



*WSIS Action Lines Roadmaps
C2, C4, C5, C6
(Draft as of 11 October 2024)*

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1. Introduction

In line with its mandate and the WSIS outcome documents, the ITU continues to play a key role in the WSIS implementation and follow-up process in particular, as the WSIS Action Lines Sole Facilitator for Action Line C2 (Information and Communication Infrastructure), C4 (Capacity Building), Action Line C5 (Building Confidence and Security in the Use of ICTs), and Action Line C6 (Enabling Environment).

ITU WSIS Action Line Roadmaps for C2, C4, C5 and C6 are detailed plans to guide progress towards achieving the WSIS Implementation goals. The Roadmaps serve as a reference and guiding tool on ITU's efforts on WSIS Action Lines as facilitator and implementer and they provide a broad vision and detailed overview of the activities planned within the mandate of the Union. Showing clear linkages with the Sustainable Development Goals (SDGs), they include timeframes, expected results, as well as relevant ITU strategic goals and resolutions.

The roadmap document was developed following the ITU Council 2009 upon its Resolution 1282, which called ITU to develop a roadmap for ITU's activities within its mandate in the WSIS implementation up to 2015 with special emphasis on Action Lines whereby ITU is the lead facilitator. ITU Council 2016 further highlighted the importance of continuing this exercise also in alignment with the SDGs until 2025. The roadmaps were updated in accordance with the outcomes of the World Telecommunication Development Conference (WTDC-17). In 2019, the roadmaps have been updated in accordance with the instructs of ITU PP- Resolution 140 (2022).

The roadmaps are living documents that will be updated regularly in an ongoing process.

2. Roadmap for WSIS Action Line C2: Information and Communication Infrastructure



WSIS Outcomes (WSIS AL C2)	Proposed Timing	ITU Strategic Goals and Relevant Resolutions	Linkages with SDGs	Evidence-based analysis of the current situation	Expected and Achieved results and targets to be achieved	COVID-19 Response
Geneva Plan of Action and Tunis Agenda for the Information Society						
A: Governments should take action, in the framework of national development policies, in order to support an enabling and competitive environment for the necessary investment in ICT infrastructure and for the development of new services	2020-2025	Resolution 70/1 Kigali Resolution (2022): PP-14 Resolution 123, WTSA-20 Resolution 44,	SDG 8,9	The ITU-D supports member countries with data, research, and capacity-building in ICT policy, spectrum management, and competitive environments, fostering economic growth and digital development. Key projects, like SMS4DC, aid over 40 countries, while ITU training programs build network and regulatory capacity.	Expected Results <ul style="list-style-type: none"> • Establish a reference framework for harmonizing telecom/ICT policies. • Develop competitive, sustainable telecom/ICT markets • Adopt harmonized technical standards for improved connectivity • Provide policy assistance for regional harmonized ICT markets 	

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					<p>ITU Activities (Aligned with SDGs)</p> <ul style="list-style-type: none"> • Assessments, studies, toolkits, and frameworks. Global ICT market trends. Tools for evidence-based policymaking. Workshops on ICT standards awareness. • World Telecommunications Development Conferences • Workshops, initiatives, and exchange platforms. Telecom/ICT training through ITU Academy. 	

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					<ul style="list-style-type: none"> • Targeted projects addressing regional ICT needs. • Guidance on AI and big data strategies. • Infrastructure gap analysis tools. • Collaboration between governments and private sector. • Hosting key discussions on ICT challenges, including rural areas. 	
B: In the context of national e-strategies,	2020-2025	Kigali Resolution (2022):	SDG 9	<ul style="list-style-type: none"> • Countries like Comoros, Bolivia, and Kyrgyzstan have established Basic National Spectrum Management Systems to ensure equitable 	<p>Expected Result</p> <p>Develop a harmonized strategy for universal access, focusing on vulnerable groups like</p>	

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devise appropriate universal access policies and strategies, and their means of implementation, in line with the indicative targets, and develop ICT connectivity indicators				<p>frequency distribution, critical for expanding connectivity.</p> <ul style="list-style-type: none"> • The SMS4DC tool helps over 40 countries manage and allocate radio spectrum, improving resource use and promoting universal ICT access. • ITU-D's training in networks, spectrum management, DTTV, and IPv6 equips policymakers to develop universal access policies and manage ICT infrastructure. • Regional forums under WTDC Resolution 47 foster collaboration on best practices for universal access strategies. 	<p>youth, women, persons with disabilities, and indigenous peoples.</p> <p>ITU Activities (Aligned with SDGs)</p> <ul style="list-style-type: none"> • Direct assistance programs for universal access. • Use the ICT Development Index (IDI) to assess ICT development. • Implement projects targeting rural telecom, ICT services, and entrepreneurship. 	

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				<ul style="list-style-type: none"> • ITU assists countries in developing ICT connectivity indicators to track progress and improve universal access policies. 	<ul style="list-style-type: none"> • Promote connectivity via the "Universal Model for Connectivity 2030." • Expand connectivity through diverse ICT and satellite services. • Offer tools, guidelines, and examples for universal service strategies and fund management. • Build ICT capacity through training. • Share best practices on universal service and conduct surveys on ICT policies. 	

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					<ul style="list-style-type: none"> • Monitor market trends with regulatory and tariff surveys. • Organize World Telecommunication Development Conferences (WTDC). 	
C: In the context of national e-strategies, provide and improve ICT connectivity for all schools, universities, health institutions, libraries, post offices, community centres,	2020-2025	Kigali Resolution (2022):	SDG 9	Ensuring ICT connectivity for public institutions like schools, health centres, and libraries is crucial for equitable access to services. ITU supports this through initiatives like m-Powering Development and the Smart Sustainable Development Model, which focus on rural connectivity and disaster risk reduction.	<p>Expected Results</p> <p>Improved ICT connectivity in schools, hospitals, and public spaces, especially in rural areas.</p> <p>Increased affordable broadband access for students, educators, healthcare providers, and marginalized groups.</p>	

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museums and other institutions accessible to the public, in line with the indicative targets				<p>Key efforts include:</p> <ol style="list-style-type: none"> 1. Last-Mile Connectivity tools and capacity-building courses to improve broadband in remote areas. 2. WTDC 2022's focus on expanding ICT access for essential public services. 3. The Interactive Terrestrial Transmission Map to assess and close connectivity gaps worldwide. 	<p>Enhanced digital literacy through access to online education and e-health services, empowering remote communities.</p> <p>ITU Activities (Aligned with SDGs)</p> <ul style="list-style-type: none"> • Implementing broadband wireless networks in African countries via the Connect Africa Summit. • Supporting ICT applications for schools and hospitals to ensure affordable digital access. • Conducting broadband gap analysis in underserved areas. 	

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					<ul style="list-style-type: none"> • Enabling ICT infrastructure for e-learning, telemedicine, and government services in public spaces. • Fostering public-private partnerships for sustainable broadband access. • Promoting capacity-building to maintain ICT infrastructure locally. • Sharing best practices from ICT projects for future initiatives. 	
D: Develop and strengthen national, regional and	2020-2030	Resolution 70/1 (Transforming our world: the 2030 Agenda for	<i>SDG 8,9</i>	The ITU leads initiatives to enhance broadband infrastructure globally, focusing	Expected Results <ul style="list-style-type: none"> • Development of affordable, high-quality 	

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international broadband network infrastructure, including delivery by satellite and other systems, to help in providing the capacity to match the needs of countries and their citizens and for the delivery of new ICT-based services. Support technical, regulatory and operational studies by the International		Sustainable Development) Kigali Resolution (2022):		on satellite systems, frequency harmonization, and standardization. Key actions include: <ul style="list-style-type: none"> • Developing National Broadband Plans and wireless spectrum management for efficient use of resources and global standardization. • Encouraging public-private partnerships, like the Craig and Susan McCaw project, to expand affordable broadband in underserved areas. • Promoting high-speed satellite services and using tools like the Interactive Transmission 	ICT services for all, especially in developing regions. <ul style="list-style-type: none"> • Creation of national ICT master plans to support digital transformation. • Enhanced local expertise in broadband networks, driving innovation. • Improved access to submarine cables, aiding global connectivity for landlocked nations. • Support for national and regional spectrum management plans for efficient resource use. 	

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<p>Telecommunication Union (ITU) and, as appropriate, other relevant international organizations in order to:</p> <p>D1: broaden access to orbital resources, global frequency harmonization and global systems standardization</p> <p>D2: encourage public-private partnership</p>				<p>Map to identify connectivity gaps.</p> <ul style="list-style-type: none"> Exploring innovative systems, such as satellite and microwave technologies, to provide high-speed connectivity to remote regions. 	<ul style="list-style-type: none"> Assistance with cross-border service coordination and digital broadcasting strategies. <p>ITU Activities (Aligned with SDGs)</p> <ul style="list-style-type: none"> Identify broadband gaps via ITU tools, develop targeted interventions. Partner with public/private sectors to bridge gaps using appropriate technologies. Promote global partnerships, foster knowledge sharing, and enhance ICT standards adoption. 	

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<p>D3: promote the provision of global highspeed satellite services for underserved areas such as remote and sparsely populated areas</p> <p>D4: explore other systems that can provide high-speed connectivity</p>						
E: In the context of national e-strategies,	2020-2025	Kigali Resolution (2022):	SDG 8,9	1. The ITU's m-Powering Development initiative aims to provide mobile and digital access to underserved	Expected Results <ul style="list-style-type: none"> • Develop a universal access strategy addressing the needs of 	

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address the special requirements of older people, persons with disabilities, children, especially marginalized children and other disadvantaged and vulnerable groups, including by appropriate educational administrative and legislative measures to ensure their full inclusion in the Information				<p>populations, ensuring vulnerable groups are not left behind in digital transformation.</p> <p>2. The Smart Sustainable Development Model integrates rural telecom development with education and healthcare, enhancing access to essential services for vulnerable populations, particularly during crises.</p> <p>3. ITU offers capacity-building programs to improve digital literacy for older people and persons with disabilities, facilitating their inclusion in the digital economy.</p>	<p>vulnerable groups, including youth, women, persons with disabilities, and indigenous peoples.</p> <ul style="list-style-type: none"> • Enhance ICT connectivity for marginalized groups, ensuring digital inclusion. • Implement youth development programs through ICT tools, supporting education and skills. <p>ITU Activities (Aligned with SDGs)</p> <ul style="list-style-type: none"> • Provide training and e-accessibility toolkits for policymakers. 	

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Society				<p>4. Addressing last-mile connectivity challenges, ITU provides tools and methodologies to help governments enhance broadband access for marginalized communities, crucial for education and essential services.</p> <p>5. The WTDC 2022 emphasized digital inclusion, promoting ICT access for vulnerable groups to overcome barriers in developing countries.</p> <p>6. ITU's Interactive Terrestrial Transmission Map identifies connectivity gaps in underserved areas, guiding efforts to expand access to</p>	<ul style="list-style-type: none"> • Foster partnerships to bridge digital divides and promote sustainable ICT development. • Launch ICT projects and portals for indigenous and marginalized communities. • Develop accessibility standards for persons with disabilities. • Host and participate in relevant events. 	

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				<p>institutions serving children and persons with disabilities.</p> <p>7. ITU supports inclusive broadband policies that focus on expanding coverage in rural areas, ensuring equitable access for vulnerable populations.</p>		
F: Encourage the design and production of ICT equipment and services so that everyone, has easy and affordable access to	2020-2025	Kigali Resolution (2022)	<i>SDG 9</i>	<ul style="list-style-type: none"> IPv6 and IoT Expertise Centre in Sudan: Enhances ICT capabilities and broadens access to digital resources for disadvantaged communities. Generation Connect Youth Summit (2022): Empowers youth through ICT, fostering digital skills and participation in policymaking 	Expected Results <ul style="list-style-type: none"> Development of a harmonized strategy for universal access, ensuring inclusive and equitable ICT access for young people, women, persons with disabilities, 	

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<p>them including older people, persons with disabilities, children, especially marginalized children, and other disadvantaged and vulnerable groups, and promote the development of technologies, applications, and content suited to their needs, guided by the Universal Design Principle and further enhanced by the use of assistive</p>				<p>for marginalized children and young people.</p> <ul style="list-style-type: none"> • Technical Assistance for IPv6 in Montenegro: The IPv6 Laboratory at the University of Montenegro builds ICT infrastructure, enhancing digital skills and accessibility for all. • The IPv6 and IoT Expertise Centre, established through a partnership between ITU and Malaysia University of Science and Technology, enhances ICT capabilities by providing resources and training for implementing IPv6 and IoT technologies. 	<p>indigenous peoples, and other vulnerable groups</p> <p>ITU Activities (Aligned with SDGs)</p> <ul style="list-style-type: none"> • Providing tools and guidelines to train stakeholders on e-accessibility, including the ITU-G3ICT e-Accessibility Policy Toolkit. • Promoting universal connectivity through the "Universal Model for Connectivity 2030," focusing on sustainable, affordable ICT infrastructure for underserved communities and offering 	

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technologies				<ul style="list-style-type: none"> • Roundtable on SDG 9 and 17: Emphasizes universal internet access, promoting affordable and safe connectivity for vulnerable populations through international collaboration. • ITU-D Study Groups: Focus on broadband strategies in developing countries, particularly for rural areas, ensuring that all populations can access ICT services with reports available in multiple languages for broader accessibility. 	<ul style="list-style-type: none"> guidelines for improving access. • Sharing best practices on universal service strategies, including financing models and fund management for effective implementation. • Supporting standardization initiatives to develop harmonized technical standards for efficient ICT service deployment in underserved areas. • Conducting ITU-D Study Groups on broadband strategies for developing countries, digital 	

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					broadcasting, rural ICT, conformance programs, and electromagnetic field exposure, with reports available in accessible formats. <ul style="list-style-type: none"> • Hosting and participating in events. 	
G: In order to alleviate the challenges of illiteracy, develop affordable technologies and non-text based computer interfaces to facilitate people's access to ICT	2020-2025	Kigali Resolution (2022)	<i>SDG 8,9</i>	<ul style="list-style-type: none"> • ITU-D Study Groups prioritize broadband deployment in developing countries, focusing on infrastructure that supports non-text-based interfaces. • Question 5/1 highlights the need for ICT solutions tailored to rural areas with high illiteracy rates, promoting 	Expected Results <ul style="list-style-type: none"> • Eradication of digital illiteracy, enabling full participation in the digital economy. • Improved access to ICT, ensuring inclusive technology access for underserved communities. 	

