social acceptance of the Information Society.
- Civil society can help to strengthen the value aspect in the triangle of regulation, markets and values.

Alternate paragraph 49: The commitment of civil society is ~~critical~~ important for creating an equitable Information Society based on sustainable social and economic ~~and social development and gender justice~~:

¹²² Proposed by Mexico.

¹²³ Proposed by Mexico.

- [The commitment of civil society is vital in the take-up and social acceptance of the Information Society].
- Civil society can help to strengthen the value facet in the triangle of regulation, markets and values.¹²⁴

50 **Mass media** - in their various forms - are recognized as an essential requirement for freedom of expression and a guarantee of the plurality of information:

- The media provide an important means of fostering public information, societal development and social cohesion.
- Through legislation and administrative measures, it must be limited undue concentration of private ownership and control of national and global media.

*Alternate paragraph 50: **Mass media** - in their various forms - are recognized as an essential requirement for freedom of expression and a guarantee of the plurality of information:*

- The media provide an important means of ~~fostering~~ disseminating public information, ~~societal~~ and fostering social development and ~~social~~ cohesion.¹²⁵

51 **Multilateral organizations** have a key role in providing guidance, facilitating peer dialogue, exchange of experience and familiarization with [best/good] practices, offering technical assistance in the design of e-Strategies ~~and, in some cases, complementing the role of governments and other actors.~~

52 **E-strategies and performance monitoring**: To be effective beyond the identification of goals, the e-Strategies should include timeframes, indicators and mechanisms for monitoring performance based not only on quantitative but also qualitative criteria:

- In the case of smaller countries, regional strategies can contribute to the emergence of larger markets, offering more attractive conditions for private sector investment as well as for a competitive environment.
- ICTs could be of particular relevance in the development context, because they offer opportunities to public administrations, help attract private investments and allow for leapfrogging using new and advanced technologies.¹²⁶

*Alternate paragraph 52: **Performance monitoring**: To be effective, beyond the identification of goals, the strategies should include time-frames, indicators and mechanisms for monitoring performance based not only on quantitative but also qualitative criteria and on community connectivity indicators. In the case of smaller countries, regional strategies can contribute to the emergence of larger markets, offering more attractive conditions for private sector investment as well as for a competitive environment. Furthermore ICTs could be of particular relevance in the development context, because they offer opportunities to Public Administrations, help attract private investments and allow for leapfrogging using new and advanced technologies.¹²⁷*

¹²⁴ Proposed by Mexico.

¹²⁵ Proposed by Mexico.

¹²⁶ See comment from New Zealand

¹²⁷ Proposed by Mexico.

53 **Specific initiatives:** The development of an e-strategy entails understanding what to promote, where to promote it, and how to tailor and implement activities to achieve maximum impact. This should capitalize on existing national, regional and global efforts. Specific initiatives could include:

- Promoting long-term [~~government spending on~~/government investment in] R&D and higher education, with the aim of mastering and adapting specific ICT solutions and targeting the equal participation of women.
- [~~Providing incentives~~/Formulation of incentive regimes] and regulatory schemes that would enhance private sector capabilities in terms of human resource development, infrastructure and institution building.
- [~~Providing tax incentives~~/Providing a regime of tax incentives] for start up ICT companies.¹²⁸
- Fostering the scale-up of locally successful ICT-related projects dealing with priority applications like health and education programmes.
- Focusing part of the R&D programmes on low purchasing power markets, including research on appropriate technologies and innovative marketing and distribution mechanisms, including the taking advantage of the diasporas.
- Creating a network of IT consultants.
- Developing a platform for showcasing applications.¹²⁹
- Developing a baseline of computer security safeguards that all stakeholders must adopt in order to protect their computer infrastructure.
- Adoption of a global initiative to recycle second-hand computers by replacing some of their components with more modern parts, and resell them for modest prices.

Alternate paragraph 53: The development of a strategy links agreement on what to promote, where to carry out and implement activities to achieve maximum impact. These should capitalize on existing national, regional and global efforts. Specific initiatives should include:

- Promoting long-term government spending on R&D and higher education, with the aim of mastering and adapting specific ICT solutions.
- Providing incentives and regulatory schemes that would enhance private sector capabilities in terms of human resource development, infrastructure and construction institutions.
- Providing tax incentives for start up ICT companies.
- Fostering the scale-up of locally successful ICT-related projects dealing with priority applications like health and education programmes.
- Focusing part of the R&D programmes on low purchasing power markets, including research on appropriate technologies and innovative marketing and distribution mechanisms, including the taking advantage of the diaspora.
- Creating a network of IT consultants.
- Developing a platform for showcasing applications.¹³⁰

¹²⁸ Japan proposes to delete this bullet point.

¹²⁹ See comments from Ethiopia, Fiji, Mali-Bamako 2000 and New Zealand.

¹³⁰ Proposal by Mexico.

D ~~*[International cooperation and financing]*~~*International cooperation; and financing]*

54 **International cooperation.** Close international cooperation among national authorities, stakeholders and international organizations in all aspects of the Information Society is more vital today than ever. Government leaders 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:

- To this end, advantage [~~shall~~/should] be taken of the opportunities offered by regional financial institutions and the UN Regional Commissions.

