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[Extract from the Draft Plan of Action

(EXTRACT FROM WSIS/PCIP/DT/2 refined through the inter-sessional mechanism and incorporating government contributions)

CONTAINING EXAMPLES OF SPECIFIC ACTION ITEMS

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

At the WSIS inter-sessional meeting, on 15-18 July 2003, the discussion of the draft Plan of Action focussed on the following points:

1. The structure of the Plan of Action
2. The objectives, goals and targets of the Plan of Action
3. The action lines (list of issues)
4. Implementation
5. Follow-up
6. Second-phase.

The following main points were made during the discussion:

1. The Plan of Action must be clearly linked to meeting the vision and principles expressed in the Declaration.
2. It should have clear objectives, which are prioritised and have associated actions and timeframes, with realistic and achievable objectives.
3. It should reflect solidarity and partnership, with roles and responsibilities for the different stakeholders.
4. Mechanisms to implement the Plan of Action should be clearly stated, including funding.

It was agreed that an extract from the Plan of Action be prepared to highlight those proposed actions that have specific tasks and/or deadlines associated with them

Examples of possible concrete and comprehensive actions, in no specific order or priority, could include:

1. Reinvigorate the project for the modernization and extension of the existing PANAFTTEL network and remove all obstacles to the implementation of the RASCOM (Regional African Satellite Communications Organization) project.
2. 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.
3. Within their field of competence, international organizations especially UNESCO have a specific role and responsibility for action. In particular, a clearinghouse should be established for the exchange of information and to promote cooperation among groups concerned with child abuse.
4. Disseminate information among researchers, and promote exchange of information among childcare and child protection organizations, ISPs, Web masters, police and judicial institutions, media practitioners, citizens and civic groups and other concerned groups.
5. Establish an international legal framework to prohibit producing and circulating pornographic contents and harmful materials throughout the internet under the auspices of UNESCO.
6. 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.
7. 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.
8. Launch, through ITU, technical, regulatory and operational studies with a view to promoting the provision of high-speed satellite services for underserved areas.
9. 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.
10. All villages to be connected by 2010, with a community access point by 2015;
11. All universities to be connected by 2005, all secondary schools by 2010 and all primary schools by 2015;
12. All hospitals to be connected by 2005 and health centres by 2010;
13. 90 per cent of the world's population to be within wireless coverage by 2010 and 100 per cent by 2015;
14. –All central governments departments to have a website and email address by 2005 and all local governments departments by 2010.
15. International effort in making available adequate Internet community access equipment under USD 100 by 2010, and under USD 50 by 2015.
16. Increase the proportion of Internet content available in more than one language.
17. Devise, for all interested countries, appropriate universal access policies and strategies within two (2) years.

18. Organize, by 2005 at the latest, a donors' roundtable for the purpose of mobilizing the necessary financial resources to implement NEPAD's ICT measures.
19. Provide all interested countries with appropriate technical assistance for the preparation of network development plans for broadband Internet and IP.
20. Implement (and evaluate) in LDCs pilot projects on e-services/applications and IP within three (3) years.
21. Establish an international fund to finance the initiation, study and implementation of ICT projects in rural areas, particularly in the LDCs, within (3) years.
22. 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.
23. Establish, particularly in the LDCs, multipurpose access points in order to provide a wide range of e-services/applications in rural areas.
24. Establish within one (1) year pluri-disciplinary national committees to be responsible for devising strategies for the achievement of the Information Society and for supervising their implementation.
25. Support countries, particularly developing countries, in drawing up their e-strategies, providing guidance and producing guidelines to that end.
26. 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.
27. Establish a mechanism for the recovery of computers and/or support existing mechanisms with a view to equipping schools, health centres and local communities.
28. 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.
29. Prepare, by the end of 2005, a reference plan and guidelines on securing information and/or networks.
30. Initiate and implement within three (3) years a technical assistance programme for developing countries enabling them to devise and implement security policies and strategies.
31. Produce a yearly inventory of the best technologies for access to remote and rural areas in order to optimize ICT access costs.
32. Set up within three (3) years distance training centres in the LDCs.
33. Provide significant support and backing for the implementation of the African Language Academy's ICT programme.
34. Building awareness of the use of ICTs to all segments of society by 2020.
35. 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.
36. 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.

37. To guarantee transparency and access to information, governments should develop strategies for their information and records management on national and local levels by 2005.
38. Internationally harmonized concepts, definitions and standard indicators that would guide measurements for international comparability should be developed by 2005.
39. The WSIS should adopt guidelines that will assist in the development of internationally compatible statistical measurement.
40. 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.
41. 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.
42. 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.
43. 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.
44. 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.
45. E-strategies: National e-strategies, including the necessary human capacity-building, should be developed for all countries within three years.
46. 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.
47. 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.
48. 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.