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				<p>visual, audio, or tactile technologies.</p> <ul style="list-style-type: none"> • Question 4/2 emphasizes conformance and interoperability to ensure new technologies are compatible with existing systems, enhancing inclusivity for various literacy levels. • ITU-D Study Groups provide reports in accessible formats, aiding stakeholders in understanding strategies for developing user-friendly technologies. 	<p>ITU Activities (Aligned with SDGs)</p> <ul style="list-style-type: none"> • Promoting universal connectivity through the "Universal Model for Connectivity 2030," focusing on sustainable and affordable ICT infrastructure for vulnerable communities, providing guidelines for assessing connectivity and improving access. • Hosting and participating in events. 	
H: Undertake international research and	2020-2025	Kigali Resolution (2022)	<i>SDG 9</i>	<ul style="list-style-type: none"> • Training sessions build local expertise and foster innovation, helping develop 	<p>Expected Results</p> <ul style="list-style-type: none"> • Affordable ICT equipment that enhances 	

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development efforts aimed at making available adequate and affordable ICT equipment for end users				<p>affordable ICT solutions tailored to community needs.</p> <ul style="list-style-type: none"> • ITU offers technical assistance to countries in developing ICT infrastructure policies, including capacity-building initiatives and workshops to enhance local skills. • ITU publishes guidelines and best practices for deploying and using ICT equipment, aiding countries in ensuring affordable access. • ITU advocates for universal access to ICT, promoting policies that support affordable equipment and services for marginalized populations. 	<p>accessibility for all, particularly in underserved and low-income communities, promoting digital inclusion</p> <p>ITU Activities (Aligned with SDGs)</p> <ul style="list-style-type: none"> • ITU initiates projects to foster affordable digital access by helping stakeholders identify effective policy, regulatory, technical, and commercial measures for accessing international bandwidth. • Through the "Universal Model for Connectivity 	

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				<ul style="list-style-type: none"> • ITU organizes forums and conferences to bring together stakeholders from various sectors, identifying research and development areas for more affordable ICT solutions. • ITU supports innovation by assisting start-ups and small enterprises in creating affordable technology solutions through grants, mentorship, and showcase opportunities at ITU events. 	2030," ITU promotes universal connectivity by developing a framework for sustainable and resilient ICT infrastructure, focusing on underserved communities and offering guidelines for evaluating and improving access.	
I: Encourage the use of unused wireless capacity, including satellite, in developed	2020-2025	Kigali Resolution (2022)	<i>SDG 1,9</i>	<ul style="list-style-type: none"> • Basic National Spectrum Management System: ITU has implemented this system to help developing countries, such as Comoros, Bolivia, and Kyrgyzstan, establish effective 	Expected Results <ul style="list-style-type: none"> • Consolidation and dissemination of information on interoperable mobile, satellite, and fiber-optic 	

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countries and in particular in developing countries, to provide access in remote areas, especially in developing countries and countries with economies in transition, and to improve low-cost connectivity in developing countries. Special concern should be given to the Least Developed Countries in				<p>spectrum management, optimizing spectrum use to unlock wireless capacity for improved connectivity.</p> <ul style="list-style-type: none"> • Partner2Connect Digital Coalition: Launched in 2021, this coalition aims to bridge the digital divide by fostering global partnerships and mobilizing resources to connect unconnected populations in developing regions. • Technical Assistance for Broadband Mapping: ITU Office for Europe has provided support in Albania and Moldova to develop broadband mapping systems, helping 	<p>networks to enhance broadband coverage and connectivity in rural areas at affordable prices.</p> <p>ITU Activities (Aligned with SDGs)</p> <ul style="list-style-type: none"> • Workshop on Cross-Border Frequency Coordination to tackle regulatory challenges and enhance cooperation among countries for efficient spectrum use. • Assistance in Basic Spectrum Management Systems to improve 	

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their efforts in establishing telecommunication infrastructure				<p>identify coverage gaps and optimize investments in unused wireless capacity.</p> <ul style="list-style-type: none"> • Emerging Technology for Connectivity Event: This event brought together 595 participants and 154 speakers to discuss innovative solutions for optimizing wireless capacity, featuring training courses to empower stakeholders. • ITU-D Study Groups: Focused on ICT deployment in developing countries, particularly broadband in rural areas (Question 5/1), these groups provide reports and 	<p>spectrum allocation and network performance.</p> <ul style="list-style-type: none"> • Promotion of the "Universal Model for Connectivity 2030", developing a sustainable framework for affordable ICT infrastructure targeting underserved communities. • Fostering global partnerships to enhance collaboration among governments, the private sector, and civil society, addressing digital divides and supporting sustainable development goals. 	

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				guidelines on utilizing available resources effectively.	<ul style="list-style-type: none"> • Support for satellite network construction in low-density population areas to improve broadband access in remote regions. • Providing insights on broadband infrastructure through ITU Interactive Transmission Maps to estimate new project costs. • Offering a Business Plan toolkit for sustainable broadband network expansion in unserved areas. • Developing guidelines on last-mile connectivity for 	

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					<p>affordable broadband access in rural communities.</p> <ul style="list-style-type: none"> • Establishing standards for 5G and future networks to ensure interoperability and scalability. • Providing tools and guidelines on universal service strategies, focusing on financing mechanisms. • Collecting best practices from Member States on universal service strategies and fund 	

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					<p>management to enhance digital inclusion.</p> <ul style="list-style-type: none"> • Offering guidelines on policy development for UAS 2.0. • Hosting and participating in events. 	
<p>J: Optimize connectivity among major information networks by encouraging the creation and development of regional ICT backbones and Internet exchange points, to reduce interconnection</p>	<p>2020-2025</p>	<p>Kigali Resolution (2022)</p>	<p><i>SDG 8,9</i></p>	<ul style="list-style-type: none"> • ITU Interactive Transmission Map: This tool identifies global broadband connectivity and supports projects like the East African Submarine System (EASSy) by visualizing geospatial data to identify connectivity gaps and investment opportunities for regional backbones and IXPs. 	<p>Expected Results</p> <ul style="list-style-type: none"> • Establishing national and regional Internet exchange points (IXPs) to enhance local traffic exchange, reduce latency, and lower connectivity costs • Developing local content and access to support regional digital content 	

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costs and broaden network access				<ul style="list-style-type: none"> • Terrestrial Transmission Maps: Updates enhance understanding of critical ICT infrastructure, exemplified by the Balkan Broadband Project, which improves broadband access in Southeast Europe by visualizing infrastructure and planning new IXPs. • ITU-D Study Groups: These groups provide insights and strategies for broadband deployment. Colombia's National Broadband Strategy and Rwanda's efforts to expand national infrastructure leverage ITU-D findings to connect underserved areas and reduce costs. 	<p>creation and local economies</p> <ul style="list-style-type: none"> • Promoting IPv4 to IPv6 migration to ensure sustainable internet growth and support next-gen services <p>ITU Activities (Aligned with SDGs)</p> <ul style="list-style-type: none"> • Providing technical and regulatory support for establishing IXPs to foster regional internet development and improve network performance. • Supporting IPv6 adoption through capacity 	

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				<ul style="list-style-type: none"> Partner2Connect Digital Coalition: Launched in 2021, this coalition fosters global partnerships for connectivity initiatives, exemplified by Nigeria's Broadband Initiative, which enhances Internet access in underserved areas by promoting regional IXPs and leveraging unused spectrum 	<p>building, technical assistance, and regulatory guidance for a smooth transition from IPv4.</p> <ul style="list-style-type: none"> Promoting universal connectivity via the "Universal Model for Connectivity 2030," emphasizing sustainable ICT infrastructure for underserved communities, with guidelines for improving access. Fostering global partnerships to enhance collaboration between governments, the private 	

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					<p>sector, and civil society to address digital divides and promote sustainable development.</p> <ul style="list-style-type: none"> Facilitating local content development initiatives to encourage digital content creation and policies for regional access. 	
K: Develop strategies for increasing affordable global connectivity, thereby facilitating improved access. Commercially negotiated Internet transit and	2020-2025	Kigali Resolution (2022)	<i>SDG 1,9</i>	<ul style="list-style-type: none"> Focus on policies for broadband deployment in developing countries and ICTs for rural areas. Countries like Ethiopia are using insights from these groups to improve their broadband infrastructure and access. The ITU has released a report on essential 	<p>Expected Results</p> <ul style="list-style-type: none"> Research to lower telecommunications service costs, enhancing affordability and accessibility Lower prices for international fiber-optic networks, especially for 	

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interconnection costs should be oriented towards objective, transparent and nondiscriminatory parameters, taking into account ongoing work on this subject				<p>telecommunications infrastructure for developing countries, guiding countries like Bangladesh in creating policies that attract broadband investment and lower interconnection costs.</p> <ul style="list-style-type: none"> • Provides practical guidance for developing ICT infrastructure, helping countries assess needs and secure funding. Training sessions have empowered stakeholders in countries like Uganda to create viable business models that support affordable connectivity. • The ITU aligns with initiatives like the African Union's Digital 	<p>landlocked developing countries (LLDCs) and small island developing states (SIDS).</p> <ul style="list-style-type: none"> • ITU-D fosters collaboration among governments, the private sector, and civil society to address digital divides and enhance ICT access, knowledge sharing, and capacity building. • Promote collaboration among stakeholders to tackle shared telecommunications challenges. 	

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				<p>Transformation Strategy to ensure affordable Internet access. This cooperation helps member states tackle high transit and interconnection costs through shared resources.</p> <ul style="list-style-type: none"> The ITU encourages transparent practices in Internet transit and interconnection. By facilitating discussions among member states, the ITU promotes regulatory frameworks that support competitive pricing. For instance, India's reforms have successfully reduced interconnection fees, 	<ul style="list-style-type: none"> Implement conformance and interoperability programs to meet global standards and ensure seamless connectivity Support national, subregional, and regional Internet Exchange Points (IXPs) to improve local internet traffic exchange and reduce costs Examine actions to reduce international mobile roaming costs at regional and local levels. <p>ITU Activities (Aligned with SDGs)</p>	

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				enhancing competition and lowering prices.	<ul style="list-style-type: none"> • Cost Reduction Support: Conduct research and provide policy advice to promote competition and lower service costs. • Develop a framework for sustainable, affordable ICT infrastructure targeting underserved communities, with guidelines for stakeholders. • Assist in negotiating better access to international fiber-optic networks and submarine cables for cost-effective connectivity. 	

WSIS Outcomes (WSIS AL C2)	Proposed Timing	ITU Strategic Goals and Relevant Resolutions	Linkages with SDGs	Evidence-based analysis of the current situation	Expected and Achieved results and targets to be achieved	COVID-19 Response
					<ul style="list-style-type: none"> • Help countries establish IXPs through workshops and expert guidance to lower transit costs. • Offer training and guidelines to ensure ICT products meet international standards. • Assist in creating legal frameworks for affordable international mobile roaming and encourage operator collaboration. • Organize forums and workshops for stakeholder knowledge sharing and experiences 	

WSIS Outcomes (WSIS AL C2)	Proposed Timing	ITU Strategic Goals and Relevant Resolutions	Linkages with SDGs	Evidence-based analysis of the current situation	Expected and Achieved results and targets to be achieved	COVID-19 Response
					<p>to promote affordable connectivity.</p> <ul style="list-style-type: none"> • Host and participate in relevant events to advance initiatives. 	
L: Encourage and promote joint use of traditional media and new technologies	2020-2025	Kigali Resolution (2022) ²	<i>SDG 9,11</i>	<p>The ITU supports this integration through initiatives focused on infrastructure, policy frameworks, and capacity building.</p> <p>Assistance includes:</p> <ul style="list-style-type: none"> • Frequency Planning: Helping countries transition from analog to digital broadcasting (e.g., Ghana's national spectrum management). • AI and Big Data Strategy: Guiding policymakers on developing national AI 	<p>Expected Results</p> <ul style="list-style-type: none"> • Formulation of regulatory frameworks for transitioning to smart, sustainable development across sectors, integrating ICTs for economic, social, and environmental progress • Facilitation of telecommunications, broadcasting, and information technology 	

WSIS Outcomes (WSIS AL C2)	Proposed Timing	ITU Strategic Goals and Relevant Resolutions	Linkages with SDGs	Evidence-based analysis of the current situation	Expected and Achieved results and targets to be achieved	COVID-19 Response
				<p>strategies; Rwanda uses AI in agriculture and healthcare with radio broadcasts for farmer education.</p> <ul style="list-style-type: none"> • Emerging Technology for Connectivity 2021 Event: Provided training for ITU members, enabling integration of social media with traditional journalism (e.g., participants from Colombia). • Under Resolution 1408, the ITU aids in rebuilding Ukraine's telecommunications, coordinating efforts to rehabilitate broadcasting stations with modern technologies. 	<p>convergence to enable new media and seamless digital platform integration</p> <ul style="list-style-type: none"> • Assistance in creating frameworks for emerging technologies like 5G, IoT, and AI to ensure responsible adoption <p>ITU Activities (Aligned with SDGs)</p> <ul style="list-style-type: none"> • The ITU develops policies and regulatory frameworks supporting sector convergence, fostering innovation and accessibility. 	

WSIS Outcomes (WSIS AL C2)	Proposed Timing	ITU Strategic Goals and Relevant Resolutions	Linkages with SDGs	Evidence-based analysis of the current situation	Expected and Achieved results and targets to be achieved	COVID-19 Response
				<ul style="list-style-type: none"> • A specialized 5G rollout training program was created for Ukrainian decision-makers, focusing on integrating new technologies with existing media. • These initiatives promote a collaborative environment between traditional and digital media, exemplified by Rwanda's AI use and Ghana's digital transition, crucial for enhancing access to information and inclusive development. 	<ul style="list-style-type: none"> • ITU-D promotes partnerships to enhance ICT development, improve telecommunications access, and address digital divides while sharing knowledge and promoting innovative solutions. • Through the "Universal Model for Connectivity 2030," the ITU develops a framework for sustainable and resilient ICT infrastructure targeting underserved communities. 	