Alternate bullet point: ~~[To this end, advantage shall be taken of the opportunities offered by regional financial institutions and the UN Regional Commissions.]/To this end, international financial institutions and the UN Family shall work closely together to ensure maximisation of synergies and the impact of resources, particularly between the UN initiative and the Development Gateway initiative; advantage shall also be taken of the opportunities offered by international and regional financial institutions and the UN Regional Commission.]~~

- Encouraging entrepreneurship is an important goal. For this, it is necessary to establish certain basic structures, such as conducive regulatory frameworks and access to market information for businesses.
- Cyber-volunteer programmes should be encouraged, notably in relation to NGOs, for basic ICT training to marginalized groups, or specific ICT applications.
- A cumulative knowledge process should be fostered by systematic networking between grassroots initiatives, by creation of websites, by facilitating exchange of information and experience, and through dissemination of good practices.

Alternate paragraph 54:

54 **International cooperation; and financing.** ~~Close~~Establishing close international cooperation ~~among~~between national authorities, stakeholders and international organizations ~~in all aspects of~~related to the Information Society is ~~more vital today than ever~~of vital importance. To that end:

- It is necessary to identify, as a priority, the cooperation arrangements offered by the international financial institutions which afford the least developed countries an opportunity to create the infrastructure they need to be able to ensure their access to ICTs, since the Information Society requires effective incentives that provide countries with a basis of certainty for their integration.
- Resources should be granted to foster the creation and development of information-related small and medium-sized enterprises (SMEs).
- Entrepreneurship should be encouraged. For this, it is necessary to establish certain basic structures, e.g. strengthen the conducive regulatory framework and access to information markets for businesses.¹³¹

[Note: For the next paragraph 55, Financing, the following has been proposed: 4 new bullets points, 3 alternate texts, 2 new paragraphs and comments from three Member States]

55 **Financing:** A commitment to financing the different initiatives proposed in this action plan is an essential element in its successful implementation. This will require innovative partnerships between the public and private sectors:

¹³¹ Proposed by Mexico.

- It is proposed to create a digital solidarity fund. The international community is called upon to provide technical and financial cooperation at both the multilateral and bilateral levels, in particular with a view to giving the opportunity to less developed countries to create their ICT infrastructure.
- Developed countries should make available the official development assistance (ODA) commitments that they announced at the International Conference on Financing for Development. All countries should comply with all aspects of the consensus reached at that conference.
- [Developed countries that have not already done so should take concrete action to fulfill the target level of 0.7 per cent of their Gross National Income as ODA. We encourage developing countries to build on progress achieved in ensuring ODA is used effectively to help achieve development goals and targets./The countries represented at the Conference call upon those developed countries that have not already done so to take concrete action to fulfil the target of 0.7% of their GDP as overall official development assistance for developing countries and the target of earmarking 0.15% to 0.20% of GDP as official development assistance for least developed countries as agreed.]
- The unsustainable debt burden should be reduced through such actions as debt relief and as appropriate, debt cancellation and other innovative mechanisms geared to addressing the debt problem of developing countries, in particular the poorest and the most heavily indebted ones.
- The private sector could commit itself to provide ICT goods and services at preferential conditions for specific categories of users, notably not-for-profit organizations directly involved in poverty alleviation.¹³²
- Prepare strategies to promote investment for the development of ICTs in developing countries, particularly in rural areas.¹³³
- Establish in developing countries a mechanism to finance universal access (such as a universal access fund) in order to narrow the digital divide, especially in rural areas.

Sustainable telecom public service and 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.

¹³² See comments from Japan, Mali-Bamako 2000, Nepal, New Zealand and Tunisia.

¹³³ Proposed by Mali.

Alternate 3 paragraph 55 : Alternate 1 paragraph 55: ~~It is proposed to create a digital solidarity fund~~

- ~~This could include a commitment by the private sector to provide ICT goods and service at preferential conditions for specific categories of users, notably not for profit organisations directly involved in poverty alleviation. The private sector should be encouraged to provide ICT goods and services at preferential conditions for specific categories of users, notably not-for-profit organisations directly involved in poverty alleviation.~~
- ~~The unsustainable debt burden should be reduced through such actions as debt relief, debt cancellation and other innovative mechanisms geared to addressing the debt problems of developing countries, in particular the poorest and the most heavily indebted ones.~~ The unsustainable debt burden should be reduced through debt relief and debt cancellation.

Australia suggests deleting the rest of current text and inserting: Debt relief must be focused on the poorest countries demonstrating a commitment to the policy reforms needed to reduce poverty. We support the World Bank/IMF enhanced Heavily Indebted Poor Countries (HIPC) Initiative which involves participation by multilateral and bilateral creditors and ensures a comprehensive and coordinated approach to debt relief in heavily indebted poor countries.¹³⁴

Alternate 2 paragraph 55 : ~~It is proposed to create a digital solidarity fund. The international community is called upon to provide technical and financial cooperation at both the multilateral and bilateral levels, in particular with a view to giving the opportunity to less developed countries to create their ICT infrastructure.~~

- The international community is called upon to respond appropriately through technical and financial cooperation at both the multilateral and bilateral levels to the relative priority given by least developed countries to the development of their ICT infrastructure.

...