49. Training content workers: Content workers 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.
50. 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.
52. 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.
53. 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.
54. All governments should establish a structured multi-stakeholder dialogue involving all relevant actors, including the business community and civil society by 2005.
55. 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.
56. A peer review mechanism should be established by 2005.
57. 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.
58. 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.
59. 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.
60. Creating a network of IT consultants.
61. Developing a platform for showcasing applications.
62. Developing a baseline of computer security safeguards that all stakeholders must adopt in order to protect their computer infrastructure.
63. 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;
64. Cyber-volunteer programmes should be encouraged, notably in relation to NGOs, for basic ICT training to marginalized groups, or specific ICT applications.
65. 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,
66. Foster the creation and development of information-related small and medium-sized enterprises (SMEs).
67. 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.

68. 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.
69. [Developed countries that have not already done so should take concrete action to fulfil the target level of 0.7 per cent of their Gross National Income as ODA for developing countries and the target of earmarking 0.15% to 0.20% of GDP as official development assistance for least developed countries]
70. 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.
71. 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.
72. Prepare strategies to promote investment for the development of ICTs in developing countries, particularly in rural areas.
73. 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.
74. 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.
75. 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
76. 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.
77. Design, develop and adapt ICT infrastructure, tools and applications that are responsive to the needs of the poor, including women.
78. Governments should take action in the framework of national development policies in order to create an enabling environment for the necessary investment in ICT infrastructure and for the development of new services.
79. Universal access should be taken into account in countries' e-Strategies, notably by improving adaptation to local conditions, increasing support for project planning and development, by improving networks between projects and by experience-sharing.
80. Advance research and launch projects, at a local and regional level, on alternative ways to organize the deployment, management and operation of communication systems, (i.e. convergence and operator-neutral access networks).
81. All relevant international and regional institutions to develop and present a strategy for the use of ICTs for sustainable development and as an effective tool to help achieving the MDGs as well as implement relevant environmental agreements.
82. Develop Policy Guidelines for the development and promotion of public domain information as an important international instrument promoting public access to information.

83. Promote the accessibility of public information through the harmonisation of procurement policies
84. Promote open and flexible international and interoperable standards to ensure that all can utilise the technology and associated content and services to their maximum potential.
85. Encourage a broader use of open-source software to provide further freedom of choice so that commercial software and open source software facilitate access to ICTs by all citizens, at an affordable cost.
86. Consider appropriate measures to assist Least Developed Countries facing high connectivity costs in a transition phase including by facilitating traffic aggregation.
87. Identify a mechanism for the promotion and monitoring of partnerships between stakeholders of the Information Society.
88. Encourage a positive general business environment for entrepreneurs and investors by removing administrative obstacles, adjusting tax and legal systems, minimising bureaucracy and fighting corruption, promoting transparency etc.
89. Encourage a series of related measures, including among other things: incubator schemes, venture capital investments (local and international), government investment funds (including micro finance for SMEs), investment promotion strategies, software export support activities (trade counselling), support of research and development networks and software parks
90. Implement appropriate policies to support the development of SMEs in the ICT sector
91. International organisations should mainstream ICTs as a tool for the better achievement of their objectives in their work programmes.
92. Human capacity building, a major component of forward looking e-Strategies, should be promoted in particular through literacy, education, training and increased R&D.
93. Support special ICT volunteer initiatives, (such as the UNITEs initiative of the UN Secretary General, and an international university volunteer network) and facilitate exchange mechanisms for volunteers to share experiences and cultivate knowledge across projects related to various ICT applications.
94. Support the development of security schemes that balance security measures with the individual's right to privacy, respecting the UN Covenant on Civil and Political Rights, and drawing upon the principles of existing Guidelines and Convention in various forums such as the OECD guidelines for the Security of Information Systems and Networks.,
95. Invite each country to set up a focal point for real – time incident handling and to develop an open co-operative network between these focal points.
96. Governments should, in cooperation with the private sector, adopt a specific common policy against the global threat of crimes committed using information technology – Cyber crime – through legislation and international co-operation. The Council of Europe's Convention on Cyber crime lays down balanced standards and creates a cooperation process open to all states.
97. Governments should create a trustworthy, transparent and non-discriminatory legal, regulatory and policy environment capable of promoting technological innovation and competition, favouring investment mainly from the private sector.
98. Support the development of national and regional ICT policies, e-Strategies and legislation by providing technical assistance, making available international Best Practices and creating a network among government's institutions.