WSIS Outcomes (WSIS AL C2)	Proposed Timing	ITU Strategic Goals and Relevant Resolutions	Linkages with SDGs	Evidence-based analysis of the current situation	Expected and Achieved results and targets to be achieved	COVID-19 Response
					<ul style="list-style-type: none"> • ITU provides guidelines to evaluate connectivity levels and devise strategies for enhanced access, sharing best practices to bridge the digital divide. • ITU offers detailed roadmaps for the migration from analog to digital broadcasting, ensuring a smooth, sustainable transition that promotes technological equity. • Customized support for countries transitioning to digital systems, including pilot deployments and 	

WSIS Outcomes (WSIS AL C2)	Proposed Timing	ITU Strategic Goals and Relevant Resolutions	Linkages with SDGs	Evidence-based analysis of the current situation	Expected and Achieved results and targets to be achieved	COVID-19 Response
					<p>network planning for robust infrastructure.</p> <ul style="list-style-type: none"> • ITU collaborates with governments and industries to create frameworks for the responsible adoption of technologies like AI, blockchain, 5G, and IoT, promoting digital inclusion and innovation. • Development of standards to ensure audiovisual media accessibility for all, including closed captioning and user-friendly interfaces, 	

WSIS Outcomes (WSIS AL C2)	Proposed Timing	ITU Strategic Goals and Relevant Resolutions	Linkages with SDGs	Evidence-based analysis of the current situation	Expected and Achieved results and targets to be achieved	COVID-19 Response
					making digital content universally available.	
WSIS+10 Outcome Documents (WSIS+10 Statement on the Implementation of WSIS Outcomes and WSIS+10 Vision for WSIS Beyond 2015)						
a. Develop a well-planned, well-maintained, robust, economic, and efficient Broadband	2020-2025	Kigali Resolution (2022)	<i>SDG 9</i>	<ul style="list-style-type: none"> The ITU is actively addressing last-mile connectivity challenges in areas with inadequate network infrastructure through the Last 	Expected Results <ul style="list-style-type: none"> Creating or enhancing national broadband plans to improve access to broadband services, foster digital inclusion, 	

WSIS Outcomes (WSIS AL C2)	Proposed Timing	ITU Strategic Goals and Relevant Resolutions	Linkages with SDGs	Evidence-based analysis of the current situation	Expected and Achieved results and targets to be achieved	COVID-19 Response
<p>infrastructure to ensure the delivery of high quality services including, affordable access to the Internet, information and technologies for citizens.</p>				<p>Mile Connectivity Solutions Guide.</p> <ul style="list-style-type: none"> • Provides a comprehensive framework for stakeholders to implement solutions in regions lacking connectivity, such as rural India. It includes tools, service interventions, and policy recommendations tailored to specific geographies. • Encourages affordable service delivery, especially in sub-Saharan Africa, by helping local governments and providers design interventions that consider technical and economic factors. This has led to the establishment of 	<p>and encourage investment in telecommunications infrastructure, crucial for sustainable digital growth.</p> <p>ITU Activities (Aligned with SDGs)</p> <ul style="list-style-type: none"> • Expanding maps that visualize global broadband connectivity, helping countries identify investment opportunities and connectivity gaps, with future updates to include Mobile Coverage datasets (2G, 3G, 4G, 5G). 	

WSIS Outcomes (WSIS AL C2)	Proposed Timing	ITU Strategic Goals and Relevant Resolutions	Linkages with SDGs	Evidence-based analysis of the current situation	Expected and Achieved results and targets to be achieved	COVID-19 Response
				<p>community Wi-Fi hotspots in underserved areas.</p> <ul style="list-style-type: none"> • Geographic Considerations: The guide emphasizes unique geographic challenges, enabling tailored solutions like solar-powered mobile network stations in remote regions without reliable electricity. • Capacity Building: The guide includes resources for decision-making and has facilitated workshops in countries like Kenya, training local leaders on effective broadband deployment strategies and increasing community engagement. 	<ul style="list-style-type: none"> • Promoting collaboration between governments, the private sector, and civil society to address digital divides and improve access to telecommunications, leveraging partnerships for knowledge sharing and capacity building. • Providing a toolkit for strategic planning of ICT infrastructure, focusing on cost estimation, optimal placement, and financing strategies to encourage smart investment and network expansion. 	

WSIS Outcomes (WSIS AL C2)	Proposed Timing	ITU Strategic Goals and Relevant Resolutions	Linkages with SDGs	Evidence-based analysis of the current situation	Expected and Achieved results and targets to be achieved	COVID-19 Response
				<ul style="list-style-type: none"> • Collaborative Approach: Used during consultations to identify last-mile connectivity gaps, fostering dialogue among government agencies, NGOs, and the private sector. In Colombia, this collaboration helped formulate a national broadband strategy prioritizing underserved areas. 	<ul style="list-style-type: none"> • Developing a framework for sustainable, affordable, and resilient ICT infrastructure targeting underserved communities, with guidelines for evaluating connectivity levels and improving access through collaboration. • Creating guidelines to help member states deliver ICT services to rural areas, addressing geographical challenges to promote digital equity and close the digital divide. 	

WSIS Outcomes (WSIS AL C2)	Proposed Timing	ITU Strategic Goals and Relevant Resolutions	Linkages with SDGs	Evidence-based analysis of the current situation	Expected and Achieved results and targets to be achieved	COVID-19 Response
					<ul style="list-style-type: none"> • Hosting and participating in events to further these initiatives. 	
<p>b. Development of affordable network/consumer telecommunications equipment, access and services by economy of scale, development, and conformity and interoperability, by international standards are key elements.</p>	2020-2025	Kigali Resolution (2022)	<i>SDG 9</i>	<ul style="list-style-type: none"> • The ITU's Regional Initiatives, particularly in Africa, aim to improve broadband connectivity and digital inclusion. The African Regional Action Plan enhances network infrastructure through collaborative projects that provide affordable solutions for underserved populations. • Under various resolutions, the ITU conducts regional workshops to raise awareness about ICT standards. In Asia, these workshops have 	<p>Expected Results</p> <ul style="list-style-type: none"> • Enhanced Broadband Infrastructure: Improved access to affordable, high-quality ICT services across urban, rural, and remote areas, facilitating inclusive digital transformation and supporting economic and social development. <p>ITU Activities (Aligned with SDGs)</p> <ul style="list-style-type: none"> • ITU's Conformity and Interoperability program 	

WSIS Outcomes (WSIS AL C2)	Proposed Timing	ITU Strategic Goals and Relevant Resolutions	Linkages with SDGs	Evidence-based analysis of the current situation	Expected and Achieved results and targets to be achieved	COVID-19 Response
				<p>educated stakeholders on global and regional Standardization Development Organizations (SDOs), enabling countries to adopt international standards, enhancing interoperability, and lowering telecommunications equipment costs.</p> <ul style="list-style-type: none"> The ITU has approved over 200 texts since November 2020, guiding the development of critical technologies like broadband access and 5G. These standards ensure device compatibility and facilitate economies of scale, helping manufacturers 	<p>enhances the compatibility and interoperability of ICT products globally, improving service quality and expanding networks, particularly in developing countries. It provides capacity-building support in testing labs, certification, and infrastructure deployment to bridge the digital divide.</p> <ul style="list-style-type: none"> The ITU-D is committed to fostering partnerships among governments, the private sector, and civil society to address digital divides and improve 	

WSIS Outcomes (WSIS AL C2)	Proposed Timing	ITU Strategic Goals and Relevant Resolutions	Linkages with SDGs	Evidence-based analysis of the current situation	Expected and Achieved results and targets to be achieved	COVID-19 Response
				<p>produce compliant equipment for global deployment.</p> <ul style="list-style-type: none"> The ITU promotes networking innovations such as network slicing and cloud computing, which optimize network efficiency and reduce operational costs. For instance, network slicing allows operators to create multiple virtual networks on a single infrastructure, minimizing the need for additional investments. By promoting conformity and interoperability, the ITU ensures that telecommunications 	<p>telecommunications access, promoting knowledge sharing and innovative solutions.</p> <ul style="list-style-type: none"> Through the "Universal Model for Connectivity 2030," the ITU promotes a framework for sustainable and resilient ICT infrastructure, focusing on underserved communities. It offers guidelines to assess connectivity and develop strategies for improvement, facilitating collaborative efforts to bridge the digital divide. 	

WSIS Outcomes (WSIS AL C2)	Proposed Timing	ITU Strategic Goals and Relevant Resolutions	Linkages with SDGs	Evidence-based analysis of the current situation	Expected and Achieved results and targets to be achieved	COVID-19 Response
				equipment from various manufacturers works seamlessly together. This interoperability is essential for lowering costs and enhancing user experiences, as seen in Latin America, where ITU standards have led to the creation of affordable consumer devices compatible with various network technologies.	<ul style="list-style-type: none"> • Hosting and participating in events to further these initiatives. 	
c. Using policy and financing mechanisms such as Universal Service Funds and/or Public-Private Partnership, to	2020-2025	Kigali Resolution (2022)	<i>SDG 8,9</i>	<ul style="list-style-type: none"> • ITU provides guidelines for establishing and managing USFs to enhance broadband connectivity. For example, India's USF has successfully subsidized mobile towers and 	Expected Results <ul style="list-style-type: none"> • Comprehensive training on ICT products, including testing, certification, and IoT readiness, enhancing developing countries' 	

WSIS Outcomes (WSIS AL C2)	Proposed Timing	ITU Strategic Goals and Relevant Resolutions	Linkages with SDGs	Evidence-based analysis of the current situation	Expected and Achieved results and targets to be achieved	COVID-19 Response
connect and cover rural and remote areas with affordable Broadband information and communication infrastructure. To attract private investment, competition and adequate market liberalization policies to develop the infrastructure, financing, and new business				<p>broadband infrastructure in rural areas.</p> <ul style="list-style-type: none"> • ITU encourages PPPs for broadband investment. In Costa Rica, collaboration between the government and private operator Kolbi has improved fiber-optic connectivity in rural communities at lower costs. • ITU conducts workshops in countries like Kenya and Uganda to help policymakers create environments that attract private investment in broadband. • ITU supports regulatory reforms that promote competition. In Rwanda, such 	<p>capacity to meet international standards</p> <ul style="list-style-type: none"> • Guidance on policies to expand broadband access and investment in infrastructure, promoting digital inclusion in urban and rural areas • Focused efforts to improve broadband services in urban and rural areas, especially for landlocked developing countries • Assistance for non-profit cooperatives providing ICT services in 	

WSIS Outcomes (WSIS AL C2)	Proposed Timing	ITU Strategic Goals and Relevant Resolutions	Linkages with SDGs	Evidence-based analysis of the current situation	Expected and Achieved results and targets to be achieved	COVID-19 Response
models need to be studied and deployed, taking into account national circumstances.				<p>reforms have led to more service providers and lower prices for broadband in rural areas.</p> <ul style="list-style-type: none"> • ITU helps identify funding sources for broadband projects. Ethiopia’s government, for instance, has used international financing from the World Bank to support its Broadband Strategy for rural connectivity. • ITU conducts research on the unique challenges of rural broadband access, informing tailored policies. The Broadband Commission for Sustainable Development explores solutions like satellite 	<p>underserved areas to foster local development</p> <ul style="list-style-type: none"> • Development of guidelines addressing policy recommendations, technology choices, and best practices for effective rural broadband strategies <p>ITU Activities (Aligned with SDGs)</p> <ul style="list-style-type: none"> • ITU organizes forums to promote universal service and broadband deployment, fostering collaboration among stakeholders to improve access. 	

WSIS Outcomes (WSIS AL C2)	Proposed Timing	ITU Strategic Goals and Relevant Resolutions	Linkages with SDGs	Evidence-based analysis of the current situation	Expected and Achieved results and targets to be achieved	COVID-19 Response
				<p>internet and community networks.</p> <ul style="list-style-type: none"> • Philippines: The “Broadband ng Masa” program, supported by ITU, aims to provide free public Wi-Fi and foster partnerships with local ISPs to improve rural broadband access. • Pakistan: The “Rural Telecom Project,” funded by a USF, focuses on enhancing connectivity in remote areas by subsidizing operators to deploy broadband infrastructure, reducing the digital divide. 	<ul style="list-style-type: none"> • ITU offers resources, including guidelines on universal service strategies and financing models, to ensure efficient resource allocation. • ITU gathers and shares successful universal service strategies from member states to help adapt models to local contexts. • Comprehensive tools and guidelines for developing policies that promote universal access to ICT services in underserved areas. 	

WSIS Outcomes (WSIS AL C2)	Proposed Timing	ITU Strategic Goals and Relevant Resolutions	Linkages with SDGs	Evidence-based analysis of the current situation	Expected and Achieved results and targets to be achieved	COVID-19 Response
					<ul style="list-style-type: none"> • ITU fosters partnerships to advance ICT development, improve telecommunications access, and support sustainable development goals. • This initiative focuses on developing sustainable and resilient ICT infrastructure for underserved communities, promoting collaborative efforts and sharing best practices. • Engagement in events to support connectivity and collaboration among stakeholders. 	

WSIS Outcomes (WSIS AL C2)	Proposed Timing	ITU Strategic Goals and Relevant Resolutions	Linkages with SDGs	Evidence-based analysis of the current situation	Expected and Achieved results and targets to be achieved	COVID-19 Response
d. Emergency telecommunication services should be secured. A resilient and robust information and communication infrastructure is an essential step to ensure the continuity of communications in cases of disruptive events such as natural disasters.	2020-2025	Kigali Resolution (2022)	<i>SDG 9,11</i>	<ul style="list-style-type: none"> • ITU actively contributes to building resilient communication infrastructures through various initiatives. • Successful projects in the Philippines, Nepal, and Haiti illustrate effective disaster response capabilities and support for vulnerable communities. • Organized events to integrate telecommunications into disaster prediction and response systems. Workshop in Fiji with the Pacific Islands Forum aimed at strengthening preparedness for cyclones and tsunamis. 	<p>Expected Results</p> <ul style="list-style-type: none"> • Develop robust national and subregional emergency communication strategies, particularly for Small Island Developing States (SIDS) and Least Developed Countries (LDCs). These plans will prioritize resilient systems to address climate change impacts. • Identify and deploy reliable technologies for emergency communications in vulnerable areas to enhance disaster 	

WSIS Outcomes (WSIS AL C2)	Proposed Timing	ITU Strategic Goals and Relevant Resolutions	Linkages with SDGs	Evidence-based analysis of the current situation	Expected and Achieved results and targets to be achieved	COVID-19 Response
				<ul style="list-style-type: none"> • Established standards and guidelines for effective disaster response. • Improves coordination among agencies during emergencies, adopted by several Member States. • Enhance capacity for managing emergency telecommunications. Example: "Emergency Telecommunications for Disaster Risk Reduction" training in Honduras for local officials. • Partner with UNDRR and WFP to enhance emergency 	<p>preparedness and early warning systems</p> <p>ITU Activities (Aligned with SDGs)</p> <ul style="list-style-type: none"> • ITU has established best practices for emergency telecommunications through approved Recommendations, supporting national policies for disaster preparedness and response. • ITU incorporates emergency telecommunications into ICT projects for disaster prediction, detection, and alert systems, ensuring 	

WSIS Outcomes (WSIS AL C2)	Proposed Timing	ITU Strategic Goals and Relevant Resolutions	Linkages with SDGs	Evidence-based analysis of the current situation	Expected and Achieved results and targets to be achieved	COVID-19 Response
				<p>telecommunications capabilities.</p> <ul style="list-style-type: none"> • Focus on improving data sharing and resource allocation during emergencies. • Philippines: "Empowering Disaster Response in Northern Mindanao using Local Radio Networks" project improved communication between authorities and communities. • Nepal: Supported emergency telecommunication services after the 2015 earthquake, deploying mobile satellite units for communication restoration. • Haiti: Established a Community Radio Network 	<p>early warnings reach at-risk populations, especially in SIDS and LDCs.</p> <ul style="list-style-type: none"> • ITU hosts and participates in events to further these initiatives. 	

WSIS Outcomes (WSIS AL C2)	Proposed Timing	ITU Strategic Goals and Relevant Resolutions	Linkages with SDGs	Evidence-based analysis of the current situation	Expected and Achieved results and targets to be achieved	COVID-19 Response
				after the 2010 earthquake to disseminate critical information about relief efforts.		