- The Monterrey Consensus adopted by the International Conference on Financing for Development recognized that the resources necessary for development must be generated from both domestic and international sources. Developing countries are encouraged to create domestic conditions that are conducive both to generating domestic and attracting international resources and to using these resources effectively for development. For their part, developed countries are encouraged to both provide the additional resources they signalled at the Conference and work towards creating an international environment that is more conducive to development.
- Developed countries that have not already done so should ~~take~~make concrete efforts ~~action~~ to fulfill the target level of 0.7 per cent of their Gross Domestic Product as ODA.
- ~~The~~Where unsustainable debt burden should be reduced through such actions as debt relief, debt cancellation and other innovative mechanisms geared to addressing the debt problem of developing countries, in particular the poorest and the most heavily indebted ones.¹³⁵

¹³⁴ Proposed by Australia.

¹³⁵ Proposed by Canada.

Alternate 3 paragraph 55: **Financing:** A commitment to financing the different initiatives proposed in this action plan is an essential element in its successful implementation. This will require innovative partnerships between the public and private sectors:

- It is proposed to create a digital solidarity fund. The international community is called upon to provide technical and financial cooperation at both the multilateral and bilateral levels, in particular with a view to giving the opportunity to less developed countries to create their ICT infrastructure.
- This could include a commitment by the private sector to provide ICT goods and services at preferential conditions for specific categories of users, notably not-for-profit organizations directly involved in poverty alleviation.
- Developed countries should make available the official development assistance (ODA) commitments that they announced at the International Conference on Financing for Development. All countries should comply with all aspects of the consensus reached at that conference.
- ~~– Developed countries that have not already done so should take concrete action to fulfill the target level of 0.7 per cent of their Gross Domestic Product as ODA.~~
- ~~– The unsustainable debt burden should be reduced through such actions as debt relief, debt cancellation and other innovative mechanisms geared to addressing the debt problem of developing countries, in particular the poorest and the most heavily indebted ones.¹³⁶~~

55 A New and additional sources of funding and their implementation mechanisms are needed, in order to support national ict for development strategies, including ICT infrastructure. Funding should also be based on contributions from developed countries, international organizations, NGOs and the private sector.¹³⁷

55 B 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 cooperation, 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-programmes.~~
- ~~– 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.~~

¹³⁶ Proposed by Mexico.

¹³⁷ Proposed by Brazil.

- 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.¹³⁸

56 **Technology transfer:** It is important to facilitate access, and to transfer knowledge and technology without any discrimination on concessional, preferential and favourable terms to developing countries, as mutually agreed, taking into account the need to protect intellectual property rights, with the objective of enhancing the technological capacities and capabilities of developing countries, and improving their productivity and competitiveness in the world market.

E Follow up

57 **Indicators:** A realistic international monitoring and benchmarking (both qualitative and quantitative) exercise, through comparable statistical indicators, should be developed to follow up the implementation of the action plan and to evaluate progress towards well identified goals, in particular progress toward the Information Society. Indicators and periodic reports may also provide a basis for benchmarking, peer reviews and contribute to the dissemination of best practices. To increase efforts to compile statistics on ICT use disaggregated by sex, develop gender-specific indicators on ICT use and needs, and identify measurable performance indicators to assess the impact of funded ICT projects on the lives of women and girls.

Evaluation of the Information Society: To effectively plan and coordinate the development of the Information Society, indicators and measurements that evaluate and compare the progress of penetration of ICTs and their use by the population should be developed in cooperation with the scientific community.¹³⁹

*Alternate paragraph 57: **Indicators:** A realistic international monitoring and benchmarking (both qualitative and quantitative) exercise, through comparable statistical indicators, ~~should~~ could be developed to follow up the implementation of the action plan and to evaluate progress towards well identified goals, in particular progress toward the Information Society. Indicators and periodic reports may also provide a basis for benchmarking, peer reviews and contribute to the dissemination of best practices. To that end, consideration should be given to the incorporation of new community connectivity indicators which allow analysis of the development of communities in which community connectivity is introduced, thus enabling the real impact and effectiveness of public policies to be measured in each country, particularly in the developing and the least developed countries, for the purpose of evaluating progress towards the Information Society.*¹⁴⁰

¹³⁸ Proposed by Switzerland.

¹³⁹ See comments from Australia, Japan and New Zealand.

¹⁴⁰ Proposed by Mexico.

57 A Performance measurement is critical. Adequate planning at the outset for benchmarking of results will provide a basis for all sectors involved to monitor progress against agreed goals and to adjust their activities to ensure that they are met.¹⁴¹

57 B Appropriate indicators and benchmarking should clarify the magnitude of the digital divide, and keep it under regular assessment, with the purpose of measuring the effectiveness of international cooperation and transfer of technology mechanisms.¹⁴²

57 C New indicators/methodologies should be studied and researched with a view to improving assessment of its impact, with particular attention to their applicability in regards to the different levels of social and economic development and national contexts.¹⁴³

57 D Methods for quantifying the digital divide, therefore, cannot not be based solely on ICT density, infrastructure or consumption, but must track global progress in the use of ICTs to achieve the UN Millennium Declaration's social and development goals.¹⁴⁴

57 E To promote the effectiveness of the actions proposed in this action plan, each country should designate an authority to be responsible for the carrying out and follow-up of those actions, as well as measuring the results achieved and proposing remedial actions where necessary.¹⁴⁵