99. Encourage all countries to join the international agreement(s) on basic telecommunication services.
100. Promote and mainstream a principle of non-discrimination and equal opportunity in national, regional and international ICT regulation.
101. The development and deployment of open, flexible and interoperable international standards for ICT networking, and the creation and dissemination of content and network services should be promoted to ensure that all can utilise the technology and associated content and services to their maximum potential.
102. Actions should be taken to ensure consumer protection in e-commerce transactions, notably through the fight against unsolicited electronic communications, detection of illegal contents, transparency of e-transactions, security of e-payments and contracts, efficient access to adapted resources, enhanced international co-operation and harmonisation of local regulations.
103. Actions should be taken towards the protection of the rights of creators, notably through international cooperation, with special attention to the fair balance between the rights of the holders of International Protection of Rights and the public interest.
104. In co-operation with the relevant stakeholders, and respecting the sovereignty of States, governments should work to internationalise the management of Internet resources in order to achieve a universally representative solution.
105. To this end, international dialogue among all interested parties (governments, civil society, private sector and relevant organisations) should develop in order to ensure the most appropriate management structure. The second phase of WSIS in Tunis should review the outcome of this dialogue.
106. Support, at international level, co-operation initiatives in the field of e-Government for development in order to enhance transparency, accountability and efficiency—at all levels of government, and in particular at the local level, more specifically: coordination of intergovernmental operations, delivery of public services, design of online services, adapted to the needs of citizens and businesses and better management of financial, human and public resources and goods.
107. Enable equal access for women to ICT-based economic activities, such as small business and home-based employment, to information systems and improved technologies, and to new employment opportunities in this area, and consider developing telecentres, information centres, community access points and business incubators.
108. Encourage the development of institutional partnerships and the creation of health care network between health care institutions in developing and developed countries, notably by setting up databases and interactive gates sites.
109. Development of thematic approaches for medical and scientific development as well as for the management of public health systems.
110. Promote new ways of organising work and business (e-work) with the aim of raising productivity, growth and well-being through investment in information and communication technologies and human resources.
111. States should, according to UNESCO's Universal Declaration and Action Plan on Cultural Diversity, be encouraged to design cultural policies and to implement regulatory frameworks or incentives to promote the production of quality cultural, educational and scientific content

and the development of cultural industries suited to the linguistic and cultural context of the users, whilst giving special attention to an international instrument on cultural diversity.

112. Promote the digitisation of cultural, educational and scientific heritage
113. Grant public/private partnerships for the development of multilingual software: electronic dictionaries, terminology and thesaurus, multilingual search engines, machine translation tools, as well as content referencing
114. Foster, in national R&D programmes, the development of multilingual applications and their use in enterprise and administration
115. International organisations as well as organisations dedicated to libraries, museums and archives should make resources accessible for the development of new multilingual applications, in full respect of Intellectual Property Rights.
116. International co-operation and harmonisation of national regulations regarding unsolicited electronic communications and the detection of illegal contents should be increased.
117. Take effective measures to combat paedophilia, racism, racial discrimination and xenophobia on the Internet.
118. Strengthen and encourage the use of existing information and communication technologies, such as radio, TV, as well as telecommunications and print, in parallel to enhancing the use of new technologies.
119. A major effort should be made to provide universal access at affordable cost for all by 2015.
120. Ask all relevant international and regional institutions to develop and by the second phase of WSIS in 2005, present a strategy for the use of ICTs for sustainable development and as an effective tool to help achieving the MDGs as well as relevant environmental agreements.
121. Recommend that governments and the private sector explore, and by the second phase of WSIS in 2005 (Tunis), implement different instruments that can help to extract the maximum environmental benefits from ICTs and speed up the development of sustainable solution throughout society.
122. Design a comprehensive, inclusive and realistic roadmap for global development of the Information Society by the second phase of WSIS in 2005.
123. Promote full realisation of the potential of the Information Society by development of national and regional e-Strategies for all countries, with conducive legal, regulatory and policy frameworks and in accordance with the national development plans, for implementation and benchmarking by the second phase of WSIS in 2005 and 2015. Mobilise appropriate assistance from the international community to support the preparation of the e-strategies.
124. Integrate and mainstream the outcome of WSIS in development assistance policies and in national policies, and enhance co-ordination of bilateral and multilateral initiatives by the second phase of WSIS in 2005.
125. Launch a new global initiative in Geneva to establish partnerships between stakeholders by the second phase of WSIS in 2005 in order to make the benefits of ICT available for all.
126. Initiate in Geneva a process to develop realistic benchmarks and indicators, with a national and regional perspective, including those on connectivity and Universal Access.
127. Initiate a preparatory process for the development of specific criteria for the measurement of digital divide.