3. Roadmap for WSIS Action Line C4: Capacity Building



WSIS Outcomes (WSIS AL C4)	Proposed Timing	ITU Strategic Goals and Relevant Resolutions	Linkages with SDGs	Evidence-based analysis of the current situation	Expected and Achieved results and targets to be achieved	COVID-19 Response
Geneva Plan of Action and Tunis Agenda for the Information Society						
<p>A. Develop and promote programmes to eradicate illiteracy using ICTs at national, regional, and international levels. Empowering local communities, especially those in rural and underserved areas as well as indigenous communities, in ICT use and promote the production of useful and socially meaningful content for the benefit of all.</p>	<p>Since 2019 (continuous)</p>	<p>PP-2022: Strategic Goal 2 includes a target (2.2.) on digital skills.</p> <p>Several PP Resolutions refer to the importance of strengthening digital skills and literacy development (Res. 70, Res. 71, Res. 130, Res. 131, Res. 133, Res. 139, Res. 179, Res. 203, Res. 205).</p>	<p>SDG 1 (No poverty), SDG 4 (Quality education), growth), SDG 9 (Industry, Innovation, and Infrastructure) and SDG 10 (Reducing inequality)</p> <p>ITU contributes to strengthening digital skills among target beneficiaries, including women, school children, youth, teachers, and persons with disabilities.</p>	<p>Digital Transformation Centres Initiative (DTCI): ITU, in partnership with Cisco, launched the DTCI, which aims to support countries to strengthen digital capacities of citizens, particularly in the underserved communities through the Digital Transformation Centres (DTCs).</p> <p>Capacity development programmes are being delivered in benefit of Indigenous Peoples, through the ITU Academy</p>	<p>More than 250,000 course participants from underserved communities (covering 13 countries and four regions) have been trained in basic and intermediate digital skills since 2020.</p>	

WSIS Outcomes (WSIS AL C4)	Proposed Timing	ITU Strategic Goals and Relevant Resolutions	Linkages with SDGs	Evidence-based analysis of the current situation	Expected and Achieved results and targets to be achieved	COVID- 19 Response
<p>B. Taking into account the need to eradicate adult illiteracy, ensure that young people are equipped with knowledge and skills to use ICTs, including the capacity to analyse and treat information in creative and innovative ways, share their expertise and participate fully in the Information Society.</p>	<p>2017 to 2030</p>	<p>Several WTDC resolutions refer to the importance of strengthening digital skills and literacy development (Res. 37, Res. 40, Res. 55, Res. 58, Res. 64, Res. 67, Res. 76, Res. 77, Res. 82, Res. 87)</p>	<p>SDG 8 calls for sustainable economic growth, full and productive employment, and decent work for all. This includes policies and programmes to support job creation and entrepreneurship, the promotion of youth employment, with the aim to achieve decent work for all women and men, young people and persons with disabilities.</p> <p>ITU directly contributes to SDG8 by equipping beneficiaries with job-ready digital skills which will help them find gainful employment or improve the productivity of their</p>	<p>The ITU-ILO led Digital Skills Campaign addresses the skills gap by encouraging partners to make commitments to invest in digital skills development for young people. The Campaign's objective is to increase young people's employability and innovation capabilities, contributing to other sectors of the digital economy. The Campaign aims to reach 25 million young people by 2030.</p> <p>The ITU Youth Strategy aims to reduce the youth digital divide and improve the lives of young people around the world by encouraging youth participation in ITU programmes, events and activities; promoting ICT</p>	<p>As of 2023, the Campaign commitments have reached 23 million young people across the world.</p>	

WSIS Outcomes (WSIS AL C4)	Proposed Timing	ITU Strategic Goals and Relevant Resolutions	Linkages with SDGs	Evidence-based analysis of the current situation	Expected and Achieved results and targets to be achieved	COVID-19 Response
			entrepreneurial activities.	youth-related policies within ITU Member States to ensure inclusiveness and empower youth, particularly in developing countries; and engaging in regular dialogue and consultations with youth to undertake concrete actions.		
C. Governments, in cooperation with other stakeholders, should create programmes for capacity development with an emphasis on creating a critical mass of qualified and skilled ICT professionals and experts.	Continuous		SDG 17 (partnerships).	The ITU Academy portal continues to be the main gateway to ITU capacity development and training activities. Its comprehensive training catalogue covers a large array of topics relevant to the ITU membership, such as cybersecurity, digital inclusion, artificial intelligence, spectrum management, policy and regulation, and network infrastructure.	The number of ITU Academy users has steadily grown since 2019, bringing the total of the platform's learners from 10,000 to over 40,000 (2023). ITU Academy has more than 20 partner institutions.	

WSIS Outcomes (WSIS AL C4)	Proposed Timing	ITU Strategic Goals and Relevant Resolutions	Linkages with SDGs	Evidence-based analysis of the current situation	Expected and Achieved results and targets to be achieved	COVID- 19 Response
				Courses are conducted in collaboration with different partners, such as the ITU Academy Training Centres, Academia, the private sector, and other United Nations Agencies.		
D. Work on removing the gender barriers to ICT education and training and promoting equal training opportunities in ICT-related fields for women and girls. Early intervention programmes in science and technology should target young girls with the aim of increasing the number of women in ICT careers. Promote the exchange of best practices on the integration of gender perspectives in ICT education.	2016 - 2030	Res 76 on the promotion of ICT among young women and men for social and economic empowerment	SDG 5 (gender equality); SDG 10 (reducing inequalities)	The EQUALS partnership, founded by ITU, UNU, UN Women and ITC in 2016, brings together more than 100 global public and private sector actors to ensure women and girls around the world have the access, skills and leadership and research roles to take part in, and help shape, the digital economy. African Girls Can Code Initiative and Americas Girls Can Code , are regional coding camps that aim to train and empower girls and young women to	More than 7,000 participants from 23 countries attended online workshops through the	

WSIS Outcomes (WSIS AL C4)	Proposed Timing	ITU Strategic Goals and Relevant Resolutions	Linkages with SDGs	Evidence-based analysis of the current situation	Expected and Achieved results and targets to be achieved	COVID- 19 Response
				<p>become computer programmers, creators and designers who will act as role models in STEM and create an online community for sharing coding experiences.</p> <p>International Girls in ICT Day is an ITU-led flagship global effort to raise awareness, empower and encourage girls and young women to consider studies and careers in STEM.</p> <p>The Her CyberTracks Project is an initiative incorporating online and on-site technical trainings in cybersecurity policy and diplomacy, soft skills trainings, guided monthly mentorship circles, inspirational keynotes, as well as regional networking events. It includes the</p>	<p>Americas Girls Can Code.</p> <p>Since the launch of Girls in ICT programme, more than 377,000 girls and young women have taken part in over 11,400 celebrations in 171 countries worldwide.</p>	

WSIS Outcomes (WSIS AL C4)	Proposed Timing	ITU Strategic Goals and Relevant Resolutions	Linkages with SDGs	Evidence-based analysis of the current situation	Expected and Achieved results and targets to be achieved	COVID-19 Response
				Women in Cybersecurity mentorship programme, which aims to inspire, train, and empower women in cybersecurity.	Through the Women in Cybersecurity mentorship programme, over 300 women have been trained and mentored across 73 countries in the Arab, Africa, and Asia-Pacific regions.	
E. Promote international and regional cooperation in the field of capacity development.	Since 2016		SDG 17 (Partnerships for the Goals)	<p>Digital Skills Forums aim to provide a continuous forum for the ITU membership and other stakeholders to discuss the most pressing needs that have to be addressed to close the global digital skills gap.</p> <p>Academia partnership meetings: These meetings bring together representatives from</p>	The Digital Skills Forum previously the Capacity Building Symposium, was held in 2016 and 2018, attracting around 400 participants for each event. The forum will resume in 2024 and is expected to be	

WSIS Outcomes (WSIS AL C4)	Proposed Timing	ITU Strategic Goals and Relevant Resolutions	Linkages with SDGs	Evidence-based analysis of the current situation	Expected and Achieved results and targets to be achieved	COVID- 19 Response
	2000 – 2022			<p>universities and higher education institutions to identify ways and means to strengthen collaboration between ITU and the academic community in developing capacities and skills for the digital future.</p> <p>Centres of Excellence (CoE) programme, a partnership between ITU and 29 training institutions across six ITU regions, aimed to support capacity development in the field of ICTs by offering continuous education to ICT professionals and executives in the public and private spheres</p>	<p>held every two years.</p> <p>ITU also organized Academia partnership meetings in 2017 and 2019, bringing together 140 participants from universities across the world.</p>	

WSIS Outcomes (WSIS AL C4)	Proposed Timing	ITU Strategic Goals and Relevant Resolutions	Linkages with SDGs	Evidence-based analysis of the current situation	Expected and Achieved results and targets to be achieved	COVID- 19 Response
	2023 to date			<p>through face-to-face, online or blended learning.</p> <p>ATC programme: ITU Academy Training Centres (ATCs) were established as a result of a strategic review of the CoE programme. ATCs are the core capacity development partners of the ITU, delivering high-quality courses addressing the most important training topics identified by ITU's membership, including on topics such as policy and regulation, network infrastructure, spectrum management, cybersecurity, digital inclusion, and digital services.</p> <p>ITU Digital Transformation Centres Initiative</p>		

WSIS Outcomes (WSIS AL C4)	Proposed Timing	ITU Strategic Goals and Relevant Resolutions	Linkages with SDGs	Evidence-based analysis of the current situation	Expected and Achieved results and targets to be achieved	COVID-19 Response
	2019 to date			The DTCs form a global network of national institutions that focus on delivering and scaling of basic and intermediate digital skills training to citizens in their countries, in rural and underserved communities.		
F. Design programmes to train users to develop self-learning and self-development capacities.	2012 to date	WTDC Res. 73	SDG 9 (Industry, Innovation, and Infrastructure)	ITU Academy offers ICT professionals and policy makers access to capacity development opportunities using various methodologies and tailored to different learning styles, such as online, self-paced or instructor-led courses, ranging from intermediate to advanced levels	More than 150 courses are offered annually on the ITU Academy. More than 45 courses at the basic and intermediate level are offered under the DTCL, through various platforms.	
WSIS+10 Outcome Documents (WSIS+10 Statement on the Implementation of WSIS Outcomes and WSIS+10 Vision for WSIS Beyond 2015)						

WSIS Outcomes (WSIS AL C4)	Proposed Timing	ITU Strategic Goals and Relevant Resolutions	Linkages with SDGs	Evidence-based analysis of the current situation	Expected and Achieved results and targets to be achieved	COVID-19 Response
<p>a. Develop a wide range of general and specialized training programmes for all stakeholders such as (creators, maintainers and operators) and beneficiaries of the ICT sector (especially in developing countries) in all aspects of telecommunications/ICT.</p>				<p>Development of training programmes at master's level such as:</p> <p>The Spectrum Management Training Programme (SMTP) comprises a set of high-level training materials in all areas of spectrum management, which were developed by experts drawn from within and outside ITU.</p> <p>Quality of Service Training Programme (QoSTP) covers a range of topics related to quality of service in telecommunications. The training materials were developed, and quality assured by experts from within and outside ITU. The QoSTP modules are designed to provide students with depth of</p>	<p>Three courses have been developed to date. The focus is to increase the number of shorter programmes targeted to ICT professionals.</p> <p>SMTP received international accreditation from the Central Evaluation and Accreditation Agency.</p>	

WSIS Outcomes (WSIS AL C4)	Proposed Timing	ITU Strategic Goals and Relevant Resolutions	Linkages with SDGs	Evidence-based analysis of the current situation	Expected and Achieved results and targets to be achieved	COVID- 19 Response
	2017 to 2021			<p>address future digital skills requirements.</p> <p>Digital skills Insights publication is an online publication which seeks to provide a body of knowledge that will facilitate academic research and innovation exploring the linkages between emerging technologies and capacity development. It covers a wide range of topics that may affect people and their skills development, such as artificial intelligence (AI), the Internet of Things (IoT), big data, telecommunication regulatory issues, smart cities/societies, digital competencies, open-source learning, and</p>		

WSIS Outcomes (WSIS AL C4)	Proposed Timing	ITU Strategic Goals and Relevant Resolutions	Linkages with SDGs	Evidence-based analysis of the current situation	Expected and Achieved results and targets to be achieved	COVID- 19 Response
				intellectual property rights, etc.		

4. Roadmap for WSIS Action Line C5: Building Confidence and Security in Use of ICTs

Note: GCA – Global Cybersecurity Agenda



WSIS Outcomes (WSIS AL C5)	Proposed Timing	ITU Strategic Goals and Relevant Resolutions	Linkages with SDGs	Evidence-based analysis of the current situation	Expected and Achieved results and targets to be achieved	COVID-19 Response
Geneva Plan of Action and Tunis Agenda for the Information Society						
A1: Promote cooperation among the governments at the United Nations and with all stakeholders at other appropriate fora to enhance user confidence, build trust, protect both data and network integrity, and consider existing and potential threats to ICTS	2023-2025	ITU Strategic Goal 1 (Target 1.6) Resolutions 71, 130, 140, 179 (Rev. Bucharest, 2022) of the Plenipotentiary Conference Resolution 174 (Rev. Dubai, 2018), 181 (Guadalajara, 2010) of the Plenipotentiary Conference ITRs (Rev. Dubai, 2012) Council Resolution 1306 WTDC Resolutions 45, 2,	1.4, 4.1, 4.3, 4.5, 5.b, 7.1, 7.a, 7.b, 9.1, 9.c, 11.3, 11.b, 16.2, 17.8	Council Documents C15/18 ,C16/18, C17/18, C18/18 , C19/18, C20/18, C21/18, C22/18 Guidelines for utilization of the GCA	Continue to act as a platform that fosters close international cooperation to increase awareness on the security of cyberspace and share experiences and best practices for further action at a global level.	C20/18,C21/18 REG4COVID

WSIS Outcomes (WSIS AL C5)	Proposed Timing	ITU Strategic Goals and Relevant Resolutions	Linkages with SDGs	Evidence-based analysis of the current situation	Expected and Achieved results and targets to be achieved	COVID-19 Response
		<p>67, 69 (Rev. Kigali, 2022)</p> <p>ITU-D priorities (Kigali Action Plan)</p> <p>Resolutions 50 (Rev. Geneva, 2022), 52 (Rev. Hammamet, 2016), 75 (Rev. Geneva, 2022), 58 (Rev. Geneva, 2022) of World Telecommunication Standardization Assembly</p>				
A2: Address other information security and network security issues	2023-2025	<p>ITU Strategic Goal 1 (Target 1.6)</p> <p>Resolutions 71, 130, 140, 179 (Rev. Bucharest, 2022) of the</p>	7.1, 7.a, 7.b, 9.1, 9.c, 11.3, 11.b, 17.8	<p>Council Documents C15/18 ,C16/18, C17/18, C18/18 , C19/18, C20/18, C21/18, C22/18</p> <p>Guidelines for utilization of the GCA</p>	Continue to facilitate global cooperation among Member States, including helping set up global incidence warning and response systems, protocols and procedures. Continue	C20/18_C21/18

WSIS Outcomes (WSIS AL C5)	Proposed Timing	ITU Strategic Goals and Relevant Resolutions	Linkages with SDGs	Evidence-based analysis of the current situation	Expected and Achieved results and targets to be achieved	COVID-19 Response
		Plenipotentiary Conference Resolution 174 (Rev. Dubai, 2018), 181 (Guadalajara, 2010) of the Plenipotentiary Conference ITRs (Rev. Dubai, 2012) Council Resolution 1306 WTDC Resolutions 45, 2, 67, 69 (Rev. Kigali, 2022) ITU-D priorities (Kigali Action Plan) Resolutions 50 (Rev. Geneva, 2022), 52 (Rev. Hammamet, 2016),			providing a framework for defining security protocols and standards for networks and systems.	