58 **[Reporting/Outcome of evaluation]**: International organizations and UN specialized agencies, particularly ITU, [~~shall~~/should] assess and report regularly on universal accessibility of ICTs and possible cases of discrimination. They [~~should~~/shall] also ensure non-discrimination based on sex, race, age, language, ethnicity, culture, religion, or disability for all members in their programmes, projects and contractual engagements, with the aim of creating equitable opportunities for the growth of ICT sectors of developing countries.¹⁴⁶

Alternate paragraph 58: **Reporting:** International organizations and UN specialized agencies, particularly ITU, shall assess and report regularly on progress towards the Information Society. ~~universal accessibility of ICTs and possible cases of discrimination. They shall also ensure non-discrimination for all members in their programmes, projects and contractual engagements, with the aim of creating opportunities for the growth of ICT sectors of developing countries.~~

¹⁴¹ Proposed by Brazil.

¹⁴² Proposed by Brazil.

¹⁴³ Proposed by Brazil.

¹⁴⁴ Proposed by Brazil.

¹⁴⁵ Proposed by El Salvador.

¹⁴⁶ See comments from Fiji and Israel.

59 ~~[Support for implementation/Support for implementation]~~: Organizations of the UN family should support countries in the follow up on the ~~agreements adopted~~ goals established in this declaration and action plan.

59 A Research Programmes. To support and encourage research programmes to design, develop and adapt ICT infrastructure, tools and applications that are responsive to the needs of the poor, including women.¹⁴⁷

]

¹⁴⁷ Proposed by Canada.

[Section II¹⁴⁸

Observers' contribution to the draft Action Plan¹⁴⁹

[1] The Information Society is an evolving concept which encompasses the traditional media of press, radio and television as well as the new media brought into being through advances in ICTs.

A List of issues

1) Information and communication infrastructure: financing and investment, affordability, development and sustainability

[2] Add employment *after* cultural aspects.

[3] Universal access: In order to achieve affordable and universal access to the Information Society, including the traditional media, in basic services, the following are essential:

- Designing national network infrastructure.
- Developing infrastructure for radio and television coverage.
- Adoption of a combination of infrastructure technologies for building IP-Public Data Networks, and Intelligent Networks.
- Mobilization of renewable and decentralized energy sources as a pre-requisite for universal access to network infrastructures. Particular attention must be given to rural and isolated communities.
- Development of technology systems that are appropriate to local environments to effectively bridge the digital divide, for example community radio, local newsletters, and other forms of community and non-profit media shall be privileged.
- Support and encourage research programmes to design, develop and adapt ICT infrastructure, tools and application that are responsive to the needs of the poor, especially non-literate women.

[7] To reduce large investment and operation costs, a common use of infrastructure is recommended for both telecommunication and radio/TV information transport and distribution.

[9] Equitable tariff and quota structures for telecommunication services (backbone, local access, telecommunication) should be created.

[10] Regional infrastructure:

- It is imperative for Africa to rehabilitate and develop the existing PANAFTTEL network, and where necessary, complete it with new backbones to create extensive African Interconnection Network (AIN). This network should be completed by

¹⁴⁸ This section has not been refined by the intersessional mechanism.

¹⁴⁹ Paragraph numbers correspond to those of Section 1 of this document. Where new issues are raised by observers' comments these are added with a number associated to a letter (e.g. 12 A, B, etc.).

International/Intercontinental access points to the global telecommunications network. On the other hand, remote regions that are too distant from terrestrial networks should have priority access to the satellite services, particularly the RASCOM African satellite.

- Regarding IP traffic, which is rapidly growing in the short term, a "Gateway Internet Exchange" (GIX) network must be designed at the regional level as a priority, in order to keep intra-African IP traffic within the continent, with the dual goals of fully leveraging the AIN network and of reducing the volume of intercontinental traffic.

2) Access to information and knowledge

[12] Promote and guarantee access for all, starting from the community level.

[12] Scientific information should be available, or at least indexed, within a multilingual context.

[12 A] Open Access. Need to encourage:

- Creation of content models whereby content in digital format is freely available, while paper-printed versions or CD burned versions may be sold by institutional or commercial channels.
- Publishers to develop Open Access business models, whether these models are commercial or not-for-profit.
- Creation by scientists of not-for-profit Open Access Journals and authors to submit their papers to Open Access Journals.
- Existing subscription-based journals to turn to Open Access models.
- Authors to write Open Access books and multimedia material for research and education.
- Authors to maintain a personal web page whereby all their research findings and reports are freely available.
- Creation of institutional Open Archives at the national and international level.
- Establishment of a programme funded by the UN (or its agencies) to:
 - Create a worldwide portal to Open Access journals and Open Access books.
 - Ensure financial support to not-for-profit Open Access Journals.
 - Create a worldwide scientific Open Archive.
 - Distribute free CDs containing Open Access contents to transition countries.
 - Provide financial support to the creation and maintenance of institutional Open Access archives.
- Encourage the creation and maintenance of mirror sites of Open Access contents in institutions belonging to transition countries, in order to save Internet connection costs.
- Recommend that Member states should adopt national legislation making it compulsory for scientists to deposit their published works in a national or a UN funded world-wide Open Access archive.
- Recommend that Member states should adopt national regulations making it compulsory for scientists whose research is funded by public agencies or by private foundations to publish in Open Access journals.

[12 B] Development of vocal and tactile e-applications.

[12 C] The traditional media will play an important role both in promoting understanding of ICTs and in providing content for the new media. Increased cooperation and partnerships are needed between governmental and intergovernmental organizations, broadcasters, the private sector and civil society, for effective design and implementation of various initiatives, by giving priority to locally-available human resources.

[13] Access to public domain information. Need to encourage:

- Provision for increased access to ICTs and integration into programmes that assist with poverty alleviation and the empowerment of women and men.
- Web pages of all public bodies should be fully accessible from any kind of browser, including free software browser, and should follow accessibility guidelines.
- Awareness among civil society at large for the need to support an independent, open-access public domain.

[14] Open-source/free software shall be adopted by all public authorities and bodies:

- Awareness of open-source/free software should be created, especially in the developing countries.
- Capacity in open-source/free software development should be built through the development of incubator funding, a knowledge warehouse of expertise in developing countries, development of regional and national open-source/free software portals, and by ensuring that technical experts in developing countries have full opportunity to participate in the development of open-source/free software.
- A "Programmers Without Frontiers" initiative, focused on open-source/free software as applied to development needs, should be launched and coordinated, under the auspices of the UN.
- A collaborative network of open-source/free software technology tools for civil society must be promoted.

3) The role of governments, the business sector and civil society in the promotion of ICTs for development

[17] Cooperation among Stakeholders: Promote corporate or employee volunteering initiatives on ICTs for development to facilitate for the private sector to share skills, expertise and resources, in order to harness them in a constructive way in ICTs for development initiatives.

The civil society must:

- Develop projects to disseminate digital culture among all social categories, with a priority focus on the handicapped.
- Be fully involved in the formulation and implementation of ICTs and sustainable development strategies.
- Develop projects that promote dialogue within and between civilizations via electronic networks.
- Establish associative networks and linkages between NGOs.
- Help to develop distance-learning programmes.

- Promote the value of partnership with representatives of the trade union movement at all levels (international, regional, national, local, and enterprise level) in working to bridge the digital divide. Trade unions are both an important sector of civil society, and a core element of global industry. Labour, together with civil society, business and governments have to create a common movement to overcome the social and the digital divide.

National government and local authorities must:

- Promote and facilitate infrastructure building, provide training, and create an enabling environment for ICT to be accessible for all, but they should not play the role of regulators of information flow and content.
- Prioritize and promote local ICT initiatives to service local, national and regional communities.
- Reaffirm the role of a more transparent, participatory, and effective democratic UN system as a truly legitimate forum for global governance.
- Recommit to principles of open, transparent, decentralised and accountable governance mechanisms at all levels, from the local to global, and in all spheres of society, including those related to the governance of information and communication systems.
- Promote further research programmes on issues related to the goals approved by the United Nations Millennium Assembly especially in the developing countries.
- Engage indigenous people as active in the Information Society through multiple stakeholder intergenerational partnerships.

[18] *add broadcasting after infrastructure*

[19] **ICT manufacturing capabilities:** Developing programmes to foster entrepreneurship including the uptake of ICT by SMEs with the objective being to enable efficient business practices and further promote universal access to ICTs and the Information Society.

4) **Capacity building: human resources development, education, and training**

[21] **ICTs in education:** Need to:

- Develop and improve the capacities of local teacher and researchers organisations by providing ICT training facilities in teacher training and research institutions, with particular emphasis on developing countries.
- Develop affordable solutions in terms of hardware and software tailored to the needs of all educational levels and to local conditions while promoting the combination of various media, both traditional and new.
- Increase the resource allocation of governments to programmes targeting the elimination of illiteracy, innumeracy and other learning challenges that impede the ability of marginalized sectors of society from fully accessing information necessary for their well-being.
- Use ICT to increase women's economic literacy and their economic empowerment and participation.

[21] Like the press, radio and television, and in partnership with those media, ICTs can contribute to enhancing the quality of teaching and learning, and the sharing of knowledge and information.

[22] **Capacity building for ICT use:** People must have enhanced levels of ICT literacy and ICT skills to make the best use of the Information Society:

- Education systems and skills development programmes for all segments of society should be created with the objective being that populations have the skills necessary to reap the benefits of the Information Society, including the use of ICT for education.
- Youth can provide skills and commitment through volunteer and community initiatives to use ICTs towards attaining the Millennium Development Goals.
- Computer literacy and education for all are vital elements of the Information Society. Access to information can only be meaningful if illiteracy is eradicated. At the same time the Information Society must enhance the provision of quality education through lifelong learning (primary, secondary, tertiary education, in-service education and other forms of education), which provides for the ability to critically assess and evaluate information.
- Ensure that women are not disproportionately disadvantaged by the working conditions and organizational climate common within the global ICT industry, such as "flexible" employment practices.
- Support training initiatives in information management and production skills for grass roots organisations in developing countries.
- Implementation of measures to ensure women's equal access to ICT education, training and literacy by: Integrating ICT education in school curricula based on gender equality; Realizing girls' full participation in science and technology education; Developing relevant distance ICT education and training programmes, especially for rural women and girls.