WSIS Outcomes (WSIS AL C5)	Proposed Timing	ITU Strategic Goals and Relevant Resolutions	Linkages with SDGs	Evidence-based analysis of the current situation	Expected and Achieved results and targets to be achieved	COVID-19 Response
		75 (Rev. Geneva, 2022), 58 (Rev. Geneva, 2022) of World Telecommunication Standardization Assembly				
B1: Governments, in cooperation with the private sector, should prevent, detect and respond to cyber-crime and misuse of ICTs by: Developing guidelines that take into account ongoing efforts in these areas	2023-2025	ITU Strategic Goal 1 (Target 1.6) Resolutions 71, 130, 140, 179 (Rev. Bucharest, 2022) of the Plenipotentiary Conference Resolution 174 (Rev. Dubai, 2018), 181 (Guadalajara, 2010) of the Plenipotentiary Conference ITRs (Rev. Dubai, 2012)	1.4, 4.1, 4.3, 4.5, 5.b, 7.1, 7.a, 7.b, 9.1, 9.c, 11.3, 11.b, 16.2, 17.8.	Council Documents C15/18 ,C16/18, C17/18, C18/18 , C19/18, C20/18, C21/18, C22/18 Guidelines for utilization of the GCA	Continue to facilitate access for Member States to toolkits, guidelines and reports for a more coordinated response to cyber-threats.	C20/18_C21/18

WSIS Outcomes (WSIS AL C5)	Proposed Timing	ITU Strategic Goals and Relevant Resolutions	Linkages with SDGs	Evidence-based analysis of the current situation	Expected and Achieved results and targets to be achieved	COVID-19 Response
		Council Resolution 1306 WTDC Resolutions 45, 2, 67, 69 (Rev. Kigali, 2022) ITU-D priorities (Kigali Action Plan) Resolutions 50 (Rev. Geneva, 2022), 52 (Rev. Hammamet, 2016), 75 (Rev. Geneva, 2022), 58 (Rev. Geneva, 2022) of World Telecommunication Standardization Assembly				
B2: Governments, in cooperation with the private sector, should prevent, detect and	2023-2025	ITU Strategic Goal 1 (Target 1.6) Resolutions 71, 130, 140, 179	7.1, 7.a, 7.b, 9.1, 9.c, 11.3, 11.b, 16.2, 17.8	Council Documents C15/18 ,C16/18, C17/18, C18/18 ,	Continue to facilitate Member States' access to resources developed by other	C20/18_C21/18

WSIS Outcomes (WSIS AL C5)	Proposed Timing	ITU Strategic Goals and Relevant Resolutions	Linkages with SDGs	Evidence-based analysis of the current situation	Expected and Achieved results and targets to be achieved	COVID-19 Response
respond to cyber-crime and misuse of ICTs by: Considering legislation that allows for effective investigation and prosecution of misuse		(Rev. Bucharest, 2022) of the Plenipotentiary Conference Resolution 174 (Rev. Dubai, 2018), 181 (Guadalajara, 2010) of the Plenipotentiary Conference ITRs (Rev. Dubai, 2012) Council Resolution 1306 WTDC Resolutions 45, 2, 67, 69 (Rev. Kigali, 2022) ITU-D priorities (Kigali Action Plan) Resolutions 50 (Rev. Geneva,		C19/18, C20/18, C21/18, C22/18 Guidelines for utilization of the GCA	relevant international organizations when developing national legislation to combat cybercrime.	

WSIS Outcomes (WSIS AL C5)	Proposed Timing	ITU Strategic Goals and Relevant Resolutions	Linkages with SDGs	Evidence-based analysis of the current situation	Expected and Achieved results and targets to be achieved	COVID-19 Response
		2022), 52 (Rev. Hammamet, 2016), 75 (Rev. Geneva, 2022), 58 (Rev. Geneva, 2022) of World Telecommunication Standardization Assembly				
B3: Governments, in cooperation with the private sector, should prevent, detect and respond to cyber-crime and misuse of ICTs by: Promoting effective mutual assistance efforts	2023-2025	ITU Strategic Goal 1 (Target 1.6) Resolutions 71, 130, 140, 179 (Rev. Bucharest, 2022) of the Plenipotentiary Conference Resolution 174 (Rev. Dubai, 2018), 181 (Guadalajara, 2010) of the Plenipotentiary Conference	1.4, 7.1, 7.a, 7.b, 9.1, 9.c, 11.3, 11.b, 16.2, 17.8	Council Documents C15/18 ,C16/18, C17/18, C18/18 , C19/18, C20/18, C21/18, C22/18 Guidelines for utilization of the GCA	Continue to facilitate access for Member States to toolkits, guidelines and reports for a more coordinated response to cyber-threats.	C20/18,C21/18

WSIS Outcomes (WSIS AL C5)	Proposed Timing	ITU Strategic Goals and Relevant Resolutions	Linkages with SDGs	Evidence-based analysis of the current situation	Expected and Achieved results and targets to be achieved	COVID-19 Response
		ITRs (Rev. Dubai, 2012) Council Resolution 1306 WTDC Resolutions 45, 2, 67, 69 (Rev. Kigali, 2022) ITU-D priorities (Kigali Action Plan) Resolutions 50 (Rev. Geneva, 2022), 52 (Rev. Hammamet, 2016), 75 (Rev. Geneva, 2022), 58 (Rev. Geneva, 2022) of World Telecommunication Standardization Assembly				

WSIS Outcomes (WSIS AL C5)	Proposed Timing	ITU Strategic Goals and Relevant Resolutions	Linkages with SDGs	Evidence-based analysis of the current situation	Expected and Achieved results and targets to be achieved	COVID-19 Response
B4: Governments, in cooperation with the private sector, should prevent, detect and respond to cyber-crime and misuse of ICTs by: Strengthening institutional support at the international level for preventing, detecting and recovering from such incidents	2023-2025	<p>ITU Strategic Goal 1 (Target 1.6)</p> <p>Resolutions 71, 130, 140, 179 (Rev. Bucharest, 2022) of the Plenipotentiary Conference</p> <p>Resolution 174 (Rev. Dubai, 2018), 181 (Guadalajara, 2010) of the Plenipotentiary Conference</p> <p>ITRs (Rev. Dubai, 2012)</p> <p>Council Resolution 1306</p> <p>WTDC Resolutions 45, 2, 67, 69 (Rev. Kigali, 2022)</p>	1.4, 7.1, 7.a, 7.b, 9.1, 9.c, 11.3, 11.b, 17.8	<p>Council Documents C15/18 ,C16/18, C17/18, C18/18 , C19/18, C20/18, C21/18, C22/18</p> <p>Guidelines for utilization of the GCA</p>	Facilitating, promoting and helping expand a global network of incident response teams and regional cybersecurity hubs for the prevention, detection and recovery from cyber-incidents by Member States.	C20/18,C21/18

WSIS Outcomes (WSIS AL C5)	Proposed Timing	ITU Strategic Goals and Relevant Resolutions	Linkages with SDGs	Evidence-based analysis of the current situation	Expected and Achieved results and targets to be achieved	COVID-19 Response
		<p>ITU-D priorities (Kigali Action Plan)</p> <p>Resolutions 50 (Rev. Geneva, 2022), 52 (Rev. Hammamet, 2016), 75 (Rev. Geneva, 2022), 58 (Rev. Geneva, 2022) of World Telecommunication Standardization Assembly</p>				
<p>B5: Governments, in cooperation with the private sector, should prevent, detect and respond to cyber-crime and misuse of ICTs by: Encouraging education and raising awareness</p>	<p>2023-2025</p>	<p>ITU Strategic Goal 1 (Target 1.6)</p> <p>Resolutions 71, 130, 140, 179 (Rev. Bucharest, 2022) of the Plenipotentiary Conference</p> <p>Resolution 174 (Rev. Dubai, 2018),</p>	<p>1.4, 4.1, 4.3, 4.5, 5.b, 9.1, 9.c, 16.2, 17.8</p>	<p>Council Documents C15/18 ,C16/18, C17/18, C18/18 , C19/18, C20/18, C21/18, C22/18</p> <p>Guidelines for utilization of the GCA</p>	<p>Workshops and training programmes organized with/for Member States at a global, regional and national level.</p>	<p>C20/18_C21/18</p>

WSIS Outcomes (WSIS AL C5)	Proposed Timing	ITU Strategic Goals and Relevant Resolutions	Linkages with SDGs	Evidence-based analysis of the current situation	Expected and Achieved results and targets to be achieved	COVID-19 Response
		<p>181 (Guadalajara, 2010) of the Plenipotentiary Conference</p> <p>ITRs (Rev. Dubai, 2012)</p> <p>Council Resolution 1306</p> <p>WTDC Resolutions 45, 2, 67, 69 (Rev. Kigali, 2022)</p> <p>ITU-D priorities (Kigali Action Plan)</p> <p>Resolutions 50 (Rev. Geneva, 2022), 52 (Rev. Hammamet, 2016), 75 (Rev. Geneva, 2022), 58 (Rev. Geneva, 2022) of World Telecommunication</p>				

WSIS Outcomes (WSIS AL C5)	Proposed Timing	ITU Strategic Goals and Relevant Resolutions	Linkages with SDGs	Evidence-based analysis of the current situation	Expected and Achieved results and targets to be achieved	COVID-19 Response
		Standardization Assembly				
C: Governments, and other stakeholders, should actively promote user education and awareness about online privacy and the means of protecting privacy	2023-2025	<p>ITU Strategic Goal 1 (Target 1.6)</p> <p>Resolutions 71, 130, 140, 179 (Rev. Bucharest, 2022) of the Plenipotentiary Conference</p> <p>Resolution 174 (Rev. Dubai, 2018), 181 (Guadalajara, 2010) of the Plenipotentiary Conference</p> <p>ITRs (Rev. Dubai, 2012)</p> <p>Council Resolution 1306</p> <p>WTDC Resolutions 45, 2,</p>	1.4, 4.1, 4.3, 4.5, 5.b, 9.1, 9.c, 16.2, 17.8	<p>Council Documents C15/18 ,C16/18, C17/18, C18/18 , C19/18, C20/18, C21/18, C22/18</p> <p>Guidelines for utilization of the GCA</p>	Workshops and training programmes comprise all relevant aspects of Cybersecurity, including in areas of new and emerging technologies such as AI, Quantum, Metaverse and others.	C20/18_C21/18

WSIS Outcomes (WSIS AL C5)	Proposed Timing	ITU Strategic Goals and Relevant Resolutions	Linkages with SDGs	Evidence-based analysis of the current situation	Expected and Achieved results and targets to be achieved	COVID-19 Response
		<p>67, 69 (Rev. Kigali, 2022)</p> <p>ITU-D priorities (Kigali Action Plan)</p> <p>Resolutions 50 (Rev. Geneva, 2022), 52 (Rev. Hammamet, 2016), 75 (Rev. Geneva, 2022), 58 (Rev. Geneva, 2022) of World Telecommunication Standardization Assembly</p>				
D: Take appropriate action on spam at national and international levels	2023-2025	<p>ITU Strategic Goal 1 (Target 1.6)</p> <p>Resolutions 71, 130, 140, 179 (Rev. Bucharest, 2022) of the</p>	9.1, 9.c	<p>Council Documents C15/18 ,C16/18, C17/18, C18/18 , C19/18, C20/18, C21/18, C22/18</p> <p>Guidelines for utilization of the GCA</p>	<p>Collaboration with relevant entities for further study of spam and its mitigation. Development of necessary technical standards.</p>	C20/18_C21/18

WSIS Outcomes (WSIS AL C5)	Proposed Timing	ITU Strategic Goals and Relevant Resolutions	Linkages with SDGs	Evidence-based analysis of the current situation	Expected and Achieved results and targets to be achieved	COVID-19 Response
		Plenipotentiary Conference Resolution 174 (Rev. Dubai, 2018), 181 (Guadalajara, 2010) of the Plenipotentiary Conference ITRs (Rev. Dubai, 2012) Council Resolution 1306 WTDC Resolutions 45, 2, 67, 69 (Rev. Kigali, 2022) ITU-D priorities (Kigali Action Plan) Resolutions 50 (Rev. Geneva, 2022), 52 (Rev. Hammamet, 2016),				

WSIS Outcomes (WSIS AL C5)	Proposed Timing	ITU Strategic Goals and Relevant Resolutions	Linkages with SDGs	Evidence-based analysis of the current situation	Expected and Achieved results and targets to be achieved	COVID-19 Response
		75 (Rev. Geneva, 2022), 58 (Rev. Geneva, 2022) of World Telecommunication Standardization Assembly				
E: Encourage the domestic assessment of national law with a view to overcoming any obstacles to the effective use of electronic documents and transactions including electronic means of authentication	2023-2025	ITU Strategic Goal 1 (Target 1.6) Resolutions 71, 130, 140, 179 (Rev. Bucharest, 2022) of the Plenipotentiary Conference Resolution 174 (Rev. Dubai, 2018), 181 (Guadalajara, 2010) of the Plenipotentiary Conference ITRs (Rev. Dubai, 2012)	1.4, 9.1, 9.c	Council Documents C15/18 ,C16/18, C17/18, C18/18 , C19/18, C20/18, C21/18, C22/18 Guidelines for utilization of the GCA	Continue to facilitate Member State access to guidelines on different aspects of Cybersecurity.	C20/18_C21/18

WSIS Outcomes (WSIS AL C5)	Proposed Timing	ITU Strategic Goals and Relevant Resolutions	Linkages with SDGs	Evidence-based analysis of the current situation	Expected and Achieved results and targets to be achieved	COVID-19 Response
		Council Resolution 1306 WTDC Resolutions 45, 2, 67, 69 (Rev. Kigali, 2022) ITU-D priorities (Kigali Action Plan) Resolutions 50 (Rev. Geneva, 2022), 52 (Rev. Hammamet, 2016), 75 (Rev. Geneva, 2022), 58 (Rev. Geneva, 2022) of World Telecommunication Standardization Assembly				
F: Further strengthen the trust and security framework with complementary and	2023-2025	ITU Strategic Goal 1 (Target 1.6) Resolutions 71, 130, 140, 179	9.1, 9.c	Council Documents C15/18 ,C16/18, C17/18, C18/18 ,	Facilitate the provision to Member States of relevant resources developed by relevant	C20/18_C21/18

WSIS Outcomes (WSIS AL C5)	Proposed Timing	ITU Strategic Goals and Relevant Resolutions	Linkages with SDGs	Evidence-based analysis of the current situation	Expected and Achieved results and targets to be achieved	COVID-19 Response
mutually reinforcing initiatives in the fields of security in the use of ICTs, with initiatives or guidelines with respect to rights to privacy, data and consumer protection.		(Rev. Bucharest, 2022) of the Plenipotentiary Conference Resolution 174 (Rev. Dubai, 2018), 181 (Guadalajara, 2010) of the Plenipotentiary Conference ITRs (Rev. Dubai, 2012) Council Resolution 1306 WTDC Resolutions 45, 2, 67, 69 (Rev. Kigali, 2022) ITU-D priorities (Kigali Action Plan) Resolutions 50 (Rev. Geneva,		C19/18, C20/18, C21/18, C22/18 Guidelines for utilization of the GCA	institutions on data privacy, data and consumer protection.	