[23] Training ICT specialists: Need to:

- Develop and provide resources for ICT skills enhancement programmes in technical colleges and in particular professional academies with full involvement of the teaching staff and directors. This action should replace commercially-based joint venture programmes with multinational corporations that provide narrow training focussed on their company's products.
- Promote engineering knowledge transfer towards domestic capacity building in developing countries, as well as local engineering capacities to develop local knowledge and needs.

5) Security

[24] Adoption of any security-related policy should be the result of prior multi-stakeholder consultations, including civil society and users/consumers as well as business and government.

[25] A global investigation on the impact of ICT security policies on civil liberties and human rights should be initiated under the supervision of the UN. The assessment would cover threats to privacy, freedom of expression, freedom from surveillance, etc. A public benchmarking on the evolution of this impact would be provided by a dedicated mechanism.

[25] International cooperation should be developed to fight all forms of the surveillance and monitoring system infringing upon the values of human rights and democracy.

[25 A] Privacy: Need to:

- Secure technical experts to protect against illegal monitoring of private information held by civil society.
- Create awareness on the necessity of privacy protection through educational programmes conducted by governments, international organizations and civil society.
- Create an independent mechanism such as a "Privacy Protection Committee" to supervise, monitor and arbitrate privacy infringement in the Global Information Society.

- Privacy security studies should be carried on for all main emerging new technologies, such as IPV6 (Internet Protocol version 6).
 - National compulsory projects using ICTs, such as electronic national ID card initiatives and electronic health care card initiatives, should be prudently assessed, with consideration of privacy issues.
 - Databases of information on individuals, which have been established by governments, such as health insurance databases, should be reviewed on the basis of securing human rights and democracy.
 - Uniform legal protection of communications privacy is needed to avoid interference and monitoring of Internet traffic and personal communications. For exceptional cases at the workplace, regulations and collectively negotiated agreements are required to determine who can carry out the monitoring and under which conditions.
- [26] Promoting appropriate information sharing about security issues, with the objective being the enhancement of secure and reliable networks including actions, such as:
- Working to develop a culture of security.
 - Preventing Cybercrime and enforcing laws related to it.
 - Facilitating information sharing and analysis centres around the world.

6) Enabling environment

[28] **Good governance:** With the active participation of all stakeholders, the development of an enabling environment should give due regard to the rights and obligations of all stakeholders in such areas as freedom of expression, consumer protection, privacy, security, intellectual property rights, labour standards, open-source solutions, management of Internet addresses and domain names while also maintaining economic incentives and ensuring trust and confidence for business activities.

[28] Develop gender-sensitive technical and regulatory instruments when addressing ICT policy issues such as universal access, regulatory frameworks, licensing, setting tariffs, spectrum allocation, infrastructure, ICT industry development and labour policies.

[29] **Market environment:** The creation of a transparent and predictable legal and regulatory environments, with the objective to promote competition and investment in ICT infrastructure and applications, should include actions such as:

- Promoting competition in the underlying infrastructure.
- Removing legal obstacles to e-commerce.
- Recognizing electronic signatures and contracts.
- Ensuring a neutral and non-discriminatory tax regime.
- Ensuring transparent processes for policy development.

[29] Competition is only one out of many ways to drive down prices and to ensure the ongoing modernization of networks and services.

[29] The core data, infrastructure and systems supporting ICT services should not be transferred out of the hands of democratically accountable agencies into the hands of an unaccountable private sector. Open technical standards, including through the open-source software movement, can help ensure that this does not happen.

[29] Implementing policies that promote competition and demand for ICTs and ICT applications, with the goal being continued innovation of products and services at affordable prices, including free choice of ICT products, services and content.

[29] Establish global accounting standards for intangible assets, in order to make annual company reports more comparable and prevent fraudulent accounting practices.

[30] **Standardization:** Government should develop appropriate global and regional technical standards to foster the deployment and use of ICTs by ensuring the participation of all stakeholders and raising a broad awareness of the societal and ethical implications of the introduction of such standards.

[31] **Spectrum management:** The radio-frequency spectrum has to be managed in the public and general interest and by independent and transparent regulatory frameworks for the equitable allocation of frequencies to a plurality of media including community media.

[33] **Internet governance:** To widen the participation of all stakeholders in the global bottom-up policy development and decision making processes, Task Forces on related public policy and technical issues (Root Server, Multilingual Domain Names, Internet Security, IPv6, ENUM, Domain Name Disputes etc.) could be established. Such inter-governmental Task Forces should promote awareness, distribute knowledge and produce reports which would help all stakeholders to get a better understanding of the issues and to cooperate with the relevant bodies like ICANN, IETF, RIRs, ccTLDs and others.

[34] **Intellectual property rights:**

- International cooperation and exchange should be favoured and the development of voluntary best practices should be considered.
- Protection against unfair exploitation of indigenous knowledge and intellectual property.
- Use of peer-to-peer technology shall be promoted to share personal scientific knowledge and pre-prints and reprints written by scientific authors who have waived their right to payment.
- A specific status concerning transition and developing countries shall be recognised in regards to IPRs.
- The right of Internet hyperlinking, framing and mirroring shall not be restricted, under the provision that the name and URL of the original site is properly indicated and acknowledged.
- Free modification and adaptation of a copyrighted web page shall be permitted for personal non-commercial use as a means of free speech.
- Authors must be encouraged to retain ownership of their copyrights and not to automatically transfer copyrights to publishers or other intermediaries.
- A first-to-invent instead a first-to-file patent application rule shall be adopted, in order to better preserve the rights of academic scientists and low-income inventors.
- Fair use:
 - The nature and extent of exceptions and limitations must be assessed by applying the three step test as set out in International treaties administered by WIPO: exceptions are confined to special cases which do not conflict with a normal exploitation of the work and do not unreasonably prejudice the legitimate interests of the right holder.
 - Raise awareness on the issue of copyright exemptions and knowledge ownership through the education and training sectors.

- Exemptions for fair use of information should be harmonised and the extension of the public domain guaranteed as a mean to ensure access for all to information.
- Non-commercial use and private copying of digital content should be regarded and protected as fair use.
- Ensure free access to all scientific and engineering data and information that are available in archives, libraries and research institutions.
- Rules of loans existing in traditional libraries must be extended without hindrance to digital media belonging to online libraries.
- Databases:
 - Compilation work done in building databases and non-creative works shall not be protected under copyright law.
 - Databases built with the help of freely available scientific content should be accessible with a reasonable fee proportionate to the average income in the customer's country.
- Computer software should not be protected by copyright, or at least, the protection period of computer software should be shortened. Software shall not be patentable, in principle.

[34 A] Media: Public service values in the Information Society should be encouraged, including genuine public service broadcasting.

- State-controlled media should be transformed into editorially independent public service media organizations.
- Concentration of media ownership has to be avoided and a legal basis as well as public funding for community and non-profit media must be provided.
- Public financial support, training, preferred access to licenses, frequencies and technologies to promote community-based media, including facilitating links between traditional media and new ones, and to bridge the digital divide between the have and the have-nots.

[34 B] Limitation to ISP responsibility and liability:

- The primary responsibility for determining what content to access should remain with the individual Internet user; parents should take the primary responsibility for determining what their children should access.
- No implicit or explicit delegation of judicial power should be given or imposed on Internet Services Providers ISPs (Connection, site hosting) to the effect that they have to reach a conclusion on the nature and content of any information, wherever said information is stored, however the said information is transmitted. No exemption to this rule shall be allowed, even in the case of an alleged obviousness.

7) Promotion of development-oriented ICT applications for all

[35] Tools should be developed to evaluate the social impact of ICTs and contribute to the eradication of poverty. This should be done with the involvement of all stakeholders, including the poor themselves, both in northern and southern countries.

[35] Public service broadcasters in particular can play an important role in informing citizens about ICTs, e-government, e-business, e-learning, and e-health.

[37] E-Business: Community information and communication centres should provide business development services to SMEs.

[38] E-Learning. Need to:

- Ensure that the production of international E-learning programmes incorporates contents, context and visions from developing countries so as to contribute to cultural diversity.
- Develop, promote and support gender sensitive educational programmes and appropriate learning environments including e-learning to increase women's access to education.

[38 A] Education through radio and TV can be interwoven and extended by individualized e-learning.

[39] E-health: Need to:

- Create healthcare systems that utilize ICTs to increase productivity and efficiency within the provision of healthcare globally.
- Promote the use of ICT as an effective tool in distributing information about, and advocating against, gender-based violence.
- Prepare and disseminate accessible information that strengthens prevention programmes that promote women's health such as education and information on sexual and reproductive health issues and on sexually-transmitted disease and HIV/AIDS.

[40 A] Workers' rights:

- Workers' privacy in the workplace where ICTs are being abused for the purpose of surveillance and monitoring such as CCTV, IC Card, and network-monitoring systems, should be protected. In the case of introducing new technology or policies that might infringe the worker's privacy, agreement with workers or labour unions should be made in advance in an open and transparent manner.
- Extending the rights of workers and their trade-unions to the use of the Internet and intranet of companies for the purpose of communication and solidarity.
- Safe and healthy, secure and fair working conditions, built on principles of social justice and gender equality, to be enjoyed by all workers in the Information Society.
- Recognition and application of fundamental rights and core labour standards of all workers in the Information Society, the right to privacy and to free access to the intranet of enterprises for workers, workers' representatives and trade unions.
- The reinforcement of dialogue between trade unions, employers and government to facilitate change in response to economic developments associated with the spread of the Information Society. The forging of social partnership is also vital in effectively mobilizing ICTs as development tools.

[41] E-Environment: ICTs should be mobilised in order to meet the specific of small islands under an environment endangered by hazards or global warming.

[41 A] There is a need to prioritize and develop uses of ICTs for development e.g. agriculture and early warning systems.

8) Cultural identity and linguistic diversity, local content and media development

[42] Cultural and linguistic diversity:

- Develop alternative incentive and rewards schemes that encourage the creation and dissemination of culturally and linguistically diverse content.
- All citizens should have access to pluralistic and independent radio and television services, relevant to their own culture and in their own language.

- Software companies and relevant national and international bodies should prioritise software development and transmission protocols in local languages.
- The development of policy, procedure and tools to ensure multi-lingualism in cyberspace, and in all other forms of media and communication systems, must respect the different language communities in the development of international standards.