WSIS Outcomes (WSIS AL C5)	Proposed Timing	ITU Strategic Goals and Relevant Resolutions	Linkages with SDGs	Evidence-based analysis of the current situation	Expected and Achieved results and targets to be achieved	COVID-19 Response
		2022), 52 (Rev. Hammamet, 2016), 75 (Rev. Geneva, 2022), 58 (Rev. Geneva, 2022) of World Telecommunication Standardization Assembly				
G: Share good practices in the field of information security and network security and encourage their use by all parties concerned	2023-2025	ITU Strategic Goal 1 (Target 1.6) Resolutions 71, 130, 140, 179 (Rev. Bucharest, 2022) of the Plenipotentiary Conference Resolution 174 (Rev. Dubai, 2018), 181 (Guadalajara, 2010) of the Plenipotentiary Conference	1.4, 7.1, 7.a, 7.b, 9.1, 9.c, 11.3, 11.b, 17.8	Council Documents C15/18 ,C16/18, C17/18, C18/18 , C19/18, C20/18, C21/18, C22/18 Guidelines for utilization of the GCA	Continue to facilitate access for Member States to toolkits, guidelines and reports for information security and network security as well as continue to develop and implement security standards	C20/18,C21/18

WSIS Outcomes (WSIS AL C5)	Proposed Timing	ITU Strategic Goals and Relevant Resolutions	Linkages with SDGs	Evidence-based analysis of the current situation	Expected and Achieved results and targets to be achieved	COVID-19 Response
		<p>ITRs (Rev. Dubai, 2012)</p> <p>Council Resolution 1306</p> <p>WTDC Resolutions 45, 2, 67, 69 (Rev. Kigali, 2022)</p> <p>ITU-D priorities (Kigali Action Plan)</p> <p>Resolutions 50 (Rev. Geneva, 2022), 52 (Rev. Hammamet, 2016), 75 (Rev. Geneva, 2022), 58 (Rev. Geneva, 2022) of World Telecommunication Standardization Assembly</p>				

WSIS Outcomes (WSIS AL C5)	Proposed Timing	ITU Strategic Goals and Relevant Resolutions	Linkages with SDGs	Evidence-based analysis of the current situation	Expected and Achieved results and targets to be achieved	COVID-19 Response
H: Invite interested countries to set up focal points for real-time incident handling and response, and develop a cooperative network between these focal points for sharing information and technologies on incident response	2023-2025	<p>ITU Strategic Goal 1 (Target 1.6)</p> <p>Resolutions 71, 130, 140, 179 (Rev. Bucharest, 2022) of the Plenipotentiary Conference</p> <p>Resolution 174 (Rev. Dubai, 2018), 181 (Guadalajara, 2010) of the Plenipotentiary Conference</p> <p>ITRs (Rev. Dubai, 2012)</p> <p>Council Resolution 1306</p> <p>WTDC Resolutions 45, 2, 67, 69 (Rev. Kigali, 2022)</p>	1.4, 7.1, 7.a, 7.b, 9.1, 9.c, 11.3, 11.b, 17.8	<p>Council Documents C15/18 ,C16/18, C17/18, C18/18 , C19/18, C20/18, C21/18, C22/18</p> <p>Guidelines for utilization of the GCA</p>	Facilitating, promoting and helping expand a global network of incident response teams cybersecurity centres for the prevention, detection and recovery from cyber-incidents by Member States. Promoting international cooperation, collaboration and information sharing.	C20/18,C21/18

WSIS Outcomes (WSIS AL C5)	Proposed Timing	ITU Strategic Goals and Relevant Resolutions	Linkages with SDGs	Evidence-based analysis of the current situation	Expected and Achieved results and targets to be achieved	COVID-19 Response
		<p>ITU-D priorities (Kigali Action Plan)</p> <p>Resolutions 50 (Rev. Geneva, 2022), 52 (Rev. Hammamet, 2016), 75 (Rev. Geneva, 2022), 58 (Rev. Geneva, 2022) of World Telecommunication Standardization Assembly</p>				
I: Encourage further development of secure and reliable applications to facilitate online transactions	2023-2025	<p>ITU Strategic Goal 1 (Target 1.6)</p> <p>Resolutions 71, 130, 140, 179 (Rev. Bucharest, 2022) of the Plenipotentiary Conference</p> <p>Resolution 174 (Rev. Dubai, 2018),</p>	1.4, 9.1, 9.c	<p>Council Documents C15/18 ,C16/18, C17/18, C18/18 , C19/18, C20/18, C21/18, C22/18</p> <p>Guidelines for utilization of the GCA</p>	Continue providing a global platform for Member States, industry, universities etc. to collaborate on the development of relevant security standards.	C20/18_C21/18

WSIS Outcomes (WSIS AL C5)	Proposed Timing	ITU Strategic Goals and Relevant Resolutions	Linkages with SDGs	Evidence-based analysis of the current situation	Expected and Achieved results and targets to be achieved	COVID-19 Response
		<p>181 (Guadalajara, 2010) of the Plenipotentiary Conference</p> <p>ITRs (Rev. Dubai, 2012)</p> <p>Council Resolution 1306</p> <p>WTDC Resolutions 45, 2, 67, 69 (Rev. Kigali, 2022)</p> <p>ITU-D priorities (Kigali Action Plan)</p> <p>Resolutions 50 (Rev. Geneva, 2022), 52 (Rev. Hammamet, 2016), 75 (Rev. Geneva, 2022), 58 (Rev. Geneva, 2022) of World Telecommunication</p>				

WSIS Outcomes (WSIS AL C5)	Proposed Timing	ITU Strategic Goals and Relevant Resolutions	Linkages with SDGs	Evidence-based analysis of the current situation	Expected and Achieved results and targets to be achieved	COVID-19 Response
		Standardization Assembly				
J: Encourage interested countries to contribute actively to the ongoing United Nations activities to build confidence and security in the use of ICTs	2023-2025	ITU Strategic Goal 1 (Target 1.6) Resolutions 71, 130, 140, 179 (Rev. Bucharest, 2022) of the Plenipotentiary Conference Resolution 174 (Rev. Dubai, 2018), 181 (Guadalajara, 2010) of the Plenipotentiary Conference ITRs (Rev. Dubai, 2012) Council Resolution 1306 WTDC Resolutions 45, 2,	1.4, 4.1, 4.3, 4.5, 5.b, 7.1, 7.a, 7.b, 9.1, 9.c, 11.3, 11.b, 16.2, 17.8	Council Documents C15/18 ,C16/18, C17/18, C18/18 , C19/18, C20/18, C21/18, C22/18 Guidelines for utilization of the GCA	Continue to act as a platform that fosters close international cooperation to increase awareness on the security of cyberspace and share experiences and best practices for further action at a global level, including in areas of new and emerging technologies such as AI, Quantum, Metaverse and others.	C20/18_C21/18

WSIS Outcomes (WSIS AL C5)	Proposed Timing	ITU Strategic Goals and Relevant Resolutions	Linkages with SDGs	Evidence-based analysis of the current situation	Expected and Achieved results and targets to be achieved	COVID-19 Response
		67, 69 (Rev. Kigali, 2022) ITU-D priorities (Kigali Action Plan) Resolutions 50 (Rev. Geneva, 2022), 52 (Rev. Hammamet, 2016), 75 (Rev. Geneva, 2022), 58 (Rev. Geneva, 2022) of World Telecommunication Standardization Assembly				
WSIS+10 Outcome Documents (WSIS+10 Statement on the Implementation of WSIS Outcomes and WSIS +10 Vision for WSIS Beyond 2015)						
a. Encourage further strengthening of the trust, and security framework with complementary and mutually reinforcing	2023-2025	ITU Strategic Goal 1 (Target 1.6) Resolutions 71, 130, 140, 179 (Rev. Bucharest,	9.1, 9.c	Council Documents C15/18 ,C16/18, C17/18, C18/18 , C19/18, C20/18, C21/18, C22/18	Continue to facilitate access for Member States to relevant resources on the rights to privacy, data	C20/18,C21/18

WSIS Outcomes (WSIS AL C5)	Proposed Timing	ITU Strategic Goals and Relevant Resolutions	Linkages with SDGs	Evidence-based analysis of the current situation	Expected and Achieved results and targets to be achieved	COVID-19 Response
<p>initiatives in the fields of security in the use of ICTs, with initiatives or guidelines with respect to rights to privacy, data and consumer protection.</p>		<p>2022) of the Plenipotentiary Conference</p> <p>Resolution 174 (Rev. Dubai, 2018), 181 (Guadalajara, 2010) of the Plenipotentiary Conference</p> <p>ITRs (Rev. Dubai, 2012)</p> <p>Council Resolution 1306</p> <p>WTDC Resolutions 45, 2, 67, 69 (Rev. Kigali, 2022)</p> <p>ITU-D priorities (Kigali Action Plan)</p> <p>Resolutions 50 (Rev. Geneva, 2022), 52 (Rev.</p>		<p>Guidelines for utilization of the GCA</p>	<p>and consumer protection, as specific aspects of Cybersecurity, including in areas of new and emerging technologies such as AI, and others.</p>	

WSIS Outcomes (WSIS AL C5)	Proposed Timing	ITU Strategic Goals and Relevant Resolutions	Linkages with SDGs	Evidence-based analysis of the current situation	Expected and Achieved results and targets to be achieved	COVID-19 Response
		Hammamet, 2016), 75 (Rev. Geneva, 2022), 58 (Rev. Geneva, 2022) of World Telecommunication Standardization Assembly				
b. Support greater development, and encourage implementation to international standards for security, in particular open standards. Continue to assist developing and least developed countries to participate in global standards development and related processes.	2023-2025	ITU Strategic Goal 1 (Target 1.6) Resolutions 71, 130, 140, 179 (Rev. Bucharest, 2022) of the Plenipotentiary Conference Resolution 174 (Rev. Dubai, 2018), 181 (Guadalajara, 2010) of the Plenipotentiary Conference	9.1, 9.c	Council Documents C15/18 ,C16/18, C17/18, C18/18 , C19/18, C20/18, C21/18, C22/18 Guidelines for utilization of the GCA	Continue providing a global forum for Member States, industry, universities etc. to collaborate on the development of relevant security standards, including in areas of new and emerging technologies such as AI, Quantum, Metaverse and others.	C20/18_C21/18

WSIS Outcomes (WSIS AL C5)	Proposed Timing	ITU Strategic Goals and Relevant Resolutions	Linkages with SDGs	Evidence-based analysis of the current situation	Expected and Achieved results and targets to be achieved	COVID-19 Response
		<p>ITRs (Rev. Dubai, 2012)</p> <p>Council Resolution 1306</p> <p>WTDC Resolutions 45, 2, 67, 69 (Rev. Kigali, 2022)</p> <p>ITU-D priorities (Kigali Action Plan)</p> <p>Resolutions 50 (Rev. Geneva, 2022), 52 (Rev. Hammamet, 2016), 75 (Rev. Geneva, 2022), 58 (Rev. Geneva, 2022) of World Telecommunication Standardization Assembly</p>				

WSIS Outcomes (WSIS AL C5)	Proposed Timing	ITU Strategic Goals and Relevant Resolutions	Linkages with SDGs	Evidence-based analysis of the current situation	Expected and Achieved results and targets to be achieved	COVID-19 Response
c. Ensure special emphasis for protection and empowerment of children online. In this regard, governments and other stakeholders should work together to help all enjoy the benefits of ICTs in a safe and secure environment.	2023-2025	<p>ITU Strategic Goal 1 (Target 1.6)</p> <p>Resolutions 71, 130, 140, 179 (Rev. Bucharest, 2022) of the Plenipotentiary Conference</p> <p>Resolution 174 (Rev. Dubai, 2018), 181 (Guadalajara, 2010) of the Plenipotentiary Conference</p> <p>ITRs (Rev. Dubai, 2012)</p> <p>Council Resolution 1306</p> <p>WTDC Resolutions 45, 2, 67, 69 (Rev. Kigali, 2022)</p>	4.1, 4.5, 16.2	<p>Council Documents C15/18 ,C16/18, C17/18, C18/18 , C19/18, C20/18, C21/18, C22/18</p> <p>Guidelines for utilization of the GCA</p>	<p>Providing an international partnership framework for increasing awareness on the risks of the children online and promoting global collaboration for their mitigation, including project implementations and delivery of technical assistance supporting cybersecurity inclusion for all vulnerable groups.</p>	C20/18,C21/18

WSIS Outcomes (WSIS AL C5)	Proposed Timing	ITU Strategic Goals and Relevant Resolutions	Linkages with SDGs	Evidence-based analysis of the current situation	Expected and Achieved results and targets to be achieved	COVID-19 Response
		ITU-D priorities (Kigali Action Plan) Resolutions 50 (Rev. Geneva, 2022), 52 (Rev. Hammamet, 2016), 75 (Rev. Geneva, 2022), 58 (Rev. Geneva, 2022) of World Telecommunication Standardization Assembly				
d. Strengthen support for the establishment of national Computer Incident Response Teams (CIRTs) including CIRTs responsible for government-to-government cooperation for incident management, where needed, and regional and international	2023-2025	ITU Strategic Goal 1 (Target 1.6) Resolutions 71, 130, 140, 179 (Rev. Bucharest, 2022) of the Plenipotentiary Conference Resolution 174 (Rev. Dubai, 2018),	1.4, 7.1, 7.a, 7.b, 9.1, 9.c, 11.3, 11.b, 17.8	Council Documents C15/18 ,C16/18, C17/18, C18/18 , C19/18, C20/18, C21/18, C22/18 Guidelines for utilization of the GCA	Facilitating, promoting and helping expand a global network of incident response teams and regional cybersecurity centres for the prevention, detection and recovery from cyber-incidents by Member States, including	C20/18_C21/18

WSIS Outcomes (WSIS AL C5)	Proposed Timing	ITU Strategic Goals and Relevant Resolutions	Linkages with SDGs	Evidence-based analysis of the current situation	Expected and Achieved results and targets to be achieved	COVID-19 Response
<p>coordination among them, for real-time handling and response of incidents, especially for national critical infrastructures, including information infrastructure, taking into account national legislations.</p>		<p>181 (Guadalajara, 2010) of the Plenipotentiary Conference</p> <p>ITRs (Rev. Dubai, 2012)</p> <p>Council Resolution 1306</p> <p>WTDC Resolutions 45, 2, 67, 69 (Rev. Kigali, 2022)</p> <p>ITU-D priorities (Kigali Action Plan)</p> <p>Resolutions 50 (Rev. Geneva, 2022), 52 (Rev. Hammamet, 2016), 75 (Rev. Geneva, 2022), 58 (Rev. Geneva, 2022) of World Telecommunication</p>			<p>technical assistance in implementing national CSIRTs/CIRTs and regular implementation of Cyberdrill Exercises. Promoting the creation of a cyber defence centre as cyber resilience strategy in any digitalized private/public organizations using ITU-T Recommendation X.1060.</p>	

WSIS Outcomes (WSIS AL C5)	Proposed Timing	ITU Strategic Goals and Relevant Resolutions	Linkages with SDGs	Evidence-based analysis of the current situation	Expected and Achieved results and targets to be achieved	COVID-19 Response
		Standardization Assembly				
e. Continue to promote the development of assessment frameworks to measure readiness of countries on various aspects of confidence and security in the use of ICTs.	2023-2025	ITU Strategic Goal 1 (Target 1.6) Resolutions 71, 130, 140, 179 (Rev. Bucharest, 2022) of the Plenipotentiary Conference Resolution 174 (Rev. Dubai, 2018), 181 (Guadalajara, 2010) of the Plenipotentiary Conference ITRs (Rev. Dubai, 2012) Council Resolution 1306 WTDC Resolutions 45, 2,	1.4, 7.1, 7.a, 7.b, 9.1, 9.c, 11.3, 11.b, 17.8	Council Documents C15/18, C16/18, C17/18, C18/18, C19/18, C20/18, C21/18, C22/18 Guidelines for utilization of the GCA	Regular update of the Global Cybersecurity Index (GCI) for measuring the cybersecurity national commitment of Member States.	C20/18_C21/18

WSIS Outcomes (WSIS AL C5)	Proposed Timing	ITU Strategic Goals and Relevant Resolutions	Linkages with SDGs	Evidence-based analysis of the current situation	Expected and Achieved results and targets to be achieved	COVID-19 Response
		<p>67, 69 (Rev. Kigali, 2022)</p> <p>ITU-D priorities (Kigali Action Plan)</p> <p>Resolutions 50 (Rev. Geneva, 2022), 52 (Rev. Hammamet, 2016), 75 (Rev. Geneva, 2022), 58 (Rev. Geneva, 2022) of World Telecommunication Standardization Assembly</p>				
f. Promote research and cooperation enabling effective use of data and software in particular electronic documents and transactions including electronic means of authentication and	2023-2025	<p>ITU Strategic Goal 1 (Target 1.6)</p> <p>Resolutions 71, 130, 140, 179 (Rev. Bucharest, 2022) of the</p>	1.4, 9.1, 9.c	<p>Council Documents C15/18 ,C16/18, C17/18, C18/18 , C19/18, C20/18, C21/18, C22/18</p> <p>Guidelines for utilization of the GCA</p>	Continue providing a global platform for Member States, industry, universities etc. to collaborate on the development of relevant security standards, using technologies including	C20/18_C21/18

WSIS Outcomes (WSIS AL C5)	Proposed Timing	ITU Strategic Goals and Relevant Resolutions	Linkages with SDGs	Evidence-based analysis of the current situation	Expected and Achieved results and targets to be achieved	COVID-19 Response
improve security methods.		Plenipotentiary Conference Resolution 174 (Rev. Dubai, 2018), 181 (Guadalajara, 2010) of the Plenipotentiary Conference ITRs (Rev. Dubai, 2012) Council Resolution 1306 WTDC Resolutions 45, 2, 67, 69 (Rev. Kigali, 2022) ITU-D priorities (Kigali Action Plan) Resolutions 50 (Rev. Geneva, 2022), 52 (Rev. Hammamet, 2016),			Public Key Infrastructure (PKI), blockchain, quantum key distribution, identity management etc.	

WSIS Outcomes (WSIS AL C5)	Proposed Timing	ITU Strategic Goals and Relevant Resolutions	Linkages with SDGs	Evidence-based analysis of the current situation	Expected and Achieved results and targets to be achieved	COVID-19 Response
		75 (Rev. Geneva, 2022), 58 (Rev. Geneva, 2022) of World Telecommunication Standardization Assembly				

5. Roadmap for WSIS Action Line C6: Enabling Environment



WSIS Outcomes (WSIS AL C6)	Proposed Timing	ITU Strategic Goals and Relevant Resolutions	Linkages with SDGs	Evidence-based analysis of the current situation	Expected and Achieved results and targets to be achieved	COVID-19 Response
Geneva Plan of Action and Tunis Agenda for the Information Society						
a. Governments should foster a supportive, transparent, procompetitive and predictable policy, legal and regulatory framework, which provides the appropriate incentives to investment and community development in the Information Society.	2023-2025			One of the core focus areas is the work of policy makers and Telecom/ICT regulators to design and adopt flexible, forward-looking and light-handed regulatory frameworks for digital innovations getting off the ground.	To assist membership in designing enabling frameworks, ITU-D: - convenes global forums to discuss global trends in regulation for Sector Members and other national and international stakeholders. These include the Global Symposium for Regulators (GSR) as well as strategic dialogues on policy, legal, regulatory, and economic and financial issues and market developments. The 22nd edition of the Global Symposium for Regulators (GSR-23), was held in Sharm El-Sheikh,	

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					<p>Egypt, from 5 to 8 June 2023 under the theme “Regulation for a sustainable digital future”. The GSR-23 attracted over 750 participants from over 100 countries. A main outcome from GSR-23 are the Best Practices Guidelines on Regulatory and economic incentives for an inclusive sustainable digital future stimulating the deployment of digital infrastructure everywhere, in particular in rural, unserved and underserved areas. This year 25 contributions were received to the consultation process from regulators, policy makers, the private sector, regional and international organizations, and civil</p>	

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					<p>society. A series of pre-events took place on 5 June, including the Regional Regulatory Associations' Meeting (RA), which saw the launch of ITU's new initiative: The Digital Regulation Network (DRN): The Collaborative Network of Networks, the Industry Advisory Group on Development Issues and the Private Sector Chief Regulatory Officers (IAGDI-CRO) Meeting, the Heads of Regulators' Executive Roundtable, and further included two signing ceremonies between ITU and partners. On 7 June, a roundtable of the Network of Women (NoW) in the ITU Development Sector (ITU-D) was held providing</p>	

WSIS Outcomes (WSIS AL C6)	Proposed Timing	ITU Strategic Goals and Relevant Resolutions	Linkages with SDGs	Evidence-based analysis of the current situation	Expected and Achieved results and targets to be achieved	COVID-19 Response
					<p>women delegates with the opportunity to exchange views on how to develop gender-mainstreamed policies.</p> <ul style="list-style-type: none"> - Convenes the Regional Economic Dialogues on Telecommunication/ICT specific topics (REDs), which provide a platform at which economical and financial issues affecting the sector in different countries are discussed, and possible solutions considered. - Raises awareness and builds capacity through various trainings and workshops focused on ICT development, broadband infrastructure, applications and services, 5G technologies, policy and regulatory collaboration, business 	

WSIS Outcomes (WSIS AL C6)	Proposed Timing	ITU Strategic Goals and Relevant Resolutions	Linkages with SDGs	Evidence-based analysis of the current situation	Expected and Achieved results and targets to be achieved	COVID-19 Response
					<p>planning for ICT infrastructure development using 5G networks and the digital regulation self-paced course is primarily based on the ITU/World Bank digital regulation handbook and platform with a focus on the following aspects: regulatory governance and evidence-based decision-making, competition and economics, consumer affairs, access for all and spectrum management.</p> <p>- Publishes discussion papers, reports and studies and training. The ITU/World Bank Digital regulation platform provides practical guidance and best practice for policymakers</p>	

WSIS Outcomes (WSIS AL C6)	Proposed Timing	ITU Strategic Goals and Relevant Resolutions	Linkages with SDGs	Evidence-based analysis of the current situation	Expected and Achieved results and targets to be achieved	COVID-19 Response
					and regulators across the globe concerned with harnessing the benefits of the digital economy and society for their citizens and firms. New articles are posted on the platform on a regular basis. The latest articles focus on the infrastructure sharing imperative, towards gigabit networks – a few considerations from the United Kingdom (a case study), market analysis, the emerging technologies (AI) challenges and principles of regulation, the latest article on National digital transformation strategy – mapping the digital journey is now available, along with a self-paced	

WSIS Outcomes (WSIS AL C6)	Proposed Timing	ITU Strategic Goals and Relevant Resolutions	Linkages with SDGs	Evidence-based analysis of the current situation	Expected and Achieved results and targets to be achieved	COVID-19 Response
					<p>course on An introduction to digital regulation.</p> <p>Primarily based on the ITU/World Bank Digital Regulation Platform, training was carried out in 2022 and 2023. In 2022, the training included 13 sessions focusing on topical regulatory aspects. 212 participants registered and 102 received a certificate. The training was developed as part of the collaboration between Saudi Arabia and the International Telecommunication Union (ITU) on assistance in telecommunication/ICTs to ITU Member States.</p> <p>A library of country reviews articulate the benefits of Fifth-</p>	

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					<p>generation collaborative digital regulation, G5, at country level, and anchor these benefits in experience and evidence. Each of the collaborative regulation country reviews offers a high-value, authoritative analysis of the country regulatory landscape and a clear-eyed view of the path ahead towards G5 regulation.</p> <p>The Global Digital Regulatory Outlook 2023 benchmarks regulatory progress across 193 countries worldwide, building on the successful track record of the first three editions. This new analysis is the go-to reference for regulators and policy-makers seeking to understand a fast-moving landscape – and shape</p>	

WSIS Outcomes (WSIS AL C6)	Proposed Timing	ITU Strategic Goals and Relevant Resolutions	Linkages with SDGs	Evidence-based analysis of the current situation	Expected and Achieved results and targets to be achieved	COVID-19 Response
					<p>regulatory change that will benefit all in the quest for digital transformation.</p> <p>In addition, the Global Digital Regulatory Outlook 2023 unveils the latest in its suite of highly specialized tools: a unified framework for assessing the state of readiness of national policy, legal and governance frameworks for digital transformation, while supporting national ICT regulators in evidence-based decision decision-making. The unified framework is based on the tried-and-tested G5 Benchmark (2023 data to be released online in October) and the ICT Regulatory Tracker (based on 2022 data).</p>	

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					<p>The Universal Service Financing Efficiency Toolkit is a practical guide for impactful and sustainable universal service implementation providing analytical tools and lessons learnt from country experiences to help policy-makers, regulators and universal service fund administrators to navigate common questions and challenges they face when using public funds to design, implement and finance programmes and projects that facilitate access to digital technologies and communication infrastructure. The toolkit and the related self-paced course were developed to promote effective regulation,</p>	

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					<p>greater investment, and innovative models for school connectivity in unserved communities and for broader digital inclusion.</p> <p>- Provides high-quality data, research, analyses, and tools to support membership in implementing and reviewing strategies, policies, and legal and regulatory frameworks as well as in moving towards evidence-based decision-making.</p> <p>The G5 accelerator provides practical step-by-step support for countries already embarked or planning to embark on their digital transformation journey. The interactive platform provides analytical tools</p>	

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					<p>based on the ICT Regulatory Tracker and the G5 Benchmark allowing national decision makers, development agencies and the private sector to explore the policy and regulatory environment for the digital transformation by comparing data across 193 countries and economies, 120 individual indicators over 15+ years. The last edition of the ICT Regulatory Tracker was released in October 2022.</p> <p>The ITU DataHub is recognized around the globe as the leading provider of timely and comprehensive telecommunication/ICT indicators as well as regulatory and tariff policies statistics, profiles</p>	

WSIS Outcomes (WSIS AL C6)	Proposed Timing	ITU Strategic Goals and Relevant Resolutions	Linkages with SDGs	Evidence-based analysis of the current situation	Expected and Achieved results and targets to be achieved	COVID-19 Response
					<p>and trends, featuring hundreds of indicators on connectivity, markets, affordability, trust governance, and sustainability. The ITU data, research and analysis and tools support stakeholders in defining, elaborating, implementing and reviewing transparent, coherent and forward-looking strategies, policy, legal and regulatory frameworks as well as in moving towards evidence-based decision-making.</p> <p>- Provides knowledge exchange tools and platforms, including thematic portals on the Digital Ecosystem, Infrastructure Development,</p>	

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					<p>International Mobile Roaming (IMR) Resources, Quality of Service and a Regional Regulatory Associations Portal to enable inclusive dialogue and enhanced cooperation and to raise national and regional awareness about the importance of an enabling environment.</p> <p>- Carries out projects and policy support to foster universal and affordable access to the digital world by providing stakeholders with a platform to identify the appropriate policy, regulatory, technical and commercial measures to achieve affordable access to international bandwidth, bringing together fiber-optic and satellite</p>	

WSIS Outcomes (WSIS AL C6)	Proposed Timing	ITU Strategic Goals and Relevant Resolutions	Linkages with SDGs	Evidence-based analysis of the current situation	Expected and Achieved results and targets to be achieved	COVID-19 Response
					<p>communication stakeholders, as well as policy makers and regulators.</p> <p>The Digital Regulation Network (DRN) is a new initiative, launched by Dr Cosmas Zavazava, BDT Director, in June 2023 during the Regional Regulatory Associations Meeting at GSR-23. The work of the DRN will focus on three main building blocks: thought leadership, capacity development, and regulatory experimentation and innovation. The aim of the Network is to accelerate sustainable digital transformation through common approaches to collaborative digital</p>	

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					<p>policy, regulation and governance across economic sectors and across borders. The Network is enabled by Regulatory Associations (RAs) at the regional and global level by leveraging South-South, North-South and triangular cooperation.</p> <p>- provides direct assistance to many countries in the fields of developing policy and regulatory frameworks, establishment of an independent regulatory authority, training of broadband strategies, market analysis, cost modelling for the provision of affordable services, consumer protection framework for ICT sector.</p>	

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					<p>- ITU-D Study Groups provide an opportunity for all Member States and Sector Members to share experiences, present ideas, exchange views, and achieve consensus on appropriate strategies to address ICT priorities. ITU-D Study Groups develop reports, guidelines, and recommendations based on input received from the membership.</p>	
<p>b. We ask the Secretary General of the United Nations to set up a working group on Internet governance, in an open and inclusive process that ensures a mechanism for the full and active participation of governments, the private sector and civil society</p>				<p>Activities related to Item b. have been undertaken since 2003.</p> <p>However, some elements mentioned in Item b., specifically items ii and iii, are considered an ongoing activity, due to the dynamic</p>	<p>Results of Activities in this area include:</p> <p>- Extended international cooperation among all Member States and with relevant regional regulatory associations and organizations for building capacity on</p>	