[43] Content:

- Need for public investment in capacity building focused on the creation of locally produced, audience sensitive content that responds to local needs, and marginalized communities.
- There should be support for local creativity in any country, especially through promotion of local content to respond to local particularity and needs.
- The creation and preservation of traditional and indigenous knowledge should be promoted.
- Develop programmes in close consultation with indigenous peoples such that they are enabled in the Information Society and can utilize new tools, if desired, in their cultural production and community development.
- Include content about women and gender issues in all official Government web sites in addition to those web sites that specifically cover gender equality issues.
- Develop ICT-based information systems with relevant content for women to increase their economic opportunities and entrepreneurship skills, including information about national economic and trade policies and programmes.
- Strengthen relevant and diverse programmes focused on gender-sensitive curricula in formal and non-formal education for all and enhancing communication and media literacy for women.
- Community projects that can contribute to the democratic process, such as self-publication web sites on matters of local interest and affairs, should benefit from public support.
- Build capacity for the creation of locally produced audience sensitive content that responds to local needs.
- Publishers and libraries should play a crucial role in promoting knowledge, creativity and science and should be fully involved in the Information Society.
- Civil society should be active in the promotion of public awareness on the quality of content of information circulated.
- Content industries must have facilitated access to ICTs and training, in order to be acquainted with new models of content creation, production and dissemination.

[44] Media: Public participation in the Information Society shall be enabled through affordable and appropriate ICT applications allowing for local content creation, such as community media, non-profit media, and interactive Web applications.

- These media should serve as essential factors of empowering marginalized communities, particularly youth, women, indigenous peoples, children and minority groups.
- Recognition and support will be given to media based in local communities, thus contributing to creating local content and preserving and developing cultural and linguistic diversity.
- Develop, consistent with freedom of expression, regulatory mechanisms that promote balanced and diverse portrayals of women by the media and international communication systems and that promote increased participation by women and men in production and decision making.

9) Identifying and overcoming barriers to the achievement of the Information Society with a human perspective

B Objectives

[45a] *add to the World Wide Web after all villages to be connected,*

[45] Examples of possible concrete and comprehensive actions could include:

- 100% of world's population to have access to domestic radio services by 2010
- 100% of world's population to have access to domestic TV services by 2015
- Information and media development programmes to promote local content services in all regions of the world should be in place within three years.
- In countries where they are still state-controlled, plans should be in place within three years to transform the main national broadcasters into editorially independent public service organizations.
- As digital television, with its interactive enhancements, will be an essential tool for making the services of the information society widely available, plans for a transition to digital TV should be in place in all countries by 2010.
- Introduction of anti-monopoly scrutiny and laws regarding media concentration, including areas involving ICTs, in all countries by 2010.
- To ensure that the media are able to fulfill their role in the information society, laws should be put in place in every country by 2010 to grant journalists unhindered access to events of interest to the public, including the right to make recordings and establish contribution links without any interference by the public authorities.
- Catalyze the volunteer network built during the international year of volunteers 2001 with nodes in over 100 countries, to support the plan of action of WSIS.
- Establish national/regional “online volunteering” services for human development, to provide opportunities to people to collaborate in projects around the world through the Internet.

C Strategies programmes, methods for implementation

[46] Developing national ICT Strategies with achievable and measurable goals with the objective being the clear prioritization of actions that are necessary to fully embrace the Information Society.

[47] Bridging the digital divide is best achieved by government programmes increasing funding for the provision of books and other publications in libraries as well as for connecting end-users to the Internet, especially in developing countries and disadvantaged groups in developed nations.

D International Cooperation and financing

[54] **International cooperation:**

- Support special ICT volunteer initiatives, such as the UNITEs initiative of the UN Secretary General, a volunteer service oriented towards bridging the digital divide. These initiatives can be instrumental in helping to mainstream ICT into human development processes (and into development agencies, in particular).

- Support an international university volunteer network, involving students, professors and staff, to build capacity on the uses and opportunities of ICTs for development (as indicated in the UN ICT task force plan of action item 10).
- Foster and provide mechanisms for volunteer involvement of members of Diaspora (both on-site and online).
- Facilitate exchange mechanisms for volunteers to share experiences and cultivate knowledge across projects related to various ICT applications (e.g. E-learning, e-government, e-business, e-health, etc.).
- Encourage international co-operation and exchange of knowledge - North-South, South-South, and North-North - through the use of ICTs.

[55] An official body must be settled within the UN in charge of proposing new mechanisms of funding adapted to a society in which international information flows are one of the main sources of growth.

[55] Strengthen national machineries for the advancement of women, particularly through increased financial resources and technical expertise that can facilitate their advocacy role and collaborative action amongst government bodies.

E Follow up

[57] Indicators:

- International community's commitments to ICT developments assistance should not be monitored through indicators alone but should also be evaluated by civil society, governments and the private sector.
- Develop, promote and implement research programmes that permit ongoing and comprehensive analysis of the impact of ICT and ICT policies on gender equality and women's empowerment.
- Develop appropriate indicators, conceptual frameworks and qualitative assessment methodologies and case studies to monitor progress towards gender equality in the ICT area. This requires analysis of the current status of women's and men's participation in and use of ICT, including a comprehensive analysis of sex-disaggregated statistics and indicators and policy responses that target gender-based differences and inequalities.

[58] International organizations, national and local governments should commit to giving online information on all public policies, public money uses, as well as benchmarking of the results of their policies.

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