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<p>from both developing and developed countries, involving relevant intergovernmental and international organizations and forums, to investigate and make proposals for action, as appropriate, on the governance of Internet by 2005. The group should, inter alia:</p> <p>i. Develop a working definition of Internet governance;</p> <p>ii. Identify the public policy issues that are relevant to Internet governance; develop a common understanding of the respective roles and responsibilities of governments, existing intergovernmental and international organizations and other forums as well</p>				<p>nature of the Internet.</p> <p>It is recommended therefore, to periodically assess the outcomes of the Working Group on Internet Governance (WGIG), to ensure that public policy issues on Internet governance that are currently raised are properly addressed.</p> <p>It is also recommended to build capacity in ITU Member States, on the current arrangements on Internet governance in order to have a better understanding of the technical and policy requirements</p>	<p>issues pertaining to Internet governance.</p> <ul style="list-style-type: none"> - Increased awareness and capacity of relevant stakeholders (policy-makers, regulators, etc.) with regards to Internet governance issues. - Assistance extended to Member States to ensure that they can participate in and contribute to regional and global discussions on topics related to Internet governance, and hold national discussions with the relevant stakeholders on these topics. - Extended ways in which developing Member States can better engage in the discussions (organization of training, events, dynamic 	

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<p>as the private sector and civil society from both developing and developed countries;</p> <p>iv. [Prepare a report on the results of this activity to be presented for consideration and appropriate action for the second phase of WSIS in Tunis in 2005.]</p>				<p>the Membership may have.</p>	<p>coalitions, the establishment of regional/sub-regional forums, etc.).</p> <ul style="list-style-type: none"> - Increased capacity in Member States through the development of guidelines, resources and material. - Increased involvement by Member States in issues related to Internet through facilitating their participation in regional and global events 	
<p>c. Governments are invited to:</p> <p>i. facilitate the establishment of national and regional Internet Exchange Centres;</p> <p>ii. manage or supervise, as appropriate, their respective country code</p>					<p>Results of activities in this area include:</p> <ul style="list-style-type: none"> • A more effective use of Internet through: (1) the deployment of facilities such as Internet Exchange Points (IXPs) to make better use of the infrastructures at the 	

WSIS Outcomes (WSIS AL C6)	Proposed Timing	ITU Strategic Goals and Relevant Resolutions	Linkages with SDGs	Evidence-based analysis of the current situation	Expected and Achieved results and targets to be achieved	COVID-19 Response
<p>top-level domain name (ccTLD);</p> <p>iii. promote awareness of the Internet.</p>					<p>regional level, (2) building capacity on ccTLDs and their effective use with the Member States.</p> <ul style="list-style-type: none"> • Increased capacity in Member States through the development of guidelines, resources and material to facilitate the establishment and running of national and regional Internet Exchange Points. • Increased capacity in Member States through direct assistance, capacity building activities for managing ccTLDs and other internet resources so that each country can take the necessary decisions regarding their ccTLD. • Improved exchange of technical information 	

WSIS Outcomes (WSIS AL C6)	Proposed Timing	ITU Strategic Goals and Relevant Resolutions	Linkages with SDGs	Evidence-based analysis of the current situation	Expected and Achieved results and targets to be achieved	COVID-19 Response
					<p>between Member States and relevant organizations on issues related to ccTLDs and other internet resources through events, direct assistance, etc.</p> <ul style="list-style-type: none"> • Increased capacity in Member States through the provision of tools and guidelines for training policy-makers, regulators and other stakeholders on the benefits of socio-economic development that the Internet, related applications and services can bring to a country. This includes awareness of the related cybersecurity threats. 	
d. In cooperation with the relevant stakeholders, promote regional root servers and the use of internationalized domain					<p>Results of activities in this area include:</p> <ul style="list-style-type: none"> • Assistance to Member States in elaborating 	

WSIS Outcomes (WSIS AL C6)	Proposed Timing	ITU Strategic Goals and Relevant Resolutions	Linkages with SDGs	Evidence-based analysis of the current situation	Expected and Achieved results and targets to be achieved	COVID-19 Response
names in order to overcome barriers to access.					strategies for the establishment of regional root servers, and International Domain Names (IDNs), especially in relation to the effective use of ccTLDs and regional generic Top Level Domain name (gTLDs). • Improved exchange of technical information between Member States and relevant organizations on issues related to internationalized domain names.	
e. Governments should continue to update their domestic consumer protection laws to respond to the new requirements of the Information Society.					Consumers are confronted with new issues brought about by the wider availability of new Information and Communication Technologies (ICTs) in terms of greater choice of devices, online services	

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					<p>and applications. Identifying pro-active policy and regulatory measures in addition to co-regulatory and self-regulatory solutions and initiatives geared towards educating and empowering consumers is essential to protect the rights of all users in an open, transparent and inclusive digital world. In the framework of GSR and ITU’s knowledge exchange and data, research and analysis work, tools are created for effective regulation and assistance provided to members to update their national consumer protection laws to respond to the new requirements of the Information Society. BDT also develops guidelines,</p>	

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					<p>resources and material to increase awareness of the threats to ICT stakeholders and increase discriminatory laws and policies for sustainable development understanding of the possible roles of the different stakeholder groups in protecting consumers.</p> <p>ITU-D Study Group 1 Question 6/1 on Consumer information, protection and rights is working on consumer information, protection and rights for telecommunication/ICT services, especially for vulnerable groups.</p>	
f. Promote effective participation by developing countries and countries with economies					ITU organizes the annual GSR and all the various GSR materials and best practice guidelines are	

WSIS Outcomes (WSIS AL C6)	Proposed Timing	ITU Strategic Goals and Relevant Resolutions	Linkages with SDGs	Evidence-based analysis of the current situation	Expected and Achieved results and targets to be achieved	COVID-19 Response
in transition in international ICT forums and create opportunities for exchange of experience.					<p>posted on the BDT website. ITU aims at improving the exchange of information between Member States and all relevant organizations through the organization of national, regional and global events, workshops, establishment of online forums and platforms, etc.</p> <p>ITU-D Study Groups provide an opportunity for all Member States and Sector Members to share experiences, present ideas, exchange views, and achieve consensus on appropriate strategies to address ICT priorities. ITU-D Study Groups develop reports, guidelines, and recommendations based</p>	

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					<p>on input received from the membership.</p> <p>ITU Journal and ITU Kaleidoscope (ITU-T led) – jointly provide a platform for participation in academic research, publication and discussion, with the results available at no cost to the public.</p>	
<p>g. Governments need to formulate national strategies, which include e-government strategies, to make public administration more transparent, efficient and democratic.</p>					<p>Results of activities in this area include:</p> <ul style="list-style-type: none"> • Assistance to Member States in building capacity for the establishment of national ICT strategies, including e-government strategies through the provision of relevant guidelines, toolkits, and training programmes. • Assistance to Member States in formulating and 	

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					implementing national ICT strategies and sectoral e-strategies and master plans.	
h. Develop a framework for the secure storage and archival of documents and other electronic records of information.					An ITU report has been prepared on the usage of mobile phones for commerce in developing countries in collaboration with the International Trade Centre (ITC).	
i. Governments and stakeholders should actively promote user education and awareness about online privacy and the means of protecting privacy.					An ITU report on Digital identity in the ICT ecosystem defines digital identity in the ICT ecosystem and provides an overview of the various types of digital identity systems.	
j. Invite stakeholders to ensure that practices designed to facilitate electronic commerce also permit consumers to have a choice as to whether or						

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not to use electronic communication.						
k. Encourage the ongoing work in the area of effective dispute settlement systems, notably alternative dispute resolution (ADR), which can promote settlement of disputes.					<p>ITU organizes the annual GSR and all the various GSR materials and best practice guidelines are posted on the BDT website. ITU organizes annually several regional economic dialogues (REDs) as well as multiple thematic workshops, including for Africa, Latin America and the Caribbean, Europe and CIS countries.</p> <p>The ICT Digital Regulation Handbook and Platform assists regulators in the design of effective and enabling regulatory frameworks by sharing information on key regulatory issues and best practices,</p>	

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<p>I. Governments, in collaboration with stakeholders, are encouraged to formulate conducive ICT policies that foster entrepreneurship, innovation and investment, and with particular reference to the promotion of participation by women</p>					<p>Results of activities in this area include:</p> <p>Improved exchange of information between Member States and relevant organizations on best practices for sustainable and forward-looking national ICT strategies fostering entrepreneurship and innovation.</p> <p>ITU organized the ITU Policy and Economic Colloquium for the Americas region (IPEC-23) which included the Regional Economic Dialogue (RED-AMS) was held 25 to 26 September 2023. The theme of the IPEC focused on the opportunities and challenges to achieve digital transformation in the Americas Region,</p>	

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					<p>focusing on fixed and mobile networks as a means to promoting affordable adoption. It also discussed on advances regulatory costing and pricing strategies and practices in the region. It was also the occasion to present the main themes of the ITU-D Study Group 1 Question 4/1 on Economic aspects of national telecommunications/ICTs.</p> <p>IPEC-23 also included the ITU Business Planning for ICT Infrastructure Development applying 5G Networks Masterclass and results for the Americas Region; and the ITU-T Study Group 3 Regional Group for Latin America and the</p>	

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					<p>Caribbean (SG3RG-LAC) meeting.</p> <p>The ITU-BDT Innovation and Entrepreneurship Alliance for Digital Development builds critical local enablers to lead in the changing digital environment. BDT develops new organizational and human excellence capabilities, delivers new products and services for ITU Membership and strengthens the engagement of the private sector and academia in the critical work of BDT.</p>	
m. Recognising the economic potential of ICTs for Small and Medium-Sized Enterprises (SMEs), they should be assisted in increasing their					<p>Results of activities in this area include:</p> <ul style="list-style-type: none"> • Increased awareness of the relevant ICT related issues amongst SMEs 	

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competitiveness by streamlining administrative procedures, facilitating their access to capital and enhancing their capacity to participate in ICT-related projects.					<p>through the development of relevant tools and guidelines.</p> <ul style="list-style-type: none"> • BDT has produced a number of studies and publications, such as, the report on the economic contribution of broadband, digitization and ICT regulation, focusing on the regional econometric modelling reports. <p>The outcomes of these regional reports are a key reference material to illustrate the impact of fixed and mobile broadband on the economy, where the regions stand in terms of digitization and the impact of digitization on GDP.</p>	<p>BDT has produced the ITU Report on the Economic impact of broadband and digitization through the COVID-19 pandemic, based on econometric modelling. Building on ITU's global and regional economic research, which was based on datasets ending in 2018 and was published in 2020, this study</p>

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					In addition, research on the Impact of policies, regulation, and institutions on ICT sector performance using econometric modelling was elaborated to pinpoint the impact of the regulatory and institutional frameworks on the performance of the ICT sector and its contribution to national economies.	relies on the same structure and econometric models, but in this case examines the economic impact of fixed and mobile broadband penetration and digitization levels on the global economy through to the end of 2020.
n. Governments should act as model users and early adopters of e-commerce in accordance with their level of socio-economic development.						
o. Governments, in cooperation with other stakeholders, should raise awareness of the					Results of activities in this area include:	

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importance of international interoperability standards for global e-commerce.					<ul style="list-style-type: none"> • Raised awareness on the importance of standards through the provision of appropriate tools and guidelines. • ITU-T Study Group 3 is developing economic and policy ITU-T Recommendations on guidelines for Mobile Financial Service Agents, on consumer protection in mobile financial services, on guidelines for e-money issuers, on interoperability for competition in mobile financial services, on mobile financial services transaction cost model, and on guidelines for MOU between telecommunications regulators and central banks taking into account 	

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					the Zambian experience and existing MOU.	
p. Governments, in cooperation with other stakeholders, should promote the development and use of open, interoperable, non-discriminatory and demand-driven standards.					<p>Results of activities in this area include:</p> <ul style="list-style-type: none"> • Assistance to developing countries in undertaking activities to ensure that international standards are followed. • Provision of tools and guidelines to countries, and awareness raising on the need to incorporate and ensure that existing standards are adhered to when developing national e-strategies and applications. • ITU also provides support, assistance and training to developing countries in bridging the standardization gap on ICT technologies. ITU-T has 13 Regional Groups 	

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					<p>to stimulate effective participation in ITU-T Study Groups and increase the number of quality Contributions from the various regions.</p> <ul style="list-style-type: none"> • ITU organizes annual Regional ICT Standardization Forums as part of activities under WTSA Resolution 44 on bridging the standardization gap. The Forums discuss current standardization topical issues in ITU-T study groups and focus groups to engage more developing countries in the standardization work and could also feature capacity building on ITU-T Recommendations. 	
q. ITU, pursuant to its treaty capacity, coordinates and allocates					Results of activities in this area include:	

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frequencies with the goal of facilitating ubiquitous and affordable access.					<ul style="list-style-type: none"> • Assistance to developing countries in undertaking activities to ensure rational, efficient and economical use of frequency bands. • Provision of tools and guidelines to countries, and awareness to efficiently and effectively manage the radio spectrum and therefore to accelerate the development of wireless technology in these countries. 	
r. Additional steps should be taken in ITU and other regional organisations to ensure rational, efficient and economical use of, and equitable access to, the radio-frequency spectrum by all countries,					<p>Results of activities in this area include:</p> <ul style="list-style-type: none"> • Assistance to developing countries in undertaking the necessary activities to ensure rational, efficient 	

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based on relevant international agreements.					and economical use of frequency bands. • Provision of tools and guidelines to countries, and awareness to efficiently and effectively manage the radio spectrum and therefore to accelerate the development of wireless technology in these countries	
WSIS+10 Outcome Documents (WSIS+10 Statement on the Implementation of WSIS Outcomes and WSIS+10 Vision for WSIS Beyond 2015)						
a. promote digital inclusion and social and economic empowerment, in particular for youth, women, persons with disabilities and indigenous peoples;						
b. foster broadband development and deployment;						

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c. nurture innovation and entrepreneurship by stimulating investment by ensuring effective and fair competition;					<p>BDT released the ICT infrastructure business planning toolkit - 5G networks 2023 on March/2023.</p> <p>This toolkit addresses business planning challenges with mobile 4G, 5G and fibre-optic networks and offers a clear and practical methodology for the accurate economic evaluation of broadband infrastructure installation and deployment plans, focusing on rural and remote areas, including the design of networks to support sustainable 5G technology roll-out. The toolkit also addresses mechanisms to evaluate the sustainability of 5G projects.</p> <p>Training opportunities are also provided by ITU in the different regions.</p>	

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d. recognize the economic potential of ICTs for Small and Medium-Sized Enterprises (SMEs), contribute to increasing their competitiveness by streamlining administrative procedures, facilitating their access to capital, reducing the cost of doing business and enhancing their capacity to participate in ICT-related projects;						
e. ensure confidence and security in the development and the use of ICTs;						
f. foster an intellectual property rights framework that balances the interests of creators, implementers and users.						

